

**State of Nebraska  
Annual Performance Report Narrative  
Program Year 2021  
July 1, 2021 – June 30, 2022**

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## Accessibility

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This report is provided in accessible format (i.e., machine-readable). If you require assistance or experience accessibility issues, please contact Deb Andersen at [deb.andersen@nebraska.gov](mailto:deb.andersen@nebraska.gov).

## I. Introduction

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This WIOA annual statewide performance report narrative provides information requested under Training and Employment Guidance Letter (TEGL) 5-18, including Nebraska's progress towards meeting goals described in the 2020 Combined State Plan for Nebraska's Workforce System as they relate to Nebraska's WIOA Title I adult, dislocated worker, and youth programs and Title III Wagner-Peyser Employment Service.

## II. Federally required Information

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### (a) Waivers

During Program Year 2021 (July 1, 2021 – June 30, 2022), Nebraska did not have waivers in place.

### (b) Effectiveness in serving employers

For the *Effectiveness in Serving Employers* performance-indicator pilot program, Nebraska's core partners chose Approach 1 (retention with the same employer) and Approach 2 (repeat business customers). Nebraska is not piloting state-established measures of effectiveness in serving employers and has not established any other metrics to assess employer engagement.

### (c) Evaluation and research

WIOA Title I evaluations were not completed during Program Year 2021. However, the Nebraska Department of Labor is currently in the design phase of a multiyear mixed-methods evaluation of its Statewide Rapid Response program. Specifically, the evaluation will seek to determine the level of impact that Rapid Response event attendance has on the performance outcomes of WIOA Title I dislocated worker participants. Evaluation findings will be utilized to make strategic program improvements and expand identified best practices. This Statewide Rapid Response evaluation directly intersects with the WIOA Title I dislocated worker programs in all three local workforce development areas in Nebraska, including their respective local boards and Title I service providers.

Regarding efforts to provide data, survey responses, and timely site visits in relation to Federal evaluations, Federal evaluations involving the State of Nebraska were not performed during Program Year 2021. The Nebraska Department of Labor, though, became a member and active participant in the US Department of Labor Region V Evaluation Team. Nebraska's participation has increased our technical evaluation knowledge and better prepares us to collaborate with the Department during future Federal evaluations.

### (d) Customer satisfaction outreach results for Program Year 2021

During past Program Years, the State delegated responsibility for assessing customer satisfaction to local workforce development areas, as each local area should be best positioned to develop and implement appropriate methods for assessing customer satisfaction among Title I program participants and local area employers. Each local area has provided summary information regarding its customer satisfaction outreach efforts during Program Year 2021 for their respective Title I adult, dislocated worker, and youth participant and employer populations. Based on the content of the local area customer satisfaction outreach summaries for Program Year 2021 provided by each local area ([Appendix I](#), [Appendix II](#), and [Appendix III](#)) and the State's inability to assess generalizability and representativeness of local area customer satisfaction outreach results, the State will provide mandatory technical assistance to all local areas concerning:

- mandatory one-stop center certification criteria involving customer satisfaction outreach results for continuous improvement purposes, as required under the State's current *One-stop Center Assessment and One-Stop Center Certification* policy, including requirements that customer satisfaction outreach data can be disaggregated by service, program, and customer category (including individuals with disabilities) for evaluation purposes;

- development of effective and reliable customer satisfaction outreach methods and tools, including survey construction;
- the significance of random sampling by program participant and employer populations compared to generalized, targeted, and convenience sampling; and
- the significance of generalizability and representativeness of customer satisfaction outreach results for participant and employer populations.

#### (e) Progress on the Combined State Plan goals

In Section II.b.2. of the 2020 Combined State Plan for Nebraska's Workforce System, plan partners identified two goals for preparing an educated and skilled workforce that meets the needs of employers: (1) selecting and prioritizing development career pathways for three or more in-demand industry sectors and (2) aligning the State's workforce development system. To support the plan partners in their execution of the goals in Section II.b.2. of the State Plan, the Policy and Oversight Subcommittee of the Nebraska Workforce Development Board (State Board) established two workgroups: Career Pathways Workgroup and Alignment Workgroup.

##### (1) Career Pathways Workgroup

The career pathways workgroup identified four tasks leading to the selection and prioritization of development of career pathways.

##### *Task 1. Selecting and prioritizing development of career pathways for three or more in-demand industry sectors*

During Program Year 2020, the Career Pathways Workgroup identified five industry sectors that are in-demand across all of Nebraska's local workforce development areas and is prioritizing these industry sectors for career pathways development:

1. health care/medical;
2. manufacturing;
3. accommodation and food services;
4. transportation, distribution, and logistics (heavy and tractor-trailer trucking, transportation, and warehousing); and
5. construction.

##### *Task 2. Identify three or more barriers to job seeker/worker participation in career pathways*

During Program Years 2020 and 2021, the Career Pathways Workgroup identified seven critical barriers to job seeker/worker participation in career pathways. Workgroup members felt that the list of barriers originally identified in the State Plan overlapped considerably. For that reason, the workgroup combined the barriers identified in the 2020 State Plan and modified that barrier list. Below is the Workgroup's list of the seven critical barriers, with an operationalization statement for each.

1. *Childcare.* The financial burden for maintaining adequate childcare impedes continuous employment and may also include an inability to find adequate childcare or disruptions in service that adversely impact single parents at a high rate.
2. *Criminal history.* Exclusionary employment policies and practices create structural barriers for ex-offenders and prevent them from entering or reentering the workforce.
3. *Low income.* Limited income precludes job seekers/workers from obtaining necessary occupational skills training and credentials and accessing transportation resources necessary for employment in in-demand industry sectors in local and regional labor markets.
4. *Disability/health.* Unfavorable institutional barriers arise from misperceptions of increased business costs, lack of worker qualifications, or performance issues due to job seeker/worker disabilities or health issues.
5. *Cultural differences.* Cultural differences compete with norms, values, and beliefs, which may extend to language barriers for individuals lacking English language proficiency.

6. *Literacy skills, basic credentials, occupational credentials.* Barriers are created when individuals lack adequate literacy skills, basic credentials (i.e., GED or high school diploma), and occupational credentials required to perform minimum job requirements or essential employment functions.
7. *Aging-out of foster care.* Youth who have aged-out of foster care and lack adequate housing, transportation, education, or training necessary to enter the workforce experience significant barriers.

*Task 3. Identify five or more critical barriers to employer participation in career pathways*

During Program Year 2021, the Workgroup developed a plan for engaging business and industry representatives from the priority industry sectors identified under Task 1 in relation to identifying at least five critical barriers to employer participation in career pathways. The engagement plan includes three phases.

1. *Outreach and recruitment of business and industry sector representatives.* The Career Pathways Workgroup, in collaboration with the State Board Strategy and Innovation Subcommittee and local area representatives, will conduct outreach to and recruit business and industry representatives from the priority industry sectors identified under Task 1, including sponsors of Registered Apprenticeship programs and regional and local industry sector partnerships to obtain feedback described below in item 2.
2. *Engagement and collaboration with business and industry sector representatives of the priority industry sectors.* The Workgroup will convene the recruited representatives to obtain the feedback on:
  - a. the seven critical barriers identified under Task 2 and identify the top five critical barriers for each of the five priority in-demand industry sectors regarding employer participation in career pathways; and
  - b. employer needs for addressing the identified top five critical barriers to participation in career pathways among job seekers and workers, including Veterans and individuals with barriers to employment.
3. *Engagement and collaboration with workforce system partners, programs, and initiatives.* The Workgroup will engage and collaborate with the following entities to ensure a thorough evaluation of methods for addressing the top five critical barriers for each of the five priority in-demand industry sectors regarding career-pathways participation among job seekers, workers, and employers, as described above in item 2:
  - a. State Plan partners;
  - b. the State Board Strategy and Innovation Subcommittee;
  - c. initiatives and partnerships described in [Section II\(k\)\(1\)\(C\)](#) and [Section II\(k\)\(1\)\(D\)](#);
  - d. local boards and local area administrative entities;
  - e. required and additional one-stop partners; and
  - f. training providers.

*Task 4. Determine methods for addressing the top five identified critical barriers to participation in career pathways experienced by job seekers, workers, and employers*

Through collaboration with State Board, regional and local employers, industry sector partnerships, and other workforce system stakeholders, State Plan partners will determine methods during for addressing the top five identified critical barriers to participation in career pathways experienced by job seekers, workers, and employers, including:

- career services, youth program services, and supportive services that resolve the identified critical barriers experienced by job seekers and workers;
- work-based training opportunities that resolve the identified critical barriers experienced by employers, such as Registered Apprenticeship programs, pre-apprenticeship programs, on-the-job training, and internships; and

- coordination of services by and among the entities identified above under item 3 of Task 3 that minimize the effects of the top five identified critical barriers to participation in career pathways experienced job seekers, workers, and employers.

## (2) Alignment Workgroup

The Alignment Workgroup is focusing on seven strategies for alignment of the State's workforce development system:

1. common intake system;
2. development and implementation of state-level cross training and technical assistance;
3. development and dissemination of online resources and information to support fully integrated customer service;
4. furthering efforts of the State's public sector partnership;
5. coordination of workforce development activities statewide, as well as regionally and locally;
6. identification of solutions for technology integration; and
7. development of policies that support program and technology alignment.

During Program Year 2020, the Alignment Workgroup elected to focus its initial efforts on what was Nebraska's common intake system (rolled out during Program Year 2019). That system was not utilized by partners as expected, as it did not interface with one-stop partner management information systems and was, therefore, of little benefit regarding the elimination of duplicated effort for one-stop delivery system program staff during intake. During Program Year 2021, the Workgroup continued its examination of alternatives, some as simple as utilization of paper referral forms and as advanced as commonly available technology capturing eligibility information. The Workgroup studied the common intake process implemented by the State of Tennessee, a low-tech paper-based process. The Workgroup also evaluated utilization of the NEworks<sup>1</sup> "eligibility explorer" function. The Workgroup determined that neither approach was suitable as an alternative to the State's defunct common intake system. The Workgroup identified a potentially suitable alternative, a share file platform which is being evaluated by the State to determine security and privacy characteristics.

In addition to the common-intake system initiative, the Workgroup developed a state-level cross training and technical assistance program during Program Year 2021 and implemented the initiative during Program Year 2022, holding the first session in July 2022 with approximately 90 attendees. All cross-training sessions have been and will be recorded and posted on the Nebraska Department of Labor YouTube channel for use as training resources for future one-stop partner program staff.

### (f) Sector strategies and career pathways

#### (1) Greater Lincoln Workforce Development Area

##### Overview

During Program Year 2021, the Greater Lincoln Workforce Development Board worked with employers to develop industry sector strategies that support career pathways within the Greater Lincoln Workforce Development Area. These sector strategies help barriered individuals enter the labor market and obtain a pathway for career advancement. Through use of Greater Lincoln customized and incumbent worker training funds, employers listed in Table 1 received matching funds during Program Year 2021 from the Greater Lincoln Workforce Development Board in support of industry sector strategies and career pathway participation.

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<sup>1</sup> NEworks is the State Workforce Agency's management system of record for Title I and Title III programs, as well as TAA, JVSG, and DWG programs.



Table 1. Greater Lincoln PY21 customized training and incumbent worker subawards

Employer	Award amount \$	Expended \$	Activity	Participants served #	Cost per participant \$
Educare of Lincoln	20,600.00	11,767.17	Customized training	2	5,883.58
Lincoln Manufacturing Council	20,700.00	11,220.90	Customized training	61	183.94
Kawasaki Motors	18,000.00	18,000.00	Incumbent worker training	19	947.37
Kawasaki Motors	6,000.00	6,000.00	Incumbent worker training	13	461.54
Tabitha Health Care Services	29,012.74	26,827.84	Customized and incumbent worker training	24	1,117.83
Nelnet Diversified Solutions	62,000.00	62,000.00	Incumbent worker	22	2,818.18
Total	172,967.74	152,470.91	---	146	---

Career pathways were developed for these employers and in coordination and support from the following entities operating in the Greater Lincoln Workforce Development Area:

- Five Nines;
- Kawasaki Motors;
- Lincoln Literacy Council;
- Lincoln Manufacturing Council;
- Lincoln Partnership for Economic Development;
- City of Lincoln Economic Development;
- Nebraska Department of Labor;
- Southeast Community College;
- Strategic Initiatives Committee; and
- Tabitha Health Care Services.

### Summary of Initiatives

#### *Educare of Lincoln*

Educare onboarded and trained new employees who lacked experience in childcare or education. This training equipped the new employees with the fundamental skills necessary to provide high-quality early childhood education services. This industry sector is in-demand in Greater Lincoln and projected to continue growing at a rate of 13 percent.<sup>2</sup> Training included CPR, identification of abuse, safe sleep, reflective supervision, access to a national network of other Educare professionals, and daily coaching. The training resulted in each individual achieving a *Child Development Associate* credential.

#### *Kawasaki Motors Manufacturing Corporation*

Kawasaki Motors Manufacturing Corporation (KMM) provided a 10-week English Language Learner (ELL) curriculum, facilitated by Lincoln Literacy Council (LL). The curriculum was designed by KMM and LL around manufacturing and KMM-specific vocabulary to provide ELLs with minimum English competency in the context of KMM-specific and general manufacturing concepts. The pilot group exceeded benchmark goals. Because of the success of this program, the Greater Lincoln AJC has partnered with LL to provide the same type services to two other manufacturing employers during Program Year 2022. Greater Lincoln funded the classroom training provided by LL, and KMM funded participant overtime wages and other program costs, such as classroom and presentation media. As a result of this program, two KMM employees/Title I participants have already been promoted.

<sup>2</sup> Nebraska Department of Labor, Education, & Economic Development, “H3. High Wage. High Demand. High Skill., Childcare Workers,” <http://h3.ne.gov/searchResultsDetail.xhtml?soccode=399011> [accessed November 30, 2022];

### *Lincoln Manufacturing Council*

The Lincoln Manufacturing Council (LMC) held seven *Manufacturing Tech Certification* classes between July 2021 and June 2022. This training provided unique opportunities for those with no prior experience in the manufacturing industry. Manufacturing is in-demand in Greater Lincoln and is projected to continue growing at a rate of 10 percent.<sup>3</sup> Participants received the training needed to step into new manufacturing careers that offer excellent pay and benefits. Sixty-one individuals completed the coursework and earned their *Manufacturing Tech Certification*. LMC provided childcare and meals during class, as well as stipends to offset the opportunity cost and incentivize program completers to apply for manufacturing positions. Classes were hosted by Mount Zion Baptist Church, Educare of Lincoln, Community Action Partnership of Lancaster and Saunders Counties, Lincoln Public Schools (Lincoln Northeast High School and Lincoln North Star High School), Cornhusker State Industries, and the Community Correctional Center of Lincoln. During classes, AJC staff presented information on job search techniques. Greater Lincoln funded approximately half of this project and employers that make up LMC paid for the remaining portion.

### *Nelnet Diversified Solutions*

During Program Year 2021, Nelnet Diversified Solutions acquired a company, which came with a team of 22 legacy software engineers. Nelnet's goal was to retain those engineers, as they had many years of industry and enterprise experience that would benefit Nelnet in the long term; however, they lacked the necessary modern skills to be successful and competitive at Nelnet. To avoid layoff of these 22 employees, Nelnet worked with the AJC to upskill the legacy staff through training provided by *Doane University* and *Don't Panic Labs*. Skills learned during training included skills associated with C#, .NET, typescript, angular developer, and modern architectural patterns. Training occurred over 14 weeks, and Nelnet paid the employees while they attended the training. The cost of training was funded by Greater Lincoln. Following conclusion of training, the legacy staff were retained by Nelnet as modern development software engineers and placed on new or existing Nelnet teams. Their new skills propel each legacy staff member's career forward. In Nebraska, software developers have a bright career outlook with an average annual wage of \$101,810.<sup>4</sup>

### *Tabitha Health Care Services*

Tabitha Health Care Services wanted to directly address health care workforce shortages and provide a gateway for lifelong careers in health care by building a pipeline of candidates for in-demand Certified Nursing Assistant (CNA) roles and upskilling current employees who did not possess a CNA license but were working under a waiver that was in effect during the COVID pandemic. To accomplish this, Tabitha partnered with the Greater Lincoln AJC to provide the necessary CNA training. Greater Lincoln funded part of the training costs. Twenty-four participants completed the six- to eight-week CNA licensure training course. As a result, 80 percent are currently employed at Tabitha. The CNA occupation is in demand in Greater Lincoln and projected to continue growing at a rate of 18 percent.<sup>5</sup>

## (2) Greater Nebraska Workforce Development Area

### *Data-driven initiatives*

During Program Year 2021, the Greater Nebraska Workforce Development Area developed and began distributing an industry sector survey to employers that have either received a service from a business

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<sup>3</sup> Nebraska Department of Labor, Office of Labor Market Information, "Industry Employment Projections Download Center, Lincoln Metropolitan Statistical Area,"

<https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/Lincoln%20LTIP.xlsx> [accessed November 30, 2022]

<sup>4</sup> O\*NET OnLine, US Department of Labor, "Local wages 15-1252.00 – Software Developers,"

<https://www.onetonline.org/link/localwages/15-1252.00?zip=68502> [accessed November 30, 2022]

<sup>5</sup> Nebraska Department of Labor, Education, & Economic Development, "H3. High Wage. High Demand. High Skill., Nursing Assistants," <http://h3.ne.gov/searchResultsDetail.xhtml?soccode=311014> [accessed November 30, 2022]

services representative (BSR) within the previous quarter or recently created a recruiting account in NEworks (Nebraska's management information system of record). The industry sector survey was designed to capture data that identifies gaps in education, training, and workforce development services, as well as current recruitment and retention trends across multiple in-demand industry sectors. The survey specifically focuses on employer familiarity with workforce development programs and services and provides an opportunity for industry leaders to express their interest in participating in a variety of training and hiring incentive programs. Employers are able to identify multiple program interests, which allows for identification of multiple career pathway entry points. This data collection model allows for identification of key training needs of the local area labor force.

Based on survey data, the Greater Nebraska BSR team focuses heavily on identifying industry sectors for engagement and full involvement of businesses in the development of education and training models to ensure Greater Nebraska is offering pathways for specific skills, education, and credentials required for occupational specialties. Efforts to build cross-agency partnerships and ensure Greater Nebraska's regional Career and Technical Education partners are brought to the table in order to verify existing postsecondary programs that provide opportunities for the attainment of industry-recognized credentials that are key to the success of pathways developed through this process.

Using the collected survey data, BSRs are able to leverage several training programs offered by the Nebraska Department of Labor, in coordination with WIOA core partner programs and other one-stop partner programs. In addition, utilization of the survey data allowed Greater Nebraska to begin development of industry sector initiatives focused on removing barriers to participation in career pathways among industry sectors across the Greater Nebraska Workforce Development Area. In support of this project, Greater Nebraska regional field staff were able to customize delivery of career services, based on local-area specific economic conditions, as well as particular needs of job seekers, workers, and employers, through efficient economic and social targeting.

This data-driven initiative helped Greater Nebraska to better design and administer regional and local career pathway initiatives. Examples of the success of this initiative are provided below.

#### *Grand Island AJC outreach and career pathways efforts*

#### *BOLD GOAL Career Pathway Project*

The Community IMPACT Network, which includes the Central Region Workforce Development Partners, developed a career pathway plan as a strategy to assist with the BOLD GOAL of reducing poverty in Adams, Clay, Nuckolls, and Webster Counties by 30 percent by 2030. This career pathway plan is supported by services provided through WIOA Title I adult, dislocated worker, and youth programs, SNAP Next Step Employment & Training, Title III Wagner-Peyser Employment Service, and Title IV vocational rehabilitation programs. Additional organizations supporting this plan include the Central Navigation Program, United Way, and social service organizations.

Three employers participated in the career pathway plan pilot project:

- Cooperative Producers, Inc. (agricultural sector): seeking grain and agronomy operators, applicators, and retail clerks;
- Thermo King Trane Technologies (manufacturing sector): seeking assemblers, material handlers, machine operators, and welders; and
- Mary Lanning Hospital (health care sector): seeking more than 40 nursing candidates, 12 housekeeping staff, and food service workers.

People who have been living in poverty in Greater Nebraska may lack the necessary support systems to keep and advance in employment. Currently there are systems in place to "manage" poverty in Greater Nebraska communities instead of alleviating it. When an individual has the opportunity to become employed, earn a living wage and a benefit package that allows them to sustainably support their family, and establish a support system if they experience "bumps in the road", they are more likely to end their reliance on public assistance. Further, employers benefit from higher retention rates when they invest in

their employees. For these reasons, each employer in the pilot project has on-site training programs to assist new hires and commit to:

- adapting their employment pathway to accommodate two to eight people;
- providing information on requirements, hard and soft skills, benefits, and constraints relevant to open positions;
- providing support with the employment application process;
- participating in a training process for succeeding in hiring and retaining people who are on or have been on public assistance;
- having human resources staff work with Central Navigation or social service organization representatives to resolve attendance issues as they arise;
- adjusting workplace culture to support employees in or coming from difficult life circumstances; and
- providing a pathway for advancement for the targeted employees.

The employers invested time in training sessions to learn about succeeding in hiring and retaining people who are on or have been on public assistance programs. Depending on barriers participants were experiencing when they entered the pilot program, the employers worked with social service organizations that provide crisis intervention services, stabilization services, job readiness skills training, etc. In addition, the employers invested time and training to assist participants and eventually invested in new employee advancement within their companies.

The three employers participating the Bold Goal Career Pathways Project are established employers in the Hastings area. As the project evolves, Greater Nebraska staff will have opportunities to discuss additional workforce incentives with each employer. To date, Mary Lanning Health care and Thermo King are utilizing WIOA Title I on-the-job training (OJT) during their participation in the project. (Mary Lanning began taking advantage of OJT prior to the BOLD Goal project; and Thermo King began using OJT during the project.)

#### Chief Industries

Greater Nebraska region: Central

Industry sector: Manufacturing

Occupations targeted:

- general production
- machine operators
- facility maintenance
- welders
- CDL Operators

Barriers Chief Industries is facing and solutions offered by the workforce system:

- Lack of qualified workers applying for employment under the targeted occupations:
  - The Grand Island AJC assisted with recruitment through identification of qualified candidates based on resumes and skillsets in published NEworks. Potential candidates were contacted and provided with information about employment opportunities to determine interest.
  - Chief Industries was connected with the youth talent pipeline through the Career Pathways Institute, which was developed through a partnership between Nebraska Department of Labor, Grand Island Senior High, and Central Community College.
- Employee performance and attendance:
  - Greater Nebraska staff provided individuals starting in Chief Industries careers with pre- and post-hire etiquette techniques through career counseling.
  - OJT services were leveraged, as appropriate, to assist with enhancing initial and progressive performance and attendance.
- Limited English Proficiency (LEP):
  - Greater Nebraska staff evaluated applicants interested in occupations with Chief Industries, identifying those with language barriers that prevented them from participating in career pathways in the past.
  - Greater Nebraska staff identified opportunities for partnership with the Title II Adult Basic Education ESL program offered by Central Community College and the Grand Island Literacy

Council to accommodate the needs of LEP job seekers and increase their English language proficiency and enable them to participate in and advance within the manufacturing industry sector.

Investments in labor force made by Chief Industries for new hires and existing workers:

- partnering with the Career Pathways Institute on youth Registered Apprenticeship programs
- partnering with Central Community Collee on Registered Apprenticeship programs
- Northwest High School allocation of funds for training and tuition to assist students in attaining industry recognized welding certification, in collaboration with courses provided at Central Community College
- education reimbursement program for current employees providing an opportunity to enhance their skills and assist with climbing the career ladder

Workforce system programs leveraged:

- Registered Apprenticeship
- occupational skills training
- OJT
- customized training
- Work Opportunity Tax Credit
- State-funded Worker Training Program

#### *Beatrice AJC outreach and career pathway efforts*

The Beatrice AJC has focused on outreach and career pathway efforts, with emphasis placed on educating employers on services offered by all Title I programs and services offered by other one-stop delivery system partner programs. With Nebraska's low unemployment rate, employers have become frustrated by the lack and quality of applicants. As the Beatrice Business Services Representative (BSR) discussed recruitment strategies with employers, one-stop delivery system services came into play. Whether they were Registered Apprenticeship programs, OJT, Work Opportunity Tax Credit, Fidelity Bonding, or any other programs, employers were looking at available long-term solutions. Below are three of many Program Year 2021 solutions.

#### Lammel Plumbing

The Beatrice BSR began discussions during Program Year 2021 with Lammel Plumbing regarding establishment of a Registered Apprenticeship program. Lammel was then and is still facing the effects of "graying" of its staff and realized it must make an investment in its hiring/employment practices in order to recruit and retain workers. The Beatrice WIOA Title I youth program representative and Beatrice BSR met with Lammel and discussed OJT services and development of a Registered Apprenticeship program. During the development process for Lammel's planned Registered Apprenticeship program, Lammel was faced with two dilemmas: (1) allowing work time for some of the related-technical instruction components and (2) the fact that the local community college does not offer all required courses relating to the mandatory related-technical instruction components for a Registered Apprenticeship program. Following discussions with Nebraska Department of Labor Apprenticeship Program Coordinator, online curricula was identified that would address Lammel's concerns regarding certain related-technical instruction components of the planned Registered Apprenticeship program.

#### Endicott Clay Products

Endicott Clay Products contacted the Beatrice AJC regarding possible grants or assistance with paying for apprentice training, as it had an incumbent worker interested in participating in an apprenticeship program to become an electrician. Endicott Clay was not familiar with Registered Apprenticeship and requested information. The Beatrice LVER and BSR worked together to provide information and met with an Endicott Clay human resources representative to connect the representative with the Nebraska Department of Labor Apprenticeship Program Coordinator to begin the process of setting up a Registered Apprenticeship program.

### Capps Manufacturing

Capps Manufacturing has been frustrated with the lack and quality of applicants. As part of a consultation, the Beatrice BSR discussed Capps' positions, wages, benefits, etc.; labor market information was provided; local wage rates were reviewed; and OJT services were discussed. In addition, the BSR recommended consideration of second-chance applicants, as well as Fidelity Bonding and the Work Opportunity Tax Credit program. Capps is now set up as an OJT employer and will consider second-chance applicants.

### *Columbus one-stop center outreach and career pathways efforts*

Columbus one-stop center staff have been concentrating on alternative workforce solutions for regional employers, as applicant pools have been and remain dangerously low. Outreach efforts to employers have resulted in productive, yet sometimes difficult, conversations regarding strict hiring practices, inflexible schedules, and attendance policies, all of which impact turnover and long-term unfilled positions. Career pathways discussions ignited outside-the-box rethinking of existing employment practices, particularly in relation to entry level manufacturing positions and programs offered by the Nebraska Department of Labor and the US Department of Labor, including Worker Training Grants,<sup>6</sup> Registered Apprenticeship, Fidelity Bonding, Work Opportunity Tax Credit, and WIOA Title I OJT services.

### Cameco

The Columbus BSR worked with Cameco, a world leader in automotive seating, to begin developing a career pathways program. Three career-level categories having entry level/average/advanced wages were identified. Available training programs at the local community college were discussed, in addition to advanced training programs resulting in four-year degrees. These career pathways would not only inform current employees about industry advancement opportunities but would also help high school graduates entering the workforce understand the available career pathway at Cameco.

### Manufacture Mondays

The *Manufacturing Mondays* initiative was developed by and implemented at the Columbus one-stop center. *Manufacturing Mondays* focuses promotes small- to mid-sized manufacturers in the Columbus areas, as they are less well known than the fortune 500 hundred industries in the Columbus area. On *Manufacturing Mondays*, local manufacturing employers are hosted at the one-stop center and provided with an opportunity to promote their respective career pathway opportunities to job seekers and workers, including promotion of job openings, wages, benefits, and company culture. The response to this initiative from targeted businesses has been very favorable.

## (3) Greater Omaha Workforce Development Area

### *Better Business Workshops*

To provide better resources to business, Greater Omaha implemented a series of Better Business Workshops, aimed specifically at highlighting important programs and information that may be useful to businesses to grow and succeed in this challenging economy. During Program Year 2021, the following Better Business Workshops were held:

- Customized Training Programs, with presenters from Bellevue University and Metropolitan Community College (July 15, 2021);
- Staying in Compliance with Worker Rights, with a presenter from the Nebraska Department of Labor (August 19, 2021);
- Worker Training Grants and Upskilling your Existing Workforce (September 16, 2021);

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<sup>6</sup> Additional information on Worker Training Grants is accessible at <https://dol.nebraska.gov/ReemploymentServices/EmployerResources/WorkerTrainingProgram>.

- SourceLink Nebraska: Resources for Businesses and Entrepreneurs (October 21, 2021);
- Why Work Ready Communities? (November 18, 2021);
- Outlook<sup>7</sup> Enrichment & Outlook Business Solutions: Opening Your Business to People with Disabilities (February 17, 2022);
- Staying in Compliance with Worker's Rights, with the Nebraska Department of Labor (March 17, 2022);
- SourceLink Nebraska:<sup>8</sup> Connections to Nebraska Entrepreneurial and Business Development Resources (April 21, 2022); and
- Prosper Workforce Services:<sup>9</sup> Understanding Neurodiversity in the Workforce (June 16, 2022).

### *Industry listening sessions*

During Program Year 2021, Greater Omaha launched a series of industry listening sessions to engage business leaders. The interactive 90-minute sessions were conducted virtually, featuring the health care industry sector (June 2021), construction industry sector (July 2021), manufacturing industry sector (July 2021), and transportation, distribution, and logistics industry sector (October 2021). During these sessions, Greater Omaha worked with industry leaders to identify opportunities to better partner with the business community by increasing understanding of hiring needs and current efforts to recruit a diverse and skilled workforce.

### *Community-based sector partnerships*

Greater Omaha participates in the following community-based sector partnerships and events within the Omaha metropolitan area:

- Omaha Chamber of Commerce Manufacturing Coalition;
- Nebraska State Chamber Manufacturing events;
- Nebraska Tech Collaborative;
- advisory councils for Metropolitan Community College; and
- advisory councils for secondary institutions.

### *Collaboration with local Chambers of Commerce*

During Program Year 2021, Greater Omaha played an active role in business-focused events with many local Chambers of Commerce and economic development groups, including monthly meetings with the Business/Workforce Team at the Greater Omaha Chamber of Commerce, regular collaboration with more than a dozen Omaha-area economic development groups, participation in recruiting events for new businesses, and developing programming for current businesses.

### *Monthly business newsletter*

During late Program Year 2021, Greater Omaha launched a business-focused monthly newsletter that highlights resources for businesses and Greater Omaha events, career fairs, and workforce tools each month. The newsletter's popularity continues to grow each month. Current and past newsletters can be accessed at <https://hws-ne.org/employers/>.

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<sup>7</sup> Information on Outlook Nebraska is accessible at <https://www.outlookne.org/about/mission>.

<sup>8</sup> Information on SourceLink Nebraska is accessible at <https://sourcelinknebraska.com/>.

<sup>9</sup> Information on Prosper Workforce Services is accessible at <https://autismaction.org/prosperity/prosper-workforce-services/overview>.



### *Greater Omaha Workforce Strategy and Innovation Committee*

The Greater Omaha Workforce Strategy and Innovation Committee (WSIC) meets monthly to focus on sector strategy planning and career pathway planning. WSIC consists of volunteers from Omaha-area businesses, workforce development partners, and several Greater Omaha Workforce Development Board members. WSIC's collaborative efforts impact workforce development programs that assist unemployed individuals, individuals with skills deficiencies, adults with disabilities, and underserved and vulnerable populations. WSIC works to prioritize opportunities for workforce system programming, plan workforce events, and coordinate sector engagement.

### *Promotion of career pathways through industry-specific career fairs*

During Program Year 2021, Greater Omaha developed and/or hosted career fairs that align with in-demand jobs and career pathways that lead to H3<sup>10</sup> occupations.

- October 1, 2021: Greater Omaha hosted a health care career fair. This event was held in conjunction with a blood drive hosted by the American Red Cross. Employers offering careers in the health care industry sector were invited to participate, in addition to related education and training providers. The blood drive was held during the same hours to encourage cross promotion of the event and increased attendance.
- October 27, 2021: Greater Omaha hosted its first Spooktacular Job Fair. More than 20 employers participated. Industry sectors represented included business/professional services, construction, health care, hospitality, and manufacturing. Employers provided treats for children attending the event with parents seeking employment opportunities.
- November 10, 2021: Greater Omaha partnered with the City of Omaha to host a career fair to promote available jobs with the City of Omaha. The career fair highlighted a number of in-demand city government positions, including firefighter and snowplow driver positions. Additionally, a team of firefighters attended the event and was available to talk to job seekers about current firefighter positions.
- January 12, 2021: Greater Omaha hosted its first \$40k+ job fair. All employers participating in the event were promoting jobs that paid at least \$40,000 annually. The event was well attended, with more than 15 employers in attendance representing all three counties in the Greater Omaha Workforce Development Area. Many job seekers arrived early with resumes in hand. Several job seekers left the job fair with job offers or contingent job offers.
- March 26 and 30, 2022: Greater Omaha helped to organize and hosted two career fairs aimed at helping newer Omaha area residents connect with employment opportunities. Workforce system partners heavily promoted both events to recent Afghani refugee population. This was a highly collaborative partnership that included extensive planning efforts by the Greater Omaha Workforce Development Area, National Able (Title I adult and dislocated worker service provider), Dynamic Workforce Solutions (Title I youth service provider), Equus (TANF service provider), Lutheran Family Services, and University of Nebraska – Omaha.
- May 12, 2022: Greater Omaha hosted its first joint government/nonprofit career fair. This event included more than 15 area government entities and nonprofit organizations. The concept for this event came from attendee feedback following other career fairs, asking how best to connect with government and nonprofit jobs. Many job seekers arrived early and left with job offers or contingent job offers. Some Greater Omaha AJC one-stop partners, including National Able (Title I one-stop operator and adult and dislocated worker service provider), hired attendees from this event.
- June 11, 2022: Greater Omaha hosted its second annual Jobapalooza career fair. The event was held at two locations simultaneously (Greater Omaha AJC and Metropolitan Community College – South Campus) and featured more than 30 employers plus food trucks at both locations. Donations from businesses were received to pay for food vouchers for attending job seekers. Based on follow-up surveys, many job seekers/workers found employment through this event. One of the primary reasons for hosting Jobapalooza at two locations was to promote Greater Omaha AJC services in

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<sup>10</sup> H3 refers to high wage, high skill, and high demand.



south Omaha and increase awareness of the future Greater Omaha south Omaha one-stop center. Jobapalooza 2022 was well promoted on local radio and social media. Feedback from employers and job seekers was overwhelmingly positive.

#### (4) Work-based training and career pathways

##### *Registered Apprenticeship*

Development of Registered Apprenticeship programs increased by 65 percent across Nebraska between 2018 and 2022, including youth Registered Apprenticeship programs; and the total number of employers participating in Registered Apprenticeship increased by 34 percent during the same timeframe (Table 2).

Table 2. Registered Apprenticeship programs and participating employers in Nebraska, 2018 to 2022

FY	Total programs	Newly registered programs	Total active employers (including those participating in group RA programs)	New participating employers
2018	63	10	140	0
2019	76	16	151	11
2020	86	10	156	5
2021	102	16	177	21
2022	104	2	188	11

##### *Career pathways*

Refer to [Section II\(e\)\(1\)](#) for information on the State's career pathways activities and [Sections II\(f\)\(1\), II\(f\)\(2\), II\(f\)\(3\), II\(k\)\(1\)\(C\)](#), and [II\(k\)\(1\)\(D\)](#), as well as [Appendix IV](#) for information on the Greater Nebraska career pathways development tool.

##### (g) Small state minimum allotment exception

The State did not receive a small state minimum allotment exception for Program Year 2021.

##### (h) Performance accountability system

##### (1) State-specific performance measures

The State did not establish state-specific performance measures or goals for Program Year 2021.

##### (2) Deficiencies

The State has not yet received adjusted levels of performance<sup>11</sup> for its Title I programs for Program Year 2021 from the US Department of Labor. For that reason, the State has not yet calculated adjusted levels of performance for Nebraska's local Title I programs and is not, therefore, reporting on performance deficiencies for the local Title I programs for Program Year 2021. In the absence of Program Year 2021 adjusted levels of performance, the State's performance for Program Year 2021, as reported in [Appendix V](#), is based on *negotiated* levels of performance<sup>12</sup> rather than *adjusted* levels of performance. Local area performance deficiencies are described below in subsections [\(A\)](#) and [\(B\)](#).

<sup>11</sup> *Adjusted levels of performance* are levels of performance determined by adjusting the *negotiated levels of performance* at the end of a program year to reflect actual characteristics of participants served and actual economic conditions experienced using the *statistical adjustment model* [WIOA Sec. 116(b)(3)(A)(vii)].

<sup>12</sup> *Negotiated levels of performance* are the levels of performance mutually agreed to by the State and USDOL for each program [WIOA Sec. 116(b)(3)(A)(iv)].

### (A) Greater Lincoln Workforce Development Area

Greater Lincoln performance failures during Program Years 2018 through 2020 are detailed in Table 3. Performance failure occurs when:

- any *overall* state program score or *overall* state indicator score falls below 90 percent for a Program Year; or
- any of the State's *individual* indicator scores fall below 50 percent for a Program Year.

Table 3. Greater Lincoln performance failures, Program Years 2018 through 2020

Greater Lincoln performance failures	PY18	PY19	PY20
Adult program: <i>overall</i> local area single program score	---	---	84.08%
Youth program: <i>overall</i> local area single program score	88.49%	74.11%	82.77%
Employment rate 2 <sup>nd</sup> quarter after exit: <i>overall</i> local area single indicator score	---	---	88.82%
Median earnings 2 <sup>nd</sup> quarter after exit: <i>overall</i> local area single indicator score	---	---	85.43%

In accordance with TEGL 11-19, *Negotiations and Sanctions Guidance for the Workforce Innovation and Opportunity Act (WIOA) Core Programs*, as well as the State's *Performance Accountability, Change 3* policy, the Nebraska Department of Labor is required to take corrective action when a local area fails to meet *adjusted* levels of performance for the same overall local area single *individual* performance indicator or *overall* local area program score for three consecutive program years. Corrective action is intended to improve local area performance and ensure a maximum return on use of Federal funds. Because Greater Lincoln's *overall* local area single program score for its youth program fell below the 90 percent threshold for three consecutive program years, a Corrective Action Plan (CAP) was assigned to Greater Lincoln, effective November 1, 2022; and Greater Lincoln was advised that failure to take appropriate action in accordance with the CAP, including deadlines and communication requirements, will result in disciplinary action.

### (B) Greater Omaha Workforce Development Area

Greater Omaha performance failures during Program Years 2019 and 2020 are detailed in Table 4.

Table 4. Greater Lincoln performance failures, Program Years 2019 and 2020

Greater Omaha performance failures	PY18	PY19	PY20
Dislocated worker program: <i>overall</i> local area single program score	---	87.55%	---
Youth program: <i>overall</i> local area single program score	---	87.70%	89.06%
Credential attainment rate: <i>overall</i> local area single indicator score	---	75.00%	---

Greater Omaha failed to meet adjusted levels of performance for Program Years 2019 and 2020 consecutively, based on *overall* local area single program scores for its youth program, which fell below the 90 percent threshold, Greater Omaha is now subject to additional mandatory technical assistance regarding its youth program performance, which will be provided no later than January 2023.

## (3) Co-enrollment and common exit

### (A) Co-enrollment

#### Requirement

Under the State's *Performance Accountability, Change 3* policy, the State requires co-enrollment of participants occur whenever eligibility permits. This co-enrollment requirement applies to:

- local Title I adult, dislocated worker, and youth programs;
- Wagner-Peyser;
- JVSG;

- TAA; and
- DWG programs, whether administered at state or local levels.

Further, all TAA and DWG participants must be, at a minimum, co-enrolled in a local dislocated worker program and individuals participating in Nebraska's RESEA program (NEres) must be co-enrolled in Wagner-Peyser.

#### *Partner programs*

For programs subject to the State's co-enrollment requirement, partner programs in which participants may be co-enrolled include, but are not limited to:

- local Title I adult, dislocated worker, and youth programs;
- Adult Education and Family Literacy Act program;
- Wagner-Peyser;
- vocational rehabilitation programs provided by the:
  - Nebraska Commission for the Blind and Visually Impaired; and
  - Nebraska VR Program;
- DWG programs;
- Indian and Native American (INA) employment and training programs;
- Job Corps;
- JVSG;
- National Farmworker Jobs Program provided by Proteus;
- Senior Community Service Employment Program;
- TAA;
- Unemployment Insurance; and
- employment and training programs provided by:
  - Supplemental Nutrition Assistance Program (SNAP); and
  - Temporary Assistance for Needy Families program (TANF);
- YouthBuild.

#### (B) Common exit

Under the State's *Performance Accountability, Change 3* policy, common exit occurs when a participant enrolled in one or more partner programs has not received services from any program in which the individual is enrolled for at least 90 days and no future services are planned. A participant exits from all co-enrolled programs only when exit criteria are met for all co-enrolled programs. The State's a common-exit requirement applies to all participants who are co-enrolled in:

- local Title I adult, dislocated worker, and youth programs;
- Wagner-Peyser;
- JVSG;
- TAA; and
- DWG.

This common exit requirement does not apply to participants who are co-enrolled in other partner programs.

#### (4) Negotiated performance levels

##### (A) State level

The State's *negotiated* levels of performance for Title I adult, dislocated worker, and youth programs and Title III Wagner-Peyser Employment Service for Program Year 2020 and Program Year 2021 are listed below in Tables 5 through 8.

Table 5. Title I adult program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	78.0%	78.0%
Employment (fourth quarter after exit)	78.5%	78.5%
Median earnings (second quarter after exit)	\$6,300	\$6,300
Credential attainment rate	61.0%	61.0%
Measurable skill gains	41.0%	41.0%

Table 6. Title I dislocated worker program negotiated levels of performance, Program Years 2020 and 2021

Performance Indicators	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	86.4%	86.4%
Employment (fourth quarter after exit)	85.9%	85.9%
Median earnings (second quarter after exit)	\$8,250	\$8,250
Credential attainment rate	60.0%	60.0%
Measurable skill gains	45.0%	45.0%

Table 7. Title I youth program negotiated levels of performance, Program Years 2020 and 2021

Performance Indicators	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	78.0%	78.0%
Employment (fourth quarter after exit)	77.0%	77.0%
Median earnings (second quarter after exit)	\$3,545	\$3,545
Credential attainment rate	54.8%	54.8%
Measurable skill gains	41.8%	41.8%

Table 8. Title III Wagner-Peyser Employment Service negotiated levels of performance, Program Years 2020 and 2021

Performance Indicators	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	73.0%	73.0%
Employment (fourth quarter after exit)	73.0%	73.0%
Median earnings (second quarter after exit)	\$6,300	\$6,300

## (B) Local level

### Greater Lincoln Workforce Development Area

Local negotiated levels of performance for Greater Lincoln Title I adult, dislocated worker, and youth programs for Program Year 2020 and Program Year 2021 are listed below by local area in Tables 9 through 11.

Table 9. Title I adult program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	79.0%	79.0%
Employment (fourth quarter after exit)	79.0%	79.0%
Median earnings (second quarter after exit)	\$7,749	\$7,749
Credential attainment rate	77.0%	77.0%
Measurable skill gains	42.0%	42.0%

Table 10. Title I dislocated worker program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	89.0%	89.0%
Employment (fourth quarter after exit)	92.0%	92.0%
Median earnings (second quarter after exit)	\$8,590	\$8,590
Credential attainment rate	66.0%	66.0%
Measurable skill gains	55.0%	55.0%

Table 11. Title I youth program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	79.0%	79.0%
Employment (fourth quarter after exit)	78.0%	78.0%
Median earnings (second quarter after exit)	\$3,550	\$3,550
Credential attainment rate	55.0%	55.0%
Measurable skill gains	50.0%	50.0%

### Greater Nebraska Workforce Development Area

Local negotiated levels of performance for Greater Nebraska Title I adult, dislocated worker, and youth programs for Program Year 2020 and Program Year 2021 are listed below by local area in Tables 12 through 14.

Table 12. Title I adult program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	83.0%	83.0%
Employment (fourth quarter after exit)	79.0%	79.0%
Median earnings (second quarter after exit)	\$6,300	\$6,300
Credential attainment rate	63.0%	63.0%
Measurable skill gains	62.0%	62.0%

Table 13. Title I dislocated worker program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	89.0%	89.0%
Employment (fourth quarter after exit)	86.0%	86.0%
Median earnings (second quarter after exit)	\$8,250	\$8,250
Credential attainment rate	61.0%	61.0%
Measurable skill gains	68.0%	68.0%

Table 14. Title I youth program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	83.0%	83.0%
Employment (fourth quarter after exit)	81.0%	81.0%
Median earnings (second quarter after exit)	\$5,290	\$5,290
Credential attainment rate	55.8%	55.8%
Measurable skill gains	56.0%	56.0%

### Greater Omaha Workforce Development Area

Local negotiated levels of performance for Greater Nebraska Title I adult, dislocated worker, and youth programs for Program Year 2020 and Program Year 2021 are listed below by local area in Tables 15 through 17.

Table 15. Title I adult program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	78.5%	78.5%
Employment (fourth quarter after exit)	79.5%	79.5%
Median earnings (second quarter after exit)	\$6,400	\$6,400
Credential attainment rate	62.0%	62.0%
Measurable skill gains	42.0%	42.0%

Table 16. Title I dislocated worker program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	87.4%	87.4%

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (fourth quarter after exit)	86.0%	86.0%
Median earnings (second quarter after exit)	\$8,400	\$8,400
Credential attainment rate	70.0%	70.0%
Measurable skill gains	46.0%	46.0%

Table 17. Title I youth program negotiated levels of performance, Program Years 2020 and 2021

Performance indicator	PY20 negotiated level	PY21 negotiated level
Employment (second quarter after exit)	79.0%	79.0%
Employment (fourth quarter after exit)	78.0%	78.0%
Median earnings (second quarter after exit)	\$3,550	\$3,550
Credential attainment rate	55.8%	55.8%
Measurable skill gains	42.8%	42.8%

### (5) Data validation and integrity

The State has established data validation procedures for Title I adult, dislocated worker, and youth programs and Title III Wagner-Peyser Employment Service, the purposes of which are to:

- verify that the performance data reported to the US Department of Labor Employment and Training Administration (ETA) are valid, accurate, reliable, and comparable across programs;
- identify anomalies in data and resolve issues that may cause inaccurate reporting;
- identify acceptable source documentation required for data elements; and
- improve program performance accountability through the results of data validation efforts.

For the Title I and Title III programs, regular data element validation is required pursuant to TEGL 23-19 Attachment II. The State continues to evaluate configuration of NEworks, the State's management information system of record, to ensure its alignment with the requirements established under TEGL 23-19.

#### (A) Procedures

##### *System-automated data validation*

Through the NEworks, data is validated quarterly and annually through large-scale, four-step system-automated data validation protocols, three of which involve WIPS and the fourth involves SWIS.

1. The State's vendor for NEworks provides a full PIRL<sup>13</sup> file on a daily basis through secure file transfer, which is then uploaded to the WIPS<sup>14</sup> data validation and reporting clearinghouse during quarterly and annual reporting cycles.
2. In WIPS, the full PIRL file passes through preliminary data validation and edit check protocols, scanning all individual and programmatic data elements. The edit check searches for date range errors and inconsistencies, anomalies, and waterfall errors (i.e., if element a = 1 then element b cannot = 2).
3. Once the full PIRL file successfully clears the edit check protocols, full PIRL reports are certified by the State.

<sup>13</sup> *PIRL* means Participant Individual Record Layout, a format for reporting program data to the US Department of Labor.

<sup>14</sup> *WIPS* refers to the Workforce Integrated Performance System, the system by which states report on the performance of workforce programs to the US Department of Labor.

4. A similar data validation and edit check process for wage data occurs simultaneously in the SWIS<sup>15</sup> clearinghouse during quarterly and annual reporting cycles. The data goes through an import/export/validation process within NEworks and is then inserted as aggregate data into the full PIRL file, after which the data is retired from NEworks.

#### *Manual data validation*

Prior to the State's submission of an annual quantitative performance report to ETA, the Quality Control Unit Program Analyst conducts manual validation of data elements.<sup>16</sup> Manual data validation occurs annually for the preceding full Program Year and begins on July 1 following the conclusion of the applicable Program Year, according to the record sampling and validation guidelines and processes described below.

#### *Records sampling*

The NEworks case file sampling function is capable of generating random samples of program participants by program for use during data validation. Random samples for Title I and Title III programs are drawn based on the sample-size requirements listed in Table 18 using a confidence level of 95 percent and confidence interval of 15.

Table 18. Required sample size per program

Program population size	Confidence level	Confidence interval	Sample size
1 - 99	95%	15	30
100 - 199	95%	15	35
200 - 299	95%	15	37
300 - 399	95%	15	39
400 - 499	95%	15	39
500 - 599	95%	15	40
600 - 699	95%	15	40
700 - 799	95%	15	41
800 - 899	95%	15	41
900 - 999	95%	15	41
1000 - 1999	95%	15	42
2000 - 4999	95%	15	42
5000 - 9999	95%	15	43
10000 - 14999	95%	15	43
15000 - 19999	95%	15	43
20000 - 24999	95%	15	43
25000 - 29999	95%	15	43
30000+	95%	15	43

#### *Data validation*

The State's Performance Program Coordinator provides the random sample lists to the State's Quality Control Unit Program Analyst within 15 calendar days of the conclusion of the applicable Program Year. The State's Program Analyst then conducts data validation based on the following guidelines.

<sup>15</sup> SWIS refers to the State Wage Interchange System, which facilitates the exchange of wage data among participating states for the purpose of assessing and reporting on state and local employment and training program performance, evaluating performance, and for other purposes allowed under a SWIS Data Sharing Agreement.

<sup>16</sup> Information in the State's annual quantitative performance report for local Title I programs and Wagner-Peyser must be validated by the State before the report is submitted to the US Department of Labor [TEGL 23-19].



1. Each case in each sample is evaluated, comparing the information in NEworks for data elements to the source documentation provided in ECM or NDM<sup>17</sup> to determine if source documentation is:
  - a. present for data elements applicable to the respective program; and
  - b. an acceptable form of source documentation is present for data elements.
2. For most data elements, multiple forms of source documentation are acceptable under TEGL 23-19. If multiple types of source documentation are present in ECM or NDM for the same data element and the sources conflict, the most objective source is used to determine if data elements are valid and accurate.

Following the completion of data validation activities, the State's Program Analyst provides data-validation outcome summary reports to the Quality Control Unit Administrator and State Monitoring Unit Supervisor for evaluation and identification of necessary corrective actions, in collaboration with the State Policy Unit Coordinator and the State's Performance Program Coordinator. Parameters for data-validation outcome summary reports are provided in [Appendix VI](#) and data-validation outcome summary reports for Program Year 2021 are provided in [Appendix VII](#).

(i) [Activities provided using state funds](#)

(1) [Reentry](#)

During Program Year 2021, Governor's Reserve funds continued to support projects that expands employment and training services for incarcerated individuals who will reenter the workforce upon completion of their time in Nebraska's corrections system. During Program Year 2020, a pre-apprenticeship training project sponsored by the Nebraska Department of Labor and Nebraska Department of Correctional Services Tecumseh State Correctional Institution in partnership with Home Builders Institute was designed and partially implemented. The project was fully implemented during Program Year 2021 and trains incarcerated individuals in electrical and carpentry occupations. Upon completion of the occupational skills training component of the project, the individuals receive an industry-recognized Pre-Apprenticeship Certificate Training (PACT) credential for their respective trade, as well as an OSHA-10 certification. This short-term reentry occupational skills training program has the capacity to train 12 participants per cohort. In December 2021, graduation was held at the Tecumseh facility to celebrate the accomplishments of the project's first successful cohort. While this project provides these individuals with occupational skills needed to successfully reenter the workforce in high skill, high wage, and high demand occupations, it also introduces them to the public workforce system and resources available to support them throughout their reentry/reemployment journey.

(2) [Rapid Response](#)

During Program Year 2021, employers and workers effected by layoffs and closures were offered on-site and alternate site services, as well as virtual services, including provision of information for programs and services available through the Nebraska Department of Labor, such as short-time compensation (STC) and a direct connection to Unemployment Insurance Division staff. Rapid Response activities were coordinated at the state level and delivered at the local level by the Rapid Response teams. Required members of each Rapid Response team included:

- Title I dislocated worker program representatives from the applicable local area;
- Title III Wagner-Peyser Employment Service representatives from the applicable local area;
- Unemployment Insurance (UI) representatives;
- TAA representatives from the applicable local area;
- Veteran representatives; and
- other community partners, such as health care, financial information, and community assistance partners, as appropriate.

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<sup>17</sup> ECM (Enterprise Content Management system) and NDM (NEworks Document Manager) are the State's source documentation management systems.



Tables 19 through 21 detail the total number of employers served based of service type by local area region.

Table 19. Rapid Response and business downsizing assistance services during PY 2021

Region	Total employers	Total services
Greater Nebraska: Region 2	2	2
Greater Nebraska: Region 3	2	3
Greater Nebraska: Region 5	1	2
Greater Omaha: Region 7	3	3
Greater Lincoln: Region 9	1	2
Total	9	12

Table 20. Planning layoff response during PY 2021

Region	Total employers	Total services
Greater Nebraska: Region 1	2	2
Greater Nebraska: Region 3	2	3
Greater Nebraska: Region 4	2	3
Greater Nebraska: Region 5	5	5
Greater Omaha: Region 7	6	8
Greater Lincoln: Region 9	1	1
Total	18	22

Table 21. Layoff aversion informative outreach during PY 2021

Region	Total employers	Total services
Greater Nebraska: Region 2	1	1
Greater Nebraska: Region 3	6	6
Greater Nebraska: Region 4	92	101
Greater Nebraska: Region 5	27	28
Greater Omaha: Region 7	15	15
Greater Lincoln: Region 9	1	1
Total	142	152

#### (j) National Dislocated Worker Grant

##### (1) Trade and Economic Transition – Dislocated Worker Grant (TET-DWG)

The State's TET-DWG<sup>18</sup> was awarded September 27, 2018, with the period of performance beginning on October 1, 2018 and concluded on September 30, 2021. During the period of performance, 316 individuals were enrolled (exceeding the projected grant enrollment goal of 300), 299 of which were co-enrolled in local Title I dislocated worker programs, 60 were enrolled in on-the-job training, 135 were enrolled in occupational skills training, and 154 received other career services.

#### (k) Promising practices and success stories

##### (1) Promising practices

###### (A) TET-DWG marketing plan and training

The State's TET-DWG program commissioned videos targeting dislocated workers and employers for on-the-job training (OJT). The videos were posted on social media and provided to staff to email to potential participants and employers. In addition, radio ads were commissioned. Staff heavily promoted OJT at several events targeting employers.

To compliment marketing and outreach efforts, the TET-DWG program, in partnership with the Greater Nebraska Workforce Development Area, held a statewide virtual event to educate the public on the program

<sup>18</sup> TET-DWG refers to Trade and Economic Transition Dislocated Worker Grant.

and eligibility criteria for all dislocated worker categories, including self-employed workers. In addition, the TET-DWG program contracted with a consultant to provide statewide comprehensive training on co-enrollment and co-case management for TET-DWG and Title I staff.

### (B) Limited English Proficiency Plan

The State's Limited English Proficiency Plan (LEPP) functions as a tool for assessing the effectiveness of workforce service delivery to individuals with limited English proficiency. As part of the LEPP implementation process during Program Year 2021, the Nebraska Department of Labor Division of Reemployment Services established a planning committee to identify major concentrations of ethnic groups with language access barriers in order to support the provision of equitable services to individuals with language access barriers. This committee consists of partners from Nebraska's three local workforce development areas (Greater Lincoln, Greater Nebraska, Greater Omaha). The LEPP planning committee met with the University of Nebraska–Lincoln Department of Modern Language and Literatures to expand opportunities for translation services. This partnership concentrated on identification and prioritization and translation of program enrollment documents, guides, and program marketing materials. The planning committee conducted outreach to local offices to verify and provide resources required to assist staff with connecting to Language Line Solutions. The planning committee also began work to ensure sign language interpretation services area set up for all offices to improve programmatic accessibility. The availability of resources (and associated costs) that improve programmatic accessibility is under evaluation by the planning committee. The LEPP committee established three subcommittees that focus on service areas consistent with the needs of Nebraska's English language learners:

- The language-assistance measure subcommittee identified language services available through partner agencies and multi-cultural organizations. The subcommittee also pinpointed current practices in response to LEPP informational requests.
- The training subcommittee reviewed current policies and procedures regarding the provision of equitable services while serving individuals with limited English proficiency and best practices for working with interpreters.
- A third subcommittee identified materials promoting reemployment services that require translation to improve programmatic accessibility and marketing of the availability of interpretation services to increase program participation.

### (C) Economic Mobility Task Force

The Nebraska Economic Mobility Task Force comprises Nebraska Departments of Labor and Health and Human Services and other State agencies and community-based organizations having similar goals aimed at reducing unemployment, underemployment, and poverty in the Nebraska. The Economic Mobility Task Force established three separate subcommittees focusing on the benefits cliff, industry sector initiatives, and policies and procedures.

- The benefits cliff subcommittee met with the Atlanta Federal Reserve, which agreed to provide tools, including a benefit cliff calculator, and a career-ladder identifier financial forecaster that will be leveraged to train field staff and program participants. The Nebraska Department of Health and Human Services is currently working on a memorandum of understanding with the Atlanta Federal Reserve to obtain and operate these tools.
- The industry sector initiative subcommittee began development of business focus groups to gain a deeper understanding of the interrelationships between Nebraska business competitiveness and workforce needs. This subcommittee will be working with Nebraska Department of Labor business services representatives to identify regional and local industry sector needs and develop strategies to assist in their recruitment and placement efforts. These efforts tie in with career pathways initiatives currently underway.
- The policy and procedures subcommittee began work on identification of opportunities to coordinate service delivery strategies across program partners. The subcommittee began and continues review of program policies, searching for opportunities to improve policies and procedures to remove coenrollment barriers and increase quality referrals. This subcommittee will

communicate all identified program-imposed barriers and suggestions for resolution to the Alignment Workgroup established by the Nebraska Workforce Development Board Policy and Oversight Subcommittee.

#### (D) American Public Human Services Association partnership

The Nebraska Departments of Labor and of Health and Human Services have partnered to participate in a technical assistance grant through American Public Human Services Association. This grant focuses on enhancing and refining the career pathways model for the State and involves Blue Cross Blue Shield, SNAP Next Step Employment & Training program, and Equus Workforce Solutions (TANF subrecipient service provider), as well as leadership from the Nebraska Departments of Labor and Health and Human Services. The group is currently working to better understand how job seekers, workers, and employers experience the workforce system and identify ways to streamline that experience by focusing on alignment of resources along career pathways for in-demand industry sectors and developing a model that works across partner programs. Current partnership action items include:

- reviewing labor market information to assist in the selection and prioritization of industry sectors;
- gathering baseline data on customer and employer experiences through surveys developed across programs and comparing captured data;
- hosting focus groups with job seekers, workers, and employers to develop a deeper understanding of data gathered through surveys and discuss topical information not easily gathered through surveys;
- collaboration with the Nebraska Vocational Rehabilitation Program to identify best practices arising through its current Career Pathways Advancement Project (CPAP) 2.0<sup>19</sup> and how services provided through other agencies can contribute to CPAP 2.0; and
- development of an ecosystem map that lists services offered and sequencing of events for leveraging workforce activities to remove participation barriers and easing access to career pathway development with identified supportive services and available training programs.

#### (2) Success stories

Success stories are provided in [Appendix VIII](#).

#### (I) Pay-for-performance contracting

Pay-for-performance strategies and contracts were not in use in Nebraska during Program Year 2021.

### III. State-required information

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As required pursuant to Neb. Rev. Stat. § 48-3304, information is provided in [Appendix IX](#) and [Appendix X](#) regarding the total amount of Federal funding provided to the State and each local area for Title I adult, dislocated worker, and youth programs and the funds expended for training services.

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<sup>19</sup> Information on CPAP 2.0 is accessible at <http://www.vr.nebraska.gov/pathways/>.

**Appendix I. Greater Lincoln customer satisfaction outreach, Program Year 2021**

**Title I adult, dislocated worker, and youth program participants**

Table 1. Customer satisfaction outreach to Title I adult program participants during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I adult program participants during PY 2021.	In the beginning of PY21 we used a paper version of our customer survey. Shortly after starting PY21, we adapted the survey to an electronic version that can be found on the AJC website under the job seeker link.
2. Described the frequency of customer satisfaction outreach to Title I adult program participants during PY 2021 (weekly, monthly, etc.).	In most cases customers were asked to complete the customer satisfaction weekly, or daily depending on the flow of traffic. All customer satisfaction surveys are on the desktop of all 12 customer computers. Staff asked if customers would be willing to complete a survey. If the customer agreed, staff would open up the link for the survey and would explain once the questions were completed the customer can click on 'submit' and the AJC would receive the results. In other cases, staff members may have asked customers after their visit either via text, phone or email if the customer would be willing to complete the survey. If the customer agreed, staff would send the survey link via text or email.
3. How many Title I adult program participants were served during PY 2021?	130
4. How many Title I adult program participants were contacted during PY 2021 for customer satisfaction outreach purposes?	For PY21 our surveys did not have an option for customers to note what program they were working with; therefore, we do not know the exact number of Adults who were contacted to complete the customer satisfaction survey. This has been updated for PY22.
5. How many Title I adult program participants responded to customer satisfaction outreach during PY 2021?	<p>For PY21 our surveys did not have an option for customers to note who they were working with; therefore, we do not know the exact number of adults who completed the customer satisfaction survey. We are working to add to the survey to help us identify what program the customer is working with. All surveys are in electronic form on the AJC website. Once customer presses submit on their survey, a copy of the survey is sent the AJC staff email. In the beginning of the month the One-Stop Operator categorizes the surveys in the (Month/Year) folder and then the folder separates the employer and customer surveys.</p> <p>The OSO reviews all surveys to be entered into an excel sheet for the month or reporting and calculates the scores based on the scoring system created for the surveys. This is then reported monthly for the board report, operations meeting and partner form meeting. It is also included in the monthly partner newsletter. During PY 22 we have begun doing follow-up if a customer indicated they are okay with follow-up which is completed by the OSO.</p>
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I adult program participants.	Staff in the AJC will be assigned a number of surveys to be completed each month and will be tracked on their score cards. Staff are encouraged to asked customers to complete the surveys before the customer leaves their appointment; however, if staff members do not have them complete the survey, then the staff member will send a message via text or email asking the customer to fill out the survey. If the

Information requested	Response
	<p>customer agrees then staff will send a link to the survey via text or email. Additional ways the AJC staff offer customer services customers, each staff member has a link to the survey in their signature line and the survey is located on the desktop on all customer computers in the resource room.</p> <p>Supervisors are also considering staff incentives to help will increasing the number of surveys given out with hopes of increasing the number of surveys received.</p>
<p>7. What did Title I adult program participant responses reveal regarding customer satisfaction during PY 2021?</p>	<p>The first half of PY 21 showed there were some improvements that could be made. There were many months where surveys were not received. More specifically during the first half we received feedback that there were some customers who were not stratified with their experience at the AJC. This resulted in lower scores on top of the fact we had low scores in the number of surveys that were received. The second half of the PY 21 showed improvements had been made. With the exception of January no surveys were received, this resulted in a lower score. To prevent this from occurring again, Supervisors have worked on incentives to keep staff members engages in having customers fill out the survey.</p> <p>For 9 out of 12 months the AJC staff averaged 95% on the overall satisfaction rate on the surveys. This shows there is some room for improvement in customer experience. Customers are encouraged to leave a comment about the experience so AJC staff understand what was good and what could be improved. The AJC has contracted with Wichita State University to provide secret shoppers to assist staff in getting a better picture of areas of improvement.</p>
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I adult program participants during PY 2021.</p>	<p>The survey has been updated and allows customers to select which staff member helped them. Also, we are working to ensure staff are fully aware of the results and are currently working with SCC to build training to help improve our customer satisfaction rate. Staff also complete coaching sessions with their supervisor to review how to improve their interactions with customers.</p>

Table 2. Customer satisfaction outreach to Title I dislocated worker program participants during PY 2021

Information requested	Response
<p>1. Describe tools used for customer satisfaction outreach to Title I dislocated worker program participants during PY 2021.</p>	<p>In the beginning of PY21 we used a paper version of our customer survey. Shortly after starting PY21, we adapted the survey to an electronic version that can be found on the AJC website under the job seeker link.</p>
<p>2. Described the frequency of customer satisfaction outreach to Title I dislocated worker program participants during PY 2021 (weekly, monthly, etc.).</p>	<p>In most cases customers were asked to complete the customer satisfaction weekly, or daily depending on the flow of traffic. All customer satisfaction surveys are on the desktop of all 12 customer computers.</p> <p>Staff asked if customers would be willing to complete a survey. If the customer agreed, staff would open up the link for the survey and would explain once the questions were completed the customer can click on 'submit' and the AJC</p>

Information requested	Response
	<p>would receive the results. In other cases, staff members may have asked customers after their visit either via text, phone or email if the customer would be willing to complete the survey. If the customer agreed, staff would send the survey link via text or email.</p>
<p>3. How many Title I dislocated worker program participants were <i>served</i> during PY 2021?</p>	<p>27</p>
<p>4. How many Title I dislocated worker program participants were <i>contacted</i> during PY 2021 for customer satisfaction outreach purposes?</p>	<p>For PY21 our surveys did not have an option for customers to note who they were working with; therefore, we do not know the exact number of dislocated workers who were contacted to complete the customer satisfaction survey.</p>
<p>5. How many Title I dislocated worker program participants <i>responded</i> to customer satisfaction outreach during PY 2021?</p>	<p>For PY21 our surveys did not have an option for customers to note who they were working with; therefore, we do not know the exact number of dislocated workers who completed the customer satisfaction survey. We are working to add to the survey to help us identify what program the customer is working with. All surveys are in electronic form on the AJC website. Once the customer presses to submit their survey, a copy of the survey is sent the AJC staff email. In the beginning of the month the One-Stop Operator categorizes the surveys in the (Month/Year) folder and then the folder separates the employer and customer surveys.</p> <p>The OSO reviews all surveys to be entered into an excel sheet for the month or reporting and calculates the scores based on the scoring system created for the surveys. This is then reported monthly for the board report, operations meeting and partner form meeting. It is also included in the monthly partner newsletter. During PY 22 we have begun doing follow-up if a customer indicated they are okay with follow-up which is completed by the OSO.</p>
<p>6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I dislocated worker program participants.</p>	<p>Staff in the AJC will be assigned a number of surveys to be completed each month and will be tracked on their score cards. Staff are encouraged to asked customers to complete the surveys before the customer leaves their appointment; however, if staff members do not have them complete the survey, then the staff member will send a message via text or email asking the customer to fill out the survey. If the customer agrees then staff will send a link to the survey via text or email. Additional ways the AJC staff offer customer services customers, each staff member has a link to the survey in their signature line and the survey is located on the desktop on all customer computers in the resource room.</p> <p>Supervisors are also considering staff incentives to help will increasing the number of surveys given out with hopes of increasing the number of surveys received.</p>
<p>7. What did Title I dislocated worker program participant responses reveal regarding customer satisfaction during PY 2021?</p>	<p>The first half of PY 21 showed there were some improvements that could be made. There were many months where surveys were not received. More specifically during the first half we received feedback that there were some customers who were not stratified with their experience at the AJC. This resulted in lower scores on top of the fact we had low scores in the number of surveys that were received. The second half of the PY 21 showed improvements had been</p>

Information requested	Response
	<p>made. With the exception in January no surveys were received, this resulted in a lower score. To prevent this from occurring again, Supervisors have worked on incentives to keep staff members engaged in having customers fill out the survey.</p> <p>For 9 out of 12 months the AJC staff averaged a 95% on the overall satisfaction rate on the surveys. This shows there is some room for improvement in customer experience. Customers are encouraged to leave a comment about the experience so AJC staff understand what was good and what could be improved. The AJC has contracted with Wichita State University to provide secret shoppers to assist staff in getting a better picture of areas of improvement.</p>
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I dislocated worker program participants during PY 2021.</p>	<p>The survey has been updated and allows customers to select which staff member helped them. Also, we are working to ensure staff are fully aware of the results and are currently working with SCC to build training to help improve our customer satisfaction rate. Staff also complete coaching sessions with their supervisor to review how to improve their interactions with customers.</p>

Table 3. Customer satisfaction outreach to Title I youth program participants during PY 2021

Information requested	Response
<p>1. Describe tools used for customer satisfaction outreach to Title I youth program participants during PY 2021.</p>	<p>In the beginning of PY21 we used a paper version of our customer survey. Shortly after starting PY21, we adapted the survey to an electronic version that can be found on the AJC website under the job seeker link.</p>
<p>2. Described the frequency of customer satisfaction outreach to Title I youth program participants during PY 2021 (weekly, monthly, etc.).</p>	<p>In most cases customers were asked to complete the customer satisfaction weekly, or daily depending on the flow of traffic. All customer satisfaction surveys are on the desktop of all 12 customer computers. Staff asked if customers would be willing to complete a survey. If the customer agreed, staff would open up the link for the survey and would explain once the questions were completed the customer can click on 'submit' and the AJC would receive the results. In other cases, staff members may have asked customers after their visit either via text, phone or email if the customer would be willing to complete the survey. If the customer agreed, staff would send the survey link via text or email.</p>
<p>3. How many Title I youth program participants were served during PY 2021?</p>	<p>56</p>
<p>4. How many Title I youth program participants were contacted during PY 2021 for customer satisfaction outreach purposes?</p>	<p>For PY21 our surveys did not have an option for customers to note who they were working with; therefore, we do not know the exact number of youth who were contacted to complete the customer satisfaction survey.</p>
<p>5. How many Title I youth program participants responded to customer satisfaction outreach during PY 2021?</p>	<p>For PY21 our surveys did not have an option for customers to note who they were working with; therefore, we do not know the exact number of youths who completed the customer satisfaction survey. We are working to add to the survey to help us identify what program the customer is working with. All surveys are in electronic form on the AJC website. Once customer presses submit on their survey, a copy of the survey is sent the AJC staff email. In the</p>



Information requested	Response
	<p>beginning of the month the One-Stop Operator categorizes the surveys in the (Month/Year) folder and then the folder separates the employer and customer surveys.</p> <p>The OSO reviews all surveys to be entered into an excel sheet for the month or reporting and calculates the scores based on the scoring system created for the surveys. This is then reported monthly for the board report, operations meeting and partner form meeting. It is also included in the monthly partner newsletter. During PY 22 we have begun doing follow-up if a customer indicated they are okay with follow-up which is completed by the OSO.</p>
<p>6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I youth program participants.</p>	<p>Staff in the AJC will be assigned a number of surveys to be completed each month and will be tracked on their score cards. Staff are encouraged to asked customers to complete the surveys before the customer leaves their appointment; however, if staff members do not have them complete the survey, then the staff member will send a message via text or email asking the customer to fill out the survey. If the customer agrees then staff will send a link to the survey via text or email. Additional ways the AJC staff offer customer services customers, each staff member has a link to the survey in their signature line and the survey is located on the desktop on all customer computers in the resource room.</p> <p>Supervisors are also considering staff incentives to help will increasing the number of surveys given out with hopes of increasing the number of surveys received.</p>
<p>7. What did Title I youth program participant responses reveal regarding customer satisfaction during PY 2021?</p>	<p>The first half of PY 21 showed there were some improvements that could be made. There were many months where surveys were not received. More specifically during the first half we received feedback that there were some customers who were not stratified with their experience at the AJC. This resulted in lower scores on top of the fact we had low scores in the number of surveys that were received.</p> <p>The second half of the PY 21 showed improvements had been made. With the exception of January, no surveys were received, this resulted in a lower score. To prevent this from occurring again, Supervisors have worked on incentives to keep staff members engages in having customers fill out the survey.</p> <p>For 9 out of 12 months the AJC staff averaged 95% on the overall satisfaction rate on the surveys. This shows there is some room for improvement in customer experience. Customers are encouraged to leave a comment about the experience so AJC staff understand what was good and what could be improved. The AJC has contracted with Wichita State University to provide secret shoppers to assist staff in getting a better picture of areas of improvement.</p>
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I youth program participants during PY 2021.</p>	<p>The survey has been updated and allows customers to select which staff member helped them. Also, we are working to ensure staff are fully aware of the results and are currently working with SCC to build training to help improve our</p>



Information requested	Response
	customer satisfaction rate. Staff also complete coaching sessions with their supervisor to review how to improve their interactions with customers.

Employers

Table 4. Customer satisfaction outreach to employers during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to employers during PY 2021.	In the beginning of PY21 we used a paper version of our customer survey. Shortly after starting PY21, we adapted the survey to an electronic version that can be found on the AJC website under the employer link.
2. Described the frequency of customer satisfaction outreach to employers during PY 2021 (weekly, monthly, etc.).	Staff member emailed customer satisfaction surveys after contact was made by staff to the employer. This was completed on a monthly basis. Some cases employers were asked to fill out the survey while they were in the AJC prior to leaving. In most cases, the employer asked the email to be sent and staff sent it to the employer to be completed.
3. How many employers were <i>served</i> during PY 2021?	58
4. How many employers were <i>contacted</i> during PY 2021 for customer satisfaction outreach purposes?	7
5. How many employers <i>responded</i> to customer satisfaction outreach during PY 2021?	Of the 7 surveys sent, 6 employers responded to the customer satisfaction survey. For PY 21-22 the resource room had 21 visits from employers. About 7 of the 21 visits from employers were from reoccurring visits from the employer to the resource room. There were two employers this occurred with.
6. Describe what will be done to improve response rates for future customer satisfaction outreach to employers.	Staff in the resource room will work with employers in the resource room while the Business Services Coordinator will work with employers outside of the resource room. All staff will be assigned a number of surveys to be completed each month and will be tracked on their score cards. Supervisors are also considering staff incentives to help will increasing the number of surveys given out with hopes of increasing the number of surveys received.
7. What did employer responses reveal regarding customer satisfaction during PY 2021?	Our employer customer needs are forever changing, the AJC will continue to grow and adjust to the needs of the employers as we receive feedback from them. To ensure better results, increasing the number of surveys will occur for PY22 will occur. The second half of the PY 21 showed improvements had been made. Staff overall scored higher on the results from their surveys. The hope is with the increase of survey AJC staff will get more of a variety of results and how to best serve employers in and outside the AJC.
8. Describe all current and planned continuous improvement processes developed based on feedback received from employers during PY 2021.	The survey has been updated and allows customers to select which staff member helped them. Also, we are working to ensure staff are fully aware of the results and are currently working with SCC to build training to help improve our customer satisfaction rate. Staff also complete coaching sessions with their supervisor to review how to improve their interactions with customers.

**Appendix II. Greater Nebraska customer satisfaction outreach during Program Year 2021**

**Title I adult, dislocated worker, and youth program participants**

Table 1. Customer satisfaction outreach to Title I adult program participants during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I adult program participants during PY 2021.	Greater Nebraska updated the Customer Satisfaction Survey in May 2022 with input from the State to ensure data gathered provided a comprehensive review of service delivery and areas for improvement. Greater Nebraska utilizes NEworks to send messages to Job Seekers and Employers served. A link and QR code was also created to allow staff to email job seekers and employers directly after services have been provided. Flyers with the QR code were created and are kept in the Resource Rooms for customers to pick up at any time during their visit.
2. Described the frequency of customer satisfaction outreach to Title I adult program participants during PY 2021 (weekly, monthly, etc.).	Direct emails are sent to job seekers and business who have received services on a weekly basis. NEworks messaging is sent out twice a year, 45 days prior to the Board meeting, to capture additional responses.
3. How many Title I adult program participants were served during PY 2021?	279
4. How many Title I adult program participants were contacted during PY 2021 for customer satisfaction outreach purposes?	During PY2021 a total of 4,248 customers were contacted. This includes Adults, Dislocated Workers, Youth, and individuals served under Wagner-Peyser and UI.
5. How many Title I adult program participants responded to customer satisfaction outreach during PY 2021?	During PY2021 a total of 353 customer responded. This includes Adults, Dislocated Workers, and Youth.
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I adult program participants.	Greater Nebraska will begin sending the NEworks message with the survey monthly. The first month this was implemented, responses jumped from 18 to 55 in 24 hours.
7. What did Title I adult program participant responses reveal regarding customer satisfaction during PY 2021?	<p>Roughly 43% of customers indicated that they entered and/or contacted an AJC or Affiliate One-Stop Center to receive assistance to file their unemployment claim. 31% indicated they came to file their claim and receive additional reemployment services and 26% stated that they contacted our offices purely for reemployment services. From that data, we can see that the primary reason customers are visiting our offices is to receive unemployment insurance assistance.</p> <p>Whether it was Unemployment Insurance guidance or assistance with reemployment services 73% of customers were provided with the support necessary when coming into the office. Less than 1% of customers did indicate that they had some state of dissatisfaction with services rendered.</p> <p>Professional workplace behavior is necessary for the long-term success of our customers. Our team is accustomed to working with individuals that are experiencing hardships and barriers, and the way they conduct themselves during initial interactions is what sets the pace in the job seekers ability and willingness to participate in our programs. If we compare the data to that of the satisfaction question, we see a huge increase in the positive reflection of staff’s professionalism. In fact, 74 customers who did not indicate that they were very satisfied with employment services received still showed that</p>

Information requested	Response
	<p>staff were very professional. What we commonly see is customers may not be satisfied by services due to the result of an unemployment claim determination or denial of eligibility for employment programs thus motivating them to provide an unsatisfactory response, but still showcasing the professionalism of our staff.</p> <p>The majority of customer respondents believe staff at the AJC or affiliate site were accessible at 70%. However, we still have work to do to make sure we are providing the same ease of access to the other 30%. Increasing accessibility to staff and programs is and has always been priority one.</p>
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I adult program participants during PY 2021.</p>	<p>Toward the end of PY2021, the majority of local field offices received an unemployment insurance specialist to assist with initial unemployment insurance claim filings, weekly certifications, and general UI inquires. This has assisted Greater Nebraska in separating the State Unemployment Insurance Division and The Division of Reemployment Services. Having UI Claim Specialists co-located in the field has increased the partnership between Reemployment and Unemployment, and the coordination of referrals as a result. This has also added the capacity for offices to increase outreach and promotion of reemployment services available to individuals who are underemployed and seeking training and/or support to obtain financial stability, as well as those who are unemployed. The Greater Nebraska One-Stop Operator has also developed the Greater Nebraska Workforce System Partner Guide. The goal of this guide is to provide program information, eligibility, and points of contact for WIOA Core Programs, required One-Stop partners, and additional community agencies.</p> <p>For respondents who have indicated they were not satisfied with services rendered, options have been added for them to provide more details on their experience, their contact information, and the name of the staff member(s) who served them. Regional Managers and UI Administrators receive results of surveys so they may reach out to those suggesting a negative customer experience to identify service delivery improvements. The provision of these reports has been increased from quarterly to weekly.</p> <p>Customer service training is continuous across programs to ensure staff are equipped with the knowledge, tools, and support required to provide professional services to clients. Some trainings that have been implemented/enhanced include;</p> <ul style="list-style-type: none"> <li>• Conflict resolution</li> <li>• Motivational Interviewing</li> <li>• Situational Paraphrasing</li> <li>• Email, telephone, and in-person etiquette techniques</li> <li>• Core Partner cross training</li> </ul> <p>Additional options have also been added to determine if accessibility issues are related to:</p>

Information requested	Response
	<ul style="list-style-type: none"> <li>• Trouble finding the AJC or Partner</li> <li>• Ability to get around easily in the building</li> <li>• Distance traveled and mode of transportation as well as parking availability</li> <li>• Accommodations required and the availability of such systems and services</li> <li>• Technology barriers for virtual services / site navigation</li> </ul> <p>Continuous improvement focuses on bringing our programs to the customer, which has included partnering with the Nebraska Library system to reach customers that have transportation barriers. On-going training has been offered to library staff across Greater Nebraska to assist in easing virtual access to staff through a virtual service delivery model. Field staff have also received training from Nebraska VR on the effective utilization of assistive technology equipment and Language Line solutions to serve participants with limited English proficiency. Furthermore, concerns identified in the surveys are taken to the Limited English Proficiency Plan committee, which is being expanded to identify and address all accessibility issues. This group determines action items to address issues of concern and to make recommendations for implementation of identified best practices and promising solutions.</p>

Table 2. Customer satisfaction outreach to Title I dislocated worker program participants during PY 2021

Information requested	Response
<p>1. Describe tools used for customer satisfaction outreach to Title I dislocated worker program participants during PY 2021.</p>	<p>Greater Nebraska updated the Customer Satisfaction Survey in May 2022 with input from the State to ensure data gathered provided a comprehensive review of service delivery and areas for improvement. Greater Nebraska utilizes NEworks to send messages to Job Seekers and Employers served. A link and QR code was also created to allow staff to email job seekers and employers directly after services have been provided. Flyers with the QR code were created and are kept in the Resource Rooms for customers to pick up at any time during their visit.</p>
<p>2. Described the frequency of customer satisfaction outreach to Title I dislocated worker program participants during PY 2021 (weekly, monthly, etc.).</p>	<p>Direct emails are sent to job seekers and business who have received services on a weekly basis. NEworks messaging is sent out twice a year, 45 days prior to the Board meeting, to capture additional responses.</p>
<p>3. How many Title I dislocated worker program participants were <i>served</i> during PY 2021?</p>	<p>99</p>
<p>4. How many Title I dislocated worker program participants were <i>contacted</i> during PY 2021 for customer satisfaction outreach purposes?</p>	<p>During PY2021 a total of 4,248 customers were contacted. This includes Adults, Dislocated Workers, Youth, and individuals served under Wagner-Peyser and UI.</p>
<p>5. How many Title I dislocated worker program participants <i>responded</i> to customer satisfaction outreach during PY 2021?</p>	<p>During PY2021 a total of 353 customer responded. This includes Adults, Dislocated Workers, and Youth.</p>
<p>6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I dislocated worker program participants.</p>	<p>Greater Nebraska will begin sending the NEworks message with the survey monthly. The first month this was implemented, responses jumped from 18 to 55 in 24 hours.</p>

Information requested	Response
<p>7. What did Title I dislocated worker program participant responses reveal regarding customer satisfaction during PY 2021?</p>	<p>Roughly 43% of customers indicated that they entered and/or contacted an AJC or Affiliate One-Stop Center to receive assistance to file their unemployment claim. 31% indicated they came to file their claim and receive additional reemployment services and 26% stated that they contacted our offices purely for reemployment services. From that data, we can see that the primary reason customers are visiting our offices is to receive unemployment insurance assistance.</p> <p>Whether it was Unemployment Insurance guidance or assistance with reemployment services 73% of customers were provided with the support necessary when coming into the office. Less than 1% of customers did indicate that they had some state of dissatisfaction with services rendered. Professional workplace behavior is necessary for the long-term success of our customers. Our team is accustomed to working with individuals that are experiencing hardships and barriers, and the way they conduct themselves during initial interactions is what sets the pace in the job seekers ability and willingness to participate in our programs. If we compare the data to that of the satisfaction question, we see a huge increase in the positive reflection of staff's professionalism. In fact, 74 customers who did not indicate that they were very satisfied with employment services received still showed that staff were very professional. What we commonly see is customers may not be satisfied by services due to the result of an unemployment claim determination or denial of eligibility for employment programs thus motivating them to provide an unsatisfactory response, but still showcasing the professionalism of our staff.</p> <p>The majority of customer respondents believe staff at the AJC or affiliate site were accessible at 70%. However, we still have work to do to make sure we are providing the same ease of access to the other 30%. Increasing accessibility to staff and programs is and has always been priority one.</p>
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I dislocated worker program participants during PY 2021.</p>	<p>Toward the end of PY2021, the majority of local field offices received an unemployment insurance specialist to assist with initial unemployment insurance claim filings, weekly certifications, and general UI inquires. This has assisted Greater Nebraska in separating the State Unemployment Insurance Division and The Division of Reemployment Services. Having UI Claim Specialists co-located in the field has increased the partnership between Reemployment and Unemployment, and the coordination of referrals as a result. This has also added the capacity for offices to increase outreach and promotion of reemployment services available to individuals who are underemployed and seeking training and/or support to obtain financial stability, as well as those who are unemployed. The Greater Nebraska One-Stop Operator has also developed the Greater Nebraska Workforce System Partner Guide. The goal of this guide is to provide program information, eligibility, and points of contact</p>

Information requested	Response
	<p>for WIOA Core Programs, required One-Stop partners, and additional community agencies.</p> <p>For respondents who have indicated they were not satisfied with services rendered, options have been added for them to provide more details on their experience, their contact information, and the name of the staff member(s) who served them. Regional Managers and UI Administrators receive results of surveys so they may reach out to those suggesting a negative customer experience to identify service delivery improvements. The provision of these reports has been increased from quarterly to weekly.</p> <p>Customer service training is continuous across programs to ensure staff are equipped with the knowledge, tools, and support required to provide professional services to clients. Some trainings that have been implemented/enhanced include;</p> <ul style="list-style-type: none"> <li>• Conflict resolution</li> <li>• Motivational Interviewing</li> <li>• Situational Paraphrasing</li> <li>• Email, telephone, and in-person etiquette techniques</li> <li>• Core Partner cross training</li> </ul> <p>Additional options have also been added to determine if accessibility issues are related to:</p> <ul style="list-style-type: none"> <li>• Trouble finding the AJC or Partner</li> <li>• Ability to get around easily in the building</li> <li>• Distance traveled and mode of transportation as well as parking availability</li> <li>• Accommodations required and the availability of such systems and services</li> <li>• Technology barriers for virtual services / site navigation</li> </ul> <p>Continuous improvement focuses on bringing our programs to the customer, which has included partnering with the Nebraska Library system to reach customers that have transportation barriers. On-going training has been offered to library staff across Greater Nebraska to assist in easing virtual access to staff through a virtual service delivery model. Field staff have also received training from Nebraska VR on the effective utilization of assistive technology equipment and Language Line solutions to serve participants with limited English proficiency. Furthermore, concerns identified in the surveys are taken to the Limited English Proficiency Plan committee, which is being expanded to identify and address all accessibility issues. This group determines action items to address issues of concern and to make recommendations for implementation of identified best practices and promising solutions.</p>

Table 3. Customer satisfaction outreach to Title I youth program participants during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I youth program participants during PY 2021.	Greater Nebraska updated the Customer Satisfaction Survey in May 2022 with input from the State to ensure data gathered provided a comprehensive review of service delivery and areas for improvement. Greater Nebraska utilizes NEworks to send messages to Job Seekers and Employers served. A link and QR code was also created to allow staff to email job seekers and employers directly after services have been provided. Flyers with the QR code were created and are kept in the Resource Rooms for customers to pick up at any time during their visit.
2. Described the frequency of customer satisfaction outreach to Title I youth program participants during PY 2021 (weekly, monthly, etc.).	Direct emails are sent to job seekers and business who have received services on a weekly basis. NEworks messaging is sent out twice a year, 45 days prior to the Board meeting, to capture additional responses.
3. How many Title I youth program participants were served during PY 2021?	100
4. How many Title I youth program participants were contacted during PY 2021 for customer satisfaction outreach purposes?	During PY2021 a total of 4,248 customers were contacted. This includes Adults, Dislocated Workers, Youth, and individuals served under Wagner-Peyser and UI.
5. How many Title I youth program participants responded to customer satisfaction outreach during PY 2021?	During PY2021 a total of 353 customer responded. This includes Adults, Dislocated Workers, and Youth.
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I youth program participants.	Greater Nebraska will begin sending the NEworks message with the survey monthly. The first month this was implemented, responses jumped from 18 to 55 in 24 hours.
7. What did Title I youth program participant responses reveal regarding customer satisfaction during PY 2021?	<p>Roughly 43% of customers indicated that they entered and/or contacted an AJC or Affiliate One-Stop Center to receive assistance to file their unemployment claim. 31% indicated they came to file their claim and receive additional reemployment services and 26% stated that they contacted our offices purely for reemployment services. From that data, we can see that the primary reason customers are visiting our offices is to receive unemployment insurance assistance.</p> <p>Whether it was Unemployment Insurance guidance or assistance with reemployment services 73% of customers were provided with the support necessary when coming into the office. Less than 1% of customers did indicate that they had some state of dissatisfaction with services rendered.</p> <p>Professional workplace behavior is necessary for the long-term success of our customers. Our team is accustomed to working with individuals that are experiencing hardships and barriers, and the way they conduct themselves during initial interactions is what sets the pace in the job seekers ability and willingness to participate in our programs. If we compare the data to that of the satisfaction question, we see a huge increase in the positive reflection of staff's professionalism. In fact, 74 customers who did not indicate that they were very satisfied with employment services received still showed that staff were very professional. What we commonly see is customers may not be satisfied by services due to the result of an unemployment claim determination or denial of eligibility for employment programs thus motivating them to</p>



Information requested	Response
	<p>provide an unsatisfactory response, but still showcasing the professionalism of our staff.</p> <p>The majority of customer respondents believe staff at the AJC or affiliate site were accessible at 70%. However, we still have work to do to make sure we are providing the same ease of access to the other 30%. Increasing accessibility to staff and programs is and has always been priority one.</p>
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I youth program participants during PY 2021.</p>	<p>Toward the end of PY2021, the majority of local field offices received an unemployment insurance specialist to assist with initial unemployment insurance claim filings, weekly certifications, and general UI inquires. This has assisted Greater Nebraska in separating the State Unemployment Insurance Division and The Division of Reemployment Services. Having UI Claim Specialists co-located in the field has increased the partnership between Reemployment and Unemployment, and the coordination of referrals as a result. This has also added the capacity for offices to increase outreach and promotion of reemployment services available to individuals who are underemployed and seeking training and/or support to obtain financial stability, as well as those who are unemployed. The Greater Nebraska One-Stop Operator has also developed the Greater Nebraska Workforce System Partner Guide. The goal of this guide is to provide program information, eligibility, and points of contact for WIOA Core Programs, required One-Stop partners, and additional community agencies.</p> <p>For respondents who have indicated they were not satisfied with services rendered, options have been added for them to provide more details on their experience, their contact information, and the name of the staff member(s) who served them. Regional Managers and UI Administrators receive results of surveys so they may reach out to those suggesting a negative customer experience to identify service delivery improvements. The provision of these reports has been increased from quarterly to weekly.</p> <p>Customer service training is continuous across programs to ensure staff are equipped with the knowledge, tools, and support required to provide professional services to clients. Some trainings that have been implemented/enhanced include;</p> <ul style="list-style-type: none"> <li>• Conflict resolution</li> <li>• Motivational Interviewing</li> <li>• Situational Paraphrasing</li> <li>• Email, telephone, and in-person etiquette techniques</li> <li>• Core Partner cross training</li> </ul> <p>Additional options have also been added to determine if accessibility issues are related to:</p> <ul style="list-style-type: none"> <li>• Trouble finding the AJC or Partner</li> <li>• Ability to get around easily in the building</li> </ul>



Information requested	Response
	<ul style="list-style-type: none"> <li>• Distance traveled and mode of transportation as well as parking availability</li> <li>• Accommodations required and the availability of such systems and services</li> <li>• Technology barriers for virtual services / site navigation</li> </ul> <p>Continuous improvement focuses on bringing our programs to the customer, which has included partnering with the Nebraska Library system to reach customers that have transportation barriers. On-going training has been offered to library staff across Greater Nebraska to assist in easing virtual access to staff through a virtual service delivery model. Field staff have also received training from Nebraska VR on the effective utilization of assistive technology equipment and Language Line solutions to serve participants with limited English proficiency. Furthermore, concerns identified in the surveys are taken to the Limited English Proficiency Plan committee, which is being expanded to identify and address all accessibility issues. This group determines action items to address issues of concern and to make recommendations for implementation of identified best practices and promising solutions.</p>

### Employers

Table 4. Customer satisfaction outreach to employers during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to employers during PY 2021.	Greater Nebraska utilizes NEworks to send messages to Job Seekers and Employers served. A link and QR code was also created to allow staff to email job seekers and employers directly after services have been provided. Flyers with the QR code were created and are kept in the Resource Rooms for employers to pick up at any time during their visit.
2. Described the frequency of customer satisfaction outreach to employers during PY 2021 (weekly, monthly, etc.).	Direct emails are sent to job seekers and business who have received services on a weekly basis. NEworks messaging is sent out twice a year, 45 days prior to the Board meeting, to capture additional responses.
3. How many employers were <i>served</i> during PY 2021?	1752
4. How many employers were <i>contacted</i> during PY 2021 for customer satisfaction outreach purposes?	5710
5. How many employers <i>responded</i> to customer satisfaction outreach during PY 2021?	235
6. Describe what will be done to improve response rates for future customer satisfaction outreach to employers.	Greater Nebraska will begin sending the NEworks message with the survey monthly.
7. What did employer responses reveal regarding customer satisfaction during PY 2021?	<p>An analysis of familiarity with services, including customized recruitment services and On the Job Training, reveal an opportunity to educate employers on our comprehensive recruitment services. Recruitment is one of our primary employer services, with leveraging of the programs administered by Greater Nebraska and partners the number one strategy in recruitment efforts.</p> <p>Overall, there is a need for significant improvement in quality of services with employer satisfaction at 67%, with an</p>

Information requested	Response
	<p>additional 17% choosing "Neither satisfied nor dissatisfied, and 4% choosing "Don't know/No opinion;" leaving 12% dissatisfied. In terms of accessibility, 3% of employers rated staff as inaccessible, with 27% choosing "Don't know/No opinion," and 10% "Neutral."</p> <p>Employers have expressed frustration with a lack of workers to fill essential roles, further highlighting the need for increased strategies focused on recruitment and retention. The Greater Nebraska One-Stop Operator has implemented a monthly tracking sheet to highlight economic and service delivery events that may impact customer and employer satisfaction for further analysis.</p>
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from employers during PY 2021.</p>	<p>The Greater Nebraska One-Stop Operator created a Greater Nebraska Workforce System Partner Guide to provide program information, eligibility, and points of contact for employer focused workforce solutions in one resource. This guide has been utilized to assist our Business Services Representatives, Local Veteran Employment Representatives, and partners with navigating, marketing, and delivering workforce development activities to industry sector leaders. This guide is also distributed to local Economic Development and Chamber partners along with newly registered employers to assist in providing a better understanding of programs and services available, as well as how to access them.</p> <p>The Economic Mobility Task Force, which consists of several workforce development partners, is working on creating a statewide employer focused workforce consultation resource that will blend all work-based training resources across program partners. This resource will serve as a rapport building tool that will allow employer focused organizations to identify and promote talent pipeline training programs such as OJTs, work-experience, customized training, incumbent worker training, etc. Having a unified approach in employer workforce solution proposals will allow us to braid our programs more effectively and market them to employers without overwhelming them.</p>

**Appendix III. Greater Omaha customer satisfaction outreach during Program Year 2021**

**Title I adult, dislocated worker, and youth program participants**

Table 1. Customer satisfaction outreach to Title I adult program participants during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I adult program participants during PY 2021.	Able utilizes a mix of proprietary survey tools which link to our constant contacts email systems along with survey monkey if more in depth surveys are necessary for specific projects or programs.
2. Described the frequency of customer satisfaction outreach to Title I adult program participants during PY 2021 (weekly, monthly, etc.).	National Able surveys every enrolled customer across all National Able programs (nationally) twice per year, which includes all Omaha WIOA Title I Adults and Dislocated Workers. We will be increasing the frequency of customer surveys to once per quarter targeting Omaha Title I customers for the remainder of this program year and moving forward.
3. How many Title I adult program participants were served during PY 2021?	355
4. How many Title I adult program participants were contacted during PY 2021 for customer satisfaction outreach purposes?	355
5. How many Title I adult program participants responded to customer satisfaction outreach during PY 2021?	There were 27 individual respondents to the last customer satisfaction survey. Please note that this number encompasses both adult and dislocated workers respondents.
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I adult program participants.	National Able uses a variety of proven techniques to support and boost survey response rates, including multiple asks, utilizing various mediums to meet people where they are ("paper" surveys, email, staff-guided phone responses, and text messaging).
7. What did Title I adult program participant responses reveal regarding customer satisfaction during PY 2021?	Participants would like to see a more streamlined eligibility process.
8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I adult program participants during PY 2021.	We will be increasing the frequency of customer surveys to once per quarter targeting Title I customers for the remainder of this program year and moving forward to gain insight into client satisfaction and needs. Responses will help guide where improvements can be made.  The adult program aims to contact potential participants within 48 hours of referral and enrolled within 2 weeks of eligibility determination by creating a more streamlined workflow process.

Table 2. Customer satisfaction outreach to Title I dislocated worker program participants during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I dislocated worker program participants during PY 2021.	Able utilizes a mix of proprietary survey tools which link to our constant contacts email systems along with survey monkey if more in depth surveys are necessary for specific projects or programs.
2. Described the frequency of customer satisfaction outreach to Title I dislocated worker program participants during PY 2021 (weekly, monthly, etc.).	National Able surveys every enrolled customer across all National Able programs (nationally) twice per year, which includes all Omaha WIOA Title I Adults and Dislocated Workers.

Information requested	Response
	We will be increasing the frequency of customer surveys to once per quarter targeting Omaha Title I customers for the remainder of this program year and moving forward.
3. How many Title I dislocated worker program participants were <i>served</i> during PY 2021?	34
4. How many Title I dislocated worker program participants were <i>contacted</i> during PY 2021 for customer satisfaction outreach purposes?	34
5. How many Title I dislocated worker program participants <i>responded</i> to customer satisfaction outreach during PY 2021?	There were 27 individual respondents to the last customer satisfaction survey. Please note that this number encompasses both adult and dislocated workers respondents.
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I dislocated worker program participants.	National Able uses a variety of proven techniques to support and boost survey response rates, including multiple asks, utilizing various mediums to meet people where they are ("paper" surveys, email, staff-guided phone responses, and text messaging).
7. What did Title I dislocated worker program participant responses reveal regarding customer satisfaction during PY 2021?	Participants would like to see a more streamlined eligibility process.
8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I dislocated worker program participants during PY 2021.	<p>We will be increasing the frequency of customer surveys to once per quarter targeting Title I customers for the remainder of this program year and moving forward to gain insight into client satisfaction and needs. Responses will help guide where improvements can be made.</p> <p>The dislocated worker program aims to contact potential participants within 48 hours of referral and enrolled within 2 weeks of eligibility determination by creating a more streamlined workflow process.</p>

Table 3. Customer satisfaction outreach to Title I youth program participants during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I youth program participants during PY 2021.	A survey that was sent out to only to participants in follow up.
2. Described the frequency of customer satisfaction outreach to Title I youth program participants during PY 2021 (weekly, monthly, etc.).	The surveys were sent out monthly during follow up attempts
3. How many Title I youth program participants were <i>served</i> during PY 2021?	157
4. How many Title I youth program participants were <i>contacted</i> during PY 2021 for customer satisfaction outreach purposes?	Unknown exact amount or if they were sent to active participants, but they were sent to everyone who was in follow up
5. How many Title I youth program participants <i>responded</i> to customer satisfaction outreach during PY 2021?	DESI (former youth service provider) was acquired by Dynamic Workforce Solutions (current youth service provider) in January 2022, after which there was significant staff turnover and the exiting of the Project Director. Dynamic Workforce Solutions states that during acquisition of DESI and transition of the then Project Director out of their role data was lost.
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I youth program participants.	We have developed a short survey to send out to participants monthly. This is launching November 2022. This will be sent to active and follow up participants with results shared with

Information requested	Response
	team on an ongoing basis for continued customer improvement.
7. What did Title I youth program participant responses reveal regarding customer satisfaction during PY 2021?	DESI was acquired by Dynamic in January 2022, after that time there was significant staff turnover and the exiting of the Project Director. Dynamic states during the acquisition of DESI and transition of Project Director out of their role, resulted in lost data.
8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I youth program participants during PY 2021.	As of November 1, 2022, Dynamic Workforce Solutions is sending a survey every month so we can monitor satisfaction and areas for improvement.  Heartland Workforce Solutions (Greater Omaha administrative entity) will be working with Dynamic to improve processes regarding customer satisfaction. As well as the monitoring of the disbursement and results quarterly.

Employers

Table 4. Customer satisfaction outreach to employers during PY 2021

Information requested	Response
1. Describe tools used for customer satisfaction outreach to employers during PY 2021.	Youth: There was a survey that went out to employers that was participant specific in relation to work experience. Adult/DLW: Digital survey distributed via email
2. Described the frequency of customer satisfaction outreach to employers during PY 2021 (weekly, monthly, etc.).	Youth: Unknown if this was done monthly or if this was only administered at the end of a work experience Adult/DLW: Quarterly
3. How many employers were <i>served</i> during PY 2021?	Youth: Unknown. That information was not tracked by the former youth service provider. Adult/DLW: 175
4. How many employers were <i>contacted</i> during PY 2021 for customer satisfaction outreach purposes?	Youth: Unknown. That information was not tracked by the former youth service provider. Adult/DLW: 175
5. How many employers <i>responded</i> to customer satisfaction outreach during PY 2021?	Youth: Unknown. That information is no longer available to the team as it rested with former service provider employees and there was no shared access point. Adult/DLW: 60
6. Describe what will be done to improve response rates for future customer satisfaction outreach to employers.	Youth: Dynamic Workforce Solutions (current youth service provider) is developing an employer satisfaction survey that will launch in November 2022. Adult/DLW: Targeted distribution by designated business services reps. Phone call to non-respondents following initial email.
7. What did employer responses reveal regarding customer satisfaction during PY 2021?	Youth: Unknown. Former youth service provider did not share that information with Dynamic Workforce Solutions, current youth service provider. Adult/DLW: <ul style="list-style-type: none"> <li>• Hiring events received a 4.0 out of 5.0 stars.</li> <li>• Overall, 85% of respondents rated the services 4 out of 5 or better.</li> <li>• Respondents say that we could improve upon explanation of services and allow our services to be better accessed in other parts of the service area.</li> </ul>

Information requested	Response
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from employers during PY 2021.</p>	<p>Youth: Development of employer survey that will launch in November 2022 that will cover not only the employer experience with work experience but their overall satisfaction with their interaction with the youth WIOA team</p> <p>Adult/DLW:</p> <ul style="list-style-type: none"> <li>• Standard Operating Procedures will be implemented to assist the business service team when working with businesses.</li> <li>• The business team launched an orientation for employers to attend in August 2022 which allows businesses to hear about all of the different programs and a menu of business services within the workforce system.</li> <li>• A new business services brochure is being implemented in the local area.</li> </ul>

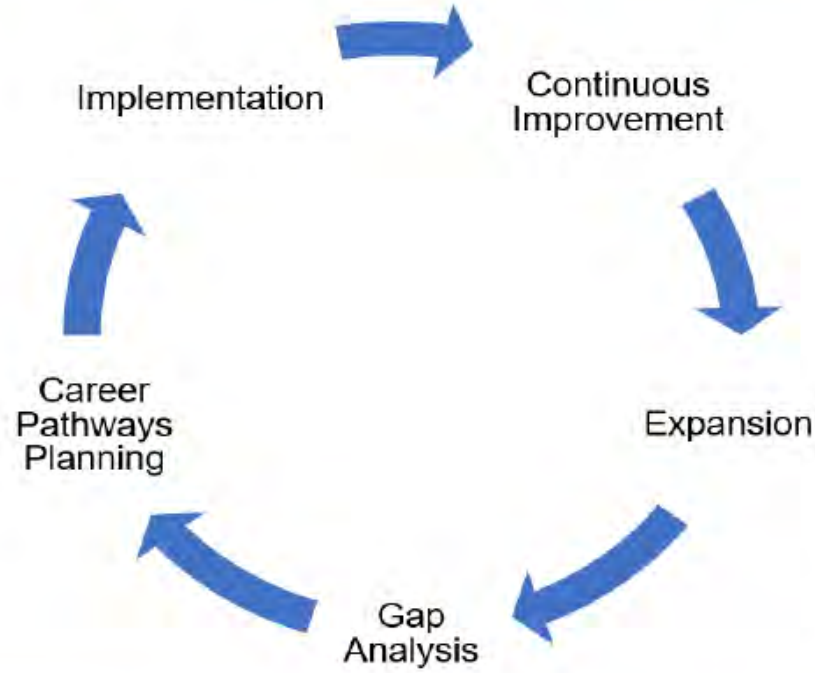
# Key Features of Career Pathways

- Target jobs in industries of importance to local regions
- Create avenues of advancement for current workers, jobseekers, and future labor market entrants
- Increase supply of qualified workers for local employers in the target industries





# Overview of the Process



# Gap Analysis Example

*Location:* Mid-Plains Region  
*Industry Sector:* Health Care

*Targeting all four occupations:*

*Training/Job Certifications per Job Category*

### **Patient Care**

- Graduate of accredited school of nursing
  - RN License
- or
- Graduate of an accredited LPN program
  - Current Nebraska License as LPN
- or
- High School Diploma or Equivalent.
  - Current Nurse Aide Licensure in Nebraska
  - BLS Cert

*Occupation Category:*

- Patient Care:** 136 Vacancies
- Allied Health:** 50 Vacancies
- Medical Administration:** 20 Vacancies
- Services/Trade:** 22 Vacancies

*Estimated # of qualified applicants*

### **Allied Health**

- Bachelor of Science in Exercise Science
  - Bachelor Degree in Food and Nutrition
- or
- Associates of Radiologic Technology
  - Associates of Science / Medical laboratory/clinical laboratory technical education program.
- or
- High School Diploma or Equivalent
  - Phlebotomy Certification
  - Central Service Tech Certification

### **Medical Administration**

- Bachelor of Science in Business/Health Administration
- or
- High School Diploma or Equivalent

### **Services/Trades**

- High School Diploma or Equivalent
- Some College or experience in Management
- EPA Certificate
- CPI Certificate



# Gap Analysis Example (continued)

*Current Training Programs at MPCC*

**Patient Care**

- Associate Degree in Nursing
- Licensed Practical Nurse Diploma
- Nursing Assistant / Medication Aide

**Allied Health**

- Associate of Applied Science
- Associate of Science
- Biology Degree
- Medical Laboratory Technician

**Medical Administration**

- Accounting Certificate
- Business Administration
- Business Office Technology
- Information Technology
- Medical Administrative Assistant

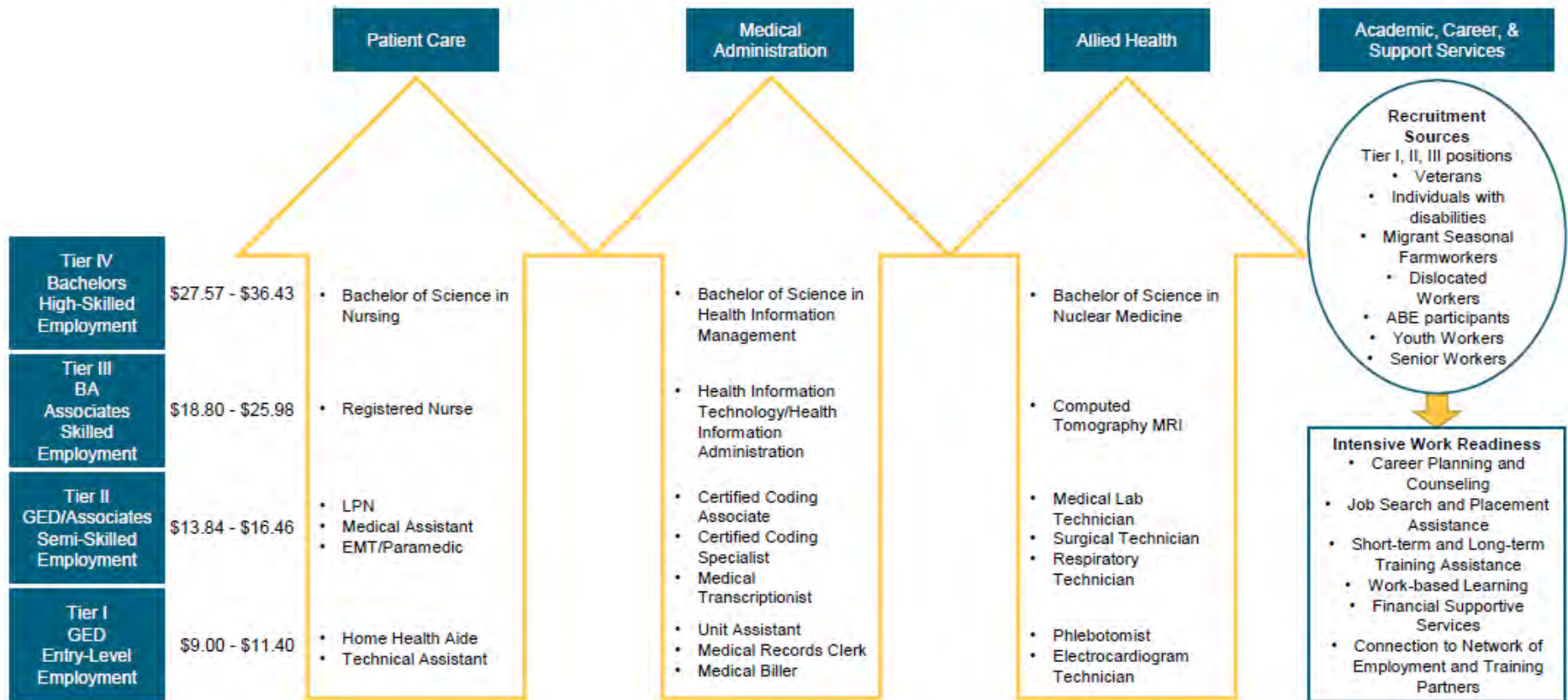
**Services/Trades**

- Electrical Technology
- Heating, Ventilation, Air Conditioning, and Refrigeration
- Physics and Engineering

*Credentials/Training Offered at GHP*

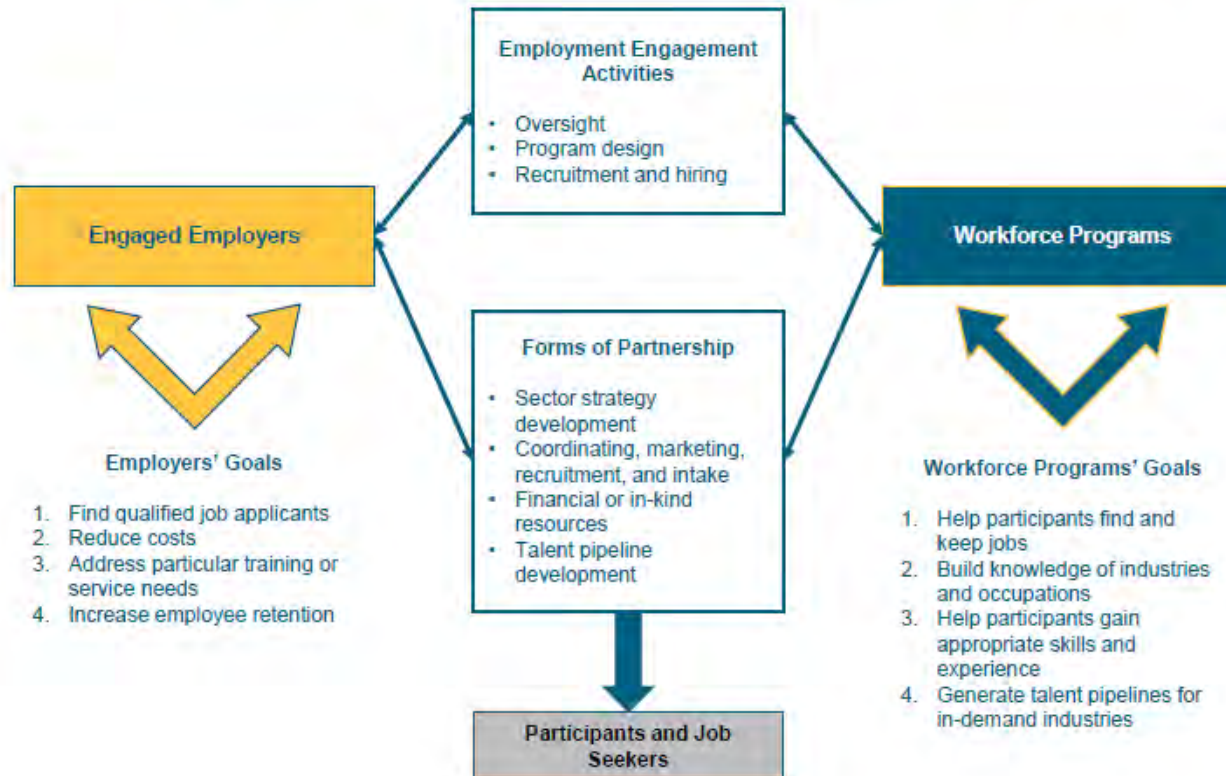


# Roadmap Example





# Implementation Model



# Continuous Improvement

- Recruitment & Retention
- Placement
- Customer Satisfaction



# Career Pathways Planning Template

**NEBRASKA**  
Good Life, Great Connections.  
DEPARTMENT OF LABOR

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## Introduction

The Workforce Innovation and Opportunity Act (WIOA) calls for cross-system alignment; education and training that is focused on the needs of high-demand industry sector occupations; regional collaboration focused on the skills of regional economies; and the establishment of career pathways systems that make it easier for all Nebraskans to attain the skills and credentials needed for family-supporting jobs and careers.

Career pathways programs offer a clear sequence of education coursework and / or training credentials aligned with local and regional industry-validated work readiness standards and competencies.

## What is this planning template for?

- This plan is designed as a work aid to assist in developing, implementing, and expanding regional career pathways model.

## Who is this for?

- Planners, managers, and partners of career pathways programs.

## How should the planning template be used?

- Review each element of the career pathways to ensure you are targeting in-demand industries that are of economic importance to the region.
- Occupations that provide family-sustaining wages
- Skills and credentials required to enter and progress within the targeted industry.
- Identifying partners that will contribute to the planning, implementation, and financial aspect of the career pathways.
- Identifying and serving targeted populations for skill development.

**TEMPLATE**

**WIOA Definition of Career Pathway:**

The term "career pathway" means a combination of high-quality education, training, and other services that-

(A) Aligns with the skill needs of industries in the local economy

**BUSINESS SERVICE TEAMS COMPLETE THIS SECTION**

Identify the skills that are needed by your targeted employer / industry.

Determine how participants are deemed proficient in these skills.

Identify the credentials that employers value in making labor market decisions.

Identify current training or investments made by the employer for new hires or existing workers.

Identify barriers to participation in career pathways and strategies to overcome those barriers.

**(B) Prepares an individual to be successful in any of a full range of secondary, postsecondary, and work-based training options.**

Identify the appropriate workforce program(s) that will assist participants in attaining the skills and credentials required by the employer(s). Work with employers to determine a program the employer will be able to participate in.

- Registered Apprenticeship
- Occupational Skills Training
- On-the-Job Training
- Incumbent Worker Training
- Customized Training
- Transitional Jobs Training
- Job Shadowing
- Work Experience

Determine additional workforce incentives that the employer is willing to participate in.

- Worker Opportunity Tax Credit
- Federal Fidelity Bond Program
- Worker Training Grant
- Ticket to Work Program

Organize your summary from the information gathered to determine an action plan for additional agency partnerships including employers that will contribute to the pathway planning.

**(C) Includes counseling to support an individual in achieving their education, training, and career goals.**

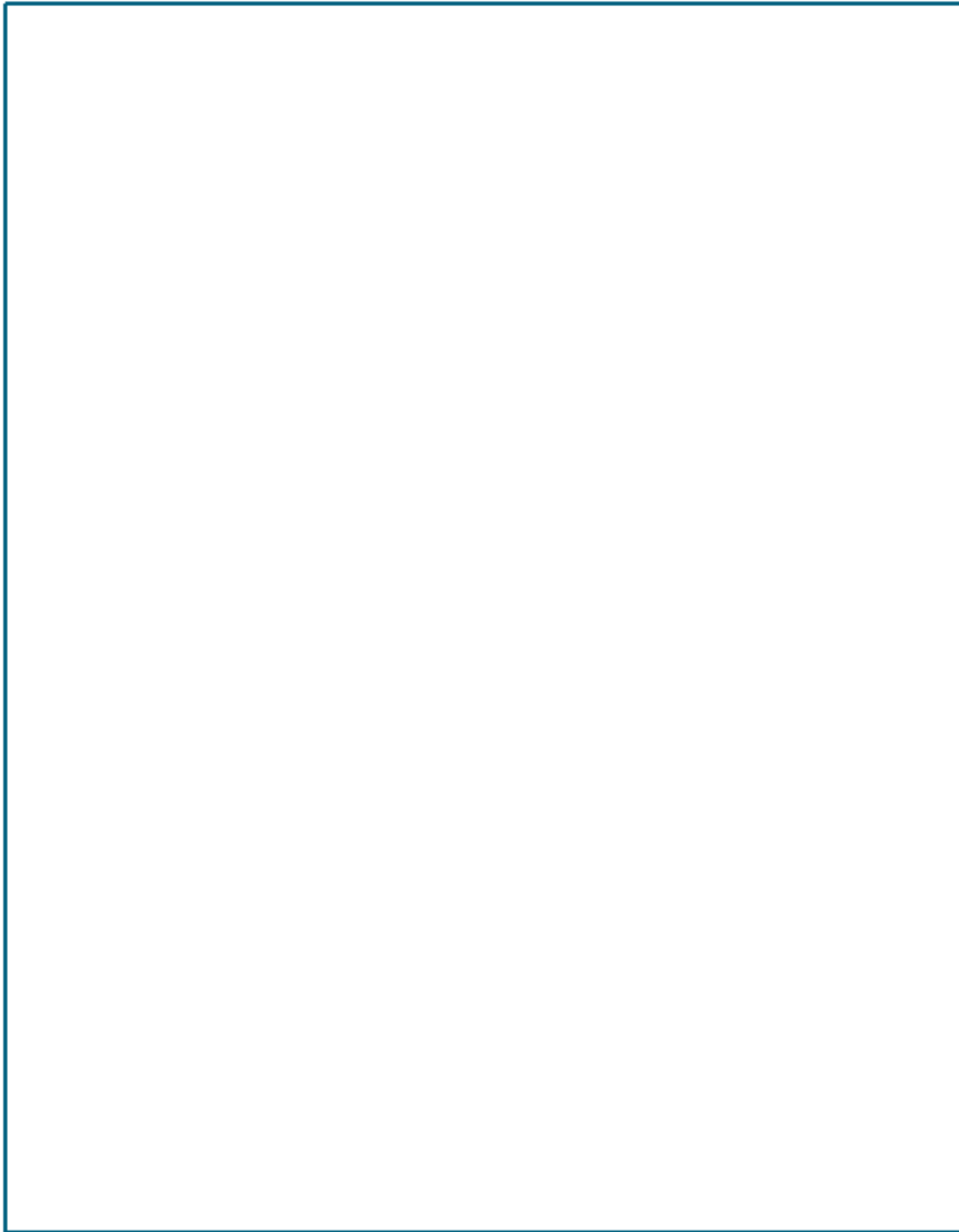
**JOB SEEKER TEAMS & PARTNERS COMPLETE THIS SECTION**

Identify contributing partners.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Title I Adult, DLW, & Youth                  | <input type="checkbox"/> National Farmworker Jobs Program            | <input type="checkbox"/> Supplemental Nutrition Assistance Program |
| <input type="checkbox"/> Title II Adult Education and Family Literacy | <input type="checkbox"/> Senior Community Service Employment Program | <input type="checkbox"/> Career and Technical Colleges             |
| <input type="checkbox"/> Title III Wagner-Peyser Employment Services  | <input type="checkbox"/> Trade Adjustment Assistance Act             | <input type="checkbox"/> Community Services Block Grant            |
| <input type="checkbox"/> Title IV Vocational Rehabilitation Programs  | <input type="checkbox"/> Jobs for Veterans State Grant               | <input type="checkbox"/> Native American Programs                  |
| <input type="checkbox"/> Job Corps                                    | <input type="checkbox"/> Unemployment Insurance                      | <input type="checkbox"/> Temporary Assistance for Needy Families   |

Provide a summary on the roles each partner will play in the Career Pathway process.

Identify the client's barrier(s) to participating in Career Pathways and strategies to overcome those barriers.



(D) Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational clusters

(E) Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement.

Summary of academic and career counseling, planning and navigation strategies for workforce preparation.





- (F) Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least one recognized postsecondary credential; and
- (G) Helps an individual enter or advance within a specific occupation.

Summary of placement strategy.



## Appendix V. Program Year 2021 performance for Title I and Title III programs – State

Performance failure occurs when:

- any *overall state program score* or *overall state indicator score* falls below 90 percent for a Program Year; or
- any of the State's *individual indicator scores* fall below 50 percent for a Program Year.

Table 1. Program Year 2021 Title I adult program performance – State

Performance indicator	PY21 negotiated level of performance	PY21 actual performance	PY21 % of goal
Employment rate Q2 after program exit	78.0%	74.6%	95.6
Employment rate Q4 after program exit	78.5%	75.0%	95.5
Median earnings Q2 after program exit	\$6,300.00	\$7,527.00	119.5
Credential attainment rate within 4 quarters after program exit	61.0%	63.2%	103.6
Measurable skills gain rate during program participation	41.0%	60.0%	146.3
Overall State program score	not applicable	not applicable	112.1

Table 2. Program Year 2021 Title I dislocated worker program performance – State

Performance indicator	PY21 negotiated level of performance	PY21 actual performance	PY21 % of goal
Employment rate Q2 after program exit	86.4%	82.2%	95.1
Employment rate Q4 after program exit	85.9%	84.8%	98.7
Median earnings Q2 after program exit	\$8,250.00	\$9,496.00	115.1
Credential attainment rate within 4 quarters after program exit	60.0%	66.2%	110.3
Measurable skills gain rate during program participation	45.0%	57.5%	127.8
Overall State program score	not applicable	not applicable	109.4

Table 3. Program Year 2021 Title I youth program performance – State

Performance indicator	PY21 negotiated level of performance	PY21 actual performance	PY21 % of goal
Employment rate Q2 after program exit	78.0%	84.0%	107.7
Employment rate Q4 after program exit	77.0%	77.4%	100.5
Median earnings Q2 after program exit	\$3,545.00	\$4,259.00	120.1
Credential attainment rate within 4 quarters after program exit	54.8%	55.4%	101.1
Measurable skills gain rate during program participation	41.8%	53.4%	127.8
Overall State program score	not applicable	not applicable	111.4

Table 4. Program Year 2021 Title III Wagner-Peyser Employment Service performance – State

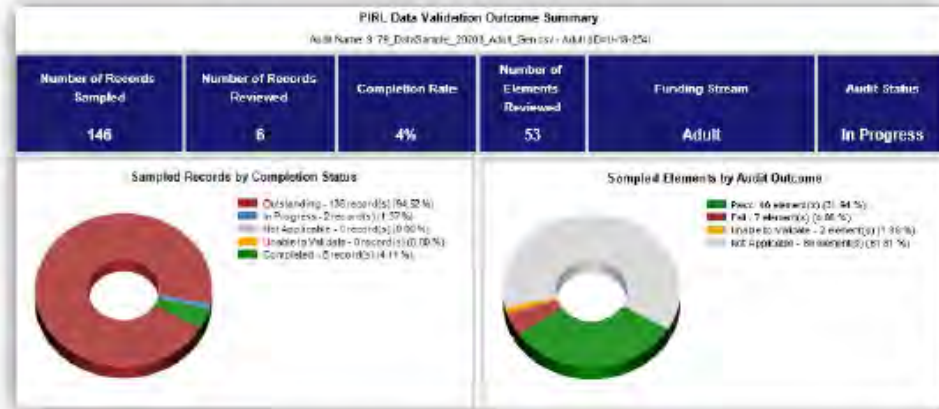
Performance indicator	PY21 negotiated level of performance	PY21 actual performance	PY21 % of goal
Employment rate Q2 after program exit	73.0%	66.6%	91.2
Employment rate Q4 after program exit	73.0%	69.4%	95.1
Median earnings Q2 after program exit	\$6,300.00	\$6,495.00	103.1
Overall State program score	not applicable	not applicable	96.5

**Appendix VI. Parameters for data validation outcome summary reports**



**Data Validation Result Overview**

This report display includes multiple statistics for the data sample file that was audited. The top row shows the overview of the Data Sample file audit status (see figure below).



*PIRL Data Element Validation Audit Report*

- **Number of Records Sampled** – Displays the total number of records in the selected data sample file.
- **Number of Records Reviewed** – Displays the total number of participant records with Data Element Validation completed.
- **Completion Rate** – Calculated as a percentage of the Number of Records Reviewed to the total Number of Records Sampled.
- **Number of Elements Reviewed** – The total count of elements that staff verified and set the Validation Outcome status as “Pass” or “Fail.” This does not include data elements that were set as “Unable to Validate” and “Not Applicable.”
- **Funding Stream** – Shows all funding streams participants were reported under in the PIRL file. If participants were co-enrolled in multiple programs, then all those co-enrolled programs will be listed here.



### Calculated Error Rate by Data Element

Another section displays the Error Rate for all validated elements, as well as for each data element that was reviewed. Admins can also look at the Overall Error Rate, where the denominator includes all data elements that were presented in the Data Validation Audit Form with all validation Outcome statuses (including elements with default values reported as 0, 9 or blank). They can also see the Error Rate for elements with values present, where the denominator includes only those data elements where staff validated as “Pass,” “Fail,” or “Unable to Verify.”

Element Name	Number of Elements Present	Error Rate		Validation Outcome			
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable
All Validated Elements	55	6.25%	16.36%	46	7	2	89
990 - Date of Program Entry (WDA)	5	0.00%	0.00%	5	0	0	9
991 - Date of Program Exit (WDA)	4	0.00%	0.00%	4	0	0	2
923 - Other Reasons for Exit (WDA)	2	0.00%	0.00%	2	0	0	4
1303 - Type of Training Service #1	5	0.00%	0.00%	5	0	0	1
1318 - Type of Training Service #2	1	10.00%	100.00%	0	0	1	5
1319 - Type of Training Service #3	8	0.00%	0.00%	8	0	0	8
1332 - Participated in Postsecondary Education During Program Participation (WDA)	1	10.00%	100.00%	0	1	0	5

*PIRL Data Element Validation Audit Report with Error Rates by Data Element*

In the example above, the top row with All Validated Elements shows that a total of 55 data elements have been verified, with 46 elements passed, 7 failed, and 2 element values staff was not able to validate. Also, 89 elements were set to “Not Applicable” (not needed to be validated).

- Overall Error Rate is calculated as the sum of (“Failed” and “Unable to Validate”) divided by the total number of elements in the Audit forms (sum of Number of Elements Present and “Not Applicable”):  $(7+2)/(55+89) * 100 = 6.25\%$ .
- Error Rate with Element Present is calculated as the sum of (“Failed” and “Unable to Validate”) divided by the Number of Elements Present:  $(7+2)/55 * 100 = 16.36\%$ .



### Calculated Error Rate by Participant

The second page of this report allows for a more detailed review of each participant data validation status. Admins can see which individual record has the most errors and the Error Rate for each individual record.

Record ID	LIB	WIS	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
000014372533	15-CareerSource Brevard	CareerSource Brevard - 4990 - Palm Bay	09/07/2016	07/13/2019	Adult		25.33%	
000015227771	16-CareerSource Sinclair	CareerSource Sinclair-- 4710 - Grandfork	08/12/2019		Adult		0.00%	
000000962075	23-CareerSource South Florida	CareerSource South Florida - 4954 - South Miami	10/26/2017	06/30/2019	Adult		0.00%	
00000921954	17-CareerSource Polk	CareerSource Polk - 4505 Lakeland	02/17/2021		Adult		4.17%	
00001519393	14-CareerSource Highlands	CareerSource Highlands - 4506 Highlands	05/19/2019	03/19/2019	Adult		0.00%	
00001531357	01-CareerSource Escambia	CareerSource Escambia - 4105 Panama	11/10/2019		Adult		0.00%	

*PIRL Data Element Validation Audit Report - Error Rate by Participant*

The Error Rate is calculated based on all data elements included in the Data Validation Audit Form, including elements with a "Not Applicable" status in the denominator.

Admins can expand each record by clicking on the plus sign in the Record ID column to review data elements included in the Data Validation Audit, the value reported in the PIRL file, the source documentation that was used to validate, and the outcome (see figure below).





Record ID	UI	WID	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
E061	0000	13-CareerSource Brevard	CareerSource Brevard - 4500 - Palm Bay	09/07/2016	07/03/2019	Adult		33.33%
Element	Reported Value	Source Document	Comments	Last Audited On	Last Audited By	Outcome		
668 - Date of Program Entry (WQA)	20160907	Initial Form for Employment	Documentation in the file	04/13/2021	admin, admin	Pass		
669 - Date of Program Exit (WQA)	20190703	Attendance records	Documentation in the file	04/13/2021	admin, admin	Pass		
923 - Other Reasons for Exit (WQA)	06	Information from institution or facility		04/13/2021	admin, admin	Pass		
1383 - Type of Training Service #1	06	Copy of Enrollment Record	School transcript	04/13/2021	admin, admin	Pass		
1314 - Type of Training Service #2		None Selected		04/13/2021	admin, admin	Unable to Validate		
1315 - Type of Training Service #3		None Selected		04/07/2021	admin, admin	Not Applicable		
1332 - Participated in Postsecondary Education During Program Participation (WQA)	0	None Selected		04/07/2021	admin, admin	Not Applicable		
1481 - Enrolled in Secondary Education Program at Program Entry (WQA)	0	File documentation with notes from program staff		04/13/2021	admin, admin	Pass		
1489 - Date Enrolled in Post Exit Education or Training Program Leading to a Recognized Postsecondary Credential (WQA)		None Selected		04/13/2021	admin, admin	Unable to Validate		
1659 - Employed in 1st Quarter After Exit Quarter	1	Follow-up survey from program participants		04/13/2021	admin, admin	Pass		
1682 - Employed in 2nd Quarter After Exit Quarter	0	Detailed case notes verified by employer and signed by the counselor		04/13/2021	admin, admin	Pass		
1684 - Employed in 3rd Quarter After Exit Quarter	0	Quarterly Tax Payment Forms (such as IRS Form 941)		04/13/2021	admin, admin	Fail		
1696 - Employed in 4th Quarter After Exit Quarter	0	Pay check stubs, tax records, W2 form		04/13/2021	admin, admin	Fail		

PIRL Data Element Validation Audit Report - Participant Data Validation Details

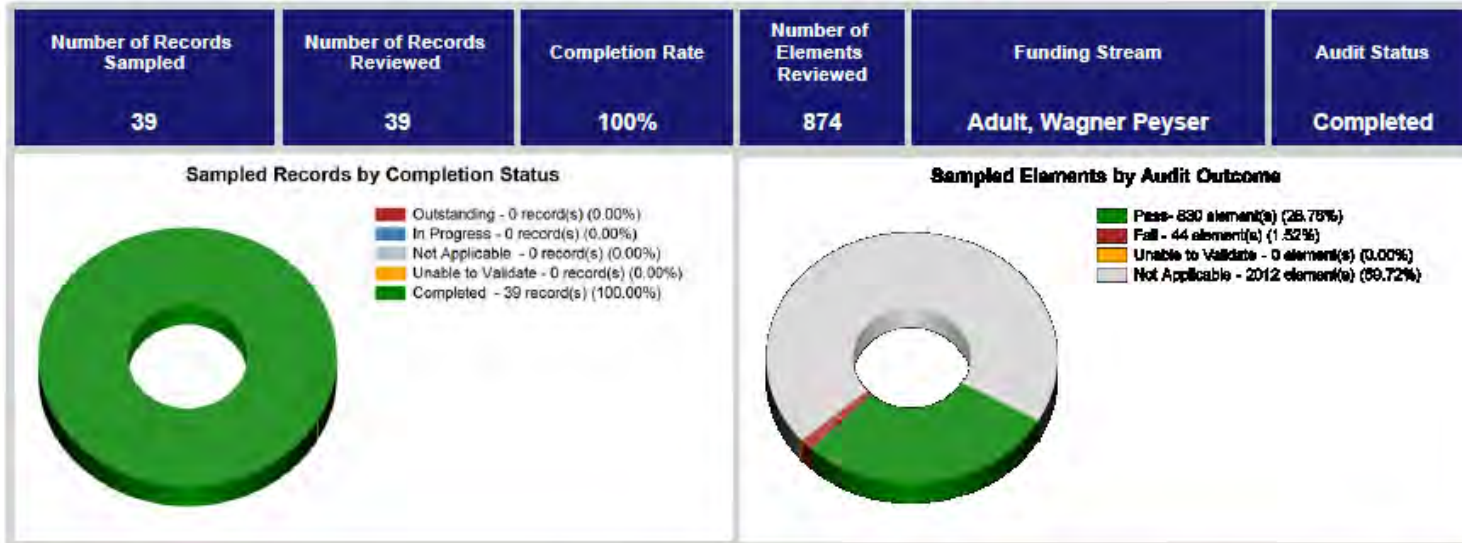
**Appendix VII. Program Year 2021 data validation outcome summary reports**

Adult program data validation outcome summary report

**PIRL Data Validation Outcome Summary**

Reporting Period: 2021 Program Year - Quarter 4  
 Funding Stream: Adult  
 Audit Form: Adult





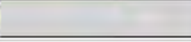
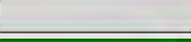




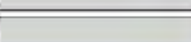




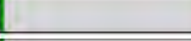






Audit Name: 4: 100\_DataSample\_20214\_Adult\_Gen.csv - Adult (ID=D-5012-5578)



Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	874	1.52%	5.03%	830	44	0	2,012	
200 - Date of Birth	39	0.00%	0.00%	39	0	0	0	
202 - Individual with a Disability	4	2.56%	25.00%	3	1	0	35	
301 - Eligible Veteran Status	1	2.56%	100.00%	0	1	0	38	


























Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	874	1.52%	5.03%	830	44	0	2,012	
401 - UC Eligible Status	13	2.56%	7.69%	12	1	0	26	
402 - Long-Term Unemployed at Program Entry (WIOA)	9	20.51%	88.89%	1	8	0	30	
409 - School Status at Program Entry (WIOA)	39	0.00%	0.00%	39	0	0	0	
410 - Date of Actual Dislocation	5	2.56%	20.00%	4	1	0	34	
600 - Temporary Assistance to Needy Families (TANF)	0	0.00%	0.00%	0	0	0	39	
601 - Exhausting TANF Within 2 Years	0	0.00%	0.00%	0	0	0	39	
602 - Supplemental Security Income (SSI) / Social Security Disability Insurance (SSDI)	1	0.00%	0.00%	1	0	0	38	
603 - Supplemental Nutrition Assistance Program (SNAP)	16	0.00%	0.00%	16	0	0	23	
604 - Other Public Assistance Recipient	0	0.00%	0.00%	0	0	0	39	
704 - Foster Care Youth Status at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	39	
800 - Homeless participant, Homeless Children and Youths, or Runaway Youth at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	39	
801 - Ex-Offender Status at Program Entry (WIOA)	5	0.00%	0.00%	5	0	0	34	
802 - Low Income Status at Program Entry (WIOA)	29	17.95%	24.14%	22	7	0	10	
803 - English Language Learner at Program Entry (WIOA)	2	0.00%	0.00%	2	0	0	37	
804 - Basic Skills Deficient/Low Levels of Literacy at Program Entry	7	0.00%	0.00%	7	0	0	32	
806 - Single Parent at Program Entry (WIOA)	8	2.56%	12.50%	7	1	0	31	
807 - Displaced Homemaker at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	39	
808 - Migrant and Seasonal Farmworker Status	0	0.00%	0.00%	0	0	0	39	
900 - Date of Program Entry (WIOA)	39	0.00%	0.00%	39	0	0	0	

Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	874			830	44	0	2,012	
901 - Date of Program Exit (WIOA)	23	0.00%	0.00%	23	0	0	16	
907 - Recipient of Incumbent Worker Training	0	0.00%	0.00%	0	0	0	39	
923 - Other Reasons for Exit (WIOA)	0	0.00%	0.00%	0	0	0	39	
1001 - Date of First Basic Career Service (Staff-Assisted)	37	0.00%	0.00%	37	0	0	2	
1002 - Most Recent Date Received Basic Career Services (Self-Service)	39	0.00%	0.00%	39	0	0	0	
1003 - Most Recent Date Received Basic Career Services (Staff-Assisted)	37	0.00%	0.00%	37	0	0	2	
1004 - Date of Most Recent Career Service (WIOA)	39	0.00%	0.00%	39	0	0	0	
1005 - Most Recent Date Received Staff-Assisted Services (DVOP specialist)	0	0.00%	0.00%	0	0	0	39	
1006 - Date Referred to Department of Veterans Affairs Vocational Rehabilitation and Employment Program	0	0.00%	0.00%	0	0	0	39	
1007 - Date of Most Recent Reportable Individual Contact	39	0.00%	0.00%	39	0	0	0	
1200 - Date of First Individualized Career Service	39	0.00%	0.00%	39	0	0	0	
1201 - Most Recent Date Received Individualized Career Service	39	0.00%	0.00%	39	0	0	0	
1202 - Date Individual Employment Plan Created	39	0.00%	0.00%	39	0	0	0	
1205 - Type of Work Experience	1	0.00%	0.00%	1	0	0	38	
1206 - Date Received Financial Literacy Services	1	0.00%	0.00%	1	0	0	38	
1211 - Transitional Jobs	0	0.00%	0.00%	0	0	0	39	
1300 - Received Training (WIOA)	27	0.00%	0.00%	27	0	0	12	
1302 - Date Entered Training #1	27	2.56%	3.70%	26	1	0	12	
1303 - Type of Training Service #1	27	0.00%	0.00%	27	0	0	12	

Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	874	1.52%	5.03%	830	44	0	2,012	
1306 - Occupational Skills Training Code #1	27	0.00%	0.00%	27	0	0	12	
1307 - Training Completed #1	17	5.13%	11.76%	15	2	0	22	
1308 - Date Completed, or Withdrew from, Training #1	22	7.69%	13.64%	19	3	0	17	
1309 - Date Entered Training #2	2	0.00%	0.00%	2	0	0	37	
1310 - Type of Training Service #2	2	0.00%	0.00%	2	0	0	37	
1311 - Occupational Skills Training Code #2	2	0.00%	0.00%	2	0	0	37	
1312 - Training Completed #2	1	0.00%	0.00%	1	0	0	38	
1313 - Date Completed, or Withdrew from, Training #2	2	0.00%	0.00%	2	0	0	37	
1314 - Date Entered Training #3	0	0.00%	0.00%	0	0	0	39	
1315 - Type of Training Service #3	0	0.00%	0.00%	0	0	0	39	
1316 - Occupational Skills Training Code #3	0	0.00%	0.00%	0	0	0	39	
1317 - Training Completed #3	0	0.00%	0.00%	0	0	0	39	
1318 - Date Completed, or Withdrew from, Training #3	0	0.00%	0.00%	0	0	0	39	
1319 - Established Individual Training Account (ITA)	24	2.56%	4.17%	23	1	0	15	
1332 - Participated in Postsecondary Education During Program Participation (WIOA)	13	0.00%	0.00%	13	0	0	26	
1401 - Enrolled in Secondary Education Program at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	39	
1406 - Date Enrolled in Post Exit Education or Training Program Leading to a Recognized Postsecondary Credential (WIOA)	0	0.00%	0.00%	0	0	0	39	
1409 - Most Recent Date Received Supportive Services	22	0.00%	0.00%	22	0	0	17	
1500 - Received Needs-Related Payments	1	0.00%	0.00%	1	0	0	38	



Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	874			830	44	0	2,012	
1800 - Type of Recognized Credential	14	0.00%	0.00%	14	0	0	25	
1801 - Date Attained Recognized Credential	14	0.00%	0.00%	14	0	0	25	
1802 - Type of Recognized Credential #2	1	0.00%	0.00%	1	0	0	38	
1803 - Date Attained Recognized Credential #2	1	0.00%	0.00%	1	0	0	38	
1804 - Type of Recognized Credential #3	0	0.00%	0.00%	0	0	0	39	
1805 - Date Attained Recognized Credential #3	0	0.00%	0.00%	0	0	0	39	
1806 - Date of Most Recent Measurable Skill Gains: Educational Functioning Level (EFL)	0	0.00%	0.00%	0	0	0	39	
1807 - Date of Most Recent Measurable Skill Gains: Postsecondary Transcript/Report Card (WIOA)	6	0.00%	0.00%	6	0	0	33	
1808 - Date of Most Recent Measurable Skill Gains: Secondary Transcript/Report Card	2	0.00%	0.00%	2	0	0	37	
1809 - Date of Most Recent Measurable Skill Gains: Training Milestone	11	10.26%	36.36%	7	4	0	28	
1810 - Date of Most Recent Measurable Skill Gains: Skills Progression	11	10.26%	36.36%	7	4	0	28	
1811 - Date Enrolled During Program Participation in an Education or Training Program Leading to a Recognized Credential or Employment	27	10.26%	14.81%	23	4	0	12	
1813 - Date Completed During Program Participation an Education or Training Program Leading to a Recognized Credential or Employment	21	12.82%	23.81%	16	5	0	18	
1902 - Category of Assessment #1	0	0.00%	0.00%	0	0	0	39	

Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
111	00000003335	07-Region 7	American Job Center - Omaha	08/02/2022		Adult		0.00% 
112	00000010206	07-Region 7	American Job Center - Omaha	09/13/2019	10/04/2021	Adult, Wagner Peyser		2.70% 
113	000000073960	07-Region 7	American Job Center - Omaha	08/08/2022		Adult		1.35% 

Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate	
114	000000056698	05-Region 5	Columbus Career Center	03/31/2021	08/02/2021	Adult, Wagner Peyser		0.00%	✓
115	000000114266	05-Region 5	Columbus Career Center	01/05/2022		Adult, Wagner Peyser		0.00%	✓
116	000000120865	07-Region 7	American Job Center - Omaha	07/21/2020		Adult, Wagner Peyser		1.35%	✓
117	000000157647	07-Region 7	American Job Center - Omaha	07/19/2021	12/14/2021	Adult		8.11%	✗
118	000000158893	07-Region 7	American Job Center - Omaha	08/16/2021	09/15/2021	Adult, Wagner Peyser		2.70%	✓
119	000000243098	07-Region 7	American Job Center - Omaha	01/19/2021	07/12/2021	Adult, Wagner Peyser		1.35%	✓
120	000000228207	07-Region 7	American Job Center - Omaha	05/05/2021	03/02/2022	Adult		4.05%	✓
121	000000360452	07-Region 7	American Job Center - Omaha	11/30/2020	07/27/2021	Adult		0.00%	✓
122	000000388511	09-Region 9	American Job Center - Lincoln	10/07/2020		Adult, Wagner Peyser		1.35%	✓
123	000000468436	01-Region 1	Scottsbluff Career Center	12/14/2020		Adult, Wagner Peyser		0.00%	✓
124	000000488550	09-Region 9	American Job Center - Lincoln	04/28/2020	02/28/2022	Adult, Wagner Peyser		0.00%	✓
125	000000182896	03-Region 3	American Job Center-Grand Island	05/19/2022		Adult, Wagner Peyser		0.00%	✓
126	000000446259	07-Region 7	American Job Center - Omaha	05/19/2021	07/20/2021	Adult		2.70%	✓
127	000000182981	07-Region 7	American Job Center - Omaha	05/11/2022		Adult		5.41%	✗
128	000000620869	03-Region 3	Hastings Career Center	12/30/2021	04/25/2022	Adult, Wagner Peyser		1.35%	✓
129	000000558253	07-Region 7	American Job Center - Omaha	08/25/2021		Adult, Wagner Peyser		2.70%	✓
130	000000499068	07-Region 7	American Job Center - Omaha	04/07/2021	10/08/2021	Adult		0.00%	✓
131	000000553592	04-Region 4	American Job Center - Beatrice	11/25/2019	10/05/2021	Adult, Wagner Peyser		1.35%	✓
132	000000554706	09-Region 9	American Job Center - Lincoln	02/04/2020		Adult, Wagner Peyser		1.35%	✓
133	000000629940	09-Region 9	American Job Center - Lincoln	06/14/2022		Adult		0.00%	✓
134	000000746160	02-Region 2	North Platte Career Center	08/02/2021	08/20/2021	Adult, Wagner Peyser		0.00%	✓
135	000000704628	07-Region 7	American Job Center - Omaha	11/19/2020	11/29/2021	Adult		4.05%	✓
136	000000238593	07-Region 7	American Job Center - Omaha	07/29/2020	09/23/2021	Adult, Wagner Peyser		0.00%	✓



Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
137	000000245600	03-Region 3	American Job Center-Grand Island	01/18/2022		Adult, Wagner Peyser		1.35% ✓
138	000000749043	03-Region 3	Hastings Career Center	08/04/2021	09/17/2021	Adult, Wagner Peyser		2.70% ✓
139	000000639443	07-Region 7	American Job Center - Omaha	08/24/2021	11/04/2021	Adult, Wagner Peyser		1.35% ✓
140	000000407713	08-Region 9	American Job Center - Lincoln	08/06/2019	10/04/2021	Adult, Wagner Peyser		1.35% ✓
141	000000432464	07-Region 7	American Job Center - Omaha	10/22/2021		Adult, Wagner Peyser		0.00% ✓
142	000000763863	07-Region 7	American Job Center - Omaha	10/13/2021	02/21/2022	Adult		0.00% ✓
143	000000468302	07-Region 7	American Job Center - Omaha	09/24/2020	09/23/2021	Adult, Wagner Peyser		2.70% ✓
144	000000465877	05-Region 5	Fremont Career Center	02/14/2022		Adult		1.35% ✓
145	000000722389	08-Region 9	American Job Center - Lincoln	12/15/2020	08/06/2021	Adult, Wagner Peyser		2.70% ✓
146	000000696095	04-Region 4	American Job Center - Beatrice	08/20/2020	10/19/2021	Adult, Wagner Peyser		1.35% ✓
147	000000768867	05-Region 5	Norfolk Career Center	10/19/2021		Adult		0.00% ✓
148	000000763006	07-Region 7	American Job Center - Omaha	10/06/2021	04/09/2022	Adult		1.35% ✓
149	000000759445	08-Region 9	American Job Center - Lincoln	01/06/2022		Adult, Wagner Peyser		1.35% ✓

Dislocated worker program data validation outcome summary report

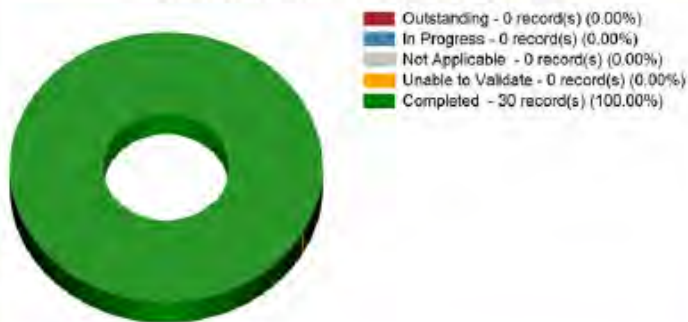
PIRL Data Validation Outcome Summary

Reporting Period: 2021 Program Year - Quarter 4  
 Funding Stream: Dislocated Worker  
 Audit Form: Dislocated Worker

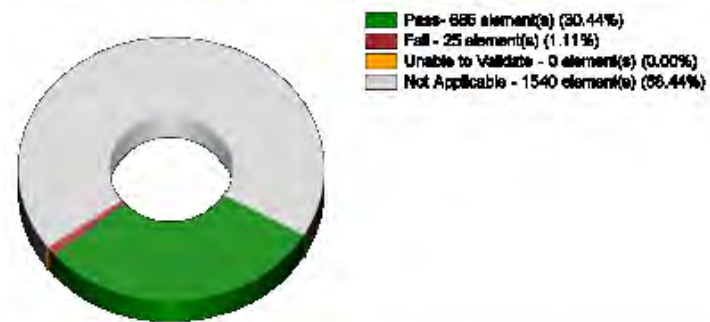
Audit Name: 1: 101\_DataSample\_20214\_DW\_Gen.csv - DW (ID=D-5912-5578)

Number of Records Sampled	Number of Records Reviewed	Completion Rate	Number of Elements Reviewed	Funding Stream	Audit Status
30	30	100%	710	Adult, Dislocated Worker, Dislocated Worker Grants, Jobs for Veterans State Grants, Trade Adjustment Assistance, Wagner Peyser	Completed

Sampled Records by Completion Status



Sampled Elements by Audit Outcome



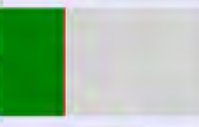
















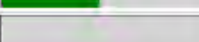
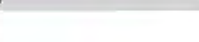



Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
All Validated Elements	710	1.11%	3.52%	685	25	0	1,540	
200 - Date of Birth	30	0.00%	0.00%	30	0	0	0	























Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	710	1.11%	3.52%	685	25	0	1,540	
202 - Individual with a Disability	3	0.00%	0.00%	3	0	0	27	
301 - Eligible Veteran Status	3	0.00%	0.00%	3	0	0	27	
401 - UC Eligible Status	24	0.00%	0.00%	24	0	0	6	
402 - Long-Term Unemployed at Program Entry (WIOA)	9	26.67%	88.89%	1	8	0	21	
409 - School Status at Program Entry (WIOA)	30	0.00%	0.00%	30	0	0	0	
410 - Date of Actual Dislocation	28	0.00%	0.00%	28	0	0	2	
600 - Temporary Assistance to Needy Families (TANF)	2	0.00%	0.00%	2	0	0	28	
601 - Exhausting TANF Within 2 Years	4	0.00%	0.00%	4	0	0	26	
602 - Supplemental Security Income (SSI) / Social Security Disability Insurance (SSDI)	0	0.00%	0.00%	0	0	0	30	
603 - Supplemental Nutrition Assistance Program (SNAP)	7	0.00%	0.00%	7	0	0	23	
604 - Other Public Assistance Recipient	0	0.00%	0.00%	0	0	0	30	
704 - Foster Care Youth Status at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	30	
800 - Homeless participant, Homeless Children and Youths, or Runaway Youth at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	30	
801 - Ex-Offender Status at Program Entry (WIOA)	2	0.00%	0.00%	2	0	0	28	
802 - Low Income Status at Program Entry (WIOA)	17	6.67%	11.76%	15	2	0	13	
803 - English Language Learner at Program Entry (WIOA)	3	0.00%	0.00%	3	0	0	27	
804 - Basic Skills Deficient/Low Levels of Literacy at Program Entry	8	0.00%	0.00%	8	0	0	22	
806 - Single Parent at Program Entry (WIOA)	8	3.33%	12.50%	7	1	0	22	
807 - Displaced Homemaker at Program Entry (WIOA)	1	0.00%	0.00%	1	0	0	29	

Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	710	1.11%	3.52%	685	25	0	1,540	
808 - Migrant and Seasonal Farmworker Status	0	0.00%	0.00%	0	0	0	30	
900 - Date of Program Entry (WIOA)	30	0.00%	0.00%	30	0	0	0	
901 - Date of Program Exit (WIOA)	20	0.00%	0.00%	20	0	0	10	
907 - Recipient of Incumbent Worker Training	0	0.00%	0.00%	0	0	0	30	
908 - Rapid Response	9	0.00%	0.00%	9	0	0	21	
923 - Other Reasons for Exit (WIOA)	1	0.00%	0.00%	1	0	0	29	
1001 - Date of First Basic Career Service (Staff-Assisted)	29	0.00%	0.00%	29	0	0	1	
1002 - Most Recent Date Received Basic Career Services (Self-Service)	30	0.00%	0.00%	30	0	0	0	
1003 - Most Recent Date Received Basic Career Services (Staff-Assisted)	29	0.00%	0.00%	29	0	0	1	
1004 - Date of Most Recent Career Service (WIOA)	30	0.00%	0.00%	30	0	0	0	
1005 - Most Recent Date Received Staff-Assisted Services (DVOP specialist)	1	0.00%	0.00%	1	0	0	29	
1008 - Date Referred to Department of Veterans Affairs Vocational Rehabilitation and Employment Program	0	0.00%	0.00%	0	0	0	30	
1007 - Date of Most Recent Reportable Individual Contact	30	0.00%	0.00%	30	0	0	0	
1200 - Date of First Individualized Career Service	30	0.00%	0.00%	30	0	0	0	
1201 - Most Recent Date Received Individualized Career Service	30	0.00%	0.00%	30	0	0	0	
1202 - Date Individual Employment Plan Created	30	0.00%	0.00%	30	0	0	0	
1205 - Type of Work Experience	1	0.00%	0.00%	1	0	0	29	
1206 - Date Received Financial Literacy Services	1	0.00%	0.00%	1	0	0	29	
1211 - Transitional Jobs	0	0.00%	0.00%	0	0	0	30	

Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	710	 1.11%	 3.52%	685	25	0	1,540	
1300 - Received Training (WIOA)	20	0.00%	0.00%	20	0	0	10	
1302 - Date Entered Training #1	20	0.00%	0.00%	20	0	0	10	
1303 - Type of Training Service #1	20	0.00%	0.00%	20	0	0	10	
1306 - Occupational Skills Training Code #1	20	0.00%	0.00%	20	0	0	10	
1307 - Training Completed #1	12	0.00%	0.00%	12	0	0	18	
1308 - Date Completed, or Withdrew from, Training #1	15	0.00%	0.00%	15	0	0	15	
1309 - Date Entered Training #2	0	0.00%	0.00%	0	0	0	30	
1310 - Type of Training Service #2	0	0.00%	0.00%	0	0	0	30	
1311 - Occupational Skills Training Code #2	0	0.00%	0.00%	0	0	0	30	
1312 - Training Completed #2	0	0.00%	0.00%	0	0	0	30	
1313 - Date Completed, or Withdrew from, Training #2	0	0.00%	0.00%	0	0	0	30	
1314 - Date Entered Training #3	0	0.00%	0.00%	0	0	0	30	
1315 - Type of Training Service #3	0	0.00%	0.00%	0	0	0	30	
1316 - Occupational Skills Training Code #3	0	0.00%	0.00%	0	0	0	30	
1317 - Training Completed #3	0	0.00%	0.00%	0	0	0	30	
1318 - Date Completed, or Withdrew from, Training #3	0	0.00%	0.00%	0	0	0	30	
1319 - Established Individual Training Account (ITA)	14	0.00%	0.00%	14	0	0	16	
1332 - Participated in Postsecondary Education During Program Participation (WIOA)	14	0.00%	0.00%	14	0	0	16	
1401 - Enrolled in Secondary Education Program at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	30	



Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	710	 1.11%	 3.52%	685	25	0	1,540	
1406 - Date Enrolled in Post Exit Education or Training Program Leading to a Recognized Postsecondary Credential (WIOA)	0	0.00%	0.00%	0	0	0	30	
1409 - Most Recent Date Received Supportive Services	16	0.00%	0.00%	16	0	0	14	
1500 - Received Needs-Related Payments	1	0.00%	0.00%	1	0	0	29	
1800 - Type of Recognized Credential	7	0.00%	0.00%	7	0	0	23	
1801 - Date Attained Recognized Credential	7	0.00%	0.00%	7	0	0	23	
1802 - Type of Recognized Credential #2	1	0.00%	0.00%	1	0	0	29	
1803 - Date Attained Recognized Credential #2	1	0.00%	0.00%	1	0	0	29	
1804 - Type of Recognized Credential #3	0	0.00%	0.00%	0	0	0	30	
1805 - Date Attained Recognized Credential #3	0	0.00%	0.00%	0	0	0	30	
1806 - Date of Most Recent Measurable Skill Gains: Educational Functioning Level (EFL)	0	0.00%	0.00%	0	0	0	30	
1807 - Date of Most Recent Measurable Skill Gains: Postsecondary Transcript/Report Card (WIOA)	12	0.00%	0.00%	12	0	0	18	
1808 - Date of Most Recent Measurable Skill Gains: Secondary Transcript/Report Card	1	0.00%	0.00%	1	0	0	29	
1809 - Date of Most Recent Measurable Skill Gains: Training Milestone	6	6.67%	33.33%	4	2	0	24	
1810 - Date of Most Recent Measurable Skill Gains: Skills Progression	8	6.67%	25.00%	6	2	0	22	
1811 - Date Enrolled During Program Participation in an Education or Training Program Leading to a Recognized Credential or Employment	20	3.33%	5.00%	19	1	0	10	
1813 - Date Completed During Program Participation an Education or Training Program Leading to a Recognized Credential or Employment	15	30.00%	60.00%	6	9	0	15	
1902 - Category of Assessment #1	0	0.00%	0.00%	0	0	0	30	

Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
1	00000017150	04-Region 4	American Job Center - Beatrice	03/21/2017	12/14/2021	Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		1.33%
2	00000037607	03-Region 3	American Job Center-Grand Island	08/04/2020	08/17/2021	Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		1.33%
3	00000112730	07-Region 7	American Job Center - Omaha	05/28/2020		Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		0.00%
4	00000116427	08-Region 9	American Job Center - Lincoln	01/18/2019		Adult, Dislocated Worker		1.33%
5	000000202682	07-Region 7	American Job Center - Omaha	01/18/2018	08/09/2021	Adult, Dislocated Worker, Wagner Peyser		1.33%
6	000000203361	03-Region 3	American Job Center-Grand Island	08/04/2020	08/03/2021	Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		1.33%
7	00000098350	05-Region 5	Columbus Career Center	07/09/2020		Dislocated Worker, Dislocated Worker Grants, Trade Adjustment Assistance		1.33%
8	00000128358	03-Region 3	Hastings Career Center	07/24/2020	12/20/2021	Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		5.33%
9	00000337722	08-Region 9	American Job Center - Lincoln	10/27/2020		Adult, Dislocated Worker, Wagner Peyser		0.00%
10	000000252701	04-Region 4	American Job Center - Beatrice	12/11/2018	12/25/2021	Dislocated Worker, Dislocated Worker Grants, Trade Adjustment Assistance, Wagner Peyser		0.00%
11	00000331478	05-Region 5	Norfolk Career Center	11/25/2019		Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		1.33%
12	000000298951	07-Region 7	American Job Center - Omaha	12/26/2019	12/14/2021	Adult, Dislocated Worker, Wagner Peyser		1.33%

Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
13	000000439383	05-Region 5	Columbus Career Center	02/26/2020	07/30/2021	Dislocated Worker, Dislocated Worker Grants, Trade Adjustment Assistance, Wagner Peyser		0.00% ✓
14	000000281921	09-Region 9	American Job Center - Lincoln	10/06/2020		Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		0.00% ✓
15	000000557902	09-Region 9	American Job Center - Lincoln	05/19/2022		Dislocated Worker		1.33% ✓
16	000000193649	07-Region 7	American Job Center - Omaha	10/26/2021	03/08/2022	Dislocated Worker, Wagner Peyser		1.33% ✓
17	000000592834	01-Region 1	Sidney Career Center	07/14/2021	12/31/2021	Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		1.33% ✓
18	000000584879	03-Region 3	Hastings Career Center	02/18/2021		Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		0.00% ✓
19	000000556642	09-Region 9	VOS 9	01/27/2020	10/06/2021	Dislocated Worker, Dislocated Worker Grants, Trade Adjustment Assistance, Wagner Peyser		0.00% ✓
20	000000335599	04-Region 4	American Job Center - Beatrice	07/28/2021		Dislocated Worker, Wagner Peyser		1.33% ✓
21	000000729756	03-Region 3	American Job Center-Grand Island	12/31/2020	08/17/2021	Dislocated Worker, Dislocated Worker Grants, Trade Adjustment Assistance, Wagner Peyser		1.33% ✓
22	000000744195	07-Region 7	American Job Center - Omaha	08/22/2021	11/17/2021	Dislocated Worker, Wagner Peyser		0.00% ✓
23	000000262515	03-Region 3	Hastings Career Center	02/18/2021	08/30/2021	Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		1.33% ✓



Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
24	000000516793	04-Region 4	American Job Center - Beatrice	05/31/2019	04/11/2022	Dislocated Worker, Trade Adjustment Assistance, Wagner Peyser		0.00% ✓
25	000000521175	05-Region 5	Norfolk Career Center	07/11/2019	09/03/2021	Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		1.33% ✓✓
26	000000594950	07-Region 7	American Job Center - Omaha	06/10/2021	07/12/2021	Dislocated Worker, Wagner Peyser		1.33% ✓✓
27	000000674173	07-Region 7	American Job Center - Omaha	09/21/2021		Dislocated Worker, Wagner Peyser		1.33% ✓✓
28	000000745021	09-Region 9	American Job Center - Lincoln	04/22/2021	09/30/2021	Dislocated Worker, Dislocated Worker Grants, Wagner Peyser		1.33% ✓✓
29	000000886169	05-Region 5	Columbus Career Center	07/09/2020	04/04/2022	Dislocated Worker, Dislocated Worker Grants, Trade Adjustment Assistance, Wagner Peyser		1.33% ✓✓
30	000000722144	05-Region 5	Columbus Career Center	02/25/2021	08/18/2021	Adult, Dislocated Worker, Dislocated Worker Grants, Jobs for Veterans State Grants, Wagner Peyser		2.67% ✓✓

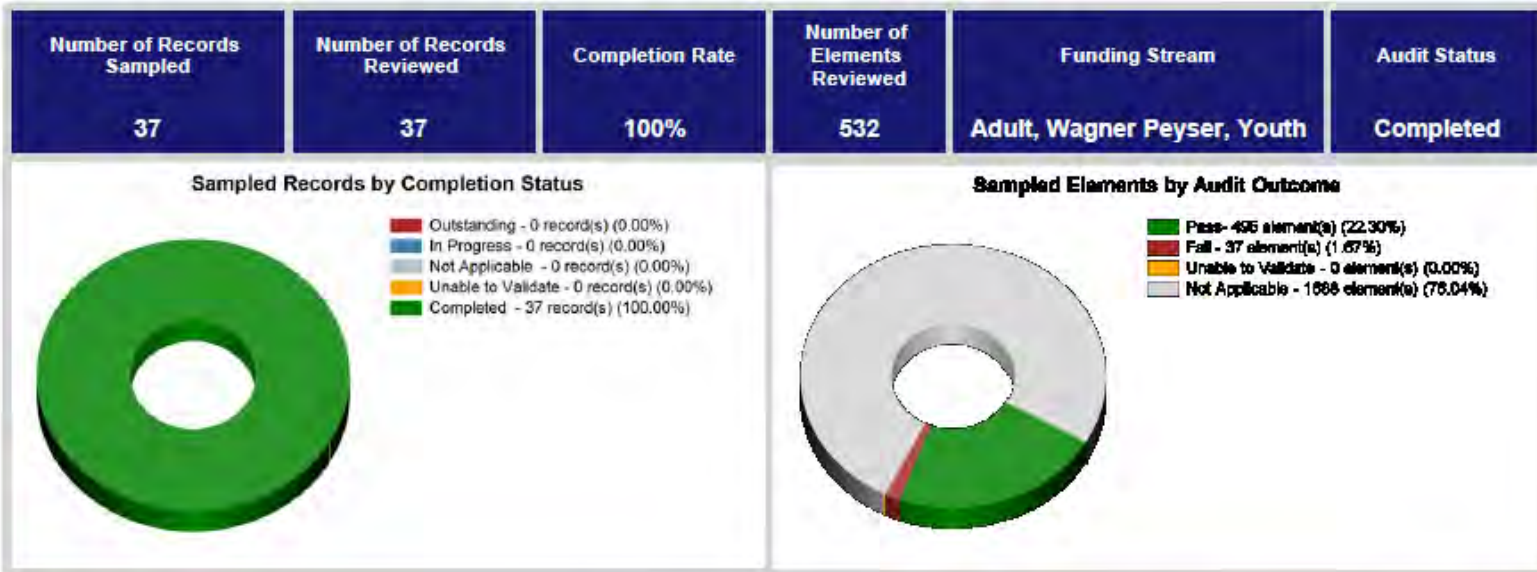


Youth program data validation outcome summary report



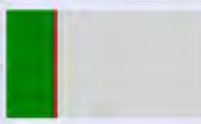
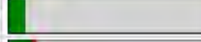




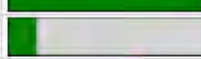



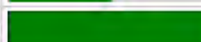
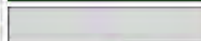

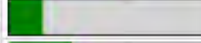






PIRL Data Validation Outcome Summary



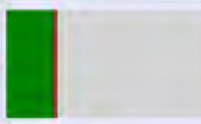
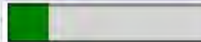
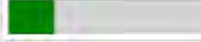





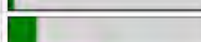

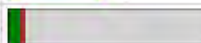
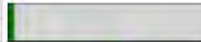


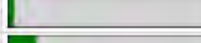

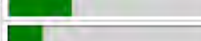



Reporting Period: 2021 Program Year - Quarter 4  
 Funding Stream: Youth  
 Audit Form: Youth

Audit Name: 2: 107\_DataSample\_20214\_Youth\_Gen.csv - Youth (ID=D-5912-5578)



















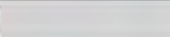





Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	532	1.67%	6.95%	495	37	0	1,688	
200 - Date of Birth	37	0.00%	0.00%	37	0	0	0	
202 - Individual with a Disability	10	0.00%	0.00%	10	0	0	27	
409 - School Status at Program Entry (WIOA)	37	2.70%	2.70%	36	1	0	0	

Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	532	 1.67%	 6.95%	495	37	0	1,688	
701 - Pregnant or Parenting Youth	3	0.00%	0.00%	3	0	0	34	
702 - Youth Who Needs Additional Assistance	5	2.70%	20.00%	4	1	0	32	
704 - Foster Care Youth Status at Program Entry (WIOA)	2	0.00%	0.00%	2	0	0	36	
800 - Homeless participant, Homeless Children and Youths, or Runaway Youth at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	37	
801 - Ex-Offender Status at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	37	
802 - Low Income Status at Program Entry (WIOA)	36	5.41%	5.56%	34	2	0	1	
803 - English Language Learner at Program Entry (WIOA)	5	0.00%	0.00%	5	0	0	32	
804 - Basic Skills Deficient/Low Levels of Literacy at Program Entry	24	2.70%	4.17%	23	1	0	13	
806 - Single Parent at Program Entry (WIOA)	1	0.00%	0.00%	1	0	0	36	
900 - Date of Program Entry (WIOA)	37	0.00%	0.00%	37	0	0	0	
901 - Date of Program Exit (WIOA)	18	0.00%	0.00%	18	0	0	19	
906 - Date of First WIOA Youth Service	37	0.00%	0.00%	37	0	0	0	
923 - Other Reasons for Exit (WIOA)	0	0.00%	0.00%	0	0	0	37	
1205 - Type of Work Experience	20	0.00%	0.00%	20	0	0	17	
1206 - Date Received Financial Literacy Services	6	0.00%	0.00%	6	0	0	31	
1300 - Received Training (WIOA)	11	0.00%	0.00%	11	0	0	26	
1302 - Date Entered Training #1	11	0.00%	0.00%	11	0	0	26	
1303 - Type of Training Service #1	11	0.00%	0.00%	11	0	0	26	
1306 - Occupational Skills Training Code #1	11	0.00%	0.00%	11	0	0	26	

Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	532			495	37	0	1,688	
1307 - Training Completed #1	7	0.00%	0.00%	7	0	0	30	
1308 - Date Completed, or Withdrew from, Training #1	8	0.00%	0.00%	8	0	0	29	
1309 - Date Entered Training #2	1	0.00%	0.00%	1	0	0	36	
1310 - Type of Training Service #2	1	0.00%	0.00%	1	0	0	36	
1312 - Training Completed #2	1	0.00%	0.00%	1	0	0	36	
1313 - Date Completed, or Withdrew from, Training #2	1	0.00%	0.00%	1	0	0	36	
1314 - Date Entered Training #3	1	0.00%	0.00%	1	0	0	36	
1315 - Type of Training Service #3	1	0.00%	0.00%	1	0	0	36	
1332 - Participated in Postsecondary Education During Program Participation (WIOA)	5	0.00%	0.00%	5	0	0	32	
1401 - Enrolled in Secondary Education Program at Program Entry (WIOA)	16	0.00%	0.00%	16	0	0	21	
1402 - Most Recent Date Received Educational Achievement Services	3	2.70%	33.33%	2	1	0	34	
1403 - Most Recent Date Received Alternative Secondary School Services	1	0.00%	0.00%	1	0	0	36	
1405 - Most Recent Date Received Work Experience Opportunities	20	0.00%	0.00%	20	0	0	17	
1406 - Date Enrolled in Post Exit Education or Training Program Leading to a Recognized Postsecondary Credential (WIOA)	0	0.00%	0.00%	0	0	0	37	
1407 - Most Recent Date Received Education Offered Concurrently with Workforce Preparation	1	0.00%	0.00%	1	0	0	36	
1408 - Most Recent Date Received Leadership Development Opportunities	5	0.00%	0.00%	5	0	0	32	
1409 - Most Recent Date Received Supportive Services	11	0.00%	0.00%	11	0	0	26	
1410 - Most Recent Date Received Adult Mentoring Services	6	0.00%	0.00%	6	0	0	31	
1411 - Most Recent Date Received Comprehensive Guidance/ Counseling Services	1	0.00%	0.00%	1	0	0	36	



Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	532	 1.67%	 6.95%	495	37	0	1,688	
1412 - Most Recent Date Received Youth Follow-up Services	3	0.00%	0.00%	3	0	0	34	
1413 - Most Recent Date Youth Received Entrepreneurial Skills Training	0	0.00%	0.00%	0	0	0	37	
1414 - Most Recent Date Youth Received Services that provide labor market information and employment information	24	0.00%	0.00%	24	0	0	13	
1415 - Most Recent Date Youth Received Postsecondary transition and preparatory activities	9	0.00%	0.00%	9	0	0	28	
1800 - Type of Recognized Credential	9	5.41%	22.22%	7	2	0	28	
1801 - Date Attained Recognized Credential	9	5.41%	22.22%	7	2	0	28	
1802 - Type of Recognized Credential #2	0	0.00%	0.00%	0	0	0	37	
1803 - Date Attained Recognized Credential #2	0	0.00%	0.00%	0	0	0	37	
1804 - Type of Recognized Credential #3	0	0.00%	0.00%	0	0	0	37	
1805 - Date Attained Recognized Credential #3	0	0.00%	0.00%	0	0	0	37	
1806 - Date of Most Recent Measurable Skill Gains: Educational Functioning Level (EFL)	2	0.00%	0.00%	2	0	0	35	
1807 - Date of Most Recent Measurable Skill Gains: Postsecondary Transcript/Report Card (WIOA)	4	2.70%	25.00%	3	1	0	33	
1808 - Date of Most Recent Measurable Skill Gains: Secondary Transcript/Report Card	6	0.00%	0.00%	6	0	0	31	
1809 - Date of Most Recent Measurable Skill Gains: Training Milestone	0	0.00%	0.00%	0	0	0	37	
1810 - Date of Most Recent Measurable Skill Gains: Skills Progression	10	10.81%	40.00%	6	4	0	27	
1811 - Date Enrolled During Program Participation in an Education or Training Program Leading to a Recognized Credential or Employment	29	32.43%	41.38%	17	12	0	8	
1813 - Date Completed During Program Participation an Education or Training Program Leading to a Recognized Credential or Employment	15	27.03%	66.67%	5	10	0	22	
1900 - Youth 2nd Quarter Placement (Title I)(WIOA)	0	0.00%	0.00%	0	0	0	37	
1901 - Youth 4th Quarter Placement (Title I)(WIOA)	0	0.00%	0.00%	0	0	0	37	

Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
31	000000421171	07-Region 7	American Job Center - Omaha	07/20/2021	07/20/2021	Youth		1.67% ✓
32	000000527123	04-Region 4	American Job Center - Beatrice	08/06/2019		Wagner Peyser, Youth		0.00% ✓
33	000000526949	04-Region 4	American Job Center - Beatrice	07/24/2019	12/06/2021	Youth		1.67% ✓
34	000000526505	03-Region 3	American Job Center-Grand Island	08/11/2020		Wagner Peyser, Youth		3.33% ✓
35	000000644306	05-Region 5	Norfolk Career Center	08/24/2020	08/26/2021	Youth		0.00% ✓
36	000000744515	07-Region 7	American Job Center - Omaha	06/01/2021	03/14/2022	Youth		6.67% ✗
37	000000738959	07-Region 7	American Job Center - Omaha	03/08/2021	02/03/2022	Youth		6.67% ✗
38	000000760379	09-Region 9	American Job Center - Lincoln	02/02/2022		Adult, Wagner Peyser, Youth		0.00% ✓
39	000000748179	09-Region 9	American Job Center - Lincoln	08/03/2021	08/31/2021	Wagner Peyser, Youth		5.00% ✗
40	000000745240	05-Region 5	Norfolk Career Center	07/13/2021		Adult, Youth		0.00% ✓
41	000000780684	02-Region 2	Lexington Career Center	08/02/2022		Wagner Peyser, Youth		0.00% ✓
42	000000764167	05-Region 5	Norfolk Career Center	11/04/2021		Adult, Youth		0.00% ✓
43	000000489907	07-Region 7	American Job Center - Omaha	03/10/2021	08/12/2021	Youth		0.00% ✓
44	000000713542	09-Region 9	American Job Center - Lincoln	07/12/2021	11/05/2021	Wagner Peyser, Youth		0.00% ✓
45	000000765861	07-Region 7	American Job Center - Omaha	01/10/2022	01/10/2022	Youth		0.00% ✓
46	000000779756	07-Region 7	American Job Center - Omaha	06/10/2022		Youth		1.67% ✓
47	000000780734	07-Region 7	American Job Center - Omaha	06/10/2022		Youth		0.00% ✓
48	000000779223	04-Region 4	American Job Center - Beatrice	04/08/2022		Wagner Peyser, Youth		0.00% ✓
49	000000776626	07-Region 7	American Job Center - Omaha	04/13/2022		Youth		1.67% ✓
50	000000523793	07-Region 7	American Job Center - Omaha	04/01/2019	02/04/2022	Wagner Peyser, Youth		0.00% ✓
51	000000742082	05-Region 5	Columbus Career Center	05/14/2021		Youth		1.67% ✓
52	000000778141	07-Region 7	American Job Center - Omaha	06/09/2022		Youth		1.67% ✓
53	000000625234	07-Region 7	American Job Center - Omaha	10/08/2021	10/08/2021	Youth		0.00% ✓



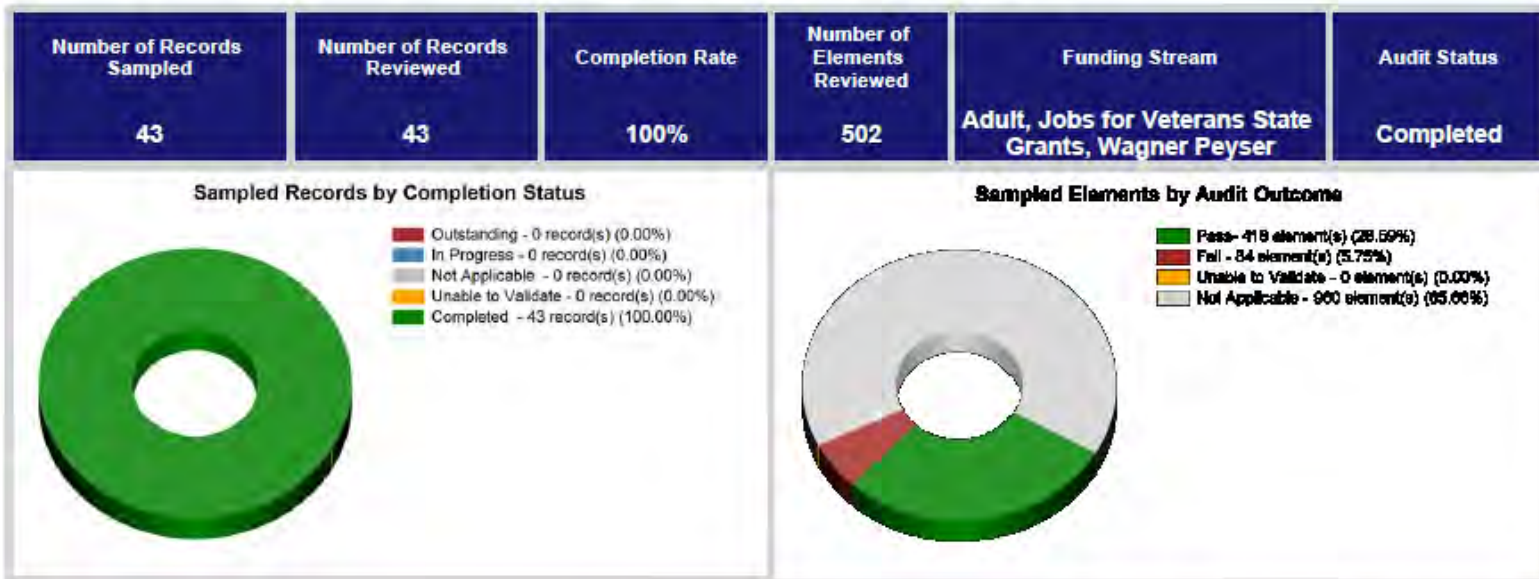
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54	000000567534	07-Region 7	American Job Center - Omaha	11/19/2021	02/15/2022	Youth		0.00% ✓
55	000000651771	07-Region 7	American Job Center - Omaha	07/05/2020	03/18/2022	Youth		3.33% ✓
56	000000663841	05-Region 5	Columbus Career Center	01/06/2021		Youth		5.00% ✗
57	000000735570	08-Region 9	American Job Center - Lincoln	05/12/2021	03/04/2022	Wagner Peyser, Youth		5.00% ✗
58	000000708855	07-Region 7	American Job Center - Omaha	10/26/2020		Youth		1.67% ✓
59	000000706475	07-Region 7	American Job Center - Omaha	10/16/2020		Youth		1.67% ✓
60	000000747809	07-Region 7	American Job Center - Omaha	07/15/2021	11/02/2021	Youth		3.33% ✓
61	000000746634	07-Region 7	American Job Center - Omaha	08/01/2021	08/16/2021	Youth		1.67% ✓
62	000000724211	07-Region 7	American Job Center - Omaha	12/07/2021	12/07/2021	Youth		0.00% ✓
63	000000776619	07-Region 7	American Job Center - Omaha	03/31/2022		Youth		1.67% ✓
64	000000748123	08-Region 9	American Job Center - Lincoln	01/27/2022		Youth		1.67% ✓
65	000000742227	08-Region 9	American Job Center - Lincoln	04/16/2021	09/30/2021	Wagner Peyser, Youth		1.67% ✓
66	000000778314	07-Region 7	American Job Center - Omaha	04/12/2022		Youth		1.67% ✓
67	000000781341	08-Region 9	American Job Center - Lincoln	08/02/2022		Youth		1.67% ✓

Wagner-Peyser Employment Service data validation outcome summary report

PIRL Data Validation Outcome Summary





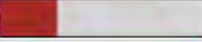



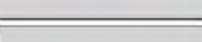



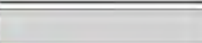

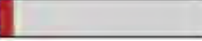
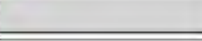
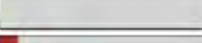

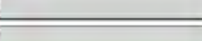



Reporting Period: 2021 Program Year - Quarter 4  
 Funding Stream: Wagner Peyser  
 Audit Form: Wagner Peyser











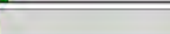





Audit Name: 3: 102\_DataSample\_20214\_WP\_Gen.csv - WP (ID=D-5912-5578)



Element Name	Number of Elements Present	Error Rate		Validation Outcome			
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable
All Validated Elements	502	5.75%	16.73%	418	84	0	960
202 - Individual with a Disability	5	11.63%	100.00%	0	5	0	38
301 - Eligible Veteran Status	5	11.63%	100.00%	0	5	0	38



Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	502	 5.75%	 16.73%	418	84	0	960	
401 - UC Eligible Status	32	48.84%	65.63%	11	21	0	11	
402 - Long-Term Unemployed at Program Entry (WIOA)	12	27.81%	100.00%	0	12	0	31	
409 - School Status at Program Entry (WIOA)	43	4.65%	4.65%	41	2	0	0	
410 - Date of Actual Dislocation	26	60.47%	100.00%	0	26	0	17	
413 - Migrant and Seasonal Farmworker Designation (Wagner-Peyser)	0	0.00%	0.00%	0	0	0	43	
600 - Temporary Assistance to Needy Families (TANF)	0	0.00%	0.00%	0	0	0	43	
801 - Exhausting TANF Within 2 Years	0	0.00%	0.00%	0	0	0	43	
802 - Supplemental Security Income (SSI) / Social Security Disability Insurance (SSDI)	0	0.00%	0.00%	0	0	0	43	
803 - Supplemental Nutrition Assistance Program (SNAP)	2	2.33%	50.00%	1	1	0	41	
704 - Foster Care Youth Status at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	43	
800 - Homeless participant, Homeless Children and Youths, or Runaway Youth at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	43	
801 - Ex-Offender Status at Program Entry (WIOA)	5	11.63%	100.00%	0	5	0	38	
802 - Low Income Status at Program Entry (WIOA)	3	6.98%	100.00%	0	3	0	40	
803 - English Language Learner at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	43	
804 - Basic Skills Deficient/Low Levels of Literacy at Program Entry	0	0.00%	0.00%	0	0	0	43	
806 - Single Parent at Program Entry (WIOA)	4	9.30%	100.00%	0	4	0	39	
807 - Displaced Homemaker at Program Entry (WIOA)	0	0.00%	0.00%	0	0	0	43	
808 - Migrant and Seasonal Farmworker Status	0	0.00%	0.00%	0	0	0	43	
900 - Date of Program Entry (WIOA)	43	0.00%	0.00%	43	0	0	0	

Element Name	Number of Elements Present	Error Rate		Validation Outcome				
		Overall	With Element Present	Pass	Fail	Unable to Validate	Not Applicable	
<b>All Validated Elements</b>	502			418	84	0	960	
901 - Date of Program Exit (WIOA)	35	0.00%	0.00%	35	0	0	8	
908 - Rapid Response	0	0.00%	0.00%	0	0	0	43	
923 - Other Reasons for Exit (WIOA)	0	0.00%	0.00%	0	0	0	43	
1001 - Date of First Basic Career Service (Staff-Assisted)	43	0.00%	0.00%	43	0	0	0	
1002 - Most Recent Date Received Basic Career Services (Self-Service)	43	0.00%	0.00%	43	0	0	0	
1003 - Most Recent Date Received Basic Career Services (Staff-Assisted)	43	0.00%	0.00%	43	0	0	0	
1004 - Date of Most Recent Career Service (WIOA)	43	0.00%	0.00%	43	0	0	0	
1005 - Most Recent Date Received Staff-Assisted Services (DVOP specialist)	2	0.00%	0.00%	2	0	0	41	
1006 - Date Referred to Department of Veterans Affairs Vocational Rehabilitation and Employment Program	0	0.00%	0.00%	0	0	0	43	
1007 - Date of Most Recent Reportable Individual Contact	43	0.00%	0.00%	43	0	0	0	
1200 - Date of First Individualized Career Service	35	0.00%	0.00%	35	0	0	8	
1201 - Most Recent Date Received Individualized Career Service	35	0.00%	0.00%	35	0	0	8	
1206 - Date Received Financial Literacy Services	0	0.00%	0.00%	0	0	0	43	

Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
68	000000053270	05-Region 5	Norfolk Career Center	03/31/2022	03/31/2022	Wagner Peyser		5.88% 
69	000000040071	07-Region 7	American Job Center - Omaha	10/04/2021	10/04/2021	Wagner Peyser		5.88% 
70	000000072677	04-Region 4	American Job Center - Beatrice	10/14/2021	10/14/2021	Wagner Peyser		2.94% 
71	000000104221	07-Region 7	American Job Center - Omaha	02/23/2022	02/23/2022	Wagner Peyser		5.88% 



Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
72	00000097865	07-Region 7	American Job Center - Omaha	08/02/2021	08/10/2021	Jobs for Veterans State Grants, Wagner Peyser		2.94% ✓
73	000000103010	03-Region 3	American Job Center-Grand Island	03/22/2022		Wagner Peyser		5.88% ✗
74	000000156584	01-Region 1	Scottsbluff Career Center	09/01/2021	09/01/2021	Wagner Peyser		8.82% ✗
75	000000151578	05-Region 5	Norfolk Career Center	07/08/2021	07/12/2021	Wagner Peyser		11.76% ✗
76	000000257482	05-Region 5	Columbus Career Center	03/01/2022	03/01/2022	Wagner Peyser		5.88% ✗
77	000000093195	01-Region 1	Alliance Career Center	07/19/2021	07/19/2021	Wagner Peyser		0.00% ✓
78	000000302664	02-Region 2	Lexington Career Center	09/22/2021	03/15/2022	Wagner Peyser		5.88% ✗
79	000000328660	07-Region 7	American Job Center - Omaha	03/28/2022	03/28/2022	Wagner Peyser		8.82% ✗
80	000000364881	07-Region 7	American Job Center - Omaha	09/14/2021	09/14/2021	Wagner Peyser		5.88% ✗
81	000000310335	09-Region 9	American Job Center - Lincoln	12/20/2021	12/22/2021	Wagner Peyser		2.94% ✓
82	000000299819	07-Region 7	American Job Center - Omaha	08/16/2021	08/16/2021	Wagner Peyser		5.88% ✗
83	000000286658	09-Region 9	VOS 9	03/09/2022	03/09/2022	Wagner Peyser		11.76% ✗
84	000000162563	03-Region 3	American Job Center-Grand Island	10/27/2021		Adult, Wagner Peyser		11.76% ✗
85	000000518609	04-Region 4	American Job Center - Beatrice	02/01/2022	02/14/2022	Wagner Peyser		2.94% ✓
86	000000432947	07-Region 7	American Job Center - Omaha	04/05/2022	04/20/2022	Jobs for Veterans State Grants, Wagner Peyser		5.88% ✗
87	000000440061	09-Region 9	American Job Center - Lincoln	07/15/2021	07/15/2021	Wagner Peyser		2.94% ✓
88	000000524175	02-Region 2	Lexington Career Center	05/10/2021	07/14/2021	Wagner Peyser		2.94% ✓
89	000000615542	07-Region 7	American Job Center - Omaha	10/07/2021	10/07/2021	Wagner Peyser		2.94% ✓
90	000000201593	03-Region 3	Keamey Career Center	05/06/2022		Wagner Peyser		2.94% ✓
91	000000367614	05-Region 5	Columbus Career Center	02/17/2022	02/17/2022	Wagner Peyser		5.88% ✗
92	000000650037	07-Region 7	American Job Center - Omaha	05/18/2022		Wagner Peyser		2.94% ✓
93	000000755093	02-Region 2	North Platte Career Center	07/30/2021	09/07/2021	Wagner Peyser		5.88% ✗

Record ID	UII	WIB	Office	Date Of Program Entry	Date Of Program Exit	Funding Stream	Outcome	Error Rate
94	000000772524	07-Region 7	American Job Center - Omaha	03/02/2022	03/02/2022	Wagner Peyser		2.94% ✓
95	000000743891	09-Region 9	American Job Center - Lincoln	09/30/2021	10/28/2021	Wagner Peyser		8.82% ✗
96	000000786336	07-Region 7	American Job Center - Omaha	02/15/2022	02/15/2022	Wagner Peyser		8.82% ✗
97	000000209266	07-Region 7	American Job Center - Omaha	12/20/2021	12/20/2021	Wagner Peyser		8.82% ✗
98	000000775193	09-Region 9	American Job Center - Lincoln	03/01/2022	03/22/2022	Wagner Peyser		5.88% ✗
99	000000376130	02-Region 2	North Platte Career Center	08/19/2021	08/19/2021	Wagner Peyser		2.94% ✓
100	000000329202	04-Region 4	American Job Center - Beatrice	02/18/2022	02/18/2022	Wagner Peyser		5.88% ✗
101	000000428142	04-Region 4	Nebraska City Career Center	08/15/2022		Wagner Peyser		11.76% ✗
102	000000396373	07-Region 7	American Job Center - Omaha	07/28/2021	07/28/2021	Wagner Peyser		2.94% ✓
103	000000760112	07-Region 7	American Job Center - Omaha	10/22/2021	10/22/2021	Wagner Peyser		0.00% ✓
104	000000666963	07-Region 7	American Job Center - Omaha	02/28/2022	02/28/2022	Wagner Peyser		2.94% ✓
105	000000480784	04-Region 4	American Job Center - Beatrice	05/19/2022		Wagner Peyser		5.88% ✗
106	000000491127	07-Region 7	American Job Center - Omaha	02/10/2022	02/24/2022	Wagner Peyser		5.88% ✗
107	000000526462	09-Region 9	American Job Center - Lincoln	02/23/2022	03/21/2022	Wagner Peyser		11.76% ✗
108	000000672453	07-Region 7	American Job Center - Omaha	07/06/2021	07/06/2021	Wagner Peyser		5.88% ✗
109	000000781615	03-Region 3	American Job Center-Grand Island	06/01/2022		Wagner Peyser		5.88% ✗
110	000000779072	05-Region 5	Norfolk Career Center	05/02/2022		Wagner Peyser		5.88% ✗

## Appendix VIII. Success Stories<sup>20</sup>

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### Greater Lincoln Workforce Development Area

#### *Derek*

Derek came to the Greater Lincoln American Job center from Community Corrections. He knew he wanted to build a resume, use a computer, reintegrate to the community, and find employment. Derek worked with AJC staff to create an email account and began searching for employment. Derek stated, "Staff were nice, so I felt comfortable and could let my guard down." With assistance from AJC staff, Derek successfully gained full-time employment as a freight stocker with BMS Logistics and is now living on his own. Derek shared, "I love it here in the AJC and I look forward to coming down here to encourage others from the center and to tell them to stay focused and don't lose sight of their freedom and family." According to Derek, the AJC is a learning place that he recommends to everyone. "I tell everyone, even people who are homeless, you don't have to sleep on the street, and you can find a job with help from the American Job Center."

#### *Tara*

Tara lost her job in 2019 and enrolled in Greater Lincoln's dislocated worker program. The following year, she completed classes for her *Drug and Alcohol Counseling* certificate. Now, Tara is employed as a tech at Drug and Alcohol Solutions while she completes her remaining internship hours. Tara persevered through pandemic-induced hiring freezes and is now working in her field of choice while pursuing her provisional license for Alcohol and Drug Counseling.

#### *Olivia*

Olivia was referred by her *RISE Academy – Nebraska Reentry Program* case manager to the Greater Lincoln YESS program.<sup>21</sup> Olivia's goal was to obtain a forklift operator certificate and a fresh start. Greater Lincoln youth program staff collaborated with Olivia's RISE case manager to help her enroll in the YESS program while still at the Community Corrections Center. Olivia completed forklift operator training and obtained employment at Bison, Inc., as a forklift driver within four days of completing her training. Olivia accomplished all of this within two months.

### Greater Nebraska Workforce Development Area

#### *David*

David came to Grand Island AJC seeking assistance with obtaining employment as a truck driver. He was struggling with a lack of insurance and food insecurity after losing his previous employment due to a failed drug test. David was coenrolled in Title I and SNAP Next Step Employment & Training programs for assistance with occupational skills training and supportive services (transportation). David completed his program and obtained his CDL with additional endorsements. David obtained a local driving job where he is home every night, with a starting wage of \$25.45, benefits, and received \$3,000 sign on bonus.

#### *Carmon*

Carmon was residing at the Crossroads Mission Center. She had been working two part-time jobs to make ends meet but was laid off from one job and the other job was temporary. Carmon's remaining position did not provide steady hours and neither job provided her with medical insurance. She had applied for unemployment and was denied UI benefits. She came to the Grand Island AJC seeking job search

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<sup>20</sup> Signed consent-to-release forms for each individual represented in the success stories are on file with the Nebraska Department of Labor Reemployment Services Division.

<sup>21</sup> YESS refers to Youth Employment Support Services.



assistance and supportive services. Carmon was enrolled in a Title I program and referred to the SNAP Next Step Employment & Training program. Carmon received assistance with transportation services in the form of gas vouchers and insurance/auto registration assistance. Through participation in both programs, Carmon obtained full time employment with Estes Express, earning a wage of \$18 per hour.

### *Tajia*

Tajia is a single parent with a special needs child and was working for Good Samaritan Society when her position as Health Information Management Director was eliminated. Tajia had been searching on her own for a similar position, but there were no openings in her area for similar work that did not require a degree. Tajia had completed some college coursework but needed a few more credits to receive her bachelor's degree. Following consultation with her Title I dislocated worker program case manager, she decided to attend Bellevue University with assistance from TET-DWG. Tajia graduated August 2021 with a degree in Health Information Management and accepted a position with Methodist Health Systems as a Health Information Management Supervisor, making \$26.44 an hour.

### *Gunner*

Gunner started the WIOA Title I youth program as a 23-year old, young parent, with no high school diploma, no driver's license, sporadic work history, and a criminal history. Gunner had several ideas about what he would like to do for a career but had little direction. Before officially starting an OJT, Gunner completed and passed his GED test, which aided him in being approved for OJT with Metal Tech to gain welding skills. Since starting with Metal Tech, he has received two raises and now makes \$21 an hour, working a lot of overtime. Gunner has expressed his gratitude for the Title I program as he can now help provide for his child and has full time employment.

### *Dalton*



Dalton was initially referred to the Columbus DVOP by the Dodge County Veterans Service Officer. At the time of the referral, he had just spent the vast majority of his life savings on a semi-tractor. His intent at the time of purchase was to become an over-the-road semi-tractor trailer driver, but he was unaware of requirements that he obtain a Class A CDL through an approved driver training school. At that point he had little to no disposable income and was sleeping in the recently purchased semi-tractor, with limited access to food. When Dalton first met with the Columbus DVOP, his situation was assessed and an employment plan was developed, including three referrals to workforce system partners. The first referral was to Northeast Nebraska Community Action Partnership (NNCAP) to address Dalton's housing situation. After much discussion, Dalton and NNCAP agreed that it would be in Dalton's best interest to not rent a place of his own at that time. Working as a part-time bartender in Omaha, he had very little income and even with rental assistance from NNCAP, his part-time income would not be enough to provide adequate housing. Dalton had been living with friends in Fremont and it was agreed that it was best for him to continue that arrangement temporarily. With Dalton's objective of obtaining a Class A CDL, a second

referral was made to the WIOA Title I adult program to determine program eligibility and eligibility for training services. The third referral was to the SNAP Next Step Employment & Training program. Dalton was enrolled in the Title I adult program and SNAP Next Step program. His case managers from both programs further developed Dalton's employment plan. The adult program enrolled Dalton in the 160 Driving Academy Class A CDL program and paid for tuition and fees, including fees for a CDL learners permit and the costs for a DOT physical and drug screening. Snap Next Step assisted with transportation costs to and from the training site. The Columbus DVOP facilitated additional support when SNAP assistance was not sufficiently covering expenses for training and other mandatory costs by coordinating with the Dodge County Veteran Service Officer. The DVOP drove to Fremont to pick up the vouchers for Dalton, as he was unable to get there during business hours and made arrangements to meet Dalton after school hours to ensure his receipt of the vouchers. After Dalton completed his CDL training, the DVOP and the Columbus Title I and Title III team worked together to find jobs that would be suitable for his financial goals. They assisted with resume writing and prepared him for interviews at McGrew Trucking, Fremont Consolidated Carriers, US Foods, Alpha Mail, and CSI in Sioux Falls, SD. He ultimately started working at CSI on May 9, 2022, making \$28 an hour.

### *Rebecca*

Rebecca was laid off from the Beatrice Daily Sun after her position was eliminated. She had been a Graphic Designer for the Daily Sun, but her degree was in Journalism and she was concerned that her skills in that field were outdated. There were no similar positions in the area, and Rebecca was not able to commute any further than Beatrice for work. Rebecca had worked as a CNA more than 20 years ago and enjoyed it. After 20 years, her CNA skills were outdated. After taking her assessments, she decided she would like to go back into nursing. Rebecca signed up for classes at SCC in the RN program. Rebecca would be traveling for classes and clinicals. TET-DWG and Trade were able to assist with mileage and training costs. Her wage at dislocation from Daily Sun was \$15/hour. Her wage now as a Registered Nurse is \$25 an hour. Rebecca is in follow-up and is loving her job.

### *Nancy*

Nancy was laid off from Baldwin after working there for 10 years as a laborer on the assembly line. Following her layoff, Nancy took this time to explore different career options and decided it was the right time to pursue a career in Health Information Technology. At the time, she was not qualified for this position as she lacked necessary training. Nancy decided to complete training at Central Community College. The Trade program assisted her through this process. Nancy also received housing supportive service through the Title I dislocated worker program. Nancy is successfully working for the Cozad Hospital as a clerk.

### *Sherri*

Sherri began working with the Trade program after being laid off from CSG in December 2019. She had outdated mainframe experience and cited vision issues as a barrier. She had attended a Rapid Response event on August 15, 2019. She was subsequently enrolled in the Title I dislocated worker program in May 2020. Sherri enrolled at Peru State College for the Spring 2020 semester. She worked diligently on her assignments and was a regular on the Dean's list. Sherri received unemployment while she was attending her classes. This was very important as she was supporting her mother and daughter while attending school full time. Sherri graduated from Peru State College on May 7, 2022, with a 3.77 GPA, Cum Laude, with a Bachelor of Science in Business Administration – Accounting. Following graduation, she obtained employment, working with a local CPA, and has opened her own accounting business and has her first client. Sherri reports that she is doing well and very grateful for the opportunities she had through the Trade program.

### *Chief Industries*

Grand Island has a very active "Grow Our Own, Keep Our Own" focus, involving local schools, employers, and workforce development partners. The Grand Island AJC has been a key partner in developing and growing the Grand Island Senior High Annual Hiring Fair. During the pandemic, the event continued



remotely, with partners and employers providing information to students electronically during Spring 2020 event. Parents and guardians were included in the Spring 2021 event. The March 2022 event was held in person. Chief Industries, an employer partner with the AJC and high school Career Pathway Program, reported that a student who had participated in job shadowing for drafting specifically sought out Chief Industries during the event to learn about current opportunities. Through this connection, the student applied for the Drafting Career Exploration program and successfully completed it. The employer is very hopeful he will consider Chief Industries for employment opportunities when he is ready to enter the workforce full-time. Tarryn Fulton, Administrative Manager at Chief Industries said, "This career fair is an excellent opportunity for students to explore career possibilities available to them in their own backyard. Employers in the Grand Island area have a tremendous desire to keep talented young people in our community."

### Greater Omaha Workforce Development Area

#### *Ann*

Ann's employer decided to reorganize into a franchise structure and her position was eliminated during restructuring in December 2019. Having worked in the administrative field for nearly 30 years, Ann had vast experience in support roles, starting right out of high school as an entry-level assistant and steadily moving up to an executive office manager role. Although Ann earned several certifications through a professional association, she had not pursued a degree.

When her position was eliminated after working for so many years, it was a real blow to her self-worth. I had to apply for unemployment. Ann said, "It's hard to sell yourself in a positive light when you're feeling 'less than'. Just a few short months later, COVID shut things down for a lot of people, and I gained a new perspective on life. The desire to work suddenly took a backseat to the overwhelming need to keep my family and those I love safe. I reflected on how I wanted to spend the rest of my working years and decided I needed a change in my career path."

Through the Greater Omaha AJC, Ann was enrolled in the Title I adult program, affording her an opportunity to go back to school and get a degree. Ann enrolled as a full-time student at Metropolitan Community College (MCC) in the general human services associate degree program. In just 24 months, Ann graduated with honors and earned a certificate in gerontology, saying "My passion is to serve the aging population in my community and ensure they are treated with the dignity and respect they deserve." Ann had written letter of intent in March 2020 saying that this new career focus had been her goal all along. She did not waiver. Her last course at MCC a practicum with an organization that serves the aging population, and Florence Home was a perfect fit. After graduation, Ann was hired full time as the Director of Life Enrichment. Ann remarked, "I have an opportunity to serve long-term care residents in my community every day, and I couldn't be happier. I appreciate the opportunity I've been given to work with National Able [Title I dislocated worker service provider] to earn my college degree and change the course of my career...and my life.

**Appendix IX. Program Year 2021 State allotments and local area allocations<sup>22</sup>**

Table 1. State of Nebraska – PY 2021 allotment and distributions for WIOA Title 1 youth, adult, and dislocated worker programs

Program	Local area distribution \$	Governor's set aside \$	Rapid Response \$	Total state \$
Youth	2,731,344.00	482,002.00	0.00	3,213,346.00
Adult	2,096,593.00	369,987.00	0.00	2,466,580.00
Dislocated Worker	1,762,416.00	330,453.00	110,151.00	2,203,020.00
Total	6,590,353.00	1,182,442.00	110,151.00	7,882,946.00

Table 2. Greater Lincoln Workforce Development Area – PY 2021 local allocations for WIOA Title 1 youth, adult, and dislocated worker programs

Program	Allocation \$
Youth	622,161.00
Adult	428,029.00
Dislocated Worker	309,081.00
Total	1,359,271.00

Table 3. Greater Nebraska Workforce Development Area – PY 2021 local allocations for WIOA Title 1 youth, adult, and dislocated worker programs

Program	Allocation \$
Youth	683,920.00
Adult	538,496.00
Dislocated Worker	832,857.00
Total	2,055,273.00

Table 4. Greater Omaha Workforce Development Area – PY 2021 local allocations for WIOA Title 1 youth, adult, and dislocated worker programs

Program	Allocation \$
Youth	1,425,263.00
Adult	1,130,068.00
Dislocated Worker	620,478.00
Total	3,175,809.00

Table 5. PY 2021 distribution of state allotment for WIOA Title I youth program

Distribution	Distribution \$
85% to designated local areas	2,731,344.00
15% to Governor's set aside	482,002.00
Total	3,213,346.00

Table 6. PY 2021 allocations for local WIOA Title I youth programs

Local area	Allocation %	Allocation \$
Greater Lincoln	22.779	622,161.00
Greater Nebraska	25.040	683,920.00
Greater Omaha	52.182	1,425,263.00
Total	100.000 <sup>23</sup>	2,731,344.00

<sup>22</sup> Division of Reemployment Services Notice 20-05, Funding levels for WIOA Title I youth, adult, and dislocated worker programs for PY 2021 [accessed November 14, 2022; <https://dol.nebraska.gov/webdocs/getfile/01f9a2d0-acff-465c-a14c-f9e45a596232>]

<sup>23</sup> The actual sum of 100.001 percent has been rounded down to 100.000 percent.

Table 7. PY 2021 distribution of state allotment for WIOA Title I adult program

Distribution	Base funds distribution \$	Advance funds distribution \$	Total distribution \$
85% to designated local areas	366,979.00	1,729,614.00	2,096,593.00
15% to Governor's set aside	64,761.00	305,226.00	369,987.00
Total	431,740.00	2,034,840.00	2,466,580.00

Table 8. PY 2021 allocations for local WIOA Title I adult programs

Local Area	Allocation %	Base funds allocation \$	Advance funds allocation \$	Total allocation \$
Greater Lincoln	20.416	74,921.00	20.415	353,108.00
Greater Nebraska	25.684	94,256.00	25.684	444,240.00
Greater Omaha	53.900	197,802.00	53.900	932,266.00
Total	100.000	366,979.00	100.000	1,729,614.00

Table 9. PY 2021 distribution of state allotment for WIOA Title I dislocated worker program

Distribution	Base funds distribution \$	Advance funds distribution \$	Total distribution \$
80% to designated local areas	335,376.00	1,427,040.00	1,762,416.00
15% to Governor's set aside	62,883.00	267,570.00	330,453.00
5% Rapid Response	20,961.00	89,190.00	110,151.00
Total	419,220.00	1,783,800.00	2,203,020.00

Table 10. PY 2021 allocations for local WIOA Title I dislocated worker programs

Local Area	Allocation %	Base funds allocation \$	Advance funds allocation \$	Total allocation \$
Greater Lincoln	17.537	58,816.00	250,265.00	309,081.00
Greater Nebraska	47.257	158,487.00	674,370.00	832,857.00
Greater Omaha	35.206	118,073.00	502,405.00	620,478.00
Total	100.000	335,376.00	1,427,040.00	1,762,416.00

## Appendix X. Program Year 2021 Expenditures

Table 1. Program Year 2021 statewide expenditures for WIOA Title I training services

WIOA Title I Program	Participants receiving training services	Funds expended for training services \$ <sup>24</sup>
Youth	114 <sup>25</sup>	78,718.89
Adult	485 <sup>26</sup>	671,728.30
Dislocated Worker	101 <sup>27</sup>	21,768.01
Total	700	772,215.20

Table 2. Program Year 2021 cost of program activities

Program activity	Expenditures
Greater Nebraska Youth	\$323,855.07
Greater Nebraska Adult	\$714,267.49
Greater Nebraska Dislocated Worker	\$187,725.46
Greater Omaha Youth	\$1,426,417.47
Greater Omaha Adult	\$1,222,953.70
Greater Omaha Dislocated Worker	\$169,163.08
Greater Lincoln Youth	\$266,603.24
Greater Lincoln Adult	\$242,250.43
Greater Lincoln Dislocated Worker	\$316,253.93
Rapid Response	\$84,501.74
Statewide Activities Governor's set-aside	\$400,333.28
Statewide Activities IT software maintenance	\$122,250.44
Statewide Activities IT services	\$29,248.20
Total	\$5,505,823.53

<sup>24</sup> Nebraska Department of Labor Division of Finance, file name Exhibit L-1 Summary by Type within Program.xlsx, received September 15, 2022

<sup>25</sup> Statewide Performance Report, Program: WIOA Youth, ETA-9169, certified in WIPS, September 27, 2022

<sup>26</sup> Statewide Performance Report, Program: WIOA Adult, ETA-9169, certified in WIPS, September 27, 2022

<sup>27</sup> Statewide Performance Report, Program: WIOA Dislocated Worker, ETA-9169, certified in WIPS, September 27, 2022