

**State of Nebraska  
Annual Statewide Performance Report Narrative  
Program Year 2022  
July 1, 2022 – June 30, 2023**

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<sup>1</sup> Content in this report is based on the required components described in the *Annual Narrative Performance Report Content Checklist* issued on November 6, 2023 by Teresa Theis, Management and Program Analyst, ETA – Regional Office 5 (Chicago), US Department of Labor.

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## Accessibility

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## I. Introduction

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This annual statewide performance report narrative provides information based on the list of required components described in the *Annual Narrative Performance Report Content Checklist* issued on November 6, 2023 by Teresa Theis, Management and Program Analyst, ETA – Regional Office 5 (Chicago), US Department of Labor.

## II. Federally required Information

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### (a) Customer satisfaction

During previous program years including Program Year 2022 (PY22), 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 local area Title I program participants and employers. Each local area has provided summary information regarding its customer satisfaction outreach efforts during PY22 for their respective Title I adult, dislocated worker, and youth populations and employer populations. Information on customer satisfaction outreach results for PY22 is reported in [Appendix I](#), [Appendix II](#), and [Appendix III](#).

One local area has significantly enhanced its customer satisfaction outreach program since Program Year 2021, but two local areas are still deficient in their customer satisfaction outreach efforts. Even though one local area enhanced its efforts, the data provided in the appendices do not indicate that all three local areas have collected customer satisfaction outreach data that can be disaggregated by service, program, and customer category (including individuals with disabilities) for evaluation purposes during one-stop center certification cycles, which is required under the State's one-stop center assessment and one-stop center certification policy. For this reason, the Nebraska Department of Labor (NDOL) Reemployment Services Division is currently evaluating methods for annual (and possibly more frequent) state-level customer satisfaction outreach that will result in timely data that is generalizable and representative of local area customer satisfaction levels among Title I participants and employers.

During Program Year 2023 Q1, the NDOL Reemployment Services Division (the Division) began actively working with the NDOL Labor Market Information Division to identify statistically sound methodologies for measuring customer satisfaction that results in data that are generalizable and representative of Title I participant and employer populations. Once a statistically sound methodology is identified, including necessary processes and procedures, the Division intends to pilot a state-level customer-satisfaction outreach program for Title I participants and employers. The Division anticipates implementation of the state-level customer satisfaction outreach program during PY23, absent extenuation circumstances, and provision of technical assistance to local areas on the scope of the outreach program and how the resulting data is to be used during biennial one-stop certification cycles and for continuous improvement purposes.

Following implementation of the pilot program and assessment of resulting data, necessary adjustments will be made, after which the Division intends to expand the outreach program to include Nebraska's Title III program, which may also occur during PY23, absent extenuating circumstances. After successful expansion of the outreach program to Title III, the Division anticipates extending the program to measure customer satisfaction among participants and employers of other state and local agencies that provide employment and training services. The Division expects this second expansion will take considerably more time, as data sharing agreements may need to be established incrementally and applicable data elements identified by program for measuring customer satisfaction. In other words, expansion of the state-level outreach program to other state and local agencies that provide employment and training services in Nebraska is a long-term goal.

#### (b) Studies for research and evaluation

Evaluation and research pertaining to core and one-stop partner programs was not conducted during PY22, as expected pursuant to Nebraska's PY22 state plan modification, as the self-assessment methodology was not effective or statistically sound and the results were not published. The State is, however, actively planning a pilot evaluation project, in collaboration with the NDOL Labor Market Information Division, state board, state plan partners (including non-core plan partners), and local boards/areas. The pilot project will focus on Nebraska's Title I and Title III programs, assessing the quality and effectiveness of the programs by local area or provider, as applicable, based on performance accountability measures established under WIOA Sec. 116(b) and PIRL data. The resulting data, as well as data resulting from the planned state-level customer outreach project described above in [subsection \(a\)](#), will be used to determine opportunities and methods for evidence-based program improvement. During ongoing development of this project, the State will design and coordinate the project with evaluations provided for by the Secretaries of Labor and Education.

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 conducted during PY22, assuming that "evaluation" is not referring to routine monitoring events conducted by USDOL Region V. It is important to note that the Division became a member of the USDOL Region V Evaluation Team during PY21, which has increased the State's technical evaluation knowledge and better prepares Nebraska to collaborate with the Department during future Federal evaluations.

#### (c) Effectiveness in serving employers

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

## (d) Common exit

### (1) Co-enrollment requirements

Under NDOL's performance accountability policy, the Division 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.

All TAA and DWG participants must be co-enrolled in a local dislocated worker program and individuals participating in Nebraska's RESEA program (aka NERes) must be co-enrolled in Wagner-Peyser.

For programs listed above that are subject to the Division's co-enrollment requirement and common exit (described below), partner programs in which participants may be co-enrolled include, but are not limited to:

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

### (2) Calculating common exit

The Division's performance accountability policy states that common exit occurs when participants who are enrolled in two or more partner programs have not received services

from any program in which the individual is enrolled for at least 90 days and no future services are planned. Participants exit from all co-enrolled programs only when exit criteria are met for all co-enrolled programs. The date of common exit is applied retroactively based on the last date of service. This 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 programs, whether administered at state or local levels.

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

#### (e) Data validation and integrity

##### (1) NDOL system-automated data element validation

Data is validated quarterly and annually at the State level through large-scale, system-automated processes that function within NEworks<sup>2</sup> pertaining to reporting of performance of local Title I programs and Wagner-Peyser.

1. The Division's NEworks vendor provides a full PIRL file to NDOL on a daily basis through secure file transfer.
2. The full PIRL is uploaded to the WIPS data validation and reporting clearinghouse during USDOL-defined quarterly and annual reporting cycles and passes through a preliminary data validation and edit check protocol, which scans 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 protocol, full PIRL reports are certified by NDOL's Performance Program Coordinator.
4. A similar data validation and edit check process for wage data occurs simultaneously in the SWIS 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.

##### (2) Annual data validation requirements for State and local Title I programs and Title III Wagner-Peyser Employment Service

For purposes of manual data validation, the Division's Performance Program Coordinator generates lists of randomly selected participant cases for local Title I and Title III

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<sup>2</sup> NEworks is the State's management information system of record.



participant populations using a random sampling function in NEworks. The sampling function randomly selects participant cases based on program population size, confidence interval, confidence level, and required case sample size, all of which are defined in Table 1.

Table 1. Required participant case sample size per program population

Program population size	Confidence level %	Confidence interval	Required case 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

Within 15 calendar days of the conclusion of the applicable validation period (see Table 2 below), the Performance Program Coordinator provides lists of randomly selected participant cases to the local Title I administrative entities, state-level Title III Administrator, and the Division’s State Monitoring Unit Supervisor, as appropriate.

### (3) Manual validation procedures for Titles I and III

Validation of data elements for local Title I and Title III programs, as applicable under TEGL 23-19 Change 2 Attachment II, must be conducted annually based on the following guidelines.

1. Annual data validation must be conducted for the previous *three* completed quarters for the current program year, according to the schedule provided in Table 2.
2. Each participant case in the random sample must be evaluated, comparing the information in NEworks, including source documentation, to determine if acceptable source documentation is present for each of the required data elements for the applicable program.

3. For most data elements, TEGL 23-19 Change 2 Attachment II identifies multiple forms of acceptable source documentation. If multiple types of acceptable source documentation are present in NEworks for the same data element and sources conflict, the most objective source should be used to determine if the data element is valid and accurate.
4. Following completion of data validation for local Title I and III programs:
  - a. record correction requests must be submitted when data validation reveals invalid data; and
  - b. reports must be generated:
    - i. indicating the number of participant cases evaluated from each program population;
    - ii. identifying anomalies in case file data that may cause inaccurate reporting;
    - iii. identifying trends in common data accuracy issues;
    - iv. identifying participant cases with data accuracy issues;
    - v. identifying corrective actions that were or will be taken based on the results of annual data validation; and
    - vi. submitted to the Division’s State Monitoring Unit Supervisor according to the schedule provided in Table 2.

#### (4) State Monitoring Unit Supervisor

The Division’s State Monitoring Unit Supervisor conducts manual data validation annually in accordance with the procedures stated above, as applicable. The Supervisor provides the resulting data validation reports to the Division’s Quality Control Unit Administrator according to the schedule provided in Table 2. The Administrator evaluates the reports and implements necessary corrective actions, in collaboration with the Supervisor and the Division’s State Policy Unit and Performance Program Coordinator, as appropriate.

#### (5) Data validation and reporting schedule

Table 2. Annual data validation and reporting schedule for local Title I programs, Title III program, and State Monitoring Unit Supervisor

Validator(s)	Validation period	Start date of validation	End date of validation	Validation report due date	Submission of validation report
Local Title I programs; Title III program	July 1 – March 30	April 1	June 30	July 1	to State Monitoring Unit Supervisor
State Monitoring Unit Supervisor	July 1 – June 30	July 15	September 30	October 1	to Quality Control Unit Administrator

## (6) Staff training

The Division's Performance Program Coordinator and State Monitoring Unit Supervisor provide training on data validation procedures to local Title I administrative entity staff and the Division's Title III Administrator upon request. In addition, the Division's Performance Program Coordinator provides local Title I staff and Title III staff with access to monthly training on topics relating the use of NEworks. Additional data validation training may be requested.

## (f) Waivers

During PY22 (July 1, 2022 – June 30, 2023), two waivers were in place for the State.

### (1) Waiver of the 75 percent out-of-school youth expenditure requirement

*Strategic goal.* Nebraska's strategic goal under this waiver is to increase the number of youths participating in evidence-based programs that result in positive outcomes for ISY and OSY, including high school graduation, participation in postsecondary education, career development, and employment. Further, this goal aligns with one of Nebraska's two-part statewide goals and strategies for preparing an educated and skilled workforce that meets the needs of employers, specifically the selection and prioritization of development of career pathways (see Section II.b.2. of Nebraska's [PY22 modification of the state plan](#) for additional information).

*Projected programmatic outcomes resulting from waiver implementation.* Projected programmatic outcomes of the waiver at the time of approval were:

- 10 new ISY participating in JAG Nebraska statewide during each of PY22 and PY23;
- 5 new ISY participating in youth Registered Apprenticeship programs during each of PY22 and PY23;
- 10 percent increase in local area high school graduation rates among Title I youth participating in JAG Nebraska compared to Title I youth not participating in JAG Nebraska during PY22 and PY23; and
- 10 percent statewide increase in Q2 and Q4 employment retention rates among Title I youth participating in youth Registered Apprenticeship programs compared to Title I youth not participating in youth Registered Apprenticeship programs during PY22 and PY23.

*Projected impact.* The projected impact of this waiver is enhancement of Nebraska's ability to serve ISY, including those with basic skills deficiency and those who are English language learners, offenders, in or have aged out of foster care, pregnant or parenting, have a disability, or require additional assistance to complete education or secure

employment. In addition, this waiver is expected to increase the ability of local area Title I youth programs ability to enhance services for ISY, while continuing to serve OSY.

*Progress.* Only one projected programmatic outcome was measurable during PY22 and expected progress on that outcome was not met, even though the Division provided technical assistance to local areas following waiver approval regarding the goals and projected outcomes of the waiver, as well as expected local implementation efforts. Concerning the outcomes that could not be measured during PY22, the Division determined that the original data collection tool established for this waiver does not collect data reliably. The Division is redesigning the original tool to ensure reliable data is available for progress evaluation and technical assistance purposes. Also, the Division will provide additional technical assistance to local areas on the goals and projected outcomes of the waiver, as well as expected local implementation efforts.

## (2) Waiver of the prohibition against ISY use of individual training accounts (ITAs) for occupational skills training

*Strategic goal.* Nebraska's strategic goal under this waiver is to enhance efforts of state plan partners regarding goals and strategies to overcome barriers to participation in career pathway programs and the workforce system (see Section II.b.2. and II.c. of Nebraska's [PY22 modification of the state plan](#) for additional information), specifically in relation to youth program participants.

*Projected programmatic outcomes resulting from waiver implementation.* Projected programmatic outcomes of the waiver at the time of approval were:

- establishment of 30 ITAs statewide using Title I youth program funds during each of PY22 and PY23; and
- credential attainment rates of 90 percent among Title I youth program participants who have utilized an ITA funded by Title I youth programs.

*Projected impact.* The projected impact of this waiver is enhancement of Nebraska's ability to serve ISY, including those with basic skills deficiency and those who are English language learners, offenders, in or have aged out of foster care, pregnant or parenting, have a disability, or require additional assistance to complete education or secure employment. In addition, this waiver is expected to increase the ability of local area Title I youth programs to enhance services for ISY, while continuing to serve OSY.

*Progress.* Only two of the projected programmatic outcomes were measurable during PY22 and expected progress on those outcomes was not met, even though the Division provided technical assistance to local areas following waiver approval regarding the goals and projected outcomes of the waiver, as well as expected local implementation efforts. Concerning the outcomes that could not be measured, the Division determined that the original data collection tool established for this waiver does not collect data reliably. the Division is redesigning the original tool to ensure reliable data is available for progress evaluation and technical assistance purposes.

### **III. State-required information**

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

**Appendix I. Greater Lincoln customer satisfaction outreach, Program Year 2022**

Title I adult, dislocated worker, and youth program participants

Table 1. Customer satisfaction outreach to Title I adult program participants during PY 2022

Information requested	Response
<p>1. Describe tools used for customer satisfaction outreach to Title I adult program participants during PY 2022.</p>	<p>The tool used to gather rating for customer service is the job seeker survey located on the Lincoln American Job Center website. The tool asks the customers a series of required questions regarding their visit, which include the following:</p> <ol style="list-style-type: none"> <li>1. date of visit</li> <li>2. where services were received</li> <li>3. which staff assisted them- for purposes of knowing which program they are in</li> <li>4. rating their overall satisfaction with services</li> <li>5. purpose of their visit</li> <li>6. how courteous and professional staff were</li> <li>7. how knowledgeable staff were</li> <li>8. how likely on a scale of 1-10 would they recommend the AJC to a friend or colleague</li> <li>9. If the AJC was able to assist them in reaching their goals</li> </ol> <p>The survey ends with an opportunity for the customer to leave a comment, as well as their contact information if they agree to follow up on their responses.</p> <p>Questions 4, 6, and 7 (listed above) have a 5-point rating scale. 100%, 90%, 70%, 50% &amp; 30% are used for each of the 5-point scale.</p>
<p>2. Described the frequency of customer satisfaction outreach to Title I adult program participants during PY 2022 (weekly, monthly, etc.).</p>	<p>Customer satisfaction outreach for the Title I adult program was done on a monthly basis when career planners met with their customers.</p>
<p>3. How many Title I adult program participants were <i>served</i> during PY 2022?</p>	<p>144</p>
<p>4. How many Title I adult program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?</p>	<p>55</p>
<p>5. How many Title I adult program participants <i>responded</i> to customer satisfaction outreach during PY 2022?</p>	<p>55 surveys were received from the customer satisfaction outreach.</p>
<p>6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to Title I adult program participants.</p>	<p>Ongoing each career planner for the adult program will be given an amount to complete. The goal for contacting adults will be 4 each month for each career planner.</p>
<p>7. What did Title I adult program participant responses reveal regarding customer satisfaction during PY 2022?</p>	<p>Overall, the customer satisfaction rate was a 95% for the adult program.</p>

Information requested	Response
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I adult program participants during PY 2022.</p>	<p>Ongoing each career planner for the adult program will be given an amount to complete. The goal for contacting customers from the adult program will be 4 each month for each career planner. This will help to double the number we have received. We have added the programs/ and staff assisted to better track which program the survey was completed for.</p>

Table 2. Customer satisfaction outreach to Title I dislocated worker program participants during PY 2022

Information requested	Response
<p>1. Describe tools used for customer satisfaction outreach to Title I dislocated worker program participants during PY 2022.</p>	<p>The tool used to gather rating for customer service is the job seeker survey located on the Lincoln American Job Center website. The tool asks the customers a series of required questions regarding their visit, which include the following:</p> <ol style="list-style-type: none"> <li>1. date of visit</li> <li>2. where services were received</li> <li>3. which staff assisted them- for purposes of knowing which program they are in</li> <li>4. rating their overall satisfaction with services</li> <li>5. purpose of their visit</li> <li>6. how courteous and professional staff were</li> <li>7. how knowledgeable staff were</li> <li>8. how likely on a scale of 1-10 would they recommend the AJC to a friend or colleague</li> <li>9. If the AJC was able to assist them in reaching their goals</li> </ol> <p>The survey ends with an opportunity for the customer to leave a comment, as well as their contact information if they agree to follow up on their responses. Questions 4, 6, and 7 (listed above) have a 5-point rating scale. 100%, 90%,70%, 50% &amp; 30%) are used for each of the 5-point scale.</p>
<p>2. Described the frequency of customer satisfaction outreach to Title I dislocated worker program participants during PY 2022 (weekly, monthly, etc.).</p>	<p>Customer satisfaction outreach for the Title I dislocated worker program was done on a monthly basis when career planners met with their customers.</p>
<p>3. How many Title I dislocated worker program participants were <i>served</i> during PY 2022?</p>	<p>27</p>
<p>4. How many Title I dislocated worker program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?</p>	<p>27</p>
<p>5. How many Title I dislocated worker program participants <i>responded</i> to customer satisfaction outreach during PY 2022?</p>	<p>54 surveys were received from the customer satisfaction outreach.</p>
<p>6. Describe what will be done to improve response rates for future customer</p>	<p>Ongoing, each career planner for the adult program will be given an amount to complete.</p>

Information requested	Response
satisfaction outreach to Title I dislocated worker program participants.	The goal for contacting customers in the dislocated worker program will be 1 each month for each career planner.
7. What did Title I dislocated worker program participant responses reveal regarding customer satisfaction during PY 2022?	Overall, the customer satisfaction rate was a 95% for the dislocated worker program.
8. Describe in detail all current and planned continuous improvement processes developed based on feedback received from Title I dislocated worker program participants during PY 2022.	Ongoing each career planner for the dislocated worker program will be given an amount to complete. The goal for contacting customers from the dislocated worker program will be 1 each month for each career planner. This will help to double the number we have received. We have added the programs/ and staff assisted to better track which program the survey was completed for.

Table 3. Customer satisfaction outreach to Title I youth program participants during PY 2022

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I youth program participants during PY 2022.	<p>The tool used to gather rating for customer service is the job seeker survey located on the Lincoln American Job Center website. The tool asks the customers a series of required questions regarding their visit, which include the following:</p> <ol style="list-style-type: none"> <li>1. date of visit</li> <li>2. where services were received</li> <li>3. which staff assisted them- for purposes of knowing which program they are in</li> <li>4. rating their overall satisfaction with services</li> <li>5. purpose of their visit</li> <li>6. how courteous and professional staff were</li> <li>7. how knowledgeable staff were</li> <li>8. how likely on a scale of 1-10 would they recommend the AJC to a friend or colleague</li> <li>9. If the AJC was able to assist them in reaching their goals</li> </ol> <p>The survey ends with an opportunity for the customer to leave a comment, as well as their contact information if they agree to follow up on their responses.</p> <p>Questions 4, 6, and 7 (listed above) have a 5-point rating scale. 100%, 90%,70%, 50% &amp; 30%) are used for each of the 5-point scale.</p>
2. Described the frequency of customer satisfaction outreach to Title I youth program participants during PY 2022 (weekly, monthly, etc.).	Customer satisfaction outreach for the Title I youth program was done on a monthly basis when career planners met with their customers.
3. How many Title I youth program participants were <i>served</i> during PY 2022?	116



Information requested	Response
4. How many Title I youth program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?	49
5. How many Title I youth program participants <i>responded</i> to customer satisfaction outreach during PY 2022?	36 surveys were received from the customer satisfaction outreach.
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I youth program participants.	Ongoing each career planner for the youth program will be given an amount to complete. The goal for contacting customers from the youth program will be 5 each month for each career planner. This will help to double the number we have received.
7. What did Title I youth program participant responses reveal regarding customer satisfaction during PY 2022?	Overall, the customer satisfaction rate was a 97% for the dislocated worker program.
8. Describe in detail all current and planned continuous improvement processes developed based on feedback received from Title I youth program participants during PY 2022.	Ongoing each career planner for the youth program will be given an amount to complete. The goal for contacting customers from the youth program will be 5 each month for each career planner. This will help to double the number we have received. We have added the programs/ and staff assisted to better track which program the survey was completed for.

Employers

Table 4. Customer satisfaction outreach to employers during PY 2022

Information requested	Response
1. Describe tools used for customer satisfaction outreach to employers during PY 2022.	<p>The tool used to gather rating for customer service is the employer survey located on the Lincoln American Job Center website. The tool asks the employers a series of required questions regarding their interaction with the staff member which include the following:</p> <ol style="list-style-type: none"> <li>1. How would you rate the service(s) you received during your visit today with your business service staff person?</li> <li>2. Was the business service staff person that assisted you courteous and professional?</li> <li>3. How knowledgeable was the business service staff person that assisted you?</li> <li>4. Have business service staff discussed any of the following services with you?                         <ol style="list-style-type: none"> <li>a. assessment/work ready</li> <li>b. work based learning</li> <li>c. free online job postings</li> <li>d. pre-screening job applicants</li> <li>e. job fairs/ recruiting services</li> <li>f. interview space</li> </ol> </li> </ol>

Information requested	Response
	<p>5. How often have you posted job with us on Ne Works?</p> <p>6. How confident are you that working with us will result in you finding qualified job candidates?</p> <p>7. How would you rate your overall experience with us?</p> <p>8. Would you recommend us to a business colleague?</p> <p>The surveys concludes with asking how the employer heard about the American Job Center, the staff that assisted them, zip-code and if they would be okay with being contacted about their experience.</p> <p>Questions 1,3,6 &amp; 7 (listed above) have a 5-point rating scale. 100%, 90%,70%, 50% &amp; 30%) are used for each of the 5-point scale.</p>
<p>2. Described the frequency of customer satisfaction outreach to employers during PY 2022 (weekly, monthly, etc.).</p>	<p>Outreach to employers were completed about quarterly on their experience with working with American Job Center staff.</p>
<p>3. How many employers were <i>served</i> during PY 2022?</p>	<p>54</p>
<p>4. How many employers were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?</p>	<p>45</p>
<p>5. How many employers <i>responded</i> to customer satisfaction outreach during PY 2022?</p>	<p>42 surveys were received from the customer satisfaction outreach.</p>
<p>6. Describe what will be done to improve response rates for future customer satisfaction outreach to employers.</p>	<p>Instead of reaching out quarterly for employers to completed surveys, staff will reach out on a monthly basis to the employers contacted that month.</p>
<p>7. What did employer responses reveal regarding customer satisfaction during PY 2022?</p>	<p>Overall, the customer satisfaction rate was a 95% for employers.</p>
<p>8. Describe in detail all current and planned continuous improvement processes developed based on feedback received from employers during PY 2022.</p>	<p>Continue to increase surveys with each contact made with employers.</p>

**Appendix II. Greater Nebraska customer satisfaction outreach during Program Year 2022**

Title I adult, dislocated worker, and youth program participants

Table 1. Customer satisfaction outreach to Title I adult program participants during PY 2022

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I adult program participants during PY 2022.	Greater Nebraska utilizes NEworks to send messages to job seekers and employers served. A link and QR code is also sent directly by email to job seekers and employers directly after services have been provided. Flyers with the QR code are kept in resource rooms for customers to pick up at any time during their visit. The survey is also pinned to a browser tab on the resource room computers for individuals to complete during their visit.
2. Described the frequency of customer satisfaction outreach to Title I adult program participants during PY 2022 (weekly, monthly, etc.).	Direct emails are sent to job seekers and businesses who have received services on a weekly basis. Visitors may also pick up a QR code or complete the survey at any time during their visit. NEworks messaging is sent out monthly.
3. How many Title I adult program participants were <i>served</i> during PY 2022?	322
4. How many Title I adult program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?	During PY22 a total of 16,634 customers were contacted. Of those, 2,214 were sent out by staff directly to individuals they served, while others were contacted via NEworks message center due to their appearance on customers served reports. This includes adults, dislocated workers, and youth and individuals served under Wagner-Peyser and UI.
5. How many Title I adult program participants <i>responded</i> to customer satisfaction outreach during PY 2022?	During PY22 a total of 509 customers responded. This includes adults, dislocated workers, and youth and individuals served under Wagner-Peyser and UI. Responses for the first half of PY22 totaled 94, while responses for the second half of PY22 totaled 415. Greater Nebraska has updated the survey to collect program participation information, which will allow the local area to report out survey responses by program for PY23.
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I adult program participants.	Response rates appear to be higher from direct contact with customers through emails and in-person visits. Greater Nebraska is currently testing elimination of the NEworks messaging to adult, dislocated worker, and youth participants for PY23 Q2. NEworks messaging will still be sent to Wagner-Peyser, UI, and employer customers. If we see a drop in response rates during this testing period, NEworks messaging to Title I participants will be reinstated. In lieu of the

Information requested	Response
	<p>NEworks messaging, the Greater Nebraska One-Stop Operator (OSO) will instead send monthly reminders to program staff to send a direct email and to provide the QR code cards during meetings.</p>
<p>7. What did Title I adult program participant responses reveal regarding customer satisfaction during PY 2022?</p>	<ul style="list-style-type: none"> <li>• 66% of customers indicated that they physically came to an American Job Center (AJC) or affiliate one-stop center to access services.</li> <li>• 89% of customers stated that they did not face any physical accessibility issues when accessing services in-person.</li> <li>• 68% indicated that they found it easy to connect to staff and 87% stated that they received the services they were looking for.</li> <li>• Overall, the customer satisfaction surveys received during PY22 were very positive. As always, we did have some negative feedback and other situations where individuals did not answer every question asked, but most responses pertaining to the services rendered and physical and programmatic accessibility were positive. With that said, there is always room for improvement in our service delivery model.</li> </ul>
<p>8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I adult program participants during PY 2022.</p>	<p><b>Continuous improvement in customer satisfactory surveys</b></p> <ul style="list-style-type: none"> <li>• Greater Nebraska continues to refine customer surveys to ensure that we are gathering the data necessary to improve program service delivery. All surveys asked customers if they would like to speak to a career planner about the services they received and have the option to provide their contact information. The OSO reviews each individual response for the request and ensures that their responses and contact information is sent to the appropriate regional manager for follow-up services. Additional questions have been added to the survey to assist in identifying gaps in services provided by specific core partner and one-stop partner programs to include, WIOA Title I adult, dislocated worker, and youth, WIOA Title III Wagner-Peyser Employment Service, Trade Adjustment Assistance, Jobs for Veterans State Grant, RESEA, SNAP Next-Step, and SCSEP programs.</li> </ul> <p><b>Continuous improvement in service delivery</b></p> <ul style="list-style-type: none"> <li>• To improve ease of connecting to staff (68%), Greater Nebraska has implemented the following continuous improvement actions. <i>Targeted outreach by field staff</i></li> </ul>

Information requested	Response
	<ul style="list-style-type: none"> <li>• Expanded outreach and services to rural counties within the service delivery area. Specifically, a need to increase partnerships with rural libraries to promote reemployment services for underserved and individuals with barriers, increasing opportunities to provide remote workforce assistance.</li> <li>• Increased participation in community events throughout each economic development area (resource fairs, community events, school events, etc.)</li> <li>• Establish and maintain relationships with core partner programs, one-stop partner programs, non-profits, and local community resources.</li> <li>• Meet with student services departments at high schools and community colleges (counseling, financial aid, enrollment advisors, career coaches, etc.) to educate them about Greater Nebraska one-stop delivery system services and increase referrals.</li> <li>• Utilize participant and employer success stories to disseminate through the local community and workforce development are level.</li> <li>• Connect with chamber of commerce and economic development organizations; identify employers in need of work-based training (i.e., employers that are struggling in recruiting and retaining a skilled workforce, upskilling current employers, and/or backfilling positions).</li> <li>• Establish working groups for specific barriers (homeless, disability, MSFW, Veterans, etc.)</li> </ul> <p><i>Targeted outreach by OSO</i></p> <ul style="list-style-type: none"> <li>• Leverage demographics data with the Greater Nebraska labor market to assess and locate the vulnerable populations within our regions.</li> <li>• Provide program marketing material and contact information for programs they may be eligible for based off their registration responses.</li> <li>• Establish and expand the referral process with core partner programs, one-stop partners, and community organizations.</li> <li>• Host quarterly partner meetings to identify barriers faced by partner programs, current participant levels, and needs to successfully remove employment and education barriers to successfully participate in career pathways.</li> <li>• Identify and develop new partnerships with organizations serving vulnerable populations.</li> </ul>

Information requested	Response
	<ul style="list-style-type: none"> <li>• Review co-enrollment and case management best practices with partner program leadership to improve outcomes for workforce programs.</li> </ul> <p><i>Eligibility Explorer</i><sup>3</sup></p> <ul style="list-style-type: none"> <li>• Each local AJC and affiliate one-stop center has a dedicated staff member reviewing completed Eligibility Explorer applications completed in NEworks on a weekly basis. Staff are to make contact within 3 business days of receipt of the application to develop the initial rapport and connect the individual to the appropriate program representatives. The actual average response time across all offices in Greater Nebraska during PY22 was 4 days.</li> <li>• The OSO reviews Eligibility Explorer reports and actions taken at the end of each month to ensure that applicants are contacted in a timely manner and are provided with services and referrals to programs they are interested in and potentially eligible for. In doing so, the OSO is able to capture the average response time in business days and successful contacts and identify those offices that failed to make a contact attempt to determine the assistance required of job seekers. In PY22, 34% of the job seekers that completed the Eligibility Explorer were not contacted. For measuring purposes, each individual who is assigned to contact job seekers who have submitted an application is required to utilize a case note template in NEworks to note their attempt. Even if the attempt is not successful, they are still counted as a successful attempt to make contact and are not counted towards that 34% provided. The OSO provides the local area regional managers with this report and continues to monitor the process to ensure those clients are being served efficiently.</li> </ul> <p><i>Referrals and coenrollments</i></p> <ul style="list-style-type: none"> <li>• In an effort to improve referral quality and co-enrollment rates, the OSO has begun analyzing job seeker registration data in comparison to referral rates. (Example: 206 job seekers attested to not having a high school diploma or GED, with only a total of 57 documented referrals to Title II partners.) The state board's alignment workgroup has created a statewide cross-training schedule, which has helped</li> </ul>

<sup>3</sup> *Eligibility Explore* is a function in NEworks that allows individuals to identify program services in which they are interested.

Information requested	Response
	<p>programs to understand when and how to make a referral. The OSO is building on this with local area partners during the quarterly partner meetings and in one on one consultations with partner programs. Additional partner referral training will be rolled out to local area staff throughout PY23.</p>

Table 2. Customer satisfaction outreach to Title I dislocated worker program participants during PY 2022

Information requested	Response
<p>1. Describe tools used for customer satisfaction outreach to Title I dislocated worker program participants during PY 2022.</p>	<p>Greater Nebraska utilizes NEworks to send messages to job seekers and employers served. A link and QR code is also sent directly by email to job seekers and employers directly after services have been provided. Flyers with the QR code are kept in resource rooms for customers to pick up at any time during their visit. The survey is also pinned to a browser tab on the resource room computers for individuals to complete during their visit.</p>
<p>2. Described the frequency of customer satisfaction outreach to Title I dislocated worker program participants during PY 2022 (weekly, monthly, etc.).</p>	<p>Direct emails are sent to job seekers and businesses who have received services on a weekly basis. Visitors may also pick up a QR code or complete the survey at any time during their visit. NEworks messaging is sent out monthly.</p>
<p>3. How many Title I dislocated worker program participants were <i>served</i> during PY 2022?</p>	<p>93</p>
<p>4. How many Title I dislocated worker program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?</p>	<p>During PY22 a total of 16,634 customers were contacted. Of those, 2,214 were sent out by staff directly to individuals they served, while others were contacted via NEworks message center due to their appearance on customers served reports. This includes adults, dislocated workers, and 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 2022?</p>	<p>During PY22 a total of 509 customers responded. This includes adults, dislocated workers, and youth and individuals served under Wagner-Peyser and UI. Responses for the first half of PY22 totaled 94, while responses for the second half of PY22 totaled 415. Greater Nebraska has updated the survey to collect program participation information, which will allow the local area to report out survey responses by program for PY23.</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>Response rates appear to be higher from direct contact with customers through emails and in-person visits. Greater Nebraska is currently testing elimination of the NEworks messaging to</p>

Information requested	Response
	<p>adult, dislocated worker, and youth participants for PY23 Q2. NEworks messaging will still be sent to Wagner-Peyser, UI, and employer customers. If we see a drop in response rates during this testing period, NEworks messaging to Title I participants will be reinstated. In lieu of the NEworks messaging, the Greater Nebraska One-Stop Operator (OSO) will instead send monthly reminders to program staff to send a direct email and to provide the QR code cards during meetings.</p>
<p>7. What did Title I dislocated worker program participant responses reveal regarding customer satisfaction during PY 2022?</p>	<ul style="list-style-type: none"> <li>• 66% of customers indicated that they physically came to an American Job Center (AJC) or affiliate one-stop center to access services.</li> <li>• 89% of customers stated that they did not face any physical accessibility issues when accessing services in-person.</li> <li>• 68% indicated that they found it easy to connect to staff and 87% stated that they received the services they were looking for.</li> <li>• Overall, the customer satisfaction surveys received during PY22 were very positive. As always, we did have some negative feedback and other situations where individuals did not answer every question asked, but most responses pertaining to the services rendered and physical and programmatic accessibility were positive. With that said, there is always room for improvement in our service delivery model.</li> </ul>
<p>8. Describe in detail all current and planned continuous improvement processes developed based on feedback received from Title I dislocated worker program participants during PY 2022.</p>	<p><b>Continuous improvement in customer satisfactory surveys</b></p> <ul style="list-style-type: none"> <li>• Greater Nebraska continues to refine customer surveys to ensure that we are gathering the data necessary to improve program service delivery. All surveys asked customers if they would like to speak to a career planner about the services they received and have the option to provide their contact information. The OSO reviews each individual response for the request and ensures that their responses and contact information is sent to the appropriate regional manager for follow-up services. Additional questions have been added to the survey to assist in identifying gaps in services provided by specific core partner and one-stop partner programs to include, WIOA Title I adult, dislocated worker, and youth, WIOA Title III Wagner-Peyser Employment Service, Trade Adjustment Assistance, Jobs for Veterans State</li> </ul>



Information requested	Response
	<p>Grant, RESEA, SNAP Next-Step, and SCSEP programs.</p> <p><b>Continuous improvement in service delivery</b></p> <ul style="list-style-type: none"> <li>• To improve ease of connecting to staff (68%), Greater Nebraska has implemented the following continuous improvement actions.</li> </ul> <p><i>Targeted outreach by field staff</i></p> <ul style="list-style-type: none"> <li>• Expanded outreach and services to rural counties within the service delivery area. Specifically, a need to increase partnerships with rural libraries to promote reemployment services for underserved and individuals with barriers, increasing opportunities to provide remote workforce assistance.</li> <li>• Increased participation in community events throughout each economic development area (resource fairs, community events, school events, etc.)</li> <li>• Establish and maintain relationships with core partner programs, one-stop partner programs, non-profits, and local community resources.</li> <li>• Meet with student services departments at high schools and community colleges (counseling, financial aid, enrollment advisors, career coaches, etc.) to educate them about Greater Nebraska one-stop delivery system services and increase referrals.</li> <li>• Utilize participant and employer success stories to disseminate through the local community and workforce development are level.</li> <li>• Connect with chamber of commerce and economic development organizations; identify employers in need of work-based training (i.e., employers that are struggling in recruiting and retaining a skilled workforce, upskilling current employers, and/or backfilling positions).</li> <li>• Establish working groups for specific barriers (homeless, disability, MSFW, Veterans, etc.)</li> </ul> <p><i>Targeted outreach by OSO</i></p> <ul style="list-style-type: none"> <li>• Leverage demographics data with the Greater Nebraska labor market to assess and locate the vulnerable populations within our regions.</li> <li>• Provide program marketing material and contact information for programs they may be eligible for based off their registration responses.</li> <li>• Establish and expand the referral process with core partner programs, one-stop partners, and community organizations.</li> </ul>

Information requested	Response
	<ul style="list-style-type: none"> <li>• Host quarterly partner meetings to identify barriers faced by partner programs, current participant levels, and needs to successfully remove employment and education barriers to successfully participate in career pathways.</li> <li>• Identify and develop new partnerships with organizations serving vulnerable populations.</li> <li>• Review co-enrollment and case management best practices with partner program leadership to improve outcomes for workforce programs.</li> </ul> <p><i>Eligibility Explorer</i></p> <ul style="list-style-type: none"> <li>• Each local AJC and affiliate one-stop center has a dedicated staff member reviewing completed Eligibility Explorer surveys completed in NEworks on a weekly basis. Staff are to make contact within 3 business days of receipt of a survey to develop the initial rapport and connect the individual to the appropriate program representatives. The actual average response time across all offices in Greater Nebraska during PY22 was 4 days.</li> <li>• The OSO reviews Eligibility Explorer reports and actions taken at the end of each month to ensure that individuals are contacted in a timely manner and are provided with services and referrals to programs they are interested in and potentially eligible for. In doing so, the OSO is able to capture the average response time in business days and successful contacts and identify those offices that failed to make a contact attempt to determine the assistance required of job seekers. In PY22, 34% of the job seekers that completed the Eligibility Explorer were not contacted. For measuring purposes, each individual who is assigned to contact job seekers who have submitted a survey is required to utilize a case note template in NEworks to note their attempt. Even if the attempt is not successful, they are still counted as a successful attempt to make contact and are not counted towards that 34% provided. The OSO provides the local area regional managers with this report and continues to monitor the process to ensure those clients are being served efficiently.</li> </ul> <p><i>Referrals and coenrollments</i></p> <ul style="list-style-type: none"> <li>• In an effort to improve referral quality and co-enrollment rates, the OSO has begun analyzing job seeker registration data in comparison to referral rates. (Example: 206 job seekers attested to not having a high school diploma or</li> </ul>

Information requested	Response
	<p>GED, with only a total of 57 documented referrals to Title II partners.) The state board’s alignment workgroup has created a statewide cross-training schedule, which has helped programs to understand when and how to make a referral. The OSO is building on this with local area partners during the quarterly partner meetings and in one on one consultations with partner programs. Additional partner referral training will be rolled out to local area staff throughout PY23.</p>

Table 3. Customer satisfaction outreach to Title I youth program participants during PY 2022

Information requested	Response
<p>1. Describe tools used for customer satisfaction outreach to Title I youth program participants during PY 2022.</p>	<p>Greater Nebraska utilizes NEworks to send messages to job seekers and employers served. A link and QR code is also sent directly by email to job seekers and employers directly after services have been provided. Flyers with the QR code are kept in resource rooms for customers to pick up at any time during their visit. The survey is also pinned to a browser tab on the resource room computers for individuals to complete during their visit.</p>
<p>2. Described the frequency of customer satisfaction outreach to Title I youth program participants during PY 2022 (weekly, monthly, etc.).</p>	<p>Direct emails are sent to job seekers and businesses who have received services on a weekly basis. Visitors may also pick up a QR code or complete the survey at any time during their visit. NEworks messaging is sent out monthly.</p>
<p>3. How many Title I youth program participants were <i>served</i> during PY 2022?</p>	<p>110</p>
<p>4. How many Title I youth program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?</p>	<p>During PY22 a total of 16,634 customers were contacted. Of those, 2,214 were sent out by staff directly to individuals they served, while others were contacted via NEworks message center due to their appearance on customers served reports. This includes adults, dislocated workers, and youth and individuals served under Wagner-Peyser and UI.</p>
<p>5. How many Title I youth program participants <i>responded</i> to customer satisfaction outreach during PY 2022?</p>	<p>During PY22 a total of 509 customers responded. This includes adults, dislocated workers, and youth and individuals served under Wagner-Peyser and UI. Responses for the first half of PY22 totaled 94, while responses for the second half of PY22 totaled 415. Greater Nebraska has updated the survey to collect program participation information, which will allow the local area to report out survey responses by program for PY23.</p>

Information requested	Response
<p>6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I youth program participants.</p>	<p>Response rates appear to be higher from direct contact with customers through emails and in-person visits. Greater Nebraska is currently testing elimination of the NEworks messaging to adult, dislocated worker, and youth participants for PY23 Q2. NEworks messaging will still be sent to Wagner-Peyser, UI, and employer customers. If we see a drop in response rates during this testing period, NEworks messaging to Title I participants will be reinstated. In lieu of the NEworks messaging, the Greater Nebraska One-Stop Operator (OSO) will instead send monthly reminders to program staff to send a direct email and to provide the QR code cards during meetings.</p>
<p>7. What did Title I youth program participant responses reveal regarding customer satisfaction during PY 2022?</p>	<ul style="list-style-type: none"> <li>• 66% of customers indicated that they physically came to an American Job Center (AJC) or affiliate one-stop center to access services.</li> <li>• 89% of customers stated that they did not face any physical accessibility issues when accessing services in-person.</li> <li>• 68% indicated that they found it easy to connect to staff and 87% stated that they received the services they were looking for.</li> <li>• Overall, the customer satisfaction surveys received during PY22 were very positive. As always, we did have some negative feedback and other situations where individuals did not answer every question asked, but most responses pertaining to the services rendered and physical and programmatic accessibility were positive. With that said, there is always room for improvement in our service delivery model.</li> </ul>
<p>8. Describe in detail all current and planned continuous improvement processes developed based on feedback received from Title I youth program participants during PY 2022.</p>	<p><b>Continuous improvement in customer satisfactory surveys</b></p> <ul style="list-style-type: none"> <li>• Greater Nebraska continues to refine customer surveys to ensure that we are gathering the data necessary to improve program service delivery. All surveys asked customers if they would like to speak to a career planner about the services they received and have the option to provide their contact information. The OSO reviews each individual response for the request and ensures that their responses and contact information is sent to the appropriate regional manager for follow-up services. Additional questions have been added to the survey to assist in identifying gaps in services provided by specific core partner and one-stop partner programs to include, WIOA Title I adult,</li> </ul>

Information requested	Response
	<p>dislocated worker, and youth, WIOA Title III Wagner-Peyser Employment Service, Trade Adjustment Assistance, Jobs for Veterans State Grant, RESEA, SNAP Next-Step, and SCSEP programs.</p> <p><b>Continuous improvement in service delivery</b></p> <ul style="list-style-type: none"> <li>• To improve ease of connecting to staff (68%), Greater Nebraska has implemented the following initiatives.</li> </ul> <p><i>Targeted outreach by field staff</i></p> <ul style="list-style-type: none"> <li>• Expanded outreach and services to rural counties within the service delivery area. Specifically, a need to increase partnerships with rural libraries to promote reemployment services for underserved and individuals with barriers, increasing opportunities to provide remote workforce assistance.</li> <li>• Increased participation in community events throughout each economic development area (resource fairs, community events, school events, etc.)</li> <li>• Establish and maintain relationships with core partner programs, one-stop partner programs, non-profits, and local community resources.</li> <li>• Meet with student services departments at high schools and community colleges (counseling, financial aid, enrollment advisors, career coaches, etc.) to educate them about Greater Nebraska one-stop delivery system services and increase referrals.</li> <li>• Utilize participant and employer success stories to disseminate through the local community and workforce development are level.</li> <li>• Connect with chamber of commerce and economic development organizations; identify employers in need of work-based training (i.e., employers that are struggling in recruiting and retaining a skilled workforce, upskilling current employers, and/or backfilling positions).</li> <li>• Establish working groups for specific barriers (homeless, disability, MSFW, Veterans, etc.)</li> </ul> <p><i>Targeted outreach by OSO</i></p> <ul style="list-style-type: none"> <li>• Leverage demographics data with the Greater Nebraska labor market to assess and locate the vulnerable populations within our regions.</li> <li>• Provide program marketing material and contact information for programs they may be eligible for based off their registration responses.</li> </ul>

Information requested	Response
	<ul style="list-style-type: none"> <li>• Establish and expand the referral process with core partner programs, one-stop partners, and community organizations.</li> <li>• Host quarterly partner meetings to identify barriers faced by partner programs, current participant levels, and needs to successfully remove employment and education barriers to successfully participate in career pathways.</li> <li>• Identify and develop new partnerships with organizations serving vulnerable populations.</li> <li>• Review co-enrollment and case management best practices with partner program leadership to improve outcomes for workforce programs.</li> </ul> <p><i>Eligibility Explorer</i></p> <ul style="list-style-type: none"> <li>• Each local AJC and affiliate one-stop center has a dedicated staff member reviewing completed Eligibility Explorer surveys completed in NEworks on a weekly basis. Staff are to make contact within 3 business days of receipt of the survey to develop the initial rapport and connect the individual to the appropriate program representatives. The actual average response time across all offices in Greater Nebraska during PY22 was 4 days.</li> <li>• The OSO reviews Eligibility Explorer reports and actions taken at the end of each month to ensure that individuals are contacted in a timely manner and are provided with services and referrals to programs they are interested in and potentially eligible for. In doing so, the OSO is able to capture the average response time in business days and successful contacts and identify those offices that failed to make a contact attempt to determine the assistance required of job seekers. In PY22, 34% of the job seekers that completed the Eligibility Explorer were not contacted. For measuring purposes, each individual who is assigned to contact job seekers who have submitted a survey is required to utilize a case note template in NEworks to note their attempt. Even if the attempt is not successful, they are still counted as a successful attempt to make contact and are not counted towards that 34% provided. The OSO provides the local area regional managers with this report and continues to monitor the process to ensure those clients are being served efficiently.</li> </ul> <p><i>Referrals and coenrollments</i></p> <ul style="list-style-type: none"> <li>• In an effort to improve referral quality and co-enrollment rates, the OSO has begun analyzing</li> </ul>

Information requested	Response
	<p>job seeker registration data in comparison to referral rates. (Example: 206 job seekers attested to not having a high school diploma or GED, with only a total of 57 documented referrals to Title II partners.) The state board’s alignment workgroup has created a statewide cross-training schedule, which has helped programs to understand when and how to make a referral. The OSO is building on this with local area partners during the quarterly partner meetings and in one on one consultations with partner programs. Additional partner referral training will be rolled out to local area staff throughout PY23.</p>

Employers

Table 4. Customer satisfaction outreach to employers during PY 2022

Information requested	Response
<p>1. Describe tools used for customer satisfaction outreach to employers during PY 2022.</p>	<p>Greater Nebraska utilizes NEworks to send messages to job seekers and employers served. A link and QR code is also sent directly by email to job seekers and employers directly after services have been provided. Flyers with the QR code are kept in resource rooms for customers to pick up at any time during their visit. The survey is also pinned to a browser tab on the resource room computers for individuals to complete during their visit.</p>
<p>2. Described the frequency of customer satisfaction outreach to employers during PY 2022 (weekly, monthly, etc.).</p>	<p>Direct emails are sent to job seekers and businesses who have received services on a weekly basis. Visitors may also pick up a QR code or complete the survey at any time during their visit. NEworks messaging is sent out monthly.</p>
<p>3. How many employers were <i>served</i> during PY 2022?</p>	<p>2,420</p>
<p>4. How many employers were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?</p>	<p>During PY22, a total of 12,581 employers were contacted. Of those, 1,042 were sent out by staff directly to individuals they served, while others were contacted via NEworks message center due to their appearance on employers served reports.</p>
<p>5. How many employers <i>responded</i> to customer satisfaction outreach during PY 2022?</p>	<p>During PY22, a total of 247 employers responded.</p>
<p>6. Describe what will be done to improve response rates for future customer satisfaction outreach to employers.</p>	<p>Staff will be provided monthly reminders to send the survey link after service provision. Guidance will be provided to increase employer engagement and service provision.</p>

Information requested	Response
<p>7. What did employer responses reveal regarding customer satisfaction during PY 2022?</p>	<ul style="list-style-type: none"> <li>• Greater Nebraska noted a marked increase in familiarity of services across the board. However, there are still opportunities to improve awareness of services available to help employers find and retain quality talent. Areas of opportunity to increase awareness include Trade, Rapid Response, and Veteran Services.</li> <li>• There was also a large jump in satisfaction with quality of services. There appears to be a correlation between the two, as offices that had increased awareness also increased in employer satisfaction.</li> <li>• Employers have a strong interest in our workforce programs, but do not fully understand how these programs will assist them in recruiting, hiring, and retaining a skilled workforce. Their lack of program knowledge prevents them from wanting to invest their time in receiving further education on the programs through a workforce consultation.</li> </ul>
<p>8. Describe in detail all current and planned continuous improvement processes developed based on feedback received from employers during PY 2022.</p>	<p>Greater Nebraska plans to improve employer engagement through more efficient tailoring of service delivery to each area’s economic conditions, as well as the needs of the residents and employers. Design and execution of regional and local career pathway initiatives involve the utilization of a model that allows regional offices the flexibility in building cross-agency partnerships, identifying industry sectors, and engaging employers. The model includes employer summits and job seeker focus groups to gather information on needs and barriers directly from those impacted. This method fully involves employers in the development of education and training models to ensure we are identifying and offering pathways for the specific skills and credentials they require for their occupations, coupled with providing avenues through training to our job-seeker population to attain these in-demand skills and credentials. As a full partner, employers will have active and continual involvement from career pathways inception through implementation. Engaging these industry leaders early in the design of an initiative will help to ensure our career pathway models align with their business needs. The greater the role of the employers, the more likely that career pathways programs will meet the industry needs.</p>



**Appendix III. Greater Omaha customer satisfaction outreach during Program Year 2022**

Title I adult, dislocated worker, and youth program participants

Table 1. Customer satisfaction outreach to Title I adult program participants during PY 2022

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I adult program participants during PY 2022.	<ul style="list-style-type: none"> <li>• Survey: Web-based surveys distributed, and responses collected using survey tool</li> <li>• Text Messaging: Links to surveys disseminated via text messaging</li> <li>• Email: Links to surveys disseminated via email</li> </ul>
2. Described the frequency of customer satisfaction outreach to Title I adult program participants during PY 2022 (weekly, monthly, etc.).	Customer satisfaction is collected at a variety of increments throughout a customer’s participation in the program. Incremental surveys gauge satisfaction while receiving services in the AJC, while semi-annual surveys are more comprehensive and are designed to measure the overall customer experience.
3. How many Title I adult program participants were <i>served</i> during PY 2022?	163 new, 121 carry over from PY21
4. How many Title I adult program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?	<ul style="list-style-type: none"> <li>• Since December 2022, 106 Title I customers were contacted via email with the customer satisfaction survey.</li> <li>• Adult and dislocated worker survey responses were not separated by program.</li> </ul>
5. How many Title I adult program participants <i>responded</i> to customer satisfaction outreach during PY 2022?	<ul style="list-style-type: none"> <li>• 39 responded</li> <li>• Adult and dislocated worker survey responses were not separated by program.</li> </ul>
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to Title I adult program participants.	Marketing will send out quarterly satisfaction surveys for active participants through text, email, and phone.
7. What did Title I adult program participant responses reveal regarding customer satisfaction during PY 2022?	Survey responses ranged from “very pleased” with the services they had received, to specifically calling out “all the staff at HWS” in thanks for assisting them with obtaining employment assistance. Of the 39 customer survey respondents, feedback was largely positive with a few notes regarding connections to senior and Veteran programming which could have been more thoroughly explained. Also, there were a few comments on response times from the staff.
8. Describe all current and planned continuous improvement processes developed based on feedback received from Title I adult program participants during PY 2022.	<p>There are a few things that we would like to implement as a result of these survey results:</p> <ul style="list-style-type: none"> <li>• survey all individuals who begin the enrollment process, along with those that are actually enrolled for a better understanding of satisfaction levels for those job seekers</li> </ul>

Information requested	Response
	<ul style="list-style-type: none"> <li>• continue to work with staff to ensure that job seekers receive a response to their inquiries within 24-48 hours</li> <li>• ensure staff are trained and understand all of the programs within the system so that job seekers are referred to necessary programs with clarity of what each program can offer them in their employment journey</li> </ul>

Table 2. Customer satisfaction outreach to Title I dislocated worker program participants during PY 2022

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I dislocated worker program participants during PY 2022.	<ul style="list-style-type: none"> <li>• Survey: Web-based surveys distributed, and responses collected using survey tool</li> <li>• Text Messaging: Links to surveys disseminated via text messaging</li> <li>• Email: Links to surveys disseminated via email</li> </ul>
2. Described the frequency of customer satisfaction outreach to Title I dislocated worker program participants during PY 2022 (weekly, monthly, etc.).	Customer satisfaction is collected at a variety of increments throughout a customer’s participation in the program. Incremental surveys gauge satisfaction while receiving services in the AJC, while semi-annual surveys are more comprehensive and are designed to measure the overall customer experience.
3. How many Title I dislocated worker program participants were <i>served</i> during PY 2022?	22 new, 9 carry over from PY21
4. How many Title I dislocated worker program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?	<ul style="list-style-type: none"> <li>• Since December 2022, 106 Title I customers were contacted via email with the customer satisfaction survey.</li> <li>• Adult and dislocated worker survey responses were not separated by program.</li> </ul>
5. How many Title I dislocated worker program participants <i>responded</i> to customer satisfaction outreach during PY 2022?	<ul style="list-style-type: none"> <li>• 39 responded</li> <li>• Adult and dislocated worker survey responses were not separated by program.</li> </ul>
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I dislocated worker program participants.	Marketing will send out quarterly satisfaction surveys for active participants through text, email, and phone.
7. What did Title I dislocated worker program participant responses reveal regarding customer satisfaction during PY 2022?	Survey responses ranged from “very pleased” with the services they had received, to specifically calling out “all the staff at HWS” in thanks for assisting them with obtaining employment assistance. Of the 39 customer survey respondents, feedback was largely positive with a few notes regarding connections to senior and Veteran programming which could have been more thoroughly explained. Also, there were a few comments on response times from the staff.
8. Describe in detail all current and planned continuous improvement processes	There are a few things that we would like to implement as a result of these survey results:

Information requested	Response
developed based on feedback received from Title I dislocated worker program participants during PY 2022.	<ul style="list-style-type: none"> <li>• survey all individuals who begin the enrollment process, along with those that are actually enrolled for a better understanding of satisfaction levels for those job seekers</li> <li>• continue to work with staff to ensure that job seekers receive a response to their inquiries within 24-48 hours</li> <li>• ensure staff are trained and understand all of the programs within the system so that job seekers are referred to necessary programs with clarity of what each program can offer them in their employment journey</li> </ul>

Table 3. Customer satisfaction outreach to Title I youth program participants during PY 2022

Information requested	Response
1. Describe tools used for customer satisfaction outreach to Title I youth program participants during PY 2022.	We utilize Survey Monkey to send out a link or QR code to active and follow up participants.
2. Described the frequency of customer satisfaction outreach to Title I youth program participants during PY 2022 (weekly, monthly, etc.).	At minimum, career navigators text or email the surveys to their participants. We also have printed QR codes that we attach to items being picked up and the QR code is taped to career navigator’s desks
3. How many Title I youth program participants were <i>served</i> during PY 2022?	318 active and follow up participants
4. How many Title I youth program participants were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?	Customer satisfaction surveys started in November 2022. At that time, every participant who came into the office for an appointment was provided a QR code or link to the survey. An email was sent to follow-up participants with a link to the survey for them to complete. Every participant should have received a link for the customer survey unless we did not have current contact information.
5. How many Title I youth program participants <i>responded</i> to customer satisfaction outreach during PY 2022?	40
6. Describe what will be done to improve response rates for future customer satisfaction outreach to Title I youth program participants.	Participants are being told what the survey is for and that it is anonymous. We have started professional development classes and participants are provided with the survey to take prior to leaving the class. We are continuing to have it taped to desks and sent with support services. However, as participants are sitting with career navigators, career navigators are encouraged to say “hey, while I am finishing, why don’t you take a couple minutes to complete this survey?” Career navigators have also developed more meaningful relationships with participants entering follow up, which should translate into the surveys. We have seen an increase in feedback

Information requested	Response
	and responses during PY23. The youth program project director continues to work with the local and corporate teams on response rates and ways to get the information out.
7. What did Title I youth program participant responses reveal regarding customer satisfaction during PY 2022?	Overall, the responses were positive with 3.9 out of 5 being the lowest average rating. In the comments for responses from participants, they indicated that the process was slow to get started but, they found the program useful. There were also concerns early on about communication with their career navigators. However, these responses are reviewed several times a month by the program director; and when comments such as communication and timeliness arise, the program director can bring that to the team for areas of improvement. Comments on the surveys did indicate participants noticing improvements in the program.
8. Describe in detail all current and planned continuous improvement processes developed based on feedback received from Title I youth program participants during PY 2022.	Based on the feedback from the youth, we have started running case note reports weekly. This shows how many days since the last case note and therefore how many days since last contact. Participants are being contacted every 30 days. Services for participants is also being tracked through NEworks and through a corrections tracker that is utilized to show what needs corrections for services to be processed. Activity start and end dates is being tracked to eliminate/reduce the system closed responses to ensure timely delivery of services. We have implemented a follow up survey that is also sent out to participant in follow up monthly to maintain contact (along with satisfaction survey) and this allows participants to provide employment information, provides a webinar for continued career development, and they can indicate if they want to be contacted for any needs (if they don't reach out directly to the career navigator). We have also started talking with participants more in-depth about their career goals, what it takes to get here, barriers, and providing services to eliminate those barriers, monetary and non-monetary. The career navigators are having more meaningful conversations with their participants.

Employers

Table 4. Customer satisfaction outreach to employers during PY 2022

Information requested	Response
1. Describe tools used for customer satisfaction outreach to employers during PY 2022.	ADW - Employer Satisfaction Surveys Youth - We utilize Survey Monkey to send out a link to employers who are WEX sites or those who we request participate in career/job fairs. This started November 2022
2. Described the frequency of customer satisfaction outreach to employers during PY 2022 (weekly, monthly, etc.).	ADW - Quarterly Youth - At minimum the BSR and WEX Coordinator would send it out monthly to employers
3. How many employers were <i>served</i> during PY 2022?	ADW - 197 Youth - In PY 22, the BSR had 300+ employer contacts per month. This could be the same company different department and completely different employers. This could be to discuss WEX, OJT, different career/hiring events in the community or to provide information about the program. We had 29 new WEX sites developed.
4. How many employers were <i>contacted</i> during PY 2022 for customer satisfaction outreach purposes?	ADW - 197 Youth - Customer Satisfaction surveys were sent out to all WEX sites and employers who participated in career fairs, employer spotlights, and the NEWorks referrals to HWS handled by the youth BSR. This would average 30-40 surveys going out per month- Starting in November 2022
5. How many employers <i>responded</i> to customer satisfaction outreach during PY 2022?	ADW - 55 Youth - 29 from November 2022-June 2023
6. Describe what will be done to improve response rates for future customer satisfaction outreach to employers.	ADW - Employer Satisfaction Surveys currently requested quarterly will be requested monthly from employers who have registered for Business Services, attended an Employer Spotlight or Hiring Event, either on or off site. Youth - The WEX coordinator has started sending the survey out a minimum of twice a month instead of once a month to employers. She is also reminding employers to complete the survey when she is meeting with them.
7. What did employer responses reveal regarding customer satisfaction during PY 2022?	ADW - Overall, the surveys suggest employers were satisfied with the Business Services received. Youth - Responses from employers was positive with the lowest average rating being 4.1 out of 5. The survey indicated that almost 50% of employers who took the survey found out about the Youth WIOA program and HWS through HWS/WIOA staff contact. 100% of the employers would recommend us to a business colleague. Employers also indicated that staff spoke with

Information requested	Response
	<p>them about assessments/work ready programs, WBL opportunities, Free online job listings, pre-screening applicants, job fairs and offering an interview space.</p>
<p>8. Describe in detail all current and planned continuous improvement processes developed based on feedback received from employers during PY 2022.</p>	<p>ADW - Based on feedback received from employers, we'll continue to expand our social media outreach to job seekers. We'll provide opportunities for employers to do mock interviews and resume reviews with job seekers prior to onsite hiring events.</p> <p>Youth - We would like to have more employer feedback which is why employers are being reminded throughout the month to participate in the survey. We need to continue to educate employers about the services and supports the AJC can provide to their hiring needs- specifically educate them about posting jobs through NEworks, providing a space for career fairs, highlights, and on the spot interviews. We also want to ensure we are providing WBL information to employers in a clear, concise manner to benefit not only the participant but the employer as well.</p>

#### Appendix IV. Program Year 2022 State allotments and local area allocations<sup>4</sup>

Table 1. State of Nebraska – PY 2022 allotment and distributions for WIOA Title I adult, dislocated worker, and youth programs

Program	Local area distribution \$	Governor's set aside \$	Rapid Response \$	Total state \$
Adult	1,605,242.00	300,981.00	100,329.00	2,006,552.00
Dislocated Worker	2,485,680.00	438,649.00	0.00	2,924,329.00
Youth	1,902,171.00	335,677.00	0.00	2,237,848.00
Total	5,993,093.00	1,075,307.00	100,329.00	7,168,729.00

Table 2. Greater Lincoln Workforce Development Area – PY 2022 local allocations for WIOA Title I adult, dislocated worker, and youth programs

Program	Allocation \$
Adult	236,871.00
Dislocated Worker	731,300.00
Youth	406,610.00
Total	1,374,781.00

Table 3. Greater Nebraska Workforce Development Area – PY 2022 local allocations for WIOA Title I adult, dislocated worker, and youth programs

Program	Allocation \$
Adult	678,076.00
Dislocated Worker	516,908.00
Youth	384,611.00
Total	1,579,595.00

Table 4. Greater Omaha Workforce Development Area – PY 2022 local allocations for WIOA Title I adult, dislocated worker, and youth programs

Program	Allocation \$
Youth	1,110,950.00
Adult	690,295.00
Dislocated Worker	1,237,472.00
Total	3,038,717.00

Table 5. PY 2022 distribution of state allotment for WIOA Title I adult program

Distribution	Base funds distribution \$	Advance funds distribution \$	Total distribution \$
85% to designated local areas	347,820.00	1,554,351.00	1,902,171.00
15% to Governor's set aside	61,380.00	274,297.00	335,677.00
Total	409,200.00	1,828,648.00	2,237,848.00

<sup>4</sup> Division of Reemployment Services Notice 21-02, Funding levels for WIOA Title I adult, dislocated worker, and youth programs for PY22, July 1, 2022 through June 30, 2023 [accessed November 13, 2023; <https://dol.nebraska.gov/webdocs/getfile/61c90a70-c810-4812-b16f-519d3bc40071>]

Table 6. PY 2022 allocations for local WIOA Title I adult programs

Local Area	Allocation %	Base funds allocation \$	Advance funds allocation \$	Total allocation \$
Greater Lincoln	21.376	74,350.00	332,260.00	406,610.00
Greater Nebraska	20.220	70,328.00	314,283.00	384,611.00
Greater Omaha	58.404	203,142.00	907,808.00	1,110,950.00
Total	100.000	347,820.00	1,554,351.00	1,902,171.00

Table 7. PY 2022 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	322,805.00	1,282,437.00	1,605,242.00
15% to Governor's set aside	60,525.00	240,456.00	300,981.00
5% Rapid Response	20,176.00	80,153.00	100,329.00
Total	403,506.00	1,603,046.00	2,006,552.00

Table 8. PY 2022 allocations for local WIOA Title I dislocated worker programs

Local Area	Allocation %	Base funds allocation \$	Advance funds allocation \$	Total allocation \$
Greater Lincoln	14.756	47,633.00	189,238.00	236,871.00
Greater Nebraska	42.241	136,356.00	541,720.00	678,076.00
Greater Omaha	43.002	138,816.00	551,479.00	690,295.00
Total	100.000	322,805.00	1,282,437.00	1,605,242.00

Table 9. PY 2022 distribution of state allotment for WIOA Title I youth program

Distribution	Distribution \$
85% to designated local areas	2,485,680.00
15% to Governor's set aside	438,649.00
Total	2,924,329.00

Table 10. PY 2022 allocations for local WIOA Title I youth programs

Local area	Allocation %	Allocation \$
Greater Lincoln	29.421	731,300.00
Greater Nebraska	20.795	516,908.00
Greater Omaha	49.784	1,237,472.00
Total	100.000	2,485,680.00



## Appendix V. Program Year 2022 Expenditures

Table 1. Program Year 2022 statewide expenditures for WIOA Title I training services

WIOA Title I Program	Participants receiving training services	Expenditures \$ <sup>5</sup>
Adult	485 <sup>6</sup>	671,728.30
Dislocated Worker	101 <sup>7</sup>	21,768.01
Youth	114 <sup>8</sup>	78,718.89
Total	700	693,496.31

Table 2. Program Year 2022 cost of program activities

Program activity	Expenditures \$
Greater Lincoln Adult	582,809.11
Greater Lincoln Dislocated Worker	204,725.82
Greater Lincoln Youth	694,516.73
Greater Nebraska Adult	488,341.37
Greater Nebraska Dislocated Worker	380,375.37
Greater Nebraska Youth	835,630.77
Greater Omaha Adult	1,737,142.05
Greater Omaha Dislocated Worker	434,347.24
Greater Omaha Youth	1,479,778.29
Rapid Response	278,129.13
Statewide Activities: Governor set-aside (general)	95,320.46
Statewide Activities: Governor set-aside (Nebraska Department of Correctional Services – Training contract)	409,333.30
Statewide Activities: Statewide activities	689,568.92
Statewide Activities: IT software maintenance	122,250.44
Statewide Activities: IT services	29,248.20
Total	6,979,465.54

<sup>5</sup> Nebraska Department of Labor Division of Finance, file name Exhibit L-1 Summary by Type within Program.xlsx, received September 15, 2022

<sup>6</sup> Statewide Performance Report, Program: WIOA Adult, ETA-9169, certified in WIPS, September 27, 2022

<sup>7</sup> Statewide Performance Report, Program: WIOA Dislocated Worker, ETA-9169, certified in WIPS, September 27, 2022

<sup>8</sup> Statewide Performance Report, Program: WIOA Youth, ETA-9169, certified in WIPS, September 27, 2022