

STATE OF NEBRASKA

Annual Statewide Performance Report Narrative
Program Year 2023
(July 1, 2023 – June 30, 2024)

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Contributing programs

WIOA Title I

WIOA Title II

WIOA Title III

WIOA Title IV

Jobs for Veterans State Grant Program

Trade Adjustment Assistance Program

Accessibility

Please email ndol.wioa_policy@nebraska.gov for assistance with accessibility of this report.

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I. Introduction

This annual statewide performance report narrative for Program Year 2023 (PY23) for the State of Nebraska provides information based on lists of required components described in Federal guidance and the *Annual Narrative Performance Report Content Checklist* issued on October 7, 2024 by Teresa Theis, Management and Program Analyst, Regional Office 5 (Chicago), Employment and Training Administration, United States Department of Labor (USDOL). In addition to Federally required components, this report includes state required components pursuant to [Neb. Rev. Stat. § 48-3304](#).

II. Federally required components

(a) Assessment of customer satisfaction

(1) Title I assessment

During previous program years including PY23, the Nebraska Department of Labor (NDOL) delegated responsibility for assessing Title I customer satisfaction to local workforce development areas, as local areas should be best positioned to develop and implement appropriate methods for assessing customer satisfaction among local Title I program participants and employers. Local areas submitted summaries of their PY23 customer satisfaction outreach efforts, which are provided below in Tables 1 through 12. The summaries indicate local areas did not collect data that can be disaggregated by Title I programs, customer categories (including individuals with disabilities), and services provided, as required for evaluation purposes during annual one-stop delivery system assessments and triennial one-stop center certifications, in accordance with NDOL’s one-stop center assessment and one-stop center certification policy. Because of deficiencies revealed within the PY23 summaries, all local areas will again be required to participate in mandatory technical assistance during Program Year 2024. Technical assistance will include guidance on:

- importance of collecting and using Title I customer satisfaction data for effectiveness and continuous improvement purposes during annual one-stop delivery system assessments and triennial one-stop center certifications;
- development of Title I customer satisfaction outreach plans; and
- development of methodologies that result in collection of data that:
 - are generalizable and representative of local area customer satisfaction levels among Title I participants and employers; and
 - can be disaggregated by Title I programs, customer categories (including individuals with disabilities), and services provided.

(A) Greater Lincoln P23 customer satisfaction outreach summary

Table 1. Customer satisfaction outreach to Title I adult program participants during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to adult participants during PY23.	Career planners are encouraged to invite customers to complete a survey after each interaction. Signs are posted near the exit doors and in each cubicle of the resource room, prompting customers for feedback (see attachment 1). The survey is also accessible on the AJC website , and a dedicated computer for survey

Information requested	Response
	completion is available in the resource room. Furthermore, resource room staff actively encourage customers to participate in the survey, and the OSO regularly sends emails to recent customers inviting them to share their feedback.
2. Describe the frequency of customer satisfaction outreach to adult participants during PY23 (weekly, monthly, etc.).	These interactions occur daily, with emails sent out at least once a month, using the VOS Greeter report. A total of 316 job seeker surveys have been completed. This number reflects services provided in the resource room, as the local area considers the customer satisfaction survey results to apply to the entire workforce system, not just WIOA ¹ Title 1B customers.
3. How many adult participants were <i>served</i> during PY23?	125 Adults + 172 IWT Adults – based on the NEworks ² report: Case Management – Case Status – Case Load
4. How many adult participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	233
5. How many adult participants <i>responded</i> to customer satisfaction outreach during PY23?	123 Adults
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to adult participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Customer satisfaction has been established as a performance goal in the OSO contract . This will involve maintaining the previously mentioned practices and strongly encouraging staff to prompt customers to complete the survey. The OSO has developed a customer satisfaction survey infographic that visually presents the overall results, as well as responses by question and comments. Additionally, staff recognition and shoutouts are shared during team meetings.
7. Describe in detail what customer satisfaction outreach responses revealed about adult participant customer satisfaction during PY23.	See attachment 2 – this is the combined results for all 316 completed surveys
8. Describe current and planned continuous improvement processes developed based on feedback received from adult participants during PY23 to improve service delivery to adult participants during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Results are reviewed monthly and any opportunity for continuous improvement is discussed during our monthly Operations team meeting. We are confident that our Survey Initiative (see attachment 3) will help increase our overall number of responses.

¹ WIOA refers to the Workforce Innovation and Opportunity Act (Public Law 113-128).

² [NEworks](#) is Nebraska’s management information system of record.

Table 2. Customer satisfaction outreach to Title I dislocated worker program participants during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to dislocated worker participants during PY23.	Career planners are encouraged to invite customers to complete a survey after each interaction. Signs are posted near the exit doors and in each cubicle of the resource room, prompting customers for feedback. The survey is also accessible on the AJC website, and a dedicated computer for survey completion is available in the resource room. Furthermore, resource room staff actively encourage customers to participate in the survey, and the OSO regularly sends emails to recent customers inviting them to share their feedback.
2. Describe the frequency of customer satisfaction outreach to dislocated worker participants during PY23 (weekly, monthly, etc.).	These interactions occur daily, with emails sent out at least once a month using the VOS greeter report. A total of 316 job seeker surveys have been completed. This number reflects services provided in the resource room, as the local area considers the customer satisfaction survey results to apply to the entire workforce system, not just WIOA Title 1B customers.
3. How many dislocated worker participants were <i>served</i> during PY23?	18 DWs – based on the Neworks report: Case Management – Case Status – Case Load
4. How many dislocated worker participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	7 DWs
5. How many dislocated worker participants <i>responded</i> to customer satisfaction outreach during PY23?	3 DWs
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to dislocated worker participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Customer satisfaction has been established as a performance goal in the OSO contract . This will involve maintaining the previously mentioned practices and strongly encouraging staff to prompt customers to complete the survey.
7. Describe in detail what customer satisfaction outreach responses revealed about dislocated worker participant customer satisfaction during PY23.	See attachment 2 – this is the combined results for all 317 completed surveys
8. Describe current and planned continuous improvement processes developed based on feedback received from dislocated worker participants during PY23 to improve service delivery to dislocated worker participant during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with	Results are reviewed monthly and any opportunity for continuous improvement is discussed during our monthly Operations team meeting. We are confident that our Survey Initiative (see attachment 3) will help increase our overall number of responses.

Information requested	Response
requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	

Table 3. Customer satisfaction outreach to Title I youth program participants during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to youth participants during PY23.	Career planners are encouraged to invite customers to complete a survey after each interaction. Signs are posted near the exit doors and in each cubicle of the resource room, prompting customers for feedback. The survey is also accessible on the AJC website, and a dedicated computer for survey completion is available in the resource room. Furthermore, resource room staff actively encourage customers to participate in the survey, and the OSO regularly sends emails to recent customers inviting them to share their feedback.
2. Describe the frequency of customer satisfaction outreach to youth participants during PY23 (weekly, monthly, etc.).	These interactions occur daily, with emails sent out at least once a month using the VOS greeter report. A total of 316 job seeker surveys have been completed. This number reflects services provided in the resource room, as the local area considers the customer satisfaction survey results to apply to the entire workforce system, not just WIOA Title 1B customers.
3. How many youth participants were <i>served</i> during PY23?	141 Youth based on the NEworks report: Case Management – Case Status – Case Load
4. How many youth participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	141 Youth
5. How many youth participants <i>responded</i> to customer satisfaction outreach during PY23?	78 Youth
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to youth participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Customer satisfaction has been established as a performance goal in the OSO contract . This will involve maintaining the previously mentioned practices and strongly encouraging staff to prompt customers to complete the survey.
7. Describe in detail what customer satisfaction outreach responses revealed about youth participant customer satisfaction during PY23.	See attachment 2 – this is the combined results for all 317 completed surveys
8. Describe current and planned continuous improvement processes developed based on feedback received from youth participants during PY23 to improve service delivery to youth participants during future program years.	Results are reviewed monthly and any opportunity for continuous improvement is discussed during our monthly Operations team meeting. We are confident that our Survey Initiative (see

Information requested	Response
This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	attachment 3) will help increase our overall number of responses

Table 4. Customer satisfaction outreach to employers during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to employers during PY23.	These are typically sent to employers that attend a career fair, hiring event, or host a WEX or OJT.
2. Describe the frequency of customer satisfaction outreach to employers during PY23 (weekly, monthly, etc.).	The customer satisfaction surveys were promoted to employers visiting the AJC conducting onsite recruitment, hiring events and job fairs.
3. How many employers were <i>served</i> during PY23?	We are unsure as we do not have NEworks access to run Employer reports – we estimate around 50.
4. How many employers were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	35 employers
5. How many employers <i>responded</i> to customer satisfaction outreach during PY23?	32 employers
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to employers. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Customer satisfaction has been established as a performance goal in the OSO contract . This will involve maintaining the previously mentioned practices and strongly encouraging staff to prompt customers to complete the survey.
7. Describe in detail what customer satisfaction outreach responses revealed about employer customer satisfaction during PY23.	See attachment 2 – this is the combined results for all 32 completed surveys. Our biggest concern is increasing the total number of employer respondents to ensure that our survey reflects more the voice of the customer.
8. Describe current and planned continuous improvement processes developed based on feedback received from employers during PY23 to improve service delivery to employers during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Results are reviewed monthly and any opportunity for continuous improvement is discussed during our monthly Operations team meeting. We are confident that our CS Survey Initiative will help increase our overall number of responses.

(B) Greater Nebraska P23 customer satisfaction outreach summary

Table 5. Customer satisfaction outreach to Title I adult program participants during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to adult participants during PY23.	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 the Resource Rooms for customers to pick up at any time during their visit. Surveys are sent on a regular basis
2. Describe the frequency of customer satisfaction outreach to adult participants during PY23 (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.
3. How many adult participants were <i>served</i> during PY23?	During PY23 143 new adult participants were enrolled.
4. How many adult participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	Over 200 Job seekers were contacted for customer satisfaction outreach.
5. How many adult participants <i>responded</i> to customer satisfaction outreach during PY23?	2 adults responded (Potential for higher response as some indicated did not know if received services.) *Don't know if I'm enrolled; 28 responses *Enrolled but Don't know which services; 8 responses The overall total responses for PY23 including Adults, Dislocated Workers, Youth, and individuals served under Wagner-Peyser and UI was 75.
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to adult participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL's policy on one-stop delivery assessment and certifications concerning customer feedback.	Greater Nebraska has undergone staffing changes while moving from PY23 to PY24. One change was our One Stop Operator accepting a new position in the private sector. We hired a new OSO starting in July of PY24. The reemployment services administrator is also newer to his role as well. The administrator is working with the OSO regarding customer satisfaction survey frequency and developing and refining standard operating procedures as they pertain to customer satisfaction surveys in frequency and analysis in order to increase future response rates.
7. Describe in detail what customer satisfaction outreach responses revealed about adult participant customer satisfaction during PY23.	Overall, the customer satisfaction surveys received during PY23 were very positive. As always, we did have some negative feedback and there were situations where individuals did not answer every question asked, but most responses pertaining to the services rendered and physical and programmatic accessibility were positive.

Information requested	Response
	<p>75% of customers indicated that they physically came to an American Job Center or Affiliate One-Stop Center to access services.</p> <p>59% of customers stated that they did not face any physical accessibility issues when accessing services in-person with 36% indicating Not applicable.</p> <p>75% indicated that they found it easy to connect to staff and 76% stated that they received the services they were looking for.</p>
<p>8. Describe current and planned continuous improvement processes developed based on feedback received from adult participants during PY23 to improve service delivery to adult participants during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.</p>	<p>#6 above outlines actions being taken to increase survey responses and to streamline the customer satisfaction surveys.</p> <p>The overall survey results were very positive for PY23.</p>

Table 6. Customer satisfaction outreach to Title I dislocated worker program participants during PY23

Information requested	Response
<p>1. Describe methods and tools used for customer satisfaction outreach to dislocated worker participants during PY23.</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 the Resource Rooms for customers to pick up at any time during their visit. Surveys are sent on a regular basis</p>
<p>2. Describe the frequency of customer satisfaction outreach to dislocated worker participants during PY23 (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.</p>
<p>3. How many dislocated worker participants were <i>served</i> during PY23?</p>	<p>During PY2023 34 new participants were enrolled and 32 were carried over for a total of 66 enrolled. 46 participants were exited.</p>
<p>4. How many dislocated worker participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?</p>	<p>Over 200 Job seekers were contacted for customer satisfaction outreach.</p>
<p>5. How many dislocated worker participants <i>responded</i> to customer satisfaction outreach during PY23?</p>	<p>2 dislocated workers responded (Potential for higher response as some indicated did not know if received services.) *Don’t know if I’m enrolled; 28 responses *Enrolled but Don’t know which services; 8 responses</p> <p>The overall total responses for PY23 including Adults, Dislocated Workers, Youth, and</p>

Information requested	Response
	individuals served under Wagner-Peyser and UI was 75.
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to dislocated worker participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Greater Nebraska has undergone staffing changes while moving from PY23-PY24. One change was our One Stop Operator accepting a new position in the private sector. We hired a new OSO starting in July. The reemployment services administrator is also newer to his role as well. The administrator is working with the OSO regarding customer satisfaction survey frequency and developing and refining standard operating procedures as they pertain to customer satisfaction surveys in frequency and analysis in order to increase future response rates.
7. Describe in detail what customer satisfaction outreach responses revealed about dislocated worker participant customer satisfaction during PY23.	Overall, the customer satisfaction surveys received during Program Year 2023 were very positive. As always, we did have some negative feedback and there were situations where individuals did not answer every question asked, but most responses pertaining to the services rendered and physical and programmatic accessibility were positive. 75% of customers indicated that they physically came to an American Job Center or Affiliate One-Stop Center to access services. 59% of customers stated that they did not face any physical accessibility issues when accessing services in-person with 36% indicating Not applicable. 75% indicated that they found it easy to connect to staff and 76% stated that they received the services they were looking for.
8. Describe current and planned continuous improvement processes developed based on feedback received from dislocated worker participants during PY23 to improve service delivery to dislocated worker participant during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	#6 above outlines actions being taken to increase survey responses and to streamline the customer satisfaction surveys. The overall survey results were very positive for PY23.

Table 7. Customer satisfaction outreach to Title I youth program participants during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to youth participants during PY23.	Greater Nebraska utilizes NENetworks to send messages to Job Seekers and Employers served. A link and QR code is also sent directly by email to

Information requested	Response
	job seekers and employers directly after services have been provided. Flyers with the QR code are kept in the Resource Rooms for customers to pick up at any time during their visit. Surveys are sent on a regular basis
2. Describe the frequency of customer satisfaction outreach to youth participants during PY23 (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.
3. How many youth participants were <i>served</i> during PY23?	During PY2023 60 new participants were enrolled and 60 were carried over for a total of 120 enrolled. 68 participants were exited.
4. How many youth participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	Over 200 Job seekers were contacted for customer satisfaction outreach.
5. How many youth participants <i>responded</i> to customer satisfaction outreach during PY23?	0 respondents indicated they were youth participants. (Potential for higher response as some indicated did not know if received services.) *Don't know if I'm enrolled; 28 responses *Enrolled but Don't know which services; 8 responses The overall total responses for PY23 including Adults, Dislocated Workers, Youth, and individuals served under Wagner-Peyser and UI was 75.
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to youth participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL's policy on one-stop delivery assessment and certifications concerning customer feedback.	Greater Nebraska has undergone staffing changes while moving from PY23-PY24. One change was our One Stop Operator accepting a new position in the private sector. We hired a new OSO starting in July. The reemployment services administrator is also newer to his role as well. The administrator is working with the OSO regarding customer satisfaction survey frequency and developing and refining standard operating procedures as they pertain to customer satisfaction surveys in frequency and analysis in order to increase future response rates.
7. Describe in detail what customer satisfaction outreach responses revealed about youth participant customer satisfaction during PY23.	Overall, the customer satisfaction surveys received during Program Year 2023 were very positive. As always, we did have some negative feedback and there were situations where individuals did not answer every question asked, but most responses pertaining to the services rendered and physical and programmatic accessibility were positive. 75% of customers indicated that they physically came to an American Job Center or Affiliate One-Stop Center to access services.

Information requested	Response
	59% of customers stated that they did not face any physical accessibility issues when accessing services in-person with 36% indicating Not applicable. 75% indicated that they found it easy to connect to staff and 76% stated that they received the services they were looking for.
8. Describe current and planned continuous improvement processes developed based on feedback received from youth participants during PY23 to improve service delivery to youth participants during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	#6 above outlines actions being taken to increase survey responses and to streamline the customer satisfaction surveys. The overall survey results were very positive for PY23.

Table 8. Customer satisfaction outreach to employers during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to employers during PY23.	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 the Resource Rooms for customers to pick up at any time during their visit. Surveys are sent on a regular basis
2. Describe the frequency of customer satisfaction outreach to employers during PY23 (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.
3. How many employers were <i>served</i> during PY23?	2,498
4. How many employers were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	Over 147 Employers were contacted for customer satisfaction outreach.
5. How many employers <i>responded</i> to customer satisfaction outreach during PY23?	During PY23 a total of 19 employers responded.
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to employers. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Greater Nebraska has undergone staffing changes while moving from PY23-PY24. One change was our One Stop Operator accepting a new position in the private sector. We hired a new OSO starting in July. The reemployment services administrator is also newer to his role as well. The administrator is working with the OSO regarding customer satisfaction survey frequency and developing and refining standard operating procedures as they

Information requested	Response
	pertain to customer satisfaction surveys in frequency and analysis in order to increase future response rates.
7. Describe in detail what customer satisfaction outreach responses revealed about employer customer satisfaction during PY23.	Overall, the employer satisfaction surveys received during Program Year 2023 were very positive. Unfortunately, there were situations where individuals did not answer every question asked, but most responses pertaining to the services rendered and physical and programmatic accessibility were positive. 76.78% of respondents stated they were very satisfied with the employment services provided.
8. Describe current and planned continuous improvement processes developed based on feedback received from employers during PY23 to improve service delivery to employers during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	#6 above outlines actions being taken to increase survey responses and to streamline the customer satisfaction surveys. The overall survey results were very positive for PY23. 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. This will be done through design, evaluation and updating of local and regional career pathway initiatives.

(C) Greater Omaha P23 customer satisfaction outreach summary

Table 9. Customer satisfaction outreach to Title I adult program participants during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to adult participants during PY23.	Not Available- Previous provider did not send out customer satisfaction surveys
2. Describe the frequency of customer satisfaction outreach to adult participants during PY23 (weekly, monthly, etc.).	Not Available- Previous provider did not send out customer satisfaction surveys
3. How many adult participants were <i>served</i> during PY23?	171
4. How many adult participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	Not Available- Previous provider did not send out customer satisfaction surveys
5. How many adult participants <i>responded</i> to customer satisfaction outreach during PY23?	Not Available- Previous provider did not send out customer satisfaction surveys
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to adult participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	DWFS has combined the Youth, Adult/DW, and the OSO surveys into one survey. This will allow us to capture participant satisfaction when they are meeting with the CN’s, but also capture when they attend events and workshops at the AJC. All CN’s have the QR code in their offices and request participants complete the survey. The follow up specialist will send the link out to all

Information requested	Response
	follow up participants after every contact to increase the participation for those in follow up.
7. Describe in detail what customer satisfaction outreach responses revealed about adult participant customer satisfaction during PY23?	Not Available- Previous provider did not send out customer satisfaction surveys
8. Describe current and planned continuous improvement processes developed based on feedback received from adult participants during PY23 to improve service delivery to adult participants during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	Dynamic Workforce Solutions has created their own customer satisfaction survey that is sent to participants regularly. This survey is part of their monthly performance meeting with the LWDB. DWFS continues to look for ways to improve and streamline the process to ensure participants have easy access and understanding to the WIOA program. DWFS leadership will continue to review survey responses and respond ASAP to any concerns outlined in the surveys.

Table 10. Customer satisfaction outreach to Title I dislocated worker program participants during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to dislocated worker participants during PY23.	Not Available- Previous provider did not send out customer satisfaction surveys
2. Describe the frequency of customer satisfaction outreach to dislocated worker participants during PY23 (weekly, monthly, etc.).	Not Available- Previous provider did not send out customer satisfaction surveys
3. How many dislocated worker participants were <i>served</i> during PY23?	64
4. How many dislocated worker participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	Not Available- Previous provider did not send out customer satisfaction surveys
5. How many dislocated worker participants <i>responded</i> to customer satisfaction outreach during PY23?	Not Available- Previous provider did not send out customer satisfaction surveys
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to dislocated worker participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	DWFS has combined the Youth, Adult/DW, and the OSO surveys into one survey. This will allow us to capture participant satisfaction when they are meeting with the CN’s, but also capture when they attend events and workshops at the AJC. All CN’s have the QR code in their offices and request participants complete the survey. The follow up specialist will send the link out to all follow up participants after every contact to increase the participation for those in follow up.
7. Describe in detail what customer satisfaction outreach responses revealed about dislocated worker participant customer satisfaction during PY23?	Not Available- Previous provider did not send out customer satisfaction surveys
8. Describe current and planned continuous improvement processes developed based on feedback received from dislocated worker	Dynamic Workforce Solutions has created their own customer satisfaction survey that is sent to participants regularly. This survey is part of their

Information requested	Response
participants during PY23 to improve service delivery to dislocated worker participant during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	monthly performance meeting with the LWDB. DWFS continues to look for ways to improve and streamline the process to ensure participants have easy access and understanding to the WIOA program. DWFS leadership will continue to review survey responses and respond ASAP to any concerns outlined in the surveys.

Table 11. Customer satisfaction outreach to Title I youth program participants during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to youth participants during PY23.	Survey Monkey at the beginning of the year and switched to a JOT form survey in April 2023. Surveys were sent through email, text, and were included with support service pick-ups, and taped to CN’s desks for in person meetings.
2. Describe the frequency of customer satisfaction outreach to youth participants during PY23 (weekly, monthly, etc.).	Minimum monthly. A QR code was sent to follow up participants via email and/or text, and was provided to every in-person appt.
3. How many youth participants were <i>served</i> during PY23?	237
4. How many youth participants were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	237
5. How many youth participants <i>responded</i> to customer satisfaction outreach during PY23?	104
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to youth participants. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	DWFS has combined the Youth, Adult/DW, and the OSO surveys into one survey. This will allow us to capture participant satisfaction when they are meeting with the CN’s, but also capture when they attend events and workshops at the AJC. All CN’s have the QR code in their offices and request participants complete the survey. The follow up specialist will send the link out to all follow up participants after every contact to increase the participation for those in follow up.
7. Describe in detail what customer satisfaction outreach responses revealed about youth participant customer satisfaction during PY23?	Customer satisfaction increased during the program year. In July 2023 it was 91% and June was 98%. Participants reported their career navigators were helpful, kind, and made sure they fully understood everything and amazing experience
8. Describe current and planned continuous improvement processes developed based on feedback received from youth participants during PY23 to improve service delivery to youth participants during future program years. This description should align with the local area customer satisfaction outreach plan, which	The youth team is continuing to have meaningful conversations with participants and diligent about helping them meet their career goals. We continue to look for ways to improve and streamline the process to ensure participants have easy access and understanding to the WIOA program. We are actively pursuing youth involvement in

Information requested	Response
must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	committees which will help in delivering services in a way that will deliver the most impact for young people. DWFS leadership will continue to review survey responses and respond ASAP to any concerns outlined in the surveys.

Table 12. Customer satisfaction outreach to employers during PY23

Information requested	Response
1. Describe methods and tools used for customer satisfaction outreach to employers during PY23.	Survey Monkey at the beginning of the year and switched to a JOT form survey in April 2023. Surveys were sent through email
2. Describe the frequency of customer satisfaction outreach to employers during PY23 (weekly, monthly, etc.).	Surveys were sent weekly to WEX sites and new businesses.
3. How many employers were <i>served</i> during PY23?	90
4. How many employers were <i>contacted</i> during PY23 for customer satisfaction outreach purposes?	90
5. How many employers <i>responded</i> to customer satisfaction outreach during PY23?	39
6. Describe in detail what will be done to improve response rates for future customer satisfaction outreach to employers. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.	The BSR team for DWFS would like to increase the response rate for employers. In addition to emailing the QR code to employer host sites, they will be providing the employer with a physical copy of the QR code to complete the survey during site visits. The BSR team will also be following up with employers after job fairs, hiring events, and other community events to gather feedback and have them complete the survey. The goal of the BSR team is to transition the relationships for employers attending job fairs away from transactional and instead to an ongoing communicative relationship for collaboration-which will increase the response rate.
7. Describe in detail what customer satisfaction outreach responses revealed about employer customer satisfaction during PY23?	Customer satisfaction for employers was lower than expected in the beginning of PY 23 with scores being in the low 90’s- lowest score being 86%. While minimal feedback was given, a phone call to an employer indicated frustration that we were unable to fill all his positions. The WEX Coordinator started to ensure her messaging did not include guarantees for fulfilled positions. Scores improved and the year ended with an average of 99% satisfaction rate for PY 23 Q4.
8. Describe current and planned continuous improvement processes developed based on feedback received from employers during PY23 to improve service delivery to employers	Providing clear and concise communication with employers is at the forefront of our goals for PY 24. We want to ensure we are meeting the employers’ needs with participants through WEX,

Information requested	Response
<p>during future program years. This description should align with the local area customer satisfaction outreach plan, which must align with requirements of NDOL’s policy on one-stop delivery assessment and certifications concerning customer feedback.</p>	<p>OJT, and direct placements. The BSR team (WEX Coordinator and Business Services Liaison) are actively recruiting employers for WIOA and AJC services. They are partnering with the OSO manager to bring employers in for job fairs, employer spotlight events, and employer information sessions.</p>

(2) Title II assessment

Nebraska’s WIOA Title II Adult Education and Family Literacy Act program assesses customer satisfaction through a multilayer approach, given that adult learners are often enrolled in program activities long term, even across multiple program years. Local providers of adult education activities engage customers through interviews and surveys during enrollment and exit interviews upon transition. Overall customer satisfaction is measured through student goal attainment based on the establishment of a learning goal and compared with final completion outcomes.

(3) State-level Title I customer satisfaction outreach planning

During PY23 Q1, NDOL Reemployment Services and Labor Market Information Divisions began collaborations to identify a statistically sound state-level methodology for measuring customer satisfaction that results in data that are generalizable and representative of Title I participant and employer populations. The overall goals of the collaboration were to identify the methodology and pilot a state-level customer-satisfaction outreach program for Title I participants and employers. During PY23, the State decided to move the planned state-level customer-satisfaction outreach program under the PY23 *Disproportionate Impact Study*, which is described in subsection (b) directly below.

(b) State studies for research and evaluation

During PY23, NDOL initiated its pilot *Disproportionate Impact Study*, informed by insights provided by the State of Colorado at the 2023 WIOA Performance Accountability and Reporting Convening in Washington, DC. The primary objectives of NDOL’s pilot study were to enhance research and evaluation capacity and establish processes for generating statistically valid reports.

The pilot specifically targeted Nebraska’s Title I and Title III programs. Analyses focused on participant diversity and examined disproportionate impact experienced by various demographic groups based on characteristics such as race, gender, disability, and socioeconomic status. The study used Program Year 2022 (PY22) Participant Individual Record Layout (PIRL)³ datasets for analysis purposes. The only costs associated with conduct of the pilot study were costs for regular staff salaries.

Due to small sample sizes derived from PY22 program exiters, the pilot study did not yield statistically significant findings. While an internal report was generated, it was not disseminated by NDOL to external parties or the public due to concerns with data integrity. Moving forward, NDOL intends to refine future research and evaluation projects to encompass larger datasets by incorporating multiple program years and aggregate data across programs. NDOL plans to build upon the pilot study by examining outcomes related to specific services and incorporating customer surveys to assess service effectiveness. Such

³ [PIRL](#) refers to the *Participant Individual Record Layout* format for reporting program performance data to USDOL.

studies will be used for continuous improvement efforts by identifying which services lead to the best outcomes for program participants. Further, establishing robust processes for ongoing evaluation and fostering collaboration with both internal and external stakeholders will be critical for maintaining and enhancing Nebraska’s research and evaluation capacity. To accomplish these goals, NDOL Reemployment Services and Labor Market Information Divisions will continue collaborations. In addition, NDOL plans to solicit feedback and ideas from the Nebraska Workforce Development Board (NWDB) during the March 2025 NWDB meeting. (NWDB membership includes representatives of state agencies responsible for all WIOA core programs, as well as members of local workforce development boards, local chief elected officials, and business and workforce representatives.)

(c) Cooperation with Federal evaluations

Regarding cooperation with Federal evaluations required under [WIOA Sec. 116\(e\)\(4\)](#) and [20 CFR § 682.220\(d\)](#), Federal evaluations involving Nebraska’s Title I programs were not conducted during PY23.

(d) Effectiveness in serving employers

During PY23, Nebraska’s core partners used Approach 1 (retention with same employer) and Approach 2 (repeat business customers) to measure performance on the *effectiveness in serving employers* performance indicator. Nebraska’s core partners have not established state-level measures of effectiveness in serving employers or any other metrics to assess employer engagement.

(e) Coenrollment and common exit

(1) Coenrollment requirements

Under its current performance accountability policy, NDOL requires coenrollment of participants whenever eligibility permits. This requirement applies to the following programs.

1. WIOA Title I adult, dislocated worker, and youth programs;
2. WIOA Title III Wagner-Peyser;
3. WIOA Title ID dislocated worker grant programs (DWG);
4. Jobs for Veterans State Grant program (JVSG); and
5. Trade Adjustment Assistance program (TAA).

All TAA and DWG participants must be coenrolled in Title I dislocated worker programs; and individuals participating in the Nebraska’s RESEA program (aka NERes) must be coenrolled in Title III Wagner-Peyser.⁴ Also, Title I youth programs must coenroll in-school youth (ISY) in Title I adult or dislocated worker programs in order for ISY to use Individual Training Accounts (ITAs) for occupational skills training provided by an Eligible Training Provider unless the State has a waiver permitting ITAs funded by Title I youth programs for ISY.⁵

(2) Determining common exit

NDOL’s performance accountability policy requires that common exit occur only when participants enrolled in two or more partner programs listed in subsection (e)(1) above have not received services from any program in which they are enrolled for at least 90 days and no future services are planned.

⁴ [UIPLs 8-18](#) and [7-19](#)

⁵ [TEGL 21-16](#)

Therefore, coenrolled participants exit from all programs only when exit criteria are met for all programs. The date of common exit is applied retroactively based on the last date of service.

(f) Quality control and data validation

(1) State level system-automated quality control processes

Data quality is verified quarterly and annually at the state level through large-scale, system-automated processes within NEworks⁶ pertaining to performance reporting for Title I and Title III programs.

1. NDOL's NEworks vendor provides PIRL files to NDOL on a daily basis through secure file transfer.
2. PIRLs are uploaded to WIPS⁷ during quarterly and annual Federal reporting cycles. Uploaded PIRLs pass through edit check protocols that scan all individual and programmatic data elements. Edit check protocols search for date range errors and inconsistencies, anomalies, and waterfall errors (example: if element a = 1 then element b cannot = 2).
3. Once quarterly and annual PIRL reports successfully clear edit check protocols, they are certified by the NDOL Division of Reemployment Services Quality Control Unit (QCU).
4. Similar edit check processes for wage data occur simultaneously in SWIS⁸ during quarterly and annual reporting cycles established by USDOL.

(2) Title I and Title III quality control requirements and processes

NDOL has established quality control requirements and processes for Title I and Title III programs.

1. Quality control activities must be conducted annually by the programs for quarters 1 through 3 of each program year following conclusion of quarter 3, based on the schedule provided in Table 13.
2. To assist the programs with annual quality control activities, QCU generates lists of randomly selected participant cases through NEworks from program participant populations for quarters 1 through 3 of each program year and provides the random sample lists to the programs within 15 calendar days of conclusion of quarter 3 of each program year.
3. During conduct of annual quality control activities, all participant cases included in random sample lists must be evaluated by the programs to compare recorded NEworks activities and case notes to documentation available in NEworks Document Manager (NDM) and determine if acceptable source documentation⁹ is present for each case. If multiple types of source documentation are present in NDM and those source documents conflict, the most objective acceptable source document must be used.
4. Following completion of annual quality control activities, the following actions must be taken by the programs.
 - a. Record correction requests must be submitted whenever quality control activities reveal that NEworks activities and case notes:
 - i. do not include or align with source documentation stored in NDM; or
 - ii. source documentation stored in NDM does not comply with types of acceptable source documentation described in [TEGL 23-19 Change 2, Attachment II](#).

⁶ [NEworks](#) is Nebraska's management information system of record.

⁷ [WIPS](#) refers to the Workforce Integrated Performance System, the system by which states report on performance of Federally funded workforce programs.

⁸ [SWIS](#) refers to the State Wage Interchange System, the system used to facilitate the interstate exchange of Wage Data between participating state agencies.

⁹ [TEGL 23-19 Change 2, Attachment II](#) identifies multiple types of acceptable source documentation.

- b. Quality control reports must be generated that identify:
 - i. numbers of participant cases evaluated based on random sample participant lists provided by QCU;
 - ii. anomalies that may cause inaccurate reporting;
 - iii. trends in common data accuracy issues;
 - iv. participant cases with data accuracy issues; and
 - v. corrective actions that were or will be taken based on the results of annual quality control activities.
- c. Quality control reports must be submitted by email to the State Monitoring Unit (SMU) Supervisor according to the schedule provided in Table 13.

Table 13. Annual schedule for Title I and Title III quality control activities and reporting

Quality control period	Start date of quality control activities	End date of quality control activities	Quality control report due date	Submission of quality control reports
July 1 – March 30	April 15	June 30	July 1	to SMU Supervisor at ndol.state_monitor@nebraska.gov

(3) Quarterly Report Analysis (QRA) processes

Following receipt of Quarterly Report Analysis (QRA) report cards from USDOL Region 5, QCU conducts thorough data reviews to identify potential data quality issues that may indicate inaccuracies in Title I and Title III reporting. QCU focuses on results that are low, missing, or significantly high, paying particular attention to any unmet targets. To address data quality concerns highlighted in QRA report cards, QCU disseminates quarterly Neworks reports to local areas to facilitate correction of missing data that impacts QRA metrics. In addition, QCU runs Neworks data integrity reports (which replicate QRA measures) in Neworks during each reporting cycle prior to certifying quarterly reports. QCU’s use of the data integrity reports includes reviewing files for potential record correction opportunities to ensure the accuracy of reported data.

(4) Title I and Title III data validation requirements and processes

NDOL has established annual data validation requirements and procedures for Title I and Title III programs, as described below.

1. Data validation activities must be conducted annually by the SMU Supervisor after conclusion of each program year, according to the schedule in Table 14.
2. QCU generates lists of randomly selected participant cases from Title I and Title III participant populations for completed program years, based on random sampling criteria defined in NDOL’s current records management policy.
3. QCU provides random sample lists to the SMU Supervisor within 15 calendar days of the conclusion of each program year.
4. During the SMU Supervisor’s conduct of annual data validation activities, all participant cases listed in random sample lists must be evaluated by comparing recorded Neworks activities and case notes to documentation available in NDM to determine if acceptable source documentation is present for each case. If multiple types of source documentation are present in NDM and those source documents conflict, the most objective acceptable source document must be used.
5. Following completion of annual data validation activities, the following actions must be taken by the SMU Supervisor.
 - a. Data validation reports must be generated that:

- i. indicate numbers of participant cases evaluated based on random sample participant lists provided;
 - ii. identify anomalies that may cause inaccurate reporting;
 - iii. identify trends in common data accuracy issues; and
 - iv. identify participant cases with data accuracy issues;
 - b. Resulting data validation reports must be submitted to the QCU Administrator at ndol.wioa_policy@nebraska.gov according to the schedule provided in Table 14.
6. The QCU Administrator evaluates the data validation reports and implements necessary corrective actions, in collaboration with the SMU Supervisor, as well as the QCU State Policy Unit when appropriate.

Table 14. Annual schedule for Title I and Title III data validation activities and reporting

Validation period	Start date of validation	End date of validation	Validation report due date	Submission of validation report
July 1 – June 30	July 15	September 30	October 1	to QCU Administrator at ndol.wioa_policy@nebraska.gov

(5) Assessment of effectiveness of quality control and data validation processes

QCU assesses effectiveness of quality control and data validation processes continually and adjusts accordingly to ensure effectiveness of processes.

(6) Technical assistance on quality control and data validation processes

The QCU Performance Program Coordinator provides monthly training to Title I and Title III programs and the SMU Supervisor on topics relating to use of NEworks, including quality control and data validation processes within NEworks. Further, QCU provides customized technical assistance on quality control and data validation procedures to Title I and Title III programs and the SMU Supervisor upon request.

(g) Waivers

During PY22 and PY23 (July 1, 2022 – June 30, 2024), two waivers were in place for the State:

- waiver of the 75 percent out-of-school youth (OSY) expenditure requirement; and
- waiver of the prohibition against ISY use of ITAs for occupational skills training.

(1) Waiver of 75 percent OSY expenditure requirement

NDOL’s strategic goal under this waiver was to increase the number of youth 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 the state plan goal for preparing an educated and skilled workforce that meets the needs of employers, selection and prioritization of development of career pathways. (Refer to Section II.b.2. of Nebraska’s [PY22 modification of the state plan](#) for additional information on this goal).

Projected programmatic outcomes of this 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 PY22 and PY23 Q2 and Q4 employment rates among Title I youth participating in youth Registered Apprenticeship programs compared to PY22 and PY23 Q2 and Q4 employment rates among Title I youth not participating in youth Registered Apprenticeship programs.

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

(A) Progress toward achieving projected outcomes and waiver impact

Late in PY22, QCU determined the data collection tool designed for this waiver did not collect data to sufficiently measure progress on this waiver which was approved for continuation through PY24 and PY25. QCU continues its redesign of the tracking tool during PY24 to ensure data is available for evaluation of waiver progress for PY22 through PY25. In addition, QCU will continue to provide technical assistance through PY25 to local areas on goals, projected outcomes, and implementation of this waiver.

(B) Waiver promising practices

Greater Lincoln Workforce Development Area

During the PY23 performance period of the 75 percent OSY expenditure waiver, the Greater Lincoln Workforce Development Area expanded opportunities for ISY based on funding flexibility afforded under the waiver. This flexibility allowed Greater Lincoln to serve 12 additional ISY participants, providing them with invaluable work experiences in local government through both the City of Lincoln and Lancaster County youth employment programs. Both programs create pathways for ISY to explore public service careers and acquire hands-on experience in a structured and supportive work-experience environment, exposing them to a variety of local government functions. This real-world exposure provided participating ISY with insights into how government agencies operate, offering practical experience that help with develop of professional skills and understanding of civic responsibility. Moreover, participating ISY had opportunities to meet with city and county officials, including the Mayor of the City of Lincoln and the Lancaster County Commissioner. These interactions not only allowed participating ISY to gain insight into mechanisms of city and county government but also provided them with opportunities to discuss potential improvements for their communities with city and county leaders. This level of engagement was key in helping participating ISY make informed decisions about future career paths, giving them a clearer sense of what they enjoy and what aligns with their professional ambitions. By focusing on creating meaningful real-world work experiences for ISY, this promising

practice demonstrated the value of providing opportunities for young people to actively participate in shaping their futures and the future of their communities.

Greater Omaha Workforce Development Area

During the PY23 performance period of the 75 percent OSY expenditure waiver, Greater Omaha was able to foster valuable collaborations with community partners serving ISY. For example, Omaha Public Schools (OPS) Career Academies provide students with early exposure to trades, allowing them to develop practical skills and, in some cases, earn credits toward future careers. The waiver also made it possible to facilitate partnerships with OPS and trade organizations to begin development of pre-apprenticeship programs and fund training for ISY pursuing trade careers. Further, the waiver made it possible for more students to access services and support they need while still in high school and helping them transition seamlessly into successful careers, apprenticeships, and postsecondary education and training.

(C) Success stories

Greater Lincoln Workforce Development Area

During the PY23 performance period of the 75 percent OSY expenditure waiver, an ISY participated in work experience at the Lincoln City Clerk's Office based on funding flexibility afforded under the waiver. During a particularly busy period when the office faced an influx of work, the ISY took on significant and impactful responsibilities. As shared by the City Clerk:

"[The ISY] has been an incredible asset to our office. During a hectic time, [the ISY] not only worked on their own projects but also stayed late to assist us when necessary. [The ISY's] work in designing two Office Manuals was outstanding—[the ISY] took our ideas and materials and turned them into beautifully branded manuals that are now essential resources for our new hires. [The ISY's] talent with art design helped us establish a cohesive 'Clerks Vibe' that aligns with our City Logo."

The ISY's contributions not only demonstrated initiative and creativity but also forged important connections with other city departments. As a result, several departments have already expressed interest in hiring the ISY for a potential summer position during PY24. This work experience opportunity empowered this ISY to make a tangible impact while developing occupational skills. Without the funding flexibility provided under the waiver, this opportunity may not have been available and the ISY's occupational skills development may have been delayed or not realized. This ISY's story is a testament to the impact of this waiver in helping ISY explore potential careers while making meaningful contributions to their communities.

(2) Waiver of prohibition against ISY use of individual training accounts (ITAs)

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

Projected programmatic outcomes of the waiver at the time of approval were:

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

The projected impact of this waiver was 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 was expected to increase the ability of Title I youth programs to enhance services for ISY, while continuing to serve OSY.

(A) Progress toward achieving projected outcomes and waiver impact

This waiver was approved for PY22 and PY23. NDOL did not reapply for continuation of this waiver. Final progress toward achieving projected outcomes during the waiver period is reported in Table 15. Expected performance on goal 1 was not met during PY22 or PY23. Expected performance on goal 2 was exceeded during PY22 but not met during PY23.

Table 15. ISY ITA waiver outcomes for PY22 and PY23

Projected outcomes	PY22 goal	PY22 actual	PY23 goal	PY23 actual
1. ISY ITAs established	30	1	30	2
2. ISY ITA credential attainment rate	90.0%	100.0%	90.0%	50.0%

(B) Success stories

Greater Omaha Workforce Development Area

During the PY23 performance period of Nebraska’s waiver of the prohibition against ISY use of individual training accounts (ITAs) for occupational skills training, an ISY sought assistance with obtaining an Associate of Applied Science (AAS) in aviation maintenance technology. With the help of Title I youth funds covering tuition not already financed by Pell Grants or scholarships, the ISY successfully completed their AAS and earned a certificate in Aviation Maintenance – Powerplant. The Title I youth program also provided the ISY with vital support toward overcoming barriers, enabling the ISY to stay on track with achievement of their occupational skills goals. The ISY worked closely with their case manager, participated in mock interviews to enhance job search readiness, and engaged in labor market information activities to explore entry points in the aviation maintenance field and identify future advancement opportunities. The ISY also participated in financial literacy training. As a result of comprehensive support, the ISY secured employment with a regional airline, where the ISY is now utilizing their degree.

III. State required components

As required pursuant to [Neb. Rev. Stat. § 48-3304](#), annual performance report narratives submitted to USDOL by the State of Nebraska must include information on:

- USDOL funding allotments to NDOL for Title I programs;
- NDOL funding allocations to local areas for Title I programs; and
- expenditure of funds by NDOL and local areas pertaining to Title I adult, dislocated worker, and youth programs.

State-required information is provided below in Tables 16 through 27.

Table 16. State of Nebraska: PY23 allotment and distributions for WIOA Title I programs

Program	Local area distribution \$	Governor set aside \$	Rapid Response \$	Total \$
Adult	1,871,524.00	330,270.00	0.00	2,201,794.00
Dislocated Worker	1,472,160.00	276,031.00	92,011.00	1,804,202.00
Youth	2,272,598.00	401,047.00	0.00	2,673,645.00
Total	5,616,282.00	1,007,348.00	92,011.00	6,715,641.00

Table 17. Greater Lincoln Workforce Development Area: PY23 total allocations for WIOA Title I programs

Program	Allocation \$
Adult	351,963.00
Dislocated Worker	287,748.00
Youth	533,824.00
Total	1,173,535.00

Table 18. Greater Nebraska Workforce Development Area: PY23 total allocations for WIOA Title I programs

Program	Allocation \$
Adult	386,597.00
Dislocated Worker	592,828.00
Youth	468,742.00
Total	1,448,237.00

Table 19. Greater Omaha Workforce Development Area: PY23 total allocations for WIOA Title I programs

Program	Allocation \$
Youth	1,132,964.00
Adult	591,514.00
Dislocated Worker	1,270,032.00
Total	2,994,510.00

Table 20. PY23 distribution of state allotment for WIOA Title I adult programs

Distribution %	Base funds distribution \$	Advance funds distribution \$	Total distribution \$
85% to designated local areas	368,081.00	1,503,443.00	1,871,524.00
15% to Governor's set aside	64,956.00	265,314.00	330,270.00
Total	433,037.00	1,768,757.00	2,201,794.00

Table 21. PY23 allocations for local WIOA Title I adult programs

Local Area	Allocation %	Base funds allocation \$	Advance funds allocation \$	Total allocation \$
Greater Lincoln	18.806	69,222.00	282,741.00	351,963.00
Greater Nebraska	20.657	76,034.00	310,563.00	386,597.00
Greater Omaha	60.537	222,825.00	910,139.00	1,132,964.00
Total	100.000	368,081.00	1,503,443.00	1,871,524.00

Table 22. PY23 distribution of state allotment for WIOA Title I dislocated worker programs

Distribution %	Base funds distribution \$	Advance funds distribution \$	Total distribution \$
80% to designated local areas	317,480.00	1,154,680.00	1,472,160.00
15% to Governor's set aside	59,527.00	216,504.00	276,031.00
5% Rapid Response	19,843.00	72,168.00	92,011.00
Total	396,850.00	1,443,352.00	1,840,202.00

Table 23. PY23 allocations for local WIOA Title I dislocated worker programs

Local Area	Allocation %	Base funds allocation \$	Advance funds allocation \$	Total allocation \$
Greater Lincoln	40.180	62,055.00	225,693.00	287,748.00
Greater Nebraska	40.274	127,861.00	465,037.00	592,898.00
Greater Omaha	19.456	127,564.00	463,950.00	591,514.00
Total	100.000	317,480.00	1,154,680.00	1,472,160.00

Table 24. PY23 distribution of state allotment for WIOA Title I youth programs

Distribution %	Distribution \$
85% to designated local areas	2,272,598.00
15% to Governor's set aside	401,047.00
Total	2,673,645.00

Table 25. PY23 allocations for local WIOA Title I youth programs

Local area	Allocation %	Allocation \$
Greater Lincoln	23.490	533,824.00
Greater Nebraska	20.626	468,742.00
Greater Omaha	55.885	1,270,032.00
Total	100.000	2,272,598.00

Table 26. PY23 statewide expenditures for WIOA Title I training services

WIOA Title I Program	Participants receiving training services	Expenditures \$ ¹⁰
Adult	281 ¹¹	562,844.00
Dislocated Worker	109 ¹²	280,246.00
Youth	107 ¹³	371,522.00
Total	497	651,768.00

Table 27. PY23 cost of program activities

Program activity	Expenditures \$
Greater Lincoln Adult	460,670.03
Greater Lincoln Dislocated Worker	145,910.41
Greater Lincoln Youth	1,348,214.91
Greater Nebraska Adult	737,232.99
Greater Nebraska Dislocated Worker	451,545.98
Greater Nebraska Youth	626,839.67
Greater Omaha Adult	1,025,876.02
Greater Omaha Dislocated Worker	224,404.67
Greater Omaha Youth	1,448,294.88
Rapid Response	161,097.70
Statewide Activities: Governor set-aside (general)	14,973.46
Statewide Activities: Governor set-aside (Nebraska Department of Correctional Services Training contract)	41,666.66
Statewide Activities: Statewide activities	317,419.69
Statewide Activities: IT software maintenance	101,465.74
Statewide Activities: IT services	17,358.75
Total	7,122,971.56

¹⁰ Nebraska Department of Labor Division of Finance, file name WIOA Annual Program Activity FY2024.xlsx, September 20, 2024

¹¹ Statewide Performance Report, Program: WIOA Adult, ETA-9169, certified in WIPS, September 26, 2024

¹² Statewide Performance Report, Program: WIOA Dislocated Worker, ETA-9169, certified in WIPS, September 26, 2024

¹³ Statewide Performance Report, Program: WIOA Youth, ETA-9169, certified in WIPS, September 26, 2024