

Local Plan

Greater Lincoln Workforce Development Area
July 1, 2021 – June 30, 2025

Submitted by the Greater Lincoln Workforce Development Board
to the Nebraska Department of Labor on 04-01-2021

Executive Committee Approved: 02-25-2021

lincoln.ne.gov/workforceplan

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Equal Employment Opportunity

WIOA Title I financially assisted programs and activities are equal opportunity employer/programs. Auxiliary aids and services are available upon request to individuals with disabilities.

1. Describe the strategic vision of the local board to support regional economic growth and economic self-sufficiency, which must include goals that align with the goals and strategies defined in the current state plan or subsequent modification of the state plan for the following factors:¹
 - a. preparing an educated and skilled workforce (including youth and individuals with barriers to employment); and
 - b. relating to the performance accountability measures based on the performance indicators described in 20 CFR § 677.155(a)(1).

Combined State Plan Vision and Goals

Vision

Nebraska’s vision is to be a national model for the delivery of workforce development services.

Goals

Nebraska’s two-part statewide goal for preparing an educated and skilled workforce that meets the needs of employers is:

- selection and prioritization of development of career pathways; and
- alignment of the state’s workforce development system.

Greater Lincoln Local Plan Vision and Goals

Vision & Goals

The workforce board’s vision is: *Empowering Nebraskans to achieve economic independence and thrive in work and life in partnership with local employers.*

The workforce board has identified the following goals and strategies to support their vision.

Goal 1 - Advancing living wages and inclusivity

Individuals that work full-time should achieve a measure of stability. The workforce board is committed to reducing poverty among our working people. We are committed to building career pathways what will support our people in achieving economic independence. We will foster economic inclusivity by investing in people with unrealized potential including youth and individuals with barriers to employment.

“Hard work is a core value in Nebraska. Our state boasts one of the lowest unemployment rates in the country and one of the highest rates of parents participating in the workforce. But our economy has left too many hard-working Nebraskans behind, risking family stability.” – Rebecca Gould, Nebraska Appleseed.

¹ 20 CFR § 679.560(a)(5)

Goal 2 - Create Service Alignment.

The workforce board is committed to supporting the advancement of TEN 13-20: *Advancing a One Workforce Vision and Strategy* (https://wdr.doleta.gov/directives/attach/TEN/TEN_13-20.pdf), which also parallels with the State Combined Plan's goals for alignment of the state's workforce development system.

Goal 3 - Meet or exceed the negotiated performance of WIOA Title 1B programs to maximize community impact

The local area will strive to meet and exceed the negotiated performance goals during the term of this local plan.

2. Taking into account the analyses described in Section 1 for regional plan elements, describe the local board's strategy to:

- a. work with entities that carry out core programs and required one-stop partner programs in the local area to align resources available to the statewide planning region and the local area; and**

The American Job Center will align the following resources:

Co-enrollment of individuals in partner programs

The WIOA Title 1B services provider will ensure that co-enrollments are part of the WIOA Title 1B enrollment process. The new American Job Center website will provide tools for identifying potential opportunities for co-enrollments. This is helpful for a system wide approach. The one stop operator will work to educate the workforce system on opportunities for co-enrollments including written desk guides.

Coordination of funding for program participants taking part in occupational skills training, including those participating in Registered Apprenticeship programs

WIOA requires that training funds be coordinated with other grant sources for training. The local area will work with the Nebraska Department of Labor to identify opportunities to support the Registered Apprenticeship program.

Coordination of funding for supportive services for program participants, including transportation services

Like co-enrollments, the WIOA Title 1B services provider will ensure that coordination of funding for supportive services is part of the operational guidance for the program. Local policy requires that funds are coordinated. The EmployLNK app (<https://mylnk.app/home>) identifies potential sources for additional funding for supportive services. The one stop operator will work to educate the workforce system on opportunities for leveraging supportive services including development of written desks guides.

Cross-training of partner program staff on program eligibility requirements and program services

The one stop operator will develop/coordinate cross-training of American Job Center partner program staff.

Connecting employers with work-based training resources available through the Nebraska Department of Education Continuing Education Program and the US Department of Labor Office of Apprenticeship

The business service representative/service provider, administrative entity, and Lincoln Partnership for Economic Development will work to connect employers with work-based training resources. This will be incorporated into the new American Job Center webpage.

Coordination of Rapid Response services with plan partners

The local area will support and coordinate Rapid Response services. See [section 9](#).

Coordination with economic development entities that support development and implementation of industry sector partnerships

The local area will continue to work closely with Lincoln Partnership for Economic Development to seek ways to identify shared goals and leverage resources. See [section 7](#).

- b. achieve the strategic vision and goals described directly above in section 1 for local plan elements.²**

Strategies to Support Goal 1 - Advancing living wages and inclusivity.

The workforce board has defined success to be the creation of 380 job training opportunities that provide a living wage or prepare the jobseeker for a career that pays a living wage. These training opportunities would be parceled out as follows over the 4-year plan period.

- 144 on-the-job trainings (three a month, average cost of \$2,500)
- 144 work experiences (three a month)
- 52 occupational skills trainings
- 20 transitional jobs
- 20 internships

Strategies for supporting the above goal are identified below.

Strategy 1 – It Starts with a Living Wage

The service provider will identify living wage standards for all participants. This will be the baseline for all individual service strategies (ISS) or individual employment plans (IEP). (See <https://livingwage.mit.edu/metros/30700> for living wage calculations). We will emphasize the use of the H3 website (<http://H3.ne.gov>) to help participants identify, acquire skills, and enter high-wage, high-skill, and high-demand (H3) careers in Nebraska. All program participant activities will be centered on the achievement of this primary goal.

² 20 CFR § 679.560(a)(6)

Strategy 2 - Development of Career Pathways

To support our participants in achieving economic independence, the development of career pathways is key. This model truly empowers participants to thrive in work. The Strategic initiatives Committee with workforce partners will create four career pathways during this plan period in the following sectors:

- Advanced Manufacturing
- Agribusiness and Natural Resources (especially positions addressing conservation and energy efficiency)
- Healthcare
- Technology

Coordination and the development of these career pathways may be completed in partnership with:

- Lincoln Partnership for Economic Development;
- The Mayor's Taskforce for Economic Recovery;
- EmployLNK;
- Lincoln Manufacturing Council;
- Southeast Community College;
- Nebraska Workforce Development Board;
- Blueprint Nebraska; and
- existing industry sector partnerships.

Strategy 3 – Inclusivity

The workforce board will work with plan partners to identify barriers for job seekers and workers (including unemployed workers), Veterans, and individuals with barriers to employment from participating in the workforce, including the acquisition of skills and knowledge that create career pathways. The Strategic Initiatives Committee will work to identify five or more barriers to participation and address those barriers.

Strategy 4 - Increase the awareness of workforce programs and services throughout Lancaster and Saunders Counties.

The workforce commits to investing in higher usage of social media to reach potential employers and jobseekers. We will work to have a visible presence in Saunders county by collaborating with more organizations and employers. We will keep a focus on issues of race, equity, inclusion, and diversity. We will strengthen branding and outreach partnerships, expand the use of technology tools to reach more customers, and identify opportunities to promote programs through the media.

Strategy 5 - Enhance youth employment opportunities by expanding partnerships with businesses, schools, and other community organizations.

The workforce board plans to increase promotion of the program through allowable outreach efforts. We will build stronger partnerships with Lincoln Partnership for Economic Development, school counselors, and other youth programs, including those from state agencies. We will keep a focus on issues of race, equity, inclusion, and diversity. We aim to make the program elements as “work-like” as possible to help build soft skills, industry knowledge, and financial literacy. We will show and talk about success stories with more employers.

Strategies to Support Goal 2 - Create Service Alignment

Strategies for supporting the above goal are identified below.

Strategy 1 – Coordination of business services

Strengthening the business service team by working with the Nebraska Department of Labor Wagner-Peyser Employment Services, Nebraska VR, WIOA Title 1B service provider, and Lincoln Partnership for Economic Development to create a functional team with shared outreach strategies including outreach materials.

Strategy 2 – Technology integration

The local workforce board will create a website that connects residents in Lancaster and Saunders Counties to workforce services in our local area and state-wide. This include a platform to schedule services and provide services virtually. Additionally, program specific information will be available, and an interactive questionnaire will be available to help customers identify services and program that might best meet their needs. There will be a workforce system directory as well as interactive forms.

Strategy 3 – Common intake system

The local area will follow and support Nebraska Department of Labor’s guidance for common intake among partner programs.

Strategy 4 – Policy development

The local area will work with Greater Nebraska and Greater Omaha Workforce Development Areas to develop policy that is consistent or similar to improve ease of access for employers and job seekers. This includes on-the-job training, enrollment documents, and coordination of funding.

Strategy 5 – Shared Terminology

The local area will work with partners to create shared terminology for services and ensure standard use through the workforce system.

Strategy 6 – Cross training and technical assistance

The One Stop Operator will work to incorporate cross training into the partner forums.

Strategy 7 – Co-enrollment

Co-enrollments are required whenever eligibility permits for:

- local Title I youth, adult, and dislocated worker programs;
- Title III Wagner-Peyser Employment Service;
- Jobs for Veterans State Grant program;
- Trade Adjustment Assistance program; and
- Dislocated worker Grant programs, whether administered at the state- or local-level.

Strategy 8 - Public sector partnership

The workforce board will work with the other local areas to develop industry sector strategies within the region. The Strategic Initiatives Committee in partnership with Lincoln Partnership for Economic Development will develop sector strategies. Strategies will align with the development of the career ladders. These sector strategies will help individuals with barriers to employment enter the labor market and support and strengthen employers. Individuals with barriers to employment include Veterans, low-income individuals, individuals who speak English as a second language, single parents, farmworkers, in-school and out-of-school youth, the unemployed and other disadvantaged populations.

Strategies to Goal 3 - Meet or exceed the negotiated levels of performance for WIOA Title 1B programs to maximize community impact

The workforce board has defined success to be meeting or exceeding 100% of the adjusted levels of performance for the:

- individual local-area single indicators scores,
- overall local-area single program scores, and
- overall local-area single indicator scores.

See [section 18](#) – Local Levels of Performance for the current negotiated levels of performance for Program Years 2020 and 2021.

Strategies and action steps for supporting the above goal are identified below.

Strategy 1 - Conduct board monitoring of WIOA Title 1B programs to identify continuous improvement opportunities.

The local area compliance coordinator will publish a monitoring schedule for each program year. Findings will be reviewed by the administrative entity and Compliance and Accountability Committee. Corrective action will be required as needed.

Strategy 2 - Require WIOA service provider(s) to run and work NWorks predictive reports monthly.

A summary of action steps will be sent to the administrative entity three (3) business days prior to the monthly performance meeting.

Strategy 3 - Establish a monthly meeting between the administrative entity, mayor's aide, and the service provider(s) to review WIOA performance including NWorks predictive reports.

The administrative entity will set the agenda and schedule this meeting.

Strategy 4 - Compliance and Accountability Committee will regularly review WIOA performance during the program year.

This committee will meet two (2) weeks prior to all scheduled full board meetings to review and identify any required board action.

Strategy 5 - The service provider(s) will create improved operational guidance for ensuring better outcomes.

The service provider(s) will implement operational guidance for identifying customers in follow-up that are not employed to bring them back into the American Job Center and assist them in finding employment. The service provider(s) will implement operational guidance for exiting customers from the program to ensure that their employment goals have been met and recorded correctly in NEworks.

Strategy 6 - A summary of where the local area is (including enrollments and scheduled exits) will be sent to the Compliance and Accountability Committee monthly.

The administrative entity will send this email.

Strategy 7 - Incentivize service provider for meeting negotiated performance goals.

The workforce board will incorporate pay-for-performance into service provider contracts for Program year 2021 for meeting or exceeding 100% of the negotiated performance goals.

3. Describe the workforce development system in the local area, including:

a. the partners and programs that are included in the workforce development system;³ and

The following organizations play a role in the local workforce development system:

EmployLNK

This is a collaboration of workforce development agencies in Lincoln including the American Job Center, Nebraska Department of Labor Wagner-Peyser Employment Services, Lincoln Partnership for Economic Development/Prosper Lincoln, Lutheran Family Services, Catholic Social Services, Vocational Rehabilitation, Center for People In Need, Commission for the Blind and Visually Impaired, Veterans Affairs, and more. EmployLNK is the single point of contact for businesses to interact with the agencies that serve others and to organize job fairs and other employment-focused events. In addition to monthly meetings to share common issues and hear from Lincoln businesses on their openings, this group also plans career fairs for Veterans, adults and students and plans a reverse pitch job fair for case managers to learn about jobs in the community. In total, the agency serves 5,000+ Lincoln residents.

Lincoln Literacy

Lincoln Literacy serves adults who want to improve their language skills. These students may be working toward a GED, seeking advancement in employment, or preparing to become a CNA or teacher.

Lincoln Manufacturing Council

The Lincoln Manufacturing Council's Manufacturing Tech program includes 10 Lincoln manufacturers that are hiring in our community. The council provides training to individuals with no experience in manufacturing and are willing to learn more.

³ 20 CFR § 679.560(b)(1)(i). *Workforce development system* refers to the entirety of the workforce development system in the local area, which may include partners other than required one-stop partners.

The 6-week class includes information about measurement, reading work orders, manufacturing workplace protocols and more. The final class will be a career fair giving students an opportunity to interview and be considered for a position.

Manufacturers include:

- Agility Fuel Systems
- Bison
- ContinentalContitech
- Deeter Foundry
- General Dynamics
- Kawasaki
- LI-COR
- Lincoln Industries
- Lincoln Machine
- Mapes
- Molex
- Nature's Variety
- Teledyne Isco
- TCMCO

Lincoln Partnership for Economic Development

The Lincoln Partnership for Economic Development (LPED) is a public-private collaboration charged with fulfilling Lincoln's Economic Development goals. Job growth and business expansion are critical components of a vibrant and thriving community. The growth of Lincoln is in the skyline, in the voices of its entrepreneurs, and in the spirit of its people. Incredible things are ahead for this growing city. Due to its expansion of new business, influx of talent, and economically sound environment, Lincoln offers endless opportunities for success.

New Americans Task Force

NATF (New Americans Task Force) is a network of public and private organizations and community members, dedicated to supporting New Americans in our community. NATF members strive to welcome all newcomers, assisting them in building the lives they seek through the removal of barriers and the provision of culturally competent support services. New Americans Task Force Career Ladder Project has been selected as [Google.org Impact Challenge](#) Nebraska People's Choice winner and will receive an additional \$125,000 in funding to connect skilled immigrants and refugees to career pathways, digital resources, and a professional network while fostering economic opportunity and restoring dignity through work.

South of Downtown Association

South of Downtown Community Development Organization enriches the quality of life for residents of Near South and Everett neighborhoods through collaboration, economic opportunities, and community development.

- b. how the local board will work with the entities carrying out core programs and other one-stop partner programs to support service alignment, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 USC 2301 et seq.).⁴**

The workforce board will support service alignment in the workforce development system through the American Job Center and One Stop Operator by:

Generating Walk-in Traffic

The One Stop Operator, in partnership with EmployLNK, Nebraska Department of Labor (NDOL) Wagner-Peyser Employment Service, and the Workforce Innovation and Opportunity Act (WIOA) Title 1B service provider will host at least one hiring event in the American Job Center per month.

Additionally, the OSO will host other monthly events that will draw in walk-in traffic. Events might include:

- Pro Bono Week
- Volunteer Income Tax Assistance
- National Apprenticeship Week
- Resume workshops
- Job club
- Classroom training opportunities including Carl D. Perkins Career and Technical programs
- Open house events for partners
- Public health screens
- Affordable Care Act registration event
- SNAP registration event
- National Disability Employment Awareness Month

The OSO shall also host on-line events and promote virtual efforts to draw traffic to the AJC website and related services. This will include online hiring events, workshops, and job clubs.

Improved Communication

The OSO is responsible for communicating to the workforce system staffing changes, upcoming events and workshops, and general operations of the AJC. The OSO will maintain and create social media content. The OSO will direct outreach to recent customers of the AJC. The OSO is responsible for maintaining and updating partner information on the AJC website. Additionally, the OSO is responsible for maintaining a one-stop partner staff directory on the AJC website.

Resource Room

The OSO must ensure that all partner programs are available at or through the AJC. The OSO will create and maintain operational guidance on how to deliver each program in the resource room. Meaningful service must be provided onsite, during a customer's first visit. Customers using the resource room must be able to access all basic career services on the day of their visit. The resource room and other services will also be provided to English language learners and appropriate accommodations may be necessary. Additionally, the OSO, working with Nebraska VR and the Nebraska Commission for the Blind and

⁴ 20 CFR § 679.560(b)(1)(ii)

Visually Impaired, must ensure that all staff working in the resource room are confident in navigating and using the assistive technology.

Customer Surveys

The OSO is responsible for collecting, administering, and reporting all local customer satisfaction surveys, including employer surveys. Results will be shared with the partners.

Referral Tracking

The OSO is responsible for overseeing and reporting referrals sent in the workforce system. Partners can send referrals via NEworks, AJC website portal, or email. A clear method for sending and receiving referrals for each partner must be established, communicated to the system, and maintained.

Common Identifier

All workforce system partners must operate under the “American Job Center” or “proud partner of the American Job Center Network” logo. The OSO will work with partners to  the common identifier.

Additionally, the OSO will ensure that all workforce system staff working in the AJC have/use name tags that are provided by the City and that partners that want to use the AJC email domain may do so.

Partner Forum

The OSO must conduct and host routine partner forums. Partner forums are intended to build system capacity by educating workforce system staff on available programs and services in the local area and encourage the coordination of service delivery. This forum should also include discussion of data collection and goals for continuous improvement.

Complaints and Equal Opportunity

Complaints and grievances of a non-discriminatory nature are to be managed by the OSO. This includes keeping and maintaining a complaint log. The OSO will work with the City of Lincoln Equity and Diversity Officer and Ombudsman to ensure that all activities in the AJC comply with the [Equal Opportunity-Non-discrimination and Complaints/Grievances of a Non-discriminatory Nature Policy](#). This policy provides the local area processes for handling complaints.

Shareholders Report

The OSO will put together an annual shareholders report, that will be published each August. The report will share success stories, referrals, number of customers served, performance metrics, and other related information for each workforce partner. The shareholders report is intended for one-stop partners, board members, and the community.

Service Delivery

The OSO must ensure that access to all one-stop partners is available in the AJC either via direct-linkage or in the center. Written procedures must be maintained and all staff working in the resource room must be familiar with these procedures. Services may be delivered virtually. The OSO will support and coordinate virtual services delivery.

Priority of Service

The OSO must ensure that priority of service is honored in the center. The OSO is responsible for developing written operational procedures including a process for staff to follow to identify of service in the American Job Center. These written procedures will be posted on the AJC's webpage and staff training will be provided by the OSO. See [section 22](#) for details on order of service.

Program Performance

The OSO will support the WIOA Title 1B programs and  partner programs in achieving their negotiated levels of performance through:

- 1) coordinating the delivery of basic and individualized career services in the American Job Center resource room;
- 2) ensuring that meaningful assistance for one-stop partner programs is available in the American Job Center resource room; and
- 3) and the coordination of referrals in the local area.

4. Describe the one-stop delivery system in the local area, including:

The workforce board is the Greater Lincoln Workforce Development Board (GLWDB) and the current One-Stop Operator for the local area is Equus Workforce Services.

Our American Job Center is currently located at:

Southeast Community College-Education Square
1111 O Street
Lincoln, NE 68508

Services are provided in Suites 205 (includes the Resource Room), 219, 222, 229 and 233. The local area has no affiliate one-stop center or specialized center.

Partners and programs included in the one-stop delivery system are listed below. Partners denoted by an asterisk (*) have staff working at the American Job Center and those without an asterisk provide services through direct linkage (by phone, virtually, etc.).

Proteus, Inc.

<http://www.proteusinc.net/>

The Migrant & Seasonal Farmworker partner assists migrants and other seasonally employed farmworkers and their families achieve economic self-sufficiency through job training and other services that address their employment related needs. Migrant and seasonal farmworker services in Nebraska are provided by Proteus, Inc. Proteus provides the services and financial assistance that can remove the barriers to help farmworkers qualify for better jobs and enjoy a higher standard of living. Programs include educational services, On-the-Job Training, and Job Readiness Assistance.

National Able Network

<http://www.nationalable.org/jobseekers/>

The Senior Community Service Employment Program (SCSEP) is designed to help low-income job seekers age 55 and older. SCSEP participants gain work experience in a variety of community service activities at non-profit and public facilities, including schools, hospitals, day-care centers, and senior centers. Participants work an average of 20 hours a week and this training serves as a bridge to unsubsidized employment opportunities for participants. The SCSEP service provider for the State of Nebraska is the National Able Network. Their programs are designed to assist eligible job seekers from all backgrounds, including the unemployed, career changers, military veterans, seniors, and aspiring IT professionals.

Adult Education*

<https://www.education.ne.gov/aded/>

<https://www.southeast.edu/continuing/basicskillsgedeslandcitizenship/>

Mission Statement: To provide direct and equitable access to Adult Education programs that are focused on high quality English language acquisition, adult basic skills improvement, and high school equivalency credentialing that promote opportunities to transition to postsecondary education, job training opportunities, and life-long careers.

Southeast Community College (SCC) is the Adult Education and Family Literacy provider in the Greater Lincoln local area through a grant from the Nebraska Department of Education.

Classes offered at the following locations:

- SCC Main Campus: 8800 O Street, Lincoln, NE
- SCC Education Square: 1111 O Street, Lincoln, NE
- SCC Learning Center at Wahoo: 536 N. Broadway St. Wahoo, NE

SCC offers instruction to help adults 16 years of age and older, improve in the following areas:

- Basic Skills Improvement
- High School Equivalency Preparation
- English as a Second Language
- The rights and responsibilities of citizenship and civic participation.
- Workforce Preparation Activities

Carl Perkins Career & Tech Ed*

www.southeast.edu

The Carl D. Perkins Career and Technical Education Improvement Act supports the development of academic and career and technical skills among secondary education students and postsecondary education students who elect to enroll in career and technical education (CTE) programs, sometimes referred to as vocational education programs. Programs of study incorporate secondary and postsecondary education elements into a coordinated, non-duplicative progression of courses leading to an industry-recognized credential, certificate, or degree.

Programs of study at Southeast Community College include:

- Agriculture/Food/Natural Resources

- Business
- Communications and Information Technology
- Construction and Electronics
- Health Sciences
- Transportation and Manufacturing

The GAP Assistance Program (<https://www.southeast.edu/gap/>) provides financial assistance for need-based tuition and other eligible costs for approved, non-credit short-term training programs for in-demand occupations. Depending on financial eligibility, an individual may receive full or partial assistance with direct training costs including tuition, books, required fees and equipment.

Approved programs of study in training solutions include:

- Machining
- Electrical Maintenance
- Welding
- Microsoft Applications
- Leadership Certificate
- Lean/Six Sigma
- Computer Networking
- Fiber Optics
- Concrete in Practice

Wagner-Peyser (Employment Services) *

<http://dol.nebraska.gov/>

This partner program is provided by the Nebraska Department of Labor (NDOL). Employment Services focus on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, and reemployment services to unemployment insurance claimants.

Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance.

The services offered to employers, in addition to referring job seekers to available job openings, include assistance in developing job order requirements; matching job seeker experience with job requirements, skills and other attributes; assisting employers with special recruitment needs; arranging for Job Fairs; helping employers analyze hard-to-fill job orders; assisting with job restructuring and helping employers deal with layoffs.

Unemployment Insurance Benefits*

<http://dol.nebraska.gov/>

The Unemployment Insurance (UI) program operated by the Nebraska Department of Labor pays benefits to workers who have lost jobs and meet the program's eligibility requirements.

Services in Lincoln are provided on-site and through a dedicated phone line in the AJC's Resource Room.

Jobs for Veterans State Grant program (JVSG)*

<http://dol.nebraska.gov/>

The program is provided through the Nebraska Department of Labor and assists Veterans with significant barriers to employment. Funds are used to hire dedicated staff to provide individualized career and training-related services and case management to veterans and eligible persons with significant barriers to employment and to assist employers in filling their workforce needs with job-seeking veterans. These services are provided by the Disabled Veteran Outreach Program Specialist (DVOP). The Local Veterans Employment Representative (LVER) provides outreach to area businesses.

Trade Adjustment Assistance Program*

<http://dol.nebraska.gov/>

This program serves individuals who have lost their jobs due to increased foreign imports or shifts in productions to foreign markets and who have been determined eligible for federally funded Trade Adjustment Assistance (TAA). Nebraska Department of Labor TAA staff conduct informational meetings for Trade-affected workers and coordinate reemployment efforts and classroom training benefits. Additional benefits from TAA may include job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage supplement to certain reemployed trade-affected workers 50 years of age and older.

Nebraska VR*

<http://www.vr.nebraska.gov/>

Nebraska VR helps people with disabilities prepare for, find, and keep jobs. Nebraska VR also helps businesses recruit, train, and retain employees with disabilities. Through this "dual client" approach, Nebraska VR assists individuals with injuries, illness, or impairments in achieving competitive employment and increased independence. Nebraska VR also assists business owners and employers through full-service business consultation on a variety of business and disability-related areas. Nebraska VR clients meet with a counselor and develop a work plan. Services can include career planning, training, job placement, on the job supports, and counseling.

Nebraska Commission for the Blind and Visually Impaired (NCBVI)

<https://ncbvi.nebraska.gov/>

NCBVI operates a comprehensive and coordinated program designed to assist individuals who are blind in gaining remunerative employment; enlarge economic opportunities; increase the range and diversity of available occupations; stimulate other efforts that aid blind persons in becoming self-supporting; and provide training in the skills of blindness for independent living. NCBVI provides the training, counseling, and resources needed for a positive understanding of blindness and visual impairment. The program's expectations include employment and fulfillment in all aspects of life. The website provides information about the Commission and about blindness in general: for blind and visually impaired individuals, their families, and for businesses seeking job candidates to fulfill Nebraska employment needs.

Community Action Partnership of Lancaster & Saunders Counties

<http://www.communityactionatwork.org/>

This agency empowers people living in poverty to reach economic stability. Services include Emergency Services, Early Childhood Education, Community Services, Financial Well-Being, Housing Services, and Homelessness Prevention. Programs at Community Action are designed to create a continuum of services that can work independently, but also function as a pathway to self-reliance. The continuum begins with meeting basic needs, moves to skills development, and finally economic stability. Case Managers empower participants to resolve individual and systemic barriers through a culturally respectful, family-focused approach that uses a household's strengths as a foundation for progress. Community Action continues to build on its successes through collaboration and innovation, while maintaining the integrity and quality of service delivery.

Lincoln Housing Authority – Family Self Sufficiency Program

<http://www.l-housing.com/FSS.html>

The Family Self-Sufficiency program (FSS) helps individuals and families support themselves so they no longer need public assistance. The program is voluntary and available to most adults who participate in the Section 8 Housing Choice Voucher program or who live in public housing through LHA. Participants must have a desire to become self-sufficient and a willingness to take the steps necessary to make it happen. Participation is open to anyone: employed or unemployed, students or those wanting to attend school, married couples, or single persons.

The FSS case manager can help provide the services needed to become self-sufficient. These may include:

- Educational programs (GED, ESL, ABE, and college)
- Career assessments
- Job training
- Childcare
- Counseling
- Case management
- Credit counseling
- Home ownership preparation
- Coordination with other service providers and agencies
- Ticket to Work Program

WIOA Adult, Dislocated Worker, and Youth*

<http://lincoln.ne.gov/city/urban/workforce/onestop.htm>

Equus Workforce Services is the WIOA Title IB provider. Assistance is provided for adults, dislocated workers, and youth. The purpose of the WIOA Title IB programs is to provide workforce investment activities to eligible individuals that will increase employment retention and earnings of program participants, increase occupational skill level attainment by program participants, and ultimately result in unsubsidized employment that provides family-sustaining wages. Services include but are not limited to assessment, labor market information, career planning, work-based training, occupational skills training, and supportive services.

Services are provided at the AJC, 1111 O Street, Suite 205, Lincoln, NE 68508.

Ponca Tribe of Nebraska

<https://www.poncatrbe-ne.org/>

Workforce Innovation and Opportunity Act (WIOA) Section 166 Indian and Native American (INA) grantees and others are interested in economic self-sufficiency through employment and job training programs for Native Americans. The Section 166 programs are designed to support employment and training activities in order to develop more fully the academic, occupational and literacy skills; make individuals more competitive in the workforce; and promote economic and social development in accordance with the goals and values of such communities. These programs are administered in a way that not only meets regulatory requirements, but also in ways that are consistent with the traditional cultural values and beliefs of the people they are designed to serve. Programs for adults include Assessments, GED Support, Career Development and Advising, Academic Counseling, Job Coaching, Resume Development, Computer Lab, Supportive Services, Case management, and Occupational Training.

TANF & SNAP*

<https://dhhs.ne.gov/pages/accessnebraska.aspx>

Both programs are provided by the Nebraska Department of Health and Human Services (DHHS). In Lincoln, the Temporary Assistance for Needy Families (TANF) The program provides cash assistance to low-income families with minor children. TANF income is used to pay for family living expenses like rent, utilities, food, clothing, and other necessities. TANF is often the only source of cash assistance for a family. All individuals who are defined as a work-eligible individuals are required to participate in the Employment First program. Once a family applies for TANF cash assistance, all work-eligible individuals, unless they otherwise qualify for an exemption from Employment First, are referred to the Employment First program at the time of the intake interview. The work-eligible individual is required to complete an Employment First Self-Sufficiency Contract within five days of the referral and immediately engage in approved work activities. Dependent children age 15 or younger (including an emancipated minor) and dependent children age 16, 17, or 18 who are full-time students regularly attending an elementary or secondary school or a dependent child age 16 or 17 who is a full-time student and regularly attending college, are not required to participate in the Employment First program.

The federal Supplemental Nutrition Assistance Program (SNAP) helps low-income people buy food. It's not necessary to be receiving other public assistance to be eligible, but people don't receive SNAP benefits automatically—they must apply and be found eligible. Households that meet the program guidelines for income and resources receive SNAP benefits for free. A household can be one person or a group of people who purchase and prepare meals together.

- a. **how the local board will ensure the continuous improvement of providers in the one-stop delivery system and ensure that the providers will meet the employment needs of local employers, workers, and job seekers;**⁵

The workforce board will evaluate the effectiveness of the American Job Center (this includes all partners providing services in-person or via direct-linkage) and WIOA Title 1B programs and the development of continuous improvement as required by 20 CFR § 678.800 (c), 34 CFR § 361.800, and TEGL 16-16, including policy development, procedures, and implementation of strategies.

⁵ 20 CFR § 679.560(b)(5)(i)

The workforce board will complete evaluation of service delivery at the American Job Center including engagement with one-stop partners, participants, employers, other customers, and Greater Lincoln's one-stop delivery system to better understand what is working and what may need improvement. The workforce board must ensure that all customers receive services in a compliant, efficient, and meaningful manner. We desire to create a customer-centric service delivery strategy. As the labor market environment is rapidly evolving, we will step up and constantly look for new ways to innovate on behalf of the public.

The evaluation will include the following approaches.

Secret Shopper

Evaluators called "secret shoppers" will be sent to the American Job Center to evaluate service delivery of basic and individualized career services in the resource room, referral/delivery of WIOA Title 1B Programs and other one-stop partner programs.

Evaluators will review the coordination of services to ensure that practices do not disincentivize providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services.

Evaluators will receive training on available services at the American Job Center prior to visiting the center. A score card will be created to measure their experience. Many evaluators will be referred to the Title 1B program and/or attend the American Job Center orientation. Evaluators will meet with Title 1B career planners to explore training opportunities. This experience will be evaluated. When all of the "secret shopping" is completed, evaluators will come together again to discuss their experience and identify trends.

Workforce System Focus Group

Evaluators will conduct a short online survey to assess Title 1B staff and one-stop partners' satisfaction and overall involvement with the American Job Center. In addition, the survey will be used to evaluate their overall interest and perceived challenges with meeting internal and external customer needs. Additionally, work with the leadership team to schedule a staff and partner focus group. Evaluators will coordinate a time, provide invitation information and any other logistic details to schedule the focus group. The focus group will not exceed an hour. The purpose of the focus group session is to gain additional information on how the American Job Center can better meet the needs of staff, partners, and stakeholders. A report will be created including summary of discussions, identification of common themes, and any recommendations.

Business Focus Group

Evaluators will conduct a focus group of employers that have utilized services at the Lincoln American Job Center. Board staff will assist in identifying at least 20 employers to invite to the four focus group sessions. This focus group will be designed to collect feedback on business services. Employers that have received services recently especially those that have hosted work-based learning experiences will be targeted. Employers that participate in EmployLNK hiring events will also be invited to participate.

Job Seeker Focus Group

Create a focus group of job seekers that have accessed multiple services at the Lincoln American Job Center. Board staff will assist in identifying at least 20 individuals to invite to the four focus group sessions. This focus group will be designed to collect feedback on services not evaluated in the secret shopper program and to evaluate program benefits and barriers for users that use the center repeatedly.

All evaluations activities listed above will be completed by a third-party. The workforce board will use the City of Lincoln's procurement process to identify, select, and award this contract to a vendor. The third-party vendor will be responsible for hosting focus groups, creating a scoring rubric (in conjunction with the workforce board), selecting evaluators, running the surveys, and reporting out results to the workforce board. This level of review will be completed at least once during this planning period.

Customer Satisfaction Surveys

The OSO will administer job seeker and employer satisfaction surveys during this plan period as well as assisting in identifying areas for improvement. Survey results will be shared with the Strategic Initiatives Committee on a routine basis. This committee will make recommendations for improvement to the workforce board.

b. how the local board will facilitate access to services provided through the one-stop delivery system through the use of technology and other means, including access in remote areas;⁶

The workforce board will create a virtual platform for the American Job Center and Title 1B programs to provide career services. The website will meet ADA standards (per Uniform Federal Accessibility Standards), 508-compliance, and will be available in Spanish. Since services will be provided virtually, a system of identifying priority of service must be established. Customers may self-identify their priority group when scheduling an appointment to establish an order of service. Additional timeslots may be reserved but not listed, to allow capacity for priority groups. Virtual services will be provided in addition to in-person service delivery.

Scheduling Assistant

A key component of making the site actionable is a scheduling assistant. This will allow employers and jobseekers to make appointments with American Job Center staff (either virtually or onsite), reserve interview and hiring event space, and register for workshops.

Questionnaire

Another key component to the site is the ability for jobseekers to complete an interactive questionnaire to determine what programs in the American Job Center network might be a good match. This is not a tool to determine actual eligibility but rather a tool to make a quality referral. Upon completion of the eligibility matrix, the jobseeker will be able to schedule an appointment with the appropriate programs.

c. how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188 and applicable provisions of the Americans with Disabilities Act of 1990 (42 USC § 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including the provision of staff training and support for addressing the needs of individuals with disabilities;⁷ and

The American Job Center is programmatic and physically accessible and compliant with ADA standards for accessibility.

⁶ 20 CFR § 679.560(b)(5)(ii)

⁷ 20 CFR § 679.560(b)(5)(iii)

Reasonable accommodations and modifications are provided to individuals with disabilities when administering assessments. Outreach materials and website content will be developed in accessible way. The website will meet ADA standards (per Uniform Federal Accessibility Standards), 508-compliance, and will be available in Spanish.

Aisles in the American Job Center will be kept clear of furniture. A phone is stationed at the main entrance to the building to allow customers to request assistance in entering the building. Resource room navigators can assist job seekers that lack computer skills. Additionally, assistive technology is available in the resource room to help individuals search and prepare for jobs.

The workforce board is committed to improving accessibility and is activity working to relocate the American Job Center. [Section 17](#) provides details on the relocation process.

A disability “expert” on staff (other than Nebraska VR), will be identified by the one stop operator. This person will become an expert about overall accessibility. In addition, an individual with a disability who works at the American Job Center can provide a valuable example both for the other staff and for customers of someone with a disability who has achieved employment success. The workforce board will encourage the Title 1B service provider to proactively recruit people with disabilities for staff positions.

The One Stop Operator will work to involve people with disabilities in American Job Center. People with disabilities can bring valuable knowledge and first-hand experience to American Job Center’s efforts to maximize accessibility. Few American Job Center’s make a point of actively involving people with disabilities in the ongoing work of making the American Job Center more accessible. For example: the One Stop Operator can ask a person who is blind or dyslexic to visit the American Job Center and provide feedback to gain first-hand insight that cannot be captured with accessibility measures or checklists alone. People with disabilities also can consult with the American Job Center to improve its outreach to the disability community.

The Director of Equity and Diversity and the City Ombudsman/LGBT liaison collectively serve as the EO Officer for issues related to the grant.

Notice and communication of non-discrimination is posted in the American Job Center and is given to each WIOA Title 1B participant in an accessible format, this includes the babel notice.

All brochures, pamphlets, and other publications which promote, or broadcast WIOA program information include the following  line: “This WIOA Title I-financially assisted program/activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” Where a telephone number is provided, the materials also include a TDD/TTY or relay service number.

The one stop operator will coordinate staff training for all  American Job Center staff on an annual basis. Training topics will include how to use the assistive technology, disability awareness training opportunities including: how to make reasonable modifications for service delivery, voluntary disclosure of disability, effective communication, and standards for confidentiality.

d. roles and resource contributions of the one-stop partners.⁸

The following one-stop partners provide programmatic and service contributions:

Partner Program	Partner Entity	Services/Resources
Adult Education	Nebraska Department of Education; Southeast Community College;	Access to educational services and activities
Adult, DLW, Youth	City of Lincoln/ Dynamic Workforce Solutions	Resources for training and employment
Career and Technical Education (Perkins)	Nebraska Department of Education; Southeast Community College;	Vocational curriculum, career counseling, academic-vocational integration, and experiential learning
Community Services Block Grant (CSBG)	Community Action Partnership of Lancaster and Saunders Counties	Financial wellbeing, basic needs services, emergency assistance, supportive services, early childhood education
Housing and Urban Development (HUD)	Lincoln Housing Authority	Housing services & financial wellbeing
Job Corps	Pine Ridge Job Corps/ Denison Job Corps	Residential education and job training
Jobs for Veterans State Grant	Nebraska Department of Labor	Veterans' services: Local Veterans' Employment Representative; Disabled Veterans' Outreach Program
Migrant and Seasonal Farmworker	Proteus	Job training, health care, education assistance
Native American Programs	Ponca Tribe of Southeast Nebraska	Health services, social services, education
Senior Community Services Employment	National Able Network	Resources for training and employment
TANF	Nebraska Department of Health and Human Services	Resources for training and employment
Trade Adjustment Assistance	Nebraska Department of Labor	Resources for training and employment
Unemployment Insurance	Nebraska Department of Labor	Unemployment benefits
Vocational Rehabilitation	Nebraska VR & Nebraska Commission for the Blind and Visually Impaired	Job training, employment accommodations, skills coaching Accessibility training for staff
Wagner-Peyser Employment Services	Nebraska Department of Labor	Business and Job Seeker services

⁸ 20 CFR § 679.560(b)(5)(iv). The term *resource contributions* refers to programmatic and service contributions, rather than contributions pursuant to funding agreements.

5. Describe how the local board will work with entities carrying out the core programs to:⁹

- a. expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;**

The workforce board is in the process of redesigning the American Job Center webpage. The website will be accessible for the visually impaired and will be available in Spanish and Farsi. This redesign will enable customers to access career services virtually. It is the workforce board's hope that core partners and other required partners will participate in providing these services virtually. The one stop operator will be responsible for coordinating virtual services. The new website will feature a scheduling assistant that will allow customers to request virtual meetings after hours and in-person meetings in Wahoo at the Community Action Partnership of Lancaster and Saunders Counties field office. Core partners and other required partners will be encouraged to utilize the scheduling assistant. Customers will also be able to reserve a computer in the resource room. The new site will include a questionnaire that can be utilized by customers to identify services that may be beneficial. There will also be a workforce guide highlighting programs and services. Partner programs that are not co-located will be encouraged to keep virtual office hours, which will be posted on the website. Additionally, business services will be promoted. Employers will be able to reserve interview and conference room space online. There will be a questionnaire that will help identify job seekers and employers that may be eligible to host/participate in work-based learning.

American Job Center services are available to individuals with barriers to employment, including those with disabilities. Materials are made available in multiple languages and the American Job Center certification process conducted by the board ensures programmatic and physical accessibility. Reasonable accommodations and modifications are provided to individuals with disabilities. The one stop operator is expected to ensure that staff are properly trained in the use of the assistive technology and the best way to assist individuals in the use of this technology, such as the JAWS screen readers available in the Resource Room.

The Strategic Initiatives Committee will work to identify future opportunities to expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.

- b. facilitate the development of career pathways, in accordance with the goals and strategies defined in the state plan and subsequent modifications of the state plan, and co-enrollment in the core programs; and**

[Section 2 \(b\)](#) identifies the workforces boards strategy for the development of career pathways.

In accordance with the *Combined State Plan for Nebraska's Workforce System*, the Strategic initiatives Committee will work with plan partners, employers, and regional and local industry sector partnerships to:

1. Select and prioritize the development of career pathways.
2. Identify barriers to participation in selected career pathways.
3. Address/ create solutions to participation in selected career pathways.

⁹ 20 CFR § 679.560(b)(2)

c. improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).

Strategies described in [Section 5 \(b\)](#) regarding development of career pathways will improve access to activities leading to recognized postsecondary credentials, including Registered Apprenticeship certificates, industry-recognized certificates, licenses, certifications, and credentials that are portable and stackable.

A recognized postsecondary credential includes both educationally awarded credentials as well as a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, and a license recognized by the state or federal government.

The workforce board will work with Nebraska VR, Adult Education, Nebraska Department of Labor, Nebraska Commission for the Blind and Visually Impaired, and Southeast Community College to ensure understanding of the broad scope of these credentials and to improve access to activities leading to these recognized postsecondary credentials. This includes the promotion of H3 careers and aligning education and credentialing with occupation requirements.

6. Describe the strategies and services that will be used in the local area:¹⁰

a. to facilitate employer engagement with workforce development programs, including engagement of small employers and employers in in-demand industry sectors and occupations;

Employers, including small employers and employers in in-demand industry sectors and occupations, are encouraged to participate in EmployLNK. This participation includes the hosting of case manager tours, taking part in job fairs including the Veterans Career Fairs, and presenting at EmployLNK meetings.

Business service representatives from the core partners and other partners promote the use of NEworks and various training programs to the employer community. Presentations are made to business and education groups to encourage employer engagement.

The redeveloped American Job Center website will promote employer services including:

- Recruit & Hire
 - Job Fairs
 - Reserve Interview Space
 - Online Job Postings
 - Job Description Writer
 - Hiring a Diverse Workforce
- Work-based Training Services
 - Work Experience
 - Try-Out Employment
 - Internships
 - Registered Apprenticeship
 - Customized Training
 - Worker Training Grant
 - Incumbent Worker Funds
- Incentives

¹⁰ 20 CFR § 679.560(c)(i)-(v)

- Disabled Access Credit
- Barrier Removal Tax Deduction Work Opportunity Tax Credits
- Federal Boning Program
- Layoffs and Closures
 - Rapid Response
 - Shared Work Program

b. to support a local workforce development system that meets the needs of businesses in the local area;

The workforce board will host employer focus groups as described in [section 4\(a\)](#) to better understand the need of employers. Results will be shared with the Strategic Initiatives Committee to implement solutions.

Business surveys results will be reviewed by the Compliance and Accountably Committee to identify areas for improvement.

The workforce board will work to utilize customized training and incumbent worker training funds to meet specific needs of employers.

c. to better coordinate workforce development programs and economic development;

The Lincoln Partnership for Economic Development (LPED) serves as the economic development agency for the City of Lincoln and includes many private sector investors. The workforce board has a member that is a LPED staff member. Additionally, two board members serve on the LPED advisory board. These three board members will work collectively with the administrative entity to coordinate of economic and workforce development activities.

The workforce board will work to align goals and outcomes with Lincoln Partnership for Economic Development as described in [section 7](#) to better meet the needs of employers.

WIOA Title 1B Service Provider Staff and the one stop operator will participate in EmployLNK activities.

d. to strengthen linkages between the local one-stop delivery system and the Nebraska’s unemployment insurance programs; and

The American Job Center is committed to providing meaningful unemployment insurance assistance in the resource room. During the COVID pandemic this commitment has been validated.

Computers at the American Job Center are available to use in filing/updating Unemployment Insurance (UI) claims. American Job Center staff assist customers in getting started in the process and with computer literacy issues. Additionally, there is a phone dedicated to unemployment insurance that directly connects to their call center.

Unemployment Insurance Benefits has committed to having a staff member work in the American Job Center resource room daily. This has built public confidence in the center and increase traffic into the center.

The one stop operator will coordinate American Job Center staff training from the Unemployment Insurance to help facilitate the delivery of services.

- e. **that may include the implementation of initiatives (which must support the strategies described above in Sections 6.a. through 6.d.), such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers.**

The workforce board seeks to roll out the following initiatives to support strategies for business services listed in [section 6](#).

Customized Training/Incumbent Worker

Working with Lincoln Partnership for Economic Development and the Mayor's Aide for Economic Development the workforce board will identify opportunities to utilize customized training and incumbent worker training funds.

On-the-job Training

By the completion of Program Year 2024, the workforce board plans to expend at least 60% of all direct aid to customers on on-the-job training for the Adult and Dislocated Worker Programs.

Career Pathways

The workforce board will build, and support career pathways as described in [section 2 \(b\)](#).

Sector Strategies

The workforce board will create sector strategies as described in [section 2 \(b\)](#).

- 7. Describe how the local board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area and how the local board will promote entrepreneurial skills training and microenterprise services.**

Integrated workforce activities

The workforce board works closely with Lincoln Partnership for Economic Development (LPED). The one stop operator and WIOA title 1 service provider support economic development activities by providing staffing at EmployLNK events including hiring events and job fairs. The workforce administrator, mayor's aid, and LPED have routine meetings on how to coordinate, leverage, and support economic development in the community.

Promote entrepreneurship

The local board will promote entrepreneurial skills training and microenterprise opportunities via social media. Additionally, the new website will feature a section dedicated entrepreneurship resources including:

- One Million Cups-weekly networking event for local entrepreneurs (<https://www.1millioncups.com/lincoln>)
- StartupLNK-website to celebrate Lincoln's startups (<https://startuplnk.com/>)
- Turbine Flats Project-start up and small business collaborative (<https://turbineflats.org/>)
- Union Bank Catalyst Program (<https://catalyst.ubt.com/>)

Additionally, the Southeast Community College (SCC) Entrepreneurship Center (<https://www.southeast.edu/entrepreneurship/>) hosts weekly networking events to spotlight small business owners, start-up owners, and the companies that support entrepreneurs. The SCC Entrepreneurship Center is a resource hub for anyone interested in doing business for real. Services include office rental space in the Focus Suites, customized Focus Coaching sessions, and drop-in office space in the Suite Spot

8. Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local area.¹¹

Adult and Dislocated Worker activities include basic career services, individualized career services, training services, and follow-up services. As activities within the AJC certification process and the MOU negotiations process, one stop partners and the board have been able to assess an acceptable level of availability of basic and individualized career services, training services and follow-up services and are working to further define how these services are being delivered: on-site or through direct linkage.

Basic career services

- Determination of program eligibility to receive assistance from Title IB adult, dislocated worker, and youth programs;
- Outreach and intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system, including an opportunity to initiate an application for Temporary Assistance for Needy Families (TANF) assistance and non-assistance benefits and services, which could be implemented through the provision of paper applications forms or links to the application website;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skill gaps), and supportive service needs;
- Labor exchange services, including job search and placement assistance and career counseling when needed by an individual, including provision of information on:
 - in-demand industry sectors and occupations; and
 - non-traditional employment;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs when appropriate;
- Provision of workforce and labor market employment statistics information, including provision of accurate information relating to local, regional, and national labor market areas such as
 - job vacancy listings in labor market areas;
 - information on job skills necessary to obtain the vacant jobs listed; and
 - information relating to local in-demand occupations and the earnings, skill requirements, and opportunities for advancement for those jobs;
- Provision of performance information and program cost information on eligible providers of education, training and workforce services, delineated by program and type of providers;
- Provision of information, in useable and understandable formats and languages, on how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system;
- Provision of information, in useable and understandable formats and languages, relating to the availability of supportive services or assistance and appropriate referrals to those services and assistance, including:

¹¹ 20 CFR § 679.560(b)(6)

- child care
- child support
- medical or child health assistance available through the state's Medicaid program and Children's Health Insurance Program;
- benefits under Supplemental Nutrition Assistance Program (SNAP);
- assistance through the earned income tax credit;
- and assistance under a state program for TANF and other supportive services and transportation provided through that program;
- Assistance in establishing eligibility for financial aid assistance for training and education programs not provided under WIOA; and
- Provision of information and meaningful assistance to individuals seeking assistance in filing an Unemployment Insurance compensation claims.

Individualized career services

- Comprehensive assessments of the skills and the service needs to help the customer obtain high wage employment, which may include: 1) diagnostic testing and use of other assessment tools, and 2) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an Individual Employment Plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goal, including the list of, and information about, the eligible training providers;
- Group or Individual counseling;
- Career planning;
- Workforce preparation activities and short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training;
- Financial literacy services;
- Internships and work experiences that are linked to careers, including transitional jobs;
- Out-of-area job search assistance and relocation assistance;
- English language acquisition and integrated education and training programs.

Follow-up services

Services are to be provided to adults and dislocated workers who are placed in unsubsidized employment, for a up to 12 months after the first day of unsubsidized employment. Follow up services may include:

- Career guidance
- Referrals and other services based on the needs of the individual (does not include supportive services)
- Follow-up services must be more than just an attempt to contact the participant and must not be just an attempt to secure documentation to support or report a performance outcome.

Training services

- Occupational skills training, including training for non-traditional employment; For OST, programs of study are selected from the Eligible Training Provider List (ETPL) which includes those training institutions assessed as eligible by the Nebraska Department of Labor to receive WIOA funds.

- Work-based learning including on-the-job training (OJT), incumbent worker training, customized training, and Registered Apprenticeships and may be long-term or short-term based on individual need.
- Skills upgrading and retraining
- Entrepreneurial training
- Job readiness training provided in combination with 1 or more training services
- Adult education and literacy activities, including English language acquisition and integrated education and training programs provided concurrently or in combination with 1 or more training services

9. **Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide Rapid Response activities.**¹²

The workforce board will follow and work within the of the [Nebraska Rapid Response Guide](#) including when a rapid response is required, required services, and reporting requirements.

The local Title 1B Business Services Representative will coordinate Rapid Response events in partnership with the Nebraska Department of Labor.

Notification

Rapid Response begins when a potential job loss or closing becomes known. The knowledge of a layoff or closing can be prompted by both the formal and/or informal information received by a one-stop partner.

It is the responsibility of all one-stop partners if they become aware of a potential layoff or closure to notify the local Title 1B Business Services Representative.

- Email: support@ajc.lincoln.ne.gov

Sources of Information

Any hint that a closing or layoff is occurring will be followed up on and verified by the Title 1B Business Services Representative. Some firms may file a WARN or mass layoff notice, these notices will be sent to the Nebraska Department of Labor and/or the City of Lincoln and then forwarded to the Title 1B Business Services Representative. The following sources can be used to find out about a potential closing or downsizing:

- Employer files a WARN
- Employer notifies the local workforce system
- Media (written, television, radio)
- Chamber of Commerce
- Local Workforce Agencies
- Local Elected Officials
- Local Government and Community Agencies
- Union Officials
- Individual Workers

¹² 20 CFR § 679.560(b)(7)

- General Public

Initial Employer Contact

It is the responsibility of the Title 1B Business Services Representative to contact the employer to gain a clear understanding of the situation, once they become aware of a potential or definite layoff or closure. Rapid Response services are provided to both private and public companies. Information needed to confirm a potential layoff with the employer should include, at the minimum, the following:

- Number of employees affected
- Contact person including title & phone number
- Worksite address
- Date of layoff or closure

Layoff Announcement

Once the Title 1B Business Services Representative verifies the layoff or closure, the following individuals will be notified about all layoffs or closures:

- Workforce Administrator, City of Lincoln
- Regional Manager, Nebraska Department of Labor
- Project Director, Title 1B Service Provider
- Reemployment Services Administrator, Nebraska Department of Labor
- One Stop Operator, City of Lincoln Service Provider
- Employer Service Team
- Unemployment Insurance Representative, Nebraska Department of Labor
- State Rapid Response Team, via NDOL.RapidResponse@nebraska.gov
- TRADE Program Coordinator, Nebraska Department of Labor

Media Inquiries

Even if the information is considered public, staff should not speak to the press about any layoffs or closures. All media inquiries should be directed to the City Workforce Administrator or their designee.

Notice of Confidentiality

Maintaining the confidence of the employer is critical to gain access to provide services for the workers and show respect for the employer and workers. Information regarding the layoff or closure should be kept confidential when the employer has indicated that the information is not public. The Layoff announcement email will clearly indicate the confidentiality nature of the information.

Rapid Response Event

Based on the response and willingness of the employer, the Title 1B Business Services Representative will determine the best options for services to provide. See below:

Information

The Rapid Response team will provide information to the employer and their employees regarding services and programs available in the State and in their community. This information will ideally be provided via email but can also be provided via hardcopy and will be mailed.

Onsite Meeting

The Rapid Response team will present to every employer who has over five employees impacted with the option of an on-site meeting.

- The Onsite Meeting is described as one hour in length where representatives from different programs/services discuss re-employment services, training opportunities, and unemployment insurance to the affected workers.
- Ideally, this onsite meeting occurs at the workplace, on company time, and prior to the layoff.
- This onsite meeting can include additional topics/representatives such as: Vocational Rehabilitation, Social Security, Health Insurance, Community Colleges, Economic Development, etc.
- Representatives can come to the facility multiple times to provide a general overview of services or assistance with a specific program/service such as filing for unemployment insurance, creating a resume, a job fair, etc.
- This onsite meeting is to be tailored to meet the company's needs.

Meeting Agenda

The standard agenda for each Rapid Response meeting will include:

Topic	Position
Introduction and Welcome <ul style="list-style-type: none">• Purpose of a Rapid Response• What a Dislocated Worker is• Our Location• Labor Market Information – Where the jobs are	Title 1B Business Services Representative, Local Area Service Provider
Employment Services <ul style="list-style-type: none">• Resume and Cover Letter Assistance• Job Search Techniques• Preparing for an interview	Workforce Coordinator, Nebraska Department of Labor
Job Training Opportunities <ul style="list-style-type: none">• Explore a new Career• Skill and Interest Assessments• Work-based Learning• Classroom Training• Supportive Services	Career Planner, Local Area Service Provider
Unemployment Insurance Benefits <ul style="list-style-type: none">• Details on eligibility and how to apply	Unemployment Insurance Benefits
Assistance registering in NEworks	Workforce Coordinator and Career Planners

Topic	Position
<ul style="list-style-type: none"> • Provide opportunity for collect of information for enrollment into Dislocated Worker 	

Meeting Packet

The Title 1B Business Services Representative is responsible to putting together meeting packets with all of the one-stop partners information.

Follow-Up with Affected Employees

The purpose of follow-up is to ensure each individual that is affected by a layoff or closure is aware of the services and programs available to assist them during this transition.

A Title 1B Career Planner will review the list of employees provided by the employer or the sign-in sheet from the Rapid Response Orientation, and provide follow-up services that include, but not limited to:

- Encourage individuals to complete the initial registration of NEworks,
- Referring the client to the appropriate partner resources
- To assist the individual with writing a resume
- Utilizing NEworks
- Unemployment Insurance
- Training opportunities.

Title 1B Career Planners will attempt to contact these employees at least three times via phone, email, or mailing. Contact with the impacted employees needs to be completed within 3 business days after the Rapid Response Orientation or 3 business days after receiving the employees list.

10. Describe and assess the type and availability of youth workforce investment activities in the local area including activities for youth who are individuals with disabilities, which must include identification of successful models of such activities.¹³

Program Elements

The work board ensures that the fourteen (14) youth program elements required under WIOA Sec. 129(c) are made available to all eligible youth participants:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies;
2. Alternative secondary school services, or dropout recovery services;
3. Paid and unpaid work experiences that have an academic and occupational education component;
4. Occupational skill training which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors/occupations;
5. Education offered concurrently with workforce preparation activities;
6. Leadership development opportunities;
7. Supportive services;

¹³ 20 CFR § 679.560(b)(8)

8. Adult mentoring;
9. Follow-up services for a minimum duration of 12 months after completion of participation, and may be provided beyond 12 months at the Local Board's discretion;
10. Comprehensive guidance and counseling;
11. Financial literacy education;
12. Entrepreneurial skills training;
13. Labor market and employment information for in-demand industry sectors or occupations available in the local area; and
14. Activities that help youth prepare for and transition to postsecondary education and training

The board does not require that the youth provider must provide all fourteen elements but does require that the youth provider provides access to all of the fourteen required elements either through self-delivery or as a leveraged resource. This availability has been and will continue to be a review element in the youth program monitor. The list of eligible youth service providers is posted on the board's webpage. <https://lincoln.ne.gov/city/mayor/workforce/index.htm>.

Serving Individuals with Disabilities

For individuals with disabilities, co-enrollment in Nebraska VR or the Nebraska Commission for the Blind may be done to leverage resources and improve outcomes. There are opportunities to improve and strengthen the relationship with our rehabilitation services partners. Additional staff training, technical assistance, and general feedback on how to improve service delivery from these partners will be solicited. The American Job Center is physically accessible, in compliance with ADA standards for accessibility. Reasonable accommodations and modifications are provided to individuals with disabilities when administering assessments. Additionally, assistive technology is available in the resource room to help individuals search and prepared for jobs.

The workforce board is in the process of relocating the American Job Center to improve physical accessibility.

Identification of Successful Models

The local area will implement services strategies identified in *Combined State Plan for Nebraska's Workforce System*.

Strategy 1 – Leveraged & Coordinated Resources

Funding will be braided with partner resources to best meet the needs of Youth. Each Individual Service Strategy (ISS) will document the coordination of resources along with short and long-term goals for credential attainment and/or work-based training leading to unsubsidized employment.

Strategy 2 – Joint Case Management & Co-enrollment

For co-enrolled OSY, case management will be coordinated across the programs serving the OSY and a primary case manager will be identified. Case management (including joint case management) will be designed around the needs of the OSY to ensure career pathways are developed based on needs assessments to ensure ongoing and successful progress and achievement of short- and long-term goals identified in the Individual Service Strategy, including soft-skills and basic skills development, credential attainment (including high-school diplomas or equivalents), and participation in occupational skills training or work-based training. The youth service provider will coordinate with local Title II Adult Education providers,

Title III Wagner-Peyser Employment Service, Title IV vocational rehabilitation programs, and other state plan partner programs, including TANF and SNAP, to coordinate services, eliminate duplication of services, and maximize use of partner resources in order to provide OSY with access to the full array of workforce investment activities available through the public workforce system. ISY must be co-enrolled in adult in order to use an Individual Training Accounts for occupational skills training. Co-enrollment Title I youth program providers must co-enroll youth program participants when eligibility permits. Partner programs in which participants may be co-enrolled include all of the programs listed in [section 4](#).

11. Describe how the local board will coordinate relevant secondary and postsecondary education programs and activities with education and workforce investment activities to align strategies, enhance services, and avoid duplication of services.¹⁴

The workforce board will work to coordinate secondary and postsecondary education. The coordination of services and resources among the WIOA Title 1B programs, PROJECT HELP (<https://www.projecthelpcareers.com/>), The Career Academy (<https://home.lps.org/tca/>), Pell grants, and other education programs/ funding sources is key.

The Strategic Initiatives Committee will work to convene partners to identify opportunities to coordinate activities, identify best practices, and measure successful outcomes. Additionally, the development of career pathways, promotion of H3 careers, and expanding work-based learning opportunities (including Registered Apprenticeships) will be prioritized when convening partners.

The GLWDB will market our services to and develop referral networks with educational entities including but not limited to Lincoln Public Schools, The Career Academy, Adult Education Programs, Lincoln Literacy, and Southeast Community College.

12. Describe how the local board will coordinate WIOA Title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.¹⁵

Transportation

Mileage reimbursements, gas cards, bus passes, and reimbursement for taxi/ride share are available to enable the participants to participate in WIOA activities.

StarTran is the City-owned bus system that provides transportation to the residents of Lincoln. The current American Job Center is located across the street from their main bus terminal on 11th Street.

that use the parking garage, that is connected to the American Job Center, can get their parking fee bursed or validated when visiting the center.

Supportive Services

The WIOA Title 1 Program avoids duplication and maximizes funding streams by co-enrolling participants when possible. Career Planners use MyLink, (<https://centralne.mylnk.app/home>) to identify wrap around services. The MyLink app provides a free, one-stop guide of participating cities' resources for people in need. This app makes it easy for families, career planners, and agencies to learn about, connect, and utilize

¹⁴ 20 CFR § 679.560(b)(9)

¹⁵ 20 CFR § 679.560(b)(10)

services. MyLink works without a data plan or Wi-Fi. It is available to download for both Android and Apple phones. The app is available in several languages and includes the following categories:

- Children and Family
- Coronavirus
- Disability Services
- Domestic Violence
- Education
- Employment
- Food
- Health
- Housing
- Legal
- Military & Veterans
- Senior Services
- Transportation

The *Coordination of Services and Supportive Services Policy* has established the following criteria:

- Supportive services may only be provided after it has been determined such services are necessary to enable the participant to participate in WIOA activities under career or training services, or youth employment and training activities.
- Supportive services may only be provided after it has been determined the participant is unable to obtain supportive services through other partner programs providing such services.

13. Describe plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of WIOA Title III Wagner-Peyser services and other services provided through the one-stop delivery system.¹⁶

WIOA Title 1B service providers must coordinate available funds to pay for training and prevent duplication of payments. See Greater Lincoln’s [Coordination of Services and Supportive Services policy](#).

The one stop operator will ensure that services provided in the American Job Center resource room are not duplicated by providing written operational procedures and coordinating staffing/services of Wagner-Peyser, WIOA Title 1B, Unemployment Insurance, and other one stop partners program services. The One Stop Operator in the local area will lead the coordination of services between the Title IB provider, the Wagner-Peyser staff and other services provided through the one-stop delivery system. One-stop partners are expected to assist in working in the Resource Room and may serve as the customer-point-of-contact for a majority of the clients. It stands to reason that positive customer service, presenting a welcoming introduction, and interacting as a workforce professional are all keys to the success of the AJC. Maximizing coordination in the areas of assessments, job search workshops, and employer outreach will be determined by the partner and the One Stop Operator. The goal is to enhance, not duplicate services. The goal remains the creation of functional teams to improve service delivery.

It is the responsibility of the one-stop partner, workforce board, and the one stop operator to continually evaluate success and modify any practices as necessary.

¹⁶ 20 CFR § 679.560(b)(11)

To the extent permitted under law and regulation the one stop operator will act as a “functional leader” for all staff working in the American Job Center. This will reduce duplication. The one stop operator will work to streamline services as outlined in Training and Employment Guidance Letter 16-16 (https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16.pdf).

14. Describe how the local board will coordinate WIOA Title I workforce investment activities with adult education and literacy activities provided under WIOA Title II. This description must include how the local board will carry out the review of local adult education service provider applications, consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and 232.¹⁷

Coordination

The workforce board will work to strengthen and improve shared service delivery with Adult Education. Strategies for supporting the above goal are identified below.

1. Work collaboratively to develop strategies to assist adults achieve their goals identified through onboarding activities and to minimize barriers.
2. Improve workforce preparation activities by utilizing common standards for NEworks, resumes, individualized learning and employment plans, skills improvement, and career exploration.
3. Work jointly with adults to set SMART employment goals when appropriate yet remain receptive to the immediacy of the adult learner population.
4. Increase co-enrollments and identify how services can be leveraged.
5. Host an annual training/workshop to increase awareness of programs.
6. Create a process to share customer information in a secure manner and reduce duplication.
7. Utilize the same vocabulary and terminology with customers.
8. American Job Center to conduct job search workshops in collaboration with Adult Education classes.
9. Improve the direct referral process for adults in need of basic skills improvement, high school equivalency credentialing and English language learning as well as workforce preparation activities and job placement services.

Application Review

The workforce board carries out a review of specific portions of local applications submitted under WIOA Title II by eligible service providers seeking a grant for the provision of adult education and literacy activities to determine whether such applications are in alignment with the local plan.

The Adult Education State Director will instruct the board on the process and procedures for the review. The State Director will also provide the appropriate application sections of all eligible applicants serving in the identified workforce area along with the necessary determination forms to assist the board in reporting their findings.

The workforce board chair will designate a review team of no less than three board members to participate with the workforce administrator in the review of the submitted applications.

The review team will document on the appropriate alignment form, whether the application is found to be consistent with the local plan. These evaluations will be provided to the board chair for final recommendations to the State Director. On behalf of the workforce board, the board chair will notify the

¹⁷ 20 CFR § 679.560(b)(12)

Adult Education State Director in writing of the final recommendations no later than 15 working days after receipt of the applications.

15. Provide copies of executed cooperative agreements, as attachments to the local plan, which define how all local service providers will carry out requirements for integration of and access to the entire set of services available in through local one-stop delivery system.¹⁸ In this context, cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non-Federal entity that is, consistent with 31 USC §§ 6302-6305:¹⁹

- a. used to enter into a relationship, the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non-Federal entity to carry out a public purpose authorized by a law of the United States (refer to 31 USC § 6101(3)) and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use; and**
- b. distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non-Federal entity in carrying out the activity contemplated by the Federal award.**

There are currently no cooperative agreements.

16. Identify the entity responsible for the disbursement of grant funds described in WIOA Sec. 107(d)(12)(B)(i) as determined by NDOL or the local CEO, as applicable.²⁰

The entity responsible for the disbursement of grant funds is the City of Lincoln.

17. Describe the competitive process that will be used to award local area subgrants and contracts for WIOA Title I activities.²¹

The competitive process to procure a One Stop Operator and WIOA Title IB service providers is through a Request for Proposals (RFP) issued by the City of Lincoln Purchasing Department. Current awards were made through RFPs 17-143; 17-144; and 17-145.

The workforce board is currently in the process of issuing RFP's for Youth Program services, Adult and Dislocated Worker Program services, and One Stop Operator services.

An RFP was also issued for the Website Redesign.

Additionally, workforce board may use sole-source procurement to lease space in a city owned property as they have been unsuccessful using the RFP process.

The City of Lincoln/Lancaster County Purchasing Department utilizes several procurement processes to acquire commodities and services which are of the best quality and at the lowest cost. The following processes are used in a manner which will best serve the City for the particular acquisition. One of the goals in the procurement process is to utilize common-sense measures which meet the requirements of City Code,

¹⁸ 20 CFR § 679.560(b)(13)

¹⁹ 20 CFR § 675.300

²⁰ 20 CFR § 679.560(b)(14)

²¹ 20 CFR § 679.560(b)(15)

City Charter, and any other applicable Local, State, or Federal regulations. This guide provides a definition of each procurement process utilized, the procedure followed during the procurement process, and examples of how the process has been used in the past. As a starting point, here is an overview of each type of procurement:

Request for Information (RFI) is used when you think you know what you want but need more information from Vendors in order to initiate an effective specification which will allow for a fair and open competitive process. This process is used very infrequently. The use of a Request for Proposal (RFP) is normally utilized since it expedites the contracting process.

Request for Qualification (RFQ) is used when you have a somewhat specific need for a service and want to develop an RFP or some type of selection process limited to industry-related qualified Vendors only. The use of a Request for Proposal (RFP) is normally utilized since it expedites the contracting process.

Request for Proposal (RFP) is used when you know you have a need, but don't exactly know how you can meet that need, or you need a specific service which requires selection criteria not totally related to price. This process is more formal than the RFI or RFQ process and usually results in the selection of a firm or company deemed as "most qualified" and/or "most qualified and at the lowest cost".

Informal Bids (Quotes) are used when you know exactly what type of commodities or services are needed which cost between \$3,000.00 and \$25,000.00. These bids are issued by Purchasing on the ebid site for as little as 24 hours depending on the cost, number of Vendors available, and complexity of the purchase. Award is made to the lowest, responsible, responsive bidder.

Formal Bids are used when you know exactly what type of commodities or services you need which will cost over \$10,000.00 as a single purchase or combined purchase in a one-year period of time. These bids are issued by Purchasing and listed in the Lincoln Journal Star and posted on the ebid site for normally a minimum of 10 business days. Award is made to the lowest, responsible, responsive bidder.

Cooperative Bids are issued when the City of Lincoln and another government entity are interested in the same, or similar, products and services from which quantities are combined and a single bid is issued. If the total amount is over the formal bid threshold, these bids are listed in the Lincoln Journal Star and posted on the ebid site for normally a minimum of 10 business days. An award is made by each entity according to their needs to the lowest, responsible, responsive bidder. Separate contracts are issued by each entity and neither entity is obligated to the terms of the other.

Sole Source (Noncompetitive Process) is used when a single product or service can only be provided by one (1) Vendor due to various reasons such as territorial distribution, proprietary software, or installation into a piece of equipment already in place.

Piggybacks are used when a specific product or service is required and can be acquired by utilizing a contract which has already been executed by another entity. The advantages include an expedited purchase process in some cases and the potential for lower costs based on additional quantities from multiple agencies.

Departmental Acquisitions are those purchase requests issued by the department when there are no current contracts issued by the City for the same or similar products, and you know exactly what type of commodities or services are needed. These purchases are limited to commodities and services, which cost less than \$3,000.00 in a single year. These are mainly one time purchases which do not require insurance or other contract terms.

General purchasing information, electronic bidding and contact information can be found at <https://www.lincoln.ne.gov/City/Departments/Finance/Purchasing>.

18. Describe the current local levels of performance negotiated with NDOL, consistent with WIOA Sec. 116(c), to be used by the local board to measure the performance of:

a. local WIOA Title I programs; and

The local levels of performance were negotiated with the Nebraska Department of Labor for Program Years 2020 and 2021. The Mayor’s aide, workforce board chair, and workforce administrator represented the workforce board during negotiations. Local levels of performance were reviewed and approved by the full board.

Factors that were considered in the negotiation process included:

1. Compared levels of performance with negotiated levels of performance established for other local areas.
2. Review of adjusted levels of performance using the objective statistical adjustment model.
3. Consideration if the levels of performance promoted continuous improvement.
4. Accounted if levels of performance supported state-wide levels of performance.

The current negotiated levels of performance for Program Years 2020 and 2021 are listed below, in table 2.

Table 2

Performance indicator	Adult	Dislocated Worker	Youth
Employment rate 2nd quarter after exit	79.0%	89.0%	79.0%
Employment rate 4th quarter after exit	79.0%	92.0%	78.0%
Median earnings 2nd quarter after exit	\$7,749	\$8,590	\$3,550
Credential attainment rate within 4 quarters after exit	77.0%	66.0%	55.0%
Measurable skill gains	42.0%	55.0%	50.0%

b. Section 18 (b) performance of the local fiscal agent, if applicable, local Title I service providers, and the local one-stop delivery system.²²

Measuring the performance of the local fiscal agent is not applicable.

Local levels of performance are incorporated into the Adult & Dislocated Worker Program and Youth Program contracts. The workforce board works with its local area WIOA Title IB service provider, One Stop Operator, and public workforce system partners, particularly core partners, to align programs and services to achieve these performance goals.

²² 20 CFR § 679.560(b)(16)

19. Describe the actions the local board will take toward becoming or remaining a high-performing local board, consistent with factors developed by the state board.²³

The Nebraska Workforce Development Board has not established guidelines for becoming a high-performing local board at this time.

20. Describe how training services for adults and dislocated workers outlined in WIOA Sec. 134 will be provided through the use of individual training accounts,²⁴ including:

a. whether contracts for training services will be used;

No contracts for training are currently used in the local area.

The workforce board will consider exceptions to the use of ITA's. Although no exceptions have occurred since approval of the last 4 Year Plan in 2017, the board is willing to continue its recognition that exceptions may exist and will follow the process as detailed in the workforce board's [classroom training and individual training accounts policy](#) for those limited exceptions to use of ITAs.

In general, once the consumer choice requirements described below have been met, taken on a case by case basis, the board will evaluate if one or more of the five exceptions apply:

1. When the services provided are on-the-job training (OJT), customized training, incumbent worker training, or transitional employment;
2. When the local board determines that there are an insufficient number of eligible training providers in the local area; the board's process used to select providers includes a 30-day public comment period;
3. When the local board determines that there is a training services program of demonstrated effectiveness offered in the area by a community-based organization or another private organization to serve individuals with barriers to employment; with board criteria for determining demonstrated effectiveness having been developed;
4. When the local board determines that it would be most appropriate to contract with an institution of higher education or other eligible provider of training services that will facilitate the training of multiple individuals in in-demand industry sectors or occupations, provided that the contract does not limit consumer choice; or
5. When the local board is considering entering into a pay-for-performance contract, and the local board ensures the contract is consistent with WIOA requirements on pay-for-performance contracts

b. how the use of contracts for training services will be coordinated with the use of individual training accounts; and

Individual Training Accounts (ITAs) are funded by WIOA Title I adult program, dislocated worker program and youth program for OSY. ISY must be co-enrolled in adult to use an ITA and the adult funding stream pays for the ITA.

ITAs pay for training services for occupational skills in in-demand occupations provided by training providers on the approved list of Eligible Training Providers (ETP).

²³ 20 CFR § 679.560(b)(17)

²⁴ 20 CFR § 679.560(b)(18)

Providers approved by NDOL and listed on the ETPL are the only entities eligible to receive funding through ITAs.

Use of ETPs is mandatory expect where the board workforce board has established a contract with a training provider in compliance with state and local policy.

The One Stop Operator and Title IB service provider will coordinate the use of contracts for training services with the use of ITAs. When using WIOA federal funds, it is always a requirement to coordinate with other grant assistance such as Pell grants, local philanthropic and industry-based scholarships, employer tuition assistance, and any other federal, state, or local resources in order to sufficiently meet the training and education-related costs of services. Staff must record all training-related costs and funding sources through use of NWorks and ECM to document that training was coordinated and maximized with other fund sources. The provider(s) will determine the appropriate method of payment including electronic transfer of funds, use of vouchers, etc.

c. how the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

The workforce board requires the provision of training services in a manner that maximizes informed consumer choice in selecting an eligible training provider in accordance with the goals and objectives included in the participant's Individual Employment Plan or Individual Service Strategy. The requirements for consumer choice are listed below:

1. The local board, through the one-stop operator, will make the ETPL available to customers. Nebraska's ETPL is accessible online at NWorks.nebraska.gov under the Education Services menu, look for ETPL Approved Programs. This list is available and current at all times on NWorks by the Nebraska Department of Labor (NDOL). Training providers that would like be included on the ETPL can learn more at dol.nebraska.gov under Eligible Training Providers in the Workforce Innovation and Opportunity Act tab.
2. An individual who has been determined eligible for training services may select a program from the ETPL after consultation with a career planner/case manager.
3. Consultation with a career planner/case manager will include
 - a. either an interview, evaluation, or assessment and career planning informed by local labor market information and training provider performance information
 - b. appraisal of the participant's need for training services based on an interview, evaluation, or assessment and career planning informed by local labor market information and training provider performance information or any other career service received; and
 - c. documenting the participant's need for training services in the participant's case file.
4. There is no requirement that career services be provided as a condition for receipt of training services. However, if career services are not provided before training, the career planner/case manager must document the circumstances that justified the decision to provide training services without first providing the services described in item 3 above.
5. Priority consideration will be given to programs that:
 - a. lead to recognized postsecondary credentials; and
 - b. are aligned with in-demand occupations in the local area.
6. Unless the program has exhausted training funds for the program year, the career planner/case manager will refer the individual to the selected provider and establish an Individual Training Account (ITA) for the individual to pay for training.

7. The costs for training services paid through an ITA to a training provider will be funded by out-of-school youth, adult, or dislocated worker program funds, depending on the program in which the participant is enrolled or co-enrolled.
8. The local board, through the one-stop center, may coordinate funding for ITAs with funding from other Federal, State, local, or private job training program or sources to assist the individual in obtaining training services, subject to requirements for coordination of WIOA training funds under 20 CFR § 680.230.

The One Stop Operator is expected to ensure that customer choice is available and oversee its usage. Case Managers serve as career planners and are consultants during this process and thoroughly document the consumer choice process. This documentation is an element that is monitored by the local board's Compliance Coordinator and feedback is given to the Service Provider, with corrective action required if appropriate.

21. Describe how the local area one-stop center(s) is implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by other one-stop partners.²⁵

NEworks

The local area uses NEworks, the state's management information system of record, for sign-in (via Virtual One Stop Greeter) and to case manage all WIOA Title 1B customers. This system is integrated with all Nebraska Department of Labor programs including Wagner-Peyser Employment Services, the Trade program, NERes, and Veteran Services.

Assistive Technology

There are two assistive technology workstations with updated software for visual and hearing-impaired job seekers in the resource room.

Virtual Services

The workforce board is in the process of redesigning the American Job Center website to improve virtual access to career services. A key component of making the site actionable is a scheduling assistant. This will allow employers and jobseekers to make appointments with American Job Center staff (either virtually or onsite), reserve interview and hiring event space, and register for workshops and workforce activities online.

²⁵ 20 CFR § 679.560(b)(20)

22. Describe the direction given by NDOL to the local board and by the local board to the one-stop operator will ensure that:

- a. priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, consistent with WIOA Sec. 134(c)(3)(E) and 20 CFR § 680.600;²⁶ and**
- b. Veterans receive priority of service in all USDOL-funded training services, which includes training services provided through Title I programs.²⁷**

Priority Requirements for WIOA Title 1B Adult

The must give priority for career services, training, and employment services to Veterans, eligible spouses of Veterans, and non-Veterans who are:

- Recipients of public assistance;
- Other low-income individuals; or
- Individuals who are basic-skills deficient

Services to eligible WIOA Adult Program participants must be provided in the following order:

First, Veterans and eligible spouses of Veterans who are:
A. Recipients of public assistance;
B. Low-income; or
C. Basic-skills deficient;

Second, Individuals who are not Veterans and eligible spouses of Veterans but are:
A. Recipients of public assistance;
B. Low- income; or
C. Basic-skills deficient;

Third, Veterans and eligible spouses of Veterans who are not:
A. Recipients of public assistance;
B. Low- income; or
C. Basic-skills deficient

Last, to persons who are not:
A. Recipients of public assistance;
B. Low- income; or
C. Basic-skills deficient.

Priority Requirements for WIOA Title 1B Dislocated Worker

Services to eligible WIOA Dislocated Worker Program participants must be provided in the following order:

²⁶ 20 CFR § 679.560(b)(21)
²⁷ 20 CFR § 680.650

1. First, the individual must meet the eligibility criteria described in WIOA Section 3(15) ([see local policy on dislocated worker eligibility](#)); and
2. Second, if the individual meets the dislocated worker eligibility criteria and is a Veteran or eligible spouse of a Veteran, the individual must be given priority over dislocated workers who are non-Veterans.

Priority Requirements for WIOA Title 1B Youth

WIOA prioritizes expenditures and enrollment of individuals in the WIOA Youth Program:

- at least seventy-five (75) percent of Youth program funds must be spent to provide services to OSY; and
- all ISY must be low-income individuals, except as described directly below in Section IV(a) of this policy.

Monitoring & Compliance

The local area includes service to priority populations and priority of service in their monitoring scheduled as required by the local area [Monitoring Policy](#).

The local board has established a goal that 75% of adult enrollments will meet the priority of service criteria. It is the Project Director's responsibility to report NEworks enrollment data to the local board quarterly. If actual performance falls below 51% in any quarter, the IB Adult Project Director must submit a written corrective action plan to the board within 30 days.

The Title IB Project Director will coordinate within the one stop system to educate community stakeholders, such as the Center for People in Need and Prosper Lincoln, on the priority of service requirements for basic career services and for Title IB Adult services. Outreach efforts will be made in collaboration with other program partners and with community initiatives such as the South of Downtown neighborhood project, an initiative of the Lincoln Community Foundation. Outreach success will be measured by attainment of the 75% enrollment goal.

23. Describe the process used by the local board to provide an opportunity for the public comment on the development of the local plan or any subsequent modification of the plan before submitting the plan to NDOL. To provide adequate opportunity for public comment, local boards must:

- a. make information about and copies of the plan and subsequent modifications available to the public through electronic and other means, such as public hearings and local news media;²⁸**

A draft for the local and regional plan was available for review on March 1, 2021 at: www.lincoln.ne.gov/workforceplan and at the City of Lincoln, 555 South Street, Suite 301, Lincoln, NE 68508.

A copy of the plan was shared with the Lincoln Partner Forum on February 22, 2021, the plan was reviewed and approved by the workforce board's executive committee on February 29, 2021.

²⁸ 20 CFR §§ 679.510(b)(1) and (5)

- b. include an opportunity for comment by members of the public, including representatives of businesses, education, and labor organizations.²⁹**

A public hearing was held on March 1, 2021 at 3:00pm at the Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510. Notice of the public hearing was published in the Lincoln Journal Star on February 19, 2021. The plan was posted online at www.lincoln.ne.gov/workforceplan on February 10, 2021 in preparation for the Executive Committee review. The purpose of having a public meeting so early in the public comment process was intended help the public and other workforce partners to understand how to fully access the plan and how to submit public comments in an effort to increase the number of public comments received.

The Executive Committee reviewed and approved the plan on February 25, 2021 at 10:30 at the Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510. The public was given the opportunity to comment on the plan at this time. Notice of the meeting was published in the Lincoln Journal Star on February 11, 2021. A draft copy of the plan was posted online at: www.lincoln.ne.gov/workforceplan prior to the meeting (February 10, 2021).

- c. provide no more than a 30-day period for comments on the plan and subsequent modifications before submission to NDOL, beginning on the date on which the plan and modifications are made available to the public;³⁰**

The plan was available for public comment from March 1, 2021 and until expiration of the 30-day comment period on March 30, 2021.

Written comments on the plan could be sent to Tim Bornemeier, Chairperson of the Greater Lincoln Workforce Development Board, at the City of Lincoln address listed or sent via email to Dylan Wren, Workforce Administrator at dwren@lincoln.ne.gov.

- d. submit to NDOL any comments that represent disagreement with the plan or subsequent modifications³¹ or indicate that disagreeing public comments were not received, if that is the case; and**

March 1, 2021 – Tate Lauer

As the State Director of the Adult Education and Family Literacy Act, Title II of the Workforce Innovation and Opportunity Act, I am writing to formally reject the current draft of the local plan. The local plan does not contain accurate information regarding Title II and was not approved by Nebraska Adult Education prior to being released to the public for comment. Although some of the recommendations for revision submitted to Greater Lincoln have been addressed in the current version of the plan, there are additional areas in need of correction.

No other comments of disagreement were received.

²⁹ 20 CFR § 679.510(b)(2)

³⁰ 20 CFR § 679.510(b)(3)

³¹ 20 CFR § 679.510(b)(4)

e. ensure that all open meetings are held in compliance with the Nebraska Open Meetings Act.³²

The public hearing and executive committee meetings were held in compliance with the Nebraska Open Meetings Act.

³² Neb. Rev. Stat. §§ 84-1407 through 84-1414