Greater Lincoln Evaluation of the Local Workforce Delivery System

Initial Baseline Evaluation of June 2017

Background
In accordance with the Nebraska Department of Labor’s Policy on American Job Center Certification and Local Workforce Delivery System Evaluation, Change 2 dated April 21, 2017 the Greater Lincoln Workforce Development Board has conducted an initial evaluation of the local workforce delivery system.

The Board has designated the Lincoln American Job Center to receive conditional certification based on the requirements of:

- Effectiveness
- Physical Accessibility
- Programmatic Accessibility
- Continuous Improvement

The Board notified the One Stop Operator and the Nebraska Department of Labor of this conditional certification on May 31, 2017. This notification identified the areas of deficiencies and also directed the Local Evaluation Team to re-visit the AJC within 30 days of the date of the notice which has now been scheduled for June 21, 2017.

Items below are submitted per NDOL Policy.

Complete List of the AJC, Affiliate Sites, and Specialized Centers

American Job Center
Southeast Community College-Education Square
1111 O Street, Suite 205
Lincoln, NE   68508
402-441-1660
http://lincoln.ne.gov/city/urban/workforce/onestop.htm

Contact Persons:
Vicki Leech, 402-441-7121, vleech@lincoln.ne.gov
Dave Landis, 402-441-7126, dlandis@lincoln.ne.gov

There are no affiliate sites or specialized centers in Greater Lincoln.

Detailed Description of Programs and Services

Attachment A is the description of the programs and services offered through the local workforce delivery system.
Basic Career Services, Individualized Career Services and Follow-up Services are provided at the AJC. **Attachments B and C** document the services and the method of delivery as provided by the one stop partners in the local system.

**Strengths and Weaknesses**

Because no single agency has the resources or expertise to address the wide array of workforce needs, effective public and private sector partnerships are essential. For that reason, the local area will work to align partner programs more closely to address:

- The high number of underemployed workers who must hold two or more jobs in order to earn a living wage;

- Individuals with barriers or disadvantaged workers such as low-income individuals, individuals with disabilities, ex-offenders, homeless individuals, youth who have aged out of the foster care system, English Language Learners, individuals with low levels of literacy, single parents, farmworkers, those within two years of exhausting lifetime TANF eligibility, and the long term unemployed, and

- The need for a pipeline of workers with the technical skills and work readiness skills desired by employers, particularly related to the local area’s high demand, high skill, high wage occupations

A major strength is that the City of Lincoln invests General Funds into Greater Lincoln WIOA. Also a strength is that the Greater Lincoln Workforce Development Board is a very engaged local board and met with the Mayor of Lincoln earlier this year to collaborate on issuing RFPs for all WIOA roles: One Stop Operator; Adult & Dislocated Worker Provider; and Youth Provider. The RFPs were published 04-28-2017 and the competitive selection is in process.

The Greater Lincoln local area has several organizations working on employment and training issues and the board is represented on these organizations to ensure that WIOA funds are being used to meet local needs and that WIOA strategies align with community initiatives. Examples are Prosper Lincoln, 1st Job Lincoln, The Career Academy (TCA), and the Knowledge Management Council.

Other key strengths include a strong technology infrastructure, increased provision of entrepreneurial events and support, and Haymarket revitalization to attract and retain a young workforce, and a low unemployment rate (2.6 % in April 2017).

It should be noted that the Greater Lincoln local area is two counties: Lancaster and Saunders but is split between two regions: Southeast and Metro. This regional splitting of a two county area has created confusion for the Greater Lincoln Workforce Development Board in its attempts to coordinate strategies between one stop partners in the local area and the region. The Board continues to work on defining local and regional roles in a way that will result in the best service possible for employers and jobseekers.

The Lincoln Metropolitan Statistical Area (MSA) contains the counties of Lancaster and Seward but the Greater Lincoln Local Area includes the two counties of Lancaster and Saunders. The
Greater Lincoln Workforce Development Board has long been of the opinion that the local area should be defined as Lancaster and Seward rather than Lancaster and Saunders.

Weaknesses for the Greater Lincoln local area include smaller allocations of federal funds due to local area size and limited business sector involvement in the workforce system. Specific to WIOA is the lack of common intake procedures and a common referral process. The area has lacked a dedicated One Stop Operator which has hampered progress in transitioning to WIOA requirements; this situation should stabilize once the RFP process is completed.

**Strategies for Continuous Improvement**

The Greater Lincoln board and local workforce system are committed to continuous improvement and look forward to the following:

- Completing the RFP process in order to negotiate contracts for One Stop Operator; Adult & Dislocated Worker; and Youth
- Making a data-driven decision for developing sector strategies
- Serving as the lead local board in an active fashion for the Southeast Region, and
- Collaborating with the other two local areas to develop joint policies/practices and to help streamline services especially to employers

**Action Plan**

Attachment D is a summary of the AJC Certification process. After the June 21, 2017 on-site visit, the board will work with the One Stop Operator and the partners to develop an action plan for correcting deficiencies.
Attachment A

Baseline Evaluation-Partner Programs

Proteus, Inc.

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. This company is an Iowa-based private, 501(c)3 nonprofit organization that has been serving migrant and seasonal farmworkers, immigrants, and others since 1979. Proteus has been serving the Hispanic and Latino communities in Iowa for more than 30 years through grant related funding. 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.

The Proteus office in Lincoln is at:

3830 VERMAAS PLACE, SUITE A
LINCOLN, NE 68502
Website: http://www.proteusinc.net/

Indian Center

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.

Indian Center, Inc. has administered an employment and training program funded by USDOL since 1980. The Native American WIOA Program has grown into a statewide delivery service area that operates in 89 of the 93 counties, excluding only Thurston, Richardson, Burt and Knox which are under tribal jurisdiction. Programs include Assessments, GED Support, Career Development and Advising, Academic Counseling, Job Coaching, Resume Development, Computer Lab, Supportive Services, Case management, and Occupational Training.

Website: http://indiancenterinc.org/

The Indian Center Inc. is located at 1100 Military Road, Lincoln, NE 68508
**National Able Network**

The Senior Community Service Employment Program is designed to help low-income job seekers age 55 or 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. The program provides over 40 million community service hours to public and non-profit agencies, allowing them to enhance and provide needed services. Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage. This training serves as a bridge to unsubsidized employment opportunities for participants.

The new grantee in Nebraska is the National Able Network. Their programs are designed to assist job seekers from all backgrounds, including the unemployed, career changers, military veterans, seniors, and aspiring IT professionals.

Beginning the week of June 19, 2017 there will be a National Able Network professional working out of the Lincoln AJC on an intermittent basis.

Website: [http://www.nationalable.org/jobseekers/](http://www.nationalable.org/jobseekers/)

**Adult Education**

The mission of Adult Education is to provide educational opportunities for adults to improve their literacy skills to a level requisite for effective citizenship and productive employment. This includes preparation for and successful completion of the high school equivalency program.

Southeast Community College (SCC) is the Adult Education and Family Literacy provider in Lincoln with classes at both the main campus at 8800 O Street and also at Education Square, 1111 O Street. SCC offers instruction to help adults improve their life skills which includes:

- Basic Skills/GED classes
- Citizenship
- English as a Second Language

General Educational Development preparation provides adults 16 years and older and not enrolled in secondary schools an opportunity to prepare for the GED® Tests and earn a Nebraska high school diploma. The ESL program consists of a series of classes to provide a strong foundation in fundamental grammar structures, sentence patterns and English vocabulary. All ESL classes include reading, writing, listening, and speaking.

Southeast Community College offers classes to prepare adults to become a citizen of the United States. Information is provided on: Application process, Interview process, Rights and responsibilities of citizenship, History of the United States and Structure of the U.S. Government.

The website is [https://www.southeast.edu/continuing/basicskillsgedeslandcitizenship/](https://www.southeast.edu/continuing/basicskillsgedeslandcitizenship/)
Carl Perkins Career & Tech Ed

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 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

Southeast Community College (SCC) campuses are located at both the main campus at 8800 O Street and also at Education Square, 1111 O Street. The website is www.southeast.edu

Jobs for Veterans State Grant (JVSG)

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 to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans. These Intensive services are provided by a Disabled Veteran Outreach Program (DVOP). The Local Veterans Employment Representative (LVER) provides outreach to area businesses.
Services in Lincoln are at the AJC, 1111 O Street-Suite 222. The website is the Nebraska Department of Labor website:  http://dol.nebraska.gov/

**Wagner-Peyser (Employment Services)**

This partner program is provided by the Nebraska Department of Labor. The Employment Service focuses 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, re-employment services to unemployment insurance claimants, a Virtual Services Unit (VSU). 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 referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.

Services in Lincoln are at the AJC, 1111 O Street-Suite 222. The website is the Nebraska Department of Labor website:  http://dol.nebraska.gov/

**Unemployment Insurance Benefits**

The Unemployment Insurance (UI) program, operated by the Nebraska Department of Labor pays benefits to workers who have lost their job and meet the program’s eligibility requirements. Services in Lincoln are through direct linkage at the AJC, 1111 O Street-Suite 222. The website is the Nebraska Department of Labor website:  http://dol.nebraska.gov/

**Trade Act Programs**

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 to be eligible for federally funded Trade Adjustment Assistance (TAA). Nebraska Department of Labor (NDOL) staff conducts informational meetings for the workers of the closing organizations and coordinates reemployment efforts and classroom training benefits. Additional benefits from the 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.

Services to Lincoln are provided by NDOL staff located at the Beatrice AJC. The website is the Nebraska Department of Labor website:  http://dol.nebraska.gov/
Nebraska VR

VR helps people with disabilities prepare for, find, and keep jobs. VR also helps businesses recruit, train, and retain employees with disabilities. Through this “dual client” approach, VR assists individuals with injuries, illness, or impairments achieve competitive employment and increased independence. VR also assists business owners and employers through full service business consultation on a variety of business and disability-related areas.

Clients meet with a counselor and develop a work plan. Services can include career planning, training, job placement, on the job supports, and counseling.

The Lincoln VR office is located at 3901 N 27th Street, #6, Lincoln NE 68521. The website is http://www.vr.nebraska.gov/

TANF & SNAP

Both programs are provided by the Nebraska Department of Health and Human Services. In Lincoln, the TANF contractor is ResCare Workforce Services. The Temporary Assistance for Needy Families (TANF) in Nebraska is called Aid to Dependent Children (ADC). The program provides cash assistance to low-income families with minor children. ADC income is used to pay for family living expenses like rent, utilities, food, clothing, and other necessities. ADC is often the only source of cash assistance for a family.

All individuals who are defined as a work–eligible individual are required to participate in the Employment First program. Once a family applies for ADC 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 in order 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.

ResCare Workforce Services is located at 3720 N 27th Street, #6, Lincoln NE 68521 and the website is https://www.rescare.com/

NE DHHS office in Lincoln is located at 1050 N Street, Suite 150, Lincoln, NE 68508
People may talk with DHHS staff about Economic Assistance and Medicaid/Children’s Health Information Program (CHIP) services by visiting a local office or calling an ACCESSNebraska toll-free Customer Service Center. People are encouraged to apply for services online through the ACCESSNebraska website.

**Nebraska Commission for the Blind and Visually Impaired (NCBVI)**

NCBVI operates a comprehensive and coordinated program designed to assist individuals who are blind to gain 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 also about blindness in general: for blind and visually impaired individuals, their families, businesses seeking job candidates to fulfill Nebraska employment needs.

In Lincoln, the Nebraska Center for the Blind is located at 4600 Valley Road, Suite 100 Lincoln NE 68510 and the website is [https://ncbvi.nebraska.gov/](https://ncbvi.nebraska.gov/)

**Community Action Partnership of Lancaster & Saunders Counties**

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.

The agency is located at 210 O Street, Lincoln, NE 68508 and the website is [http://www.communityactionatwork.org/](http://www.communityactionatwork.org/)

**Lincoln Housing Authority – Family Self Sufficiency Program**

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
• Child care
• Counseling
• Case management
• Credit counseling
• Home ownership preparation
• Coordination with other service providers and agencies
• Ticket to Work Program

LHA is located at 5700 R Street, Lincoln, NE 68505 and the website is http://www.l-housing.com/FSS.html

**WIOA Adult, Dislocated Worker, and Youth**

City of Lincoln Urban Development Department is the Title IB provider. Assistance is provided for adults, dislocated workers and youth. The purpose of the WIOA Programs is to provide allowable workforce development activities to eligible clients that will increase employment retention and earnings of participants, and increase occupational skill level attainment by participants. 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. Websites are:
http://lincoln.ne.gov/city/urban/workforce/onestop.htm

## Attachment B: Basic Career Services in Greater Lincoln

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| Ex-offender programs (Second Chance Act)  
NOTE: No grantee in Greater Lincoln | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Job Corps (WIOA Title IC)  
NOTE: There is no Job Corps Center in Greater Lincoln | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
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## Attachment C: Individualized Career Services in Greater Lincoln

### Key:
- OS = On Site
- DL = Direct Linkage
- NA = Not Applicable
- -- = Empty Cell

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<td>Ex-offender (Second Chance Act) programs No Second Chance grantee in Greater Lincoln</td>
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<td>Job Corps (WIOA Title IC) No Job Corps Center in Greater Lincoln</td>
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<td>Work, education, and training activities carried out by the Temporary Assistance for Needy Families (TANF) program / Supplemental Nutritional Assistance Program (SNAP)</td>
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| YouthBuild programs (WIOA Title ID)  
No YouthBuild grantee in Greater Lincoln | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
Attachment D

AJC Review Form-Summary of Actions

Below is a summary of the results based on the 04-20-2017 on-site evaluation of Lincoln’s American Job Center (AJC) by the Local Evaluation and Certification Team. Members present were Ashley Krajewski, Julie Panko-Haberman, Vicki Leech, Diane Vesely-Robb, Brittany Urias, Jessica Bergmann, Karen Stohs, Joanne Pickrel, and Angela Caldwell. These results were reviewed and confirmed by Connie Daly at an on-site review held on 04-27-2017.

The unanimous recommendation was for conditional certification of Lincoln’s AJC based on review of available documentation, plans in place to complete MOU negotiations, and descriptions of AJC service delivery. This recommendation was made to the Greater Lincoln Workforce Development Board at a full board meeting on May 2, 2017.

Results of On-Site Evaluation

The evaluation used by the Evaluation and Certification Team was Appendix 1.AJC Review Form included in the Nebraska Department of Labor’s policy on American Job Center Certification and Local Workforce Delivery System Evaluation, Change 2. The Team, the One Stop Operator and the Board’s Workforce Administrator all had copies of the Review Form.

The team reviewed documentation that was provided and voted YES that criteria were met for the following:

Effectiveness
1.2 By November 17, 2016 the local board demonstrates it has taken steps to prepare for competitive selection of its one-stop operator.
1.4 The local board and one-stop operator developed and established a continuity-of-service plan to be initiated in the event that the AJC is not certified.

Physical Accessibility
3.1. Local workforce system customers who take public transportation can access the AJC within a reasonable walking distance.

Programmatic Accessibility
2.2 Access to employment services and activities through WIOA Title III Wagner-Peyser Employment Service is provided at or through the AJC
2.3 Business services, including labor force and labor market information, are provided at or through the AJC

Some of the documentation provided for Board responsibilities was incomplete. There was no documentation provided by the One Stop Operator during this on-site review. The team voted NO that criteria were not met for the remaining requirements included on the Review Form:

Effectiveness: 1.1; 1.3, 2.1; 3.1;3.2;4.1;5.1;5.2;6.1;6.2; 6.3; 6.4; 7.1; 8.1; 8.2; 9.1;10.0
Physical Accessibility: 1.1; 2.1; 3.2; 3.3; 4.1
Programmatic Accessibility: 1.1; 2.1; 3.1; 3.2; 3.3; 4.1; 4.2; 5.1; 6.1
Continuous Improvement: 1.1; 2.1; 2.2; 2.3; 3.1; 3.2; 4.1; 4.2; 4.3; 4.4; 5.1