

NORTHWEST
TENNESSEE
WORKFORCE BOARD
ANNUAL REPORT
2017-2018



FAQ WITH THE NORTHWEST TN WORKFORCE BOARD

WHO IS THE NORTHWEST TN WORKFORCE BOARD?

The Northwest Tennessee Workforce Board (NWTNWB), designated by local elected officials, is charged with administering workforce development services in eleven counties in Northwest Tennessee: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton and Weakley. The majority of the members of the NWTNWB are private business leaders from throughout the eleven county service region and include business owners, chief executives, operating officers, and other executives with optimum policymaking and hiring authority. Representatives from Labor Organizations, Education & Training, Government, and Economic & Community Development, and other community organizations also serve on the board. Margaret Prater serves as the Executive Director for the NWTNWB. The NWTNWB is established in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA).

The purpose of the NWTNWB is to provide policy guidance and exercise oversight with respect to activities under the WIOA in partnership with the units of local government for the local area. The NWTNWB supports WIOA activities that develop a quality workforce system to meet the needs of area employers and job seekers, so that Northwest Tennessee is an area where business and industry thrive based on the availability of a skilled workforce and a robust talent pipeline, and where increasing wealth fuels prosperous communities and a high quality of life. The NWTNWB, with the agreement of the chief elected officials for the local area, designate a one-stop operator and provider(s) of Career, Business, and Youth services for the local One-Stop Delivery System, operated through the American Job Centers (AJCs), where job seekers and employers connect.

WHY IS WORKFORCE DEVELOPMENT IMPORTANT?

In addition to historically high unemployment rates compared to other regions in the State, Northwest TN serves a population with multiple barriers to employment, such as low postsecondary educational attainment, low income and underemployed individuals, recipients of public assistance, ex-offenders, single parents, individuals with transportation and substance abuse issues, and those lacking necessary soft skills and work ethic. **Per the Governor's Rural Task Force Report the Northwest TN region has two counties classified as distressed – Lake and Lauderdale, and an additional five counties classified as at-risk – Obion, Weakley, Gibson, Carroll, and Benton. These classifications, made using the Appalachian Regional Commission's standard based on comparisons of a county's poverty rate, three-year average unemployment rate, and per capita market income to national average, indicate that a county ranks either in the bottom 10% of the nation as a distressed county, or between the bottom 10% and 25% as an at-risk county.**

Eliminating the barriers to employment, particularly those created by poverty, requires addressing numerous factors such as transportation, childcare, healthcare, education, and work ethic. Given the large percentage of the population of Northwest TN living in poverty, it is critical for the workforce system to address these barriers in order to not only assist individuals in becoming self-sufficient, but also to ensure the employment needs of employers in the region are met. With the implementation of Workforce Innovation and Opportunity Act (WIOA) on July 1, 2015, Northwest TN has already seen a significant increase in targeted populations, including individuals with barriers to employment, being served in the American Job Centers.

HOW DOES NWTNWB HELP SPUR GROWTH IN THE NORTHWEST TENNESSEE ECONOMY?



The NWTNWB must be ever mindful of employment trends in the local area and the region. Leadership in the area works with local education providers including TN Colleges of Applied Technology, community colleges, universities, and private providers, economic developers, and key employers in those sectors that align with **the Governor’s Jobs4TN Sector Strategies plan**. Through **labor market data**, **strategy meetings**, and other data gathering methods, the NWTNWB determines the jobs/occupations that fit into the high-growth, high-skill category, and then focuses training initiatives on those in-demand occupations. Based on this data, the NWTNWB focuses education and training on these sectors: Healthcare and Social Assistance, Business Services, including Information Technology, Transportation and Logistics,

and Advanced Manufacturing. These sectors are shown to have positive job growth through labor market information provided by local employers, the TN Department of Labor and Workforce Development, and an economic analysis tool from Economic Modeling Systems, Inc. (EMSI).

WHAT DOES THE FUTURE OF WORKFORCE DEVELOPMENT LOOK LIKE?

In a tight labor market, focusing on increasing participation in the workforce among target populations such as youth / young adults, individuals with disabilities, and justice-involved individuals remains a priority for the NWTNWB. During the past year, several new projects focusing on improving the skills and employability of such target populations were implemented. The Registered Electrical Apprenticeship Program (REAP) provided electrical apprenticeship training, offered by Amteck, for seven graduating students from Lake County High School. The Re-entry Advanced Manufacturing Program (RAMP) pilot program in Gibson and Dyer counties is offering inmates the opportunity to earn nationally-recognized credentials from the Manufacturing Skills Standard Council (MSSC) in Safety, Manufacturing Processes, Quality, and Maintenance Awareness, to become Certified Production Technicians. Work Experience opportunities for those who lack employment history or have other barriers to employment will continue to be a focus of the NWTNWB. This year nearly \$328,500 was spent in providing customers with paid work experiences.



MEET THE NORTHWEST TN WORKFORCE BOARD

LOCAL CHIEF ELECTED OFFICIALS

Gary Reasons, Chair - Crockett
Barry Barnett, Benton
Kenny McBride, Carroll

Chris Young, Dyer
Tom Witherspoon, Gibson
Brent Greer, Henry

Denny Johnson, Lake
Maurice Gaines, Lauderdale
Benny McGuire, Obion

Jeff Huffman, Tipton
Jake Bynum, Weakley

NORTHWEST TENNESSEE WORKFORCE BOARD MEMBERS

The Northwest TN Workforce Board (NWTNWB), appointed by the county mayors and certified by the Governor, includes representatives of private business/industry, education, economic development, labor, and community based organizations. The NWTNWB provides policy and oversight for all workforce development activities in the 11 county region, including the American Job Centers. The NWTNWB, recently established itself as a 501c3 non-profit organization, to serve as both Fiscal Agent and Staff to the Board.

Board Officers:

Jimmy Williamson, Chair - Dyer
Ted Piazza, Vice-Chair - Gibson
Brad Hurley, Secretary - Carroll

American Job Center Committee:

Rita Alexander, Chair - Gibson
John Killen, Vice-chair - Carroll

Outreach & Opportunities Committee

Ben Marks, Chair - Benton
Will Douglas, Vice-Chair - Lauderdale
Kristie Bennett - Regional

John Bucy - Obion
Karla Carpenter - Regional
Glad Castellaw - Crockett
Doug Clark - Weakley
Ian Cochran - Lauderdale
Keith Cursey - Weakley
Jon Dougherty - Dyer
Bedford Dunavant - Obion
Gwyn Fisher - Regional
Lindsay Frilling - Obion
Bernadette Fuller - Tipton
Landy Fuqua - Weakley
Mary Jones - Tipton

Douglas Matthews - Tipton
Kristy Mercer - Gibson
Charlie Moore - Crockett
David Parrish - Regional
John Penn Ridgeway - Henry
Stewart Stanfill - Regional
Jennifer Starks - Henry
Cliff Sturdivant - Carroll
Cynthia Whitaker - Henry
Gayanne Williams - Lake
Sandra Woods - Gibson

Non-Board Member Committee

Members:
Sherry Fowler
Melinda Goode
Ronnie Gunnels
Robin Sealy
Alvin Smothers
Blake Swaggart

NORTHWEST TENNESSEE WORKFORCE BOARD STAFF

Northwest TN Workforce Board Administrative Office

Margaret Prater, Executive Director
708 East Court Street
Dyersburg, TN 38024
(731) 286-3585

Michael Beavers, Computer Technician
Jennifer Bane, Chief Operating Officer
Lana Burchfiel, Public Information Specialist
Theresa Ethridge, Finance Coordinator
Gina Johnson, Financial Coordinator
LeAnn Lundberg, Director of Facilities & Computer Services

Erica Nance, Compliance Officer Assistant
Derrick Quinn, Compliance Officer
Kim Simpson, Administrative Assistant/Benefits Coordinator
Laura Speer, Director of Performance & Compliance/EO Officer
Terry Williams, Finance Coordinator



Ben Marks Named Board Member of the Year

Ben Marks, owner of Mark's Building Materials in Camden, was named the 2017-2018 Board Member of the Year. Nominated and elected by the staff to the Board, Marks was recognized for his dedication and support of the program. Prater states, "Ben has been a wonderful asset to have on our Board. As owner of a small business, he brings a common sense approach to the table. We can always count on Ben to ask questions, including hard questions, that require us to often think 'out of the box'. We are fortunate to have members like Ben who give of their time to help us improve the overall workforce."

Ben has served on the Northwest TN Workforce Board in a private sector position for Benton County since 2015. He serves as Chairman of the Outreach and Opportunities Committee.

OUR MISSION... *The mission of the Northwest Tennessee Workforce Board is to develop a quality workforce system to meet the needs of area employers and job seekers.*

OUR VISION... *Northwest Tennessee is an area where business and industry thrive based on the availability of a skilled workforce and a robust talent pipeline, and where increasing wealth fuels prosperous communities and a high quality of life.*

PERFORMANCE & FISCAL

Performance Report for 2017-2018	WIOA Performance Metrics	PY 2017 Goal	PY 2017 Actual
Adult	Employment Rate 2nd Quarter after Exit	80.5%	94.4%
	Employment Rate 4th Quarter after Exit	75.5%	92.2%
	Median Earnings 2nd Quarter after Exit	\$6,600	\$6,796
	Credential Attainment within 4 Quarters after exit	73%	82.5%
Dislocated Worker	Employment Rate 2nd Quarter after Exit	83.5%	96.9%
	Employment Rate 4th Quarter after Exit	79.5%	90.7%
	Median Earnings 2nd Quarter after Exit	\$7,200	\$7,299
	Credential Attainment within 4 Quarters After Exit	77%	85.4%
Youth	Employment Rate 2nd Quarter After Exit	76.5%	91%
	Employment Rate 4th Quarter after Exit	78.5%	90%
	Credential Attainment within 4 Quarters After Exit	79%	84.6%

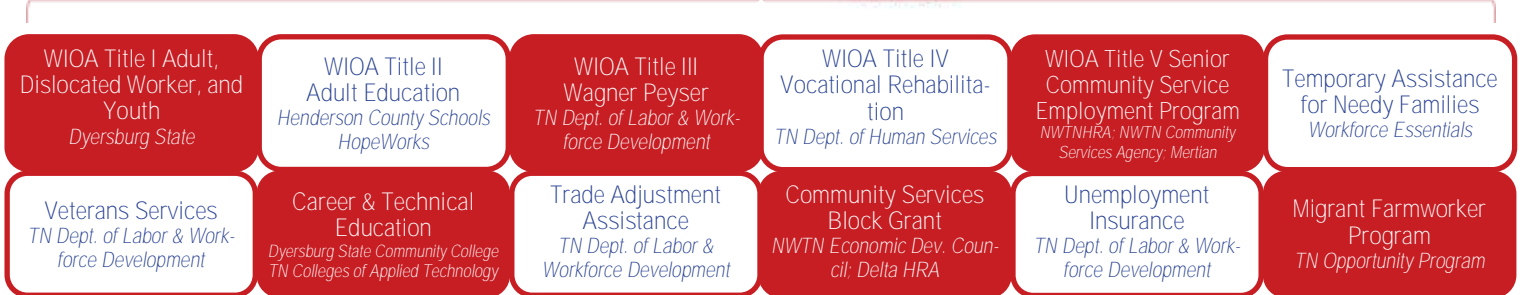
Fiscal Report for 2017-2018	PY 2017 Funding Available	Current Year Expenditures	Percent Expended	De-obligated Funds	Carryover July 1, 2018
Administration	\$ 479,112.33	\$ 317,215.66	66%	\$ 10,719.92	\$ 151,176.75
Adult Formula	\$ 1,147,099.40	\$ 965,844.78	84%		\$ 181,254.62
Dislocated Worker Formula	\$ 1,239,475.62	\$ 833,997.73	67%		\$ 405,477.89
Youth Formula	\$ 1,672,692.08	\$ 921,557.38	55%		\$ 751,134.70
Summer Youth Work Experience	\$ 30,000.00	\$ 30,000.00	100%		\$ -
Consolidated Business Grant	\$ 306,192.57	\$ 306,192.57	100%		\$ -
Rapid Response	\$ 580,500.00	\$ 106,074.04	18%		\$ 474,425.96
SNAP Employment & Training	\$ 119,264.07	\$ 86,542.19	73%	\$ 32,721.88	\$ -
RESEA	\$ 149,171.36	\$ 149,171.36	100%		\$ -
RAMP	\$ 143,060.00	\$ 44,850.00	31%		\$ 98,210.00
REAP	\$ 25,000.00	\$ 25,000.00	100%		\$ -
Incentive	\$ 87,940.66	\$ 87,940.66	100%		\$ -
Transitional Funding	\$ 12,500.00	\$ 12,500.00	100%		\$ -
TOTAL ALL GRANTS	\$ 5,992,008.09	\$ 3,886,886.37	65%	\$ 43,441.80	\$ 2,061,679.92

Participant Funding	Minimum Requirement	Actual
Minimum Participant Cost Rate (MPCR)	40%	48.43%
Youth Work Experience	20%	46.54%
Youth Out-of-School	75%	99.36%

AMERICAN JOB CENTERS

Network of Partners makes American Job Centers a One-Stop Shop

The American Job Center (AJC) system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earnings. All partners are invested in the development and implementation of service delivery to connect customers to resources. Each partner provides a valuable service and all are connected to reach the desired outcome for the customer.



Outreach Efforts Focus on Reaching Individuals Most in Need

Under the Workforce Innovation & Opportunity Act (WIOA), the workforce system is emphasizing serving those who are most in need. WIOA Title I services for Adults, Dislocated Workers, and Youth, are prioritized for veterans, low income, basic skills deficient, and other individuals with barriers to employment. The Outreach & Opportunities committee of the NWTNWB provides guidance for reaching and serving such populations. Staff conduct outreach activities to discuss services and distribute and/or post marketing materials at various community locations, including those specifically serving target populations. Such organizations may include Adult Education classes, libraries, Department of Human Services, Health Department, Housing Authorities, churches, Boys & Girls Clubs, schools, postsecondary institutions, and Head Start programs. Social media accounts are also used to connect with customers and other agencies and inform them of the services available through the AJC. The Mobile AJCs are also available for outreach and services throughout the county's rural areas.

In addition to Temporary Assistance for Needy Families and Youth programs being offered through the AJCs, the Re-Employment Services Eligibility Assessment (RESEA) program, designed to assist individuals receiving unemployment insurance with appropriate reemployment services that will lead to successful employment outcomes, strives to assist participants in overcoming barriers so that they can make a successful transition to gainful employment. The Supplemental Nutrition and Assistance Employment and Training program (SNAP E&T), a partnership between the Department of Human Services and TN Department of Labor and Workforce Development, allows eligible SNAP recipients to receive job readiness services such as job search assistance, training or educational placement assistance and scholarships, high school equivalency test fees, and books and transportation assistance for Adult Education classes through AJCs in the region. The Business Services Team also conducts rapid response meetings in order to serve workers dislocated through closures or layoffs.



Career Coach Enhances Career Assessment & Planning Services



Thanks to a Delta Community Health Services Grant and partnership with Dyersburg State Community College, Economic Modeling Systems, Inc. (EMS) software, *Career Coach*, has been added to the list of free services available through the American Job Center. *Career Coach* helps individuals make the connection between educational/training programs and quality career outcomes. Potential students can quickly find a career that's right for them based on career assessment results and relevant job market information. They can then enroll in programs at institutions that best fit their goals. The result? Students engaged in their coursework and passionate about career outcomes associated with specific programs. The tool is available to the public at nwtjobs.org/jobseekers/career-coach.

AMERICAN JOB CENTERS

LWDA 12 July 2017-June 2018 American Job Center Traffic Count

	Camden	Alamo	Humboldt	Paris	Tiptonville	Ripley	Union City	Dresden	Covington	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total AJC
July	192	194	314	371	81	514	523	607	830	3626	732	370	1102	4728
August	193	281	334	504	100	605	545	423	812	3797	846	351	1197	4994
September	135	242	266	375	43	410	317	330	741	2859	735	295	1030	3889
October	229	324	314	472	65	473	370	428	856	3531	699	424	1123	4654
November	354	258	349	419	100	342	262	235	790	3109	705	279	984	4093
December	119	161	297	272	53	332	160	157	571	2122	767	338	1105	3227
January	200	211	248	428	89	375	273	135	660	2619	700	427	1127	3746
February	207	146	298	462	81	350	186	174	594	2498	719	353	1072	3570
March	190	113	319	445	123	403	251	163	596	2603	645	577	1222	3825
April	181	107	410	462	69	429	289	228	716	2891	622	582	1204	4095
May	158	103	438	404	96	435	319	204	813	2970	643	501	1144	4114
June	142	107	390	491	83	497	323	330	699	3062	581	578	1159	4221
Subtotal	2300	2247	3977	5105	983	5165	3818	3414	8678	35687	8394	5075	13469	49156
Mo. Avg	192	187	331	425	82	430	318	285	723	2974	700	423	1122	4096
% Avg.	3.60%	3.6%	8.1%	10.4%	2.0%	10.5%	7.8%	6.9%	17.7%	72.6%	17.1%	10.3%	27.4%	100.0%

Customers Receiving Title 1 Funding July 1, 2017 to June 30, 2018

County	Adults	Dislocated Worker	Youth	TOTAL Served	OJT Only	IWT Only	Youth WE Only	All Other Services
Benton	26	3	13	42	0	0	4	38
Carroll	30	5	14	49	3	0	9	37
Crockett	23	9	8	40	0	0	3	37
Dyer	353	34	52	439	77	198	31	119
Gibson	113	18	26	157	4	35	8	109
Henry	93	8	15	116	30	32	2	51
Lake	14	2	13	29	0	0	2	17
Lauderdale	178	17	41	236	68	90	11	61
Obion	127	14	24	165	22	32	11	100
Tipton	95	11	24	130	33	0	10	87
Weakley	62	6	7	75	0	5	0	70
OTHER								
TOTALS	1114	127	237	1478	237	392	91	726

Target Group PY17	Total Enrolled	New Enrolled
Underemployed	285	152
Single Parent	148	78
SNAP	236	99
Low Income	597	266
Veterans	34	25
Individual w/Disability	29	13
Underemployed	448	280
Single Parent	216	128
Offender	45	41
Pregnant/Parenting Youth	106	72
SNAP	315	184
Living High Poverty Area	49	36
Low Income	861	540

Services to Employers	PY17
Provided Job Fair Services	68
Provided Job Order Follow-ups/ Assistance	167
Promotional Calls	194
Reviewed Resumes and Referred Eligible Individuals	1,089
Workforce Information for Employers	55
Referred Qualified Applicants	520
Notification to Employer of Potential Applicants	142
Work Opportunity Tax Credit (WOTC) Certifications	4,976

American Job Centers

Reason for Visit to AJC	PY17
Adult Education	2044
Employer Check In	428
Assessments	1251
Job Fairs/Hiring Events	1575
Job Search/Resource Room	26,581
Networking Events	177
RESEA	2375
Resume Assistance	1074
Senior Employment	268
SNAP E&T	309
Trade Adj	75
Unemployment	14,313
Veterans	146
Vocational Rehabilitation	116
Workshops	475

LWDA 12 had over 49,000 visits to the 11 AJCs and enrolled the largest number of Adults in the State.

CONNECTING JOB SEEKERS TO EMPLOYERS

EMPLOYERS SERVED IN 68 EMPLOYER EVENTS 2017-2018

Addus Homecare	DANA	Headstart	PML	Securitas
Advantage Resources	Develey	Integrity Trades Services	PolyOne	Senior Solutions
Allegion	DOT Foods	Jackson Pride	PPL Staffing	SRG Global
Amazon	Eaton	Livingston Janitorial	Preferred Compounding	The Bridge
At Work Personnel Services	Express Employment	Manpower	R & S Staffing	TN Department of Corrections
Burger King	Firestone	McDowell Center for Children	Ranstad	Trinity Services Group
Campbell Arms	Frazier Industrial	McKenzie Industrial Board	Reelfoot Manor	Tyson
Carhartt	Gibson Electric	Natchez Trace	RICOR	UPS
Core Civic	Granges	Nortek	Road Runner	White and Associates
CSI	Hamilton Ryker		Schneider	

The American Job Center Partners Multi-Employer Job Fair
McIver's Grant Public Library, Dyersburg
 November 7, 2017

- ✓ Employers: Tyson, Develey, SRG Global, Eaton, DOT Foods, PolyOne, Firestone, Nortek, PPL Staffing, Manpower, TN Department of Correction, and the McDowell Center for Children.
- ✓ Goals were to conduct outreach to Veterans and job seekers searching for employment and to help employers find qualified candidates for vacant positions.



American Job Center in Huntingdon
 Regional Job Fair for Employers in Carroll,
 Benton & Henry Counties
 May 24, 2018

- ✓ Employers: Allegion (Republic Doors), Granges, Carhartt, AtWork Personnel Services, PML, INC, DANA, Manpower, Senior Solutions, Hamilton Ryker and Express Employment.
- ✓ 65 job seekers took advantage of the Job Fair, with interviews on site.
- ✓ 11 job seekers were given the Career Ready 101 to apply for DANA and PML and 8 were hired on site.
- ✓ TCAT Paris and Bethel University were also on site at the American Job Center and were successful in recruiting applicants.



CONNECTING JOB SEEKERS TO EMPLOYERS

Our
Facebook Page
Reached 3,500
Likes by June 2018

We average
over 30 new
Facebook page
Likes per week.

Social Media is a powerful tool in any business, and it has proven extremely useful in Workforce Development. By sharing job posts & hiring events online, the AJCs are able to reach 1000s of viewers, including job seekers, employers, organizations, training facilities, etc., throughout West Tennessee.



Job links from our eleven county area are selected from JOBS4TN.GOV, and are posted daily on Facebook and Twitter. In addition, area events such as job fairs, training facility information, and economic development updates are often shared.

This post on our page reached over 39,000 people and was shared over 500 times.

BUSINESS SERVICES

Our #1 Priority: Match Our Services to Your Business Needs

Understanding and meeting the needs of employers is given the utmost importance and is achieved through a collaboration of the NWTNWB and partners serving on the Business Services Team, such as Title I Career and Business Services, Labor Exchange, Veterans Programs, Trade Act, Re-Employment Services, Unemployment Insurance, Economic Development, Temporary Assistance for Needy Families, and Vocational Rehabilitation.

The Business Services Team is responsible for connecting with companies in targeted industry sectors and occupations, and other employers that have hiring needs, in order to understand and meet their needs through a variety of employer-driven initiatives and services. As indicated in the chart below, Business Services can assist with Recruitment & Screening, Grants and Incentives, and Workforce Support to address the needs and skills gaps as identified by local employers.

Labor market information (LMI) is also available through Jobs4TN and Economic Modeling Systems, Inc. (EMSI) to help employers identify average wages for jobs in an area, which occupations are predicted to have the most future job openings, as well as unemployment rates in an area, and much more. This year, the NWTNWB received over \$300,000 in the form of a Consolidated Business Grant to be utilized for funding OJT and IWT grants to local employers.

Employer Participation by Program 2017-2018

County	Employer	On-the-Job Training	Incumbent Worker Training	Pre-Apprenticeship
Carroll	Town of Huntingdon	✓		
	Amteck	✓		✓
	Colonial DPP		✓	
Dyer	Develey Mustard & Condiments	✓		
	Eaton Aeroquip	✓		
	Firestone		✓	
	Hexpol	✓		
	NSK Steering Systems	✓		
	Tennova	✓		
Gibson	AADG/Ceco Door		✓	
	ConAgra Foods	✓		
Henry	City of Puryear	✓		
	Pepsi MidAmerica		✓	
	PML Inc.	✓		
Lauderdale	Komatsu		✓	
	VF Imagewear	✓		
	Marvin Windows and Doors	✓	✓	
Obion	Center Point Business	✓		
	Cox Oil	✓		
	Greenfield Products		✓	
	JD Distributors	✓		
	MIA Seating Corp	✓	✓	
Tipton	CSC Sugar, LLC	✓		
	Conopco(Unilever)	✓		
Weakley	MTD Products		✓	
Total Awarded		\$335,558.78	\$115,466.18	\$13,907.89
Number of Employees		145	295	7

HOW CAN THE AJC HELP MY BUSINESS?

RECRUITMENT & SCREENING



Job Postings



Target Populations



Job Fairs/
Hiring Events



Social Media



Screened
Applicant
Referrals



Mobile AJC

GRANTS & INCENTIVES



FastTrack Job
Training



Apprenticeships
Programs



On-the-Job
Training



Work
Experience



Incumbent
Worker Training
Grants



Work
Opportunity
Tax Credits

WORKFORCE SUPPORT



Americans with
Disabilities Act



Federal
Bonding



High School
Equivalency Diploma



Labor Market
Information



TN Reconnect



Rapid
Response

BUSINESS SERVICES

READY...SET...HIRE!

Paid Internship Program

The *Ready, Set, Hire!* Program is Northwest Tennessee American Job Center's new transitional program. Similar to Youth Work Experience, this program targets Adults and Dislocated Workers. Ready, Set, Hire pairs Job seekers and employers to mutually benefit from the combined offerings of:

Ready...Transitional Job / Paid Internship Up to 320 hours of the job seeker's internship is subsidized through the American Job Center at no cost to the employer.

SET...On-the-Job (OJT) Position Employers may be reimbursed up to 50% of an eligible OJT participant's wages for the completion of the specified training period, up to 320 hours.

Hire! Employers are encouraged to consider hiring participants who successfully complete a Transitional Job, with or without an OJT contract.

Employers may qualify for a Work Opportunity Tax Credit ranging from \$1,200 to \$9,600 for hiring individuals with barriers who are considered a member of a qualified targeted group.



Madison Bell met with Amy Maxey, Business Services Coordinator, after recently being laid off her job of 6 months. Madison's lay off, as well as being a single parent, and having 5 or more position changes within the last 3 years, contributed to her eligibility for the Transitional Work Program. Because of the American Job Center's partnership

with Tennova Healthcare, Amy was able to secure Madison an interview for a Systems Analyst, and Madison was accepted into the program. Tennova was so impressed with Madison's performance during her 12-week Transitional Work Experience that they hired her to complete a 320 hour OJT. She is currently earning over \$20 per hour, and says she is grateful to work closely with a supervisor who has been able to teach her a great deal about Information Systems.

Adult/Dislocated Transitional Jobs have served 19 Participants who earned a total of \$34,826.35 since the program started in November.

Local Employers Receive 50% Wage Reimbursement for New Hires

Companies in northwest TN have received wage reimbursements in excess of \$335,000 to train their own workers. For new hires with little or no experience in the occupations, this gives employers an opportunity to save money while training the employee. Business Service staff with the American Job Center developed contracts with 18 companies, placed job orders and referred eligible job applicants to fill 145 positions.

Grants Awarded for Training Incumbent Workers

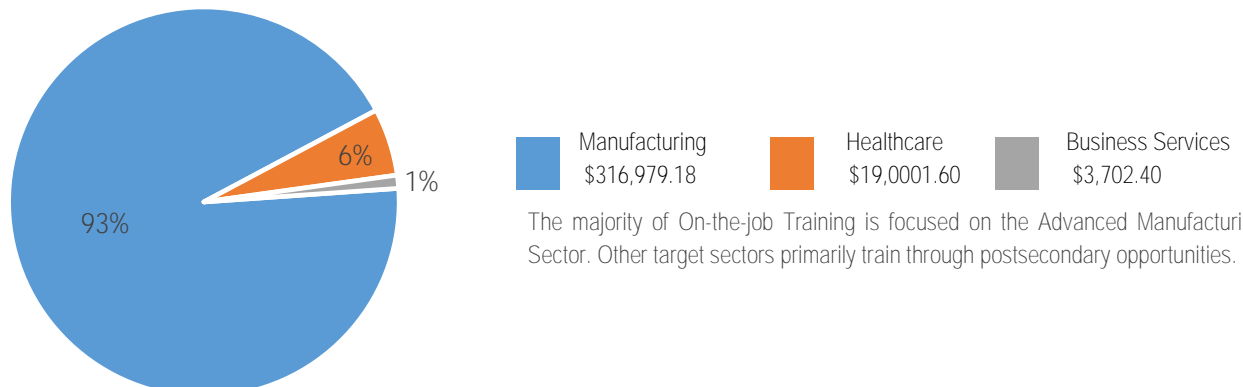
With technology changes and global competition, several companies applied for up to \$25,000 in training grants to upgrade the skills of their current workers. Companies with 5 or more employees may apply. The grant requires a small match, which can generally come from employee wages. Business Service staff are available to assist with the application. Over \$115,000 was awarded to nine (9) companies to train 295 workers.

American Job Centers Provide Rapid Response to Dislocated Workers

When layoffs occur, companies can choose to hold mass employee meetings or distribute materials from the American Job Centers about services available for dislocated workers. Rapid Response Teams often provide onsite services including resume assistance, Career Fairs, and other customized partner services.

Fortunately, this year's lower unemployment rates in LWDA 12 resulted in fewer employees served by the Dislocated Worker program. In Dyer County, Caterpillar had 85 employees affected due to closure, while 150 employees were dislocated due to layoffs at Futuris/Kongsberg in Gibson County, resulting in a total of 235 employees being served by Rapid Response from July 1, 2017 to June 30, 2018. This is down from the roughly 277 served last year in LWDA 12.

On-the-Job Training Expenditures by Sector



ECONOMIC DEVELOPMENT



Labor Market Information Tool Available

Economic Modeling Systems, Inc.'s (EMSI) *Analyst* software, utilized by the Northwest TN Workforce Board (NWTNWB) for many years, is a valuable resource of local and regional current, customized, labor market information (LMI). Under a new partnership with Dyersburg State Community College (DSCC) through a Delta Community Health Services grant, the NWTNWB now has access to enhanced data through EMSI's *Developer* software. "*Developer* allows us to provide local businesses, as well as prospective industries, with in-depth workforce analytics so they can find the skilled talent they need" says Margaret Praeter, NWTNWB Executive Director.

Information available includes job growth, wages, in-demand occupations, emerging skills, skills transferability, job posting analytics, educational attainment, postsecondary training opportunities, and much more. All data is customizable to both the local area and surrounding region.

Labor Market FAQs can also be found on Jobs4TN.gov. Businesses can find the answers to some of the most commonly asked questions about the labor market, such as:

- ? What are the average wages for jobs in an area?
- ? What occupations are predicted to have the most future job openings?
- ? What are the salary expectations for specific occupations?
- ? What is the unemployment rate in my county?



DYER CO - In December 2016 when Develey Mustard & Condiment Corporation held their groundbreaking ceremony they announced plans to invest \$20 million in the new operation, creating 150 jobs in Dyer County over five years. Governor Haslam emphasized Develey's desire to see Dyersburg become the center of this area. Their words came to fruition in March 2018 with the opening of The Mustard Company Store, located in the former McIver's Grant Public Library in downtown Dyersburg. The store is home to Tigertail Mustards & BBQ Sauces, a local brand manufactured by Develey Mustard & Condiments here in Dyer County. Develey also hosted several events at the Store and downtown such as Painting Parties and Oktoberfest, a six-hour festival which featured food, drinks, and live music at the Main Street Farmer's Market Pavilion.



DYER CO - FRAZIER Industrial Company, leading manufacturer of Structural Steel Storage Solutions, takes great pleasure in announcing the opening of a 175,000 square foot facility in Dyersburg, with plans to open by the summer of 2018. Fifteen jobs have been created as a result of the facility's opening with the intention to add an additional eighty jobs over the coming months.



WEAKLEY CO - MTD Consumer Group Inc. plans to invest \$10 million in its Martin facility and expects to create 200 jobs over the next five years. MTD, Weakley County's largest private employer, is a leading global manufacturer and distributor of residential and commercial outdoor power equipment under brands such as Cub Cadet and Troy-Bilt.

ECONOMIC DEVELOPMENT



WEAKLEY CO - May 2018 Gov. Haslam announced that Dong-A USA, Inc. will locate its first U.S. operations in Martin, TN. The home appliance and automotive supplier will invest \$13 million and create approximately 220 jobs, making this the largest foreign direct investment in Weakley County's history and the first major industrial announcement for the city since 1984.



LAKE CO - Excel Boat Company, LLC plans to construct a 100,000-square-foot facility in Ridgely, which will create nearly 200 jobs over the next five years. The Lake County plant will manufacture boat trailers, wiring harnesses, upholstery, bracing, and other boating products for its dealership network. Construction will begin July 2018 and is expected to be operational in the second quarter of 2019.



GIBSON CO - Tyson Foods broke ground at its new facility in Humboldt in May 2018. The expansion, which is expected to create approximately 1500 jobs, is Tyson's biggest investment in Tennessee and the single largest investment in Gibson County's history.



OBION CO - January 2017 Williams Sausage Company, Inc. announced plans to build a second plant in Union City, resulting in 226 new jobs over the next five years. The 180,000-square-foot expansion will include a cold storage distribution center, truck maintenance operations, corporate offices, and a new sandwich processing line.



OBION CO - ColorCoat, Inc. announced in April 2017 plans to locate new operations in South Fulton. The windows and doors coating application company will invest \$600,000 and create 80 new jobs in Obion County.



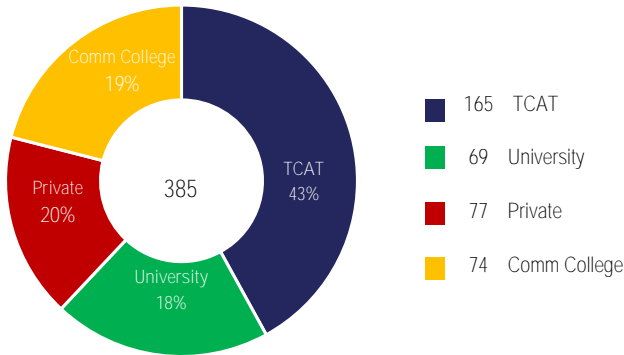
OBION CO - Tyson plans to add 25,000 square feet and new production lines to its Union City plant, effectively doubling the facility's output capabilities. The \$80 million expansion, which will create more than 300 new jobs, is expected to be operational by mid-2019.

POSTSECONDARY EDUCATION

Often times when a job seeker cannot find employment it is because they do not possess the skills to qualify for technical jobs. American Job Center partners can provide scholarships to eligible participants to attend training of their choice. This past year, 385 participants chose to attend 23 different institutions, receiving scholarships totaling over \$651,000. Nearly 43% chose to attend TN Colleges of Applied Technology, 19% community colleges, 18% universities, and 20% private certification institutions for occupations such as Truck Driving, Lineman and Certified Nursing Assistant.

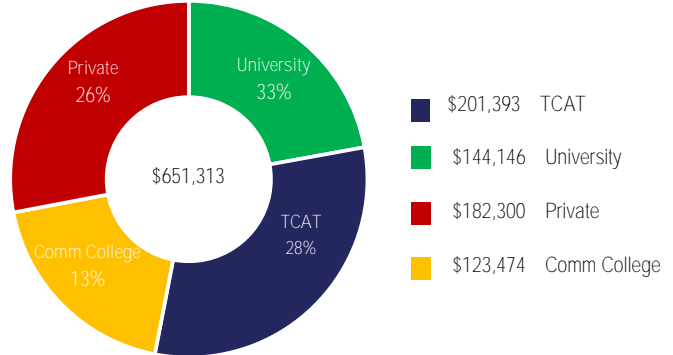
Participant By Training Provider Type Served

2017-2018



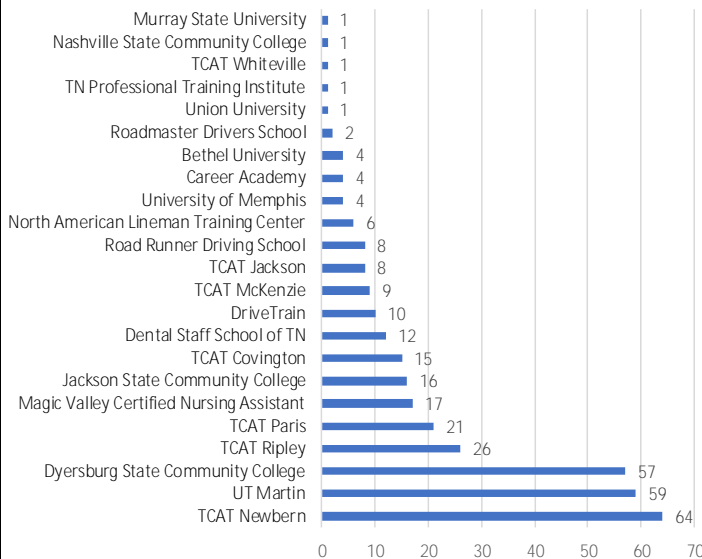
Investment By Training Provider Type Served

2017-2018

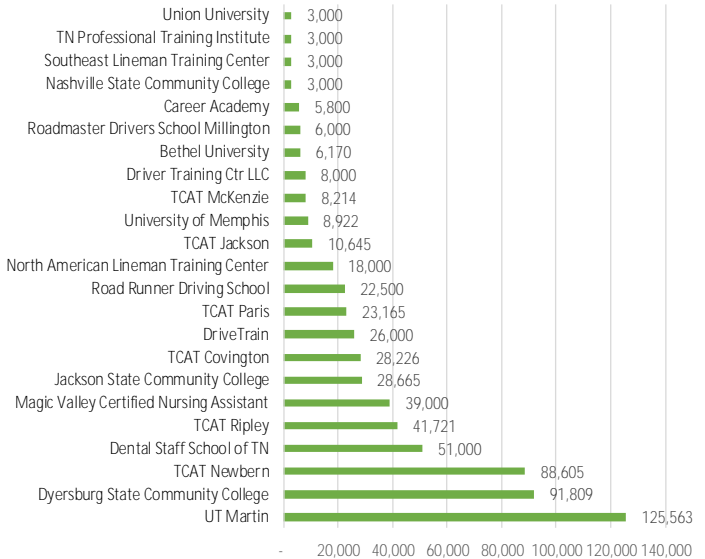


Training Providers

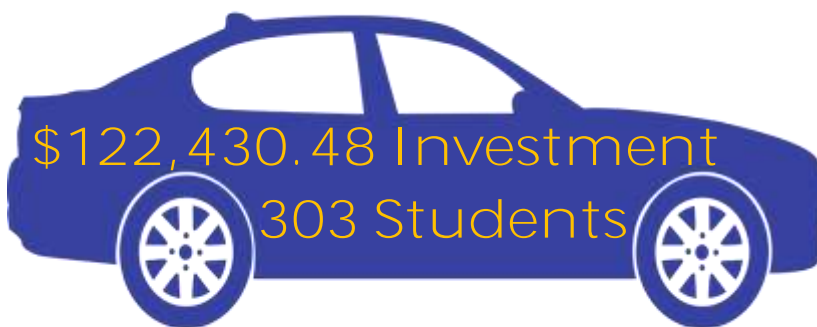
Providers by Participant



Providers by Investment



Transportation Assistance to Attend Postsecondary 2017-2018



Over 300 students used gas cards to help them attend school the past year, with a total of \$122,430.48 awarded. "With so many great initiatives such as the Drive 55, TN Promise, and TN Reconnect, many times our participants only need assistance with support services such as books and transportation stipends" comments Jennifer Bane, Chief Operating Officer. "Braiding our funding of support services with funding from other programs helps to maximize services for customers." Most students attending postsecondary are eligible to receive a gas card. The Career Advisor determines the mileage they will travel daily and establishes the amount they are eligible to receive on their gas card. The program requires a monthly verification of attendance before loading the card. Many students report that they would not have been able to attend classes without the assistance.

POSTSECONDARY EDUCATION



Kayla Jourdan arrived at the American Job Center-Camden an unemployed single parent of two children needing assistance to attend school. Her goal was to provide for her family, but she needed a skill/training to enter full-time employment. Her boyfriend was willing to help with school expenses, but she knew she still needed additional financial help to pay for school. Through the WIA-funded Preferred Employer Training Program, Kayla received her WorkKeys certificate, and enrolled at Tennessee College of Applied Technology-Paris in the Administrative Office Technology program. Additionally she was selected to participate in a co-op program to gain experience in the field of her training, and was assigned to area employer Euro in Paris. After earning her Administrative Assistant Certification/AOT in one year, she was hired with Euro Paris. Her work skill through the co-op program at the TCAT, her work skills, motivation, leadership, and professionalism were key factors in getting hired so quickly. A representative from Euro states, "She is a very dedicated employee and we are fortunate to have her." Kayla says that she is very appreciative for the assistance she received.

Camikka Edwards needed financial assistance to finish her Bachelor of Science in Nursing Degree from the University of Tennessee at Martin. During her terms in 2015-2017, the American Job Center-Ripley was able to provide her with funds to cover expenses for training/travel, textbooks, and other materials needed for her nursing classes. Career Advisor, Wilma Capps says, "I know she will be successful in all her endeavors because of her willingness to provide her career advisors with any information needed throughout her two years in the program." Camikka now has a rewarding career with Summit Medical Center in Hermitage, Tennessee. She loves helping others and is quick to tell prospective students about the many benefits available to them through WIOA.

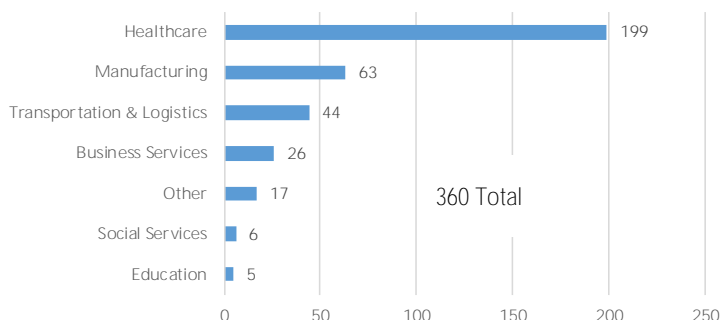


When Ashley came to the American Job Center-Covington two years ago she was a single mom and felt that her lack of work experience didn't leave her many options. Career Advisor Camille Edwards was able to place Ashley as a One-Stop Assistant at the American Job Center, which gave her the experience to build her resume in the field of Office Administration. Because of AJC child care financial assistance, Ashley was also able to attend the Tennessee College of Applied Technology, where she finished with a diploma in Medical Administrative Office Technology. After completing the work experience, Ashley was able to get a job at Dyersburg State Community College as Secretary to the Dean of Nursing. She says, "With this job I get excellent benefits and I am able to continue my education for free. I couldn't be where I am today without the American Job Center. They offer assistance to those in need to help them become successful."

Zachary (Zach) Berkley first contacted the American Job Center-Humboldt in Fall 2016 when he learned his six-year job as a Material Manager for Avkem was ending due to layoffs. Now unemployed, going through marital struggles, and having one of three children in need of excessive healthcare, Zach knew this was the time to make the most of an unfortunate situation. Career Advisor Catherine VanDyke helped Zach receive tuition and travel assistance while he was attending the Practical Nursing program at the Tennessee College of Applied Technology in Bells. Once beginning the program in May 2017, Zach was surprised how much he enjoyed the environment of learning the fast-paced curriculum alongside his fellow students. "You learn everything so quickly," he says. "But Catherine was a constant force in making sure I had everything I needed so I could focus on school." His positive attitude continued even after a rocky start when their clinical experience suffered from the absence of an instructor. Zach graduated from the LPN program on April 17, 2018, and is soon set to take his State Boards. He is employed at the Tennessee State Veterans Home in Humboldt while finishing the prerequisite requirements needed to pursue his RN at the University of Memphis at Lambeth. "Zach was my first participant I had the pleasure of enrolling from the start of a program and seeing through to the finish," says Catherine. "I got to know not only him personally, but his family as well, and it has been a pleasure watching him overcome the barriers he faced when he first came to the American Job Center for assistance."



Customers Trained by Sector



As was the case last year, Healthcare trainees made up the majority (about 55%) of all customers receiving occupational skills training.

Manufacturing was 18%, Transportation 12%, followed by Business Services, Other, Education, and Social Services, which together totaled the remaining 15%.

YOUTH SERVICES

LEAP GRANT MANUFACTURING TRAINING IN 2015-2018

Number of
Participating Schools

2017-2018

2015-2018



Number of
Students Enrolled

2017-2018

2015-2018



CERTIFICATES EARNED

Safety

2017-2018

2015-2018



Quality

2017-2018

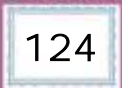
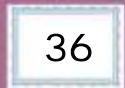
2015-2018



Manufacturing

2017-2018

2015-2018



Maintenance

2017-2018

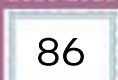
2015-2018



Certified Production Technician

2017-2018

2015-2018



Participating High Schools

Bradford High School
Bells Injection Molding
Benton County Technical Center
Brighton High School
Carroll County Technical Center
Covington High School
Crockett County High School
Dyer County High School
Dyersburg High School
Dyersburg High School Welding
Gibson County High School
Halls High School
Henry County High School
Humboldt High School
Lake County High School
Milan High School
Munford High School
Obion Co. Central High School
Peabody High School
Ripley High School
South Fulton High School

Provider of Training

Bradford High School
TCAT Newbern
BCTC
DSCC
CCTC
TCAT Covington
Crockett County HS
TCAT Newbern
TCAT Newbern
TCAT Newbern/DHS
Gibson Co. HS
DSCC
TCAT Paris
Humboldt HS
DSCC
TCAT Jackson
DSCC
Obion Co. Central HS
DSCC
TCAT Ripley
TCAT Newbern

Certifications Earned

13
52
6
12
7
2
90
4
6
32
72
94
8
66
3
198
16
39
59
47
40

MANUFACTURING DAYS

2017-2018



31 Employers
1 Community College



758 Students
18 High Schools

Participating Schools:

Benton County Technical School
Carroll County Technical School
Crockett County High School
Dyersburg High School
Dyer County High School
Milan High School
Gibson County High School
Trenton Peabody High School
South Gibson High School

Bradford High School
Henry County High School
Halls High School
Ripley High School
Obion County Central High School
South Fulton High School
Dresden High School
Greenfield High School
Covington High School

Thank you to the following for making
Manufacturing Days 2017-2018 a success!

Unimim
Granges
ABB
Southern Pride
Hexpol Compounding
Pictsweet
Carlisle Fluids
Ermco
Nortek
Firestone
Develey
PolyOne
Eaton
Nucor
Chicaco Metallic
Ceco Doors

McLean Power Systems
DANA
PML
EURO
Marvin Windows & Doors
SRG
Komatsu
Green Plains
Greenfield Products
Center Point Business Sol.
MTD Products
CSC Sugar
Delfield
Mueller Industries
Unilever
Jackson State Community College

YOUTH SERVICES

WORK EXPERIENCE PROGRAM

Name of Job Site	Sector/Industry
The Bridge	Healthcare
William's Sausage	Manufacturing
Alexander Auto Detailing	Business Services
Trudy's Café	Food Service
Helping Hands	Social Service
Duffy's Consignment	Retail
Obion Co. Public Library	Community Service
Boys & Girls Club	Community Service
Outside In	Community Service
American Job Centers	Government
Cox Oil	Business Services
Inco Irrigation	Agri-Business
Little Lamb's Daycare	Childcare
Pumpkin Patch	Childcare
Weakley Co Nursing Home	Healthcare
Sharon Public Library	Community Service
Weakley Co Board of Education	Education
Weakley Co Chamber of Commerce	Business Services
VF Imagewear	Manufacturing
Delta Human Resource Agency	Social Service
Housing Authority	Government
Carl Perkins Center for Prevention of Child Abuse	Social Service
Lauderdale Co Hospital	Healthcare
The Royal Group	Manufacturing
Covington Care	Healthcare
Marvin Windows	Manufacturing
Carroll Co Chamber of Commerce	Business Services
Chicago Metallic	Manufacturing
Henry Co. Library	Community Service
NW Economic Development, Paris, TN	Community Service
Nobel Automotive	Manufacturing
Benton Co Sheriff Department	Government
Benton County Courthouse	Government
Weakley Co Courthouse	Government
Life Care Bruceton	Healthcare
Crockett Co Times	Business Services
Tennova-West TN Healthcare	Healthcare
City of Hollow Rock	Government
Colonial DPP	Manufacturing
Heckethorn Manufacturing	Manufacturing
McIver's Grant Public Library	Community Service
City of Bruceton	Government
PML	Manufacturing
Curries Funeral Home	Business Services
Develey Mustard	Manufacturing
Huntingdon Library	Community Service
Palmer Turner Center	Community Service
TN Homeless Solutions	Community Service
UT Extension Office	Education

Total Participants: 122 Total Wages Paid: \$293,672.06

The Work Experience Program through the American Job Center offers short term work opportunities for eligible young adults (18-24 years of age & out of school) with little or no work experience.

Employer partners serve as mentors by training them on proper work procedures and developing positive work habits.

Goals:

- ▶ Provide work experience at safe, well-supervised job sites
- ▶ Develop positive work habits and employment related skills, such as: self-confidence; ability to work as a team; improved communication with employers, co-workers, and customers; time management; problem solving skills; ability to accept and learn from criticism; adaptability; and a positive work ethic
- ▶ Enhance opportunities for long-term employment and self-sufficiency
- ▶ Increase understanding of higher education and career options available

Work Experience Results in Significant Wage Increase



Brittney Mitchell came to the American Job Center-Union City in June 2017. Her previous employment at Wal-Mart had ended six months earlier, but she was unable to find a new job that would allow her to be home during the night with her child. When it was determined that Brittney met the requirements for the Youth Work Experience Program, she expressed a **desire for a career change**. Brittney's interest in becoming an administrative assistant led to her placement in the American Job Center-Union City working alongside the One Stop Assistant. This experience provided Brittney with skills in database management, customer service, Microsoft Office, and general office maintenance. After working at the American Job Center for five months, Brittney found full-time employment at Hamilton-Ryker as a front desk administrative assistant. In addition to earning significantly more than she was as a cashier, Brittney is now enjoying what she does. She is hoping to use the skills she learned in the youth work experience program and at her current employment to advance at Hamilton-Ryker.

New Skills Net Full-Time Job with Benefits



Colleen Tabor is a 21 year-old mother of two children with limited work experience in fast-food and store clerks. Colleen was initially enrolled in the Youth Work Experience Program in November 2017 where she was placed at the Carroll County American Job Center as a Receptionist. This placement gave her the opportunity to build skills outside of her current realm of knowledge. She successfully completed two three-month contracts in the youth Work Experience Program and performed outstanding work. She began an additional contract for the summer program, but she was offered a full-time position with benefits at Cary Counseling, which she gladly accepted.

PROMISING PRACTICES



Partnership with Amteck Brings Pre-Apprenticeship Training to Lake County High School

In May 2018, graduating seniors at Lake County High School who expressed an interest in a career as an electrician participated in a 10-week pre-apprenticeship program to learn the fundamentals of basic electricity and construction applications. It was Amteck's first time to bring a pre-Apprenticeship program on-site to a high school campus. Upon successful completion of the first 2 weeks of the pre-apprenticeship program, students earn approximately \$500, receive a tool kit valued at \$300, and the opportunity to continue the training at the Amteck Dyersburg facility.

Those continuing are transported to Amteck's Dyersburg facility on a daily basis for 8 weeks for additional hands-on experience in the shop, as well as, at local construction and/or manufacturing sites. This experience also acclimates students to working with a "crew" and provides them an opportunity to earn an additional \$2500.

Amteck evaluates the following qualities during the work experience:

- Be willing to submit to a drug test
- Be proactive
- Arrive on-time
- Be positive
- Dress appropriately
- Work hard
- Be respectful
- Work Safely

Those who successfully complete the pre-apprenticeship work experience are eligible for hire by Amteck. Upon supervisor recommendation, students will be accepted into the Registered Apprenticeship to become Journeyman/Licensed Electricians. The REAP program is jointly funded by the Northwest TN Workforce Board utilizing Workforce Innovation and Opportunity Act (WIOA) funds and Amteck. Work experience wages are subsidized by WIOA funds.

After successfully completing the pre-apprenticeship work and hands-on work experience, Micah Rogers was hired by Amteck as a full-time employee and will continue into the Journeyman Apprenticeship program.

Since 1977, Amteck has built a reputation of delivering a quality product, in a cost-effective manner, while maintaining a safe work environment throughout a project's duration. Amteck's commitment to customer service, its safety program, and family atmosphere has grown the company into one of the most prominent electrical contractors in the southeast.

PROMISING PRACTICES

Pilot Program Aims to Reduce Recidivism in Two Local Counties



*Members of the Northwest TN Workforce Board (NWTNWB), including representatives of employers, have discussed the need to provide services to justice involved individuals. **But there is always the looming question, “will employers hire them?”** Based on comments from Board members and success of other re-entry programs, the answer is “yes, on a case by case basis.” Employers will consider hiring justice involved individuals who have shown personal improvement while incarcerated or since release.*

The NWTNWB has developed a partnership with the Gibson County and Dyer County Sheriff's Offices to establish an occupational skills training program for jail inmates who are nearing release. The training program will be supported by other services offered through the American Job Center (AJC). Re-entry Advanced Manufacturing Program (RAMP) will provide instruction in the Manufacturing Skills Standard Council (MSSC) Certified Production Technician (CPT) program to incarcerated individuals onsite at the jail.

The credentials, currently recognized by local employers, include four (4) nationally recognized certifications – Safety, Quality, Manufacturing Processes and Maintenance Awareness. The training will be provided by the TN College of Applied Technology (TCAT) at Jackson and Dyersburg State Community College (DSCC), who will award credit toward their respective advanced manufacturing programs and will accept the credit of the other program for future training. TCAT Jackson will award up to 432 clock hours of credit, DSCC up to 12 college credits for those completing the entire program. Interim certifications will be issued for partial completion.



In addition to increasing the employability/occupational skills of the inmates, the program supports the goals of the Governor's Drive to 55. The pilot program proposes to serve 80 inmates between both jails. Gibson County plans to target male inmates, while Dyer County will focus on female inmates.

The first classes began in June with 10 inmates participating in Gibson County and 13 participating in Dyer County. In addition to training, staff from the American Job Centers are hosting onsite workshops on topics such as developing resumes and interviewing skills.



Gibson County Sheriff Paul Thomas explains the R.A.M.P. program to local Gibson County business leaders at the Gibson County Jail.



Robert Beeler, TCAT Jackson CPT Instructor, shares industry related examples with participants.

NORTHWEST TN AMERICAN JOB CENTER LOCATIONS

Benton County
60 North Church Avenue
Camden, TN 38320
(731) 584-1711

Dyer County
313 West Cedar Street
Dyersburg, TN 38024
(731) 286-7700

Lake County
217 Church Street
Tiptonville, TN 38079
(731) 253-8171

Tipton County
877-B Hwy 51 N.
Covington, TN 38019
(901) 476-5570

Carroll County
470 Mustang Drive
Huntingdon, TN 38344
(731) 352-8898

Gibson County
1751 East Main Street
Humboldt, TN 38343
(731) 784-5221

Lauderdale County
301-C Lake Drive
Ripley, TN 38063
(731) 221-1012

Weakley County
135 South Poplar Street, Ste B
Dresden, TN 38225
(731) 364-0100

Crockett County
331 South Bells Street
Alamo, TN 38001
(731) 696-2530

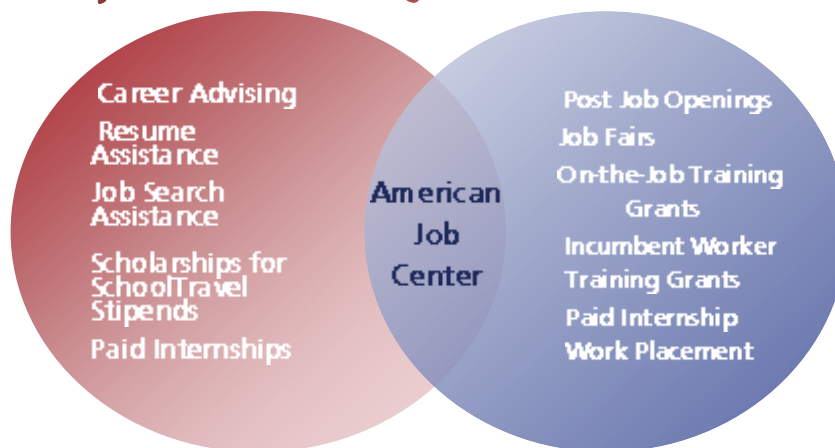
Henry County
55 Jones Bend Road, Ext.
Paris, TN 38242
(731) 641-1020

Obion County
204 South 2nd Street
Union City, TN 38261
(731) 884-3868

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assessment. Self book at:
www.CareerCoach.Info@tn.gov

On-site partners: TN Department of Labor and Workforce Development, Workforce Essentials, Vocational Rehabilitation, and Adult Basic Education.

Job Seeker Services



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