



NORTHWEST TENNESSEE WORKFORCE BOARD

ANNUAL
REPORT | 2019
2020

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• THE NORTHWEST TENNESSEE WORKFORCE BOARD •



The Northwest Tennessee Workforce Board (NWTNWB), designated by the local elected officials, is charged with administering workforce development services in nine counties in Northwest Tennessee: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, and Weakley. Jennifer Bane 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. The majority of the members of the NWTNWB are private business leaders from throughout the nine 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, Economic & Community Development, and other community organizations also serve on the board. The NWTNWB, with the agreement of the chief elected officials for the local area, designates 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.



Northwest Tennessee Counties



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.

LOCAL CHIEF ELECTED OFFICIALS

Mayor Gary Reasons*, Chair - Crockett
Mayor Brett Lashlee, Benton
Mayor Joseph Butler, Carroll

Mayor Chris Young*, Vice-Chair - Dyer
Mayor Tom Witherspoon, Gibson
Mayor Brent Greer, Henry

Mayor Denny Johnson, Lake
Mayor Benny McGuire, Obion
Mayor 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 nine-county region, including the American Job Centers.

Kristie Bennett - Regional

John Bucy - Regional

Keith Cursey - Weakley

Jon Dougherty - Dyer

Bedford Dunavant - Obion

Lindsay Frilling - Obion

Landy Fuqua - Weakley

Lana Hammons - Dyer

Angela Hollingsworth - Regional

Amy McDonald-Regional

Kristy Mercer - Gibson

Charlie Moore - Crockett

David Parrish - Regional

John Penn Ridgeway - Carroll

Dr. . Randy Shannon - Benton

Jennifer Starks* - Henry

Cliff Sturdivant - Carroll

Eddie White-Henry

Gayanne Williams - Lake

Sandra Woods - Gibson

Board Officers:

Jimmy Williamson*, Chair - Dyer

Ted Piazza*, Vice-Chair - Gibson

Brad Hurley, Secretary - Carroll

American Job Center Committee:

Rita Alexander, Chair - Gibson

Neely Ashby, Vice-Chair - Henry

Outreach & Opportunities Committee

Ben Marks, Chair - Benton

Glad Castellaw, Vice-Chair - Crockett

**Board of Directors*

Non-Board Member

Committee Members:

Dr. Karen Bowyer

Justin Crice

Mark Chandler

Sherry Fowler

Melinda Goode

Ronnie Gunnels

Janna Hellums

Alvin Smothers

Blake Swaggart

Board Members Reach 194 Years of Combined Service

New Members

Angela Hollingsworth

Amy McDonald

Dr. Randy Shannon

Eddie White

Two to Four Years

Neely Ashby (2)

Lana Hammons (2)

Kristie Bennett (4),

David Parrish (4)

Five Years

Glad Castellaw (5)

Jon Dougherty (5)

Bedford Dunavant (5)

Lindsay Frilling (5)

Landy Fuqua (5)

Ben Marks (5)

Cliff Sturdivant (5)

Six to Nine Years

Kristy Mercer (6)

Gayanne Williams (6)

Keith Cursey (9)

Charlie Moore (9)

Jennifer Starks (9)

Ten or More Years of Service

Rita Alexander (10)

Sandra Woods (10)

John Penn Ridgeway (12)

Ted Piazza (15)

John Bucy (18)

Brad Hurley (19)

Jimmy Williamson (21)



NORTHWEST TENNESSEE WORKFORCE BOARD STAFF

Northwest TN Workforce Board Administrative Office

Jennifer Bane, Executive Director

208 N. Mill
Dyersburg, TN 38024
(731) 286-3585

Lana Burchfiel, Public Information Specialist

Theresa Ethridge, Business Services Representative

Maleia Evans, Business Services Representative

Gina Johnson, Director of Finance & Administrative Services

LeAnn Lundberg, Director of Facilities & Computer Services

Ginger Powell, Deputy Director

Margaret Prater, Workforce Consultant

Derrick Quinn, Compliance Officer

Laura Speer, Director of Performance & Compliance/EO Officer

Terry Williams, Finance Coordinator

Lana Wood, Business Services Representative

• 2019-2020 YEAR IN REVIEW •

21,373

Individual American Job
Seeker Visits

29,400

American Job Center
Services Provided

6,443

Social Media Followers as of
June 30, 2020

2,014

Title I Adult, Dislocated Worker,
Youth Visits

12,540

Job Search
Customer Visits

146

Vocational Rehabilitation
Customer Visits

1,105

Adult Education/HiSet
Customer Visits

8,022

Unemployment
Customer Visits

1,504

Temporary Assistance for Needy
Families Visits

ERMCO, Inc
Dyer County
150 New Jobs
\$12 Million Investment

Global Track Manufacturing
USA, Inc.
Gibson County
250 New Jobs

Dynamix Casting Fluxes
Carroll County
25 New Jobs
\$7.5 Million Investment

564

Employers
Served

123

Job Fairs/Hiring Events &
Recruitment Services

596

Incumbent Workers Trained with
24 Employers

3,536

Employer Services
Provided

1,066

Customers Attended Job Fairs/
Hiring Events

244

Placed in On-the-Job Training
Positions with 24 Employers

15th

Re-Entry Advanced
Manufacturing Class (RAMP)

149

RAMP Participants
Served to Date

1,382

Students Participated in
Manufacturing Days

• PERFORMANCE & FISCAL •

Performance Report for 2019-2020		WIOA Performance Metrics	PY 2019 Goal	PY 2019 Actual
Adult	Employment Rate 2nd Quarter after Exit		86.0%	87.4%
	Employment Rate 4th Quarter after Exit		85.0%	87.3%
	Median Earnings 2nd Quarter after Exit		\$6,500	\$6,759
	Credential Attainment within 4 Quarters after exit		59.0%	89.7%
	Measurable Skills Gains		Baseline	68.4%
Dislocated Worker	Employment Rate 2nd Quarter after Exit		84.0%	86.4%
	Employment Rate 4th Quarter after Exit		84.0%	85.1%
	Median Earnings 2nd Quarter after Exit		\$6,842	\$7,450
	Credential Attainment within 4 Quarters After Exit		69.0%	93.0%
	Measurable Skills Gains		Baseline	62.5%
Youth	Employment Rate 2nd Quarter After Exit		79.5%	82.3%
	Employment Rate 4th Quarter after Exit		76.0%	79.5%
	Credential Attainment within 4 Quarters After Exit		72.0%	88.9%
	Measurable Skills Gains		Baseline	61.3%

Fiscal Report for 2019-2020	PY 2019 Funding Available	Current Year Expenditures	Percent Expended	De-obligated Funds	Carryover July 1, 2020
Administration	\$600,126.51	\$389,662.50	65%	\$2,530.56	\$207,933.45
Adult Formula	\$1,355,420.37	\$1,254,881.25	93%	\$0	\$100,539.12
Dislocated Worker Formula	\$1,164,536.87	\$898,430.78	77%	\$0	\$266,106.09
Youth Formula	\$1,265,473.20	\$1,117,478.58	88%	\$0	\$147,994.62
Consolidated Business Grant	\$869,227.45	\$800,538.77	92%	\$68,738.68	\$0
RESEA	\$310,165.00	\$219,837.14	71%	\$7,801.07	\$82,526.79
SWA/Apprenticeship	\$995,027.36	\$577,672.68	58%	\$0	\$417,354.68
TOTAL ALL GRANTS	\$6,497,774.56	\$5,258,501.70	81%	\$79,070.31	\$1,222,454.75

* The de-obligated Consolidated Business Grant funds were due to Incumbent Worker Training contracts being cancelled or de-obligated due to the conflicts related to COVID-19. the de-obligated RESEA and Administration funds were FY19 RESEA funds that ended 9/30/19.

Participant Funding	Minimum Requirement	Actual
Minimum Participant Cost Rate (MPCR)	40%	44.3%
Youth Work Experience	20%	40.7%
Youth Out-of-School	75%	93.8%

Local Area exceeds all performance and participant funding requirements.

• STRATEGIC PLANNING •

Local & Regional Plans Set Vision and Goals following State of Tennessee's Vision in the Combined Plan



The Workforce Innovation and Opportunity Act (WIOA) of 2014 requires local and regional planning – a broad strategic approach to planning focused on the overarching vision, goals, and alignment, and shared responsibilities within the local area and region. Each Local Workforce Development Board

(LWDB) and its respective Chief Local Elected Official (CLEO) must prepare a local plan and must collaborate with other local workforce development boards and CLEOs within the respective planning region to prepare a regional plan. The regional plan includes the establishment of regional service strategies, development and implementation of sector initiatives, collection and analysis of labor market information, coordination of administrative costs, transportation and other support services, and services with regional economic development services and providers, and the establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for, and reporting on, the WIOA accountability measures.

The Combined State Plan, which aspires for a results-driven skills development system providing the opportunity for the State's job seekers, workers, and businesses to sustain economic viability and self-sufficiency, provides background on the relationship between the state plan, regional plans, and local plans. The State of Tennessee's Workforce Vision is to increase the competitive position of Tennessee businesses through the development of a high skilled workforce. The guiding principles include:

- Clear Connection to Current Industry/Employers
- Clear Pipeline Development and Infrastructure
- Clear Integration with Economic Development
- Outcome Visibility- Clear Data/Reporting and Predictive Analysis

To achieve the State's vision, the following five key objectives developed by the State Workforce Development Board have been adopted by the Regional Planning Council for West TN:

- Create an Integrated Intake System to Efficiently Deliver Services
- Create a Shared Vision for Supporting Tennesseans with the Greatest Number of Barriers to Enter the Workforce
- Create a Trained Workforce to Meet Current Industry Needs
- Create New Dashboards to Measure the Effectiveness of the Integrated Workforce Strategy
- Create a Simple and Effective Engagement Experience for All Candidates

The plan also includes an analysis of economic conditions, employer needs, and the regional workforce for the twenty-one counties in the West TN region. Top middle-skill level occupations in West TN by Industry Sector include occupations in Healthcare, Transportation & Warehousing, Manufacturing, and Professional, Scientific, & Technical Services.

Skill level gaps are addressed, as well as the need for "soft skills" such as active listening, speaking, reading comprehension, critical thinking and social perceptiveness. The plan also addresses employment and population trends and job creation. According to the Combined State Plan, while the population in the state grew, to 6,770,010 in 2018; a .91% increase from 2017, and in the Middle and East Regions, the population in West TN decreased by 132 or 0.01% during the same time period. As of 2019, the region's population declined by 0.6% since 2014, falling by 9,286. The population is expected to decrease by another 0.1% between 2019 and 2024, losing another 2,162 individuals. Much of the loss is expected in the key working age range of 45 to 64 years old with 25,571 individuals, or 26% of the population in this age range, being lost, posing potential concerns regarding labor supply. Jobs increased by 5.8% in the West from 755,171 to 798,666 between 2014 and 2019, falling short of the national growth rate of 7.6% by 1.8%. As the number of jobs increased, the labor force participation rate also increased from 55.7% to 58.8% between 2014 and 2019. As of 2019, 515,539 individuals (aged 15+) of the 1,251,617 working age population are not in the labor force, equaling 41.2%.

Service Implications & Strategies for Meeting the Needs of Target Populations

In order to enhance the workforce of West TN, regional initiatives and strategies must focus on special populations, as identified through labor market information (LMI) used in the strategic planning process, in order to bring more individuals into the workforce with skills needed by employers. Based on the LMI, training investments and initiatives in West TN will focus on the identified target sectors and occupations, as well as special populations identified, which include:

→ *Individuals not in the labor force: as of 2019, 515,539 individuals (aged 15+) of the 1,251,617 working age population are not in the labor force, equaling 41.2%.*

→ *Unemployed Youth: unemployment rates among youth (16 to 24 years old) are higher in the West region at 18.45%, more than five times the overall state rate.*

→ *Individuals with disabilities: of the 242,447 not in the labor force, 33.3% or 80,753 of those have a disability.*

→ *Individuals with less than a high school diploma: 14.7% of the population has less than a high school diploma.*

→ *Individuals with some college but no credential: 22.1% of the population has some college but not a credential.*

• TARGET SECTORS & OCCUPATIONS •

INDUSTRIES BY GROWTH

Industry	2020 Jobs	2025 Jobs	2020 - 2025 Change	2025 Location Quotient	Avg. Earnings per Job (w/ Benefits)	2019 Payrolled Business Locations
Government	19,528	20,604	1,076	1.45	\$52,444	418
Manufacturing	16,882	17,916	1,034	2.40	\$58,559	301
Accommodation and Food Services	6,731	7,302	571	0.83	\$15,987	413
Transportation and Warehousing	3,869	4,417	548	1.14	\$56,163	163
Construction	5,210	5,529	319	0.95	\$46,124	382
Agriculture, Forestry, Fishing and Hunting	2,844	3,116	272	2.78	\$39,900	120
Health Care and Social Assistance	9,110	9,363	253	0.69	\$41,479	501
Retail Trade	10,999	11,175	176	1.19	\$32,060	901
Wholesale Trade	2,804	2,955	151	0.85	\$57,922	278
Other Services (except Public Administration)	4,532	4,655	123	1.01	\$23,356	440
Professional, Scientific, and Technical Services	1,523	1,625	102	0.24	\$55,422	257
Real Estate and Rental and Leasing	912	1,005	93	0.60	\$50,561	150
Finance and Insurance	2,888	2,978	90	0.76	\$63,664	322
Arts, Entertainment, and Recreation	655	733	78	0.41	\$26,207	49
Management of Companies and Enterprises	370	396	26	0.27	\$63,952	12
Educational Services	851	860	9	0.32	\$42,170	15
Utilities	133	139	6	0.43	\$108,738	9
Information	610	608	(2)	0.35	\$43,807	67
Mining, Quarrying, and Oil and Gas Extraction	198	183	(15)	0.43	\$77,000	13
Administrative and Support and Waste Management and Remediation Services	3,855	3,781	(74)	0.61	\$33,658	221
Unclassified Industry	<10	<10	Insf. Data	0.01	Insf. Data	1

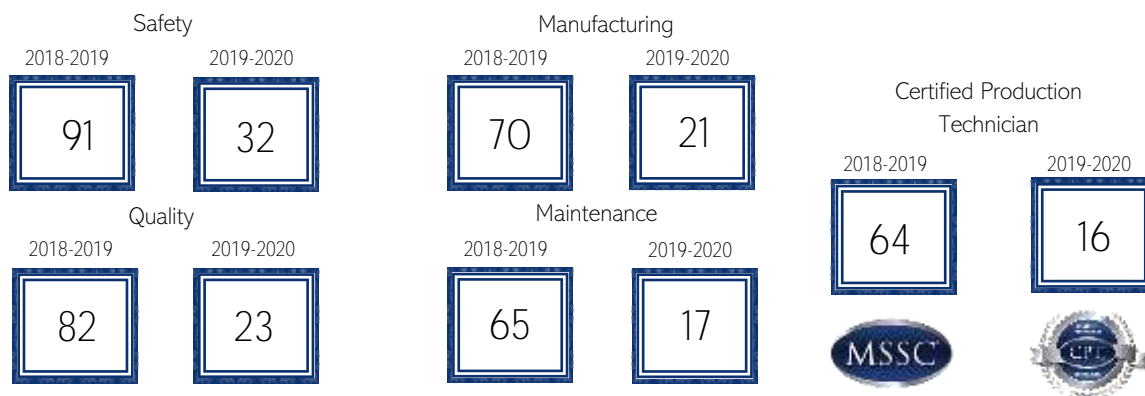
MIDDLE-SKILL OCCUPATIONS BY GROWTH

Occupation	2020 Jobs	2025 Jobs	2020 - 2025 Change	Annual Openings	Avg. Hourly Earnings	Typical Entry Level Education
Heavy and Tractor-Trailer Truck Drivers	2,502	2,834	332	371	\$20.43	Postsecondary nondegree award
General and Operations Managers	1,074	1,172	98	117	\$41.74	Bachelor's degree
Registered Nurses	1,065	1,140	75	77	\$26.84	Bachelor's degree
Managers, All Other	558	602	44	53	\$30.24	Bachelor's degree
Nursing Assistants	1,214	1,255	41	150	\$11.13	Postsecondary nondegree award
Financial Managers	317	354	37	33	\$37.71	Bachelor's degree
Accountants and Auditors	372	407	35	43	\$30.98	Bachelor's degree
Business Operations Specialists, All Other	207	239	32	28	\$26.32	Bachelor's degree
Firefighters	174	201	27	18	\$13.35	Postsecondary nondegree award
Child, Family, and School Social Workers	206	232	26	27	\$20.01	Bachelor's degree

Source: Economic Modeling Systems, Inc. (EMS)

• SECTOR STRATEGIES •

CERTIFICATES EARNED



RURAL INITIATIVE FUNDS EXPAND



The Re-Entry Advanced Manufacturing Program (RAMP) established a manufacturing career pathway for incarcerated individuals as a response to the overwhelming needs of area employers for skilled workers, and high recidivism rates among individuals released from local county jails.

Many of the released inmates in Northwest Tennessee face multiple challenges related to limited resources, including lack of training and employers willing to hire individuals with a criminal record. RAMP offers industrial readiness training by providing instruction in the Manufacturing Skills Standard Council (MSSC) Certified Production Technician (CPT) program to incarcerated individuals onsite at the jails. The credentials, currently recognized by local employers, include four (4) nationally recognized certifications – Safety, Quality, Manufacturing Processes, and Maintenance Awareness. Students may then put their skills to use by **working with private employers through the county jail's work-release** program. In addition to increasing the employability/occupational skills of the inmates, the program supports the Drive to 55 initiative to increase postsecondary credentials. Students who complete CPT training may receive credit toward advanced manufacturing programs if they choose to continue their education upon release.

Implemented in the summer of 2018, the pilot RAMP classes were held at the Dyer County Jail, with training provided by Dyersburg State Community College (DSCC), and the Gibson County Jail, with training provided by the TN College of Applied Technology (TCAT) at Jackson. The success of the program made it desirable to other counties and a class was added to the Henry County Jail in the fall of 2018, with training provided by TCAT Paris. In the summer of 2019 the Tennessee Department of Labor and Workforce Development announced the Rural Initiative Grant which offered funds to promote career exploration, increase educational attainment and labor workforce participation rates, and to expand technical education and employment opportunities to target populations in at-risk and distressed

counties. The Northwest Tennessee Workforce Board applied for and was awarded over \$335,000 on behalf of its distressed county, Lake, and four at-risk counties, Benton, Carroll, Obion, and Weakley, with four of the five counties electing to utilize the funds to implement RAMP in their local jail. Lake and Carroll counties implemented classes in early 2020 and Obion County will begin their first class in the summer of 2020.

Rather than implementing the educational component of RAMP, Weakley County will focus on the employment component utilizing On-the-Job Training, transitional jobs, and / or paid work experience as incentives to employers in the area to hire individuals either during incarceration or upon release. For individuals with extensive barriers to employment or employers with numerous concerns regarding hiring justice-involved individuals, transitional jobs / work experience opportunities will be provided to offer **individuals a chance to "get their foot in the door" with potential employers.**

As of June 2020, 149 participants have been served through 15 completed RAMP classes with 123 of those tested earning a credential in Safety, 105 in Quality, 91 in Manufacturing Processes, and 82 in Maintenance Awareness. Eighty individuals have earned all four credentials to earn the full CPT credential.

Benton County is currently using Rural Initiative funds to provide work experience programs to youth-aged individuals, such as the Work Opportunities for Rural Kids program, branded as #WORKlife, a program allowing participants to work 37.5 hours for up to six months. In addition to gaining valuable hands-on experience and learning general work skills (i.e. soft skills), such as attendance, punctuality, professional communication, teamwork, etc., participants earn the higher of \$8.00 per hour or 100% of the typical wage paid for the position.

• SECTOR STRATEGIES •

MANUFACTURING DAYS 2019



Benton County

1 high school (Senator FPL Career and Technical Center – feeder for all county high schools)
100 students
2 employers for tours: Carhartt & Covia

Carroll County

1 high school (Carroll County Technical Center – feeder for all county high schools)
50 students
1 employer for tours: Granges

Crockett County

1 high school – Crockett County High School
25 students
2 employers for tours: Southern Pride & ABB

Dyer County

2 high schools – Dyer County High School, Dyersburg High School

555 students (Dyer Co. tours – 50; Dyer Co. assemblies – 280; Dyersburg High tours – 100; Dyersburg High assemblies – 125)
4 employers for tours: SRG, Eaton, Devely, & Ermco
6 employers for assemblies: Norteck, DOT Foods, NSK, Tyson, Hexpol, & Frazier Industrial

Gibson County

6 high schools – Gibson County High School, South Gibson County High School, Milan High School, Humboldt High School, Trenton Peabody High School, Bradford High School
153 students
4 employers for tours: Ceko Door, Chicago Metallic, Dana Spicer, & MacLean Power Systems

Henry County

1 high school – Henry County High School
315 students
3 employers for tours: PML, Nobel, & Dana Sealing

Lake County

1 high school – Lake County High School
44 students
1 employer for assemblies: Ermco

Obion County

2 high schools – Obion County Central High School, South Fulton High School
100 students
3 employers for tours: Tyson, InSteel, & Greenfield Products
1 employer for assemblies: Center Point

Weakley County

4 high schools – Westview High School, Dresden High School, Gleason School, Greenfield School
5 middle schools – Martin, Dresden, Gleason, Greenfield, Sharon
40 high school students; 360 middle school students (Career Fair – 21 employers)
1 employer for tours: MTD

• YOUTH SERVICES •

WORK EXPERIENCE PROGRAM

The Work Opportunities for Rural Kids (WORK) program, branded as #WORKlife, allows participants to work up to 37.5 hours for up to six months. In addition to gaining valuable hands-on experience and learning general work skills (i.e. soft-skills), such as attendance, punctuality, professional communication, teamwork, etc., participants earn the higher of \$8.00 per hour or the typical wage paid for the position.

In order to promote the program, the Northwest area partners with secondary schools to promote local career opportunities, particularly in one of the area's target sectors, manufacturing, through promotional / hiring events highlighting career pathways and opportunities available within the county. Through the event, employers are able to market summer, part-time, and full-time positions to graduating seniors, and interview rooms may be

available for immediate hiring. This initiative aligns with the West Tennessee regional plan strategy of focusing on special populations such as unemployed youth. Unemployment rates among youth (ages 16 to 24 years old) are higher in the West Region at 18.45%, more than five times the overall state rate.

This year, an event was held in Benton County, in partnership with the Benton County Career and Technical Center (BCCTC), which serves all of Benton County. Benton County is currently using Rural Initiative Grant funds to provide work experience programs to youth-aged individuals. The event was attended by 12 employers, representing 29 jobs openings, and 23 job seekers. Nineteen of the attendees were eligible to participate in the program and as of June, over \$11,100 had been expended through the Rural Initiative grant.



Benjamin Guillory came to the American Job Center-Union City in 2018 after graduating high school in hopes that he could get financial assistance for the EDGE Program at Union University in Jackson, TN, a highly competitive program that provides postsecondary education for individuals with intellectual disabilities. Ben was the first person from Obion County to ever be selected for this program. The American Job Center was able to assist Ben financially by enrolling him as an out-of-school youth. Living on campus in the dorms provided Ben with a college experience to socialize with his peers, teaching important and valuable life skills that he would not have learned at home. He was also required by the EDGE Program to hold a part-time job. Ben's positive and uplifting attitude comes through when talking about the EDGE program. "I enjoyed the EDGE program because I got to experience the college lifestyle but also learned how to live independently," he says.

As a very determined student, Ben maintained good grades and successfully completed his studies in May of 2020, receiving the EDGE Program Certification of Completion. He is currently switching enrollment to WIOA's work experience program to help him with his goals of securing a full-time job and living independently.

• YOUTH SERVICES •

Work Experience Job Site	Sector/Industry
American Job Center- Dyer	Government
American Job Center- Paris	Government
Amteck	Construction
Auston Mealer	HVAC Contractors
Benton County Animal Shelter	Community Service
Big Sandy Christian Community Outreach	Community Service
Birdsong Resort & Marina	Entertainment
Camden Central High School	Education
Carroll Bank and Trust	Business Services
Carroll County Library	Community Service
City of Dyersburg	Government
Dyer Co. Chamber of Commerce	Business Services
Folksy Food Cafe	Food Service
Kingdom Enterprises	Construction
Melton & Sons Trucking	Transportation
New Life Union Mission	Community Service
Northwest Tennessee Economic Development / Headstart	Government
Revelation Gardens	Community Service
West TN Healthcare	Healthcare
Total Participants: 32	Total Wages Paid: \$167,301.94

PRE-APPRENTICESHIP PROGRAMS

The Amteck Registered Electrical Apprenticeship Preparation (REAP) program is a ten week pre-apprenticeship program consisting of two weeks of classroom training, to learn the fundamentals of basic electricity and construction applications, followed by eight weeks of paid work experience at Amteck's



Dyersburg facility. Through participation in the program, students have the opportunity to obtain employment at the Amteck Dyersburg facility upon successful completion. If hired, participants are entered into the Registered Apprenticeship program which prepares them to take the exam to become a Journeyman/Licensed Electrician and earn an estimated \$70,000 annually.



The pilot project, offered at Lake County High School in 2018, was refined and expanded in 2019 offering seniors from across Northwest TN high schools an opportunity to participate in the program. Of the 11 students who participated in the class, 10 graduated and were offered the opportunity to continue in the program. Eight accepted and were hired by Amteck and entered into the apprenticeship program. Of those, six are still currently employed. This upcoming year, the third annual class will be expanded again to offer recent graduates, not only 2020 graduates, an opportunity to participate. Fourteen interested individuals participated in either Shock & Awe Day or Registration Day in June to learn more about the program.



EARN\$TN

Expanding Apprenticeships in Rural Northwest Tennessee

to the benefits, assisting employers with developing apprenticeship standards, connecting qualified job seekers to employers, and facilitating the access to Workforce Innovation and Opportunity Act, Apprenticeship Expansion Grant, and other American Job Center partner funds to support apprenticeships. Since the grant began in December, five of the proposed 18 employer outreach events were held, including one regional event, 10 of 12 jobseeker recruitment events were held, and 17 new apprentices were served. Two new apprenticeships were also developed including an HVAC Technician at Auston Mealer's Equipment Service and a Tasting Room Associate at Crown Winery. A pre-apprenticeship will also be used by Auston Mealer's Equipment Service HVAC Technician Registered Apprenticeship program. The grant also supports Apprenticeship TN, a statewide initiative to help foster a better understanding of the benefits of apprenticeships. Three Regional Directors work directly with employers, communities, associations, and organizations to develop and implement new programs.



Did You Know?

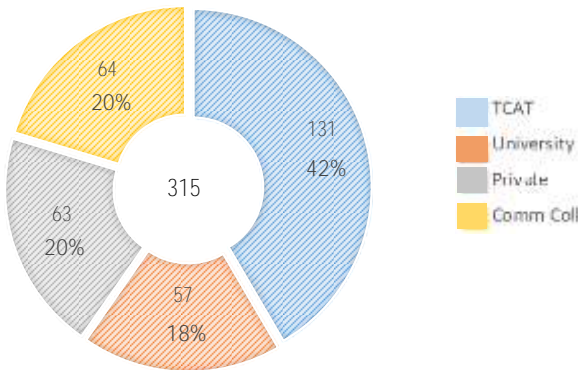
Under the NW area's Supportive Services policy, Youth and other participants may receive assistance with transportation, supplies, uniforms, accommodations, testing, child or dependent care, housing, and more, to enable participation in training activities such as occupational skills training, pre-apprenticeships, and work experience. This year, 30 Youth participants received assistance with supportive services while participating in training services.

• POSTSECONDARY •

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, 315 participants received scholarships totaling over \$529,848 to attend 20 different institutions. Of the 315 participants, 42% chose to attend TN Colleges of Applied Technology, 20% community colleges, 18% universities, and 20% private certification institutions for occupations such as Truck Driving, Lineman, and Certified Nursing Assistant.

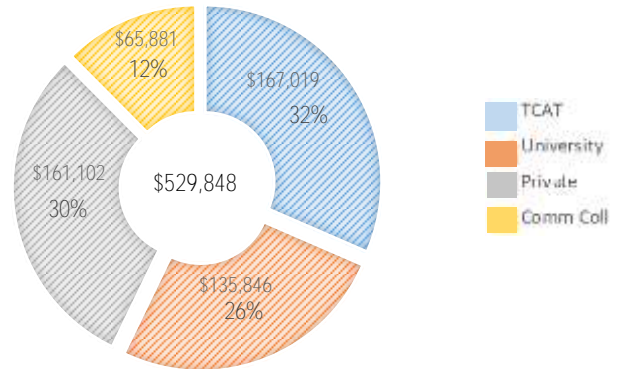
Participant By Training Provider Type Served

2019-2020

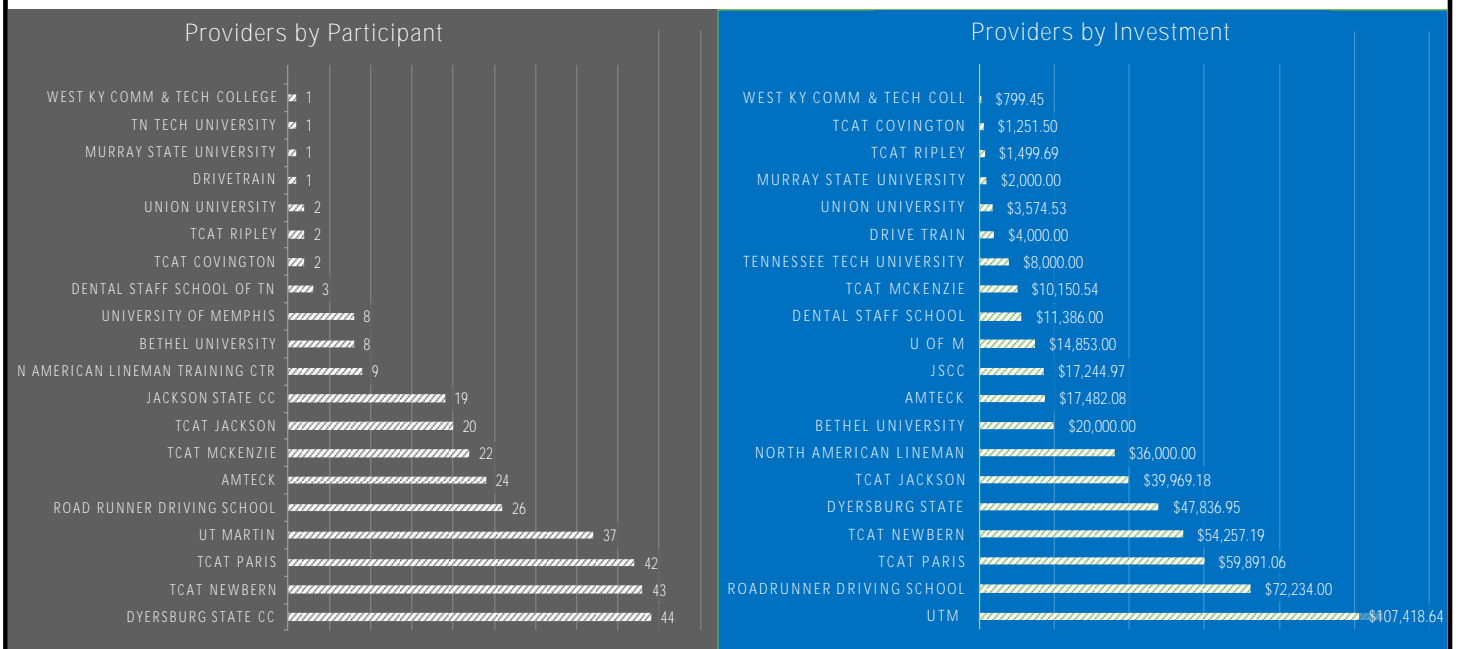


Investment By Training Provider Type Served

2019-2020



Training Providers 2019-2020

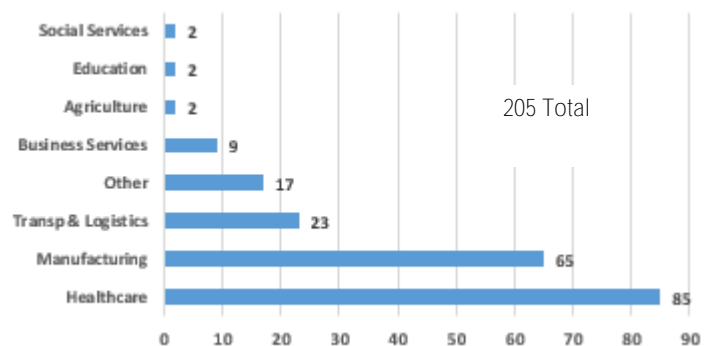


Transportation Assistance to Attend Postsecondary Training

Over 280 students used gas cards to help them attend school the past year, with a total of \$129,680 awarded. 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.

"Serving the most in need requires us to be flexible in the services we offer. Many students receive tuition assistance through programs such as TN Reconnect and TN Promise, which allows our funding to be utilized for transportation assistance and other supportive services," says Jennifer Bane, Executive Director.

New Classroom Training Enrollments by Sector



• POSTSECONDARY •



Receiving an acceptance letter from the University of Tennessee at Martin was an exciting moment for William Thralls, however at the time he was not in a financial position to afford tuition. He reached out to the American Job Center-Dresden for help. **"The main hardship I encountered was balancing a job, school, and ROTC while also being financially independent,"** says William. **"The Career Advisors were very helpful throughout the process and ensured that I was taken care of as deadlines approached. I would even say that WIOA helped me to stay in college and finish my degree."**

Along with receiving assistance from WIOA, William worked throughout his time in college for Walmart, the UTM campus, and the Army Reserves. In addition to his work, he also remained active in ROTC, all the while maintaining his GPA. **"There were some tough times, but it all worked out,"** he shares.

Career Advisor, Rhonda Mitchum, says William's sincerity is admirable. **"William is an intelligent, well-rounded and grounded individual who challenges himself and seeks opportunities with determination. He has the fortitude and maturity to achieve in any endeavor and always maintains it with a positive attitude."**

William enjoys telling others about the WIOA Program, stating that just knowing another person in his shoes can be given the same chance that he had with the WIOA Scholarship Program makes him happy. **"I want them to get the scholarship and continue the dream that I so honorably get to live."**

William achieved his degree of Bachelor of Science in Health and Human Performance from UT Martin in May 2020, and shortly after graduation became a Lieutenant in active duty for the United States Army, earning a successful starting salary with benefit perks and vacation. He says, **"In the end, the hard times, long nights, and stressful days were all worth it."**



Sabrina Johnson came to the American Job Center Specialized Center in Camden working as a Certified Nurse Assistant making \$10 an hour. She was going through some struggles with her husband's health, and wanted to be able to support her family if the need be. Through the AJC Specialized Center-Camden Sabrina had received her Certified Nurse Assistant in 2012, and she desired to continue her education in the Nursing field. She was accepted into the Nursing program at Jackson State Community College in Jackson, TN and beginning in Summer 2018, she received WIOA funding for training to obtain her AAS in Nursing.

Sabrina completed the AAS in Nursing in December 2019. Although she was offered two jobs prior to graduating, Sabrina chose to stay with her previous employer, Life Care Center of Bruceton as the RN Weekend Supervisor. When she realized that she was not yet ready to be in a management position, she applied and was accepted into the Nurse Residency Program as an RN/Nurse

Resident at Jackson Madison County General Hospital. This program provides exposure and experience in all the different areas of nursing. Sabrina states she chose this field because she loves helping others. It brings her joy that she can make patients laugh, sit with them, and just get to know them and learn about them. She sees nursing as a service profession that gives her the opportunity to offer encouragement to patients going through a stressful time.



TeAuna Sneed came to the American Job Center in Henry County to speak with the WIOA Career Advisor about the available services and financial assistance needed to attend school to achieve her dream to become an LPN (Licensed Practical Nurse) and serve people with kindness.

TeAuna's education began at the Tennessee College of Applied Technology in Paris and solidified her decision that a career helping others as a nurse was what she wanted to do with her life. **"Success to me is helping people and realizing that I have made the world just that little bit kinder. When you help someone, you feel alive,"** she says.

TeAuna's journey has not been without difficulties. **"One such challenge that I encountered was the ability to pay for my tuition to further my education,"** she says. **"The experience of getting the WIOA scholarship means a lot to me."** About four months prior to her finishing school, TeAuna was hit with the devastating news that her brother was killed in a house fire on New Year's Day 2020. **"I remember the call I got from my mother about my brother. I was in such shock I could not speak. I went numb. The shock of losing my brother turned me inside out and my body seemed to want to shut down."** Thankfully, TeAuna says she received amazing support from family and friends who helped her recover and encouraged her keep going to earn her diploma.

Soon after, TeAuna was faced with another challenge as she found herself traveling back and forth to Vanderbilt Hospital in Nashville TN with severe anemia that left her tired and weak. **"I tried hard to keep going and manage my coursework, plus I was working full time as well,"** TeAuna says. **"I'm the first to go to college in my family, and I had counted my blessings every day for the opportunities that I had been given. I wanted to reap the reward of reaching the end of my journey, plus I wanted to break the cycle in my family. They were all counting on me to get my diploma. I was now within reach of graduation and I looked forward to celebrating something that once seemed impossible."**

TeAuna achieved her diploma of Practical Nurse in May 2020 from the Tennessee College of Applied Technology-Paris. After passing her state board test, she was promoted to her position as Licensed Practical Nurse at the American Health Community in Paris, where she began as a CNA in May 2018. TeAuna says **she urges people to utilize the American Job Center and the WIOA program to fulfill their dreams. "It is not only a place to edit or create your resume, or just to search for jobs, it is a place to help find yourself. Live up to the challenge and you will be successful! My future goal is to be the best I can and keep learning every day."**

• BUSINESS SERVICES •

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 Services, Labor Exchange, Veterans Programs, Trade Act, Re-Employment Services, Unemployment Insurance, Economic Development, Temporary Assistance for Needy Families, and Vocational Rehabilitation.

Business Services can assist with Recruitment & Screening, Grants and Incentives including On-the-Job Training (OJT) and Incumbent Worker Training (IWT), and Workforce Support to address the needs and skills gaps as identified by local employers. Labor market information (LMI) is also available and customizable to both the local area and surrounding region. Economic Modeling

Systems, Inc.'s (EMSI) labor market information 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).

Labor Market Information and FAQs can also be found on Jobs4TN.gov.



EMPLOYER PARTICIPATION BY PROGRAM 2019-2020

	<u>Total Awarded</u>	<u>Employees Trained</u>	
Carroll Carey Counseling Center (IWT) Carroll Bank & Trust (IWT) Cutting Specialists, Inc (OJT) Granges (IWT, OJT) Pottery Direct McKenzie, LLC (OJT) Southern Chiro & Acupuncture (IWT)	OJT \$332,425 IWT \$292,968	OJT Enrolled 244 IWT Proposed to train 642	Henry Dana Sealing Products, LLC (OJT, IWT) Eurotranciatuta USA (OJT, IWT) Henry County Government (OJT) InSource Materials, LLC (OJT) PML, Inc. (OJT)
Crockett Advantage Manufacturing (IWT) Cavalier Pharmacy (IWT)	Dyer Amteck (OJT) Auston Mealer (OJT, IWT) Choctaw Transportation (IWT) City of Dyersburg (OJT) Colonial DPP (IWT) Develey Mustard & Condiment (OJT, IWT) Eaton Aeroquip, LLC (OJT) Firestone (IWT) First Citizen's National Bank (IWT) Ford Construction (IWT) Frazier Industrial (IWT) Hexpol Compounding (OJT) NSK Steering Systems (OJT) Russom's CarStar (IWT) West TN Healthcare Dyersburg (OJT)		Obion Center Point Business Solutions (OJT) Cox Oil (OJT, IWT) Discovery Park of America, Inc. (OJT) Excel Boats (OJT) Kohler (IWT) Maverick (OJT, IWT) Obion County Government (OJT) Tyson Foods Union City (IWT)
Gibson Alliance Staffing (OJT) Cable South Construction Co. (IWT) Ceko Door / AADG Inc (IWT, OJT) Crown Winery (OJT) Dyer Station Pharmacy, LLC (IWT) FW United Group (OJT)			Weakley Allergy Lab Solutions (OJT)
Lake EMC of Ridgely, LLC. (OJT)			

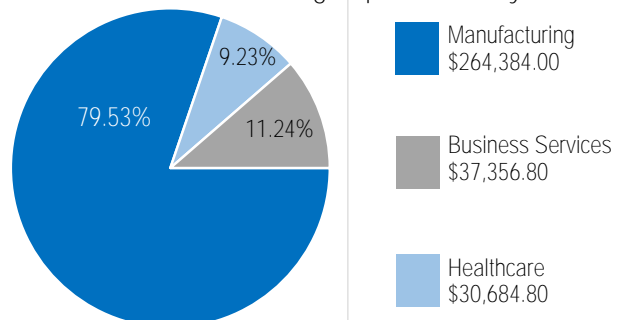
Local Employers
Receive 50%
Wage
Reimbursement
for New Hires

Companies in Northwest TN have received wage reimbursements in excess of \$333,425 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 28 companies, placed job orders, and referred eligible job applicants to fill 244 positions.

Grants Awarded
for Training
Incumbent
Workers

The Consolidated Business Grant was made available to employers to provide training for their current workforce to improve processes and upgrade skills. Nearly \$293,000 was awarded to 24 companies to train 642 workers between February and June of 2020, with 596 employees completing training.

PY19 On-the-Job Training Expenditures by Sector



The majority of On-the-job Training is focused on the Advanced Manufacturing Sector. Other target sectors primarily train through postsecondary opportunities.

• BUSINESS SERVICES •

Paid Internships Target Job Seekers with Barriers

The *Ready, Set, Hire!* transitional program, is similar to Youth Work Experience program, however, it targets Adults and Dislocated Workers with barriers. The program includes up to 320 hours for both a paid internship and On-the-Job (OJT).

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

James Lessenberry had been out of the workforce for several years due to decisions he had made that lead him down the wrong path. He came to the American Job Center-Huntingdon because he was ready to make a change in his life and prove to himself what he was capable of. After discussing opportunities for him through the local AJC, it was determined that James was in need of job search skills **such as completing applications, interviewing skills, completing a resume, etc.** It was James' goal to get back into the workforce, so an On-the-Job Training (OJT) program was the direction he needed to take.

While incarcerated, James received his National Center for Construction Educational Research in Welding/Carpentry, which led to him being referred for OJT with Excel Boat Company, LLC., Union City in February 2020. There he would receive training as a welder, ready to use his skills and become a productive member of the community. James completed his OJT with Excel Boat in April 2020 and **continues to use his skills to build boats.** He states, "I enjoy my job and am very excited about the opportunity and given the chance to do what I enjoy."



AJCs 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 (AJCs) about services available for dislocated workers, such as Unemployment Insurance, Re-Employment Services Eligibility Assessment services, Trade Adjustment Assistance, and Title I Dislocated Worker training services. Rapid Response Teams often provide onsite services including resume assistance, career fairs, and other customized partner services. Despite unprecedented increases in unemployment claims due to the COVID-19 pandemic, only one Rapid Response event was conducted this year when Town and Country Grocers of Fredericktown, Missouri, Incorporated announced the closure of Cash Savers in Dyer County, affecting 12 full-time and 31 part-time employees. American Woodmark Corporation in Gibson County also announced its closure by September 2020 with 76 employees to be affected.

While the 43 employees served this year is down from the 418 served last year through Rapid Response efforts, AJC staff assisted large numbers of unemployment insurance customers as new claims in the Northwest area reached 17,931 between March 15th and June 27th amid the COVID-19 pandemic. As of June 27, 2020 there were 6,533 individuals continuing to claim unemployment benefits in the local area, a drastic increase from the 771 continued claims as of March 14th, just prior to the onset of COVID-19 in the state. **The area's unemployment rate increased from 4.1% in March to 12.5% in April**, before falling again to 8.9% in May and then 8.7% in June. Although the increase was significant for the area, the Northwest region had the lowest unemployment rate in the state between April and June. **The area's new claims were predominately in the Manufacturing, Healthcare and Social Assistance, Accommodation and Food Services, Retail Trade, Administrative and Support and Waste Management, and Other Services (except Public Administration) industries.** Gibson, Dyer, and Henry Counties saw the largest numbers of new claims.



Sydney Reynolds first contacted the Humboldt American Job Center in Summer 2018 after successfully completing her first two semesters of the Nursing program at the University of Memphis at Lambeth. Sydney worked at a local CVS Pharmacy as Pharmacy Technician but as the demands of the program increased, she sought WIOA assistance to help relieve some of the financial pressure she was under as she funded her own way through school. Being enrolled as a Dislocated Worker allowed her to receive tuition and travel assistance while attending the University of Memphis at Lambeth.

Two weeks prior to the start of her senior year of the Nursing program, Sydney and her fiancé were hit head-on by another vehicle. After initially being taken to West TN Healthcare in Jackson, she was transferred to the trauma unit at Regional One Health Medical Center in Memphis due to the severity of her injuries. After various scans, it came back that she had a tear in a major artery and damage to an internal organ which would require surgery to repair. **Sydney spent nearly a week in recovery following the surgery.** "Even though I was told by multiple people not to come back to school and that I would not be able to handle it, I didn't listen," she says. "I had made it too close to the finish line to just give up." Despite the hurdles she faced, she was always pleasantly responsive to staffs' contacts and always submitted the required paperwork prior to the given deadlines. **Sydney graduated with her Bachelor of Science in Nursing in May 2020 and will be taking her state boards in the coming weeks.** In June 2020, she was hired as a Registered Nurse with West TN Healthcare in Jackson. She will also be buying her first home this year. Sydney says, "I am grateful for the financial assistance so I could accomplish my dream."

After dislocation, Re-Employment Services Eligibility Assessment (RESEA) services, designed to assist individuals receiving unemployment insurance with appropriate reemployment services that will lead to successful employment outcomes, may be provided to selected eligible claimants. RESEA strives to assist its participants in overcoming barriers so that they can make a successful transition to gainful employment. When Doug Clark lost his job unexpectedly in October 2019, his family was left with no emergency fund and no health insurance. Through the process of RESEA in the American Job Center-Humboldt, Clark was able to receive help and encouragement to complete the tasks he had ahead of him, including filing for unemployment. After five months of unemployment, Clark was happy to accept the position of Protection From Harm Investigator through the State of TN, Department of Intellectual & Developmental Disabilities, beginning in March 2020. He was thrilled to **regain full-time employment with benefits in the field for which he went to college and has worked for about 35 years.** "The unemployment payments and the support from this office's staff helped me through what was a somewhat difficult time," states Clark. "In [American Job Center] Humboldt, if you will do your part, they will do their part. They can help you through whatever situation you need help with and they will do it with joy."



•CONNECTING JOB SEEKERS•

Regional Job Fair
McKenzie
August 2019
21 Employers
118 Job Seekers

The Regional Job Fair of 2019 proved to be a model event for how to successfully bring employers and job seekers together, under one roof, to make lasting connections in workforce development for the Northwest region. Job seekers came from Carroll, Henry, Weakley, Obion, Stewart, Madison and Gibson counties. One individual who had just relocated from Atlanta learned of the event from effective television and social media marketing that was done. Job seekers even came from Murray, Kentucky, as the timing of the event fell on the heels of an unfortunate plant closure there. Several job seekers left the event that day with appointments for personal interviews with employers, and many were successful in getting those jobs in the days and weeks following the event. "The venue at TCAT-McKenzie was ideal for the event from both location and space availability, and the staff was phenomenal to work with in preparing for and holding the event," says Business Services Representative, Maleia Evans. "The AJC Mobile AJC staff were a tremendous resource to many job seekers who needed assistance with resume development or who were directed by employers to apply online for their jobs onsite at the event." Lastly, the partnership with the McKenzie Economic Development Corporation (MEDC) as co-host of the event, was the main contributing factor of the event's success. MEDC Director, Monica Heath, worked tirelessly to help recruit employers and to promote the event at the region's universities and colleges. After the success of the 2019 Regional Job Fair in McKenzie, plans were made to make this an annual event. Although plans for 2020 were hindered due to COVID, everyone remains hopeful to holding the event in 2021.



Connecting Regionally

On October 31, 2019, the three local workforce areas held the Inaugural West TN AJC Job Fair and Career Expo with 88 employers, training institutions, and community organizations participating and 370 job seekers attending, representing at least 17 counties of the Grand Region. This highlighted the successful Business Services Team strategies and partnerships with local and regional employers.

TDOC's Probation and Parole team was also present at the event and referred many of their clients. Of those individuals that attended, nearly 19% self-identified as justice-involved. The event showcased regional career pathways by offering a variety of steppingstone opportunities from basic career development services and workshops, training opportunities with educational institutions, and diverse employment opportunities in in-demand sectors such as healthcare, manufacturing, and transportation.

West TN AJC Job Fair
Jackson
October 2019
88 Employers
370 Job Seekers



•CONNECTING JOB SEEKERS•

Excel Boat Company, LLC
Union City & Dyersburg
February 2020
250 Job Seekers



*"I cannot say enough about all of you. Your help and support is deeply appreciated, and we are very fortunate to have such an incredible resource in this **community!!!**"*

—J. Paul Jackson, Business Operations Manager, Excel Boat Company, LLC



"I am so happy for the incredible hands on support and kindness shown to our company."

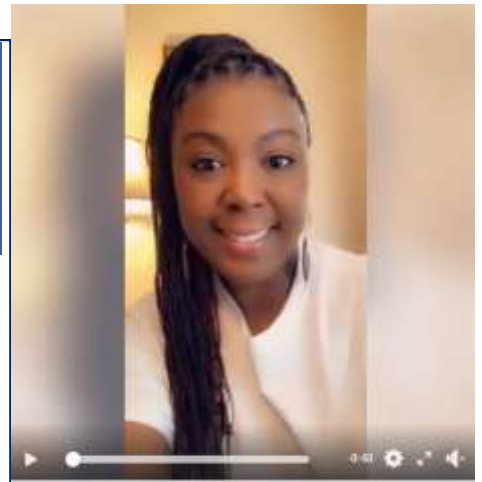
It is very refreshing to work with community professionals.
Thank you, thank you, thank you!"

Professional Regards,
Kent Durham, General Manager, Excel Boats

When COVID-19 put a temporary halt on traditional hiring events, one local employer was willing to try something new.

The day before the event, Erica Stray of the TN Department of Corrections Tiptonville created a promotional video in which she explained how to call in to the job fair, submit applications and resumes, and schedule interviews remotely. The video received over 600 views on the AJC Facebook page, resulting in seven applications/resumes being received prior to the event and then another three during the job fair— exceeding the prior results they had held in person. Because of the success of the first virtual job fair, the TN Department of Corrections, along with other local businesses, plan to hold other virtual hiring events in the future.

TN Department of Corrections
Virtual Job Fair
Tiptonville
May 2020
10 Job Seekers



810 Views
American Job Centers of Northwest TN • TN Dept of Corrections Virtual Job Fair



Discovery Park Job Fair
Union City
January 2020
3 Employers
79 Job Seekers
Mobile AJC On-Site



*"It was a successful event for all three employers at the job fair. Of the 73 job seekers who attended, 71 applied and were interviewed by Discovery Park staff for job **openings in the park, 27 interviewed with Sabin's Cafe,** and one was hired on the spot. Center Point, who was hiring for hospitality and maintenance positions for the hotels in the park, had 55 interviews. The Mobile AJC assisted 34 job seekers with online applications. The employers were well pleased with the results for filling **the upcoming peak season positions."***

—Business Services Representative, Lana Wood



• AMERICAN JOB CENTER •

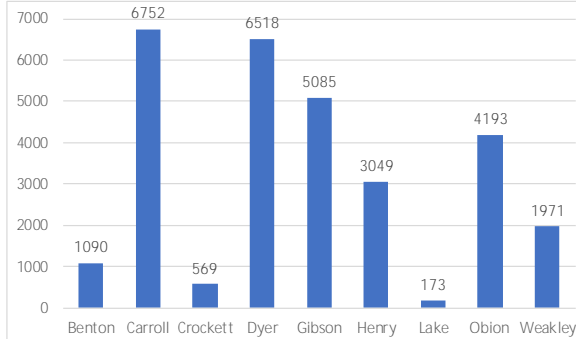


NW TN American Job Center (AJC) Visits

29,400

Total Number

* The AJCs were closed between March 19th and June 14th due to Covid-19. AJCs reopened with limited capacity on June 15th.



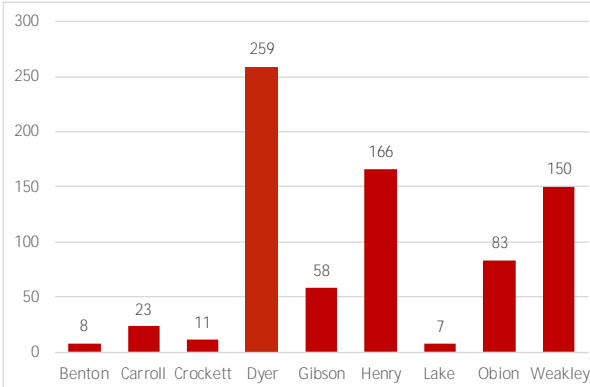
AJC Surveys Results

Overall, how satisfied were you with our services?

99.6%

255 out of 256 answered
"Completely Satisfied"

*From January-June 2020



Business Services 2019-2020

28

Total On-the-Job Training Contracts

244

Enrolled in Training

163 (76%)

Completed

51 (21%)

Did not complete*

30 (12%)

Still in Training

24

Total Incumbent Worker Training Contracts as of 6/30/20

642

Proposed to train

596

Trained (93%)

123

Job Fairs & Recruitment Services

1,066

Job-Seekers attended Job Fairs

January-March 2020 Employer Survey

Did the job fair meet your needs?

Event Overall Satisfaction

Average Rating
4.7

Average Rating
5

Scale: 1=Extremely Poor to 5=Excellent

Top 10 Reasons for Visits

1. Job Search / Resource Room
2. Unemployment Insurance
3. Career Coaching / Families First
4. Workforce Essentials
5. Job Search Assistance
6. Job Fair
7. Adult Education
8. RESEA
9. Workshops
10. Resume Assistance

Things to Note: AJC Relocations & Re-designations

- AJC-Camden is now a Specialized Center
New Address: Benton Co. Community Ctr.
145 Hospital Drive, Camden
- AJC-Alamo is now a Specialized Center
New Address: 335 S. Bells Street, Alamo
New phone number: 731-882-4874
- American Job Center-Dyersburg
New phone number: 731-501-1109
- AJC-Paris is now a Specialized Center
- AJC-Tiptonville is now a Specialized Center
New Address: Lake County Courthouse
229 Church Street, Tiptonville
- AJC-Dresden is now a Specialized Center
New Address: Weakley County Courthouse
116 W. Main Street, Dresden
- Visit us online to view upcoming job fairs, workshops, and other events:

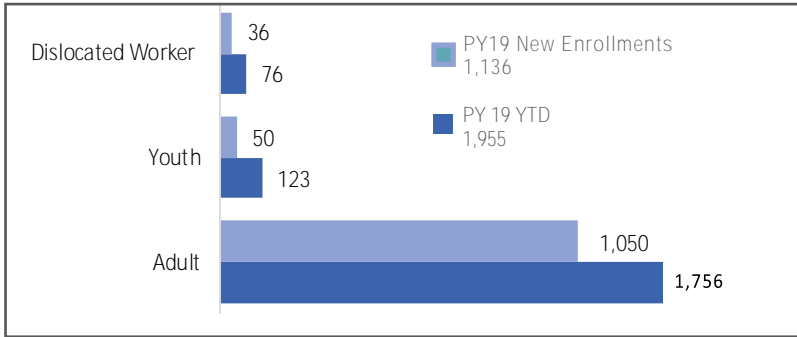


Current Unemployment Rate by County (June 2020)

Benton 9.7% | Carroll 9.2% | Crockett 6.8% | Dyer 9.9% | Gibson 8.8% | Henry 8.9% | Lake 9.5% | Obion 8.0% | Weakley 7.8%

• AMERICAN JOB CENTER •

Title I Career & Training Services



The Workforce Innovation and Opportunity Act (WIOA) consists of five core partner programs: Titles I—IV, and Temporary Assistance for Needy Families (TANF). These partners provide services through the American Job Center network in order to develop a quality workforce system to meet the needs of area employers and job seekers.

Title II 2019-20 Adult Education

County	Students	Graduates
Benton	65	25
Carroll	88	8
Crockett	11	5
Dyer	132	8
Gibson	74	14
Henry	70	10
Lake	25	3
Obion	71	12
Weakley	86	10
Totals	622	95

Temporary Assistance for Needy Families

In TANF District 7, the 2019-2020 average wage for closed cases was \$10.10.

The average Caseload per county for 2019-20 was:

Benton (4)	Carroll (15)
Crockett (6)	Dyer (36)
Gibson (23)	Henry (17)
Lake (3)	Obion (14)
Weakley (17)	

Title IV Vocational Rehabilitation

During the 2019-2020 program year, Vocational Rehabilitation served 2,819 customers in Northwest Tennessee, including:

- 329 new enrollments during the last quarter of the year.
- 136 who were closed in successful employment.

AJC Updates

Between March 19, 2020 and June 14, 2020 the Northwest American Job Centers (AJCs) were closed to the public as a result of the COVID-19 pandemic. AJC staff worked on-site or remotely to continue providing services virtually or by phone during this time. Thousands of phone calls were received, particularly in regards to unemployment insurance (UI) as several new programs were implemented, including:

- Federal Pandemic Unemployment Compensation, an additional \$600 per week of benefits,
- Pandemic Unemployment Assistance, UI benefits for self-employed individuals, and
- Pandemic Emergency Unemployment Compensation, an additional 13 weeks of benefits for claimants who had exhausted regular UI benefits.

Title III Employment Services 2019-2020

Individuals that Registered	8,499
Individuals that Logged In	32,704
Distinct Individuals Receiving Services	19,876
Services Provided to Individuals	157,678
Individual Virtual Recruiters Created	1,817
Resumes Added	2,210
Internal Job Orders Created	1,474
Internal Job Referrals	10,790
External Job Referrals Created	38,699
Services Provided Employers	5,025
Completed Wagner Peyser (WP) Applications	20,674
Partial WP Applications	0
WP Participants	590
WP Exits	996

NORTHWEST TN AMERICAN JOB CENTER LOCATIONS

Benton County Specialized Center
Benton County Community Resource Center
145 Hospital Drive
Camden, TN 38320
(731) 584-1711

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

Crockett County Specialized Center
335 South Bells Street
Alamo, TN 38001
(731) 882-4874

Dyer County Comprehensive Center
313 West Cedar Street
Dyersburg, TN 38024
(731) 501-1109

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

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

Lake County Specialized Center
Lake County Courthouse
229 Church Street
Tiptonville, TN 38079
(731) 253-8171

Ridgely Public Library Access Point
134 N. Main Street
Ridgely, TN 38080

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

Weakley County Specialized Center
Weakley Co. Courthouse
116 W. Main Street
Dresden, TN 38225
(731) 364-0100

Mobile American Job Center
On-site recruitment & assessment.
Self book by emailing:
CareerCoach.Info@tn.gov

Northwest TN Workforce Board
208 N. Mill Avenue
Dyersburg, TN 38024
(731) 286-3585

On-site programs: Adult, Dislocated Worker, Youth, Labor Exchange, Families First, Vocational Rehabilitation, and Adult Basic Education.

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@nwtjobs



731.286.3585

Search for jobs, create a resume &
more at **JOBS4TN.GOV**

AmericanJobCenter
TENNESSEE

NW

NORTHWEST TENNESSEE WORKFORCE BOARD