

Northwest TN Workforce Board  
**American Job Center (AJC) Committee**

Monday, October 26, 2020 – 10:00 a.m.

Zoom Meeting

Chair - Rita Alexander

Vice Chair – Neely Ashby

**Minutes**

**Committee members attending via webinar or phone:** Neely Ashby, Kristie Bennett, Mark Chandler, Sherry Fowler, Janna Hellums, Angela Hollingsworth, Ted Piazza, Brendan Powell, Jimmy Williamson

**Staff and Contractors:** Jennifer Bane, Lana Burchfiel, Gina Johnson, LeAnn Lundberg, Ginger Powell, Laura Speer, Jennifer Eppley (OSO) Joseph Johnson (OSO), Connie Stewart (CSP)

**Review and Approval of Minutes of July 27, 2020 Meeting:** Neely Ashby called the meeting to order and asked the group for comments regarding the prior meeting's minutes.

- **MOTION: Ted Piazza moved to approve the July 27, 2020 minutes as presented. Kristie Bennett seconded the motion. All were in favor and the motion carried.**

**AJC Partner Update—Adult Education:** Angela Hollingsworth presented updates from Adult Education for Benton, Carroll, Crockett, Dyer, Lake, Obion, and Weakley counties. First quarter goal of 91 reportable new students was met with 125 served, including 70 participants. Fifteen received diplomas for first quarter and 21.43% had Multiple Skills Gains. New evening classes have begun in Benton County, which has a new part-time instructor, and will be starting in Lake County. Marketing has been the biggest struggle because of COVID. Classes have moved from the Dyersburg Library to the AJC in Dyersburg because of closings. Classes are still meeting in-person and there haven't been any issues so far.

**One-Stop Operator Report:** Jennifer Eppley presented for One-Stop Operator, Erica Nance, and reviewed the following included reports:

- **Monthly Summary & AJC Survey Results:** There were 394 services and 309 visits in September. There were 57 surveys completed with 100% satisfaction.
- **VOS Greeter Report:** There were 783 visits between July and September.
- **Enrollment Summary Report:** The enrollment summary report shows that our area has served 1,307 individuals for the quarter including 782 carryover participants and 525 new enrollments across the Wagner Peyser, Title I, TAA, SNAP, and Adult Education programs.
- **Target Populations Report:** There were 522 total enrollments and 51 new enrollments as of September 30<sup>th</sup> including 20 who are youth-aged individuals, and 44 individuals with barriers to employment including 1 veteran, 3 individuals with disabilities, 9 offenders, and 42 low income. The full breakdown can be viewed in the attached report.
- **Employer Services and Survey Reports:** There were 606 services provided to 122 employers for the quarter. The breakdown by service can be viewed on the attached report. There were no employer surveys completed this quarter.

**Career Services Report:** Connie Stewart presented the attached report. We have a few positions open and since the state increased the in-school youth (ISY) goals, we are looking to hire a Career Advisor that can recruit and enroll ISY. The jobs are posted on Dyersburg State's website. The 470 total enrollments for the contract year, October 1, 2019 to September 30, 2020, exceeded the goal of 411, but the Youth goal was not met. Significant improvement has been seen since July 1<sup>st</sup> after a decrease between April and June because of COVID. We will

also be receiving some CARES Act funds to contact about 800 people receiving unemployment to see if they need assistance or training. Kristie Bennett asked about an outreach report, and Connie said she will get the information from Marcia Fields. Staff will attempt at least three methods of contact between calling, emailing, or sending messages through Jobs4TN. Ted Piazza stated it might be beneficial to see how our numbers show up on caller IDs. Jennifer Bane also mentioned that staff can text from their Vonage lines, which might be a better option than calling.

**Business Services Report:** Ginger Powell discussed the following from the attached Business Services Report:

- **On-the-Job Training (OJT):** 71 individuals have been enrolled, one has completed, and 66 are still in training.
- **Incumbent Worker Training (IWT):** We received some CARES Act funds for IWT and OJT in September, and by the end of the month most of that had been obligated. Nearly \$247,000 has been obligated to 20 employers to train 564 individuals.
- **Job Fair/Hiring Events:** We have done hybrid virtual / on-site job fairs and drive through job fairs and both types have been pretty successful.
- **Apprenticeships:** We had a Signing Day event at Crown Winery in Gibson County for the first two registered apprenticeships in the grape and wine industry in the state. White Squirrel Winery now also has an approved apprenticeship and staff are working with Auston Mealer to train approximately ten new apprentices.
- **Rapid Response:** Mass meetings were held for 76 employees affected by the closure of American Woodmark and planning took place for a meeting for 43 employees being dislocated from Dura Automotive in October.
- **Other Events:** Manufacturing Days were online this year. The employer panel videos were recorded, uploaded to our YouTube channel, shared on our Facebook pages, and shared with the schools. We had a social media campaign on Facebook where we posted videos submitted by local industry sharing their products or talking about their company in anticipation of National Manufacturing Date. A complete report of the number of students served will be presented at the next meeting. Staff also continue to work towards meeting Work Ready Community goals. Henry and Crockett Counties met their goals to remain certified in August, leaving just four more counties needing to be re-certified. The ones remaining still need some NCRCs before they can move into the maintaining phase.

**Other:** Jennifer Bane reported all the AJCs are currently open, and we continue to follow the CDC guidelines. We have a new committee member, Brendan Powell with the United Food and Commercial Workers Union, replacing Sandra Woods as a labor representative for Gibson. We have a couple of other new board members as well.

**Future Meeting Dates & Upcoming Events:** The following upcoming meetings were reviewed by Jennifer Bane:

- State Board Meeting: November 13<sup>th</sup> (YouTube)
- Next Board Meeting: November 17<sup>th</sup> (Zoom)
- Proposed 2021 Committee Meeting Dates: Monday, 10:00 am –
  - January 25<sup>th</sup>
  - April 26<sup>th</sup>
  - July 26<sup>th</sup>
  - October 25<sup>th</sup>

Respectfully submitted,

Lana Burchfiel  
Public Information Specialist

Northwest TN Workforce Board  
**American Job Center Committee**  
Monday, October 26, 2020 – 10:00 a.m.

Join Zoom Meeting:

<https://us02web.zoom.us/j/85151480618?pwd=WldhNHlrOWZSL2I2SFFsVzIEOFU3UT09>

Meeting ID: 851 5148 0618

Passcode: 132886

Chair - Rita Alexander  
Vice Chair – Neely Ashby

Agenda

- |   |                      |
|---|----------------------|
| 1. Welcome and Call to Order  | Rita Alexander       |
| 2. Review and Approval of Minutes – July 27, 2020 meeting<br><b>(Vote Required)</b> | Rita Alexander       |
| 3. AJC Partner Update – Adult Education   | Angela Hollingsworth |
| 4. One-Stop Operator Report   | Erica Nance          |
| a. Monthly Summary & AJC Survey Results   |                      |
| b. VOS Greeter Reports  |                      |
| c. Enrollment Summary Reports   |                      |
| d. Target Populations Report  |                      |
| e. Partner Co-Enrollments & Referrals   |                      |
| f. Employer Services Report   |                      |
| 5. Career Services Report   | Connie Stewart       |
| 6. Business Services Report   | Ginger Powell        |
| 7. Other  | Jennifer Bane        |

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Northwest TN Workforce Board  
**American Job Center (AJC) Committee**

Monday, July 27, 2020 – 10:00 a.m.

Join Zoom Meeting:

<https://us02web.zoom.us/j/86519810291?pwd=YmZTcXJ3YTFFNG1hcGhCVnlCZU1EQT09>

Chair - Rita Alexander

Vice Chair – Neely Ashby

**Minutes**

**Committee members attending via webinar or phone:** Jimmy Williamson, John Penn Ridgeway, Ted Piazza, Angela Hollingsworth, Melinda Goode, Mark Chandler, Sherry Fowler, Neely Ashby, Rita Alexander

**Staff attending via webinar:** Jennifer Bane, Lana Burchfiel, Gina Johnson, Ginger Powell, LeAnn Lundberg

**Others attending via webinar or phone:** Erica Nance, Connie Stewart

**Review and Approval of Minutes of April 27, 2020 meeting:** Rita Alexander called the meeting to order and asked the group for comments regarding the prior meeting's minutes.

- **MOTION: Ted Piazza moved to approve the April 27, 2020 minutes as presented. Jimmy Williamson seconded the motion. All agreed and the motion carried.**

**Election of Vice-Chair:** Neely Ashby of Henry County Medical Center agreed to serve as Vice-Chair since the position has been vacated by John Killen. Our by-laws state that this position must be filled by a private sector representative.

- **MOTION: John Penn Ridgeway moved to approve Neely Ashby as the new Vice-Chair for the American Job Center Committee. Mark Chandler seconded the motion. All agreed and the motion carried.**

**One-Stop Operator Report:** One-Stop Operator, Erica Nance, reviewed the following reports:

- **Monthly Summary & AJC Survey Results:** There were no surveys since the centers were closed for Covid-19.
- **VOS Greeter Report:** AJCs reopened June 15<sup>th</sup>. Numbers for the quarter were down due to the AJCs being closed for the majority of the quarter due to COVID-19. Contract goals were adjusted to account for several centers moving to part-time centers and the AJCs being closed for a quarter. Lake, Weakley, Dyer, and Carroll counties are still behind their targets.
- **Enrollment Summary Report:** Ted Piazza inquired if there was a reason we were higher than other areas—we were about in the middle of the state, and we enrolled more than other areas versus having higher carryover amounts. Jennifer stated that are enrollments include Incumbent Worker Training (IWT) participants, and we were likely better prepared than some areas for virtual services due to having Vonage phones, laptops, scanning, and electronic signature capabilities. Several participants were enrolled while the AJCs have been closed to the public.
- **Target Populations Report:** There were 1,060 total enrollments and 133 new enrollments as of June 30<sup>th</sup>. The breakdown, which can be viewed in the attached report, included new enrollments of 24 youth-aged individuals, two veterans, 23 low income individuals, and one offender.
- **Partner Referrals and Co-Enrollments:** The Co-Enrollment Summary Reports shows by county who we have enrolled in Wagner Peyser (WP), Title I, and Trade Adjustment Assistance (TAA). The details can be viewed in the attached report. We are striving to increase our Title I co-enrollment of TAA participants to 50% as federally mandated. We currently have four of 63 TAA participants co-enrolled. RESEA referrals and c-enrollments are down this quarter due to RESEA being suspended because of COVID-19.
- **Employer Services and Survey Reports:** The attached report is for the entire 2019 Program year, beginning in July 2019 through June 30<sup>th</sup>. Over 3,000 services were provided to 607 employers, the breakdown by service can be viewed on the attached report. There were no employer surveys completed this quarter.

**Career Services Report:** Connie Stewart presented the attached report, expressing that youth numbers were negatively impacted by the the lack of a Summer 2020 program due to COVID restrictions. She also mentioned upcoming team meetings to identify strategies to enroll more youth, noting that they are focusing even more on tracking youth participants. In years past we focused on recruitment, but this resulted in a number of participants who were not really invested in long-term employment, causing them to leave when it had any impact on their other benefits. We are trying to be more intentional in serving youth that are really invested in wanting to be part of the workforce and wanting to

change their lives. The new focus is to post specific jobs or specific programs to attract youth who are interested in employment instead of just being enrolled in a program. Jennifer Bane also updated the group on the youth waiver and the anticipated requirement that 35-50% of PY 20 youth funding be spent on in-school youth (ISY). This will be a huge increase from the roughly 6% we currently spend on ISY, which will be really tough with the restrictive eligibility criteria and COVID-19 restrictions. Hopefully there will be no sanctions this year if the target is not met. We have seen success from posting the work experience positions as jobs on Facebook. We did this with REAP and are currently doing this for the COVID-19 screeners that will be located at the Dyersburg State Community College's campuses. Jennifer said one of the struggles is that even if they are low income and correct age, we see a lot that don't fit the youth eligibility barrier criteria. We have allowed some to be enrolled as Adults, but this spends adult money we really don't have to spare.

**Business Services Report:** Ginger Powell discussed the following from the attached Business Services Report:

- **On-the-Job Training (OJT):** 244 individuals have been enrolled, 163 have completed, and 30 are still in training.
- **Incumbent Worker Training (IWT):** The list of contracts is complete for the year ending June 30, but the numbers are not complete since invoices are still coming in. We originally had obligated more funds, but those funds were applied for and contracts written prior to COVID. We had several employers not allowing employees to go out or allowing trainers to come in due to company restrictions, so we de-obligated some of the funds. Considering the circumstances, we are happy with what we were able to do. The number trained is pretty accurate but will be finalized with invoices.
- **Job Fair/Hiring Events:** These numbers are significantly less because of COVID. We did have a virtual job fair for the TN Department of Corrections, and were also able to do the #WORKlife program at the Benton County high school with social distancing. We were happy with the turnout with that event, and several graduates were placed in work experience.
- **Apprenticeships:** We had five graduates for the REAP program. We have just started a Tasting Room Associate as a Registered Apprenticeship at Crown Winery in Gibson County and have submitted the Vineyard Foreman position for approval as a registered apprenticeship.
- **Rapid Response:** Mass meetings have been conducted for two recent closures – Town and Country Grocer's / Cash Savers, and American Woodmark.
- **Other Events:** Considering the limiting circumstances, staff has adapted to making presentations virtually, online, on Zoom, and Facebook Live. We are also working on Manufacturing Day events which will look different this year. There are several virtual recommendations, which are not ideal. We will host virtual roundtables with manufacturers and schools per county to see what we can possibly do to still have an engaging event, considering it may not be onsite. We are also continuing to work towards our ACT Work Ready Communities goals. Jennifer Bane said we did apply for some funding at the onset of COVID to help pay for the tests, but we have not heard yet if it will be approved.

**Policy Changes:** Jennifer Bane presented changes to the Electronic Case Files policy, as noted in red in the attachment, to the committee for review and approval.

- **MOTION: Ted Piazza moved to approve policy changes as presented and Jimmy Williamson seconded. All agreed and the motion carried.**

**Other:** Jennifer Bane provided an update on AJC services. The Dyersburg AJC will reopen on Wednesday, July 29<sup>th</sup>, after the 14-day required waiting period and a thorough cleaning due to a positive COVID-19 test. Moving forward we will be using guidance that Connie Stewart received from TBR about closures and only close due to a positive test, or a probable positive due to a person exhibiting symptoms and having been exposed. All the other centers are open right now. We don't know when we are going to get to Phase 4 with no restrictions, and are checking the numbers every two weeks.

**Future Meeting Dates & Upcoming Events:** The following upcoming meetings were reviewed by Jennifer Bane:

- Next Board Meeting: August 25<sup>th</sup> at 11:30 am by Zoom.
- State Board Meeting: August 28<sup>th</sup> on YouTube. Local and Regional Plan presentations will be recorded ahead of time and posted online. Areas will respond to any questions during the meeting.
- Regional Planning Council Meeting: September 22<sup>nd</sup>, 10:00 am by webinar.
- Remaining 2020 Committee Meeting Date: October 26<sup>th</sup>, 10:00 am.

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

# American Job Center Northwest

September 2020 Report

## Northwest American Job Center Updates

- Between September 1 and September 30, 2020, 309 individuals visited the AJC's 394 visit reasons.
- The AJC of Northwest will remain in Phase III, due to the continuous rise in COVID numbers. The staff continued to provide service VIA phone and computer. All 9 AJC's had a combine documented called volume of over 3,400 for Unemployment filing questions, job search, setting appointments etc. Calls increased due to FEMA grant questions. The AJC staff continued to provide meaning assistance for customers. Title I continued to enroll individuals. They set appointments for those they couldn't help virtually. Title III is assisted with AJC calls as much as possible. Adult Education had several appointments to enroll future students. They are looking to restart classes in the Dyersburg Center while maintaining CDC guidelines. Staff members will continue to provide the best service possible during the pandemic.

# American Job Center Northwest

In the Spotlight

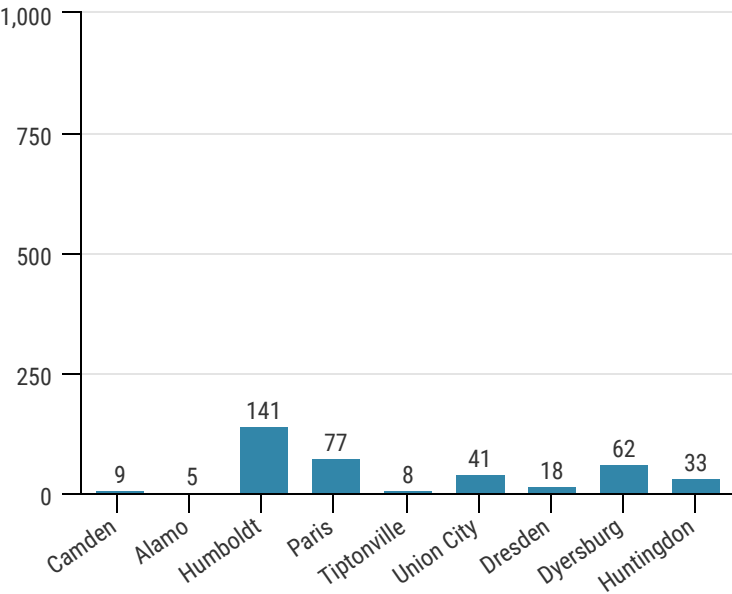
**Mitchell Johnston**  
**Youth Work Experience**

At the time of enrollment, Mitchell was a high school graduate with very little work experience. The high school staff had helped him find volunteer work positions, which he enjoyed, but they did not provide any financial compensation. He was a little lost as far as determining what path to take as he embarked on his future life out of high school.

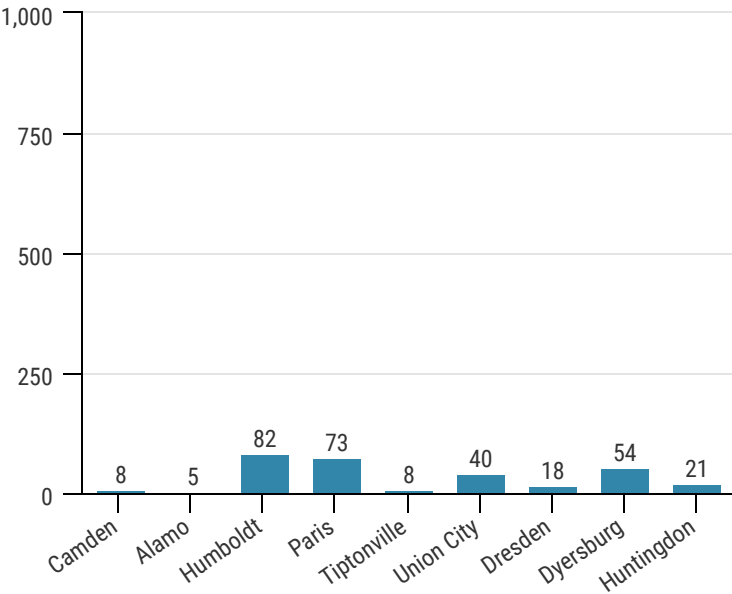
The high school referred Mitchell to the American Job Center where he was able to enroll in the Youth Work Experience Program. Mitchell went to work at the local Food-Rite in Trenton, TN, where he began to gain meaningful employment experience. He was able to gain maturity as he learned life lessons related to earning an income. He also learned important job skills related to punctuality, teamwork and professionalism.

One of Mitchell's biggest accomplishment was he developed money management skills. Mitchell is able to use his debit card and maintain the balance of his checking account. Mitchell also began the EDGE program at Union University this fall with help from WIOA funding. Career Advisor had an interview with Mitchell's father Mike Johnston. Mike Johnston stated, "I don't know where we'll end up, but you helped us to get started on our journey." Mitchell hopes his story will encourage someone. Even if you don't know your path, you can always reach out for help.

AJC Visits Results

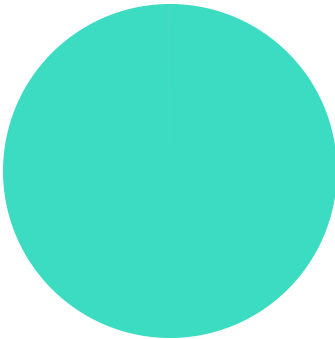


AJC Customer Survey Results



Customer Survey

100% Satisfied



- Completely Dissatisfied (3)
- Somewhat Dissatisfied
- Neither Satisfied or Dissatisfied
- Somewhat Satisfied
- Completely Satisfied

September Events

Date	Event
September 3rd	Business Service Team Meeting
September 3rd	MacLean-Drive Thru Job Fair
September 8th	Skills Development Team Meeting
September 9th	Start your own business workshop
September 9th	TRC Advisory Board Meeting
September 10th	Welcome Function Team Meeting
September 18th	Quarterly Cross Training
September 22nd	Regional Planning Council Meeting
September 29th	Core Partners Meeting

County	Greeting	Wait Time	Visit Reason	Overall Satisfaction	Staff	Likely to Recommend	Notes
Weakley	Excellent	Less than 5 minutes	Unemployment, Job Search, Jobs4tn registration	Completely Satisfied	Peggy Cook	Extremely Likely	
Weakley	Very Good	Less than 5 minutes	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	
Weakley	Excellent	5-10 minutes	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	Very friendly people, that made my experience a lot more comfortable.
Weakley	Excellent	5-10 mintues	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Peggy Cook		
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	Mrs Peggy Cook is very kind, sweet and helpful.
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	Mrs. Peggy Cook is very kind, sweet and generous young lady.
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Talitha Joyce		Talitha is very professional and very nice person.
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Talitha Joyce	Extremely Likely	Great service provided. Very helpful and willing.
Gibson	Good	Less than 5 minutes	Unemployment	Completely Satisfied	Talitha Joyce	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Talitha Joyce	Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Talitha Joyce	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Talitha Joyce	Extremely Likely	Thanks for all the help yall give me on computer.
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Mrs Peggy	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Mrs. Cook	Extremely Likely	Mrs. Cook was very helpful and very nice thank you Mrs. Cook for all you help me with.
Weakley	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Mrs. Cook	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied		Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Renee	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Talitha	Extremely Likely	
Gibson	Very Good	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Talitha	Likely	
Gibson	Good	Less than 5 minutes	Unemployment	Completely Satisfied	Talitha	Likely	
Gibson	Very Good	Less than 5 minutes	Unemployment, Jobs4tnm Resume Assistance	Completely Satisfied	Talitha	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Jobs4tn registration	Completely Satisfied	Talitha	Extremely Likely	
Gibson	Very Good	Less than 5 minutes	Jobs4tn registration	Completely Satisfied	Talitha	Likely	I really thank you for the service I gladly needed.
Gibson	Other	More than 15 mintues	Job Search	Completely Satisfied		Likely	Customer had to wait 15 minutes due to max capacity.
Gibson	Excellent	Less than 5 minutes	Job Search	Completely Satisfied		Extremely Likely	
Gibson	Very Good	Less than 5 minutes	Jobs4tn registration	Completely Satisfied		Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied		Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied		Extremely Likely	
Henry	Excellent	Less than 5 minutes	Job Search, Training/educations information and Resume assistance	Completely Satisfied	Rhonda	Extremely Likely	
Henry	Very Good	Less than 5 minutes	Job Search	Completely Satisfied	Rhonda	Likely	
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	Rhonda	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	Rhonda Mithcum	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	Rhonda	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	Rhonda	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	Rhonda	Extremely Likely	
Henry	Excellent	Less than 5 minutes	RESEA ororientation or return	Completely Satisfied		Extremely Likely	

Henry	Excellent	Less than 5 minutes	Employer/Business Representative Services	Completely Satisfied		Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied		Likely	
Henry	Very Good	Less than 5 minutes	Unemployment	Completely Satisfied		Extremely Likely	All was good.
Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Rex Smith and George Girard	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Rex Smith	Extremely Likely	
Henry	Excellent	5-10 mintues	Unemployment, Job Search and RESEA Orientation	Completely Satisfied	Mr Rex and Front desk	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	George	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Jobs4tn registration	Completely Satisfied	Rhonda	Extremely Likely	Always very helpful and friendly
Henry	Good	Less than 5 minutes	Job search, SCSEP and training/eduction information	Completely Satisfied		Likely	
Henry	Good	Less than 5 minutes	Unemployment, Resuem assistance	Completely Satisfied		Extremely Likely	
							Staff is awesome! Very Friendly, kind & accomodating. Need more people with their leverl of Kindness
Henry	Excellent	Less than 5 minutes	RESEA ororientation or return	Completely Satisfied	Mr. Rex Smith	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	George	Extremely Likely	George is great!
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	Rhonda	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Peggy Cook	Extremely Likely	She was wonderful at guiding me through the questions.
							I always tell people about how helpdul the staff here is and they don't charge fees their service is free for all public to use they even work through lunch.
Weakley	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	Peggy Cook	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Ms Peggy Cook	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Ms Peggy Cook	Extremely Likely	I appreciate Peggy so very much. She has been so helpful to me.

TRAFFIC COUNTS LIST BY MUTIPLE REASONS - 2020-2021

2020-2021	Camden	Alamo	Humboldt	Paris	Tiptonville	Union City	Dresden	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total AJC
Jul-20	27	0	68	57	0	14	56	222	31	5	36	258
Aug-20	15	4	114	78	4	39	32	286	33	0	33	319
Sep-20	9	5	141	77	8	41	18	299	62	33	95	394
<b>Subtotal</b>	<b>51</b>	<b>9</b>	<b>323</b>	<b>212</b>	<b>12</b>	<b>94</b>	<b>106</b>	<b>807</b>	<b>126</b>	<b>38</b>	<b>164</b>	<b>971</b>
Mo. Avg	17	3	108	71	4	31	35	90	42	13	18	108
% Avg.	15.8%	2.8%	99.8%	65.5%	3.7%	29.0%	32.7%	83.1%	38.9%	11.7%	16.9%	100.0%

Source: Affiliates - VOS Greeter

TRAFFIC COUNTS LIST BY INDIVIDUAL VISIT 2020- 2021

2020-2021	Camden	Alamo	Humboldt	Paris	Tiptonville	Union City	Dresden	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total AJC
Jul-20	27	0	34	50	0	10	56	177	27	5	32	209
Aug-20	15	4	63	77	4	39	32	234	31	0	31	265
Sep-20	8	5	82	73	8	40	18	234	54	21	75	309
<b>Subtotal</b>	<b>50</b>	<b>9</b>	<b>179</b>	<b>200</b>	<b>12</b>	<b>89</b>	<b>106</b>	<b>645</b>	<b>112</b>	<b>26</b>	<b>138</b>	<b>783</b>
Mo. Avg	17	3	60	67	4	30	35	72	37	9	15	87
% Avg.	19.2%	3.4%	68.6%	76.6%	4.6%	34.1%	40.6%	82.4%	42.9%	10.0%	17.6%	100.0%

Individual Visit Monthly Average Goal

<b>PY 20 Actual</b>	<b>17</b>	<b>3</b>	<b>60</b>	<b>67</b>	<b>4</b>	<b>30</b>	<b>35</b>	<b>72</b>	<b>37</b>	<b>9</b>	<b>15</b>	<b>87</b>
<b>Revised Goal</b>	<b>72</b>	<b>46</b>	<b>282</b>	<b>255</b>	<b>22</b>	<b>251</b>	<b>211</b>	<b>1,139</b>	<b>561</b>	<b>386</b>	<b>947</b>	<b>2,086</b>
<b>Difference</b>	<b>-88</b>	<b>-57</b>	<b>-94</b>	<b>-170</b>	<b>-38</b>	<b>-84</b>	<b>-142</b>	<b>-673</b>	<b>-188</b>	<b>-129</b>	<b>-317</b>	<b>-990</b>
<b>% of Goal Met</b>	<b>23%</b>	<b>7%</b>	<b>21%</b>	<b>26%</b>	<b>18%</b>	<b>12%</b>	<b>17%</b>	<b>6%</b>	<b>7%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>

July - Sept. 2020	Camden	Alamo	Humboldt	Paris	Tiptonville	Union City	Dresden	Dyersburg	Huntington	Totals	% of Services
Unemployment	39	7	98	41	2	37	68	5	2	299	44.5%
Job Search Resource Room	5	1	159	86		13	4	4	7	279	41.5%
Cr. Coachg/ WIOA Title 1	5		31	67	9	31	34	32	11	220	32.7%
Adult Education		1	20					39	4	64	9.5%
Job Search Assist	2		3	13		11		1	5	35	5.2%
Cr.Coach WF Ess.			4					9		13	1.9%
HiSET								4	7	11	1.6%
Resume Assistance			8	1				1		10	1.5%
TAA/TRA								16		16	2.4%
Cr.Coach/Youth					1	2		8		11	1.6%
Networking Event								4		4	0.6%
SCSEP - Senior Emploment				4						4	0.6%
Employer Ck-in								2		2	0.3%
Served in Military?								1	1	2	0.3%
Voc. Rehab.									1	1	0.1%
<b>Total Services</b>	<b>12</b>	<b>2</b>	<b>225</b>	<b>171</b>	<b>10</b>	<b>57</b>	<b>38</b>	<b>121</b>	<b>36</b>	<b>672</b>	<b>100.0%</b>
<b>% of Services</b>	<b>1.8%</b>	<b>0.3%</b>	<b>33.5%</b>	<b>25.4%</b>	<b>1.5%</b>	<b>8.5%</b>	<b>5.7%</b>	<b>18.0%</b>	<b>5.4%</b>	<b>100.0%</b>	

**Title I Participants Served**  
**July 1, 2020 to September 30, 2020**

County	Adults	Dislocated Worker	Youth	ISY	OSY	TOTAL Served	Percentage Served	Percentage of Allocation	Difference
Benton	25	7	8	0	8	40	7%	4.5%	2.9%
Carroll	35	7	6	0	6	48	9%	10.4%	-1.5%
Crockett	6	0	0	0	0	6	1%	3.6%	-2.5%
Dyer	72	19	28	5	23	119	22%	17.6%	4.4%
Gibson	70	8	14	5	9	92	17%	19.0%	-2.0%
Henry	51	6	2	0	2	59	11%	12.2%	-1.3%
Lake	11	0	3	1	2	14	3%	3.0%	-0.4%
Obion	77	14	7	0	7	98	18%	14.6%	3.5%
Weakley	55	4	5	0	5	64	12%	15.1%	-3.2%
<b>TOTALS</b>	<b>402</b>	<b>65</b>	<b>73</b>	<b>11</b>	<b>62</b>	<b>540</b>	<b>100%</b>	<b>100%</b>	<b>0.0%</b>

New  
Enrollments      113      23      36      173

**Enrollment Summary by LWDA**  
**07/01/2020 - 09/30/2020**

Local Area	Carry Forward	New Enrollment	Served	% Served	% of Allocation	Difference
Northeast Tennessee	426	78	504	5.1%	8.1%	-3.0%
<b>Northwest Tennessee*</b>	<b>367</b>	<b>173</b>	<b>540</b>	5.5%	5.4%	0.1%
Upper Cumberland	497	110	607	6.2%	4.9%	1.3%
Southwest Tennessee	541	108	649	6.6%	4.9%	1.7%
Southern Middle Tennessee	510	174	684	7.0%	5.4%	1.6%
Southeast Tennessee	637	237	874	8.9%	10.4%	-1.5%
Greater Memphis	1,033	227	1,260	12.8%	24.8%	-12.0%
East Tennessee	1,373	383	1,756	17.9%	16.5%	1.4%
Northern Middle Tennessee	2,269	691	2,960	30.1%	19.5%	10.6%
<b>Total</b>	<b>7,653</b>	<b>2,181</b>	<b>9,834</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>

\*2019 = 1,159 carryover and 224 new enrollments

## Enrollment Summary By LWIA

- LWIA/Region: Northwest Tennessee      - Date Range: 7/1/2020 - 9/30/2020

LWIA/Office	WP		WIOA		TAA		SNAP		Adult Education		ALL PROGRAMS		% OF NWTN	
Office Id	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment
Northwest	<a href="#">238</a>	<a href="#">215</a>	<a href="#">367</a>	<a href="#">173</a>	<a href="#">61</a>	<a href="#">3</a>	<a href="#">37</a>	<a href="#">33</a>	<a href="#">79</a>	<a href="#">101</a>	782	525	60%	40%
Alamo	<a href="#">1</a>	0	<a href="#">2</a>	<a href="#">4</a>	0	0	<a href="#">3</a>	<a href="#">1</a>	0	0	6	5	0%	0%
Humboldt	<a href="#">32</a>	<a href="#">8</a>	<a href="#">67</a>	<a href="#">25</a>	0	0	<a href="#">7</a>	<a href="#">5</a>	<a href="#">5</a>	<a href="#">14</a>	111	52	8%	4%
Paris	<a href="#">16</a>	<a href="#">3</a>	<a href="#">41</a>	<a href="#">18</a>	0	0	<a href="#">3</a>	<a href="#">2</a>	<a href="#">14</a>	<a href="#">25</a>	74	48	6%	4%
Camden	<a href="#">4</a>	<a href="#">3</a>	<a href="#">31</a>	<a href="#">9</a>	0	0	<a href="#">1</a>	<a href="#">4</a>	<a href="#">6</a>	<a href="#">11</a>	42	27	3%	2%
Huntingdon	<a href="#">37</a>	<a href="#">151</a>	<a href="#">39</a>	<a href="#">9</a>	<a href="#">9</a>	0	<a href="#">3</a>	<a href="#">6</a>	<a href="#">15</a>	<a href="#">1</a>	103	167	8%	13%
Tiptonville	<a href="#">3</a>	0	<a href="#">9</a>	<a href="#">5</a>	0	0	<a href="#">1</a>	<a href="#">2</a>	<a href="#">5</a>	<a href="#">1</a>	18	8	1%	1%
Dyersburg	<a href="#">110</a>	<a href="#">26</a>	<a href="#">66</a>	<a href="#">53</a>	<a href="#">50</a>	<a href="#">2</a>	<a href="#">12</a>	<a href="#">9</a>	<a href="#">12</a>	<a href="#">26</a>	250	116	19%	9%
Dresden	<a href="#">9</a>	<a href="#">14</a>	<a href="#">49</a>	<a href="#">15</a>	0	0	<a href="#">1</a>	<a href="#">1</a>	<a href="#">10</a>	<a href="#">19</a>	69	49	5%	4%
Union City	<a href="#">23</a>	<a href="#">10</a>	<a href="#">63</a>	<a href="#">35</a>	<a href="#">2</a>	<a href="#">1</a>	<a href="#">6</a>	<a href="#">3</a>	<a href="#">12</a>	<a href="#">4</a>	106	53	8%	4%
Administrative Office	<a href="#">3</a>	0	0	0	0	0	0	0	0	0	3	0	0%	0%
<b>Total:</b>	<a href="#">453</a>		<a href="#">540</a>		<a href="#">64</a>		<a href="#">70</a>		<a href="#">180</a>		<a href="#">1,307</a>		100%	

### WIOA Targeted Population Summary

- State Region: West TN - LWIA/Region: Northwest Tennessee  
 - Filter By Date: Active Date - Date Range: 9/1/2020 - 9/30/2020  
 - Report Run Time: 10/12/2020 11:47:08 AM

Target Group	Total Enrolled	Newly Enrolled	Career Services	Training/ Educ Svcs	Total Exited	With Credential
<b>Total</b>	<a href="#">522</a>	<a href="#">51</a>	<a href="#">522</a>	<a href="#">437</a>	0	<a href="#">78</a>
<b>Gender</b>						
Female	<a href="#">283</a> 54.21%	<a href="#">14</a> 27.45%	<a href="#">283</a> 54.21%	<a href="#">241</a> 55.15%	0	<a href="#">48</a> 61.54%
Male	<a href="#">238</a> 45.59%	<a href="#">37</a> 72.55%	<a href="#">238</a> 45.59%	<a href="#">195</a> 44.62%	0	<a href="#">30</a> 38.46%
NA	<a href="#">1</a> 0.19%	0	<a href="#">1</a> 0.19%	<a href="#">1</a> 0.23%	0	0
<b>Age</b>						
18 and Under	<a href="#">58</a> 11.11%	<a href="#">6</a> 11.76%	<a href="#">58</a> 11.11%	<a href="#">38</a> 8.70%	0	<a href="#">5</a> 6.41%
19 to 24	<a href="#">198</a> 37.93%	<a href="#">14</a> 27.45%	<a href="#">198</a> 37.93%	<a href="#">160</a> 36.61%	0	<a href="#">35</a> 44.87%
25 to 54	<a href="#">244</a> 46.74%	<a href="#">26</a> 50.98%	<a href="#">244</a> 46.74%	<a href="#">227</a> 51.95%	0	<a href="#">35</a> 44.87%
55 and Older	<a href="#">22</a> 4.21%	<a href="#">5</a> 9.80%	<a href="#">22</a> 4.21%	<a href="#">12</a> 2.75%	0	<a href="#">3</a> 3.85%
<b>Race/Ethnicity</b>						
White	<a href="#">412</a> 78.93%	<a href="#">37</a> 72.55%	<a href="#">412</a> 78.93%	<a href="#">347</a> 79.41%	0	<a href="#">60</a> 76.92%
African American/Black	<a href="#">112</a> 21.46%	<a href="#">13</a> 25.49%	<a href="#">112</a> 21.46%	<a href="#">91</a> 20.82%	0	<a href="#">20</a> 25.64%
Hawaiian/Other Pacific Islander	<a href="#">1</a> 0.19%	0	<a href="#">1</a> 0.19%	0	0	0
Hispanic	<a href="#">13</a> 2.49%	<a href="#">2</a> 3.92%	<a href="#">13</a> 2.49%	<a href="#">11</a> 2.52%	0	<a href="#">1</a> 1.28%
<b>Educational Status</b>						
In-school; Secondary School or less	<a href="#">6</a> 1.15%	<a href="#">1</a> 1.96%	<a href="#">6</a> 1.15%	<a href="#">4</a> 0.92%	0	<a href="#">3</a> 3.85%
In-school, Alternative School	<a href="#">1</a> 0.19%	0	<a href="#">1</a> 0.19%	<a href="#">1</a> 0.23%	0	<a href="#">1</a> 1.28%
In-school; post Secondary School	<a href="#">159</a> 30.46%	<a href="#">7</a> 13.73%	<a href="#">159</a> 30.46%	<a href="#">136</a> 31.12%	0	<a href="#">34</a> 43.59%
Not attending school or Secondary School Dropout	<a href="#">19</a> 3.64%	<a href="#">4</a> 7.84%	<a href="#">19</a> 3.64%	<a href="#">17</a> 3.89%	0	<a href="#">3</a> 3.85%
Not attending school; Secondary School Graduate or has a recognized equivalent	<a href="#">337</a> 64.56%	<a href="#">39</a> 76.47%	<a href="#">337</a> 64.56%	<a href="#">279</a> 63.84%	0	<a href="#">37</a> 47.44%
<b>UC Status</b>						
Neither claimant or exhaustee	<a href="#">12</a> 2.30%	0	<a href="#">12</a> 2.30%	<a href="#">12</a> 2.75%	0	<a href="#">10</a> 12.82%
<b>Veteran</b>						
All Veterans	<a href="#">10</a> 1.92%	<a href="#">1</a> 1.96%	<a href="#">10</a> 1.92%	<a href="#">8</a> 1.83%	0	<a href="#">1</a> 1.28%
Eligible Veteran Status	<a href="#">10</a> 1.92%	<a href="#">1</a> 1.96%	<a href="#">10</a> 1.92%	<a href="#">8</a> 1.83%	0	<a href="#">1</a> 1.28%
Other Eligible Person/Veteran Spouse	0	0	0	0	0	0
Campaign Veteran	<a href="#">1</a> 0.19%	0	<a href="#">1</a> 0.19%	<a href="#">1</a> 0.23%	0	<a href="#">1</a> 1.28%
Disabled Veteran	<a href="#">1</a> 0.19%	0	<a href="#">1</a> 0.19%	<a href="#">1</a> 0.23%	0	0
Transitioning Service Member	0	0	0	0	0	0
Recently Separated Veteran	<a href="#">4</a> 0.77%	<a href="#">1</a> 1.96%	<a href="#">4</a> 0.77%	<a href="#">2</a> 0.46%	0	0

Active Duty Military Spouse	0	0	0	0	0	0
<b>Barriers</b>						
Total With Significant Barriers to Employment	<a href="#">454</a> 86.97%	<a href="#">44</a> 86.27%	<a href="#">454</a> 86.97%	<a href="#">375</a> 85.81%	0	<a href="#">65</a> 83.33%
Individuals with Disability	<a href="#">23</a> 4.41%	<a href="#">3</a> 5.88%	<a href="#">23</a> 4.41%	<a href="#">17</a> 3.89%	0	<a href="#">5</a> 6.41%
Displaced Homemaker	0	0	0	0	0	0
Underemployed	<a href="#">196</a> 37.55%	<a href="#">11</a> 21.57%	<a href="#">196</a> 37.55%	<a href="#">178</a> 40.73%	0	<a href="#">41</a> 52.56%
Dislocation Event	<a href="#">11</a> 2.11%	<a href="#">5</a> 9.80%	<a href="#">11</a> 2.11%	0	0	0
Within 2 Years of Exhausting TANF	0	0	0	0	0	0
Hawaiian Native	0	0	0	0	0	0
Single Parent	<a href="#">68</a> 13.03%	0	<a href="#">68</a> 13.03%	<a href="#">58</a> 13.27%	0	<a href="#">11</a> 14.10%
Facing Substantial Cultural Barriers	0	0	0	0	0	0
Eligible Migrant and Seasonal Farmworker	0	0	0	0	0	0
Meets Governors Special Barrier	0	0	0	0	0	0
English Language Learner	0	0	0	0	0	0
Basic Skills Deficient	<a href="#">3</a> 0.57%	<a href="#">1</a> 1.96%	<a href="#">3</a> 0.57%	0	0	0
Offender	<a href="#">79</a> 15.13%	<a href="#">9</a> 17.65%	<a href="#">79</a> 15.13%	<a href="#">73</a> 16.70%	0	<a href="#">4</a> 5.13%
Homeless	0	0	0	0	0	0
Runaway Youth	0	0	0	0	0	0
Foster Care (All)	<a href="#">2</a> 0.38%	<a href="#">1</a> 1.96%	<a href="#">2</a> 0.38%	0	0	0
In Foster Care	<a href="#">1</a> 0.19%	0	<a href="#">1</a> 0.19%	0	0	0
Aged Out of Foster Care	<a href="#">1</a> 0.19%	<a href="#">1</a> 1.96%	<a href="#">1</a> 0.19%	0	0	0
Pregnant or Parenting Youth	<a href="#">31</a> 5.94%	<a href="#">2</a> 3.92%	<a href="#">31</a> 5.94%	<a href="#">18</a> 4.12%	0	<a href="#">4</a> 5.13%
Out of Home Placement	0	0	0	0	0	0
Eligible Under Section 477	0	0	0	0	0	0
Youth Requires Additional Assistance	<a href="#">22</a> 4.21%	<a href="#">2</a> 3.92%	<a href="#">22</a> 4.21%	<a href="#">10</a> 2.29%	0	<a href="#">2</a> 2.56%
Long-Term Unemployed	<a href="#">101</a> 19.35%	<a href="#">12</a> 23.53%	<a href="#">101</a> 19.35%	<a href="#">74</a> 16.93%	0	<a href="#">6</a> 7.69%
<b>Public Assistance</b>						
TANF	<a href="#">2</a> 0.38%	0	<a href="#">2</a> 0.38%	<a href="#">2</a> 0.46%	0	0
SNAP	<a href="#">72</a> 13.79%	<a href="#">2</a> 3.92%	<a href="#">72</a> 13.79%	<a href="#">59</a> 13.50%	0	<a href="#">12</a> 15.38%
Social Security Disability Insurance (SSDI)	<a href="#">5</a> 0.96%	<a href="#">1</a> 1.96%	<a href="#">5</a> 0.96%	<a href="#">4</a> 0.92%	0	0
Supplemental Security Income (SSI)	<a href="#">3</a> 0.57%	<a href="#">1</a> 1.96%	<a href="#">3</a> 0.57%	<a href="#">2</a> 0.46%	0	0
General Assistance	<a href="#">1</a> 0.19%	0	<a href="#">1</a> 0.19%	<a href="#">1</a> 0.23%	0	0
Living in the High Poverty Area	<a href="#">2</a> 0.38%	<a href="#">1</a> 1.96%	<a href="#">2</a> 0.38%	0	0	0
Free or Reduced Lunch	<a href="#">1</a> 0.19%	<a href="#">1</a> 1.96%	<a href="#">1</a> 0.19%	0	0	0
Low Income	<a href="#">424</a> 81.23%	<a href="#">42</a> 82.35%	<a href="#">424</a> 81.23%	<a href="#">348</a> 79.63%	0	<a href="#">60</a> 76.92%
<b>Green Training</b>						
Received Green Training	0	0	0	0	0	0

### Co-Enrollment Summary

- LWIA/Region: Northwest Tennessee  
 - WP Services: Staff Assisted Only  
 - Date Range: 7/1/2020 - 9/30/2020

Office	Total WP Participants	WP Not In WIOA	WP Enrolled In WIOA	Total WIOA Participants	WIOA Enrolled In WP	Total TAA Participants	TAA Enrolled In WIOA	TAA Not In WIOA
American Job Center - Alamo-Specialized CTR*New*	1	<u>1</u>	0	<u>6</u>	0	0	0	0
American Job Center - Humboldt *NEW *	12	<u>9</u>	<u>3</u>	<u>92</u>	<u>1</u>	0	0	0
American Job Center - Paris Specialized CTR*New*	3	<u>3</u>	0	<u>53</u>	0	0	0	0
American Job Center - Camden-Specialized CTR*NEW*	4	<u>3</u>	<u>1</u>	<u>39</u>	0	0	0	0
American Job Center - Huntingdon *NEW *	152	<u>145</u>	<u>7</u>	<u>46</u>	<u>4</u>	<u>9</u>	<u>2</u>	<u>7</u>
American Job Center - Tiptonville - Specialized CTR*New*	1	0	<u>1</u>	<u>14</u>	0	0	0	0
American Job Center - Dyersburg *NEW *	67	<u>47</u>	<u>20</u>	<u>112</u>	<u>9</u>	<u>52</u>	<u>12</u>	<u>40</u>
American Job Center - Dresden Specialized CTR *New*	15	<u>14</u>	<u>1</u>	<u>55</u>	0	0	0	0
American Job Center - Union City *NEW *	13	<u>10</u>	<u>3</u>	<u>98</u>	<u>3</u>	<u>3</u>	<u>1</u>	<u>2</u>
<b>Total</b>	<b>268</b>	<b>232</b>	<b>36</b>	<b>515</b>	<b>17</b>	<b>64</b>	<b>15</b>	<b>49</b>
<b>Percentage</b>		<b>87%</b>	<b>13%</b>		<b>3%</b>		<b>23%</b>	<b>77%</b>

\*TAA Co-Enrollment Goal = 50%

## Services Provided Employer Report Total Employers

<u>Services</u>	<u>JULY</u>	<u>AUG</u>	<u>SEP</u>	<u>TOTAL</u>	<u>%</u>
E-17 Apprenticeship Employer Outreach		2	2	4	3.3%
E10-Employer Services Training	2	3	1	6	4.9%
E11-Employer Services Training-IWT	4	1		5	4.1%
E01-On-Site Visit Planning Layoff Response				0	0.0%
E92-Notification to employer of potential applicant				0	0.0%
E07-Promotional Call	1	2	8	11	9.0%
E06-Provided Canadidate Pre-Screening				0	0.0%
E05-Provided Detail Labor Market Study		7		7	5.7%
E02-Provided Job Fair Services		5	2	7	5.7%
E03-Provided Job Order Follow-Up/Assistance	1	5	3	9	7.4%
E04-Provided Recruitment Services		1		1	0.8%
E12-Rapid Response Services/Business Downsizing				0	0.0%
E90-Referred Qualified Applicants-Staff Assisted			2	2	1.6%
E08-Reviewed Resumes and Referred Eligible Individuals	22	14	22	58	47.5%
E09-Services to Untapped Targeted Demographic Groups		3	7	10	8.2%
E13-Tax Credits or Incentives for Employers (WOTC)				0	0.0%
E15-Strategic Planning/ECD with Employers			1	1	0.8%
E14-Workforcce Information for Employers		1		1	0.8%
<b>Total Employers Served</b>	<b>30</b>	<b>44</b>	<b>48</b>	<b>122</b>	<b>100.0%</b>

## Total Services

<u>Services</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>TOTAL</u>	<u>%</u>
E-17 Apprenticeship Employer Outreach		3	3	6	1.0%
E10-Employer Services Training	3	3	1	7	1.2%
E11-Employer Services Training-IWT	4	1		5	0.8%
E01-On-Site Visit Planning Layoff Response				0	0.0%
E92-Notification to employer of potential applicant				0	0.0%
E07-Promotional Call	1	2	8	11	1.8%
E06-Provided Canadidate Pre-Screening				0	0.0%
E05-Provided Detail Labor Market Study		7		7	1.2%
E02-Provided Job Fair Services		6	3	9	1.5%
E03-Provided Job Order Follow-Up/Assistance	1	6	3	10	1.7%
E04-Provided Recruitment Services		1		1	0.2%
E12-Rapid Response Services/Business Downsizing				0	0.0%
E90-Referred Qualified Applicants-Staff Assisted			2	2	0.3%
E08-Reviewed Resumes and Referred Eligible Individuals	298	71	164	533	88.0%
E09-Services to Untapped Targeted Demographic Groups		3	10	13	2.1%
E13-Tax Credits or Incentives for Employers (WOTC)				0	0.0%
E15-Strategic Planning/ECD with Employers			1	1	0.2%
E14-Workforce Information for Employers		1		1	0.2%
<b>Total Services Provided</b>	<b>307</b>	<b>104</b>	<b>195</b>	<b>606</b>	<b>100.0%</b>

## Career Services Monthly Report

Connie Stewart

September 2020

### Staff Training/Hiring:

- Job posting for Employment Specialist II to staff the Lake County office, provide RESEA services and complete follow-ups for Career Advisor's caseload.
- Job posting for Employment Specialist in Carroll County to replace staff who left our employment for a full-time position.
- Job posting for a full-time Temporary Career Advisor to cover In-School Youth throughout the northwest region.

### Staff Enrollment Goals 2019-2020 Contract year:

County	Adult Enrollments	Dislocated Worker Enrollments	Youth in Work Experience Enrollments	Youth in Occupational Skills Training Enrollments
Benton	10	4	5	4
Carroll	15	5	8	7
Crockett	5	4	5	2
Dyer	50	5	20	10
Gibson	60	4	15	12
Henry	30	4	8	10
Lake	15	4	10	5
Obion	51	4	15	7
Weakley	50	5	15	5
Total	285	39	101	62

### All program enrollments (RAMP, REAP, OJT, WE, and Occupational Skills October 1, 2019 to present)

County	Adult	Adult WE	Dislocated Worker	DW-WE	OSY WE	ISY WE	Youth OJT	OSY in Occupational Skills Training	ISY in Occupational Skills Training
Benton	8	13 (rural funding)	1		5			2	
Carroll	22	1	5	1				3	
Crockett	1								
Dyer	76	1	6		18	3	7	1	1
Gibson	61		6		4		5	3	1
Henry	36		2		1		3	3	
Lake	14				1				
Obion	72	1	5		1		3	2	
Weakley	17		1	1	2	1		1	
Totals	307	16	26	2	32	4	18	15	2

Total Adults = 323

Total DWs = 28

Total Youth = 71

Total All = 422

**Occupational Skills Training Enrollments 2018 / 2019:**

Month	Adult	Dislocated Workers	OSY	ISY	Total
October 18	13	1	0		14
November 18	16	1	2		19
December 18	20	2	2		24
January 19	16	1	6		23
February 19	1	0	0		1
March 19	3	0	0		0
April 19	39	7	3		49
May 19	18	5	11		34
June 19	2	2	1		5
July 19	30	6	2		38
August 19	28	4	1		33
Sept 19	2	1	0		3
<b>Contract #2</b>	<b>184</b>	<b>30</b>	<b>28</b>		<b>239</b>
October 2019	17	1	5		23
November 2019	8	0	2		10
December 2019	24	0	0		24
January 2020	30	0	1		31
February 2020	10	1	1		12
March 2020	6	2	0		8
April 2020	16	4	0		20
May 2020	8	1	0		9
June 2020	2	0	0		2
July 2020	14	1	3		18
August 2020	35	2	2	1	40
September 2020	12	1	0	0	13
<b>Contract # 3 Total</b>	<b>182</b>	<b>13</b>	<b>14</b>	<b>1</b>	<b>210</b>

**Training Enrollments by Occupation:**

Description	Annual Openings	Average Hourly Wage	Program of Study	Provider	Number Trained	Remaining Annual Openings
Helpers- Production Workers	63	\$14.36	Certified Production Technician / Engineering Systems Technology	TCAT DSCC- I EST	60	3
Heavy and Tractor Trailer Truck Drivers	282	\$20.46	Truck Driving	Road Runner	23	259
Sales Representatives, Wholesale and Manufacturing and Scientific Products	17	\$44.79	Biology	University of Memphis- Lambuth	1	16
Physical Therapist Assistants	33	\$28.82	Physical Therapy Assistant	JSCC UTM	4	29
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	29	\$19.91	HVAC	TCAT	6	23
Electrical Power-Line Installers and Repairers	15	\$24.04	Pre-Apprentice Line Worker	NALTC	5	10

Welders, Cutters, Solderers, and Brazers	51	\$16.89	Welding	TCAT	7	44
Automotive Service Technicians and Mechanics	55	\$15.68	Automotive Technology	TCAT	3	52
Licensed Practical and Licensed Vocational Nurses	84	\$16.70	Practical Nursing (LPN)	TCAT	39	45
Registered Nurses	58	\$26.84	Nursing (RN)	U of M-1 DSCC-11 Bethel-1 JSCC-3	16	42
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	175	\$15.29	Administrative Office Technology	TCAT	2	173
Industrial Machinery Mechanics	40	\$24.79	Industrial Maintenance and Manufacturing Technology	TCAT	5	35
Cutting and Slicing Machine Setters, Operators, and Tenders	15	\$17.26	Machine Tool Technology	TCAT	2	13
Medical Records and Health Information Technicians	6	\$15.60	Health Information Management	TCAT	1	5
Radiologic Technologists	6	\$22.70	Radiography	JSCC	2	4
Dental Assistants	20	\$18.59	Dental Assistant	Dental Staff School	8	12
Occupational Health and Safety	2	\$39.87	Occupational Safety	Murray State	1	1
Probation Officers and Correctional Treatment Specialists	15	\$19.15	Criminal Justice	Bethel	1	14
Coaches and Scouts	14	\$20.72	Health and Human Performance	UTM	3	11
Managers	51	\$29.81	Business Management	UTM	1	50
Pharmacy Aides	25	\$11.59	Pharmacy Tech	DSCC	1	24
General and Operations Managers	103	\$41.70	Interdisciplinary Studies	UTM	1	102
Accountants and Auditors	40	\$31.03	Accounting	University of Memphis	1	39
Secondary School Teachers	45	\$23.99	Education	University of Memphis	1	44
Financial Managers	32	\$37.74	Finance	Middle TN State University	1	31
Bus and Truck Mechanics and Diesel Engine Specialists	23	\$17.42	Diesel Mechanic	TCAT	1	22
Computer User Support Specialists	14	\$21.34	Information Technology	TCAT-1 DSCC-1	2	12
Automotive Body and Related Repairers	15	\$19.76	Collision Repair Technology	TCAT	1	14
Elementary School Teachers	76	\$23.01	K-12 Education	University of Memphis	1	75
Occupational Therapy Assistants	8	\$31.88	Occupational Therapy Assistant	JSCC	1	7
Electrician	16	\$20.94	Electrical & Plumbing Construction Technology	TCAT	1	15
Motorcycle Mechanics	3	\$29.63	Motorcycle and ATV repair	TCAT	1	2

**Co-Enrollment Targets (January 2020- present). Numbers reported are for Title I only:**

Program	Target	Qtr. 1		Qtr. 2		Qtr. 3		Qtr.4	
		Req.	Met	Req.	Met	Req.	Met	Req	Met
RESEA (co-enrolled with any partner program)	15	3	0	4	1	4	0	4	
TAA	50% (64 total)	32	1	31	4	27	10	17	
Youth	107	25	8	47	2	21	27	14	
Adult / DW	380	68	91	118	53	123	131	71	
Re-entry (all programs)	309	77	56	77	2	77	1	78	

**Justice Involved Youth:** 9 Enrolled

RAMP: 2

REAP 2020: 4

Work Experience: 1

OJTs: 2

**REAP 2019:** 11 Enrolled

Exited and Employed: 10

Active and Unemployed: 1

**REAP 2020:** 10 Enrolled

Completed and Employed: 5 (4 with Amteck, 1 elsewhere)

Did Complete and Employed: 3

Did Not Complete and Unemployed: 2

1<sup>st</sup> Year Apprenticeship Classes begin 11/2/20

**Work Experience:** 55 Enrolled

Out-of-School Youth: 29

In-School Youth: 5

Adults: 18 (Youth-aged but did not meet Youth eligibility requirements)

Transitional Adults: 1

Dislocated Workers: 2 (National Dislocated Worker Grant)

# BUSINESS SERVICE REPORT

REVISED 10/14/2020

## On-the-Job Training - July 2020 - September 2020

Total Paid to Date: \$ -

Company	Year-to-date Active 7-1-19	Completed Training	Did Not Complete	Percent Complete	Currently in Training	Paid Invoice
ABB	4	0	0	n/a	4	\$ -
Alliance Staffing	13	0	0	n/a	13	\$ -
Amteck, LLC	4	0	0	n/a	4	\$ -
CableSouth Construction	6	0	0	n/a	6	\$ -
City of Dyersburg	1	0	1	0%	0	\$ -
Crown Winery	1	0	0	n/a	1	\$ -
Dana Sealing Products, LLC	8	0	0	n/a	8	\$ -
Develey Mustard and Condiment Corporation	5	0	1	0%	4	\$ -
Excel Boats	13	1	1	50%	11	\$ -
Granges	1	0	0	n/a	1	\$ -
HUJ Foam (Allied Memory)	2	0	0	n/a	2	\$ -
Twin Oaks Technology	1	0	0	n/a	1	\$ -
West Tennessee Healthcare Dyersburg Hospital	16	0	1	0%	15	\$ -
<b>Total</b>	<b>71</b>	<b>1</b>	<b>4</b>	<b>20%</b>	<b>66</b>	<b>\$ -</b>

Cost Per Participant \$ -

Paid: \$ -

## Incumbent Worker Training - July 1, 2020 - December 30, 2020

Contracts: \$ 246,959.63

Company	Proposed # To Train	Current # Trained	Percent Trained	Contract Paid	Contract Amount
AADG/Ceco Door	16	0	0%	\$ -	\$ 25,000.00
Alliance Staffing	2	0	0%	\$ -	\$ 1,200.00
Choctaw Transportation	19	0	0%	\$ -	\$ 3,886.00
Colonial DPP	5	0	0%	\$ -	\$ 18,500.00
Coltek Services, LLC	3	0	0%	\$ -	\$ 22,080.00
Cox Oil	34	0	0%	\$ -	\$ 1,610.95
Dana Sealing Products	3	0	0%	\$ -	\$ 5,808.00
Develey Mustard	100	0	0%	\$ -	\$ 9,377.42
Firestone Industrial	36	0	0%	\$ -	\$ 21,813.57
First Citizen's Bank	55	0	0%	\$ -	\$ 21,862.98
Ford Construction	73	0	0%	\$ -	\$ 8,918.00
Henry County Medical Center	105	0	0%	\$ -	\$ 15,077.73
Kohler	16	0	0%	\$ -	\$ 25,000.00
MacLean Power Systems	2	0	0%	\$ -	\$ 3,766.00
Maverick	6	0	0%	\$ -	\$ 443.35
MTD	5	0	0%	\$ -	\$ 9,350.00
Southern Chiropractic	5	0	0%	\$ -	\$ 15,066.43
Tyson Union City	30	0	0%	\$ -	\$ 24,455.20
Tyson-Humboldt	4	0	0%	\$ -	\$ 7,744.00
Vaughn Electric	45	0	0%	\$ -	\$ 6,000.00
<b>Total</b>	<b>564</b>	<b>0</b>	<b>0%</b>	<b>\$ -</b>	<b>\$246,959.63</b>

Funding provided through the CARES Act CBG September 2020 - December 2020

## Recruitment Events/Job Fairs/Hiring Events - July 1, 2020 - September 30, 2020

Company	When	Where	Comments
Allegion / Republic Door	7/2/2020	Carroll Co.	Hybrid Job Fair (in-person / online)
American Woodmark	7/2, 7/17, 7/24	Gibson Co.	12 employer job fair for affected employees
MacLean Power Systems	9/3/2020	Gibson Co.	Drive Thru Job Fair onsite
Dana Sealing Products	9/12/2020	Henry Co.	Job Fair held onsite
MacLean Power Systems	9/9/2019	Gibson Co.	Drive Thru Job Fair onsite
Frazier Industrial	9/30/2020	Dyer Co.	Drive Thru Job Fair onsite

## Pending Events Scheduled - October 1 - Dec 31, 2020

National Manufacturing Day	10/2/2020	Regional	MFG Day Employer Panel Videos Released
Nortek	10/6/2020	Dyer Co.	Drive Thru Job Fair
Discover ApprenticeshipTN Conference	11/10/2020	Statewide Event	Virtual apprenticeship conf for employers

## Pre-Apprenticeship/Apprenticeships July 1, 2020 - September 30, 2020

Company	When	Where
Amteck REAP 2020 (Dyer Co)	7/13 - 7/24/2020	Dyersburg Amteck - students participate in pre-apprenticeship class
West TN Residential Services (Benton Co)	8/4/2020	Informational meeting - interested in apprenticeship for Certified Foundation Installation Specialists
Amteck - 1st year Apprentices (Dyer Co)	8/27/2020	Dyersburg Amteck - 4 students from the pre-apprenticeship class are registered 1st year apprentices (OJT)
Twin Oaks Technology (Obion Co)	8/14/2020	Informational meeting - interested in apprenticeship for IT Technician / Lineman
CableSouth Construction (Gibson Co)	9/2/2020	Information meeting - interested in apprenticeship for Fiber Aerial Lineman
Eurotrancitura USA (Henry Co)	9/9/2020	Information meeting - interested in apprenticeship for skilled trades
White Squirrel Vineyard (Obion Co)	9/21/2020	Production Technician Apprenticeship registered in RAPIDS

Auston Mealer's Restaurant Equipment Repair (Dyer Co)	9/24/2020	Preparing VOS Provider Account for Apprentice On-boarding in Dec
Nortek (Dyer Co)	9/28/2020	Informational meeting - interested in apprenticeship for Commercial Brazier
Crown Winery (Gibson Co)	9/29/2020	Apprentice Signing Day - celebration of the first apprenticeship / apprentices in the Grape and Wine Industry in the state of TN

#### **Rapid Response**

Company	Comments
American Woodmark (Gibson Co)	All Communications Meeting onsite 76 employees affected (3 sessions) - 7/1/2020
Dura Automotive (Gibson Co)	Management Informational Meeting onsite 43 employees affected

#### **Economic Development/Labor Market Information July 1, 2020 - September 30, 2020**

EMSI reports produced for:	
	MIA Seating (1)
	Gibson County Economic Development (7)
	Greenfield Products (1)
	Obion County Joint Economic Development Board (1)
	PictSweet (1)
	Frazier Industrial (2)

#### **Presentations and Speaking Engagements - July 1, 2020 - September 30, 2020**

Milan, TN	7/15/2020	GibCo Human Resources Meeting - Apprenticeship
Regional	7/23/2020	MSHN Health Services - Virtual Job Fair Training

*Business Service Representatives continuously meet with individual employers and employer related organizations to share services.*

*Business Service Representatives are providing job placement support for the youth and transitional work experience program.*

#### **National Manufacturing Day Events - MFG Day October 2, 2020**

Employer Roundtables held via Zoom 9/1/2020, 9/2/2020	ABB, Ceko Door, MacLean, Reinhausen, Ermco, Dot Foods, Excel Boats, MTD, Carhartt, Euro
Educator Roundtables held via Zoom 9/15/2020, 9/16/2020	Crockett Co High School, Gibson Co High School, South Gibson Co High School, Milan High School, Trenton Peabody High School, Humboldt High School, Bradford High School, Dyersburg High School, Dyer Co High School, Lake Co High School, Obion Co Central High School, Union City High School, Martin Westveiw High School, Greenfield School, Gleason High School, Benton Co Career and Technical Center, Big Sandy, Carroll Co Technical Center, Bruceton-Hollow Rock High School, Henry County High School
MFG Day Social Media Campaign	38 Manufacturing Corporately Produced Videos from local manufacturers shared on the American Job Centers of Northwest TN Facebook page in the weeks leading up to MFGDay20 to generate buzz and excitement around Manufacturing in NW TN
MFG Employer Panel Videos with Celebrity Host	Regional (3) MFG Day Panel Discussion Videos produced locally with NW TN Manufacturers participating - shared with all area High Schools and posted to social media

#### **Work Ready Communities Status - September 2020**

County	Status	Remaining Goals
Benton	Maintaining	n/a
Carroll	Certified	8 Transitioning NCRCs
Crockett	Maintaining	n/a
Dyer	Maintaining	n/a
Gibson	Certified	43 Improved; Employer Support
Henry	Maintaining	n/a
Lake	Maintaining	n/a
Obion	Certified	35 Emerging NCRCs
Weakley	Certified	30 Emerging, 54 Transitioning, 8 Improved NCRCs

*Henry and Crockett advanced to maintaining status August 2020*