

**Northwest TN Workforce Board**

**Executive Committee**

October 30, 2019 – 10:00 a.m.

208 N. Mill Ave., Dyersburg, TN

Conference Call – 1-877-216-1555, Passcode #845157

**Committee Members Present:** Ted Piazza, Jimmy Williamson, Ben Marks

**Committee Members via Conference Call:** Rita Alexander

**Others via Conference Call:** Kristie Bennett

**Staff Members Present:** Jennifer Bane, Lana Burchfiel, Gina Johnson, Ginger Powell, LeAnn Lundberg, Laura Speer

**Welcome:** Ted Piazza welcomed everyone and confirmed that a quorum was present.

**Review and Approval of Minutes:** Minutes for the August 12, 2019 Executive Committee Meeting were reviewed.

- **MOTION:** Jimmy Williamson moved to approve the August 12, 2019 Executive Committee minutes as presented and Rita Alexander seconded the motion. All were in favor and the motion carried.

**Facilities and Technology Update:** LeAnn Lundberg stated that as mentioned in the last meeting, there were some ADA recommendations for the Benton County American Job Center (AJC) including repainting the parking lot's accessible spots and adding a parking stripe. LeAnn is working with the landlord to address the recommendations, but all changes must be approved by the hospital that owns the building. There were no changes needed in Lake County. Weakley County's review indicated a need to raise a computer desk to allow for a wheelchair to fit underneath it. LeAnn believes the adjustable desk may have been placed back on at a lower height after the move and will fix the issue. Crockett County's review recommended adding an accessible parking spot for a van. LeAnn has attempted to contact the landlord to inform her of the recommendation.

**Program Oversight:** Laura Speer reported that Quarterly Complaint Logs have been submitted and there were none to report. Laura also reviewed the LWDA Monitoring Report showing there have been no findings. There were no findings on the One Stop Operator and Career Service Provider 6-month reviews, but Odle only earned a small amount of their potential profit for coordinating the welcome function, but not the other performance components. The Career Service Provider report indicated Youth enrollments came in just slightly under the target, but overall enrollment numbers were met. Jennifer Bane reported the PAR monitoring report from last year has been resolved and we have received approval for our Corrective Action Plan. PAR is coming again November 12, 2019.

Jennifer also reviewed changes to the Monitoring Policy as indicated on the attached handout. Our Ernst & Young report as well as our visit with the Federal Youth Monitor suggested we provide more detail in our policy regarding the who, what, when and how for monitoring. This information has been kept in a separate monitoring plan document, but was combined into the monitoring policy. The other change made was to change sample sizes from 100% to at least 20%, with more selected if issues are found.

- **MOTION:** Ben Marks moved to approve the Monitoring Policy Changes as presented. Jimmy Williamson seconded the motion. All were in favor and the motion carried.

**Performance Update:** Laura Speer stated that we received the final performance numbers for the program year that ended 6/30/19 from the State, and there were no changes from the preliminary information received and presented at the annual meeting. We should receive performance information for the first quarter of this program year by mid-November.

**Consideration of New Program: TCAT Newbern-CPT:** Laura Speer explained that the program is the same as what is offered by TCAT Jackson and Dyersburg State in the Gibson and Dyer County jails respectively, and will be offered at the Obion and Lake County Jails. The program was recommended for approval by the Outreach and Opportunities Committee.

- **MOTION:** Jimmy Williamson moved to approve the CPT program at TCAT Newbern. Ben Marks seconded the motion. All were in favor and the motion carried.

**Re-Designation /Certification of American Job Centers:** Jennifer Bane reviewed the completed certification checklists for the Benton and Crockett County American Job Centers (AJCs). The certification team reviewed the certification application completed by the One-Stop Operator to re-designate the centers as part-time specialized centers open three days per week – Mondays, Tuesdays, and Thursdays, and conducted on-site visits. Besides the ADA recommendations noted above, both centers are in need of permanent, updated signage. The Benton County office has temporary signage

in the form of yard signs and will need to work with the landlord to establish permanent signage. Crockett County has permanent signage, but it is still the former branding. When the branding changed about three years ago, it was indicated that local areas would receive funding to updated signage, but we have not received any.

Jennifer also reviewed the Traffic Count vs. Population Percentage handout showing the average traffic count by day for each center, and comparing the percentage of customers served by each center to the county's percentage of the total area's population. Lake County has the smallest percentage served, with Benton and Crockett being the next smallest. Although higher than the three lowest, Weakley and Henry are the next two lowest. Staff recommend reducing Weakley and Henry to 4 day-a-week centers, starting in February, which would be open Monday through Thursday since Fridays are the slowest days. Staff will remain full-time, but will have a day during the week to not be required to be in the office, which will allow them time to conduct outreach in the community, particularly for Youth applicants and the work experience program. Under the current designation, staff cannot leave the office since they are required to be present during operating hours. We will be seeking to establish access points for staff to visit on Fridays, including in high schools.

- **MOTION: Ben Marks moved to approve the certification of the Benton and Crockett AJCs as part-time specialized centers and the re-designation of the Weakley and Henry Centers, pending certification, to part-time specialized centers. Ben Marks seconded the motion. All were in favor and the motion carried.**

**Budget & Administration Update:** Gina Johnson reported that we have received the draft financial statements from our audit this week and received no findings. Gina also provided an overview of the Financial Status Report as of September 30<sup>th</sup>, which showed the minimum participant cost rate (MPCR) was 33%, which is lower than the required 40% minimum. The reason the MPCR is low is because the majority of fall training invoices were not paid by Dyersburg State until October and therefore weren't on their September invoice. Out-of-School Youth expenditures exceed the required 75% at almost 96%, and Work Experience expenditures exceeded the required 20% at over 43%.

Jennifer Bane also provided a budget update for the current program year (PY). Since the budget was developed, we received a small amount of additional PY 18 funds. The PY 19 funds were also recalculated and our allocations increased, particularly in the Adult funding stream. We have also received notice that our Rural Initiative Funding has been approved which will add approximately \$132,000 to the budget this program year, and \$329,000 in total. Our request for an additional \$130,000 in Adult participant funds for the fall term was also approved. Overall the budget is up nearly \$394,000. Additionally, Title I costs have decreased by about \$211,000 due to reducing the One-Stop Operator and Career Service Provider contracts and infrastructure costs. Additionally, several Title I staff have been re-designated as RESEA staff which increased the RESEA share of the Infrastructure Funding Agreement (IFA) costs, and decreased the Title I share. Board / Fiscal Agent expenses have not been reduced other than the savings from moving the administrative office. Additional grant funds were sought to offset cost and were received, covering the reductions that would have had to been made.

Although the revised budget indicates an anticipated balance of over \$176,000 when the program year ends on June 30, 2020, because only a small portion of our allocations are received during the first quarter, funding will be very tight for Adults and Dislocated Workers during July through September of next year. Right now, we anticipate having enough funds to cover operational costs, but there would only be about \$58,000 to serve Adult and Dislocated Worker participants if additional funding is not received.

**Other:** Jennifer Bane reported that we internally posted Margaret Prater's vacant position as a Deputy Director position and it was awarded to Ginger Powell, effective November 1, 2019.

**Future Meeting Dates & Upcoming Events:** Jennifer Bane provided the following updates on future meeting dates and upcoming events:

- PAR Monitoring: November 12<sup>th</sup> — Entrance Conference at 11:00 am (Admin Office/Call).
- Next Board Meeting: November 19<sup>th</sup> – Northwest Development District, 124 Weldon Drive, Martin, 12:00 pm (lunch at 11:30 am).
- 2020 Board Meeting Location(s): Committee approved alternating Weakley and Gibson Counties for location of board meetings as we did this past year.
- Proposed 2020 Committee Meeting Dates: 10:00 am on January 29, April 29, July 29, and October 28, 10:00 am

As there was no other business, the meeting was adjourned.

Respectfully Submitted,

Lana Burchfiel, Public Information Specialist

**Northwest TN Workforce Board**

**Executive Committee**

October 30, 2019 – 10:00 a.m.

208 N. Mill Ave.

Dyersburg, TN

Conference Call – 1-877-216-1555, Passcode #845157

**Agenda**

Welcome and Call to Order  
Review and Approval of Minutes of 8-12-19 Meeting **(Vote Required)**

Ted Piazza, Chair

**Facilities and Technology Update**

LeAnn Lundberg

- Lake and Benton ADA Reviews Updates
- Weakley and Crockett ADA Results

**Program Oversight**

- Quarterly Complaint Logs Update
- LWDA Monitoring Report
  - One-Stop Operator
  - Career Service Provider
- PAR / Corrective Action Plan Update
- Monitoring Policy Changes **(Vote Required)**

Laura Speer

Laura Speer

Jennifer Bane

Jennifer Bane

**Performance Update**

- Local Performance

Laura Speer

**Consideration of New Program: TCAT Newbern-CPT (Vote Required)**

Laura Speer

**Re-Designation / Certification of American Job Centers**

Jennifer Bane

- Benton County American Job Center Certification **(Vote Required)**
- Crockett County American Job Center Certification **(Vote Required)**
- Additional Re-Designations **(Vote Required)**

**Budget & Administration Update**

- Audit Update
- Financial Status Report
  - Minimum/Maximum Requirements
- Budget Update

Gina Johnson

Gina Johnson

Jennifer Bane

**Other**

**Future Meeting Dates & Upcoming Events**

- PAR Monitoring: November 12<sup>th</sup> – Entrance Conference at 11:00 am (Admin. Office / Call)
- Next Board Meeting: November 19<sup>th</sup> – Northwest Development District, 124 Weldon Drive, Martin, 12:00 pm (lunch at 11:30 am)
- 2020 Board Meeting Location(s)?
- Proposed 2020 Committee Meeting Dates:
  - Wednesday, January 29, 10:00 am
  - Wednesday, April 29, 10:00 am
  - Wednesday, July 29, 10:00 am
  - Wednesday, October 28, 10:00 am

**Northwest TN Workforce Board  
Executive Committee**

August 12, 2019 – 10:00 a.m.

208 N. Mill Ave., Dyersburg, TN

Conference Call – 1-877-216-1555, Passcode #845157

**Committee Members Present:** Ted Piazza, Jimmy Williamson

**Committee Members via Conference Call:** Rita Alexander, Mayor Gary Reasons, Ben Marks

**Staff via Conference Call:** Ginger Powell

**Staff Members Present:** Jennifer Bane, Lana Burchfiel, Gina Johnson, Laura Speer, Margaret Prater

**Welcome:** Ted Piazza welcomed everyone and confirmed that a quorum was present.

**Review and Approval of Minutes (Vote Required):** Minutes for the July 26, 2019 Executive Committee Meeting were reviewed.

- **MOTION:** Gary Reasons moved to approve the July 26, 2019 Executive Committee minutes as presented and Rita Alexander seconded the motion. All were in favor and the motion carried.

**Review of One-Stop Operator Proposals:** Jennifer Bane provided the committee with an overview of the results of the One-Stop Operator RFP process. Two proposals were received and independently rated by a review committee. The review committee then met to collectively review the proposals. Individual ratings were then averaged together for an overall score. The proposal receiving the higher overall score of 89.9 was from Mid-Cumberland Human Resource Agency for a total of \$224,795 of the maximum \$225,000. The proposal provided salaries, benefits, and related expenses for one full-time One-Stop Operator, 6 Welcome Function staff, and a small amount of time of 3 corporate management staff. The second proposal from Workforce Project Solutions received an overall score of 67.4. The proposal was for \$219,450 and included salaries for one 1099 One-Stop Operator and two 1099 Welcome Function staff, along with two corporate management positions. An overview of each proposal along with individual and average ratings was reviewed by the committee.

- **MOTION:** Jimmy Williamson moved to recommend awarding the One-Stop Operator contract to Mid-Cumberland Human Resource Agency. Mayor Gary Reasons seconded the motion. All were in favor and the motion carried.

**Facilities and Technology Update:** Jennifer Bane updated the committee on relocations and ADA reviews. The Benton and Lake County American Job Centers (AJCs) have both been relocated as planned. ADA reviews have been completed and both centers are in compliance. There were some recommendations for the Benton County AJC that LeAnn Lundberg will work with the landlord to address. This was also the first week of staff also going to the Ridgely Public Library as an access point. During certification of the Lake County Specialized Center we learned that we do not have to certify access points; we just need to have a Memorandum of Understanding with them.

The Dresden AJC is being moved into the courthouse this week and the administration office has already moved to 208 N. Mill Avenue. The AJC-Dyersburg will not be moving into the former Administrative Office at 708 E. Court Street, due to feedback from state staff of lack of space for parking and no room for growth. Adult Education probably has the smallest budget, so they want to look at their costs again. They will consider looking at our space in Crockett County, which would help us in Crockett but hurt shared costs in Dyersburg. We are still hoping to find someone to move in with us in Crockett County.

**Program Oversight:** Laura Speer reported to the committee that Quarterly Complaint Logs have been submitted and there were no issues. She also reviewed the LWDA Monitoring Report and there have been no findings. Jennifer Bane provided an updated on the PAR Report and Corrective Action Plan

(CAP). The PAR Report was received at the end of July and included a review of our programs as well as SNAP and RESEA programs administered by Department of Labor staff. There were two findings in the report, both of which are issues across the state. The two findings in the report were both issues found across the state including one timeliness issue and that case management needs improvement. There are not any specifics included in the report, but staff did receive a spreadsheet of participant files reviewed during monitoring and responded with several questions and comments in regards to items that staff did not think should be on the report. For instance, there were questions around the National Career Readiness Certificate testing prior to the policy that changed the process being issued. There were also several comments in regard to Adults being funded out of a Dislocated Worker budget, but this is because we are allowed to, and did, transfer Dislocated Worker funds to be used for Adults.

Jennifer also reviewed the Ernst & Young Assessment reports with the committee. Ernst & Young was hired by the State to serve as consultants and review the system and each individual area after the realignment. Local reports and the statewide report are available on the TN Department of Labor's website. Our local report cited us as having leading practices for strategy, policies, and procedures. Some suggestions they made included additional means of collecting and presenting data and additional contract management and monitoring policies to ensure we are not over-monitoring. Additionally, the report showed that on average across the state, there were about 7 board staff where our board has 10.5. However, we don't know what they were including in that since some boards may not include board, fiscal agent, and business services staff like ours does. Other organizations contract some of these duties, so they may not be comparing us to similar set ups. Margaret Prater worked on a bullet list of the job description and job duties for each staff member to show the role of each staff person.

As a state, they suggested the state staff provide at least 3 months' notice for planning to be able to pull all the partners together, more state consistency in structure, but with local autonomy, and third-party procurement and contract training. We felt like we did pretty good, but other areas may have had issues. They talked about VOS and it being cumbersome, requiring manually comparing data by running several reports. There are so many reports you have to try several before you can find which one gets you the information they are looking for. They recommended the state integrate VOS and Grants4TN to avoid duplication across systems. The state is looking for a replacement for Grants4TN that will talk to VOS. The report also talked about communication from the state and a need for better communication between executive and regional directors. The state's recommendations may show up as policy down the road.

Taking into consideration the Ernst and Young recommendations, as well as feedback from state staff at a technical assistance visit in June, we have been reviewing our monitoring processes. We agree with both assessments that we have been duplicating monitoring efforts, but that has been intentional, but it really is time consuming and we need to take a step back to see if we need to monitor to the detail that we do given the structural changes over the last few years as well as continuously decreasing budgets and staff. State staff recommending decreasing monitoring and withholding funds from the Career Service Provider (CSP) invoice if any issues are found. This would only be an issue is if we have to change career service providers. Jimmy Williamson inquired about taking a sample as opposed to 100% monitoring. Margaret Prater said we could do a 15% sampling monthly with an additional sample based on the rate of findings. Ted Piazza asked what our findings rate is currently. Laura Speer explained that most of the findings are missing or incorrect documentation, not eligible issues. If we go to a sample, Jennifer explained that if they are just made eligible as unemployed there's not nearly as much to monitor or to track as an employed individual, so we could try to focus our sample on more complicated eligibility determinations but would need to figure out how to identify these participants in VOS. It was agreed by the group that a more concentrated sampling monitoring and deducting unallowable costs from the CSP invoice would provide sufficient protection for the board and mayors.

**Performance Update:** Laura Speer reviewed a handout of estimated performance results and explained this is where we estimate we are for program year (PY) 18, but that the state has not given a final report card. We are above our goals and PY 18 is now done. The state will run their first report for PY 19 in November. Laura is working with the CSP to ensure exits and follow-up are completed timely so we have an accurate picture of our performance. As long as we meet 95% of our goal, we are considered as meeting performance, even though we would prefer to meet 100% of our goals. The updated Common Exit Policy added a timeliness requirement. If CSP staff miss a monthly contact with a participant because the person doesn't answer the phone, call back, respond to email, etc., then staff must attempt to contact them every 5 days after that. If they don't make contact within 90 days, the participants have to be exited which we expect will negatively affect our performance.

**Budget & Administration Update:** Gina Johnson provided an overview of the financial status report as of June 30<sup>th</sup> which showed the minimum participant cost rate (MPCR) was 48%, exceeding the required 40% minimum. Out-of-School Youth expenditures exceed the required 75% at almost 99%, and Work Experience expenditures exceeded the required 20% at over 41%. Jennifer Bane also provided a budget update for the current program year. The budget is up very slightly due to small increases in our 2018 program year funds and carryover funds coming in slightly higher than what was anticipated. Overall we are still facing nearly a \$320,000 deficit in our operations budget assuming the MPCR remains at 40% for this program year which has not yet been confirmed by the state. Staff are pursuing several grant opportunities to make up for the shortage of funds and will also be moving forward with the process of re-designating the Benton and Crockett County AJCs to part-time specialized centers instead of full-time affiliate centers as previously approved to save additional funds. August is the busiest enrollment period, so we submitted a request for \$130,000 to continue with fall enrollments to help us with the 40%. The state did announce that they are opening a rural initiative for 3 million for at-risk and distressed counties. Our portion will be about \$329,000 with \$127,000 specifically for use in our distressed county, Lake County. The other four at-risk counties were about \$50,000 each.

Staff are also working on putting together a proposal to provide business services for Lauderdale and Tipton counties in the Greater Memphis area. Greater Memphis will be on a Level 3 sanction and the state is withholding funding but state staff said participants will still get served. We actually started with a larger plan including Fayette county and additional staff, but we are going to start small to see if this works well before expanding. We have to make sure we will get paid timely. Margaret Prater is also working on a DRA grant to help offset business services costs for time spent working on apprenticeships. We are also still working with Dyersburg State on their GIVE grant application which would expand healthcare training programs, locations, and hours.

**Other:** Jennifer Bane stated that the line of credit was approved by the mayors and the bank. Mayor Reasons will need to sign the note, and all signatory authorities will need to sign before funds can be accessed with approval of the mayors. The interest rate will just vary with prime, but the hope is to never have to use it.

**Future Meeting Dates & Upcoming Events:** Jennifer Bane reviewed upcoming events and meeting dates as listed on the agenda including the next committee meeting on Wednesday, October 30, 2019, at 10:00 am. Staff will work on re-designating Benton and Crockett as part-time specialized centers before the next meeting.

As there was no other business, the meeting was adjourned.

Respectfully Submitted,

Lana Burchfiel, Public Information Specialist



## **Vocational Rehabilitation Program**

### **Accessibility and Accommodation Survey for the American Job Center at Dresden, TN**

Location: Weakley County Courthouse  
116 W. Main Street  
Dresden, TN 38225

Date of Survey: September 9, 2019

Survey conducted by: Joel Blackford, Vocational Rehabilitation Program

The Tennessee Vocational Rehabilitation (VR) Program is authorized to provide information and technical assistance to individuals and entities that are covered by the Americans with Disabilities Act (ADA) and Workforce Innovation and Opportunity Act (WIOA) Section 188. However, VR is not responsible for enforcement of the ADA or WIOA requirements. The information and/or technical assistance contained in this report are intended solely as informational guidance and are neither a determination of legal rights or responsibilities under the ADA or WIOA nor binding on any agency enforcement responsibilities under the ADA or WIOA.

Following are the survey findings and recommendations.

#### **1.0 Parking**

- 1.1 The Dresden American Job Center (AJC) is located in the lower level of the Weakley County Courthouse. Parking is available on all four sides of the Courthouse. Topography of the parking area is relatively level. There are no obstructions or hazards.
- 1.2 There are two accessible parking spaces located along the side of Courthouse's main entrance at the walkway leading to the Courthouse entrance. The two accessible spaces share an adjacent painted striped access aisle. The universal accessibility symbol is painted on the parking lot pavement and a universal accessibility symbol is posted.
- 1.4 The walkway leading to the courthouse entrance has appropriate curb cuts and has a slight slope.

Recommendations: None

#### **2.0 Entrance**

- 2.1 The AJC is accessed via the Courthouse main entrance which is not manned. Once inside the Courthouse there is a ramp leading up to the main level hallway on the first floor. From there stairs or an elevator is available to access the lower level.



2.2 The AJC entrance is off the lower level hallway through a single 48 inch wide door that has an upper light.

2.3 The door is always monitored from the reception desk in the AJC.

Recommendations: None

### **3.0 Reception**

3.1 The reception area and resource room are together in one room. The reception area desk is wheel chair accessible. Staff is aware of how to greet and serve an individual in a wheel chair, including the use of a clipboard.

Recommendations: None

### **4.0 Public Areas**

4.1 All public areas are accessible with no hazards.

Recommendations: None

### **5.0 Accessible Restrooms**

5.1 There is a fully accessible restroom in the lower level of the Courthouse.

Recommendations: None

### **6.0 Resource Room**

6.1 The resource room can accommodate individuals with disabilities.

6.2 The computer available for individuals with disabilities is located on a table surface that cannot be easily raised.

6.3 Staff is available to accommodate the use of computers, printers, faxes and copiers when needed.

Recommendations:

a. Relocate the computer available for individuals with disabilities to a table that can be easily raised and maintain the capability by blocks or other means to manually raise the table for wheel chair access if necessary.

a. Inform individuals with disabilities about available accommodations either with signage or verbally.

### **7.0 Communication**

7.1 Staff is aware of how to use the phone relay service for the deaf and computers to communicate with the deaf and hard of hearing.

7.2 Staff is aware of contacting VR for assistance with obtaining documents in Braille.

7.3 Staff is aware of how to contact and schedule a sign language interpreter.

Recommendations: None

## **8.0 Signage**

8.1 Room identification signage within the Courthouse is properly posted.

Recommendations: None

## **9.0 Drinking Fountains**

9.1 The drinking fountain located in the lower level hallway is accessible.

Recommendations: None

## **10.0 Fire Alarms**

10.1 The building meets all requirements set forth by the local fire marshal.

Recommendations: None

## **11.0 Emergency Egress Planning**

11.1 There is a general knowledge of emergency egress planning.

11.2 Staff understands that in the event of an emergency that all rooms within the AJC need to be cleared of customers and that individuals with disabilities may require additional assistance to exit the building.

Recommendations: None

## **12.0 Elevators**

12.1 The elevator is fully accessible.

Recommendations: None

In general, staff is ready to accommodate individuals with disabilities if accommodations are not available. For example, staff is ready to provide personal assistance for individuals with visual impairments; are able to raise tables for persons in wheelchairs; are able to rearrange furniture for persons in wheelchairs; are able to provide accommodations upon request; etc.



## **Vocational Rehabilitation Program**

### **Accessibility and Accommodation Survey for the American Job Center at Alamo, TN**

Location: Crockett County American Job Center  
331 South Bells St.  
Alamo, TN 38001

Date of Survey: October 7, 2019

Survey conducted by: David Parrish, Vocational Rehabilitation Program

The Tennessee Vocational Rehabilitation (VR) Program is authorized to provide information and technical assistance to individuals and entities that are covered by the Americans with Disabilities Act (ADA) and Workforce Innovation and Opportunity Act (WIOA) Section 188. However, VR is not responsible for enforcement of the ADA or WIOA requirements. The information and/or technical assistance contained in this report are intended solely as informational guidance and are neither a determination of legal rights or responsibilities under the ADA or WIOA nor binding on any agency enforcement responsibilities under the ADA or WIOA.

Following are the survey findings and recommendations.

#### **1.0 Parking**

- 1.1 The Alamo American Job Center (AJC) is located on the street level of a small strip mall in Alamo. The parking area is directly in front of the office. The office and the parking area are on the same level with no need for curb cuts. There are no obstructions or hazards.
- 1.2 There is one accessible parking space directly in front of the office; however it is not van accessible. It is suggested that another accessible space be added with an accessible access aisle located between the spaces and necessary signage including a van accessible sign be added. Also the spaces will need to be repainted.
- 1.4 The walkway leading to the office is on the same level as the parking lot.

Recommendations: Additional accessible parking place that is van accessible and repainting of spaces.

#### **2.0 Entrance**

- 2.1 The AJC is accessed directly from the parking lot and there is no need of ramps because the building and the parking lot are on the same level. Once inside, the office has an open landscape so that all areas are accessible.
- 2.3 The entry door has a buzzer at an appropriate height and staff will assist as needed.

Recommendations: None

### **3.0 Reception**

- 3.1 The reception area and resource room are together in one room. The reception area desk is wheel chair accessible. Staff is aware of how to greet and serve an individual in a wheel chair, including the use of a clipboard.

Recommendations: None

### **4.0 Public Areas**

- 4.1 All public areas are accessible with no hazards.

Recommendations: None

### **5.0 Accessible Restrooms**

- 5.1 There is a fully accessible restroom in the office.

Recommendations: None

### **6.0 Resource Room**

- 6.1 The resource room can accommodate individuals with disabilities.
- 6.2 The computer available for individuals with disabilities is located on a table surface that can be easily raised.
- 6.3 Staff is available to accommodate the use of computers, printers, faxes and copiers when needed.

Recommendations:

- a. Inform individuals with disabilities about available accommodations either with signage or verbally.

### **7.0 Communication**

- 7.1 Staff is aware of how to use the phone relay service for the deaf and computers to communicate with the deaf and hard of hearing.
- 7.2 Staff is aware of contacting VR for assistance with obtaining documents in Braille.
- 7.3 Staff is aware of how to contact and schedule a sign language interpreter.

Recommendations: None

### **8.0 Signage**

- 8.1 Identification signage on the exterior of the office is properly posted.

Recommendations: None

## **10.0 Fire Alarms**

10.1 The building meets all requirements set forth by the local fire marshal.

Recommendations: None

## **11.0 Emergency Egress Planning**

11.1 There is a general knowledge of emergency egress planning.

11.2 Staff understands that in the event of an emergency that all rooms within the AJC need to be cleared of customers and that individuals with disabilities may require additional assistance to exit the building.

Recommendations: None

In general, staff is ready to accommodate individuals with disabilities if accommodations are not available. For example, staff is ready to provide personal assistance for individuals with visual impairments; are able to raise tables for persons in wheelchairs; are able to rearrange furniture for persons in wheelchairs; are able to provide accommodations upon request; etc.

Northwest TN Workforce Board MONITORING STATUS REPORT						
Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Findings	Corrective Action Needed	Letter Mailed:
1906-1908-ojt-62-1749417-cb Tennessee Tractor, LLC 16 South Bell Street Alamo, TN 38001 Jacquelyn Steele Denton (731) 414-7517 jsteele@tennesseetractor.com	On-the-Job Training: 06-13-19 to 08-31-19	Scheduled: 30 days after notification of someone being added to contract	Site Visit: Fiscal:		N/A	No One on Contract-Expired
1907-2007-OJT-62-600282 City of Dyersburg Sue Teague, HR Manager 425 West Court Street Dyersburg, TN 38024 (731) 288-7607 steague@dyersburgtn.gov	On-the-Job Training: 07-10-19 to 07-01-20	Scheduled: 30 days after notification of someone being added to contract	Site Visit: 08/14/2019 Fiscal:		Programmatic:	Letter Mailed:
1907-2007-OJT-62-6000667 Henry County Government 101 Washington Street Paris, TN 38242 Ron Walkins, EMA Director (731) 664-2678 hcema@bellsouth.net	On-the-Job Training: 07-15-19 to 07-01-20	Scheduled: 30 days after notification of someone being added to contract	Site Visit: 08/21/2019 Fiscal:		Programmatic:	Letter Mailed:
1907-2007-OJT-61-1350626 Amteck, LLC 1106 East Court Street Dyersburg, TN 38024 Stephanie Ballard, Administrative Assistant (731) 286-2772 sballard@amteck.com	On-the-Job Training: 07-18-19 to 07-02-20	Scheduled: 30 days after notification of someone being added to contract	Site Visit: 08/14/2019 Fiscal:		Programmatic:	Letter Mailed:
1907-2007-OJT-84-2145601 FW United Group, LLC P.O. Box 569 Milan, TN 38358 Lisa Morgan, Area Manager (731) 316-9284 Lisapmorgan@yahoo.com	On-the-Job Training: 07-19-19 to 07-12-20	Scheduled: 30 days after notification of someone being added to contract	Site Visit: 08/23/2019 Fiscal: 10/10/2019		Programmatic:	Letter Mailed:

Northwest TN Workforce Board MONITORING STATUS REPORT						
Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Findings	Corrective Action Needed	Letter Mailed:
1905-2005-OJT-62-5179383-CB West TN Healthcare Dyersburg Beverly Ray, Manager HR 400 East Tickle Street Dyersburg, TN 38024 (731) 288-3608 beverly.ray@wth.org	On-The-Job Training: 05-23-19 to 05-22-20	Scheduled: 07-03-19	Site Visit: 07-03-19 Fiscal: 09-17-2019	No Findings	N/A	Letter Mailed: 09/19/2019
1904-1909-OJT-62-0537961-CB Ford Construction, Inc. Lisa Keeling, HR Manager 1311 East Court Street Dyersburg, TN 38024 (731) 285-5185 lisa.keeling@fordcc.com	On-the-Job Training 04-17-19 to 09-30-19	Scheduled:	Site Visit: Fiscal:		N/A	No One on Contract-Expired
1905-1908-OJT-27-2969540-CB RETT Express, LLC 3145 Chandlers Mill Road Ridgely, TN 38080 (731) 264-5316 Gabrielle Readenour greadenour@rettexpress.com	On-the-Job Training: 05-10-19 to 08-01-19	Scheduled: 30 days after notification of someone being added to contract	Site Visit: Fiscal:		N/A	No One on Contract-Expired
1905-1908-OJT-45-2394144-CB ECM of Ridgely, LLC 3145 Chandlers Mill Road Ridgely, TN 38080 (731) 264-5316 Gabrielle Readenour greadenour@rettexpress.com	On-the-Job Training: 05-10-19 to 08-01-19	Scheduled: 06-10-2019	Site Visit: 06-10-19 Fiscal: 08/08/2019	No Findings	N/A	Letter Mailed: 08/09/2019
1908-2007-OJT-45-2394145-CB ECM of Ridgely, LLC 3145 Chandlers Mill Road Ridgely, TN 38080 (731) 264-5316 Gabrielle Readenour greadenour@rettexpress.com	On-the-Job Training: 08-09-19 to 07-30-20	Scheduled: 09-06-19	Site Visit: 09-06-19 Fiscal:		Programmatic:	Letter Mailed:

Northwest TN Workforce Board MONITORING STATUS REPORT						
Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Findings	Corrective Action Needed	Letter Mailed:
1904-1909-OJT-62-0537961-CB Ford Construction, Inc. Lisa Keeling, HR Manager 1311 East Court Street Dyersburg, TN 38024 (731) 285-5185 lisa.keeling@fordcc.com	On-the-Job Training 04-17-19 to 09-30-19	Scheduled: 30 days after notification of someone being added to contract	Site Visit: Fiscal:		N/A	No One on Contract-Expired

1903-1907-OJT-62-1633251-CB Profile Metal, Inc. Attn: Norman French, CFO 37 Republic Drive McKenzie, TN 38201 (731) 352-5341 normanf@profilemetal.com	On-the-Job Training: 03-15-19 to 09-19-19	Scheduled: 30 days after notification of someone being added to contract	Site Visit: Fiscal:		N/A	No One on Contract-Expired
Center Point Business Solutions, LLC 1902-1912-OJT-45-4987992-CB 1413 South Home Street Union City, TN 731.885.4810 Kim Watts, Chief Operation Officer kim.watts@cpbsllc.com	On-the-Job Training: 02-22-19 to 12-15-19	Scheduled: 30 days after notification of someone being added to contract	Site Visit: 08/14/2019 Fiscal:		Programmatic:	Letter Mailed:
1908-2008-OJT-45-3132419 InSource Material, LLC 170 Mark I Drive Henry, TN 38231 Lorraine Dodd, Office Manager (731) 243-7700 Loraine@insourcematerials.com	On-The-Job Training: 08-14-19 to 08-13-20	Scheduled: 10-08-19	Site Visit: 10-08-19 Fiscal:		Programmatic:	Letter Mailed:
1909-2007-OJT-37-1893800 Pottery Direct McKenzie, LLC 89 Bruce Street McKenzie, TN 38201 Brigitte Parker, Accountant (855) 484-2900 x 229 accounting@potterydirect.com	On-the-Job Training: 09-13-19 to 07-15-20	Scheduled: 10-08-19	Site Visit: 10-08-19 Fiscal:		Programmatic:	Letter Mailed:

Northwest TN Workforce Board MONITORING STATUS REPORT						
Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Findings	Corrective Action Needed	Letter Mailed:
1909-2003-OJT-62-1779895 Cutting Specialists, Inc. 25570 Highway 22 North McKenzie, TN 38201 (731) 352-5351 x 207 Carol Holt, HR Accounts Manager carol.holt@supertuf.com	On-the-Job Training: 09-10-19 to 03-01-20	Scheduled: 10-08-19	Site Visit: 10-08-19 Fiscal:		Programmatic:	Letter Mailed:
RFP CONTRACTS THROUGH 09-30-2019						
1809-1906-CSP-62-0800930-MULTI Dyersburg State Community College 1510 Lake Road Dyersburg, TN 38024 Dr. Karen Bowyer Title 1 Career and Youth Services	Career and Business Services	Dates: 09-28-18 to 09-30-19	Fiscal: Monthly		Invoice Checked Monthly per Executive Director	Letter Mailed: 6 month review April 24, 2019
1809-1906-OSO-27-0093730-SHARE ODLE Management Group, LLC 9937 East Bell Road Scottsdale, AZ 85260 Pamela Hunnicutt One Stop Operator	One-Stop Operator Services	Expires: 09-30-2019	Fiscal: Monthly		Invoices Checked Monthly per Executive Director	Letter Mailed:
INCUMBENT WORKER TRAINING						
1903-1907-IWT-27-3780139-CB Cavalier Pharmacy, L.L.C. Attn: Derek Holyfield 8 North Cavalier Drive Suite A Alamo, TN 38001 (731)696-4000 tdholyfield@yahoo.com	Incumbent Worker: 03-25-19 to 07-31-19	Expires: 07-31-2019 Will review when invoice is received.	Fiscal: 07/08/2019		N/A	Letter mailed: 08/22/2019
1904-1907-IWT-20-4225695-CB Institutional Casework, Inc. 1865 Highway 641 North Paris, TN 38342 (731) 924-1046 jcrews@iciscientific.com	Incumbent Worker: 04-22-19 to 07-31-19	Expires: 07-31-2019 Will review when invoice is received.	Fiscal: 08/30/2019		N/A	Letter mailed: 09/02/2019
Northwest TN Workforce Board MONITORING STATUS REPORT						
Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Findings	Corrective Action Needed	Letter Mailed:
1905-1907-IWT-22-1626865-CB Frazier Industrial Company 3000 Burks Place Dyersburg, TN 38024 Renee Murray, HR Recruiter (731) 259-9759 murray@frazier.com	Incumbent Worker: 05-10-19 to 07-31-19	Expires: 07-31-2019 Will review when invoice is received.	Fiscal: 08/22/2019		N/A	Letter mailed: 08/22/2019
1905-1907-IWT-36-2089049-CB Tyson Joe Taylor, Continuous Improvement Manager 2000 Biffle Road Newbern, TN 38059 (731) 627-4000 Joe.taylor@tyson.com	Incumbent Worker: 05-10-19 to 07-31-19	Expires: 07-31-2019 Will review when invoice is received.	Fiscal: 09/26/2019		N/A	Letter mailed: 09/27/2019
1905-1907-IWT-23-2347372-CB United Ammunition Container, Inc. 6004 Windsor Drive Milan, TN 38358 Brian King, Plant Manager (731) 686-8303 bking@unitedammocont.com	Incumbent Worker: 05-10-19 to 07-31-19	Expires: 07-31-2019 Worker's Comp Expires: 07-01-2019 Will review when invoice is received	Fiscal: 09/20/2019		N/A	Letter mailed: 09/24/2019

1905-1907-IWT-26-1312112-CB Dana Sealing Andrea Gooch, HR Manager 100 Plumley Drive Paris, TN 38242 andrea.gooch@dana.com (731) 641-8500	Incumbent Worker: 05-08-19 to 07-31-19	Expires: 07-31-2019 Worker's Comp Expires: 06-01-2019 Will review when invoice is received.	Fiscal: 08/16/2019		N/A	Letter mailed: 08/20/2019
1905-1907-IWT-62-1696855-CB Brad Russom Motor Company dba Carstar Russom's Collision LaDona Russom 2340 Upper Finley Road Dyersburg, TN 38024 (731) 882-1971 russomdyersburg@carstarusa.com	Incumbent Worker: 05-10-19 to 07-31-19	Expires: 07-31-2019 Will review when invoice is received.	Fiscal: 08/13/2019		N/A	Letter Mailed: 08/14/2019

Northwest TN Workforce Board MONITORING STATUS REPORT						
Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Findings	Corrective Action Needed	Letter Mailed:
1905-1907-IWT-27-2969540-CB RETT Express, LLC 3145 Chandlers Mill Road Ridgely, TN 38080 (731) 264-5316 Michael Harrelson, General Manager mharrelson@ecmlandfill.com	Incumbent Worker: 05-28-19 to 07-31-19	Expires: 07-31-2019 Will review when invoice is received.	Fiscal: 09/09/2019		N/A	Letter Mailed: 09/11/2019
1907-1908-IWT-54-1138147 American Woodmark Corporation Attn: Eddie Rogers, NREMT 1 American Woodmark Corporation Humboldt, TN 38343 (731) 824-5540 erogers@woodmark.com	Incumbent Worker: 07-28-19 to 08-30-19	Expires: 08-30-19 Will review when invoice is received	Fiscal: 09/19/2019		N/A	Letter Mailed: 09/24/2019
1909-1909-IWT-36-2431745-CB MacLean System, LLC Attn: Richard, Sharp Edu & Trng Spec. 1465 Industrial Park Drive Trenton, Tn 38382 (731) 419-4245 rsharp@macleanpower.com	Incumbent Worker: 09-05-19 to 09-10-19	Expires: 09-10-2019 Will review when invoice is received	Fiscal: 09/26/2019		N/A	Letter Mailed: 09/26/2019
1908-1908-IWT-26-3670758-CB CableSouth Media IIIdba Swyft Connect LLC Attn: Drew Cannon, COO 1056 Jones Blvd Milan, TN 38358 (731) 723-9913 dcannon@cablesouth.com	Incumbent Worker: 06-16-19 to 08-23-19	Expires: 08-23-2019 Will review when invoice is received	Fiscal: 09/19/2019		N/A	Letter Mailed: 09/20/2019
1908-1908-IWT-811681243-CB Southern Source Industrial Services, LLC Attn: Todd Gamble, Owner 221 Greenfield Products Road Greenfield, TN 38230 (731) 235-0080 toddg@southernsource.net	Incumbent Worker: 08-14-19 to 08-30-19	Expires: 08-30-2019 Will review when invoice is received	Fiscal: 09/20/2019		N/A	Letter Mailed: 09/20/2019





October 23, 2019

Lisa S. Odle, President and CEO  
Odle Management Group, LLC  
9937 East Bell Road  
Scottsdale, Arizona 85260

Ms. Odle:

The Northwest Tennessee Workforce Board completed a six-month monitoring review of contract number 1809-1906-OSO-27-0093730-SHARE.

The purpose of the review was to verify the following:

- Timeliness of invoices submission
- Adequacy of documentation
- Proper completion of invoices
- Compliance within budget limits
- Performance Goals
- Site Review

Documents attached:

- OSO Site Review
- OSO Fiscal Request and Corrections
- OSO Profit

We are pleased to report all areas of review were in accordance with the contract with the exception of the Performance Goals as listed in the attached performance reviews.

We appreciate the services provided during this contract. If you have any questions, please feel free to contract me.

Sincerely

Laura Speer  
Director of Performance & Compliance

Cc: Jennifer Bane  
Erica Nance  
Pamela Hunnicutt  
Derrick Quinn

## Performance Goals

The following performance goals will be utilized to determine the Quarterly Performance Based Profit. The profit of \$11,264.93 will be paid quarterly (\$3,754.97) upon documentation of satisfactory completion of 90% of benchmarks per component included in Attachment B Performance Goals each quarter. The NWTNWB will evaluate each benchmark as pass/fail for determination of 90% of component met.

Component/Benchmark	Documentation on File	Pass / Fail
<b>Coordinate Functional Alignment &amp; Manage Operational Resources</b> – A primary role is to coordinate multiple American Job Center partners and service providers throughout Northwest TN LWDA to assure functional alignment of services and management of operational resources. <b>Eligible Quarterly Profit - \$1252</b>		
1. Oversee management of One-Stop Centers and service delivery	Functional supervision directives; Minutes from Business Services and Functional Team meetings; Site Visit Review	Pass
2. Evaluate performance of the One-Stop Center Partners/Providers and implement required actions in consultation with the NW TN Workforce Board to meet performance standards	Traffic Counts, Visit Reasons, Registrations, WP Enrollments, Referrals to Employment, Job Orders, Quarterly Dashboard	Pass
3. Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff)	Customer Survey	Fail – partner staff surveys not completed
4. Ensure coordination of partner programs	Minutes from Business Services and Functional Team meetings; Job Order Emails	Pass
5. Act as liaison between the LWDB (Executive Director) and One-Stop Center	Complaint logs; Success Stories	Fail – success stories requested to be submitted monthly going forward as of January; haven't been received
6. Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.)	Minutes from Business Services and Functional Team meetings; EO / Disability Emails	Pass
7. Oversee full implementation and usage of all State systems in the AJC	Requests for Access for new partner staff as needed – documented in monthly reports	Pass
8. Design the integration of systems and coordination of services for the site and partners	Resource Specialist Packet; Site Visit Review	Pass

9. Manage fiscal responsibility for contract and report any changes in AJC partner participation to Fiscal Agent that effects partner Infrastructure and/or Additional Costs in the Memorandum of Understanding.	Site Visit Review	<b>Pass</b>
10. Plan and report responsibilities for partners and staff	Directives email; Site Visit Review	<b>Pass</b>
11. Market One-Stop Career Center services in coordination with NW TN Workforce Board Public Information Office	Monthly Report	<b>Pass</b>
12. Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the state system	VOS Access Request Form; Site Visit Review	<b>Pass</b>
13. Integration of available services and coordination of programs for the site with all partners	Minutes from Business Services and Functional Team meetings;	<b>Pass</b>
<b>Total Coordinate Functional Alignment &amp; Manage Operational Resources</b>		<b>Fail</b> <b>12 / 14 = 85.7 %</b> <b>\$0</b>
<b>Conduct Quality Review</b> – Quality control is an on-going activity focused on continuous improvement, efficiency and effectiveness, and adherence to policy and procedures. The One-Stop Operator is a primary entity performing quality control. <b>Eligible Quarterly Profit - \$626</b>		
1. Reviewing the Memorandum of Understanding to ensure WIOA compliance;	Working knowledge of MOU.	<b>Pass</b>
2. Encouraging continuous improvement in the AJCs	Minutes from Business Services and Functional Team meetings; AJC Customer and Employer Survey Results	<b>Pass</b>
3. Completing and submitting One-Stop Certification applications for comprehensive, affiliate, and specialized AJCs to the NWTNWB for certification.	Completed documents for each applicable AJC.	<b>Pass</b>
4. Reviewing eligibility determinations of program participants to ensure that individuals enrolled are receiving the provided services;	Report of review sample of on-site partner programs	<b>Fail – only Title I and Title II participants have been reviewed.</b>

5. Ensuring access to services;	Priority of Service Report; Site Observation	Pass
6. Monitoring partners/providers to assure compliance and submit reports to NWTNWB	Report of review sample of on-site partner programs	Fail – only Title I and Title II participants have been reviewed.
7. Verifying voucher entries in VOS are allocated to the correct grant and approve for payment entry	Process developed and training completed	Fail
8. Reviewing and approving partner reports to submit to NWTNWB	Monthly reports and quarterly Dashboard	Pass
<b>Total Conduct Quality Review</b>		Fail 5 / 8 = 62.5% \$0
<b>Facilitate Welcome Function</b> – An additional role of the One-Stop Operator is to hire and supervise “shared” staff in the Welcome Function and coordinate other partner staff in the role, when “shared” staff are not available. <b>Eligible Quarterly Profit - \$626</b>		
a. Staff responsibilities will include, but not be limited to, greeting customers, conducting initial assessments, overseeing the resource room/computer lab, ensuring applicants register for jobs4TN.gov, and offering basic career services (see below) as appropriate to the service delivery model of the proposing agency.	Site Visit Report	Pass
b. Staff maintained in full-time status.	Monthly payroll reports	Pass
c. If “shared” staff are not present in an AJC and/or not available during all business hours, the One-Stop Operator will coordinate appropriate partners to provide the Welcome Function.	Monthly Reports; Site Visit Report	Pass
<b>Total Facilitate Welcome Function</b>		Pass 3 / 3 = 100% \$626

## Performance Goals, Continued

Monthly Traffic Flow is essential to meeting the needs of our job seeker and employer customers. The contractor will be responsible for maintaining traffic flow at or above the below monthly level averaged for the quarter.

### Eligible Quarterly Profit - \$1250.97

BY INDIVIDUAL VISIT 2017- 2018												
2017-2018	Camden	Alamo	Humboldt	Paris	Tiptonville	Ripley	Union City	Dresden	Covington	Dyersburg	Huntingdon	Total AJC
Mo. Avg	192	187	331	425	82	430	318	285	723	700	423	4096

### TRAFFIC COUNTS LIST BY INDIVIDUAL VISIT 2019- 2020

2019-2020	Camden	Alamo	Humboldt	Paris	Tiptonville	Union City	Dresden	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total AJC
Jul-18	142	110	322	355	28	406	471	1834	673	494	1167	3001
Aug-18	114	76	367	265	26	449	214	1511	715	479	1194	2705
Sep-18	122	50	358	323	19	341	182	1395	738	448	1186	2581
Subtotal	378	236	1047	943	73	1196	867	4740	2126	1421	3547	8287
Mo. Avg	126	79	349	314	24	399	289	1580	709	474	1182	2762
% Avg.	4.6%	2.8%	12.6%	11.4%	0.9%	14.4%	10.5%	57.2%	25.7%	17.1%	42.8%	100.0%

#### Individual Visit Monthly Average Goal

Goal	192	187	331	425	82	318	285	1820	700	423	1123	2943
Current	126	79	349	314	24	399	289	1580	709	474	1182	2762
Difference	-66	-108	18	-111	-58	81	4	-240	9	51	59	-181
% of Goal	66%	42%	105%	74%	30%	125%	101%	87%	101%	112%	105%	94%

**Fail – 90% threshold not met for each AJC; \$0.**

**Program Profit (Performance Based)** – According to 2 CFR 200.323 Contract Cost and Price the NWTNWB must negotiate profit as a separate element of the price for each contract in which there is no price competition. The profit included in this contract with Odle Management Group, LLC was part of the competitive bid process. However, to establish a fair and reasonable profit, the NWTNWB has still given consideration to the following factors as required in non-competitive contracting:

Profit Factor	NWTNWB Rating	Comments
Complexity of the work to be performed	High	Must follow federal, state, and local policies
The risk borne by the contractor	Medium	Quarterly benchmarks to earn profit
The contractor's investment	Medium	Budget areas such as travel and supplies are below prior year and may necessitate additional investment
The amount of subcontracting	High	Successful bidder in competition
The quality of its record of past performance	High	Prior experience verified by third party
Industry profit rates in the surrounding geographical area for similar work	Medium	Profit rate is 5.63% of total. Staffing agency customary profit rate is 5% per recent Manpower Executive.

The profit of \$11,264.93 will be paid quarterly (\$3,754.97) upon documentation of satisfactory completion of 90% of benchmarks per component included in Attachment B Performance Goals each quarter.

Program Profit will be paid quarterly subject to satisfactory performance of goals included in Attachment B – Performance Goals. The goal, documentation and additional board review are included in Attachment B. The following are eligible amounts of Performance Based Profit each Quarter:

<b>PASS</b>	<b>\$ 626.00</b>	<b>Facilitate Welcome Function</b>
<b>TOTAL</b>	<b>\$626.00</b>	<b>Total Quarterly Performance Based Profit</b>
<b>FAIL</b>	<b>\$1252.00</b>	<b>Coordinate Functional Alignment and Manage Operational Resources</b>
<b>FAIL</b>	<b>\$ 626.00</b>	<b>Conduct Quality Review</b>
<b>FAIL</b>	<b>\$1250.97</b>	<b>Monthly Traffic Flow (Average for Quarter)</b>



October 23, 2019

Dyersburg State Community College  
Attn: Dr. Karen Bowyer  
1510 Lake Road  
Dyersburg, TN 38024

Dear Dr. Bowyer:

The Northwest Tennessee Workforce Board has completed a Performance review for the Career Service Provider, contract number 1891906-CSP-62-0800930-MULTI.

The purpose of the performance review (fiscal and programmatic) was to verify the following:

- Compliance with the Roles of Title I Provider
- New Enrollments in accordance with the number submitted
- Exits meeting the performance measures
- Enrollment and expenditure levels

The purpose of the fiscal monitoring review was to verify the following:

- Timeliness of invoice submission
- Adequacy of documentation
- Proper completion of invoice
- Compliance with budget limits

The purpose of the programmatic monitoring was to review:

- Adequacy of documentation
- Proper completion of paperwork and entry into State System, VOS
- Compliance of state and local policies
- Goals

Please see the attached report for the performance review. Due to the process we have for the monitoring of fiscal and programmatic reviews there are no findings, observations or corrective actions at this time.

Thank you for your cooperation. We look forward to continuing to work with Dyersburg State Community College in the future.

Sincerely,

Laura Speer  
Director of Performance & Compliance

Cc: Jennifer Bane  
Erica Nance  
Derrick Quinn

## Career Services Provider Performance September 2019

The purpose of the performance review (fiscal and programmatic) was to verify the following:

- Compliance with the Roles of Title I Provider
- New Enrollments in accordance with the number submitted
- Exits Meeting the performance measures
- Enrollment and Expenditure levels

### Compliance with the Roles of the Title I Provider

There were Daily and Monthly reports completed for the last 6 months. All participants enrolled during the last 6 months were submitted for eligibility/data validation review. All Daily Reports conducted by the Compliance Team were shared with the CSP Quality Advisor and Executive Director of Workforce Services. There was a sample pulled of all enrollments during the month, the reports were shared with the CSP Quality Advisor, Executive Director of Workforce Services and One-Stop Operator. \*\* All reports are available upon request.

Due to the process we have for the monitoring of fiscal and programmatic reviews, any findings, observations or corrective actions have already been addressed. During the prior six months of monthly monitoring reviews, 63 participant files were reviewed. Of those, 11% (7 files) had no findings or observations, 27% (17 files) had observations but no findings, 24% (15) had finding but no observations and 38% (24 files) had findings and / or observations. There were no high-risk findings issued, such as eligibility and / or monetary issues. The low-to-moderate risk findings included:

- Incomplete and / or errors on paperwork
- Documents not uploaded to VOS
- Incomplete and / or errors on VOS keying
- Additional documentation needed

### New Enrollments in accordance with the chart submitted in Attachment B of contract:

<b>Projected Enrollments - 9 Months</b>			
<b>Adults</b>	<b>Dislocated Worker</b>	<b>Youth</b>	<b>Total</b>
<b>250</b>	<b>50</b>	<b>90</b>	<b>390</b>
<b>Enrolled 10/01/2018 to 09/30/2019</b>			
<b>380</b>	<b>59</b>	<b>115</b>	<b>554</b>
<b>% Complete of Contract</b>			
<b>152.00%</b>	<b>118.00%</b>	<b>127.80%</b>	<b>142.10%</b>

Note: Contract should have been modified to 12 month goals as shown below.

<b>Projected Enrollments - 12 Months</b>			
<b>Adults</b>	<b>Dislocated Worker</b>	<b>Youth</b>	<b>Total</b>
<b>373</b>	<b>52</b>	<b>122</b>	<b>547</b>
<b>Enrolled 10/01/2018 to 09/30/2019</b>			
<b>380</b>	<b>59</b>	<b>115</b>	<b>554</b>
<b>% Complete of Contract</b>			
<b>101.88%</b>	<b>113.46%</b>	<b>94.26%</b>	<b>101.28%</b>



Exits to meet the performance measures as stated in Attachment B of contract:

PY Q4 WIOA Core Performance Measures	47145 Northwest Tennessee		
<b>Adult Measures</b>	<b>Pass/Fail</b>		<b>PASS</b>
	<b>Negotiated</b>	<b>Actual</b>	<b>% of goal</b>
Exiters		269	
Participants Served		692	
EER 2nd Qtr. after Exit	85.00%	93.00%	109.41%
EER 4th Qtr. after Exit	84.00%	91.30%	108.69%
Median Earnings 2nd Quarter after exit	\$6,483.00	\$ 6,791.00	104.75%
Credential Attainment	58.00%	87.20%	150.34%
Measurable Skills Gains	Baseline	73.3%	
<b>Dislocated Worker</b>	<b>Pass/Fail</b>		<b>PASS</b>
	<b>Negotiated</b>	<b>Actual</b>	<b>% of goal</b>
Exiters		51	
Participants Served		102	
EER 2nd Qtr. after Exit	83.00%	88.30%	106.39%
EER 4th Qtr. after Exit	83.00%	92.80%	111.81%
Median Earnings 2nd Quarter after exit	\$6,800.00	\$7,853	115.49%
Credential Attainment	68.50%	83.00%	121.17%
Measurable Skills Gains	Baseline	69.10%	
<b>Youth</b>	<b>Pass/Fail</b>		<b>PASS</b>
	<b>Negotiated</b>	<b>Actual</b>	<b>% of goal</b>
Exiters		74	
Participants Served		212	
EER 2nd Qtr. after Exit	79.00%	94.50%	119.62%
EER 4th Qtr. after Exit	75.00%	92.70%	123.60%
Credential Attainment	70.00%	79.50%	113.57%
Measurable Skills Gains	Baseline	59.70%	

**Enrollment and expenditure level to meet State required fiscal measures:**

- 75% expenditure rate on out-of-school youth: 95.83%
- 20% expenditure rate on Youth Work Experience: 43.15%
- 50% expenditure rate on direct participant cost (Note: State policy reduced the rate for the current program year to 40%): July 2018 through June 2019 – 46%; July through September 2019 – 35%.

Note: MPCR calculations re-start each July. Since the largest amount of participant costs occur each year during the fall term, which does not begin until the end of August or beginning of September for the majority of training providers, many of these providers do not bill the Career Service Provider (CSP) until October. Due to this, there is currently a large amount of unpaid training costs that are not reflected in the September MPCR. Had the total participant balance of the CSP contract, \$314,427.41, been paid by the CSP and reflected on the September invoice, the MPCR would have been 54.3%. The final invoice for the CSP contract that ended 9/30/19 is due to the Northwest TN Workforce Board in early November and we anticipate this will drastically increase the MPCR.

**Comments:**

Overall CSP is within the contract agreement.

## Monitoring and Oversight

**Effective Date:** May 22, 2018

**Duration:** Indefinite

**Purpose:** To establish a policy for the conduct of monitoring of sub-recipients and the engagement of the local board in monitoring and oversight activities

**Policy:** Monitoring is a joint responsibility of Compliance staff and each of the administrative-level staff who are responsible for performing desktop review and monitoring of their respective area and reporting deficiencies to the appropriate Director. Fiscal and Compliance staff monitor all fiscal aspects of the programs. The Northwest Tennessee Workforce Board (NWTNWB Staff) and Tennessee Department of Labor and Workforce Development (TDLWD) staff, or their agents, monitor subcontractors and in-house operations. The State Comptroller's Office may also conduct an audit.

The Northwest Tennessee Workforce Board will conduct monitoring and oversight of its' contractors and sub-recipients in receipt of WIOA funds. A pre-award financial review and / or on-site post-award monitoring of recipients that have little or no workforce program experience will be conducted no later than one hundred twenty (120) days after the award of a contract. All activities conducted and records maintained will be subject to monitoring and evaluation, including from both a fiscal, including procurement, and programmatic aspect. The NWTNWB Director of Performance and Compliance shall be responsible for overseeing the monitoring of each program activity and for ensuring corrective actions are taken when problems are found.

Programmatic, fiscal, and procurement monitoring may be completed through desktop review, on-site review, including reviews of policies, plans, and procedures governing all segments of program activities and program operations at least once during the program year, or a combination of the two processes. The review may include examining program records, questioning employees, interviewing participants, policy reviews, and entering any site or premise which receives WIOA funds. Participant files may be reviewed through random sampling. Monitoring will also determine compliance with the general procurement standards outlined in 2 CFR 200.318: "The non-Federal entity must use its own documented procurement procedures which reflect applicable State and local laws and regulations, provided that the procurements conform to applicable Federal law and the standards identified in this section." The monitoring review is designed to help reduce possible audit exceptions, sanctions and unallowable costs. Monitoring at the Northwest TN Workforce Board, State, and Federal level will include a sample review of the Service Provider(s) and One-Stop Operator monitoring, oversight and quality control of participant training and corresponding employer payroll records, as well, as a sample review of how work-based activities align with and are facilitating the progress of career pathway strategies outlined in the local plan.

### Monitoring and Oversight Functions by Staff

**Compliance Coordinator** - Responsible for developing and maintaining a schedule that will ensure one or more monitoring reviews per year of all aspects of the WIOA program. Write systematic procedures for monitoring of all service components for compliance with WIOA regulations and policies. Monitor all adult, dislocated worker, and youth training activities to assure compliance with local, state, and federal WIOA guidelines. Perform a fiscal review of source documents of contractors and/or vendors to assure compliance. Produce written report (s) of all monitoring findings on contractor and/or vendors to the Director of Performance and Compliance, Executive Director and Contractor and the NWTNWB. Work

with appropriate staff/contractors to remedy any findings. Conduct follow-up visit to affirm corrective action is taken in a timely manner. Monitor participant eligibility information and training documents. Performance related issues including monitoring for proper documentation, appropriate dates, allowable activities, etc. Serve as a contact for state monitors and auditors during their monitoring activities in NWTNWB. Provide input to and participate in the review/evaluation process for Requests for Proposal process.

**Fiscal Staff** – Responsible for desktop review of subcontracts, invoices, support service contracts and reimbursements on a monthly basis, as well as grant budget and expenditure rates.

**Director of Performance and Compliance** - Provide policy and direction to Career Service Provider, Business Services Coordinators, Compliance Coordinators and subcontractors regarding eligibility and record keeping. Responsible for reviewing program objectives and preparing participant status reports on a monthly basis.

**EO Officer** - Responsible for on-site review of facilities to assure compliance with state and federal regulations.

### Monitoring and Oversight by Function

**PROCUREMENT** – Procurement of goods and services are monitored on an ongoing basis by the Northwest Tennessee Workforce Board Staff. Staff prepare requisitions for purchase and secure approval of the Director of Finance and/or Executive Director or his/her designee. Financial Coordinator review purchases prior to approval by the Director of Finance

**FISCAL** – Budgets and expenditures of all grants are monitored on a monthly basis by the Director of Finance and reported to the Executive Director and reported quarterly to the Northwest Tennessee Workforce Executive Committee. Monthly reports are prepared based on the organization's accounting system and approved prior to submission to the TDLWD. A review of expenditure and budget levels is made on a periodic basis dependent upon the particular grant.

Every subcontract must be fiscally monitored during the contract period. The Compliance Coordinator will keep a file for each individual contract and keep the monitoring report updated. The fiscal monitoring process is as follows:

- One Stop Operator and Career Service Providers contract invoices are reviewed monthly.
- For On the Job Training and Incumbent Worker Training Contracts, if the contract allows for contractors to bill at the end of the participant's training, the invoice is monitored once received for payment. A minimum of one invoice must be monitored per contract.
- Back-up documentation supporting the invoice must be included. Back-up documentation is defined as supporting documents for amounts on the invoice.

**PROGRAM OBJECTIVES** – Program Objectives are monitored on a monthly basis. The Executive Director and Director of Performance and Compliance review internal reports submitted by the Career Service Provider and One Stop Operator Staff and/or contractor and prepares summary reports to be reviewed by the Northwest Tennessee Workforce Board.

**GRIEVANCE PROCEDURES** – Monitoring included a review of a sample of participant files to assure that the participant has acknowledged receipt of a registrant handbook and grievance procedures.

**RECORD KEEPING** – All contracts, participant and fiscal records are to be maintained for a minimum of five years, unless subject to audit which are kept until the audit is concluded.

**EQUAL EMPLOYMENT OPPORTUNITY** – On-site visits to subcontractors and in-house operations include an interview with participants regarding their knowledge of Equal Employment Opportunity and a viewing of appropriate equal opportunity posters.

**AMERICANS WITH DISABILITIES ACT** – On-site visits to subcontractors and in-house operations include discussions with subcontractors and a review of the property.

### On-Site Program Evaluation

The purpose of the on-site evaluation process is for the Compliance Coordinator to observe each program, to see how the program is being implemented, meet and interview some of the participants to assess their satisfaction/success with the program and to observe that funds are being spent according to the contract. There are specific monitoring questions to be utilized during the on-site review according to the program. The current contracts that require on-site evaluation (subject to change) are On-the-Job Training contracts and may include the One Stop Operator and Career Service Provider.

### One-Stop Operator Monitoring & Oversight

The Northwest TN Workforce Board will monitor the activities of the One-Stop Operator at least once annually during the contract period, no less than sixty (60) days prior to the expiration date of the contract. The monitoring process will determine compliance with the contractual agreement, federal, state and NWTNWB policies.

Additionally, all invoices will be monitored prior to payment, including review of source documents supporting payments. In the event of inappropriate or undocumented requests for reimbursement, the Authorized Signatory Authority will be notified and given an opportunity to provide additional documentation and/or explanation. The Director of Performance and Compliance will consult with the Chief Operating Officer regarding any final adjustments to the invoice.

Upon completion of a monitoring, the Performance and Compliance staff will develop a formal, written, monitoring report, detailing the results of the monitoring, including any necessary corrective action. The report is forwarded to the Executive Director for review prior to issuing the final report to the One-Stop Operator Signatory Authority. The final report will be issued within thirty (30) days of the completion of the review. Continued monitoring will occur if the Correction Action Plan is deemed inadequate. Results of the monitoring will be reported to the Executive Committee of the NWTNWB, who will then report results to the full NWTNWB, which includes the Consortium of Local Elected Officials as ex-officio members.

### Service Provider(s) Monitoring & Oversight

The Northwest TN Workforce Board will monitor the activities of the Service Provider(s) at least once annually during the contract period, no less than sixty (60) days prior to the expiration date of the contract. The monitoring process will determine compliance with contractual agreements, federal, state and NWTNWB policies.

In addition, ~~all newly enrolled participants will be monitored on an on-going basis for eligibility factors~~ and a minimum of a 20% sample of the newly enrolled participants will be monitored ~~on an on-going basis~~ for ~~eligibility~~ and other compliance factors, including but not limited to, providing appropriate

service strategies, proper documentation, accurate recording of data, and timely case notes. The NWTNWB will utilize the TDLWD Program Accountability Review form, Data Validation guidelines, policies of the Board, policies of the TN Department of Labor and Workforce Development, the WIOA, federal regulations and guidance, and other relevant information as the basis of the review of the following areas:

- Date of WIOA Application in Jobs4TN
- Eligibility Date in Jobs4TN
- Contact Information (Social Security Number, Address, Phone Numbers)
- Demographic Information (DOB, Gender, US Citizenship, Selective Service if applicable, Race, Disability)
- Veteran Information
- Employment Information
- Education Information
- Public Assistance Information
- Barriers
- Household and Income
- Federal Initiatives
- Eligibility Summary
- Eligibility correctly entered in Jobs4TN with supporting documentation in the electronic file verifying how they were made eligible. The income table for Adult/DW/Youth should be attached to support the time-period of eligibility if making eligible based on income.
- If the participant was made eligible as a youth (family of one) based on a disability, supporting documentation showing proof of the disability must be in the file.
- Data has been keyed and documents uploaded to VOS within 10 days.
- Assessment used and uploaded to documents in VOS
- Objective Assessment keyed for Youth – Dates should match activities keyed in VOS
- Individual Employment Plan/Service Strategy (goals to be in line with the participants plan) – Dates should match activities keyed in VOS
- Appropriate Activities keyed in VOS with documentation to back up dates: for Youth – 14 Elements reflected accordingly
- Case Notes are required monthly and should be detail oriented and clearly explain what is actively occurring with the participant. It is crucial that staff is obtaining direct contact with the participant or school/institution to determine their current progress in school.
- EO statement/Grievance complaint procedure.
- Proof of other grant coordination in the file (SAR showing they are getting pell, lottery, etc. The EAS form can be used to show proof of the SAR).
- Review all ITAs and travel authorizations with back up documentation.

Identification of significant compliance issues may result in expansion of the sample. Participant files identified to close/exit will be reviewed for compliance with closure/exit data and documentation. Further, all invoices will be monitored prior to payment, including review of source documents supporting payments. In the event of inappropriate or undocumented requests for reimbursement, the Authorized Signatory Authority will be notified and given an opportunity to provide additional documentation/explanation. The Director of Performance and Compliance will consult with the **Director of Finance & Administrative Services** ~~Chief Operating Officer~~ regarding any final adjustments to the invoice.

Upon completion of a monitoring, the Performance and Compliance staff will develop a formal, written, monitoring report, detailing the results of the monitoring, including any necessary corrective action. The report is forwarded to the Executive Director for review prior to issuing the final report to the Service Provider Signatory Authority. The final report will be issued within thirty (30) days of the completion of the review. Continued monitoring will occur if the Correction Action Plan is deemed inadequate. Results of the monitoring will be reported to the Executive Committee of the NWTNWB, who will then report results to the full NWTNWB, which includes the Consortium of Local Elected Officials as ex-officio members.

#### *Service Provider Monitoring (as Contracting Authority)*

It is the responsibility of the Service Provider to monitor (fiscal/programmatic and desktop/onsite) their subcontracts at least annually, as well as a sample of participant files. The Service Provider will submit a plan/schedule of monitoring to the Northwest TN Workforce Board. A copy of any completed monitoring reports will be due by the 10<sup>th</sup> of the month for the previous month.

~~Contracts for Work-based training must be monitored at least once by the Service Provider as the contracting authority. Monitoring will be based on the contract agreement and may be performed by the contract manager or another position. If the Work-based training is for reimbursement of wages, the employer must submit the following for review:~~

- ~~• Invoice form;~~
- ~~• Payroll records showing the gross wages paid to the trainee;~~
- ~~• Time records showing actual hours worked;~~

~~Onsite monitoring visits should be conducted by the Service Provider shortly after the trainee begins work, and include additional visits at appropriate intervals (determined by the length of the training plan). Effective monitoring also includes desk review of correspondence from the employer, including payment invoices and required documentation to support those invoices.~~

~~The Service Provider must regularly review each trainee's progress in meeting program and service strategy objectives. Such strategies should include the trainee's acquisition of basic/occupational skills and the adequacy of supportive services provided as related to work-based training. Any deviation from the work-based training contract should be dealt with and documented promptly. A sample of participant files engaged in work-based training should be monitored for eligibility, service strategy, expenditures, and data validation elements.~~

The Service Provider is also responsible for monitoring a sample of all other participants (non-work-based training) for eligibility, service strategy, expenditures and data validation elements.

#### *One-Stop Operator Oversight*

It is the responsibility of the One-Stop Operator to provide quality control checks on services provided through the American Job Center on behalf of participants and employers. This includes a review of new enrollments to determine that appropriate services were provided and review of potential exits to determine if additional services are required. ~~The One-Stop Operator will notify the Northwest TN Workforce Board within seven (7) calendar days of new enrollment and/or potential exit so the file can be scheduled for NW TN WB monitoring.~~ Additionally, the One-Stop Operator will conduct surveys with individual and employer customers of the American Job Center.

### Other Subcontractor(s) Monitoring

It is the responsibility of the Director of Performance & Compliance to monitor (fiscal/programmatic and desktop/onsite) other subcontracts at least annually. Contracts for Work-Based Training must be monitored at least once by the contracting authority. Monitoring will be based on the contract agreement and may be performed by the contract manager or another position. If the Work-Based Training is for reimbursement of wages, the employer must submit the following for review:

- Invoice form;
- Payroll records showing the gross wages paid to the trainee;
- Time records showing actual hours worked;

Onsite monitoring visits should be conducted shortly after the trainee begins work, and include additional visits at appropriate intervals (determined by the length of the training plan). Effective monitoring also includes desk review of correspondence from the employer, including payment invoices and required documentation to support those invoices.

Monitoring must also include regular review of each trainee's progress in meeting program and service strategy objectives. Such strategies should include the trainee's acquisition of basic/occupational skills and the adequacy of supportive services provided as related to work-based training. Any deviation from the work-based training contract should be dealt with and documented promptly. A sample of participant files engaged in work-based training should be monitored for eligibility, service strategy, expenditures, and data validation elements.

### Monitoring Reports & Resolution Process

Written monitoring reports are comprised of five basic areas:

1. Scope of Contract
2. Timeliness of invoice submission
3. Adequacy of Documentation
4. Proper Completion of Invoice
5. Compliance within Budget Limits

A finding in a monitoring report is any specific violation of program authorization/statute, other applicable Federal, State, or local statutes, policies, or procedures, applicable appropriations, implementing regulations, Executive Orders, OMB Circulars (including 2 CFR part 200 & 2 CFR part 2900), DOL-ETA Directives, or terms and conditions of the award. Findings always require action to correct the violation and documentation of non-compliance is required. Observations or areas of concerns are not specific compliance violations but may have negatively impacted program or could lead to a finding in the future. They may include activities related to effectiveness objectives or indicators that have not been met and could possibly result in a finding at some later point if not addressed. Typically, no corrective action is specified but suggestion for improvement may be made.

Additionally, if necessary, reports will include instructions to the subcontractor for:

1. Developing a Corrective Action Plan.
2. Addressing Questioned Costs such as providing missing documentation, making repayments, or transferring costs to another source.



NWTNWB Compliance staff will track issues until the corrective action is completed and may verify on-site if appropriate. If action is not completed within the required timeframe, additional actions may be taken if needed and may include:

1. Temporarily withhold cash payments;
2. Disallow all or part of the cost of the activity or action not in compliance;
3. Wholly or partly suspend or terminate the award; or
4. Take other remedies that may be legally available.

### Appeals Process

In the event of a disagreement resulting from the monitoring process, the contractor and / or sub-recipient may choose to file an appeal. A disagreement is considered to have reached the level of an appeal when an issue arises that is not easily coming to a point of resolution. It is the responsibility of the LWDB Chair (or designee) to coordinate the dispute resolution to ensure that issues are being resolved appropriately through the appeal process:

- (1) Any disputes shall first be attempted to be resolved informally.
- (2) Should informal resolution efforts fail, the appeal process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the LWDB Chair (or designee) regarding the conflict within 10 business days.
- (3) The LWDB Chair (or designee) shall place the dispute on the agenda of a special meeting of the LWDB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a 2/3 majority consent of the Executive Committee members present.
- (4) The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the contractor and / or sub-recipient agencies.
- (5) The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure.
- (6) The Executive Committee must provide a written response and dated summary of the proposed resolution to all parties.
- (7) The LWDB Chair (or designee) will contact the petitioner and the appropriate parties to verify that all are in agreement with the proposed resolution.

**Reference:** 2 CFR 200.331

**Related TDLWD Policy:** Monitoring Guide

**Vetted and Approved by the Northwest Tennessee Workforce Board:** ~~May 22, 2018~~ October 30, 2019

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Jennifer Bane ~~Margaret Prater~~, Executive Director  
Northwest Tennessee Workforce Board

Provider Name	Program Title	Completion Level	Occupation Title	2019 Jobs	2024 Jobs	2019 - 2024 Change	Annual Openings	Avg. Hourly Earnings
<a href="#">Tennessee College of Applied Technolog-Newbern (Main Campus)</a>	Certified Production Technician	certificate <1 year	Manufacturing Technology / Techician	1,824	1,963	139	246	\$ 16.53

Choose one of the options below to continue

Banking institutions will be closed on Monday, October 14th, 2019 in observance of Columbus Day. UI benefit payments will be delayed one day.

<u>Duration</u>	<u>Locations</u>	<u>External Approvals</u>	<u>Cost Details</u>	<u>Performance</u>	<u>Confirmation</u>	<u>Review</u>
<u>General Information</u>	<u>Apprenticeship</u>	<u>Additional Details</u>	<u>Occupations</u>	<u>Occupational Skills</u>	<u>Completion Expectations</u>	<u>Scheduling</u>

## Education Program Information

### Provider:

**Tennessee College of Applied Technolog-Newbern  
(Main Campus)**

**Program: Certified Production Technician**

**Program ID: 1006690**

### CIP Code:

**150613 - Manufacturing  
Technology/Technician.**

## General Information

\* **Status:** ☒ Active ☐ Inactive

### Purpose for adding program:

- ☒ Submit for ETPL Approval and accept participants  
☐ Accept participants without submitting for ETPL Approval  
☐ To be determined or display to the public only

### \* Education Program Type:

PS - Approved Provider Training - ITA ▼

### Associated Service Code(s) for the Education Program Type (Informational):

314 - Enrolled in Apprenticeship Training  
 324 - Adult Educ w/ Occ. Skills Training -Approved Provider List (ITA)  
 416 - Youth-Occupational Skills Training - Approved Provider List  
 607 - WTP Vocational Education-Training Approved Provider List

### \* CIP Code:

150613 - Manufacturing Technology/Technician.

[ [Search for CIP Code](#) ]

### \* Education Program Name:

Certified Production Technician

### Education Program Description:

The purpose of this program is to recognize through certification individuals who demonstrate mastery of the core competencies of manufacturing production at the front-line (entry-level through front-line supervisors) through successful completion of the

**\* This program of study or training services has the following potential outcome(s) (please select all that apply):**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> An industry-recognized certificate or certification       | <input type="checkbox"/> A community college certificate of completion    |
| <input type="checkbox"/> A certificate of completion of an apprenticeship                     | <input type="checkbox"/> A secondary school diploma or its equivalent     |
| <input type="checkbox"/> A license recognized by the State involved or the Federal Government | <input type="checkbox"/> Employment                                       |
| <input type="checkbox"/> An associate degree  | <input type="checkbox"/> A measurable skills gain leading to a credential |
| <input type="checkbox"/> A baccalaureate degree   | <input type="checkbox"/> A measurable skills gain leading to employment   |

**\* This program leads to a credential or degree** ☒ Yes ☐ No

**Name of Associated Credential:**

**Completion Level:**

**\* Attain Credential:**

**Other, Specify:**

**Certification / License Title:**

**Certification / License Type:**

**Green Job Training:**

☐ Yes ☒ No

**What is a green job?**

**Is this education program in a partnership with business?**

☐ Yes ☒ No

**Please describe the partnership or plans to develop partnership in 800 characters or less (supporting documentation may be required):**

**LWDB Submitted:**

**[Exit Wizard](#)**

Choose one of the options below to continue

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<u>General Information</u>	<u>Apprenticeship</u>	Additional Details	<u>Occupations</u>	<u>Occupational Skills</u>	<u>Completion Expectations</u>	<u>Scheduling</u>

### Education Program Information

**Provider:**

**Tennessee College of Applied Technolog-Newbern  
(Main Campus)**

**Program: Certified Production Technician**

**Program ID: 1006690**

**CIP Code:**

**150613 - Manufacturing  
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### Additional Details

**Financial Aid Available:**

- ☐ Pell Grant
 ☐ Institutional Scholarship  
☐ Federal Loan
 ☐ Other

**URL of Training Program  
(Example: http://site.com):**

**\* Program Prerequisites:**

None ▼

**\* Date Edu. Program First Offered:**

10/04/2019  Today

**\* Please provide a reasonable explanation  
regarding why this is a new program:**

This is a program that will provide inmates at local jails a way to have a skill upon being released.

**Minimum Class Size:**

**Maximum Class Size:**

**Number Of Instructors:**

**Describe the qualifications of all  
instructors in 800 characters or less:**

Choose one of the options below to continue

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<u>General Information</u>	<u>Apprenticeship</u>	<u>Additional Details</u>	Occupations	<u>Occupational Skills</u>	<u>Completion Expectations</u>	<u>Scheduling</u>

### Education Program Information

**Provider:**

**Tennessee College of Applied Technolog-Newbern  
(Main Campus)**






**Program: Certified Production Technician**

**Program ID: 1006690**

**CIP Code:**

**150613 - Manufacturing  
Technology/Technician.**

### Related and Selected Occupations

Code	Occupation Title	Provider's Alternate Occupation Title	CIP Code Related	Select
17302600	Industrial Engineering Technicians 			<input type="checkbox"/>
49904100	Industrial Machinery Mechanics   			<input checked="" type="checkbox"/>

 BRIGHT OUTLOOK NATIONALLY |  BRIGHT OUTLOOK LOCALLY |  GREEN OCCUPATIONS

[ Select Occupation From ONET Table ]

If any selected occupation is not noted as in local bright outlook above, provide evidence that it is in demand.

### Exit Wizard

Choose one of the options below to continue

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### Education Program Information

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**Tennessee College of Applied Technolog-Newbern  
(Main Campus)**

**Program: Certified Production Technician**

**Program ID: 1006690**

**CIP Code:**

**150613 - Manufacturing  
Technology/Technician.**

### Selected Occupational Skills

Skill Description	Select
adjust or set mechanical controls or components	<input type="checkbox"/>
adjust production equipment/machinery setup	<input type="checkbox"/>
clean equipment or machinery	<input type="checkbox"/>
conduct tests to locate mechanical system malfunction	<input type="checkbox"/>
coordinate equipment or personnel in mechanical repair setting	<input type="checkbox"/>
evaluate manufacturing or processing systems	<input type="checkbox"/>
inspect machinery or equipment to determine adjustments or repairs needed	<input type="checkbox"/>
inspect manufactured products or materials	<input type="checkbox"/>
maintain consistent production quality	<input type="checkbox"/>
monitor the quantity of assembly output	<input type="checkbox"/>
move materials or goods between work areas	<input type="checkbox"/>
set up and operate variety of machine tools	<input type="checkbox"/>
use power or hand tools in metals processing	<input type="checkbox"/>

[ [Add new occupational skill\(s\)](#) | [Delete selected occupational skill\(s\)](#) ]

**Exit Wizard**

Choose one of the options below to continue

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(Main Campus)**

**Program: Certified Production Technician**

**Program ID: 1006690**

**CIP Code:**

**150613 - Manufacturing  
Technology/Technician.**

### Scheduling

**Course Times**

\* **Class Time:**  Hours

**Lab Time:**  Hours

**Other Time:**  Hours

**Class Frequency:**  ▼

### Reporting Information

\* **Reporting Program Length - Clock/Contact Hours:**  Hours

\* **Reporting Program Length - Full-time Weeks:**  Weeks

\* **Reporting Program Format:**  ▼

### Exit Wizard



Choose one of the options below to continue

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<u>General Information</u>	<u>Apprenticeship</u>	<u>Additional Details</u>	<u>Occupations</u>	<u>Occupational Skills</u>	<u>Completion Expectations</u>	<u>Scheduling</u>
<u>Duration</u>	<u>Locations</u>	<u>External Approvals</u>	<u>Cost Details</u>	<u>Performance</u>	<u>Confirmation</u>	<u>Review</u>

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**Program ID: 1006690**

**CIP Code:**

**150613 - Manufacturing  
Technology/Technician.**

### Cost Details

**Note: \$0.00 is permitted for cost fields in the Education and Training Programs cost details screen.**

Cost Structure(s)	Amount	Action
<b>Total CRS Training Costs</b>	<b>\$2,877.50</b>	Edit   Delete
Tuition/Fee	\$2,377.50	
Books	\$500.00	
Tools	\$0.00	
Other Costs	\$0.00	
Comments		
<b>Total Amount of Cost Structures</b>	<b>\$2,877.50</b>	

[ [Add Cost Structure](#) ]

**No additional Cost Structures are currently available.**

Line Item(s)	Amount	Action
No records found		

[ [Add Line Item](#) ]

**Total Amount : \$2,877.50**

**[Exit Wizard](#)**



## TNLWD Specialized Center One-Stop Certification Checklist

**Date:** 10/2/19

**American Job Center Address:**

145 Hospital Drive Camden, TN 38320

**Contact Name:**

Connie Wright

**Contact Phone:**

731-584-1711

**Contact Email:**

crwright@dsoe.edu

**What Comprehensive AJC and Affiliate AJC are your referral sites (include addresses):**

**Affiliate:** 55 Jones Bend Road, Ext. Paris, TN

**Comprehensive:** 470 Mustang Drive Huntingdon, TN

CRITERIA	MET	NOT MET
<b>REQUIRED PARTNERS</b>		
WIOA Title I	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>ONE-STOP OPERATIONS</b>		
The MOU between the LWDB and required One-Stop partners is signed and in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The MOU reflects the name and location of the AJC and the way in which required core partners will integrate services within the center	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The center is implementing the MOU specifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The One-Stop Operator (OSO) is competitively selected and is in compliance with state and federal guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the OSO are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the Career Services Provider (CSP) are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC is operating in a cost-efficient manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC staff view themselves as part of the One-Stop system, and views all customers as shared customers, creating a positive customer experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers placed in economically sustainable employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers receiving education and training services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has identified ways to support the changing role as TANF as a one-stop partner, including coordination of services and enrollment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>FOCUS ON PARTICIPANT SERVICE</b>		
The AJC operates during required business hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC provides flexible operating hours, including evenings and weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has available, and provides when applicable, education and training opportunities for customers at multiple skill and experience levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC staff are competent and proficient in establishing eligibility for programs, or financial aid assistance for education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC provides initial assessment of skill level, aptitudes, abilities, and supportive service needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The AJC provides employer meetings tailored to the needs of the specific group being serviced	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All AJC staff members can identify regional targeted sector pathways, and understands those terms in implementation of providing services to customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC provides ease of access to credentialed education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC uses LMI to actively promote targeted sector and high-demand occupations to customers, including job search and placement services, and career counseling	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The local plan identifies ways in which core partners will integrate services and referrals among partner programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There is a customer feedback process in place, including regularly addressing issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has intensive menu of training opportunities, and staff is available to assist customers with enrollment, including career pathways to middle class jobs, education and training, work-based learning, OJT, and registered apprenticeships	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC provides information and assistance regarding filing claims for unemployment compensation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>SITE SPECIFIC</b>		
The American Job Center (AJC) identifier is highly visible inside and outside the center	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is easily identified in the community, with signage clearly visible to the public	<input type="checkbox"/>	<input type="checkbox"/>
The AJC conveys a professional and welcoming environment, both inside and outside	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interior signage results in easy navigation for customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Conference space sufficiently meets partner and customer needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Adequate safety and security measures are in place to protect customers and staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There is an up-to-date, easily accessible Emergency Action plan	<input type="checkbox"/>	<input type="checkbox"/>
Center hours are easily identifiable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC is accessible, as required by the Americans with Disabilities Act's (ADA) standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>PERFORMANCE</b>		
The AJC contributes to the achievement of WIOA Performance Indicators for all core partners	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Core partners track and periodically report performance outcomes to the LWDB, and reflects such in meeting minutes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The policies, processes, and actions of the AJC support of local levels of performance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>RESOURCE AREAS</b>		
There is technology available to assist all customers, including customers with disabilities and non-English speaking customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up-to-date information about services and supportive services is provided within the Resource areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There is sufficient, accessible work space and computer stations for customers to utilize	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There are precautions in place for preventing abuse of internet access	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Staff is readily available to provide assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>

A calendar of services and events is easily visible and available	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>EQUAL OPPORTUNITY ASSURANCE</b>		
The Equal Opportunity Officer (EOO) regularly reviews the AJC's policies, procedures, and facility for accessibility and equal opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The EOO provides recommendations and technical assistance as a result of reviews	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC implements veteran's priority of service requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Core program partner staff are periodically trained on EO practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJC staff demonstrate knowledge and use of assistive technologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasonable accommodations are provided in order to avoid discrimination and meet individual's needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJC staff demonstrate appropriate and effective communication with individuals with disabilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There is a Corrective Action Plan (CAP) in the event partners or customers identify barriers to services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>PROGRAMMATIC ACCESSIBILITY</b>		
The AJC provides basic and individualized career services in person or via technology	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC provides access to training, education, employment, supportive, and business services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Consistent with the "direct linkage" requirement, all services are available through a direct connection with the AJC, either via on-site staff or via real-time technology	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC identifier is highly visible inside and outside the facility, and appears on all products, programs, services information, and facilities and properties	<input type="checkbox"/>	<input type="checkbox"/>
The core partners have documented the referral and direct linkage system, and define both how referrals are tracked and that CAPs are in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All program services are made available and accessible to all individuals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The core partners take specific steps to coordinate programs, service delivery, and referrals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC staff are able to make knowledgeable referrals across partner programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC staff are able to demonstrate that modified services provided to individuals with disabilities are ensured to be as effective as non-modified services provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assistive technology devices or auxiliary aids are available	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There is a written policy in place that defines how partners make reasonable accommodations and handle requests for accommodations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC's resources include bilingual materials or translation services, when necessary	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There is an organizational chart that reflects and ensures staff work in functional teams, rather than program specific teams, to coordinate programs, service delivery, and referrals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>CONTINUOUS IMPROVEMENT</b>		
The core partners and OSO utilize performance reports and customer satisfaction survey results to identify methods for improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The AJC has regular staff meetings with all staff to build relationships, provide updates on center activities, and discuss strategies for AJC improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC staff have received customer service training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All AJC staff have received training on how to use LMI to help customers identify career pathways, develop in-demand skills and credentials, and find jobs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There is a professional development plan for all AJC staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LWDB meeting minutes reflect discussions about strategic improvements	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer satisfaction surveys allows customers to provide comments	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer satisfaction survey results are periodically reported to the LWDB and used to identify continuous improvement efforts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has a process in place for customers to provide feedback or complaints outside of the customer feedback survey, identifying how complaints are tracked and CAPs are implemented	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has internal systems in place to identify and track operational efficiency and effectiveness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Training on new policies, procedures, or guidance is available to AJC staff in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has an established process for examining how the center will identify and respond to technical assistance needs of customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Recommendations:

- (1) Update business cards.
- (2) Re-paint lines on accessible parking spots.
- (3) Add van accessible sign to current parking signs.
- (4) Permanent signage.



TNLWD Specialized Center One-Stop Certification Checklist		
Date: 10/9/19		
American Job Center Address: 331 S. Bells St. Harno TN		
Contact Name: Olivia	Contact Phone: 731-696-2530	Contact Email: ocapps@my.dscc.edu
What Comprehensive AJC and Affiliate AJC are your referral sites (include addresses): <div style="display: flex; justify-content: space-between;"> <div>1751 E. Main St. Humboldt, TN (Affiliate)</div> <div>313 West Cedar St. Dyersburg, TN (Comprehensive)</div> </div>		
CRITERIA	MET	NOT MET
<b>REQUIRED PARTNERS</b>		
WIOA Title I	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>ONE-STOP OPERATIONS</b>		
The MOU between the LWDB and required One-Stop partners is signed and in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The MOU reflects the name and location of the AJC and the way in which required core partners will integrate services within the center	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The center is implementing the MOU specifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The One-Stop Operator (OSO) is competitively selected and is in compliance with state and federal guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the OSO are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the Career Services Provider (CSP) are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC is operating in a cost-efficient manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC staff view themselves as part of the One-Stop system, and views all customers as shared customers, creating a positive customer experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers placed in economically sustainable employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers receiving education and training services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has identified ways to support the changing role as TANF as a one-stop partner, including coordination of services and enrollment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>FOCUS ON PARTICIPANT SERVICE</b>		
The AJC operates during required business hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC provides flexible operating hours, including evenings and weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC has available, and provides when applicable, education and training opportunities for customers at multiple skill and experience levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC staff are competent and proficient in establishing eligibility for programs, or financial aid assistance for education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC provides initial assessment of skill level, aptitudes, abilities, and supportive service needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>





The AJC provides employer meetings tailored to the needs of the specific group being serviced	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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The AJC provides information and assistance regarding filing claims for unemployment compensation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>SITE SPECIFIC</b>		
The American Job Center (AJC) identifier is highly visible inside and outside the center <i>Need updating on two signs</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC is easily identified in the community, with signage clearly visible to the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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A calendar of services and events is easily visible and available	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>EQUAL OPPORTUNITY ASSURANCE</b>		
The Equal Opportunity Officer (EOO) regularly reviews the AJC's policies, procedures, and facility for accessibility and equal opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<b>CONTINUOUS IMPROVEMENT</b>		
The core partners and OSO utilize performance reports and customer satisfaction survey results to identify methods for improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>



The AJC has regular staff meetings with all staff to build relationships, provide updates on center activities, and discuss strategies for AJC improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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The AJC has an established process for examining how the center will identify and respond to technical assistance needs of customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Need updated signage pending funding.

Daily Average Traffic Count by Center and Day

PY19 Q1 Average by Center	Benton	Carroll	Crockett	Dyer	Gibson	Henry	Lake	Obion	Weakley	Totals	PY 2019 Q1 %	PY 2018 %	Average %
Monday	11	48	6	52	28	20	2	28	29	25	34%	28%	31%
Tuesday	6	20	4	33	13	17	2	26	12	15	20%	22%	21%
Wednesday	4	19	3	31	13	13	2	15	10	12	17%	20%	18%
Thursday	5	16	4	26	16	12	1	16	9	12	16%	16%	16%
Friday	4	9	2	25	16	12	2	12	8	10	14%	14%	14%
Totals	6	22	4	33	17	15	2	19	13	15			
Percentage	4.6%	16.9%	3.0%	25.2%	12.9%	11.2%	1.3%	14.6%	10.2%	100%			
Percentage of Population (20-64)	6.3%	11.1%	5.8%	15.2%	19.6%	12.8%	3.6%	12.1%	13.7%	100%			
Difference	-1.7%	5.8%	-2.8%	10.0%	-6.7%	-1.6%	-2.2%	2.6%	-3.4%	0%			

FINANCIAL STATUS REPORT FOR MONTH ENDING 9/30/2019								
AS OF DATE	CONTRACT BUDGET 9/30/2019	CUM. EXPENSE 9/30/2019	CURRENT MO ACCRUALS 9/30/2019	TOTAL EXP/ACCR 9/30/2019	OBLIGATIONS 9/30/2019	TOTAL EXP ACCR & OBLG 9/30/2019	DEOBLIGATED FUNDS 9/30/2019	UNOBLIGATED BALANCE 9/30/2019
FORMULA PROGRAM FUNDS				invoiced not pd	July-Jan 18 not pd			
ADULT OPERATIONS	\$ 521,342.74	\$ 294,255.97	\$ 27,338.46	\$ 321,594.43	\$ 28,507.91	\$ 350,102.34	\$ -	\$ 171,240.41
ADULT PARTICIPANT	\$ 278,976.43	\$ 345,562.98	\$ 18,394.84	\$ 363,957.82	\$ 125,484.21	\$ 489,442.03	\$ -	\$ (210,465.60)
ADULT TOTAL	\$ 800,319.17	\$ 639,818.95	\$ 45,733.30	\$ 685,552.25	\$ 153,992.12	\$ 839,544.37	\$ -	\$ (39,225.20)
PERCENTAGE PARTICIPANT	34.86%	54.01%	40.22%	53.09%	81.49%	58.30%	#DIV/0!	536.56%
PERCENTAGE EXP/OBLG						105%		
DSLWK OPERATIONS	\$ 422,116.00	\$ 368,130.82	\$ 25,293.27	\$ 393,424.09	\$ 52,492.24	\$ 445,916.33	\$ -	\$ (23,800.33)
DLSWK PARTICIPANT	\$ 281,410.66	\$ 48,772.04	\$ 2,648.41	\$ 51,420.45	\$ 168,399.55	\$ 219,820.00	\$ -	\$ 61,590.66
DSLWK TOTAL	\$ 703,526.66	\$ 416,902.86	\$ 27,941.68	\$ 444,844.54	\$ 220,891.79	\$ 665,736.33	\$ -	\$ 37,790.33
PERCENTAGE PARTICIPANT	40.00%	11.70%	9.48%	11.56%	76.24%	33.02%	#DIV/0!	162.98%
PERCENTAGE EXP/OBLG						95%		
YOUTH OPERATIONS	\$ 631,771.11	\$ 352,731.36	\$ 25,937.22	\$ 378,668.58	\$ 48,955.73	\$ 427,624.31	\$ -	\$ 204,146.79
YOUTH PARTICIPANT	\$ 631,771.11	\$ 253,497.79	\$ 23,694.12	\$ 277,191.91	\$ 38,938.49	\$ 316,130.40	\$ -	\$ 315,640.71
YOUTH TOTAL	\$ 1,263,542.21	\$ 606,229.15	\$ 49,631.34	\$ 655,860.49	\$ 87,894.22	\$ 743,754.71	\$ -	\$ 519,787.50
PERCENTAGE PARTICIPANT	50.00%	41.82%	47.74%	42.26%	44.30%	42.50%	#DIV/0!	60.72%
PERCENTAGE EXP/OBLG						59%		

#### FORMULA PERCENTAGES

TOTAL FORMULA OPERATIONS	\$ 1,575,229.84	\$ 1,015,118.15	\$ 78,568.95	\$ 1,093,687.10	\$ 129,955.88	\$ 1,223,642.98	\$ -	\$ 351,586.86
TOTAL FORMULA PARTICIPANT	\$ 1,192,158.20	\$ 647,832.81	\$ 44,737.37	\$ 692,570.18	\$ 332,822.25	\$ 1,025,392.43	\$ -	\$ 166,765.77
TOTAL ALL FORMULA	\$ 2,767,388.04	\$ 1,662,950.96	\$ 123,306.32	\$ 1,786,257.28	\$ 462,778.13	\$ 2,249,035.41	\$ -	\$ 518,352.63
PERCENTAGE PARTICIPANT	43.08%	38.96%	36.28%	38.77%	71.92%	45.59%	#DIV/0!	32.17%
PERCENTAGE EXPENDED /OBL				64.55%		81.27%	0.00%	
YOUTH OUT OF SCHOOL	\$ 1,236,213.99	\$ 584,457.50	\$ 44,074.77	\$ 628,532.27	\$ 87,894.22	\$ 716,426.49		\$ 519,787.50
PERCENTAGE OUT SCHOOL	97.84%	96.41%	88.80%	95.83%	100.00%	96.33%		
YOUTH WORK EXPERIENCE	\$ 252,708.44	\$ 246,763.69	\$ 36,208.64	\$ 282,972.33	\$ 16,481.91	\$ 299,454.24		\$ (46,745.80)
PERCENTAGE WORK EXP	20.00%	40.70%	72.96%	43.15%	18.75%	40.26%		
OTHER FUNDS								
CONS. BUSINESS	\$ 527,778.00	\$ 480,088.42	\$ 47,689.58	\$ 527,778.00	\$ -	\$ 527,778.00		\$ -
RAPID RESPONSE	\$ 130,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 130,000.00
RESEA	\$ 78,000.00	\$ 52,545.43	\$ 11,332.88	\$ 63,878.31	\$ 16,935.77	\$ 80,814.08	\$ -	\$ (2,814.08)
TOTAL OTHER FUNDS	\$ 735,778.00	\$ 532,633.85	\$ 59,022.46	\$ 591,656.31	\$ 16,935.77	\$ 608,592.08	\$ -	\$ 127,185.92
TOTAL PROG FORMULA/OTHER	\$ 3,503,166.04	\$ 2,195,584.81	\$ 182,328.78	\$ 2,377,913.59	\$ 479,713.90	\$ 2,857,627.49	\$ -	\$ 645,538.55
ADMINISTRATION	\$ 348,634.81	\$ 187,099.22	\$ 778.38	\$ 187,877.60	\$ 3,537.84	\$ 191,415.44	\$ -	\$ 157,219.37
TOTAL ALL FUNDS	\$ 3,851,800.85	\$ 2,382,684.03	\$ 183,107.16	\$ 2,565,791.19	\$ 483,251.74	\$ 3,049,042.93	\$ -	\$ 802,757.92
PARTICIPANT % ALL FUNDS								
TOTAL FORMULA OPERATIONS	\$ 1,575,229.84	\$ 1,015,118.15	\$ 78,568.95	\$ 1,093,687.10	\$ 129,955.88	\$ 1,223,642.98	\$ -	\$ 351,586.86
TOTAL FORMULA PARTICIPANT	\$ 1,192,158.20	\$ 647,832.81	\$ 44,737.37	\$ 692,570.18	\$ 332,822.25	\$ 1,025,392.43	\$ -	\$ 166,765.77
CONS. BUSINESS	\$ 527,778.00	\$ 480,088.42	\$ 47,689.58	\$ 527,778.00	\$ -	\$ 527,778.00	\$ -	\$ -
RAPID RESPONSE	\$ 130,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 130,000.00
TOTAL FORMULA-CB-RR-RAMP	\$ 3,425,166.04	\$ 2,143,039.38	\$ 170,995.90	\$ 2,314,035.28	\$ 462,778.13	\$ 2,776,813.41	\$ -	\$ 648,352.63
TOTAL PARTICIPANT- CB - RR	\$ 1,849,936.20	\$ 1,127,921.23	\$ 92,426.95	\$ 1,220,348.18	\$ 332,822.25	\$ 1,553,170.43	\$ -	\$ 296,765.77
PERCENTAGE PARTICIPANT	54%	53%	54%	53%	72%	56%	#DIV/0!	46%

**Northwest PY 2019 Budget - Revised Oct. 2019**

	Total	Admin. (all)	Adult Prg (w/ AT)	DW Prg (w/o AT)	Youth Prg	Prg Total
Estimated Carryover	\$ 876,965.56	\$ 130,134.72	\$ 424,852.83	\$ 128,914.86	\$ 193,063.15	\$ 746,830.84
PY 19 / FY 20 Funds	\$ 2,073,593.08	\$ 207,359.41	\$ 657,613.89	\$ 555,939.39	\$ 652,680.39	\$ 1,866,233.67
Rural Funding	\$ 132,038.89	\$ 13,203.89	\$ 118,835.00	\$ -	\$ -	\$ 118,835.00
Additional Statewide Funds	\$ 130,000.00		\$ 130,000.00			\$ 130,000.00
Total Budget	\$ 3,212,597.53	\$ 350,698.02	\$ 1,331,301.72	\$ 684,854.25	\$ 845,743.54	\$ 2,861,899.51
Difference from Original Budget	\$ 393,797.96	\$ 52,326.65	\$ 306,416.05	\$ 10,745.27	\$ 24,309.99	\$ 341,471.31
Participant Budget (40% prg)	\$ 1,144,759.81		\$ 532,520.69	\$ 273,941.70	\$ 338,297.42	\$ 1,144,759.81
Difference from Original Budget	\$ 136,588.53		\$ 122,566.42	\$ 4,298.11	\$ 9,724.00	\$ 136,588.53
			52%	15%	33%	
Operating Budget (60% prg)	\$ 2,067,837.72	\$ 350,698.02	\$ 798,781.03	\$ 410,912.55	\$ 507,446.13	\$ 1,717,139.71
Difference from Original Budget	\$ 257,209.43	\$ 52,326.65	\$ 183,849.63	\$ 6,447.16	\$ 14,586.00	\$ 204,882.79
IFA Expenses (including OSO)	\$ 155,915.93	\$ 3,378.21	\$ 79,319.61	\$ 22,880.66	\$ 50,337.45	\$ 152,537.72
Career Service Provider	\$ 806,282.00		\$ 419,266.64	\$ 120,942.30	\$ 266,073.06	\$ 806,282.00
Board / Fiscal Agent Expenses	\$ 929,390.18	\$ 273,097.94	\$ 341,271.97	\$ 98,443.84	\$ 216,576.44	\$ 656,292.24
Total Operating Expenses	\$ 1,891,588.11	\$ 276,476.15	\$ 839,858.22	\$ 242,266.80	\$ 532,986.95	\$ 1,615,111.96
Remaining Balance	\$ 176,249.61	\$ 74,221.87	\$ (41,077.19)	\$ 168,645.76	\$ (25,540.83)	\$ 102,027.74
Adult Transfer	\$ -		\$ 168,645.76	\$ (168,645.76)		
Revised Balance	\$ 176,249.61	\$ 74,221.87	\$ 127,568.57	\$ -	\$ (25,540.83)	\$ 102,027.74
Original Budget Balance (w/o IWT)	\$ (279,258.67)	\$ 17,936.10	\$ (261,347.43)	\$ 67,931.32	\$ (103,778.66)	\$ (297,194.77)
Difference from Original Budget Balance	\$ 455,508.28	\$ 56,285.77	\$ 388,916.00	\$ (67,931.32)	\$ 78,237.83	\$ 399,222.51

\$ 280,833.72 original budget; \$ 124,917.79 savings  
 \$ 892,500.00 original budget; \$ 86,218.00 savings  
 \$ 929,390.18 original budget; \$ (0.00) savings

<b>July - Sept. 2020 Operating Budget</b>						
Carryover Funds	\$ 176,249.61	\$ 74,221.87	\$ 127,568.57	\$ -	\$ (25,540.83)	\$ 102,027.74
April / July 2020 Funding	\$ 948,487.35	\$ 94,848.74	\$ 104,125.17	\$ 96,832.66	\$ 652,680.79	\$ 853,638.62
Total Funding	\$ 1,124,736.96	\$ 169,070.60	\$ 231,693.74	\$ 96,832.66	\$ 627,139.97	\$ 955,666.36
July - Sept. Operation Costs	\$ 472,897.03	\$ 69,119.04	\$ 209,964.55	\$ 60,566.70	\$ 133,246.74	\$ 403,777.99
Remaining Balance	\$ 651,839.93	\$ 99,951.56	\$ 21,729.18	\$ 36,265.96	\$ 493,893.23	\$ 551,888.37
Adult Transfer	\$ (178,942.90)	\$ 0	\$ 36,265.96	\$ (36,265.96)	\$ -	\$ (148,110.38)
Revised Balance	\$ 830,782.84	\$ 99,951.56	\$ 57,995.14	\$ -	\$ 493,893.23	\$ 699,998.74

**Northwest PY 2019 Budget - Revised Oct. 2019  
vs. YTD Expenditures as of 9/30/19**

	Budget	July - Sept. 2019	Percentage of Budget	Remaining Balance
Participant Budget (40% prg)	\$ 1,144,759.81	\$ 155,973.78	14%	\$ 988,786.03
Operating Budget (60% prg)	\$ 1,717,139.71	\$ 429,284.93	25%	\$ 1,287,854.78
IFA Expenses (including OSO)	\$ 152,537.72	\$ 56,961.58	37%	\$ 95,576.14
Career Service Provider	\$ 806,282.00	\$ 200,704.41	25%	\$ 605,577.59
Board / Fiscal Agent Expenses	\$ 656,292.24	\$ 205,698.93	31%	\$ 450,593.31
Total Operating Expenses	\$ 1,615,111.96	\$ 463,364.92	29%	\$ 1,151,747.04
Remaining Balance	\$ 102,027.74	\$ (34,079.99)	-4%	\$ 67,947.75