

**Northwest TN Workforce Board  
American Job Center (AJC) Committee  
Monday, April 26, 2021 – 10:00 a.m.  
Zoom Meeting**

**Minutes**

**Committee Members Attending:** Rita Alexander, Neely Ashby, Kristie Bennett, Mark Chandler, Melinda Goode, Sherry Fowler, Lana Hammons, Janna Hellums, Angela Hollingsworth, Brendan Powell, Jimmy Williamson

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

**Guests Attending:** David Parrish, Gina Abbott

**Review and Approval of Minutes of January 25, 2021 Meeting:** Rita Alexander called the meeting to order and asked the group for comments regarding the prior meeting's minutes. Two typo corrections were sent to the committee for review prior to the meeting.

- **MOTION:** Jimmy Williamson moved to approve the January 25, 2021 minutes with corrections and Melinda Goode seconded the motion. All were in favor and the motion carried.

**AJC Partner Update—Vocational Rehabilitation:** David Parrish spoke briefly of the transformation of moving toward whole-person and career-focused services. They are currently working on revamping the four TRCs and placing individuals in work experience to match their interests while looking at long-term goals and job retention. They're also considering possible trainings such as OSHA, customer care, forklift training, and CNA training and looking at independent living skills as well. They would also like to partner with Title I for summer placements and high school students for work-based learning and possible pre-apprenticeships for at-risk and / or justice-involved individuals.

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

- **AJC Survey Results:** On March 29<sup>th</sup> we reopened to the public with social distancing practices. There were 62 surveys completed for the quarter with 97% (60 out of 62) completely satisfied.
- **VOS Greeter Report:** There were 2,728 visits through March and 3,841 services provided. Unemployment was the number one visit reason for the quarter followed by Job Search Resource Room and then Adult Education.
- **Enrollment Summary Report:** The attached reports detail the number of new enrollments and carry over participants for several programs by county—657 carry over and 1,802 across programs, the breakdown of the 632 active Title I cases by program and county, and a comparison of Title I numbers served by each area in the state. Our area receives about 5.4% of the state's allocation and has served about 4.9% of the state's total.  
*Note: the original handout incorrectly showed the NW allocation percentage as 8.1%. A corrected copy is included in the attachments below.*
- **Co-Enrollment Summary Report:** The attached report details the numbers of participants co-enrolled between Title I, Wagner Peyser, and TAA. As of March 31<sup>st</sup> we have 28.1% of TAA participants co-enrolled.
- **Target Populations Report:** There were 539 total enrollments and 24 new enrollments including 13 who are youth-aged individuals, and 17 individuals with barriers to employment including 4 individuals with disabilities, and 4 underemployed, as well as 13 low income individuals. The full breakdown can be viewed in the attached report.
- **Employer Services and Survey Reports:** There were 3,053 services provided to 903 employers through March. The breakdown by service can be viewed on the attached report.

**Career Services Report:** Connie Stewart presented the attached report. The youth program has surpassed the past couple of years. Since July, 378 individuals have been enrolled, about 78% of the goal for the program year. There were 147 in occupational skills training and 72 in work experience. She just hired someone in temporary position (ISY Career Advisor) for youth and also hired a Youth Marketing staff person and plans to expand his position to mentor the youth. She has posted an OSY Career Advisor position and will soon have an OJT position to be filled due to a staff person leaving. She has asked staff to focus more on talking about justice-system involvement to make sure it's marked correctly on the application and captured toward KPI goals. They have also been working on the disaster grant goals and putting people in clean-up positions in different worksites. We have also been funding several people to go to school, with many of them going into truck driving which is in high demand.

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

- **On-the-Job Training (OJT):** 206 individuals have been enrolled with 24 employers, 124 have completed, and 50 are still in training.
- **Incumbent Worker Training (IWT):** There have been 29 contracts awarded with 548 employees trained as of March 31<sup>st</sup> of the 706 proposed. All training must be completed by the end of April.
- **Job Fair/Hiring Events/Pending Events:** Several employers utilizing in-person job fairs and Premier Virtual for virtual job fairs. Under the pending events, we are delaying the Regional Hybrid Event to August 31. Our REAP Shock and Awe! Day with Amteck is this Saturday. The Apprenticeship Virtually Speaking webinar is June 3 with Tyra Copas from the Apprenticeship TN office and local employer representative participating as panelists.
- **Apprenticeships:** United Ammunition Container is pending submission for a Maintenance apprenticeship. The Alliance Staffing apprenticeship in Gibson County is still also pending approval.
- **Rapid Response:** Save-a-Lot in Paris closed in March affecting 12 employees. We received notification of Finney's Flooring closing in Weakley County by the end of June with less than 5 employees affected.
- **Other Events:** We continue to present on all of our services whenever possible. Upcoming for the fall is a Healthcare Career Exploration Event for Obion and Lauderdale/Tipton as part of the GIVE grant for Dyersburg State Community College.

**Priority of Priority Policy Changes:** Jennifer Bane reviewed the proposed changes to the policy as outlined in red in the attachments. Primarily the policy sets the requirement that 75% of individuals served through the Adult program meet categories 1 or 2 of the priority populations as dictated by state policy. The U.S. Department of Labor guidance requires only 50.1% between these two categories with 75% required for all four categories. As of mid-April, 72.6% or 337 individuals of 464 being served are included in priority categories 1 and 2. Due to having to look at past 6 months of income for all family in the household to determine low-income status and decreased RAMP classes due to COVID issues, we anticipate this percentage will go down, not up for the rest of the program year. Based on estimated carryover, we anticipate that just 45 of the projected 252 new enrollments for next year can be individuals not included in priority categories 1 and 2. We are greatly concerned that this will negatively impact our enrollments as many of the individuals seeking services are above low income but below self-sufficiency. Low-income individuals also typically have less unmet need due to qualifying for more assistance and don't need as much assistance through our programs.

- **MOTION:** Jimmy Williamson moved to approve the policy changes as presented. Kristie Bennett seconded the motion. All were in favor and the motion carried.

**Other:** Jennifer Bane reported that there are two policies currently posted for public comment for the June State Workforce Development Board meeting. The KPI policy changes the goals to program year goals instead of calendar year goals and makes them hard targets with possible sanctions for failure to meet goals and possible incentive money for meeting goals. We are concerned that local boards will be penalized for state programs and partner programs, that are not under contract with the board, failing to meet their goals. The State Board will also review a revised version of the Board Hiring Procedures policy that was posted for public comment before the March meeting. Mark Chandler also provided an update on the new OSO and CSP contractors for SW for the new Program Year.

**Future Meeting Dates & Upcoming Events:** The below upcoming meeting dates were review:

- Next Board Meeting: Tuesday, May 18th at 11:30 am (Zoom)
- State Board Meeting: June 18th (YouTube)
- Remaining 2021 Committee Meeting Dates: Monday, 10:00 am –
  - July 26<sup>th</sup>
  - October 25<sup>th</sup>

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

Northwest TN Workforce Board  
**American Job Center Committee**  
Monday, April 26, 2021 – 10:00 a.m.

[Join Zoom Meeting](#)

Meeting ID: 865 4955 9934

Passcode: 177239

Chair - Rita Alexander

Vice Chair – Neely Ashby

Agenda

- |  |                |
|--|----------------|
| 1. Welcome and Call to Order   | Rita Alexander |
| 2. Review and Approval of Minutes – January 25, 2021 meeting<br><b>(Vote Required)</b> | Rita Alexander |
| 3. AJC Partner Update – Vocational Rehabilitation                                      | David Parrish  |
| 4. One-Stop Operator Report  | Erica Nance    |
| a. Summary Report & KPI Results  |                |
| b. AJC Survey Results  |                |
| c. VOS Greeter Reports   |                |
| d. Enrollment Summary Reports  |                |
| e. Co-Enrollment Report  |                |
| f. Target Populations Report   |                |
| g. Employer Services Report  |                |
| 5. Career Services Report  | Connie Stewart |
| 6. Business Services Report  | Ginger Powell  |
| 7. Priority Policy Changes <b>(Vote Required)</b>                                      | Jennifer Bane  |
| 8. Other   | Jennifer Bane  |

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  - July 26<sup>th</sup>
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Monday, January 25, 2021 – 10:00 a.m.  
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**Minutes**

**Attending**

**Committee Members:** Rita Alexander, Neely Ashby, Kristie Bennett, Mark Chandler, Keith Cursey, Sherry Fowler, Angela Hollingsworth, Lana Hammons, Janna Hellums, Willie Huffman, Kristy Mercer, Ted Piazza, Brendan Powell, Jordan Spraggins, Jimmy Williamson

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

**Guest Attending:** Gina Abbott

**Review and Approval of Minutes of October 26, 2020 Meeting:** Rita Alexander called the meeting to order and asked the group for comments regarding the prior meeting's minutes.

- **MOTION: Ted Piazza moved to approve the October 26, 2020 minutes as presented and Kristie Bennett seconded the motion. All were in favor and the motion carried.**

**AJC Partner Update—Wagner Peyser:** Gina Abbott was experiencing some technical issues, so she emailed her report (attached) to the committee following the meeting.

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

- **AJC Survey Results:** There were 39 surveys completed for the quarter with a 100% satisfaction. Jobs4TN has a survey that Erica is going to start pulling results for as well.
- **VOS Greeter Report:** There were 2,103 visits through December and 2,879 services provided. Job Search Resource Room was the number one visit reason followed by unemployment assistance and then Title I services. Staff continue to offer virtual services as much as possible.
- **Enrollment Summary Report:** The attached reports detail the number of new enrollments and carry over participants for several programs by county – 703 carry over and 1,126 across programs, the breakdown of the 578 active Title I cases by program and county, and a comparison of Title I numbers served by each area in the state. Our area receives about 5.4% of the state's allocation and has served about 5.1% of the state's total.
- **Co-Enrollment Summary Report:** The attached report details the numbers of participants co-enrolled between Title I, Wagner Peyser, and TAA. As of December 31<sup>st</sup> we have 25.8% of TAA participants co-enrolled.
- **Target Populations Report:** There were 550 total enrollments and 45 new enrollments including 24 who are youth-aged individuals, and 31 individuals with barriers to employment including 3 individuals with disabilities, and 26 low income individuals. The full breakdown can be viewed in the attached report.
- **Employer Services and Survey Reports:** There were 1,614 services provided to 407 employers through December. The breakdown by service can be viewed on the attached report. There were no employer surveys completed this quarter.

**Career Services Report:** Connie Stewart presented the attached report. Youth enrollments have improved quite a bit in the last few months. Since July, 279 individuals have been enrolled, about 57% of the goal for the program year. There were 117 people in occupational skills training and 38 in Youth work experience--27 Out-of-School Youth and 11 In-School Youth (ISY). While we are striving to increase ISY enrollments and expenditures, because most ISY who meet our eligibility qualify for Pell and other federal and state financial aid, there is usually very little cost for our programs to cover. On-the-Job Training (OJT) enrollments also picked up last quarter with 94 enrolled through December. See report for co-enrollment by program and by county. Most training enrollments are still in healthcare, followed by transportation, then manufacturing, and most are at TCATs and community colleges.

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

- **On-the-Job Training (OJT):** 133 individuals have been enrolled with 20 employers, 69 have completed, and 46 are still in training.

- **Incumbent Worker Training (IWT):** 20 employers participated with 548 employees trained of the 563 proposed.
- **Job Fair/Hiring Events:** Nortek Global held a drive-thru hiring event and Dura Automotive hosted two job fairs for their Dislocated workers. Perkins Restaurant in Milan held an on-site job fair.
- **Apprenticeships:** We submitted an application with Alliance Staffing to register their Production Technician position. The apprenticeship will include the Certified Production Technician (CPT) class being taught at the Gibson County jail for the inmates as the related technical instruction. The class will likely be taught at The Orchard House where inmates are furloughed for work release rather than at the jail due to COVID restrictions. As part of work release or upon release they can work full-time and begin their on-the-job learning component of the apprenticeship. Alliance has about 17 individuals ready to begin the apprenticeship once approved.
- **Rapid Response:** Dura Automotive had 43 employees affected by its closure.
- **Other Events:** We are working on a video for nursing career exploration for Dyer and Lake which will be ready by mid-February. The video will be similar to the Manufacturing Day videos and will include both employer and education panel discussions. The state hosted a Discover Apprenticeship TN conference and Jon Dougherty with Amteck presented. Our virtual Manufacturing Day videos actually reached about 2,000 more students this year with 3,383 students viewing the videos.
- **Work Ready Communities:** We are still working on meeting our goals, but ACT completely revamped how counties reach the maintaining phase. The new system should be better for our area as the goals will be more attainable. We will be working on getting each county to maintaining status.

**Key Performance Indicators (KPIs Update):** Jennifer Bane reviewed the attached handouts detailing the estimated results for the 2020 KPIs, the West TN goals for the 2021 KPI goals for various AJC programs, primarily for new or co-enrollments, the original proposed NW share of the goals, and the revised targets after negotiations with the state staff. We will receive final goals within the next few weeks after the state staff have completed negotiations with all areas. Since this past year was the first year we had KPI goals, and COVID hit before the first quarter was over, most programs struggled to meet their goals, which was common across the state. Many programs saw decreased goals for 2021 because of this.

**Supportive Services Policy Changes:** Jennifer Bane reviewed the proposed changes to the policy as outlined in red in the attachments. Under the Supplies, Uniforms, Accommodations, and Testing section, laptops and tablets have been added as an allowable cost, up to \$400. With so many students needing to meet virtually now, the TN Department of Labor staff provided guidance allowing laptops and tablets to be purchased under supportive service policies if desired.

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

**Other:** Jennifer Bane reported that the AJC-Humboldt will be closed due to an issue with their sprinkler system. Staff will continue to provide services virtually. All other AJCs continue to primarily focus virtual services with limited in-person appointments offered if needed.

**Future Meeting Dates & Upcoming Events:** Jennifer Bane reminded the group to complete an annual Conflict of Interest form if they have not already and reviewed the following upcoming meetings:

- Next Board Meeting: Tuesday, February 23rd at 11:30 am (Zoom)
- State Board Meeting: March 26th (TBD)
- Remaining 2021 Committee Meeting Dates: Monday, 10:00 am –
  - April 26<sup>th</sup>
  - July 26<sup>th</sup>
  - October 25<sup>th</sup>

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

# American Job Center Northwest

March 2021 Report

## Updates

On March 29, 2021 the American Job Centers of Northwest reopened to the public. The traffic count is slowly increasing as we plan to have more in-person events in the AJCs. The call volume continued over all the AJCs. All 9 AJC's have a combined documented call volume of over 2,175 for Unemployment questions, job information etc. Staff will continue to provide virtual services along with in-person services to all job seekers.



### Key Performance Indicators

#### Title I

89/51

Adult & DW enrollments/KPI enrollment goal for the quarter

24/17

Youth enrollments/KPI enrollment goal for the quarter

#### Title II: Adult Education

33/50

New students enrollments/KPI enrollment goal for the quarter Jackson State CC

59/44

New students enrollments/KPI enrollment goal for the quarter Weakley County Schools

#### Title III: Wagner Peyser

471/272

New WP enrollments/ KPI enrollment goal for quarter

0/4

New JVSG enrollments/KPI goal for quarter

94/36

New SNAP E&T enrollments/KPI enrollment goal for quarter

0/4

RESEA/Title I co-enrollments.

0%/100%

Trade/Title I co-enrollments/ KPI goal (No new trade enrollements)

#### Title V: SCSEP

0/2

Participant exits/KPI goal for quarter

#### Re-entry

8/22

New enrollments/ KPI enrollment goal

#### Title IV: Vocational Rehabilitation

Active Cases

632

New Enrollments

93

Employed

30

Successful Closures

30

#### TANF

Active Cases

250

Employed

85

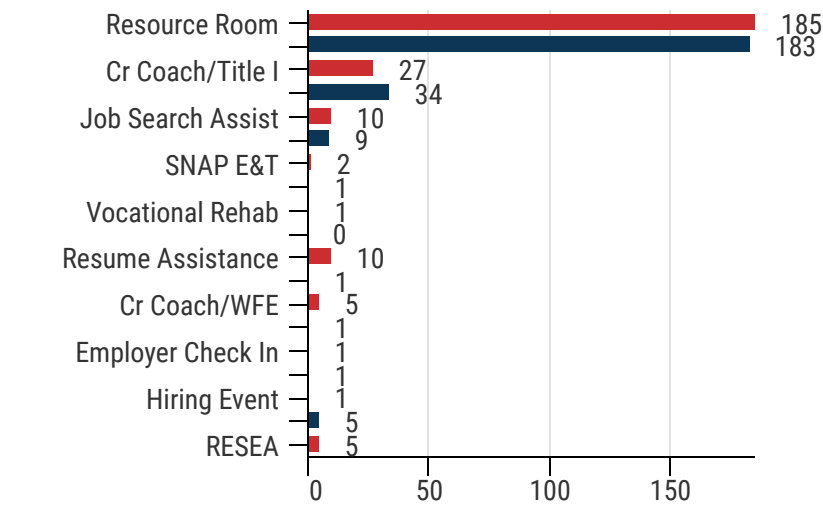
Successful Closures

31

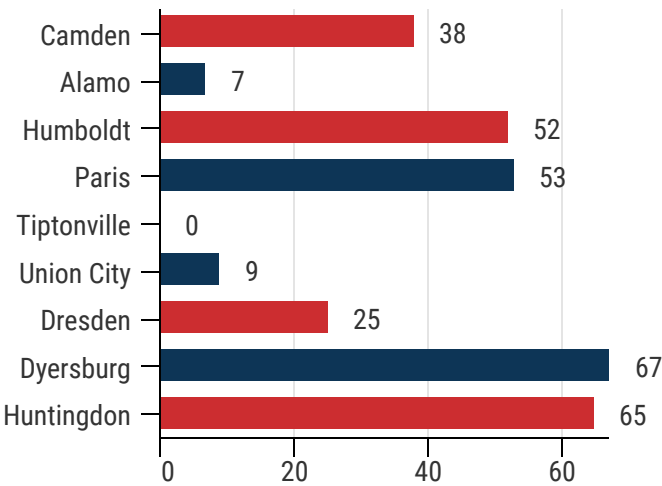
# American Job Center Northwest

March Report 2021

AJC Check-ins by Visit Reason

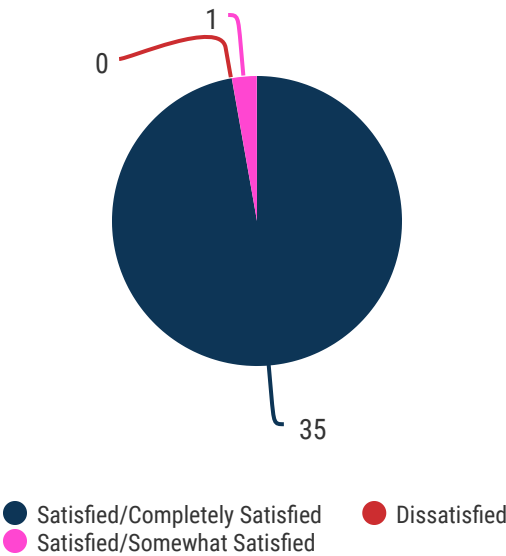


AJC Traffic Counts



County	February Unemployment Rate	
Benton	6.4%	
Carroll	5.3%	
Crockett	4.7%	
Dyer	5.5%	
Gibson	5.1%	
Henry	5.5%	
Lake	8.6%	
Obion	6.0%	
Weakley	4.5%	

AJC Customer Surveys



## Success Stories

No Success Stories from partners.

### Employee Highlights

Karen Davison received great remarks on customer service survey.

Peggy Cook received great remarks on customer service survey.

The Huntingdon AJC received great remarks as a whole on customer service survey.

Jameel did an awesome job as a youth work experience participate in the Dyersburg AJC.

# January - March 2021 Customer Survey Results

County	Greeting	Wait Time	Visit Reason	Overall Satisfaction	Likely to Recommend	Notes
Carroll	Excellent	Less than 5 minutes	Adult Education and SNAP Appoitment	Completely Satisfied	Likely	
Carroll	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Carroll	Excellent	5-10 minutes	Unemployemnt	Completely Satisfied	Extremely Likely	I am 100% satsfied with Ms Karen Davison and Mrs Jonell Weatherford at the Career Center in Carroll County. I went to get assistance and they assisted me greatly. Action was taken and I didn't have to wait even 10 minutes.
Carroll	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	They were super nice
Carroll	Good	Not Sure	Unemployment	Completely Satisfied	Likely	
Dyer	Excellent	10-15 minutes	Unemployment	Completely Satisfied	Extremely Likely	Very Good service
Dyer	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Dyer	Excellent	Less than 5 minutes	Unemployment and Jobs4tn registration	Completely Satisfied	Extremely Likely	Friendly staff
Dyer	Excellent	5-10 minutes	Unemployment	Completely Satisfied	Likely	
Dyer	Excellent	Less than 5 minutes	Job Search and Jobs4th registratiion	Completely Satisfied	Extremely Likely	Staff is super friendly
Dyer	Excellent	Less than 5 minutes	Job Search and Jobs4th registratiion	Completely Satisfied	Likely	
Dyer	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Dyer	Excellent	10-15 minutes	Unemployment	Completely Satisfied	Extremely Likely	Very Good service
Dyer	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Dyer	Excellent	Less than 5 minutes	Unemployment and Jobs4tn registration	Completely Satisfied	Extremely Likely	On a scale of 1 to 10 these employees deserve a definite 10.
Dyer	Excellent	5-10 minutes	Unemployment	Completely Satisfied	Likely	
Dyer	Excellent	Less than 5 minutes	Job Search and Jobs4th registratiion	Completely Satisfied	Extremely Likely	Staff is super friendly
Dyer	Excellent	Less than 5 minutes	Job Search and Jobs4th registratiion	Completely Satisfied	Likely	Very helpful with making my jobs4tn account and job searching. I just moved to the state.
Dyer	Very Good	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	Talitha was extremely helpful
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Likely	
Gibson	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	Talitha was extremely helpful
Gibson	Excellent	Less than 5 minutes	Jobs4tn registration	Completely Satisfied	Extremely Likely	Awsome service
Gibson	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	`
Gibson	Good	Less than 5 minutes	Unemployment, Training and education information, vocational rehadbilitation	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Title I	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment, Job Search, Resume Assistance	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	Extremely friendly, very helpful
Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	Always treated well at this location
Henry	Excellent	Less than 5 minutes	Resume Assistance	Completely Satisfied	Extremely Likely	Staff was very nice and helpful
Henry	Excellent	Less than 5 minutes	Adult Education	Completely Satisfied	Extremely Likely	



Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	Nice, courteous, friendly, fast and efficient customer service
Henry	Excellent	Less than 5 minutes	Unemployment, job search, jobs4tn registration	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Job Search and Resume Assistance	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	Always treated with dignity, respect and courtesy here
Henry	Excellent	Less than 5 minutes	Training and Education information and Resume Assistance	Completely Satisfied	Extremely Likely	They made adjustments in their schedule so I could receive assistance. I had no appt scheduled.
Henry	Excellent	Less than 5 minutes	Job Search	Completely Satisfied	Extremely Likely	All staff very helpful and friendly
Henry	Excellent	Less than 5 minutes	Unemployment and Jobs4tn registration	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	Always appreciate the friendly, professionalism at this office
Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	Extremely friendly, very helpful
Henry	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Henry	Excellent	Less than 5 minutes	Unemployment and Job Search	Completely Satisfied	Extremely Likely	
Henry	Very Good	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Henry				Completely Satisfied	Extremely Likely	
Henry	Good	Less than 5 minutes		Somewhat satisfied	Neutral	
Henry	Good	Less than 5 minutes	Unemployment	Somewhat Satisfied	Neutral	
Heny	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	Peggy is awesome
Weakley	Excellent	Less than 5 minutes	Unemployment, job search, jobs4tn registration	Completely Satisfied	Extremely Likely	Peggy is outstanding
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment, job search, jobs4tn registration	Completely Satisfied	Extremely Likely	Peggy is outstanding
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	
Weakley	Excellent	Less than 5 minutes	Unemployment	Completely Satisfied	Extremely Likely	

TRAFFIC COUNTS LIST BY MUTIPLE REASONS - 2020-2021

2020-2021	Camden	Alamo	Humboldt	Paris	Tiptonville	Union City	Dresden	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total AJC
Jul-20	27	0	68	57	0	14	56	222	31	5	36	258
Aug-20	15	4	114	78	4	39	32	286	33	0	33	319
Sep-20	9	5	141	77	8	41	18	299	62	33	95	394
Oct-20	29	6	145	52	12	46	57	347	118	82	200	547
Nov-20	28	11	130	95	10	15	26	315	167	303	470	785
Dec-20	14	9	120	64	11	21	31	270	175	132	307	577
Jan-21	15	0	20	0	0	0	3	38	7	96	103	141
Feb-21	29	5	51	31	0	11	19	146	53	140	193	339
Mar-21	61	7	97	59	0	9	25	258	95	128	223	481
<b>Subtotal</b>	<b>227</b>	<b>47</b>	<b>886</b>	<b>513</b>	<b>45</b>	<b>196</b>	<b>267</b>	<b>2,181</b>	<b>741</b>	<b>919</b>	<b>1,660</b>	<b>3,841</b>
Mo. Avg	25	5	98	57	5	22	30	242	82	102	184	427
% Avg.	5.9%	1.2%	23.1%	13.4%	1.2%	5.1%	7.0%	56.8%	19.3%	23.9%	43.2%	100.0%

TRAFFIC COUNTS LIST BY INDIVIDUAL VISIT 2020-2021

2020-2021	Camden	Alamo	Humboldt	Paris	Tiptonville	Union City	Dresden	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total AJC
Jul-20	27	0	34	50	0	10	56	177	27	5	32	209
Aug-20	15	4	63	77	4	39	32	234	31	0	31	265
Sep-20	8	5	82	73	8	40	18	234	54	21	75	309
Oct-20	27	6	74	52	12	45	57	273	100	41	141	414
Nov-20	27	10	65	89	10	15	26	242	119	153	272	514
Dec-20	13	9	62	58	7	21	31	201	130	61	191	392
Jan-21	14	0	10	0	0	0	3	27	7	50	57	84
Feb-21	29	4	27	26	0	11	19	116	39	70	109	225
Mar-21	38	7	52	53	0	9	25	184	67	65	132	316
<b>Subtotal</b>	<b>198</b>	<b>45</b>	<b>469</b>	<b>478</b>	<b>41</b>	<b>190</b>	<b>267</b>	<b>1,688</b>	<b>574</b>	<b>466</b>	<b>1,040</b>	<b>2,728</b>
Mo. Avg	22	5	52	53	5	21	30	188	64	52	116	303
% Avg.	7.3%	1.6%	17.2%	17.5%	1.5%	7.0%	9.8%	61.9%	21.0%	17.1%	38.1%	100.0%

Individual Visit Monthly Average Goal

<b>PY 20 Actual</b>	<b>22</b>	<b>5</b>	<b>52</b>	<b>53</b>	<b>5</b>	<b>21</b>	<b>30</b>	<b>188</b>	<b>64</b>	<b>52</b>	<b>116</b>	<b>303</b>
<b>Original Goal</b>	160	103	376	425	60	335	353	1,812	749	515	1,264	3,076
<b>1st Revised Goal</b>	72	46	282	255	22	251	211	1139	561	386	1,264	3,076
<b>New Revised Goal</b>	24	15	94	85	7	83	70	378	187	128	315	693
<b>Difference</b>	-136	-88	-282	-340	-53	-252	-283	-1434	-562	-387	-949	-2383
<b>% of Goal Met</b>	<b>92%</b>	<b>33%</b>	<b>55%</b>	<b>62%</b>	<b>65%</b>	<b>25%</b>	<b>42%</b>	<b>50%</b>	<b>34%</b>	<b>40%</b>	<b>37%</b>	<b>44%</b>

<b>Jan. - March 2021</b>	<b>Camden</b>	<b>Alamo</b>	<b>Humboldt</b>	<b>Paris</b>	<b>Tiptonville</b>	<b>Union City</b>	<b>Dresden</b>	<b>Dyersburg</b>	<b>Huntington</b>	<b>Totals</b>
Unemployment	65	9	47	41		10	35	50	125	382
Job Search Resource Room	26		82	26		7	3	46	176	366
Adult Education			35					21	6	62
Cr. Coachg/ WIOA Title 1	10	1	2	6		3	7	7	22	58
Job Search Assist	2			1				6	8	17
Resume Assistance		1	2	9				1	2	15
Cr.Coach/Youth				1				13		14
HiSET									14	14
RESEA	2	1		3			1	1	1	9
Cr.Coach WF Ess.							1	4		5
SCSEP - Senior Emploment				3						3
Networking Event								1	1	2
Networking Event Community Advisory Board									2	2
SNAP E&T (Appt)								1	1	2
Served in Military?								2		2
TAA/TRA								2		2
Voc Rehab									2	2
Hiring Event/Granges									1	1
Networking Event/Multiple Schools									1	1
Employer Ck-in									1	1
Workshop									1	1
<b>TOTALS</b>	<b>105</b>	<b>12</b>	<b>168</b>	<b>90</b>	<b>0</b>	<b>20</b>	<b>47</b>	<b>155</b>	<b>364</b>	<b>961</b>
<b>List - INDIVIDUAL</b>	<b>81</b>	<b>11</b>	<b>89</b>	<b>79</b>	<b>0</b>	<b>20</b>	<b>47</b>	<b>113</b>	<b>185</b>	<b>625</b>

Enrollment Summary By LWDA

- LWIA/Region: Northwest Tennessee  
- Date Range: 7/1/2020 - 3/31/2021

	WP		WIOA		TAA		SNAP		Adult Education		ALL PROGRAMS		% OF NWTN	
Office Id	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment	Carry Forward	New Enrollment
Northwest Tennessee	229	1,088	257	375	61	3	37	62	73	274	657	1,802	36%	99%
American Job Center - Alamo-Specialized CTR*New*	1	29	1	5	0	0	3	2	0	0	5	36	0%	2%
American Job Center - Humboldt * NEW *	32	71	42	58	0	0	7	8	5	47	86	184	5%	10%
American Job Center - Paris Specialized CTR*New*	16	67	30	58	0	0	3	8	13	55	62	188	3%	10%
American Job Center - Camden- Specialized CTR*NEW*	4	35	27	19	0	0	1	5	6	27	38	86	2%	5%
American Job Center - Huntingdon * NEW *	34	613	30	23	9	0	3	13	14	10	90	659	5%	36%
American Job Center - Tiptonville -Specialized CTR*New*	3	10	6	9	0	0	1	2	3	2	13	23	1%	1%
American Job Center - Dyersburg * NEW *	106	136	43	112	50	2	12	13	10	65	221	328	12%	18%
American Job Center - Dresden Specialized CTR *New*	7	66	27	27	0	0	1	6	10	41	45	140	2%	8%
American Job Center - Union City * NEW *	23	59	51	64	2	1	6	5	12	27	94	156	5%	9%
LWDA 12 000 Administrative Office * NEW *	3	2	0	0	0	0	0	0	0	0	3	2	0%	0%
LWIA/Office	WP		WIOA		TAA		SNAP		Adult Education		ALL PROGRAMS		% OF NWTN	
Total:	1,317		632		64		99		347		2,459		1	

Enrollment Summary by LWDA  
Date Range 07/01/2020 - 03/31/2021

Local Area	Carry Forward	New Enrollment	Served	% Served	% of Allocation	Difference
Northwest Tennessee	257	375	632	4.9%	5.4%	-0.5%
Northeast Tennessee	447	210	657	5.1%	8.1%	-3.0%
Upper Cumberland	434	348	782	6.1%	4.9%	1.2%
Southwest Tennsssee	537	339	876	6.8%	4.9%	1.9%
Southern Middle Tennessee	509	369	878	6.8%	5.4%	1.4%
Southeast Tennessee	637	673	1,310	10.2%	10.4%	-0.2%
Greater Memphis	968	773	1,741	13.5%	24.8%	-11.3%
East Tennessee	1,395	939	2,334	18.1%	16.5%	1.6%
Northern Middle Tennessee	2,263	1,398	3,661	28.4%	19.5%	8.9%
Total	7,447	5,424	12,871	100%	100%	0%

WIOA Participants Served  
by American Job Center  
July 1, 2020 to March 31, 2021

County	Adults	Dislocated Worker	Youth	ISY	OSY	TOTAL Served	Percentage Served	Percentage of Allocation	Difference
Benton	30	9	7	0	7	46	7.3%	4.5%	2.8%
Carroll	39	5	9	0	9	53	8.4%	10.4%	-2.0%
Crockett	6	0	0	0	0	6	0.9%	3.6%	-2.6%
Dyer	101	17	37	8	29	155	24.5%	17.6%	6.9%
Gibson	65	8	27	18	9	100	15.8%	19.0%	-3.2%
Henry	73	9	6	1	5	88	13.9%	12.2%	1.7%
Lake	12	0	3	0	3	15	2.4%	3.0%	-0.6%
Obion	86	19	10	2	8	115	18.2%	14.6%	3.6%
Weakley	46	2	6	3	3	54	8.5%	15.1%	-6.5%
TOTALS	458	69	105	32	73	632	100.0%	100%	0.0%

### Co-Enrollment Summary

Office	Total WP Participants	WP Not In WIOA	WP Enrolled In WIOA	Total WIOA Participants	WIOA Enrolled In WP	Total TAA Participants	TAA Enrolled In WIOA	TAA Not In WIOA
American Job Center - Alamo-Specialized CTR*New*	15	<a href="#">15</a>	0	<a href="#">4</a>	0	0	0	0
American Job Center - Humboldt *NEW *	34	<a href="#">32</a>	<a href="#">2</a>	<a href="#">82</a>	<a href="#">1</a>	0	0	0
American Job Center - Paris Specialized CTR*New*	36	<a href="#">36</a>	0	<a href="#">79</a>	0	0	0	0
American Job Center - Camden-Specialized CTR*NEW*	18	<a href="#">18</a>	0	<a href="#">42</a>	0	0	0	0
American Job Center - Huntingdon * NEW *	336	<a href="#">323</a>	<a href="#">13</a>	<a href="#">48</a>	<a href="#">3</a>	<a href="#">6</a>	<a href="#">2</a>	<a href="#">4</a>
American Job Center - Tiptonville - Specialized CTR*New*	7	<a href="#">6</a>	<a href="#">1</a>	<a href="#">12</a>	0	0	0	0
American Job Center - Dyersburg *NEW *	98	<a href="#">83</a>	<a href="#">15</a>	<a href="#">131</a>	<a href="#">10</a>	<a href="#">48</a>	<a href="#">13</a>	<a href="#">35</a>
American Job Center - Dresden Specialized CTR *New*	38	<a href="#">38</a>	0	<a href="#">46</a>	0	0	0	0
American Job Center - Union City *NEW *	30	<a href="#">27</a>	<a href="#">3</a>	<a href="#">97</a>	<a href="#">2</a>	<a href="#">3</a>	<a href="#">1</a>	<a href="#">2</a>
LWDA 12 000 Administrative Office * NEW *	1	<a href="#">1</a>	0	0	0	0	0	0
Office	Total WP Participants	WP Not In WIOA	WP Enrolled In WIOA	Total WIOA Participants	WIOA Enrolled In WP	Total TAA Participants	TAA Enrolled In WIOA	TAA Not In WIOA
<b>Total Rows: 10</b>	<b>613</b>	<b>579</b>	<b>34</b>	<b>541</b>	<b>16</b>	<b>57</b>	<b>16</b>	<b>41</b>

28.1%

## WIOA Targeted Population Summary

Target Group	Total Enrolled	New Enrolled	Received Career Services	Received Training/ Educ Svcs	Total Exited	With Credent
Total	539	24	539	439	1	78
Gender						
Female	268 49.72%	10 41.67%	268 49.72%	221 50.34%	0	38 48.72%
Male	268 49.72%	13 54.17%	268 49.72%	216 49.20%	1 100.00%	40 51.28%
NA	3 0.56%	1 4.17%	3 0.56%	2 0.46%	0	0
Age						
18 and Under	61 11.32%	4 16.67%	61 11.32%	36 8.20%	0	8 10.26%
19 to 24	204 37.85%	9 37.50%	204 37.85%	161 36.67%	0	34 43.59%
25 to 54	248 46.01%	10 41.67%	248 46.01%	228 51.94%	0	34 43.59%
55 and Older	26 4.82%	1 4.17%	26 4.82%	14 3.19%	1 100.00%	2 2.56%
Race/Ethnicity						
White	438 81.26%	18 75.00%	438 81.26%	360 82.00%	1 100.00%	64 82.05%
African American/Black	94 17.44%	3 12.50%	94 17.44%	75 17.08%	0	14 17.95%
Hawaiian/Other Pacific Islander	1 0.19%	0	1 0.19%	0	0	0
Hispanic	17 3.15%	1 4.17%	17 3.15%	14 3.19%	0	5 6.41%
Educational Status						
In-school; Secondary School or less	19 3.53%	3 12.50%	19 3.53%	2 0.46%	0	1 1.28%
In-school; post Secondary School	146 27.09%	2 8.33%	146 27.09%	122 27.79%	0	31 39.74%
Not attending school or Secondary School Dropout	12 2.23%	0	12 2.23%	12 2.73%	0	3 3.85%
Not attending school; Secondary School Graduate or has a recognized equivalent	362 67.16%	19 79.17%	362 67.16%	303 69.02%	1 100.00%	43 55.13%
UC Status						
Neither claimant or exhaustee	2 0.37%	0	2 0.37%	2 0.46%	0	2 2.56%
Veteran						

All Veterans	<a href="#">13</a> 2.41%	0	<a href="#">13</a> 2.41%	<a href="#">8</a> 1.82%	<a href="#">1</a> 100.00%	0
Eligible Veteran Status	<a href="#">13</a> 2.41%	0	<a href="#">13</a> 2.41%	<a href="#">8</a> 1.82%	<a href="#">1</a> 100.00%	0
Other Eligible Person/Veteran Spouse	0	0	0	0	0	0
Campaign Veteran	0	0	0	0	0	0
Disabled Veteran	<a href="#">2</a> 0.37%	0	<a href="#">2</a> 0.37%	<a href="#">2</a> 0.46%	0	0
Transitioning Service Member	0	0	0	0	0	0
Recently Separated Veteran	<a href="#">5</a> 0.93%	0	<a href="#">5</a> 0.93%	<a href="#">3</a> 0.68%	0	0
Active Duty Military Spouse	0	0	0	0	0	0
<b>Barriers</b>						
Total With Significant Barriers to Employment	<a href="#">454</a> 84.23%	<a href="#">17</a> 70.83%	<a href="#">454</a> 84.23%	<a href="#">362</a> 82.46%	<a href="#">1</a> 100.00%	<a href="#">70</a> 89.74%
Individuals with Disability	<a href="#">35</a> 6.49%	<a href="#">4</a> 16.67%	<a href="#">35</a> 6.49%	<a href="#">18</a> 4.10%	0	<a href="#">6</a> 7.69%
Displaced Homemaker	0	0	0	0	0	0
Underemployed	<a href="#">176</a> 32.65%	<a href="#">4</a> 16.67%	<a href="#">176</a> 32.65%	<a href="#">162</a> 36.90%	<a href="#">1</a> 100.00%	<a href="#">32</a> 41.03%
Dislocation Event	<a href="#">11</a> 2.04%	0	<a href="#">11</a> 2.04%	0	0	0
Within 2 Years of Exhausting TANF	0	0	0	0	0	0
Hawaiian Native	0	0	0	0	0	0
Single Parent	<a href="#">56</a> 10.39%	<a href="#">1</a> 4.17%	<a href="#">56</a> 10.39%	<a href="#">46</a> 10.48%	0	<a href="#">6</a> 7.69%
Facing Substantial Cultural Barriers	0	0	0	0	0	0
Eligible Migrant and Seasonal Farmworker	0	0	0	0	0	0
Meets Governors Special Barrier	0	0	0	0	0	0
English Language Learner	<a href="#">2</a> 0.37%	0	<a href="#">2</a> 0.37%	<a href="#">1</a> 0.23%	0	0
Basic Skills Deficient	<a href="#">5</a> 0.93%	<a href="#">1</a> 4.17%	<a href="#">5</a> 0.93%	0	0	0
Offender	<a href="#">67</a> 12.43%	0	<a href="#">67</a> 12.43%	<a href="#">63</a> 14.35%	0	<a href="#">8</a> 10.26%
Homeless	<a href="#">2</a> 0.37%	<a href="#">1</a> 4.17%	<a href="#">2</a> 0.37%	<a href="#">1</a> 0.23%	0	0
Runaway Youth	0	0	0	0	0	0
Foster Care (All)	<a href="#">6</a> 1.11%	<a href="#">1</a> 4.17%	<a href="#">6</a> 1.11%	<a href="#">1</a> 0.23%	0	0
In Foster Care	<a href="#">5</a>	<a href="#">1</a>	<a href="#">5</a>	<a href="#">1</a>	0	0

	0.93%	4.17%	0.93%	0.23%		
Aged Out of Foster Care	<u>1</u> 0.19%	0	<u>1</u> 0.19%	0	0	0
Pregnant or Parenting Youth	<u>42</u> 7.79%	<u>4</u> 16.67%	<u>42</u> 7.79%	<u>23</u> 5.24%	0	<u>6</u> 7.69%
Out of Home Placement	0	0	0	0	0	0
Eligible Under Section 477	0	0	0	0	0	0
Youth Requires Additional Assistance	<u>22</u> 4.08%	<u>1</u> 4.17%	<u>22</u> 4.08%	<u>12</u> 2.73%	0	<u>5</u> 6.41%
Long-Term Unemployed	<u>133</u> 24.68%	<u>9</u> 37.50%	<u>133</u> 24.68%	<u>92</u> 20.96%	0	<u>9</u> 11.54%
<b>Public Assistance</b>						
TANF	<u>1</u> 0.19%	0	<u>1</u> 0.19%	<u>1</u> 0.23%	0	0
SNAP	<u>64</u> 11.87%	<u>3</u> 12.50%	<u>64</u> 11.87%	<u>50</u> 11.39%	0	<u>11</u> 14.10%
Social Security Disability Insurance (SSDI)	<u>4</u> 0.74%	0	<u>4</u> 0.74%	<u>4</u> 0.91%	0	<u>1</u> 1.28%
Supplemental Security Income (SSI)	<u>5</u> 0.93%	<u>1</u> 4.17%	<u>5</u> 0.93%	<u>3</u> 0.68%	0	0
General Assistance	0	0	0	0	0	0
Living in the High Poverty Area	<u>3</u> 0.56%	0	<u>3</u> 0.56%	<u>1</u> 0.23%	0	0
Free or Reduced Lunch	<u>5</u> 0.93%	<u>2</u> 8.33%	<u>5</u> 0.93%	0	0	0
Low Income	<u>412</u> 76.44%	<u>13</u> 54.17%	<u>412</u> 76.44%	<u>327</u> 74.49%	<u>1</u> 100.00%	<u>66</u> 84.62%



## Services Provided Employer Report Total Employers

<u>Services</u>	<u>JULY</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>TOTAL</u>	<u>%</u>
E-17 Apprenticeship Employer Outreach	1	11	6	16	8	5	8	6	7	68	7.5%
E10-Employer Services Training	2	12	11	34	17	18	25	35	37	191	21.2%
E11-Employer Services Training-IWT	5	1	4	16	12	11	3	12	10	74	8.2%
E01-On-Site Visit Planning Layoff Response					1				1	2	0.2%
E92-Notification to employer of potential applicant										0	0.0%
E07-Promotional Call	1	13	15	22	11	4	7	4	10	87	9.6%
E06-Provided Canadidate Pre-Screening										0	0.0%
E05-Provided Detail Labor Market Study		7	2	24	1	3	3	4	3	47	5.2%
E02-Provided Job Fair Services	1	5	4	7	3	2	5	4	4	35	3.9%
E03-Provided Job Order Follow-Up/Assistance	1	5	6	4	3	1	9	13	21	63	7.0%
E04-Provided Recruitment Services		1	2	14		2	3	7	5	34	3.8%
E12-Rapid Response Services/Business Downsizing				1	1	1	1	1	2	7	0.8%
E90-Referred Qualified Applicants-Staff Assisted			2	8						10	1.1%
E08-Reviewed Resumes and Referred Eligible Individuals	22	14	22	13	11	12	16	16	21	147	16.3%
E09-Services to Untapped Targeted Demographic Groups		3	8	20	3	2	28		3	67	7.4%
E13-Tax Credits or Incentives for Employers (WOTC)				1				1		2	0.2%
E15-Strategic Planning/ECD with Employers			2	2		1	2	1		8	0.9%
E14-Workforcce Information for Employers		1	1	25	14		6	4	10	61	6.8%
<b>Total Employers Served</b>	<b>33</b>	<b>73</b>	<b>85</b>	<b>207</b>	<b>85</b>	<b>62</b>	<b>116</b>	<b>108</b>	<b>134</b>	<b>903</b>	<b>100.0%</b>

## Total Services

<u>Services</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>TOTAL</u>	<u>%</u>
E-17 Apprenticeship Employer Outreach	1	12	8	18	15	7	13	8	9	91	3%
E10-Employer Services Training	3	12	12	62	60	24	63	47	58	341	11%
E11-Employer Services Training-IWT	5	1	4	32	30	24	5	15	20	136	4%
E01-On-Site Visit Planning Layoff Response					1				1	2	0%
E92-Notification to employer of potential applicant										0	0%
E07-Promotional Call	1	13	16	22	11	4	9	4	10	90	3%
E06-Provided Canadidate Pre-Screening										0	0%
E05-Provided Detail Labor Market Study		7	2	25	1	3	3	4	3	48	2%
E02-Provided Job Fair Services	1	6	5	7	3	2	8	4	8	44	1%
E03-Provided Job Order Follow-Up/Assistance	1	6	6	5	3	1	13	17	32	84	3%
E04-Provided Recruitment Services		1	2	14		2	3	7	6	35	1%
E12-Rapid Response Services/Business Downsizing				4	1	3	1	1	3	13	0%
E90-Referred Qualified Applicants-Staff Assisted			2	15						17	1%
E08-Reviewed Resumes and Referred Eligible Individuals	298	71	164	378	161	124	242	130	439	2,007	66%
E09-Services to Untapped Targeted Demographic Groups		3	11	20	3	2	28		4	71	2%
E13-Tax Credits or Incentives for Employers (WOTC)				1				1		2	0%
E15-Strategic Planning/ECD with Employers			2	2	15	1	2	1		23	1%
E14-Workforce Information for Employers		1	1	27			6	4	10	49	2%
<b>Total Services Provided</b>	<b>310</b>	<b>133</b>	<b>235</b>	<b>632</b>	<b>304</b>	<b>197</b>	<b>396</b>	<b>243</b>	<b>603</b>	<b>3,053</b>	<b>100%</b>

## Career Services Provider Quarterly Report Mar-21

### Staff Hiring (Jan. - Mar. 2021)

New hires: Carroll County Employment Specialist - Merline Pritchard, Lake County Employment Specialist - Angie Chadwick, Youth Marketing - Jameel Glenn, In-School Youth Career Advisor - Nick Santinello, and Amber Walker returned to the Financial Coordinator position.

### Enrollments by Program (July 1, 2020 - June 30, 2021)

	Adult	DW	OSY	ISY	Total	Percentage
Occupational Skills Training	122	10	11	4	147	39%
Work Experience	13	4	32	23	72	19%
Transitional Jobs	5	1			6	2%
On-the-Job Training	121	9	11	0	141	37%
Apprenticeship	0	0	0	0	0	0%
TAA Co-Enrollment		12			12	3%
<b>Total</b>	<b>261</b>	<b>36</b>	<b>54</b>	<b>27</b>	<b>378</b>	<b>100%</b>
Contract Goal	380			107	487	100%
YTD Total	297			81	378	78%
Remaining	83			26	109	22%

### Enrollments by County

	Adult	DW	OSY	ISY	Total	Percentage
Benton	11	4	4	0	19	5%
Carroll	15	2	5	0	22	6%
Crockett	5	0	0	0	5	1%
Dyer	70	11	25	8	114	30%
Gibson	33	4	6	15	58	15%
Henry	47	5	4	0	56	15%
Lake	6	0	2	0	8	2%
Obion	54	8	5	2	69	18%
Weakley	20	2	3	2	27	7%
<b>Total</b>	<b>261</b>	<b>36</b>	<b>54</b>	<b>27</b>	<b>378</b>	<b>100%</b>
Percentage	69%	10%	14%	7%	100%	

### Training Enrollments by Sector / Institution

Training Provider	Healthcare	Manufacturing	Other	Transportation	Grand Total
Bethel	3				3
Dental Staff School	9				9
Drive Train				3	3
DSCC	13	11	1		25
JSCC	6				6
MTSU			1		1
NALTC			6		6
Road Runner				29	29
TCAT Covington	1				1
TCAT Crump			1		1
TCAT Jackson	2			1	3
TCAT McKenzie		5	4	1	10
TCAT Newbern	8	15		5	28
TCAT Paris	9	2	2	2	15
University of Memphis			3		3
UTM	1		3		4
<b>Grand Total</b>	<b>52</b>	<b>33</b>	<b>21</b>	<b>41</b>	<b>147</b>
Percentage	35%	22%	14%	28%	100%

Training Provider	Sum of Amount Paid *
Amteck	\$ 47,784.56
Bethel University	\$ 7,000.00
Dental Staff School	\$ 68,000.00
Drive Train	\$ 12,000.00
DSCC	\$ 44,853.55
JSCC	\$ 12,165.56
Murray State University	\$ 3,242.00
North American Lineman Training Center	\$ 24,000.00
Road Runner	\$ 83,600.00
TCAT Crump	\$ 211.48
TCAT Jackson	\$ 1,050.14
TCAT McKenzie	\$ 8,041.02
TCAT Newbern	\$ 34,900.50
TCAT Paris	\$ 3,978.15
Union University	\$ 2,000.00
University of Memphis	\$ 18,000.00
UTM	\$ 57,647.74
Middle TN State Univ.	\$ 1,031.85
Missouri State-VESTA	\$ 1,410.00
Follett / TCAT Dickson	\$ 250.73
DSCC- Continuing Ed	\$ 3,595.00
<b>Grand Total</b>	<b>\$ 434,762.28</b>

\*Reflective of invoices paid as of 7/1/20; may include prior year enrollments

#### Registered Electrical Apprenticeship Preparation Program (REAP)

	2019	2020	Total	Percentage
Enrolled	11	10	21	100%
Completed Classroom Training	8	5	13	62%
Exited	11	5	16	76%
Active	0	5	5	24%
Employed	10	9	19	90%
Employed with Amteck	4	4	8	38%
Unemployed	1	1	2	10%

#### Events / Marketing (Jan. - Mar. 2021)

South Gibson and Clarksburg High Schools, Youth Villages, Crockett, Obion, and Lake County Health Departments (DW Grant), Department of Children's Services, Martin Housing Authority, TCAT Paris (DW Grant), DSCC Health Fair, Upward Bound

# BUSINESS SERVICE REPORT

REVISED 4/8/2021

## On-the-Job Training - July 2020 - March 2021

Total Paid to Date: \$ 293,787.59

Company	Year-to-date Active 7-1-20	Completed Training	Did Not Complete	Percent Complete	Currently in Training	Paid Invoice
ABB	4	4	0	100%	0	\$ 13,744.80
Allergy Lab Solutions	1	0	0	n/a	1	\$ -
Alliance Staffing	24	19	5	79%	0	\$ 38,776.80
Allied Memory Foam LLC (HJL Foam)	2	1	1	50%	0	\$ 1,760.00
Amteck, LLC	4	4	0	100%	0	\$ 8,473.60
Auston Mealer	7	2	0	100%	5	\$ 4,800.00
Birdsong Resort	1	1	0	100%	0	\$ 1,641.60
CableSouth Construction	7	6	1	86%	0	\$ 15,355.00
City of Dyersburg	6	4	2	67%	0	\$ 8,179.20
Cox Oil	1	1	0	100%	0	\$ 1,900.80
Crown Winery	2	2	0	100%	0	\$ 3,360.00
Dana Sealing Products, LLC	25	11	6	65%	8	\$ 32,352.90
Develey Mustard and Condiment Corporation	23	13	3	81%	7	\$ 32,440.00
Ellis Mechanical	1	1	0	100%	0	\$ 2,400.00
Excel Boats	31	18	5	78%	8	\$ 50,433.70
Granges Americas, Inc.	1	1	0	100%	0	\$ 2,352.00
Greenfield Products	4	0	0	n/a	4	\$ -
Henry County Medical Center	8	3	1	75%	4	\$ 8,201.60
Kaiyuh Services, LLC	5	0	0	n/a	5	\$ -
Maverick, Inc	2	2	0	100%	0	\$ 5,443.35
NSK Steering Systems	3	2	1	67%	0	\$ 4,332.80
PML	6	5	0	100%	1	\$ 11,792.00
Twin Oaks Technology	2	1	0	100%	1	\$ 2,000.00
West Tennessee Healthcare Dyersburg Hospital	36	23	7	77%	6	\$ 44,047.44
<b>Total</b>	<b>206</b>	<b>124</b>	<b>32</b>	<b>79%</b>	<b>50</b>	<b>\$ 293,787.59</b>

cost per participant \$ 1,426.15

Paid: \$ 233,313.46

## Incumbent Worker Training - July 1, 2020 - March 31, 2020

Contracts: \$ 334,585.20

Company	Proposed # To Train	Current # Trained	Percent Trained	Contract Paid	Contract Amount
<i>Funding Cycle 1, Sept 2020-Dec 2020</i>					
AADG/Ceco Door	16	17	106%	\$ 25,000.00	\$ 25,000.00
Alliance Staffing	1	1	100%	\$ 600.00	\$ 600.00
Choctaw Transportation	19	13	68%	\$ 1,814.00	\$ 3,886.00
Colonial DPP	5	5	100%	\$ 18,500.00	\$ 18,500.00
Coltek Services, LLC	3	3	100%	\$ 22,080.00	\$ 22,080.00
Cox Oil	34	26	76%	\$ 1,337.09	\$ 1,610.95
Dana Sealing Products	3	3	100%	\$ 5,808.00	\$ 5,808.00
Develey Mustard	100	96	96%	\$ 9,377.42	\$ 9,377.42
Firestone Industrial	36	50	139%	\$ 17,798.65	\$ 21,813.57
First Citizen's Bank	55	61	111%	\$ 20,118.03	\$ 21,862.98
Ford Construction	73	68	93%	\$ 8,528.00	\$ 8,918.00
Henry County Medical Center	105	105	100%	\$ 14,934.56	\$ 15,077.73
Kohler	16	16	100%	\$ 25,000.00	\$ 25,000.00
MacLean Power Systems	2	2	100%	\$ 3,766.00	\$ 3,766.00
Maverick	6	6	100%	\$ 443.35	\$ 443.35
MTD	5	5	100%	\$ 9,350.00	\$ 9,350.00
Southern Chiropractic	5	5	100%	\$ 15,066.43	\$ 15,066.43
Tyson Union City	30	19	63%	\$ 20,047.93	\$ 24,455.20
Tyson-Humboldt	4	4	100%	\$ 7,744.00	\$ 7,744.00
Vaughn Electric	45	43	96%	\$ 6,000.00	\$ 6,000.00
<b>TOTAL</b>	<b>563</b>	<b>548</b>	<b>97%</b>	<b>\$ 233,313.46</b>	<b>\$ 246,359.63</b>
<i>Funding Cycle 2, Mar 2021-Apr 2021 (in progress)</i>					
Firestone Industrial	15	0	0%	\$ -	\$ 7,011.00
Southern Chiropractic	5	0	0%	\$ -	\$ 7,191.57
MTD	8	0	0%	\$ -	\$ 14,488.00
Coltek Services, LLC	3	0	0%	\$ -	\$ 2,920.00
Arnold's Fabricating	10	0	0%	\$ -	\$ 17,000.00
Jones Family of Companies	40	0	0%	\$ -	\$ 25,000.00
Carroll Bank & Trust	6	0	0%	\$ -	\$ 5,695.00
Pepsi MidAmerica	10	0	0%	\$ -	\$ 640.00
Vaughn Electric	46	0	0%	\$ -	\$ 8,280.00
<b>TOTAL</b>	<b>143</b>	<b>0</b>	<b>0%</b>	<b>\$ -</b>	<b>\$ 88,225.57</b>

Funding provided through the CARES Act CBG September 2020 - April 2021

**Recruitment Events/Job Fairs/Hiring Events - July 1, 2020 - March 31, 2021**

Company	When	Where	Comments
Allegion / Republic Door	7/2/2020	Carroll Co.	Hybrid Job Fair (in-person / online)
American Woodmark	7/2, 7/17, 7/24	Gibson Co.	12 employer job fair for affected employees
MacLean Power Systems	9/3/2020	Gibson Co.	Drive Thru Job Fair onsite
Dana Sealing Products	9/12/2020	Henry Co.	Job Fair held onsite
MacLean Power Systems	9/9/2019	Gibson Co.	Drive Thru Job Fair onsite
Frazier Industrial	9/30/2020	Dyer Co.	Drive Thru Job Fair onsite
Nortek Global	10/6/2020	Dyer Co.	Drive Thru Job Fair onsite
Dura Automotive	10/13/2020	Gibson Co.	7 employer job fair for affected employees
Dura Automotive	11/4/2020	Gibson Co.	4 employer job fair for affected employees
Perkins Restaurant	12/11/2020	Gibson Co.	Job Fair held onsite
MacLean Power Systems	2/11/2021	Gibson Co.	Premier Virtual Job Fair
Senior Solutions Home Care	2/16/2021	Crockett Co.	Premier Virtual Job Fair
MacLean Power Systems	3/12, 3/17	Gibson Co.	Job Fair onsite
MacLean Power Systems	3/24/2021	Obion Co.	Job Fair @ Union City AJC

**Pending Events Scheduled - April 1, 2021 - June 30, 2021**

Mock It till you Rock It	4/12 - 4/15/2021	Weakley Co.	Mock Interviews for Seniors
Shock and Awe Day	5/1/2021	Dyer Co.	Amteck Pre-apprenticeship registration
Regional Hybrid Hiring Event	5/11/2021	Regional	Dyersburg, Humboldt, Huntingdon AJCs & PV
Apprenticeships - How, Who, and Why	6/3/2021	Regional	Virtually Speaking 2021 Webinar Series

**Pre-Apprenticeship/Apprenticeships July 1, 2020 - March 31, 2020**

Company	When	Where
Amteck REAP 2020 (Dyer Co)	7/13 - 7/24/2020	Dyersburg Amteck - students participate in pre-apprenticeship class
West TN Residential Services (Benton Co)	8/4/2020	Informational meeting - interested in apprenticeship for Certified
Amteck - 1st year Apprentices (Dyer Co)	8/27/2020	Dyersburg Amteck - 4 students from the pre-apprenticeship class are
Twin Oaks Technology (Obion Co)	8/14/2020	Informational meeting - interested in apprenticeship for IT Technician / Lineman
CableSouth Construction (Gibson Co)	9/2/2020	Information meeting - interested in apprenticeship for Fiber Aerial Lineman
Eurotranciatra USA (Henry Co)	9/9/2020	Information meeting - interested in apprenticeship for skilled trades
White Squirrel Vineyard (Obion Co)	9/21/2020	Production Technician Apprenticeship registered in RAPIDS
Auston Mealer's Restaurant Equipment Repair (Dyer Co)	9/24/2020	Preparing VOS Provider Account for Apprentice On-boarding in Dec
Nortek (Dyer Co)	9/28/2020	Informational meeting - interested in apprenticeship for Commercial
Crown Winery (Gibson Co)	9/29/2020	Apprentice Signing Day - celebration of the first apprenticeship /
BAM2 (Weakley)	10/8/2020	Informational meeting - interested in Water / Wastewater Treatment Specialist apprenticeship
Alliance Staffing (Gibson Co.)	10/29/2020	Stakeholders (Gibson Co. Sheriff, Alliance Staffing, Orchard House, TN Office of Apprenticeship, Workforce Board) met to develop a Production Technician Apprenticeship application for justice involved individuals; application pending with USDOL
Ellis Mechanical (Henry Co.)	11/2/2020	Informational meeting - interested in Plumbing Apprenticeship
Amteck (Dyer Co.)	12/7/2020	Amteck Electrical Apprenticeship Spring 2021 High School Showcase, Shock and Awe Day, pre-apprenticeship class - planning session
Auston Mealer's Restaurant Equipment Repair (Dyer Co)	12/9/2020 12/15/2020	Created an Apprenticeship Program in jobs4tn and enrolled 13 new apprentices in RAPIDS
Nortek (Dyer Co)	1/7/2021	Apprenticeship exploration meeting
Amteck REAP 2021 (Dyer Co)	1/7/2021	Developed a Virtual Showcase to provide to high schools due to Covid
Alamo Water and Sewer (Crockett Co)	1/22/2021	Adopted TN Association of Utility Districts Water Treatment Operator Apprenticeship. Enrolled two apprentices.
Trenton Light and Water (Gibson Co)	1/27/2021	Apprenticeship exploration Mtg; Water and Wastewater Operator and Electrical Lineman
United Ammunition Container (Gibson Co)	1/27/2021	Preparing Maintenance Technician Apprenticeship application
Bongards (Gibson Co)	1/28/2021	Apprenticeship exploration meeting
Amteck (Dyer Co.)	2/15/2021	Submission to TNDOL for certification of pre-apprenticeship program
Amteck REAP 2021 (Dyer Co)	3/3/2021	Hosted REAP Program Educators Preview with live demo of Premier Virtual booth
Develey (Dyer Co)	3/8/2021	Apprenticeship exploration meeting

**Rapid Response**

Company	Comments
American Woodmark (Gibson Co)	All Communications Meeting onsite 76 employees affected (3 sessions) - 7/1/2020
Dura Automotive (Gibson Co)	Management Informational Meeting onsite 43 employees affected
Dura Automotive (Gibson Co)	All Communications Meeting onsite 31 of 43 affected attended - 10/6/2020
Save-A-Lot (Henry Co)	Rapid Response Informational Packets delivered, 12 affected - 3/12/2021
Finney's Flooring (Weakley Co)	Closure estimated for June 2021, <5 affected

**Economic Development/Labor Market Information July 1, 2020 - March 31, 2021**

<b>EMSI reports produced for:</b>	
	Benton County Government (1)
	Develey (1)
	Frazier Industrial (2)
	Gibson County Economic Development (8)
	Greenfield Products (2)
	MIA Seating (1)
	Milan Chamber of Commerce (1)
	MVP Group (1)
	Obion County Joint Economic Development Board (4)
	PictSweet (1)

**Presentations and Speaking Engagements - July 1, 2020 - March 31, 2021**

Milan, TN	7/15/2020	GibCo Human Resources Meeting - Apprenticeship
Regional	7/23/2020	MSHN Health Services - Virtual Job Fair Training
Statewide	11/10/2020	Discover ApprenticeshipTN Conference - Jon Daugherty of Amteck presented and represented NW TN
Milan, TN	1/13/2021	GibCo Human Resource Meeting - Apprenticeship
Regional (Dyer and Lake Co)	3/1/2021	Nursing Career Exploration Video - two-part series including employers and educators (GIVE Grant)
Milan, TN	2/25/2021	GibCo Human Resource Meeting - Hosting a Virtual Job Fair with Premier Virtual live demo
Regional	3/4/2021	Virtually Speaking - 2021 Workforce Development Webinar Series; Topic: Hosting a Virtual Job Fair

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

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

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

Employer Roundtables held via Zoom 9/1/2020, 9/2/2020	ABB, Ceko Door, MacLean, Reinhausen, Ermco, Dot Foods, Excel Boats, MTD, Carhartt, Euro
Educator Roundtables held via Zoom 9/15/2020, 9/16/2020	Crockett Co High School, Gibson Co High School, South Gibson Co High School, Milan High School, Trenton Peabody High School, Humboldt High School, Bradford High School, Dyersburg High School, Dyer Co High School, Lake Co High School, Obion Co Central High School, Union City High School, Martin Westveiw High School, Greenfield School, Gleason High School, Benton Co Career and Technical Center, Big Sandy, Carroll Co Technical Center, Bruceton-Hollow Rock High School, Henry County High School
MFG Day Social Media Campaign	38 Manufacturing Corporately Produced Videos from local manufacturers shared on the American Job Centers of Northwest TN Facebook page in the weeks leading up to MFGDay20 to generate buzz and excitement around Manufacturing in NW TN
MFG Employer Panel Videos with Celebrity Host	Regional (3) MFG Day Panel Discussion Videos produced locally with NW TN Manufacturers participating - shared with all area High Schools and posted to social media - 3,383 students reached directly onsite or through virtual learning platforms.

**Work Ready Communities Status - January 2021**

County	Status
Benton	Maintaining
Carroll*	Maintaining
Crockett	Maintaining
Dyer	Maintaining
Gibson*	Maintaining
Henry	Maintaining
Lake	Maintaining
Obion*	Maintaining
Weakley*	Maintaining

*\*Awaiting verification and badge*

## Priority of Service

**Effective Date:** ~~June 10, 2020~~ May 18, 2021

**Duration:** Indefinite

**Purpose:** To provide guidance to the One-Stop Operator and American Job Center Service Providers on the requirements for providing priority of service to all covered persons and identified populations. This guidance will differentiate the requirements based on a participant's "point of entry" and their enrollment into a program to receive employment and/or training services. ~~for implementation of a priority of service for WIOA Title I Adult program participants that focuses on serving "individuals with barriers to employment" and seeks to ensure access to quality services for these populations, including individuals both underemployed and low income.~~

**Policy:** Priority of service means the right to take precedence over a person with lower priority in obtaining employment and training services. Per TEGL 19-16, Section 134(c)(3)(E) of WIOA, with respect to funds allocated to a local area for Adult employment and training activities, priority must be given to recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of Individualized Career Services and Training Services. Also per TEGL 19-16, Veterans and eligible spouses continue to receive "point of entry" priority of service for all DOL-funded job training programs, which include WIOA programs.

### "Point of Entry" Priority of Service

Any covered person who is seeking WIOA services must be provided priority of service at their "point of entry" into the workforce system. Covered persons include:

1. *Veterans:* persons who have served at least one (1) day of active duty in the military, naval, or air service, and were discharged or released from such service with other than a dishonorable discharge.

2. *Eligible Spouses:*

- A spouse of any veteran who died of a service-connected disability; or
- A spouse of any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than ninety (90) days:
  - o Missing in action
  - o Captured in the line of duty by a hostile force, or
  - o Forcibly detained or interned in the line of duty by a foreign government or power; or
- A spouse of a veteran who has a total disability resulting from a service-connected disability, as evaluated by the department of Veteran Affairs; or
- A spouse of any veteran who died while a disability was in existence.

A spouse will lose eligibility if it is derived from a living veteran, or a service member, who loses their status which made them eligible. For instance, if a veteran, with a total service-connected disability, were to receive a revised-disability rating at a lower level. Similarly, a spouse, whose eligibility is derived from a living veteran or service member, would lose that eligibility upon a divorce from that veteran or service member.

The spouse of a veteran who died as the result of a service-connected disability, or died while a disability was in existence, would not lose covered status through subsequent remarriage.

The "point of entry" includes physical locations, such as AJCs, as well as websites, and other virtual service delivery resources. The One-Stop Operator will be responsible for assuring that the AJC staff are aware of, promote, and comply with the Priority of Service policy. A Priority of Service notice will be posted at each AJC detailing:

- How priority of service allows a covered person to take precedence over a non-covered person,
- That individuals may self-attest to being a member of a priority population, and

- The services available to priority populations.

AJC staff will ~~also evaluate~~ ~~determine~~ priority status during the initial assessment, eligibility process, and / or enrollment. Each AJC customer is greeted and provided with an evaluation of service need by the AJC staff person serving in the Welcome Function which includes questions for identifying both Veteran and high school diploma / equivalent status. ~~Additionally, the Priority Policy will be posted on the area's website, which will also include a designated section for an electronic version of the priority notice displayed in the AJCs to be posted.~~

#### Employment and Training Priority of Service

~~The priority of service for veterans and eligible spouses always applies across all qualified employment and training programs. The priority of service for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient is a statutory priority that applies only to the recipient of individualized career and training services in the WIOA Title I Adult program.~~

~~However, As described in TEGl 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the ~~WIOA~~ Point of Entry priority described above, priority must be provided in the below manner:~~

1. Priority Group # 1 - Veterans and eligible spouses who are also recipients of public assistance, low income, or basic skill deficient.
2. Priority Group # 2 - Non-Veterans who are recipients of public assistance, low income, or basic skill deficient.
3. Priority Group # 3 - Veterans and eligible spouses who are **not** also recipients of public assistance, low income, or basic skill deficient ~~and meet Title I Adult eligibility.~~
4. Priority Group # 4 - ~~Other individuals (not veterans or eligible spouses) who do not meet the statutory priority (such as public assistance recipients, other low-income individuals including underemployed, or those who are basic skills deficient), but do meet discretionary criteria established by the Local Workforce Development Board (LWDB), and Title I Adult program eligibility.~~

~~Priority groups established by the Governor and/or Local Board:~~ In accordance with WIOA Section 2, the purpose of the WIOA is to increase, particularly for individuals with barriers to employment, access to and opportunities for the employment education, training, and supportive services they need to success in the labor market. Furthermore, per TN Department of Labor and Workforce Development (TDLWD) Workforce Services Guidance – WIOA Memorandum of Understanding (MOU) / One-Stop Service Delivery and Infrastructure Funding Agreement (IFA), the following demographics experiencing barriers to employment are specifically targeted for services and must be provided priority for training activities as Priority Group # 4:

- |  |  |
|--|--|
| • Individuals with significant barriers to employment  | • Individuals who are English language learners                              |
| • Displaced homemakers   | • Individuals who are unemployed, including the long-term unemployed         |
| • Eligible migrant and seasonal farmworkers  | • Individuals who have low levels of literacy                                |
| • Re-entry services  | • Individuals without a high school diploma                                  |
| • Homeless individuals   | • Native Americans, Alaskan Natives, and Native Hawaiians                    |
| • Individuals facing substantial cultural barriers   | • Older individuals  |
| • Individuals with disabilities, including youth with disabilities   | • Single parents (including single pregnant women and non-custodial parents) |
| • Individuals within two years of exhausting lifetime eligibility under Part A of the Social Security Act 13 | • Veterans   |
|  | • Youth who are in, or have aged out of, the foster care system              |



Additionally, the NW area includes individuals who are employed with an income below the NW Self-Sufficiency Standard, as identified in the Adult and Dislocated Worker Eligibility policy, that are identified to need training as part of Priority Group # 4. Per the [U.S. Bureau of Labor Statistics](#), achieving higher levels of education reduces the incidence of living in poverty, and people who complete more years of education usually have greater access to higher paying jobs than those with fewer years of education. By contrast, individuals employed in occupations that typically do not require high levels of education and that are characterized by relatively low earnings were more likely to be among the working poor.

To be served under priority group #4, individuals must supply the following documentation as appropriate:

Barrier	Required Documentation
Displaced Homemakers.	Documentation of living in the same household as a spouse or parent / guardian who had income supporting the applicant and providing unpaid services; Documentation of loss of income; and Documentation of being unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.
Non Self-Sufficient Individuals <del>Low Income individuals.</del>	Documentation requirements as listed in within the <b>Adult and Dislocated Worker Eligibility Policy</b> <del>Process for Determining Low Income Eligibility</del> section below.
Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166.	Self-Attestation on Application <del>and Eligibility Form.</del>
Individuals with disabilities, including youth who are individuals with disabilities.	Documentation of the disability such as a written statement from Vocational Rehabilitation reflecting current services, verification showing current receipt of SSI or SSD for the individual from the Social Security Administration, or a letter from a local education entity stating the individual is M-Teamed based on a disability.
Older individuals (an individual age 55 or older).	Usual documentation requirements for Date of Birth (i.e. Driver's License, Birth Certificate, etc.)
Ex-offenders.	Self-Attestation on Application <del>and Eligibility Form.</del>
Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))).	Self-Attestation on Application <del>and Eligibility Form.</del>
Youth who are in or have aged out of the foster care system.	Documentation of foster care status from the appropriate foster care agency.

Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers.	Scoring below a 9.0 on the TABE or CASAS.
Eligible migrant and seasonal farmworkers, as defined in section 167(i).	Documentation of eligibility from TOPS.
Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).	Agency (i.e. DHS or WFE) documentation.
Single parents (including single pregnant women).	Documentation of parenting (i.e. birth certificate) and indication of single status on the Application <del>and Eligibility Form</del> , including only one parent being listed in the household.
Long-term unemployed individuals (Individuals who are unemployed for 27 or more weeks per WIOA Application found in the Virtual One Stop system as provided by TNDOL).	Self-Attestation on the Application <del>and Eligibility Form</del> <u>AND</u> documentation of means of support.
Individuals facing substantial cultural barriers	Self-Attestation on Application and / or documented in case notes.
Individuals who have low levels of literacy	Objective, valid, and reliable assessment such as the Comprehensive Adult Student Assessment Systems (CASAS) or Tests of Adult Basic Education (TABE).
Individuals without a high school diploma	Self-Attestation on Application and / or documented in case notes.
<del>Such other groups as the Governor involved determines to have barriers to employment.</del>	<del>N/A—no groups have been identified by the Governor.</del>

5. Priority Group # 5 - Non-covered persons outside the groups given priority under WIOA or TDLWD policy ~~but who meet Title I Adult eligibility.~~

#### *Percentage of Priority Populations Served*

It is expected that 75% of individuals enrolled in the Title I Adult program must be a recipient of public assistance, low-income, or basic skills deficient as identified in the above section as priority of service level one (1) and two (2). A priority group that is identified by the Governor of Tennessee or a LWDB will not count towards the 75%. Any LWDB who does not meet this metric will be placed under sanctions per the State Workforce Development Boards (SWDB) policy. Documentation of the participant's eligibility as a priority participant, such as public assistance records, income information, or academic assessments, must be maintained in the participant's file.

#### *Procedures for Applying Priority of Service*

AJC staff will evaluate priority status during the initial assessment, eligibility process, and / or enrollment. Each AJC customer is greeted and provided with an evaluation of service need by the AJC staff person serving in the Welcome Function which includes questions for identifying potential priority status. Title I staff will also request information during orientation and / or eligibility and enrollment to determine priority status. Documentation of priority status will be maintained in participant's electronic case file. The Priority Policy will be posted on the area's website, which will also include a designated section for an electronic version of the priority notice displayed in the AJCs to be posted.

In order to appropriately serve priority populations as described above, AJC Staff will provide appointments accordingly within the timeframes described below:

Priority Group # 1 - the first available appointment, but no longer than three (3) working days.

Priority Group # 2 - the first available appointment, but no longer than four (4) working days.

Priority Group # 3 - the first available appointment, but no longer than five (5) working days.

Priority Group # 4 - the first available appointment, but no longer than six (6) working days.

Non-covered persons outside the groups given priority under WIOA or TDLWD policy will be scheduled at the first available appointment, subject to currently scheduled PRIORITY appointments.

~~The NWTNWB has also determined that in the event that funds allocated to the local area for Adult employment and training activities are limited, Individualized Career Services and Training Services will be limited to recipients of public assistance and other low income individuals and other specific groups defined as:~~

- ~~1. Adults who are unemployed or employed with an income below the NWTNWB Self-Sufficiency Standard that are identified to need training to obtain the job, will be eligible for Individualized Career Services and placement in an on-the-job training position.~~
- ~~2. Adults who are unemployed or employed with an income below the NWTNWB Self-Sufficiency Standard who are currently attending classroom occupational skills training and making satisfactory progress and are identified by the training provider to have a financial unmet need that could result in discontinuing training, will be eligible for Individualized Career Services and training services such as assistance with fees, books and transportation.~~
- ~~3. Adults who are unemployed or employed with an income below the NWTNWB 12 Self-Sufficiency Standard who have a barrier to employment listed as below and found in WIOA sec. 3(24), and provide the required documentation as listed:~~

<b>Barrier</b>	<b>Required Documentation</b>
<del>Displaced Homemakers.</del>	<del>Documentation of living in the same household as a spouse or parent / guardian who had income supporting the applicant and providing unpaid services; Documentation of loss of income; and Documentation of being unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.</del>
<del>Low Income individuals.</del>	<del>Documentation requirements as listed in within the <i>Process for Determining Low Income Eligibility</i> section below.</del>
<del>Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166.</del>	<del>Self-Attestation on Application and Eligibility Form.</del>
<del>Individuals with disabilities, including youth who are individuals with disabilities.</del>	<del>Documentation of the disability such as a written statement from Vocational Rehabilitation reflecting current services; verification showing current receipt of SSI or SSD for the individual from the Social Security Administration, or a letter from a local</del>

	<del>education entity stating the individual is M-Teamed based on a disability.</del>
<del>Older individuals (an individual age 55 or older).</del>	<del>Usual documentation requirements for Date of Birth (i.e. Driver's License, Birth Certificate, etc.)</del>
<del>Ex-offenders.</del>	<del>Self-Attestation on the Application and Eligibility Form.</del>
<del>Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6))), or homeless children and youths (as defined in section 725(2) of the McKinney Vento Homeless Assistance Act (42 U.S.C. 11434a(2))).</del>	<del>Self-Attestation on the Application and Eligibility Form.</del>
<del>Youth who are in or have aged out of the foster care system.</del>	<del>Documentation of foster care status from the appropriate foster care agency.</del>
<del>Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers.</del>	<del>Scoring below a 9.0 on the TABE or CASAS.</del>
<del>Eligible migrant and seasonal farmworkers, as defined in section 167(i).</del>	<del>Documentation of eligibility from TOPS.</del>
<del>Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).</del>	<del>Agency (i.e. DHS or WFE) documentation.</del>
<del>Single parents (including single pregnant women).</del>	<del>Documentation of parenting (i.e. birth certificate) and indication of single status on the Application and Eligibility Form, including only one parent being listed in the household.</del>
<del>Long-term unemployed individuals (Individuals who are unemployed for 27 or more weeks per WIOA Application found in the Virtual One Stop system as provided by TNDOL).</del>	<del>Self-Attestation on the Application and Eligibility Form <u>AND</u> documentation of means of support.</del>
<del>Such other groups as the Governor involved determines to have barriers to employment.</del>	<del>N/A—no groups have been identified by the Governor.</del>

~~4.—Adults who are unemployed or employed with an income below the NWTNWB Self-Sufficiency Standard who are in need of training to secure employment.~~

Basic Career Services will continue to be available to all Adults.

### Process for Determining Low Income Eligibility

Unless otherwise indicated (i.e. specific groups 1 and 2), applicants must meet the criteria in the WIOA definition of a low-income individual, ~~including public assistance recipients~~, as listed in below order to be determined eligible as ~~Priority Adults during Priority Status~~:

**LOW-INCOME INDIVIDUAL** is an individual who—

(i) receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7U.S.C. 2011 et seq.), the program of block grants to States for temporary

assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance;

(ii) is in a family with total family income that does not exceed the higher of—(I) the poverty line; or (II) 70 percent of the lower living standard income level;

(iii) is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 H. R. 803—12 (42 U.S.C. 14043e–2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));

(iv) receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);

(v) is a foster child on behalf of whom State or local government payments are made; or

(vi) is an individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement.

A youth eighteen (18) or older, who was determined to be a low-income individual eligible for the WIOA Title I Youth program, may be co-enrolled in the WIOA Title I Adult program without an additional determination of eligibility. They may be counted as an individual who meets adult priority of service if the original determination was made no more than six (6) months prior to the date of co-enrollment.

### Process for Determining Basic Skills Deficient Status

According to the WIOA, “basic skills deficient means, with respect to an individual, (A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test; or (B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

In accordance with Workforce Services ~~Policy Guidance – Adult~~ Priority of Services ~~for Adults, Veterans, and Eligible Spouses –WIOA~~, the area will utilize the basic skills definition contained in WIOA Section 3(5)(B) (above), documented ~~as follows:~~ by using an objective, valid, and reliable assessments, such as the Comprehensive Adult Student Assessment Systems (CASAS) or Test for Adult Basic Education (TABE). An individual who has an English, reading, writing or computing skills at an 8.9 or below on a standardized test (CASAS or TABE) will be considered basic skills deficient. ~~If an applicant is qualified as priority based on the basic skills deficient criteria, then the participant's file must contain academic tests (including the participant's name, date of test, and results).~~

**Reference:** WIOA Section 134(c)(3)(E); 20 CFR 680.640; TEGL 19-16; WIOA Section 134(d)(4)(E); WIOA Section 3(24); WIOA Section 3(5)(B); WIOA Section 3(36); WIOA Section 134(c)(3)(E);

**Related TDLWD Policy:** Workforce Services ~~Policy – Priority of Service for Adults~~ ~~Priority of Services Guidance;~~ ~~Workforce Services Guidance – Income Guidelines for Persons Defined as Low Income Individuals;~~ ~~Workforce Services Policy – Veterans, and Eligible Spouses~~ ~~Priority of Services (17-05).~~

**Vetted and Approved by the Northwest Tennessee Workforce Board:** ~~June 10, 2020~~ May 18, 2021

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Jimmy Williamson, Chair  
Northwest Tennessee Workforce Board

### Adult Priority of Service Summary

January - March 2021

Priority Level	Total Eligibility Priority	Enrolled Priority	Difference	% Eligible	% Enrolled
1 - Veterans and Eligible Spouses who are Public Assistance Recipient OR Low Income OR Basic Skills Deficient	3	3	0	4.48%	4.48%
2 - Non-Covered Persons who are Public Assistance Recipient OR Low Income OR Basic Skills Deficient	41	41	0	61.19%	61.19%
3 - Veterans and Eligible Spouses who are not included in Priority Group 1	2	2	0	2.99%	2.99%
5 - Non-Covered Persons Outside the WIOA-Priority Groups	21	21	0	31.34%	31.34%
<b>Totals</b>	<b>67</b>	<b>67</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>

*65.7% in categories 1  
& 2; Goal = 75%*