

[illegible]

Northwest TN Workforce Board
Outreach and Opportunities Committee

Monday, April 27, 2020 – 1:00 p.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/82978967024?pwd=K29jRC92aW1pNnY4aHF6ZjF0ZXJlTzZ09>

Meeting ID: 829 7896 7024 and Password: 643787\$nw

Chair – Ben Marks

Vice Chair – Glad Castellaw

Minutes

Committee members attending via webinar: Justin Crice, Brad Hurley, John Glad Castellaw, Gayanne Williams, Lindsey Frilling, Amy McDonald, Jon Dougherty, Dr. Karen Bowyer, Lindsay Frilling, Landy Fuqua

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

Others attending via webinar: Erica Nance, Connie Stewart, Jennifer Eppley, Dr. Reid Bunch

Review and Approval of Minutes of January 27, 2020 Meeting: Glad Castellaw called the meeting to order and the group was asked for comments regarding the prior meeting's minutes.

- **MOTION: Brad Hurley moved to approve the January 27, 2020 minutes and Justin Crice seconded the motion. All were in favor and the motion carried.**

Consideration of Eligible Training Provider List Programs: The committee received handouts (attached) for each of the below programs with the details of the program and the related labor market information.

- **Program Renewals: DSCC – AAS in Health Sciences:** Dr. Bowyer and Dr. Reid Bunch both abstained from voting and discussion.
 - **MOTION: Brad Hurley moved to approve renewal of the AAS in Health Sciences at Dyersburg State Community College and Justin Crice seconded the motion. All were in favor and the motion carried.**
- **New Programs:** Laura Speer presented the following for recommendation of committee approval.
 - **Bethel – Pharmacy Technician:** Southwest asked that we consider adding this program, that is offered in their area. Since Bethel's main campus is located in our area, our Board must review.
 - **TCAT Newbern – Computer Information Technology:** Class begin May 4th so the program will also be presented to the Executive Committee.
 - **DSCC – Certified Clinical Medical Assistant. CCMA:** The program was previously on the list but was removed due to performance issues. Updated performance information has shown the program's graduates are entering into related occupations. Madison County was added into the labor market information to show growth. There is not as much growth in our 9 counties, but for other areas to fund the program it has to first be approved in our area. Dr. Bowyer and Dr. Reid Bunch both abstained from voting and discussion.
 - **MOTION: Justin Crice moved to approve the above new programs as presented and Jon Dougherty seconded the motion. All were in favor and the motion carried.**

Promising Practices/ Supplemental Grant Updates & New Opportunities:

- **Apprenticeship Grants (TDLWD & DRA):** Ginger Powell reviewed the attached chart shows our goals are on track with spending and individuals served. Ginger pointed out 17 total participants we have served at this time, and we hope to enroll a few more in the next few months. We have one new pre-apprenticeship, and two new apprenticeship occupations, with several other potential apprenticeships in progress. We are also working with the Southwest and Greater Memphis areas to promote apprenticeships. Jack Laser is our new West TN Director through the TN Office of Apprenticeship led by Tyra Copas. We hope to hold a forum in Northwest TN after social distancing has passed. Ginger said she will send new contact information out for Jack Laser.
- **RESEA Grant:** Jennifer Bane reported that through our RESEA grant, 452 individuals were scheduled for first RESEA services with 218 completing between October and March as shown on the report

included with the handouts. There were 410 subsequent visits completed, 16 individuals referred to Title I, and 42 placed in employment.

- Others, GIVE – Partnership with DSCC; DSCC Delta Healthcare Grant Partnership: Jennifer reported that we had planned to partner with Dyersburg State to offer a healthcare career exploration event for Dyer and Lake County High School Students in May, but due to COVID-19, we hope to offer it in the fall. Individuals will tour DSCC and healthcare employers. Dr. Bowyer said they did receive Delta Healthcare grant and have some materials to deliver to the AJs related to the opioid crisis. She also told the committee that DSCC has added to their website some virtual tours of the labs, so we can do a virtual event if we are unable to get something scheduled by Fall.

Special Populations Updates:

- Target Populations Reports: Erica Nance reviewed the attached Targeted Population Summary Report, which showed 50 new enrollments-- 7 of those were youth-age and 2 veterans. We have been getting notifications from Jobs4TN when a new veteran registers so Veterans staff can reach out and offer services. There were also 21 offenders served.
- Youth Services:
 - Registered Electrical Apprenticeship Preparation (RAEAP): Ginger explained we had to make a few modifications for showcase visits due to schools letting out early for COVID-19. Some showcase events were held in February, so we only missed a few scheduled for April for Henry County, Milan, and Dyer County High Schools. We are still continuing to recruit students by working with teachers, principals, and CTE instructors. Shock and Awe was rescheduled from May 2 to June 6. Ginger has updated all information to reflect the new date and has asked the schools to pass this on by using their communication methods such as Remind App, emails, etc. We are going to create posts on our Facebook account to be shared by the schools, as well. Jon Dougherty said staff will be June 1-5 at the Dyersburg location if a potential participant requests a face-to-face meeting with him. Justin Crice asked if the 2-week training is still scheduled for July 13-24th, and it is. Connie Stewart asked Jon if students could begin work experience after Shock and Awe Day and before the July class like last year. Jon would like to start a few earlier if available. Ginger also said the wages will be \$13.25 this year instead of \$12.50. We will be paying the Youth participants 100% of that wage for work experience. Connie said Jon and Perry did such a great job with that group last year by going above and beyond mentoring and really driving them. Connie feels this has been the most successful program we had last year.
 - Benton County WORKLife Program: Ginger reported that the large WORKLife hiring event we had planned in March through Rural funding had to be rescheduled for June 2nd. We plan to match employers and graduated seniors interested in participating in Summer Work Experience. Connie's staff will be available at the event to make sure students are eligible in hopes that students will be able to start work that following Monday. The event will be publicized on the radio, the Mayor's Facebook page, our Facebook page, etc. We are trying all avenues to make sure no one will miss this opportunity. Participants can work out up to 6 months.
- Offenders; RAMP: Ginger explained our RAMP report looks different this time with the addition of the employment performance indicator. The report also shows a breakdown of individuals who are active participants and those exited, including for exclusionary reasons such as deceased, medical reasons, etc. Gibson County has had 8 classes with 84% earning the full Certified Production Technician (CPT). Another class will be offered in the fall. Dyer County has had four classes with just 34% earning the full CPT and had 66% of participants exited as exclusionary. Henry County held two classes with 20 students. Only 10% earned the full CPT, and only 10% are employed. Lake County started their first class under the Rural Initiative funding and should complete mid-May, so still in progress, but we anticipate low numbers due to several students no longer being in the class. Obion County will begin a class through TCAT Newbern after the Lake County class completes. Carroll County's class is also in progress, using the same instructor as the Henry County class, but on hold due to the instructor not being able to enter the facility because of COVID-19. Weakley County is focusing on the work-release component, which is also on-hold due to COVID-19.

Jennifer also added that exclusionary exits are completely taken out of the performance numbers, so it doesn't count as a positive or a negative. New guidance provided by State staff now indicates that

someone who is enrolled while currently incarcerated, cannot be exited as exclusionary for being incarcerated. Many of the exclusionary exits we have taken would now be counted as negatives under this guidance. The state staff does agree that if someone is released and then incarcerated they will be exclusionary, but there are a lot of reasons someone currently incarcerated is unable to go to work through work release and become a positive. Ideally the participants would be nearing completion so that they can go to work soon, but that's not always the case. We've had some released before class completed, but some who have years before they are released, so we cannot make them a positive if they are unable to participate in work release.

Dyer County was able to use YMCA as men's facility to house inmates so they can continue to go out to work but be kept separate from the general population at the jail. Ginger also mentioned a partnership between Lake and Dyer County jails to allow Lake County inmates to be transferred to Dyer County for work-release. Since there are not enough jobs in Lake County to employ the inmates, this will avoid the logistics and cost of transporting inmates outside the county to go to work. Dyer County may also transfer inmates to Lake County to participate in classes.

Consideration of New / Revised Policies: Jennifer Bane presented two policies to the committee for review and approval.

- **Training Provider Approval Policy Changes:** Changes are outlined in red in the attachments and include updating our administrative office address and a reference to required performance standards. We must submit this policy as an attachment to our local plan.
 - **MOTION: Justin Crice moved to revised Training Provider Policies as presented and Amy McDonald seconded the motion. All were in favor and the motion carried.**
- **Youth Incentives Policy:** This new policy offers incentives to Youth participants to attain certain milestones, in hopes that it will help get and keep youth participants engaged, especially in work experience (WE). We polled other areas in state to see what they were doing with incentives. One area, Northeast, had the most comprehensive policy, but they have not had it very long, and have not been using it due to availability of funding. A Youth Program Design policy will also be reviewed at the State Workforce Board meeting in June, and some of the introductory information in our policy is based on the draft of that policy. Incentives must be tied to a specific program and a specific achievement, so we have broken them down within programs. Since WE is already paid, we are suggesting only a few additional incentives including successful completion of the first two weeks and then again after 4 weeks. Since DSCC only pays once a month, this will also help participants while they are waiting to get paid. The policy also includes incentives for progress towards and attainment of a HiSet, and transitioning to postsecondary training for WE participants. Attainment of a credential, a National Career Readiness Certificate (NCRC), or improved NCRC would also be incentivized. As of 2017 all 11 counties had reached Work Ready Community Goals, but we have to meet goals to maintain that status. We applied for funds to be able to offer testing and are hoping this will still come through. One goal is emerging youth workforce to earn a NCRC certificate or improve their certificate. Incentives are also proposed for placement in postsecondary or part-time or full-time regular employment for the four quarters after exit. Participants could earn the incentive for placement in one or the other, but not both. Supporting documentation must be provided before payment and specific internal controls must be in place. The policy requires payments be made by check or direct deposit to avoid having to safeguard cash or gift cards. A system similar to the gas card might be able to be approved if one is found.
 - **MOTION: Brad Hurley moved to approve the draft Youth Incentives Policy as presented and Jon Dougherty seconded the motion. All were in favor and the motion carried.**

Local Planning, Operations Systems & Strategies: Ginger Powell reviewed the attached PowerPoint on planning guidance and preliminary responses to Sections C, D, F, G, K, L of the Operations Systems & Strategies portion of the local plan.

- Supporting TN Combined State Plan Strategy: To increase the competitive position of TN business through the development of a high skilled workforce.
- Strategies to Enhance Services & Avoid Duplication

- Youth Activities: 14 youth required elements and services designed to provide toset. This was a big focus on the last plan.
- Services to Priority Populations
- Initiatives for Rural / At-Risk / Distressed Counties: RAMP, #WORKLife, Apprenticeships and Pre-Apprenticeships, Pathways, Work Ready Communities.
- Initiatives for Previously Incarcerated / Justice-Involved (RAMP, etc)

Other: Jennifer Bane provided an update on American Job Center services. A preliminary call with TN Department of Labor staff provided preliminary guidance on developing a plan on how to reopen the centers. They are strongly encouraging a phased approach, the use of gloves and masks, and security for the AJCs due to concerns over the heavily burdened unemployment. Lots of people are frustrated and still waiting on their money. We must also make sure that we can maintain social distancing by limiting staff and customers on-site at one time, possibly by opening by appointment only. We will have to take temperatures of staff, and possibly customers. In the affiliates and specialized centers that are in other's buildings, we cannot open until the buildings are opened to the public, which might affect our timeline. OSO staff are primarily working on unemployment questions from the office while Title I staff are working remotely. Thankfully, we had technology in place to work from home prior to COVID-19, but it is a much slower process to enroll someone this way. Some funding might be available. We did ask for money (\$857,000) for our area to put some people to work for cleanup efforts, mainly public buildings like schools and libraries that need to be cleaned. They are talking about having some interim funding until we receive that funding. We also asked for funding for scholarships for Dislocated Workers. We have moved much of our Dislocated Worker funds to Adult funds, but if there is an increase in Dislocated Workers needing to be served, we won't have enough funding.

Future Meeting Dates & Upcoming Events: The following upcoming meetings were reviewed:

- Local Planning Meeting, May 19th, 10:00 am
- Regional Planning Council Meeting: May 28th, 10:00 am (webinar)
- State Board Meeting: June 5th
- Next Board Meeting: June 10th, 12:00 pm (lunch at 11:30 am)
Northwest Development District, 124 Weldon Drive – Martin
- Remaining 2020 Committee Meeting Dates: July 27th & October 26th, 1:00 pm

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

Northwest TN Workforce Board
Outreach and Opportunities Committee

Monday, April 27, 2020 – 1:00 p.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/82978967024?pwd=K29jRC92aW1pNnY4aHF6ZjF0ZXJlZz09>

Meeting ID: 829 7896 7024 and Password: 643787\$nw

Chair – Ben Marks

Vice Chair – Glad Castellaw

Agenda

1. Welcome and Call to Order Ben Marks
2. Review and Approval of Minutes of January 27, 2020 Meeting **(Vote Required)** Ben Marks
3. Consideration of Eligible Training Provider List Programs Laura Speer
 - a. Program Renewals: DSCC – AAS in Health Sciences **(Vote Required)**
 - b. New Programs **(Vote Required)**
 - i. Bethel – Pharmacy Technician
 - ii. TCAT Newbern – Computer Information Technology
 - iii. DSCC – Certified Clinical Medical Assistant
4. Promising Practices/ Supplemental Grant Updates & New Opportunities
 - a. Apprenticeship Grants (TDLWD & DRA) Ginger Powell
 - b. RESEA Grant Jennifer Bane
 - c. Others (GIVE – Partnership with DSCC; DSCC Delta Healthcare Grant Partnership)
5. Special Populations Updates
 - a. Target Populations Reports Erica Nance
 - b. Youth Services Connie Stewart/Ginger Powell
 - o Registered Electrical Apprenticeship Preparation
 - o Benton County WORKLife Program (Rural Initiative Funding)
 - c. Offenders; RAMP (Rural Initiative Funding) Ginger Powell
6. Consideration of New / Revised Policies **(Vote Required)** Jennifer Bane
 - a. Training Provider Approval Policy Changes
 - b. Youth Incentives Policy (new policy)
7. Local Planning, Operations Systems & Strategies Ginger Powell / Jennifer Bane
(Sections C, D, F, G, K, L)
 - a. Supporting TN Combined State Plan Strategy
 - b. Strategies to Enhance Services & Avoid Duplication
 - c. Youth Activities
 - d. Services to Priority Populations
 - e. Initiatives for Rural / At-Risk / Distressed Counties
 - f. Initiatives for Previously Incarcerated / Justice-Involved
8. Other Jennifer Bane
 - a. American Job Center Services Update

Future Meeting Dates & Upcoming Events

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Northwest TN Workforce Board
Outreach and Opportunities Committee
Monday, January 27, 2020 – 1:00 p.m.
Humboldt Higher Education Center, Room 25
1751 E. Main St., Humboldt
Conference Call – 1-877-216-1555 #845157

Chair – Ben Marks
Vice Chair – Glad Castellaw

Minutes

Committee members attending: David Parrish, Ben Marks, Justin Crice, Ronnie Gunnels, Brad Hurley, John Castellaw

Committee members via conference call: Jon Dougherty, Dr. Karen Bowyer, Landy Fuqua, Lindsay Frilling

Staff attending: Jennifer Bane, Laura Speer, LeAnn Lundberg, Gina Johnson, Lana Burchfiel, Ginger Powell

Others attending: Erica Nance, Kristie Bennett, Connie Stewart

Others attending via conference call: Jennifer Eppley

Review and Approval of Minutes of October 28, 2019 Meeting: Ben Marks called the meeting to order and the group was asked for comments regarding the prior meeting's minutes.

- **MOTION: Brad Hurley moved to approve the October 28, 2019 minutes and Justin Crice seconded the motion. All were in favor and the motion carried.**

Consideration of Eligible Training Provider List Programs: The committee received handouts (attached) for each of the below programs with the details of the program and the related labor market information.

- **Program Renewals – Certified Nursing Assistant (CNA) and Pharmacy Technician programs at Dyersburg State Community College (DSCC):** Dr. Bowyer abstained from voting and discussion.
 - **MOTION: Ronnie Gunnels moved to approve the CNA and Pharmacy Technician programs at DSCC and Brad Hurley seconded the motion. All were in favor and the motion carried.**
- **New Program: TCAT Newbern, Industrial Maintenance-Evening Class:**
 - **MOTION: Brad Hurley moved to approve the Industrial Maintenance program at TCAT Newbern and Ronnie Gunnels seconded the motion. All were in favor and the motion carried.**

Promising Practices/ Supplemental Grant Updates & New Opportunities: Ginger Powell provided updates on the following in-progress grants and initiatives:

- **Apprenticeship Grants:**
 - **State Registered Apprenticeship Grant:** This grant requires us to serve 89 new apprentices. We were originally limited to about \$355 per apprentice, but the contract is being modified to allow us to spend closer to \$600 per apprentice. We have served 24 new first year apprentices toward our goal of 89. The attached report for December shows 6 served since we have only paid for 6 so far and are waiting to be billed for the others.
 - **Delta Workforce Grant Program:** Through this grant we are assisting with the development of 6 apprenticeship occupations and 2 pre-apprenticeship programs, along with several promotional events for employers and jobseekers. Paperwork is in process with two wineries to establish Registered Apprenticeships (RAs), and Tennessee Tractor, who has 11 locations across West TN is also working on establishing a RA. Staff have met with several other interested employers who are in the early stage of development with no paperwork filed yet. Potential occupations include welders, HVAC, Machine operators, maintenance. The State hasn't hired a West Tennessee Apprenticeship Director yet. Ben Marks asked if a limiting factor was still that there was not much per person to spend. Title I money can be used for On-the-Job Training (OJT) for eligible new hires, but incumbent workers would be limited to the funds from the state's apprenticeship grant. We are waiting to find out if we will be approved for Incumbent Worker Training funds which could be used to supplement funding for incumbent workers. The group discussed recruiting candidates from high schools and how apprenticeships might affect participants from complete training programs such as Welding at the TCAT, and the impact on our performance. Participants

who are not co-enrolled in Title I won't count in our performance, but as part of the RA program, employers are required to offer wage increases for participants as they complete time/competency milestones.

- **Rural Initiative Funding:** Ginger Powell explained that we are using this for funding new re-entry programs in Carroll, Lake, Obion, and Weakley counties, and a work experience program in partnership with the technical high school in Benton County. The goal of the work experience program is to provide work experience in the summer, continuing in fall for those not moving away for postsecondary. An event will be held at the high school on March 24th to connect students interested in the program with potential worksite employers through quick interviews. Students will be ranked by employers for selection to be placed at their worksite. We will pay wages, but are asking employers for mentorship and to provide good exposure for the occupation. Our goal is about 30 positions. The rural funding will not cover everyone, but we do have youth funds that we will use to supplement the program. School staff are prepping all the students and American Job Center (AJC) staff have offered assistance as well. We will still recruit youth from all of our other counties as well. David Parrish suggested Ginger research the need for accommodations for any applicants who may have any disabilities, IEPs, 504 program participants, etc. A handout is included detailing the status of each of the projects funded through the rural initiative.
- **RESEA Grant:** Jennifer Bane explained that we had to apply for RESEA fund this year and propose service goals. Jennifer reviewed a handout detailing the numbers served and progress towards our proposed goals. There were 219 individuals scheduled for first RESEA services with 95 completing. There were 176 subsequent visits completed, 5% referred to Title I, and 13% placed in employment.
- **Others:**
 - **Governor's Investment in Vocational Education (GIVE) – Partnership with DSCC:** DSCC was awarded \$1 million dollars for their proposal to expand the healthcare career pathways. The grant will fund additional CNA courses in eight high schools in Lake, Dyer, Lauderdale, and Tipton counties. We offered to assist in coordinating healthcare career fairs / events during HOSA week. A Career Counselor position at DSCC is posted to help advise students in the programs. TCAT Ripley will also be adding an evening LPN class.
 - **DSCC Delta Healthcare Grant Partnership:** That grant has been approved and will incorporate information regarding the opioid crisis into the nursing education program. Dr. Karen Bowyer mentioned that they will also make sure that we can get informational materials to our AJCs.
 - **National Emergency Grant to Address the Opioid Crisis:** The State submitted the grant and received feedback from the Federal administrators, but the goals didn't align with what the State proposed and they decided not to move forward with the grant.
 - **Bongards Creamery Community Grant:** The Gibson County Workforce Committee is working on how to best utilize the funding. It was originally intended to be used on a tractor trailer to showcase manufacturing careers, but was going to be re-purposed toward a training center in conjunction with some other grants. Since the other grants were not approved, the funds may be used to purchase some equipment for a smaller scale training center.

Special Populations Updates:

- **Target Populations Reports:** Erica Nance reviewed the attached Targeted Population Summary report. Jennifer Bane explained that the report will be used to track our progress towards meeting our re-entry / offenders served goal under the new Key Performance Indicators (KPIs). The goals will be finalized at the State Board meeting at the end of February. Our expected goal for re-entry is 309 individuals across all programs. The report will also show us where we are for other goals, such as our Veterans goal, and whether we are serving youth-aged individuals.
- **Youth Services:**
 - **Registered Electrical Apprenticeship Preparation (REAP):** Ginger Powell reported several schools attended an information session in December and there has been high interest in having showcases with Amteck, starting in February, to promote this year's class. We have flyers and packets ready for students. Jennifer Bane reported that in April of last year we had 18 students attend Shock and Awe day, and 11 started the class in July. One student dropped out early in class because he didn't feel like the program was good fit for him. Of the 10 who completed the class, 8 of them accepted jobs with Amteck with a starting wage of \$12.50 per hour, 7 are still working, and they completed their first Registered Apprenticeship (RA) class in December. Jon Dougherty of Amteck stated they received a wage increase on January 1st and they will

receive another pay adjustment in March increasing their wage to \$14.58 an hour. They will graduate from their first year of the RA program on May 1st. Jon stated the current employees generated from this past REAP class have excelled beyond normal hiring procedures and the format for this year will be the same. He stated that with recruitment this year we will be emphasizing the requirement that students be 18 years of age prior to the end of class in July to make sure they can become Amteck employees. They must also have good transportation before they can hire them. The work experience component after the two-week class has been extended for this year so participants can save money before they go out on the road. They will receive gas cards for the first 30 days of the work experience.

- Federal Youth Monitoring Update: Jennifer Bane explained the Federal Monitor came to three local areas as part of the state's monitoring. Included in the handouts is the report that was received from the Federal Monitor along with the State's responses back. There were 15 findings altogether and we were included in 10 of them. Some of the findings we were included on we felt like we were already meeting, so we will ask for guidance during our Technical Assistance (TA) visit with the State Youth staff starting February 3rd. There are some things we are doing but maybe could improve upon and will know the State's expectations after the TA visit. Some of the things we expect to be working on including partnering more with other organizations providing Youth services, having more student and parent involvement in program design, and documenting that all 14 elements included in the youth program are being provided.
- Offenders / Re-entry Advanced Manufacturing Program (RAMP) Update: Ginger Powell reported we just started a new class in Lake County. Obion County's new class will start after the Lake County class completes. Carroll County will start February 3rd with a female class. These are all funded with our rural funds. Ginger reviewed a handout detailing results of current programs. Gibson County just started their 8th class today and continues to have good results. Dyer County has not yet started a new class due to waiting on the new female facility. In Henry County, the second class just completed and only student earned the full Certified Production Technician (CPT) credential. We are rolling most of them into an OJT in a workhouse program so they can pay off their fees, etc. We are tracking performance on participants who participate in the class and those that only participate in OJT. Some of struggles for the classes have been the time it takes to complete the class in Dyer and Henry counties – the length of a regular trimester. Due to unexpected releases and behavioral issues, several students aren't able to complete the full class, but it has already been paid for at that point. Gibson County gets them through relatively quickly -- about 2 months, and also has a larger population to select students from. The group discussed other factors such having a work-release program established, drug testing for those participating in the work-release program, segregating students from the general population, the ability to select 10 students to utilize all available licenses and cover instructor costs, transitional housing, and retention rates for OJT participants. Staff will continue to monitor performance and update the committee at the next meeting.

Other: Jennifer Bane stated that we were awarded \$331,000 additional funding in December that has to be spent by June 30th. We will be applying for more money for the Fall enrollments. Jennifer also reminded the group that conflict of interest forms are due and of the following meeting dates:

- Next Board Meeting: February 25th – Discovery Park of America, 12:00 pm (lunch at 11:30 am)
- Remaining 2020 Committee Meeting Dates:
 - Monday, April 27, 1:00 pm
 - Monday, July 27, 1:00 pm
 - Monday, October 26, 1:00 pm

David Parrish explained that as of July 1st Vocational Rehabilitation (VR) will no longer be doing facility-based contract work. He explained they will have some buildings with lots of free space and are looking for ways to best utilize the space, potentially including serving non-VR clients. Several partners previously discussed offering forklift training and hope that might still be an option.

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

Eligible Training Providers – By Program Status

- Report Format: Column Format
- State: Tennessee
- Closest Lwia: Northwest Tennessee
- Provider Status: Active
- Program Status: Active
- Youth Provider: All
- Provider Certification: All
- Program Certification: All
- Filter By Date: Subsequent Review Due Date
- Start Date: 7/1/2020
- End Date: 9/30/2020

Provider Name	Provider Code	Provider Area	ProgramTitle	Prog ID	CIP Code	CIP Title	Completion Level	Create Date	Review Type	Eligibility Type	Review Status	Date Reviewed	Reviewed By	Subsequent Review Due Date	Last Edit Date
DYERSBURG STATE COMMUNITY COLLEGE	0000259	Dyer County	AAS - Health Sciences	1004116	510000	Health Services/Allied Health/Health Sciences, General.	An industry-recognized certificate or certification, An associate degree	10/11/2017	Change	Continued	Approved	09/25/2019	Williams, Holly	08/28/2020	09/25/2019
Provider Name	Provider Code	Provider Area	ProgramTitle	Prog ID	CIP Code	CIP Title	Completion Level	Create Date	Review Type	Eligibility Type	Review Status	Date Reviewed	Reviewed By	Subsequent Review Due Date	Last Edit Date
Total Records: 1															

Labor Market Information for Related Occupations in Northwest, TN

SOC	Description	2020 Jobs	2025 Jobs	2020 - 2025 Change	Annual Openings	2020 - 2025 Replacement Jobs	Avg. Hourly Earnings
29-2041	Emergency Medical Technicians and Paramedics	372	390	18	29	125	\$16.94
29-2071	Medical Records and Health Information Technicians	84	87	3	7	27	\$15.66
29-2099	Health Technologists and Technicians, All Other	34	36	2	3	12	\$28.76
31-9099	Healthcare Support Workers, All Other	40	41	1	5	23	\$19.09
Total / Average		530	555	25	43	188	\$17.59

Datarun

2020.1 – QCEW Employees, Non-QCEW Employees, and Self-Employed

Education Program Information


Provider: BETHEL UNIVERSITY

Program: Pharmacy Technician

Program ID: 1007527

CIP Code: 510805 - Pharmacy Technician/Assistant.

* Indicates required fields.

 For help click the information icon

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):

300 - Occupational Skills Training - Approved Provider List (ITA)
 303 - Distance Learning

* **This program is an Apprenticeship:**

☐ Yes ☒ No

* **CIP Code:**

510805 - Pharmacy Technician/Assistant.

[\[Search for CIP Code \]](#)

* **Education Program Name:**

Pharmacy Technician

Education Program Description:

A program that prepares individuals under the supervision of pharmacists to prepare medications, provide medications

* **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:**

National Healthcareer Certification

Completion Level:

None Selected

* **Attain Credential:**

Occupational Skills certificate or credential

Other, Specify:

Certification / License Title:

Certified Pharmacy Technician

Certification / License Type:

National Certification or License

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:

None Selected

Education Program Information

Provider: BETHEL UNIVERSITY

Program: Pharmacy Technician

Program ID: 1007527

CIP Code: 510805 - Pharmacy Technician/Assistant.

• Indicates required fields.

 For help click the information icon.

Additional Details

Financial Aid Available:

☐ Pell Grant
 ☐ Institutional Scholarship
 ☐ Federal Loan
 ☐ Other


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

*** Program Prerequisites:**

High School Diploma or Equivalent

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

03/10/2020


[Today](#)

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

Bethel University has begun offering continuing education certifications and workforce development courses.

Minimum Class Size:

3

Maximum Class Size:

20

Number Of Instructors:

1

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

Certified pharmacist registered with the Board of Pharmacy

Describe the minimum entry level requirements or prerequisites in 800 characters or less:

The student is required to be in the last year of high school and must graduate before completing the certification exam.

Drug/Alcohol Screening Required:

☐ Yes
 ☒ No

Accessibility:

☐ On-Site Parking
 ☐ Sign Language
 ☐ Public Transportation
 ☐ Other Languages
 ☐ Disabled Student Access
 ☐ Other

Describe any equipment used in this program and its adequacy and availability in 800 characters or less:

Grievance Procedure
 (2000 characters max.):

Contact the Director of Continuing over the program

Grievance Procedure URL
 (Example: <http://site.com>):

Refund Policy
 (2000 characters max.):

75% refund the day before the program begins. No refunds once the program begins.

Refund Policy URL
 (Example: <http://site.com>):

State Use 1:

State Use 2:

State Use 3:

State Use 4:

State Use 5:

Education Program Information

Provider:

BETHEL UNIVERSITY

Program:


Pharmacy Technician

Program ID:

1007527

CIP Code:

510805 - Pharmacy Technician/Assistant.

 For help click the information icon.

Related and Selected Occupations

Code	Occupation Title	Provider's Alternate Occupation Title	CIP Code Related	Select
25107100	Health Specialties Teachers, Postsecondary		<input checked="" type="checkbox"/>	<input type="checkbox"/>
29205200	Pharmacy Technicians		<input checked="" type="checkbox"/>	<input type="checkbox"/>

 BRIGHT OUTLOOK NATIONALLY

 BRIGHT OUTLOOK LOCALLY

 GREEN OCCUPATIONS

[[Select Occupation From ONET Table](#)]

Education Program Information

Provider:

BETHEL UNIVERSITY

Program:

Pharmacy Technician

Program ID:

1007527

CIP Code:

510805 - Pharmacy Technician/Assistant.

• Indicates required fields.

 For help click the information icon.

Scheduling

Course Times

* Class Time:

2

Hours

Lab Time:

Hours

Other Time:

Hours

Class Frequency:

Bi-Weekly

Reporting Information

Note: Clock/Contact hours are the total number of actual hours *per week* a student spends attending class or other instructional activities that count toward completing a program of study.

* Reporting Program Length - Clock/Contact Hours:

50

Hours

* Reporting Program Length - Full-time Weeks:

9

Weeks

* Reporting Program Format:

In-person

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
----------	---------------------------	------------------------------------	------------------------------	-----------------------------	------------------------------	------------------------

Education Program Information

Provider: BETHEL UNIVERSITY

Program: Pharmacy Technician

Program ID: 1007527

CIP Code: 510805 - Pharmacy Technician/Assistant.

• Indicates required fields.

 For help click the information icon.

Duration

Duration Title	Primary Duration	Duration	Schedule Intensity	Weekly Schedule	Classes Offered	Action
Pharmacy Technician	Yes	9 Weeks	Part-Time	Monday/Thursday	Night	Edit Delete

[[Add Duration](#)]

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
--------------------------	---------------------------	------------------------------------	------------------------------	-----------------------------	------------------------------	------------------------

Education Program Information

Provider: BETHEL UNIVERSITY

Program: Pharmacy Technician

Program ID: 1007527


CIP Code: 510805 - Pharmacy Technician/Assistant.

• Indicates required fields.

 For help click the information icon.

Cost Details

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

Cost Structure(s)	Amount	Action
Total CRS Training Costs	\$974.00	Edit Delete
Tuition/Fee	\$974.00	
Books	\$0.00	
Tools	\$0.00	
Other Costs	\$0.00	
Comments	The students may apply for the certification exam on completion of the course, \$117.00.	
Total Amount of Cost Structures	\$974.00	 Help

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
--------------------------	---------------------------	------------------------------------	------------------------------	-----------------------------	------------------------------	------------------------

Education Program Information

Provider: BETHEL UNIVERSITY

Program: Pharmacy Technician

Program ID: 1007527

CIP Code: 510805 - Pharmacy Technician/Assistant.

• Indicates required fields.

 For help click the information icon.

Performance Year

Select a Performance Year to view the associated performance data. Click Edit Data to modify performance data. Click Add Performance Year to enter new performance data.

Performance Year:

2019

Edit Data

Add Performance Year

WIOA Performance Summary

Population	Completion Rate	Credential Rate	Employment Rate Q2 After Exit	Employment Rate Q4 After Exit	Employment Rate Related Occupation	Median Earnings
WIOA	N/A	N/A	N/A	N/A	N/A	\$0
Overall	N/A	N/A	N/A	N/A	N/A	\$0

Pharmacy Technicians Occupation Snapshot

Emsi Q1 2020 Data Set

April 2020

Northwest Tennessee Workforce Board



Parameters

Occupations

Code	Description
29-2052	Pharmacy Technicians

Regions

Code	Description	Code	Description
47005	Benton County, TN	47079	Henry County, TN
47017	Carroll County, TN	47095	Lake County, TN
47033	Crockett County, TN	47113	Madison County, TN
47045	Dyer County, TN	47131	Obion County, TN
47053	Gibson County, TN	47183	Weakley County, TN

Timeframe

2020 - 2025

Datarun

2020.1 – QCEW Employees, Non-QCEW Employees, and Self-Employed

Pharmacy Technicians in 10 Tennessee Counties

Pharmacy Technicians (SOC 29-2052):

Prepare medications under the direction of a pharmacist. May measure, mix, count out, label, and record amounts and dosages of medications according to prescription orders.

Sample of Reported Job Titles:

- Pharmacy Technician (Pharmacy Tech)
- Certified Pharmacy Technician (CPhT)
- Technician, Inventory Specialist
- Technician
- Senior Pharmacy Technician
- Lead Pharmacy Technician (Lead Pharmacy Tech)
- Lead Pharmacy Tech, Certified Pharmacy Technician (Lead Pharmacy Tech, CPhT)
- Compounding Technician
- Billing and Quality Technician
- Accredited Pharmacy Technician

Related O*NET Occupation:

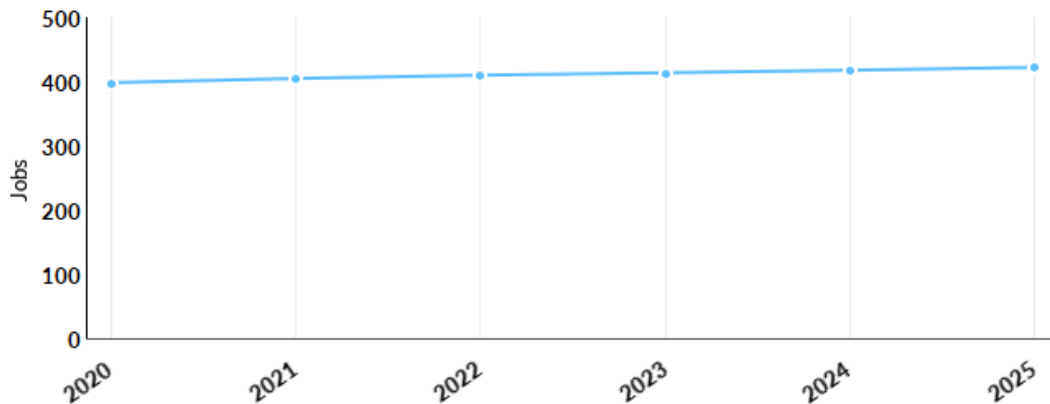
Pharmacy Technicians (29-2052.00)

Occupation Summary for Pharmacy Technicians

<div>398</div> <div>Jobs (2020)</div> <div>2% below National average</div>	<div>+6.0%</div> <div>% Change (2020-2025)</div> <div>Nation: +4.6%</div>	<div>\$15.00/hr</div> <div>Median Hourly Earnings</div> <div>Nation: \$15.72/hr</div>
--	---	---

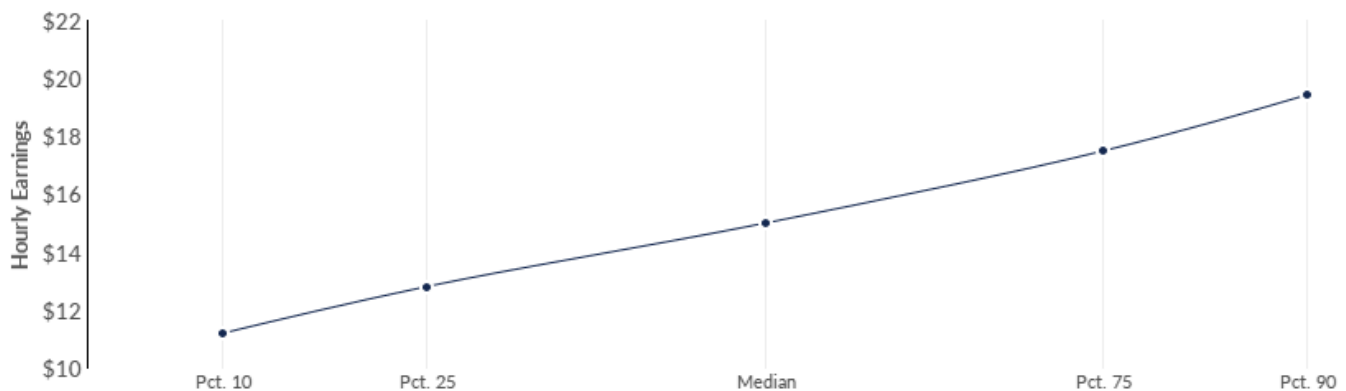
Growth for Pharmacy Technicians (29-2052)

398	422	24	6.0%
2020 Jobs	2025 Jobs	Change (2020-2025)	% Change (2020-2025)

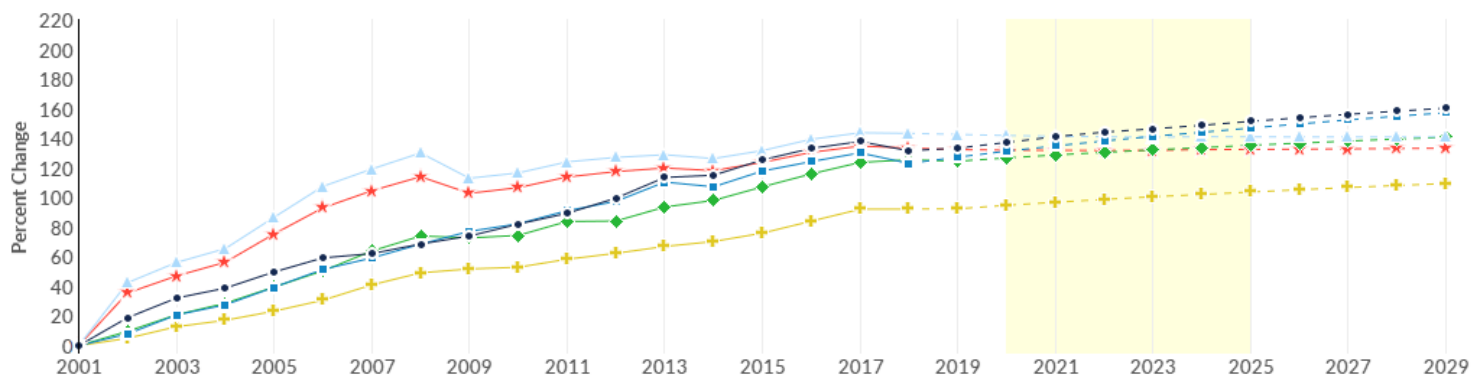


Percentile Earnings for Pharmacy Technicians (29-2052)

\$12.81/hr	\$15.00/hr	\$17.50/hr
25th Percentile Earnings	Median Earnings	75th Percentile Earnings

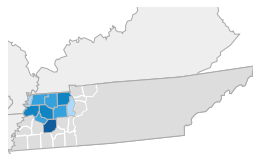


Regional Trends




Region	2020 Jobs	2025 Jobs	Change	% Change
Region	398	422	24	6.0%
Northwest TN	240	256	16	6.7%
West TN	2,490	2,481	-9	-0.4%
State	10,937	11,348	411	3.8%
Nation	425,658	445,316	19,658	4.6%
All Counties	3,083	3,090	7	0.2%

Regional Breakdown



County	2020 Jobs
Madison County, TN	158
Gibson County, TN	46
Dyer County, TN	43
Henry County, TN	39
Obion County, TN	30

Job Postings Summary

<p>55</p> <p>Unique Postings</p> <p>301 Total Postings</p>	<p>5 : 1</p> <p>Posting Intensity</p>  <p>Regional Average: 5 : 1</p>	<p>71 days</p> <p>Median Posting Duration</p> <p>Regional Average: 47 days</p>
--	--	--

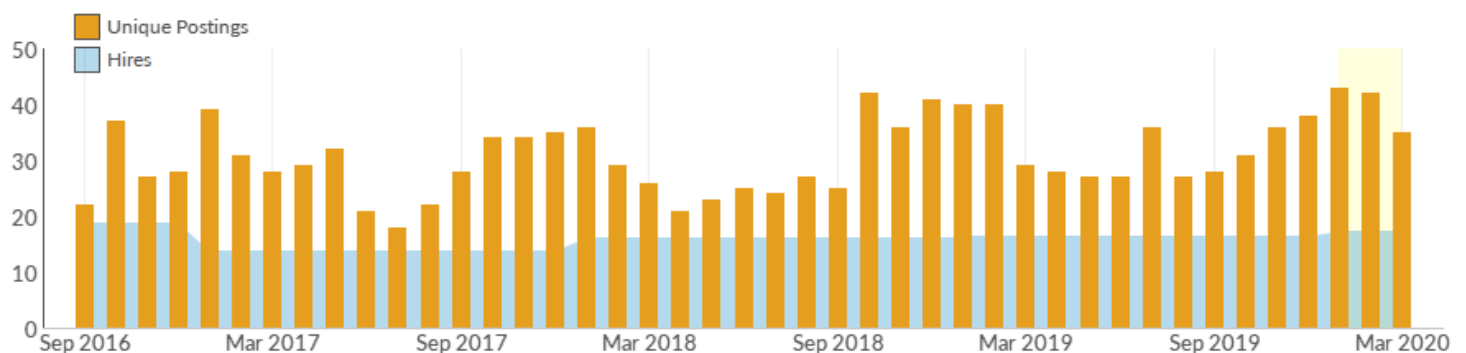
There were 301 total job postings for your selection from January 2020 to March 2020, of which 55 were unique. These numbers give us a Posting Intensity of 5-to-1, meaning that for every 5 postings there is 1 unique job posting.

This is close to the Posting Intensity for all other occupations and companies in the region (5-to-1), indicating that they are putting average effort toward hiring for this position.

Job Postings vs. Hires

<p>40</p> <p>Avg. Monthly Postings (Jan 2020 - Mar 2020)</p>	<p>17</p> <p>Avg. Monthly Hires (Jan 2020 - Mar 2020)</p>
--	---

In an average month, there were 40 active job postings for *Pharmacy Technicians*, and 17 actually hired. This means there was approximately 1 hire for every 2 unique job postings for *Pharmacy Technicians*.



Occupation	Avg Monthly Postings (Jan 2020 - Mar 2020)	Avg Monthly Hires (Jan 2020 - Mar 2020)
Pharmacy Technicians	40	17

Occupation Gender Breakdown



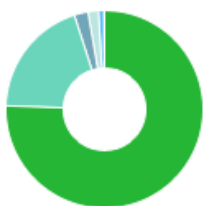
	Gender	2019 Jobs	2019 Percent	
	Males	74	19.0%	<div></div>
	Females	317	81.0%	<div></div>

Occupation Age Breakdown



	Age	2019 Jobs	2019 Percent	
	14-18	3	0.7%	<div></div>
	19-24	69	17.7%	<div></div>
	25-34	110	28.2%	<div></div>
	35-44	89	22.8%	<div></div>
	45-54	64	16.2%	<div></div>
	55-64	45	11.5%	<div></div>
	65+	11	2.9%	<div></div>

Occupation Race/Ethnicity Breakdown



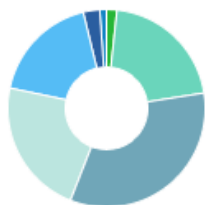
	Race/Ethnicity	2019 Jobs	2019 Percent	
	White	296	75.6%	<div></div>
	Black or African American	76	19.5%	<div></div>
	Hispanic or Latino	9	2.3%	<div></div>
	Asian	7	1.7%	<div></div>
	Two or More Races	4	0.9%	<div></div>
	American Indian or Alaska Native	0	0.1%	<div></div>
	Native Hawaiian or Other Pacific Islander	0	0.0%	<div></div>

Occupational Programs

3	14	38
Programs (2018)	Completions (2018)	Openings (2018)

CIP Code	Program	Completions (2018)
51.0000	Health Services/Allied Health/Health Sciences, General	14
51.0805	Pharmacy Technician/Assistant	0
51.1103	Pre-Pharmacy Studies	0

National Educational Attainment



Education Level	2018 Percent
Less than high school diploma	1.7%
High school diploma or equivalent	20.8%
Some college, no degree	33.4%
Associate's degree	22.3%
Bachelor's degree	17.9%
Master's degree	2.7%
Doctoral or professional degree	1.1%

Industries Employing Pharmacy Technicians

Industry	Occupation Jobs in Industry (2019)	% of Occupation in Industry (2019)	% of Total Jobs in Industry (2019)
Pharmacies and Drug Stores	198	50.5%	27.0%
Hospitals (Local Government)	64	16.5%	1.0%
Supermarkets and Other Grocery (except Convenience) Stores	29	7.3%	1.4%
Department Stores	23	5.8%	1.1%
Warehouse Clubs and Supercenters	18	4.5%	1.1%

Appendix A - Data Sources and Calculations

Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

Occupation Data

Emsi occupation employment data are based on final Emsi industry data and final Emsi staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level Emsi earnings by industry.

Emsi Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.

Institution Data

The institution data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

State Data Sources

This report uses state data from the following agencies: Arkansas Department of Workforce Services; Kentucky Office of Employment and Training; Missouri Department of Economic Development; Tennessee Department of Labor and Workforce Development, Research and Statistics Division

General Information	Apprenticeship	Additional Details	Occupations	Occupational Skills	Completion Expectations	Scheduling
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Education Program Information


Provider: Tennessee College of Applied Technolog-Newbern (Main Campus)

Program: Computer Information Technology

Program ID: 1007616

CIP Code: 111006 - Computer Support Specialist. (NEW)

* Indicates required fields.

 For help click the information icon.

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):

300 - Occupational Skills Training - Approved Provider List (ITA)
303 - Distance Learning

* **This program is an Apprenticeship:**

☐ Yes ☒ No

* **CIP Code:**

111006 - Computer Support Specialist. (NEW)

[Search for CIP Code]

* **Education Program Name:**

Computer Information Technology

Education Program Description:

A program that prepares individuals to provide technical assistance support and advice to computer users to help troubleshoot software

* **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:**

CompTIA Certification

Completion Level:

None Selected

* **Attain Credential:**

Occupational Skills certificate or credential

Other, Specify:

Certification / License Title:

Certification / License Type:

None Selected

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:

None Selected

Education Program Information


Provider: Tennessee College of Applied Technology-Newbern (Main Campus)

Program: Computer Information Technology

Program ID: 1007616

CIP Code: 111006 - Computer Support Specialist. (NEW)

* Indicates required fields.

 For help click the information icon.

Additional Details

Financial Aid Available:

☒ Pell Grant
 ☐ Institutional Scholarship
☐ Federal Loan
 ☐ Other

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

* **Program Prerequisites:**

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

  [Today](#)

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

Minimum Class Size:

Maximum Class Size:

Number Of Instructors:

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

Describe the minimum entry level requirements or prerequisites in 800 characters or less:

Drug/Alcohol Screening Required:

☐ Yes ☐ No

Accessibility:

☐ On-Site Parking
 ☐ Sign Language
☐ Public Transportation
 ☐ Other Languages
☐ Disabled Student Access
 ☐ Other

Describe any equipment used in this program and its adequacy and availability in 800 characters or less:

Grievance Procedure
(2000 characters max.):

Grievance Procedure URL
(Example: <http://site.com>):

Refund Policy
(2000 characters max.):

Refund Policy URL
(Example: <http://site.com>):

State Use 1:

State Use 2:

State Use 3:

State Use 4:

State Use 5:


Education Program Information

Provider: Tennessee College of Applied Technolog-Newbern (Main Campus)












Program ID: 1007616




Program: Computer Information Technology

CIP Code: 111006 - Computer Support Specialist. (NEW)

 For help click the information icon.

Related and Selected Occupations

Code	Occupation Title	Provider's Alternate Occupation Title	CIP Code Related	Select
15112100	Computer Systems Analysts  	<input type="text"/>		<input checked="" type="checkbox"/>
15114200	Network and Computer Systems Administrators  	<input type="text"/>		<input checked="" type="checkbox"/>
15115100	Computer User Support Specialists  	<input type="text"/>		<input type="checkbox"/>
15115200	Computer Network Support Specialists  	<input type="text"/>		<input type="checkbox"/>
43901100	Computer Operators 	<input type="text"/>		<input checked="" type="checkbox"/>

 BRIGHT OUTLOOK NATIONALLY |  BRIGHT OUTLOOK LOCALLY |  GREEN OCCUPATIONS


Education Program Information


Provider: Tennessee College of Applied Technolog-Newbern (Main Campus)

Program ID: 1007616

Program: Computer Information Technology

CIP Code: 111006 - Computer Support Specialist. (NEW)

 For help click the information icon.

 Indicates required fields.

Scheduling

Course Times

* Class Time:

Lab Time:

Other Time:

Class Frequency:

HoursHoursHours

Daily

Reporting Information

Note: Clock/Contact hours are the total number of actual hours *per week* a student spends attending class or other instructional activities that count toward completing a program of study.

* Reporting Program Length - Clock/Contact Hours:

* Reporting Program Length - Full-time Weeks:

* Reporting Program Format:

HoursWeeks

In-person

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
----------	-----------	--------------------	--------------	-------------	--------------	--------

Education Program Information


Provider: Tennessee College of Applied Technolog-Newbern (Main Campus)

Program: Computer Information Technology

Program ID: 1007616

CIP Code: 111006 - Computer Support Specialist. (NEW)

• Indicates required fields.

 For help click the information icon.

Duration

Duration Title	Primary Duration	Duration	Schedule Intensity	Weekly Schedule	Classes Offered	Action
Tri-mester	Yes	20 Months	Full-Time	Monday-Friday	Day	Edit Delete

[[Add Duration](#)]

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
----------	-----------	--------------------	--------------	-------------	--------------	--------

Education Program Information


Provider: Tennessee College of Applied Technolog-Newbern (Main Campus)

Program: Computer Information Technology

Program ID: 1007616

CIP Code: 111006 - Computer Support Specialist. (NEW)

• Indicates required fields.

 For help click the information icon.

Cost Details

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

Cost Structure(s)	Amount	Action
Total CRS Training Costs	\$8,747.00	Edit Delete
Tuition/Fee	\$6,560.00	
Books	\$2,187.00	
Tools	\$0.00	
Other Costs	\$0.00	
Comments		
Total Amount of Cost Structures	\$8,747.00	

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
----------	-----------	--------------------	--------------	-------------	--------------	--------

Education Program Information


Provider: Tennessee College of Applied Technolog-Newbern (Main Campus)

Program: Computer Information Technology

Program ID: 1007616

CIP Code: 111006 - Computer Support Specialist. (NEW)

• Indicates required fields.

 For help click the information icon.

Performance Year

Select a Performance Year to view the associated performance data. Click Add Performance Year to enter new performance data.

Performance Year:

None Selected

Add Performance Year

Computer Support Specialists Occupation Snapshot

Emsi Q1 2020 Data Set

April 2020

Northwest Tennessee Workforce Board



Parameters

Occupations

Code	Description
15-1150	Computer Support Specialists

Regions

Code	Description	Code	Description
47005	Benton County, TN	47079	Henry County, TN
47017	Carroll County, TN	47095	Lake County, TN
47033	Crockett County, TN	47131	Obion County, TN
47045	Dyer County, TN	47183	Weakley County, TN
47053	Gibson County, TN		

Timeframe

2020 - 2025

Datarun

2020.1 – QCEW Employees, Non-QCEW Employees, and Self-Employed

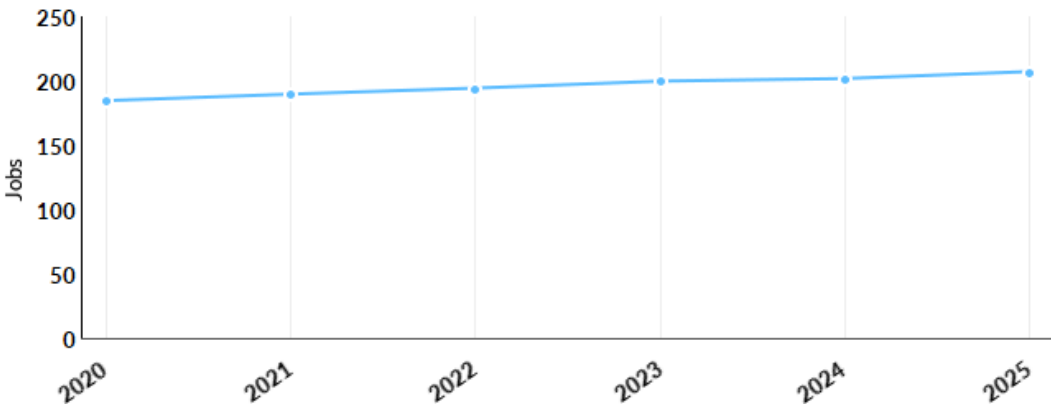
Computer Support Specialists in 9 Tennessee Counties

Occupation Summary for Computer Support Specialists

184 Jobs (2020) 66% below National average	+12.5% % Change (2020-2025) Nation: +6.9%	\$19.75/hr Median Hourly Earnings Nation: \$25.61/hr
--	---	--

Growth

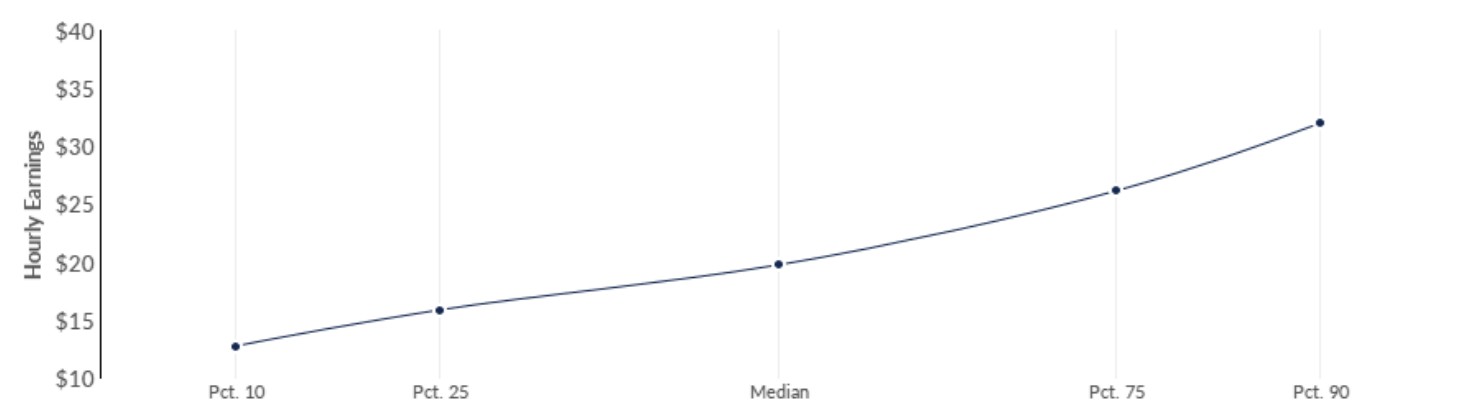
184 2020 Jobs	207 2025 Jobs	23 Change (2020-2025)	12.5% % Change (2020-2025)
------------------	------------------	--------------------------	-------------------------------



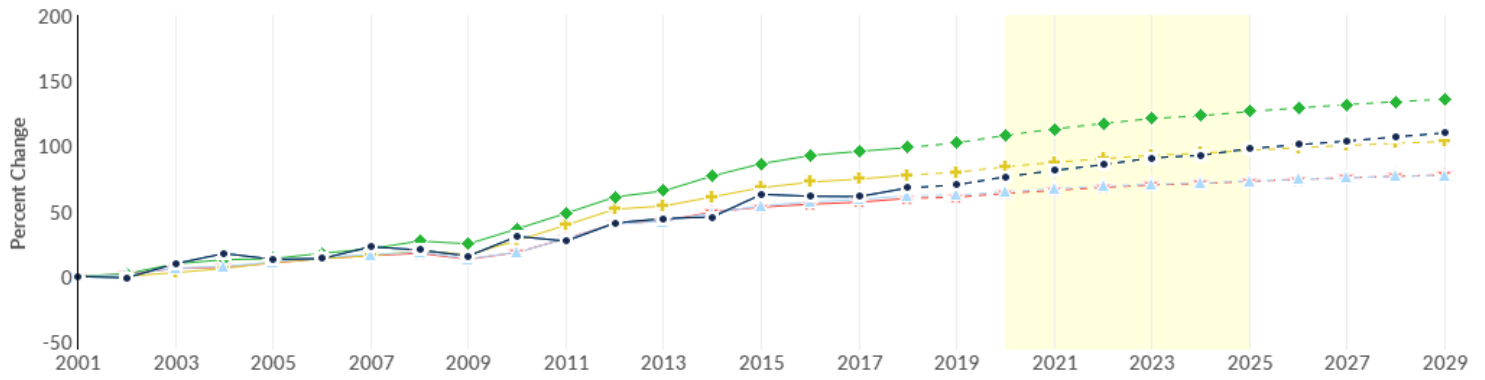
Occupation	2020 Jobs	2025 Jobs	Change	% Change
Computer User Support Specialists (15-1151)	146	165	19	13%
Computer Network Support Specialists (15-1152)	38	42	4	11%

Percentile Earnings for Computer Support Specialists (15-1150)

<div>\$15.87/hr</div> <div>25th Percentile Earnings</div>	<div>\$19.75/hr</div> <div>Median Earnings</div>	<div>\$26.17/hr</div> <div>75th Percentile Earnings</div>
---	--	---

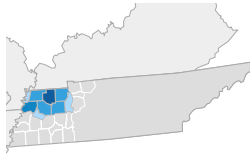


Regional Trends




Region	2020 Jobs	2025 Jobs	Change	% Change
Region	184	207	23	12.5%
Northwest TN	184	207	23	12.5%
West TN	3,026	3,177	151	5.0%
State	15,047	16,361	1,314	8.7%
Nation	949,533	1,014,797	65,264	6.9%
All Counties	3,393	3,585	192	5.7%

Regional Breakdown



County	2020 Jobs
Weakley County, TN	52
Dyer County, TN	31
Henry County, TN	21
Carroll County, TN	21
Gibson County, TN	20

Job Postings Summary

<p>102</p> <p>Unique Postings</p> <p>871 Total Postings</p>	<p>9 : 1</p> <p>Posting Intensity</p>  <p>Regional Average: 5 : 1</p>	<p>22 days</p> <p>Median Posting Duration</p> <p>Regional Average: 46 days</p>
---	--	--

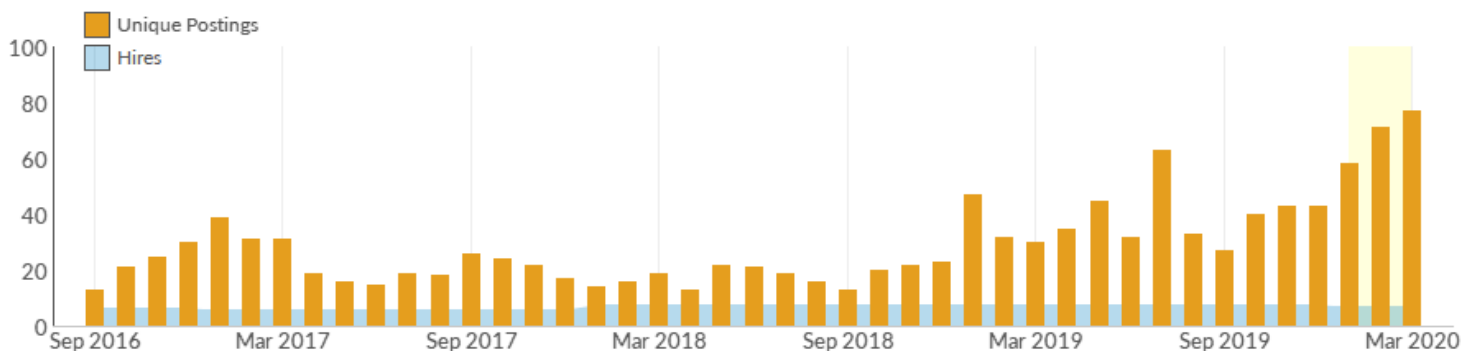
There were 871 total job postings for your selection from January 2020 to March 2020, of which 102 were unique. These numbers give us a Posting Intensity of 9-to-1, meaning that for every 9 postings there is 1 unique job posting.

This is higher than the Posting Intensity for all other occupations and companies in the region (5-to-1), indicating that they may be trying harder to hire for this position.

Job Postings vs. Hires

<p>69</p> <p>Avg. Monthly Postings (Jan 2020 - Mar 2020)</p>	<p>7</p> <p>Avg. Monthly Hires (Jan 2020 - Mar 2020)</p>
--	--

In an average month, there were 69 active job postings for *Computer Support Specialists*, and 7 actually hired. This means there was approximately 1 hire for every 10 unique job postings for *Computer Support Specialists*.



Occupation	Avg Monthly Postings (Jan 2020 - Mar 2020)	Avg Monthly Hires (Jan 2020 - Mar 2020)
Computer Support Specialists	69	7

Occupation Gender Breakdown



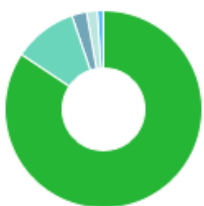
	Gender	2019 Jobs	2019 Percent	
	Males	129	72.8%	
	Females	48	27.2%	

Occupation Age Breakdown



	Age	2019 Jobs	2019 Percent	
	14-18	0	0.2%	
	19-24	15	8.6%	
	25-34	45	25.3%	
	35-44	48	26.9%	
	45-54	37	20.5%	
	55-64	27	15.2%	
	65+	6	3.3%	

Occupation Race/Ethnicity Breakdown



	Race/Ethnicity	2019 Jobs	2019 Percent	
	White	150	84.3%	
	Black or African American	19	10.4%	
	Asian	4	2.4%	
	Hispanic or Latino	3	1.7%	
	Two or More Races	2	1.0%	
	American Indian or Alaska Native	0	0.0%	
	Native Hawaiian or Other Pacific Islander	0	0.0%	

Occupational Programs

<div> <div>3</div> <div>Programs (2018)</div> </div> <div> <div>40</div> <div>Completions (2018)</div> </div> <div> <div>18</div> <div>Openings (2018)</div> </div>		
CIP Code	Program	Completions (2018)
11.0901	Computer Systems Networking and Telecommunications	23
11.0701	Computer Science	17
11.1003	Computer and Information Systems Security/Information Assurance	0

Industries Employing Computer Support Specialists

Industry	Occupation Jobs in Industry (2019)	% of Occupation in Industry (2019)	% of Total Jobs in Industry (2019)
Colleges, Universities, and Professional Schools (State Government)	41	22.9%	1.8%
Elementary and Secondary Schools (Local Government)	15	8.3%	0.2%
Local Government, Excluding Education and Hospitals	14	7.8%	0.2%
Commercial Banking	<10	5.4%	0.6%
Temporary Help Services	<10	4.2%	0.4%

Appendix A - Data Sources and Calculations

Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

Occupation Data

Emsi occupation employment data are based on final Emsi industry data and final Emsi staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level Emsi earnings by industry.

Emsi Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.

Institution Data

The institution data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

State Data Sources

This report uses state data from the following agencies: Arkansas Department of Workforce Services; Kentucky Office of Employment and Training; Missouri Department of Economic Development; Tennessee Department of Labor and Workforce Development, Research and Statistics Division

Education Program Information


Provider: DYERSBURG STATE COMMUNITY COLLEGE

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)

Program ID: 99264

CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

• Indicates required fields.

 For help click the information icon.

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):

300 - Occupational Skills Training - Approved Provider List (ITA)
303 - Distance Learning

* **This program is an Apprenticeship:** ☐ Yes ☒ No

* **CIP Code:** 519999 - Health Professions and Related Clinical Sciences, Other.

[\[Search for CIP Code \]](#)

* **Education Program Name:** CERTIFIED CLINICAL MEDICAL TECHNIC

Education Program Description:

CERTIFIED CLINICAL MEDICAL
TECHNICIAN (CCMA)

* **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:** Healthcare Technician Certificate

Completion Level: Certificate < 1 year

* **Attain Credential:** Occupational Skills certificate or credential

Other, Specify:

Certification / License Title:

Certification / License Type: None Selected

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: None Selected

Education Program Information


Provider: DYERSBURG STATE COMMUNITY COLLEGE

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)

Program ID: 99264

CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

• Indicates required fields.

 For help click the information icon.

Additional Details

Financial Aid Available:


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

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

* Program Prerequisites:

High School Diploma or Equivalent ▼

* Date Edu. Program First Offered:

02/24/2014  Today

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

Not a new program

Minimum Class Size:

1

Maximum Class Size:

Number Of Instructors:

1

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

Describe the minimum entry level requirements or prerequisites in 800 characters or less:

Drug/Alcohol Screening Required:

☐ Yes ☐ No

Accessibility:

- ☐ On-Site Parking ☐ Sign Language
☐ Public Transportation ☐ Other Languages
☐ Disabled Student Access ☐ Other

Describe any equipment used in this program and its adequacy and availability in 800 characters or less:

Grievance Procedure
(2000 characters max.):

Grievance Procedure URL
(Example: <http://site.com>):

Refund Policy
(2000 characters max.):

Refund Policy URL
(Example: <http://site.com>):

State Use 1:

259

State Use 2:

16933

State Use 3:

4


State Use 4:

State Use 5:



Education Program Information

Provider: DYERSBURG STATE COMMUNITY COLLEGE
Program ID: 99264

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)
CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

 For help click the information icon.

Related and Selected Occupations

Code	Occupation Title	Provider's Alternate Occupation Title	CIP Code Related	Select
31101400	Nursing Assistants  	<input type="text"/>		<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.

In demand


 Help

Education Program Information

Provider: DYERSBURG STATE COMMUNITY COLLEGE
Program ID: 99264

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)
CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

* Indicates required fields.

 For help click the information icon.

Completion Expectations


Number of Credits: Credits
* Credit Earned Duration: ☒ Semester ☐ Quarter
Projected Hourly Wage After Program Completion:

Education Program Information

Provider: DYERSBURG STATE COMMUNITY COLLEGE
Program ID: 99264

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)
CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

* Indicates required fields.

 For help click the information icon.

Scheduling

Course Times

* Class Time: Hours
Lab Time: Hours
Other Time: Hours
Class Frequency:

Reporting Information

Note: Clock/Contact hours are the total number of actual hours *per week* a student spends attending class or other instructional activities that count toward completing a program of study.

* Reporting Program Length - Clock/Contact Hours: Hours
* Reporting Program Length - Full-time Weeks: Weeks
* Reporting Program Format:

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
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Education Program Information


Provider: DYERSBURG STATE COMMUNITY COLLEGE

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Program ID: 99264

CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

* Indicates required fields.

 For help click the information icon.

Duration

Duration Title	Primary Duration	Duration	Schedule Intensity	Weekly Schedule	Classes Offered	Action
Class Schedule Offering - Primary	Yes	28 Weeks	Full-Time	M-F	Day Night	Edit Delete
[Add Duration]						

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
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Education Program Information

Provider: DYERSBURG STATE COMMUNITY COLLEGE

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)

Program ID: 99264

CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

* Indicates required fields.

 For help click the information icon.

Locations

The selection of at least one location is required.

Location Name	Address	Billing Address	Select
DYERSBURG STATE COMMUNITY COLLEGE	1510 Lake Rd Dyersburg, TN 38024	1510 Lake Rd Dyersburg, TN 38024	<input checked="" type="checkbox"/>
DYERSBURG STATE COMMUNITY COLLEGE - GIBSON COUNTY	2071 Highway 45, Bypass Trenton, TN 38382	2071 Highway 45, Bypass Trenton, TN 38382	<input type="checkbox"/>
DYERSBURG STATE COMMUNITY COLLEGE - JIMMY NAIFEH CENTER	3149 Highway 51 South Covington, TN 38019	3149 Highway 51 South Covington, TN 38019	<input type="checkbox"/>

Duration	Locations	External Approvals	Cost Details	Performance	Confirmation	Review
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Education Program Information

Provider: DYERSBURG STATE COMMUNITY COLLEGE

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)

Program ID: 99264

CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

* Indicates required fields.

 For help click the information icon.

External Approvals

State Approving Agency:

Tennessee Board of Regents

State Approving Agency Status:

Approved

Is this program listed on another state's ETPL?

☐ Yes ☒ No

Education Program Information


Provider: DYERSBURG STATE COMMUNITY COLLEGE

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)

Program ID: 99264

CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

• Indicates required fields.


 For help click the information icon.

Cost Details

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

Cost Structure(s)	Amount	Action
Total CRS Training Costs	\$2,100.00	Edit Delete
Tuition/Fee	\$2,100.00	
Books	\$0.00	
Tools	\$0.00	
Other Costs	\$0.00	
Comments		
Total Amount of Cost Structures	\$2,100.00	

Add Cost Structure 1

 Help

Education Program Information


Provider: DYERSBURG STATE COMMUNITY COLLEGE

Program: CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)

Program ID: 99264

CIP Code: 519999 - Health Professions and Related Clinical Sciences, Other.

• Indicates required fields.

 For help click the information icon.

Performance Year

Select a Performance Year to view the associated performance data. Click Edit Data to modify performance data. Click Add Performance Year to enter new performance data.

Performance Year: 2019

Edit Data

Add Performance Year

WIOA Performance Summary

Population	Completion Rate	Credential Rate	Employment Rate Q2 After Exit	Employment Rate Q4 After Exit	Employment Rate Related Occupation	Median Earnings
WIOA	N/A	N/A	N/A	N/A	N/A	\$0
Overall	N/A	N/A	N/A	N/A	N/A	\$34,560

Overall Values

Participants:	5
Exiters:	0
Completers:	5
Completers in a Related Occupation:	5
Average Earnings at Q2:	\$5,760.00
Average Earnings at Q4:	\$11,800.00
Exiters with Unsubsidized Employment at Q2:	0
Exiters with Unsubsidized Employment at Q4:	0
Median Earnings for Employed Completers at Q2:	\$34,560.00
Obtained Credential:	5

WIOA Values

Participants:	0
Exiters:	0
Completers:	0
Completers in a Related Occupation:	0
Exiters with Unsubsidized Employment at Q2:	0
Exiters with Unsubsidized Employment at Q4:	0
Median Earnings for Employed WIOA Completers at Q2:	\$ 0.00
Obtained Credential:	0

Northwest TN + Madison County Labor Market Information

SOC	Description	2020 Jobs	2025 Jobs	2020 - 2025 Change	Annual Openings	2020 - 2025 Replacement Jobs	Avg. Hourly Earnings
29-2031	Cardiovascular Technologists and Technicians	34	37	3	3	<10	\$30.68
29-2099	Health Technologists and Technicians, All Other	67	74	7	6	24	\$35.37
31-9092	Medical Assistants	632	658	26	80	354	\$14.64
31-9097	Phlebotomists	125	139	14	17	70	\$13.01
Total / Average		857	909	52	106	457	\$16.63

Northwest TN Labor Market Information

SOC	Description	2020 Jobs	2025 Jobs	2020 - 2025 Change	Annual Openings	2020 - 2025 Replacement Jobs	Avg. Hourly Earnings
29-2031	Cardiovascular Technologists and Technicians	11	12	1	Insf. Data	<10	\$12.17
29-2099	Health Technologists and Technicians, All Other	34	36	2	3	12	\$28.76
31-9092	Medical Assistants	251	240	(11)	28	135	\$14.61
31-9097	Phlebotomists	34	36	2	4	18	\$13.34
Total / Average		329	324	(5)	36	169	\$15.67



Quarterly Report – Narrative Questions

Please answer the following questions. Include this document as an attachment to your quarterly report.

Submission Date: April 13, 2020

Grant Recipient: Northwest Tennessee Workforce Board

Project Name: EARN\$TN - Expanding Apprenticeships in Rural Northwest Tennessee

City: Dyersburg **County/Parish:** Dyer **State:** **TN**

Point of Contact: Jennifer Bane

Email: jbane@nwtworks.org **Phone:** 731-286-3585

	Proposed Outcomes	Actual Outcomes
Individuals Trained (pre-apprenticeship or apprenticeship)	24	17
Industry Certificates Awarded	20	0
Job Created	8	0
Jobs Retained	8	17
Employer Outreach Events	18	2
Registered Apprenticeship Occupations	6	2
Pre-Apprenticeships	2	1
Jobseeker Recruitment Events	12	8
Funding Support	\$45,000	\$8,539.35

I. During the period of performance, what project activities occurred and what was accomplished? Describe all major tasks and deliverables.

The overarching goal of the EARN\$TN grant proposal is to grow apprenticeships in rural northwest Tennessee. All outcomes are listed below in the response to question 3. Below is a chronological account of project activities to push northwest Tennessee toward our ultimate goal:

December 2019 –

- Speaking Engagements & Events:
 - NW TN Workforce Board in partnership with Amteck, LLC. (Dyer Co.), an electrical communication design build contractor, hosted a REAP (Registered Electrical Apprenticeship Preparation) Informational Planning Session for Educators. Principals, Assistant Principals, Counselors, Career and Technical Education Directors, and Teachers from seven (7) counties attended and demonstrated their interest in including their students in on-site showcase visits at their respective high schools. As a result, ten (10) high schools have registered for showcase visits for their graduating seniors to attend in February and April, 2020 to learn about Electrical Apprenticeships offered by Amteck.
- New Apprentices:
 - NW TN Workforce Board enrolled 17 first-year electrical apprentices for Amteck and funded \$355.81 per student towards their Related Technical Instruction. These funds are provided through a TNDOL apprenticeship grant. The Workforce Board also provided scholarships in the amount of \$1,633.33 per currently enrolled first-year REAP participants through the WIOA Youth program funds to pay for Related Technical Instruction costs. Seven (7) apprentices benefited. The Related Technical Instruction began December 16, 2019. All apprentices completed and progressed in the program.

January 2020 –

- NW TN Workforce Board staff met with employers to discuss the benefits of beginning a Registered Apprenticeship program:
 - 1/8/2020 – Frazier Industrial (Dyer Co.): Welding Apprenticeship and pre-apprenticeship – considering program
 - 1/10/2020 – White Squirrel Winery (Obion Co.): Production Technician – apprenticeship application package submitted and awaiting approval notice
 - 1/21/2020 – Tennessee Tractor (Crockett Co.): Agriculture Equipment Service Technician – working to establish Related Technical Instruction (RTI) with the Tennessee College of Applied Technology at Jackson. TCAT Jackson will serve as the Sponsor and is working to prepare the application.
 - 1/23/2020 – Crown Winery (Gibson Co.): Tasting Room Associate and Vineyard Manager. Apprenticeship application package submitted and awaiting approval notice
 - CableSouth Construction (Gibson Co.): Fiber Lineman – working with Tennessee College of Applied Technology to establish Related Technical Instruction (RTI) component of the apprenticeship
 - Auston Mealer Equipment Repair (Dyer Co.): HAVC Technician – preparing application package
- Speaking Engagements & Events:
 - 1/21/2020 NW TN Workforce Board Business Services Rep spoke to the Huntingdon Lions Clubs (Carroll Co.) about the Benefits of developing Registered Apprenticeship
- Social Media:
 - 1/21/2020 our American Job Centers of Northwest TN Facebook page posted “Apprenticeships offer pathways to great careers. About 94% of apprentices retain

employment after graduating, and the average salary for graduates is \$70,000 per year.” A link to USDOL was also provided.

February 2020 –

- NW TN Workforce Board staff met with employers to discuss the benefits of beginning a Registered Apprenticeship program:
 - 2/6/2020 – DOT Foods (Dyer Co.): Truck Driver apprenticeship – considering program
 - 2/27/2020 – Carhartt (Benton Co.): Sewing Machine Operator youth apprenticeship and pre-apprenticeship – considering program
- New Apprenticeships:
 - 2/1/2020: Tasting Room Associate for Crown Winery, Sponsor is Dyersburg State Community College
- Speaking Engagements & Events:
 - Traveled to the below listed High Schools to recruit seniors to participate in the Registered Electrical Apprenticeship Preparation (REAP) program following graduation. This is an electrical youth pre-apprenticeship and registered apprenticeship program by Amteck and funded in-part by the Northwest TN Workforce Board.
 - 2/18/2020 – Peabody High School (Gibson Co.)
 - 2/18/2020 – South Fulton Middle High School (Obion Co.)
 - 2/19/2020 – Crockett County High School (Crockett Co.)
 - 2/19/2020 – Humboldt Middle High School (Gibson Co.)
 - 2/20/2020 – Obion County Central High School (Obion Co.)
 - 2/20/2020 – Dyersburg High School (Dyer Co.)
 - 2/21/2020 – Union City High School (Obion Co.)
 - 2/26/2020 – West Tennessee Regional Apprenticeship Forum (Madison Co., Regional Event including Southwest TN, Northwest TN, and Greater Memphis) – Tennessee Office of Apprenticeship Director, Tyra Copas, presented to the employer community
- Social Media:
 - 2/11/2020 our American Job Centers of Northwest TN Facebook page shared “Tennessee launches new apprenticeship program” and shared the link to the WBBJ TV post with photos.
 - 2/17/2020 our American Job Centers of Northwest TN Facebook page created and shared an event “Apprenticeships? We have the Answers” Apprenticeship Forum
 - 2/19/2020 our American Job Centers of Northwest TN Facebook page shared the Tennessee Department of Labor and Workforce Development’s video covering the launch of the new program www.apprenticeshipTN.com

March 2020 –

- NW TN Workforce Board staff met with employers to discuss the benefits of beginning a Registered Apprenticeship program:
 - 3/10/2020: Auston Mealer’s Equipment Service – paperwork preparation
 - *Meetings were postponed due to coronavirus*
- New Apprenticeships:
 - 3/25/2020: HVAC Technician for Auston Mealer’s Equipment Service also serving as the Sponsor
- New Pre-Apprenticeship:
 - 3/23/2020: Youth Pre-Apprenticeship Work Experience enrolled at worksite: Auston Mealer’s Equipment Service
- Speaking Engagements & Events: *Postponed due to coronavirus*
- Social Media:

- 3/2/2020 our American Job Centers of Northwest TN Facebook pages shared the Tennessee Department of Labor and Workforce Development's video interviewing Kevin Vaughn, Apprenticeship Instructor and shared the link to www.apprenticeshipTN.com
- 3/16/2020 our American Job Centers of Northwest TN Facebook page posted about Industry-Recognized Apprenticeship Program (IRAPs) and shared www.apprenticeship.gov/industry-recognized-apprenticeship-program link

2. During the period of performance, were all approved project activities completed? Explain why or why not.

The Northwest Tennessee Workforce Board is on track to complete all proposed deliverables and reach all outcomes projected. With the remaining time period for the grant, we expect to accomplish all tasks. We have exceeded 50% of proposed apprentices and are 33% of the way to our new registered apprenticeship goal. Within the next reporting period, we expect to have an additional two apprenticeships which will bring us to 67% of the goal. The Northwest Tennessee Business Services Representatives are continuing to meet regularly with employers introducing the apprenticeship model. The Tennessee Office of Apprenticeship also named a new position of West Tennessee Apprenticeship Director. We are excited to work with a new partner in growing and developing apprenticeships.

3. What outcomes have been realized so far? Describe the specific tools used to measure outcome achievement. Are the proposed outcomes still achievable during the period of performance? Explain why or why not?

- 17 first-year apprentices enrolled in registered apprenticeships
 - Coordination of funds for apprentices
- 2 newly developed apprenticeships registered through USDOL
- 1 new Pre-Apprenticeship Work Experience developed
- 10 Speaking Engagements & Events held
- 6 posts to our American Job Centers of Northwest TN Facebook page promoting Apprenticeships

All proposed outcomes are still achievable during the period of performance. We are progressing and on-track to achieve all goals.

4. Do you have specific needs for technical assistance that DRA can help provide during or after the life of the grant? Explain.

Not at this time.

Services Provided Individuals - All Services

- Program: Title III - Wagner-Peyser (WP)
- Region/Lwia: Northwest Tennessee
- Date Field: Schedule Date
- Start Date: 10/1/2019

Activity/Description	Distinct Users	Total Services	% of Total
190 - First Scheduled RESEA	452	452	14.83%
Successful Completions	218	48%	
191 - RESEA Reschedule	67	77	2.53%
192 - RESEA Failed to Report	147	152	4.99%
193 - RESEA Placement	42	42	1.38%
194 - RESEA Exempt	25	29	0.95%
195 - RESEA UI Eligibility	481	950	31.17%
196 - RESEA Subsequent Schedule	311	312	10.24%
197 - RESEA Subsequent Completed	325	410	13.45%
198 - RESEA Program Completed	286	288	9.45%
592 - RESEA Referred to Reemployment	255	255	8.37%
593 - RESEA Referred to Training	11	11	0.36%
19A - RESEA Compliant	49	50	1.64%
19X - RESEA UCX Participant	3	3	0.10%
19R - RESEA Referred to Title I	16	17	0.56%
Activity/Description	Distinct Users	Total Services	% of Total
	2,470	3,048	100%
Total Rows: 14			

WIOA Targeted Population Summary

- Filter By Date: Active Date
- Date Range: 3/1/2020 - 3/31/2020

Target Group	Total Enrolled	New Enrolled	Total Enrolled	New Enrolled	Received Career Services	Received Training/ Educ Svcs	Total Exited	With Credential
Total	1,342	50	692	54	600	535	7	96
Gender								
Female	619 46.13%	18 36.00%	303 43.79%	15 27.78%	290 48.33%	255 47.66%	2 28.57%	33 34.38%
Male	722 53.80%	32 64.00%	388 56.07%	39 72.22%	309 51.50%	279 52.15%	5 71.43%	63 65.63%
NA	1 0.07%	0	1 0.14%	0	1 0.17%	1 0.19%	0	0
Age								
18 and Under	82 6.11%	1 2.00%	43 6.21%	2 3.70%	43 7.17%	37 6.92%	0	8 8.33%
19 to 24	336 25.04%	6 12.00%	216 31.21%	9 16.67%	213 35.50%	180 33.64%	1 14.29%	30 31.25%
25 to 54	788 58.72%	40 80.00%	387 55.92%	37 68.52%	330 55.00%	306 57.20%	6 85.71%	57 59.38%
55 and Older	136 10.13%	3 6.00%	46 6.65%	6 11.11%	14 2.33%	12 2.24%	0	1 1.04%
Race/Ethnicity								
White	1,066 79.43%	37 74.00%	555 80.20%	47 87.04%	466 77.67%	419 78.32%	6 85.71%	76 79.17%
African American/Black	247 18.41%	13 26.00%	140 20.23%	8 14.81%	138 23.00%	117 21.87%	1 14.29%	18 18.75%
American Indian/Alaskan Native	9 0.67%	0	4 0.58%	1 1.85%	3 0.50%	2 0.37%	0	0
Asian	4 0.30%	0						
Hawaiian / Other Pacific Islander	2 0.15%	0						
Hispanic	41 3.06%	0	13 1.88%	1 1.85%	11 1.83%	11 2.06%	0	0
Educational Status								
In-school; Secondary School or less	3 0.22%	0	6 0.87%	0	6 1.00%	3 0.56%	0	3 3.13%
In-school, Alternative School	67 4.99%	0	1 0.14%	0	1 0.17%	1 0.19%	0	0
In-school; post Secondary School	1 0.07%	0	152 21.97%	3 5.56%	152 25.33%	142 26.54%	0	27 28.13%
Not attending school or Secondary School Dropout	70 5.22%	0	31 4.48%	1 1.85%	25 4.17%	21 3.93%	1 14.29%	4 4.17%
Not attending school; Secondary School Graduate or has a recognized equivalent			502 72.54%	50 92.59%	416 69.33%	368 68.79%	6 85.71%	62 64.58%
UC Status								
Eligible claimant not referred by WPRS	6 0.45%	0						
Exhaustee	4 0.30%	0						
Neither claimant or exhaustee	120 8.94%	0	19 2.75%	0	19 3.17%	19 3.55%	0	11 11.46%
Veteran								
All Veterans	58 4.32%	1 2.00%	16 2.31%	0	13 2.17%	11 2.06%	1 14.29%	5 5.21%
Eligible Veteran Status	56 4.17%	1 2.00%	16 2.31%	0	13 2.17%	11 2.06%	1 14.29%	5 5.21%
Other Eligible Person/Veteran Spouse	2 0.15%	0	0	0	0	0	0	0

Campaign Veteran	11 0.82%	0	2 0.29%	0	2 0.33%	2 0.37%	0	1 1.04%
Disabled Veteran	10 0.75%	1 2.00%	2 0.29%	0	2 0.33%	2 0.37%	0	0
Transitioning Service Member	1 0.07%	0	2 0.29%	0	2 0.33%	2 0.37%	0	0
Recently Separated Veteran	6 0.45%	1 2.00%	5 0.72%	0	5 0.83%	3 0.56%	0	1 1.04%
Active Duty Military Spouse	1 0.07%	0	1 0.14%	0	1 0.17%	1 0.19%	0	1 1.04%
Barriers								
Total With Significant Barriers to Employment	864 64.38%	41 82.00%	563 81.36%	30 55.56%	528 88.00%	466 87.10%	6 85.71%	87 90.63%
Individuals with Disability	51 3.80%	1 2.00%	25 3.61%	1 1.85%	25 4.17%	19 3.55%	0	6 6.25%
Displaced Homemaker	3 0.22%	0	2 0.29%	0	2 0.33%	2 0.37%	0	0
Underemployed	319 23.77%	7 14.00%	212 30.64%	6 11.11%	212 35.33%	199 37.20%	0	28 29.17%
Dislocation Event	2 0.15%	1 2.00%	1 0.14%	0	1 0.17%	1 0.19%	0	1 1.04%
Within 2 Years of Exhausting TANF	1 0.07%	0	1 0.14%	0	1 0.17%	1 0.19%	0	1 1.04%
Single Parent	146 10.88%	9 18.00%	96 13.87%	2 3.70%	96 16.00%	83 15.51%	0	5 5.21%
Basic Skills Deficient	4 0.30%	0	1 0.14%	0	1 0.17%	0	0	0
Offender	111 8.27%	21 42.00%	141 20.38%	8 14.81%	141 23.50%	130 24.30%	6 85.71%	35 36.46%
Homeless	4 0.30%	0	0	0	0	0	0	0
Foster Care (All)	4 0.30%	0	2 0.29%	0	2 0.33%	0	0	0
Aged Out of Foster Care	4 0.30%	0	2 0.29%	0	2 0.33%	0	0	0
Pregnant or Parenting Youth	66 4.92%	0	31 4.48%	1 1.85%	31 5.17%	19 3.55%	0	2 2.08%
Youth Requires Additional Assistance	70 5.22%	1 2.00%	25 3.61%	1 1.85%	25 4.17%	14 2.62%	0	1 1.04%
Long-Term Unemployed	185 13.79%	15 30.00%	150 21.68%	10 18.52%	147 24.50%	125 23.36%	4 57.14%	25 26.04%
Public Assistance								
TANF	9 0.67%	0	5 0.72%	0	5 0.83%	5 0.93%	0	3 3.13%
SNAP	180 13.41%	1 2.00%	98 14.16%	2 3.70%	98 16.33%	82 15.33%	0	15 15.63%
Social Security Disability Insurance (SSDI)	7 0.52%	0	4 0.58%	0	4 0.67%	4 0.75%	0	1 1.04%
Supplemental Security Income (SSI)	11 0.82%	0	4 0.58%	0	4 0.67%	2 0.37%	0	1 1.04%
General Assistance	1 0.07%	0	1 0.14%	0	1 0.17%	1 0.19%	0	0
Living in the High Poverty Area	16 1.19%	0	0	0	0	0	0	0
Free or Reduced Lunch	7 0.52%	0	1 0.14%	0	1 0.17%	1 0.19%	0	0
Low Income	663 49.40%	35 70.00%	491 70.95%	24 44.44%	491 81.83%	434 81.12%	6 85.71%	84 87.50%
Green Training								
Received Green Training	1 0.07%	0	0	0	0	0	0	0

By County Quarterly Expenditure Report for Rural Initiative Funding

			Expenditures*				Participant Outomes		
LWDA	County	Funding Amount	Admin	Program	Total	% Expended	Goal	Actual	% Towards Goal
Northwest	Weakley	\$ 46,119	\$ 1,644.56	\$ -	\$ 1,644.56	3.57%	17	0	0.00%
Northwest	Obion	\$ 50,045	\$ 1,784.56	\$ -	\$ 1,784.56	3.57%	23	0	0.00%
Northwest	Carroll	\$ 50,865	\$ 1,813.80	\$ -	\$ 1,813.80	3.57%	24	10	41.67%
Northwest	Benton	\$ 54,420	\$ 1,940.57	\$ 839.67	\$ 2,780.24	5.11%	21	2	9.52%
Northwest	Lake	\$ 171,698	\$ 6,122.59	\$ 22,000.00	\$ 28,122.59	16.38%	40	10	25.00%

**Expenditures are through 2/29/2020. Invoices pending for
Carroll and Lake RAMP classes & Benton County WBL.*

RE-ENTRY ADVANCED MANUFACTURING PROGRAM (RAMP)

3/31/2020

GIBSON COUNTY - TCAT Jackson - 8 classes					
Male (68 students) Female (8 students) = 76	Safety	Quality	Manufacturing	Maintenance	Full CPT
Assessments Passed/Taken	73/73	72/72	65/70	65/66	64/76
Percent Passed Assessment Taken	100%	100%	93%	98%	
Percent Passed of 76 Enrolled	96%	95%	86%	86%	84%

<i>Performance Indicator</i>	76	Exclusionary	Employed	Unemployed	Unknown
Exited Participants	45	15	17	13	0
		33%	38%	29%	0%
Active Participants	31	2	10	9	10
		6%	32%	29%	32%
Total Performance		22%	36%	29%	13%

DYER COUNTY - Dyersburg State Community College - 4 classes					
Female (23 students) Male (18 students)=41	Safety	Quality	Manufacturing	Maintenance	Full CPT
Assessments Passed/Taken	30/33	22/25	16/18	14/14	14/41
Percent Passed Assessment Taken	91%	88%	89%	100%	
Percent Passed of 41 Enrolled	73%	54%	39%	34%	34%

<i>Performance Indicator</i>	41	Exclusionary	Employed	Unemployed	Unknown
Exited Participants	33	27	4	0	2
		82%	12%	0%	6%
Active Participants	8	0	0	4	4
		0%	0%	50%	50%
Total Performance		66%	10%	10%	15%

HENRY COUNTY - TCAT Paris - 2 classes					
Male (20 students)	Safety	Quality	Manufacturing	Maintenance	Full CPT
Assessments Passed/Taken	11/17	7/15	7/14	3/11	2/20
Percent Passed Assessment Taken	65%	47%	50%	27%	
Percent of 20 Enrolled Passed	55%	35%	35%	15%	10%

<i>Performance Indicator</i>	20	Exclusionary	Employed	Unemployed	Unknown
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Exited Participants	10	5	1	0	4
		50%	10%	0%	40%
Active Participants	10	0	5	2	3
		0%	50%	20%	30%
Total Performance		25%	30%	10%	35%

LAKE COUNTY - TCAT Newbern - 1 class					
Male (12 students)	Safety	Quality	Manufacturing	Maintenance	Full CPT
Assessments Passed/Taken	9/9	3/6	<i>in progress January 22, 2020 - May 2020</i>		
Percent Passed Assessment Taken	100%	50%			
Percent of 12 Enrolled Passed	75%	25%			

<i>Performance Indicator</i>	12	Exclusionary	Employed	Unemployed	Unknown
Exited Participants	4	4	0	0	0
		100%	0%	0%	0%
Active Participants	8	0	0	8	0
		0%	0%	100%	0%
Total Performance		33%	0%	67%	0%

CARROLL COUNTY - TCAT Paris - 1 class					
Female (10 students)	Safety	Quality	Manufacturing	Maintenance	Full CPT
Assessments Passed/Taken	<i>in progress February 3, 2020 - May 2020</i>				
Percent Passed Assessment Taken					
Percent of 10 Enrolled Passed					

<i>Performance Indicator</i>	10	Exclusionary	Employed	Unemployed	Unknown
Exited Participants	0	0	0	0	0
		0%	0%	0%	0%
Active Participants	10	0	0	10	0
		0%	0%	100%	0%
Total Performance		0%	0%	100%	0%

Training Provider Approval

Effective Date: ~~December 18, 2018~~ June 10, 2020

Duration: Indefinite

In order to receive funds under Title I of WIOA, a training provider must make application to the local Workforce Board for approval. Therefore, customers approved for ITA funds can only select from programs on the Eligible Training Provider List. If a program is not on the list, WIOA cannot pay the cost of attendance.

In the State of Tennessee, the Tennessee Department of Labor and Workforce Development (TDLWD) is charged by the State Workforce Development Board with the responsibility to develop and maintain the Eligible Training Provider List. The Northwest local area agrees to adopt the procedures and formats provided by TDLWD for accepting and processing applications for the Eligible Provider List. Said procedures include processes and formats for Renewal Applications for “grandfathered” eligible providers and for others which have completed their period of initial eligibility, as well as processes for making initial application.

Interested applicants shall visit the Eligible Training Provider website at www.Jobs4TN.gov in order to register and complete the appropriate application forms as provided by TDLWD within the system. Application forms are available online at the website listed above. Upon receipt of completed applications, a Sub-Committee of the Northwest Tennessee Workforce Board (NWTNWB) will review and make recommendation to the Northwest Tennessee Workforce Board for approval, denial or other additional/subsequent consideration. The Sub-Committee Committee, other committees of the NWTNWB, or NWTNWB members may request any additional information from the applicant institution deemed necessary. Applicants must provide all requested performance, cost, credentialing, articulation documentation, or other information requested by the Committee and/or the NWTNWB. The LWDB will review and approve applicants which are deemed to have met the criteria outlined in WIOA Subtitle B, Chapter 1, Section 122.

Finally, renewal applications must provide required performance data, **meeting or exceeding performance standards as outlined in TDLWD policy**, in order to remain on the Eligible Training Provider List. If approved, the NWTNWB will submit appropriate information and recommendation for addition to the Statewide Eligible Training Provider List in the Jobs4TN system.

Training Providers Appeal Process

If a Local Workforce Development Board (LWDB) rejects an application for initial eligibility determination for a program of training service, the LWDB must provide notice with the letter of rejection containing the reasons for rejections as well as the availability of an appeals process.

Local Appeals

Each LWDB maintains a written appeal process. The procedure includes an opportunity for a hearing, with a final written decision on the appeal to be provided within sixty (60) days of the date of the LWDB’s receipt of the request for appeal. If the provider is not satisfied with the outcome of the local appeal, a provider may submit a formal appeal to the State appeals committee.

Should an application for addition to the ETPL be denied by the NWTNWB, the NWTNWB will notify the applicant of the denial, the reason(s) for the denial, and information on the appeal process within ten (10) working days. Notification shall be written and may be transmitted by U. S. Postal Service, Return Receipt

Requested, Fed Ex or other package delivery service, by facsimile transmission, and/or electronically through e-mail. The applicant institution may access the approved NWTNWB appeal process, as follows:

1. The institution must request, in writing, additional consideration by the NWTNWB and its Sub-Committee of at least 1 – 3 impartial appeal officers (i.e. any staff or board members uninvolved in the initial decision). The written request must be submitted within 10 working days of receipt of written notification of denial or need for additional information/review by the NWTNWB.

Address local appeals to the attention of the Northwest Tennessee Workforce Board:

Northwest Tennessee Workforce Board
 Attn: Executive Director and Board Chairman
~~708 E Court Street~~ 208 N. Mill Ave.
 Dyersburg, TN 38024
 (731) 286-3585, TDD # 711

2. The NWTNWB Sub-Committee shall consider the appeal request within 30 calendar days of receipt of the written request for appeal and shall make a recommendation to the NWTNWB for approval, denial, or request for additional/subsequent information.

3. The NWTNWB must consider the appeal and the recommendation of the Sub-Committee and render a decision at its next regularly scheduled NWTNWB meeting, or within 60 calendar days from the date the NWTNWB received the written request for appeal from the provider institution, whichever is greater.

4. The applicant institution must be notified, in writing, of the decision of the NWTNWB within 10 working days of the NWTNWB final action, and the process for filing a State appeal in the event the provider is not satisfied with the outcome of the local appeal. As referenced above, written notification may be in the form of USPS Return Receipt Requested, Fed Ex or other package delivery service, facsimile transmission, and / or electronically using e-mail.

5. If the applicant disagrees with the action taken by the NWTNWB through its local appeal process, the applicant may access the appeal process through the THEC, according to established THEC appeal procedures, as outlined in the approved Strategic Five Year State Workforce Investment Plan for the State of Tennessee.

In the event an approved provider is removed or suspended from the ETPL, students enrolled through the Workforce Innovation and Opportunity Act (WIOA) prior to the suspension/removal will be allowed to continue their training using WIOA funds until completion. No new students may be enrolled into a suspended/removed institution until official notification of reinstatement has been received.

State Level Appeals

This procedure applies only to training providers who have exhausted the appeal process of a Local Workforce Development Board and are dissatisfied with the Local Workforce Development Board's final decision.

- (1) A training provider wanting to appeal to the State must submit an appeal request to the State within 30 days from the LWDB's notification to the training provider of its final decision on an appeal. The request for an appeal to the State must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate provider official.

- (2) The State will promptly notify the LWDB when it receives a request for appeal. The State will also notify the LWDB when it makes the final decision on an appeal.

(3) The State appeal process includes the opportunity for the appealing training provider to have a hearing. The hearing officer must be impartial. The hearing officer must provide written notice to the concerned parties of the date, time, and place of the hearing at least 10 calendar days before the scheduled hearing. Both parties must have the opportunity: to present oral and written testimony under oath; to call and question witnesses; to present oral and written arguments; to request documents relevant to the issues(s), and to be represented.

(4) The five-member State appeals committee, chaired by the hearing officer, will administratively review the appeal, make a preliminary decision, and notify the training provider and the LWDB. The committee may either uphold or reverse the LWDB decision.

(5) The State appeals committee must render a decision within 60 days from receiving the training provider's initial State appeal request.

References:

Workforce Services Policy - Eligible Training Provider List, TN-WIOA (16-9); Title I of the Workforce Innovation and Opportunity Act of 2014 (29 U.S.C. 3101 et seq.); Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.); WIOA Section 188 Nondiscrimination; WIOA Section 122 Identification of Eligible Providers of Training Services.

Vetted and Approved by the Northwest Tennessee Workforce Board: ~~December 18, 2018~~ June 10, 2020

~~Jennifer Bane, Executive Director~~ Jimmy Williamson, Chair
Northwest Tennessee Workforce Board

Youth Incentives

Effective Date: June 10, 2020

Duration: Indefinite

Purpose: To provide guidance for providing incentives for eligible Youth participants.

Policy: The Youth program and service provision, under Title I of the Workforce Innovation and Opportunity Act (WIOA), is designed to:

- Assist eligible out-of-school youth (OSY) and eligible in-school youth (ISY), who are seeking assistance in achieving academic and employment success, with effective and comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide an effective connection to educational institutions and employers, including small employers in in-demand industry sectors and occupations in the local and regional labor markets.
- Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment.
- Implement work-based training strategies and employment approaches to help participants develop essential skills that are best learned on the job.
- Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials.
- Provide continued support services to individuals who need them to participate and succeed in work investment and training activities.

Per TEGL 21-16, as discussed in 20 CFR § 681.430, "individuals who meet the respective program eligibility requirements may participate in WIOA Title I Adult and Youth programs concurrently. Such individuals must be eligible under the Youth or Adult eligibility criteria applicable to the services received. Local program operators may determine, for these individuals, the best mix of services under the Youth and Adult programs." While some 18 to 24 year olds may be ready for Adult services due to life experiences such as having gained occupational skills through education or training, prior work experiences, adult schedules, family responsibilities, and the participant's needs, others need specific Youth services covered in the 14 WIOA Youth program elements based on characteristics such as maturity, drug and alcohol abuse, homelessness, foster care status, family abuse/neglect, literacy challenges, pregnancy, and lack of employability skills. Assessments of their skills, career-readiness, literacy, and supportive service needs should be taken into consideration when determining the appropriate program(s) for young adults.

Based on the comprehensive intake and assessment process, Title I staff develop an Individual Service Strategy (ISS) with participants to identify their employment and / or educational goals and objectives, which must specific, measurable, achievable, relevant, and timely (SMART), directly linked to one or more of the indicators of performance, and aligned to the interests and career pathway identified in the objective assessment. The ISS must also document the specific program elements and services to be provided to the participant based on the results of the objective assessment and the participant's SMART goals / objectives.

Although not a specific element, Title I staff must provide case management services to assist a youth participant in making informed choices and completing the program. Case management typically includes non-instructional activities, such as navigation to and arrangements for academic, career or personal counseling, financial aid, childcare, housing, and other financial assistance that can be critical to the success and continued engagement of the individual in pursuing their career pathway component. Support may be provided on an individual or group basis and career coaching principles and methods must be incorporated throughout the program.

Documentation of all services and activities must also be recorded in the participant's case file in Jobs4TN. Participants must be contacted at least monthly, and contacts must be documented in case notes in Jobs4TN.

Recording case notes is critical because it weaves each service element into the comprehensive service plan. Case notes, at minimum, must reflect who was assisted, why, when and where the contact occurred and must be entered promptly with detailed information.

Under WIOA, a much higher percentage of available local Youth funds must go toward OSY — 75% (versus 30% under WIA). Strategies for recruiting and serving more of these young people must be a focus more than ever before. While OSY who are not working, often referred to as “disconnected” or “opportunity” youth, may seek out opportunities to connect to training and work, according to MDRC’s [*Serving Out-of-School Youth Under the Workforce Innovation and Opportunity Act \(2014\)*](#), “youth programs often report difficulties in sustaining participation after the initial connection is made. WIOA-funded service providers will not only have to reach more out-of-school youth, they will also need strategies to stimulate sustained, intense engagement in services.” According to the report, the presence of the following elements indicate that young people are more likely to engage:

1. Financial incentives and opportunities for paid training and work.
2. Opportunities to feel connected to caring adults and to a community.
3. Support services that address a young person’s barriers to participant.

The report states “Incentives and stipends are a key form of positive reinforcement to sustain motivation, especially when tied to benchmarks such as earning academic credentials or acquiring specific competencies. They also can be an important source of support to meet the economic challenges these young people face.” 20 CFR § 681.640 and TEGL 21-16 indicate that incentive payments to youth participants are permitted as an allowed payment for recognition and achievement directly tied to work experience, education, and training. Incentive payments must be:

1. Tied to the goals of the specific program;
2. Outlined in writing before the commencement of the program that may provide incentive payments;
3. Align with the local program’s organizational policies; and
4. Offered in accordance with the requirements contained in 2 CFR part 200. For example, Federal funds must not be spent on entertainment costs. Therefore, incentives must not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. Additionally, there are requirements related to internal controls to safeguard cash, which also apply to safeguarding of gift cards, which are essentially cash.

TEGL 21-16 also states that while the DOL recognizes that incentives could be used as motivators for various activities such as recruitment, submitting eligibility documentation, and participation in the program, incentives paid for with WIOA funds **must** be connected to recognition of achievement of milestones in the program tied to work experience, education, or training. Such incentives for achievement could include improvements marked by acquisition of a credential or other successful outcomes. Incentive payments may be provided to both ISY and OSY as long as they comply with the requirements of 20 CFR § 681.640.

To increase engagement among young people, provide positive reinforcement to sustain motivation, increase educational attainment and self-sufficient employment, and help support participants in facing economic challenges, the following incentives will be offered to Youth participants:

Work Experience Incentives	Amount
Successful completion of the first 2 weeks of paid work experience	\$50
Successful completion of the first 4 weeks of paid work experience	\$100

Additionally, for Youth participants who are / have been participating in work experience who are in need of a high school equivalency diploma, the following incentives will also be offered:

Attending 4 HiSet classes after orientation totaling 12 class hours	\$100
Completion of the HiSET voucher	\$150
Completion of the HiSET	\$250

For OSY work experience participants, the following incentive will also be offered:

Transitioning into postsecondary during participation or within 2 quarters after exit	\$50
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Credential Attainment Incentives	Amount
Attainment of a credential during participation or within 1 year after exit	\$100

As part of the Work Ready Community (WRC) initiative, which seeks designation as a regional economy with a pool of qualified workers, area residents must achieve the necessary levels on the ACT assessment to be granted a National Career Readiness Certificate (NCRC). By achieving an NCRC, participants are able to demonstrate their employability skills to potential employers who may prefer or require the assessment for entry into a position. Youth participants who may benefit from earning an NCRC, as determined through the assessment process, may earn the following incentive:

Attainment of a National Career Readiness Certificate (NCRC)	\$25
Improved NCRC Certificate Level	\$25

Note: Participants may only receive an improved NCRC certificate incentive payment if there is a documented need for a higher NCRC level (e.g. a position requires a higher level, the participant is seeking to enter into training for an occupation that typically requires a higher level, etc.).

Placement in Postsecondary / Employment Incentives	Amount
Placement in regular part-time or full-time employment for each quarter after exit OR	\$100 / Qrt (\$400 total)
For individuals originally enrolled as OSY for non-occupational skills training or related services, placement in postsecondary training program for each quarter after exit	\$100 / Qrt (\$400 total)

Note: Participants can only earn one of the two placement incentives per quarter and cannot exceed \$400 total for four quarters. For instance, a participant who is both employed and enrolled in postsecondary training during a quarter after exit may only receive one \$100 incentive payment for that quarter. Participants can receive a combination of employment and postsecondary placement incentives throughout the four quarters. For instance, a participant may earn a postsecondary placement incentive for the first two quarters, and an employment incentive for the last two quarters.

Supporting documentation is required for payment of these incentives and must be uploaded into VOS. Supporting documentation may include pay stubs, postsecondary acceptance letter/schedule, transcripts, diploma, Ged/HiSet, High school diploma, postsecondary credential, certificate, or copy of licensure, and/or ACT NCRC scores. Incentive payments to participants must be issued in the form of check or direct deposit, in order to ensure proper internal controls in accordance with 2 CFR part 200, and recorded properly in VOS. At the request of the Career Service Provider, an alternate payment system may be approved by the Executive Director, in consultation with the Board Chair, if proper internal controls have been established and can ensure safeguarding of incentive payments. Availability of incentives is contingent upon funding levels, and this policy may be suspended by the Executive Director, with approval of the Board Chair, to accommodate decreases in funding.

Reference: TEN 22-19; 20 CFR § 681.640; TEGL 21-16; WIOA sec. 129(c)(1)(B); MDRC's [Serving Out-of-School Youth Under the Workforce Innovation and Opportunity Act \(2014\)](#) by Farhana Hossain; 2 CFR part 200.

Related TDLWD Policy: Workforce Services – Youth Program Service Design

Vetted and Approved by the Northwest Tennessee Workforce Board: June 10, 2020

Jimmy Williamson, Chair
Northwest Tennessee Workforce Board

Local Plan Regulations:

The Workforce Innovation and Opportunity Act and final regulations (§ 679.550(a)) require Local Workforce Development Boards (LWDBs) and Local Elected Officials (LEO) within the Local Workforce Development Area (LWDA) to develop and submit a 4-year plan. This plan must identify and describe the policies, procedures, and local activities that are carried out in the LWDA.

Operating Systems and Strategies

This chapter must provide an overview of all the operating systems with attachments of policies adopted by the LWDB. This section will also include how the LWDBs will coordinate the local workforce, education and economic development activities with local activities that are carried out by the LWDB. The responses must illustrate that business, education and workforce development stakeholders have provided input and are in agreement with the plan.

- A.** Provide a description of the one-stop delivery system in the LWDA including the roles and resource contributions of the one-stop partners.
 - Identify the career services and other program services to be provided, include the location (address) at which services will be accessible including the:
 - Comprehensive One-Stop Centers
 - Affiliated Workforce Centers
 - Specialized Workforce Centers, and
 - Access Points
 - Explain how the one-stop centers provide all required or relatable services of customers based on their respective need(s) and a customer centered design.
 - Provide information regarding the one-stop operator and describe the methods for coordinated service delivery between the operators and partners.
 - Name of the procured one-stop operator
 - Describe the functions and scope of work of the one-stop operators
 - Describe how the one-stop operator was procured
 - Describe the local one-stop operator's role and responsibility for coordinating referrals among required partners.
- B.** Provide information regarding the use of technology in the one-stop delivery system, including a description of:

- How the workforce centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.¹⁹
 - How the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.²⁰
- C.** Describe how the Local Board will support the strategy identified in the TN Combined State Plan and work with entities carrying out core programs, including a description of:²¹
- Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including individuals with disabilities;²²
 - Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs;²³ and
 - Improving access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).²⁴
- D.** Provide information regarding the local coordination strategies with state (including the Combined Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of:
- Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.²⁵
 - Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Sec. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232.²⁶
 - Wagner-Peyser Act (29 U.S.C. 49 et seq.) services under WIOA Title III.²⁷
 - Vocational rehabilitation service activities under WIOA Title IV.²⁸

¹⁹ 20 CFR 679.560(b)(20)

²⁰ 20 CFR 679.560(b)(5)(ii)

²¹ 20 CFR 679.560(b)(1)(ii)

²² 20 CFR 679.560(b)(2)(i)

²³ 20 CFR 679.560(b)(2)(ii)

²⁴ 20 CFR 679.560(b)(2)(iii)

²⁵ 20 CFR 679.560(b)(6)

²⁶ 20 CFR 679.560(b)(12)

²⁷ 20 CFR 679.560(b)(11)

²⁸ 20 CFR 679.560(b)(13)

- Relevant secondary and post-secondary education programs and activities with education and workforce investment activities.²⁹
- How the Local Board will support the strategy identified in the State Plan under § 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the **Strengthening Career and Technical Education for the 21st Century (Perkins V) Act (20 U.S.C. 2301 et seq.)** to support service alignment.³⁰
- Services to veterans and eligible spouses, to include priority of service and the use of available Jobs for Veterans State Grants (JVSG) staff.
- Other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121.
- Provide a copy of the local supportive service policy and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area;³¹ and
- Describe the local referral process.
 - Identify the entities between who the referrals occur.
 - Explain the method(s) that will be used to refer participants between programs (external and internal).
 - Define the roles related to referrals.
 - Identify the method of tracking referrals
 - Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services.

E. Provide a description of how the local area will provide adult and dislocated worker employment and training activities including:

- A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.³²
- A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.³³

F. Provide a description of how the local area will provide youth activities including:

²⁹ 20 CFR 679.560(b)(9)

³⁰ 20 CFR 679.560(b)(1)(ii)

³¹ 20 CFR 679.560(b)(10)

³² 20 CFR 679.560(b)(6)

³³ 20 CFR 679.560(b)(7)

- A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.³⁴
 - A description of how local areas will meet the requirement that a minimum of 50 percent with waiver, or 75 percent without waiver, of the youth expenditures be for out-of-school youth.
 - A description of how LWDA will meet the requirements of the in-school youth waiver including the expenditure requirement for in-school youth and individual training account (ITA) opportunities for at-risk in-school youth.
- G.** Provide a description of how the LWDA will provide services to priority populations as outlined in Tennessee's State Combined Plan:
- Provide information on how priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E).
 - Describe how the LWDB will determine priority populations and how to best serve them, along with any other state requirements.
 - Describe how the LWDB will focus efforts on priority populations to help meet the negotiated State and Local Performance Measures (Key Performance Indicators).
- H.** Provide a description of training policies and activities in the local area, including:
- How local areas will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities.
 - Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.³⁵
 - Provide a copy of the local training provider approval policy and procedures. Describe how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers.

³⁴ 20 CFR 679.560(b)(8)

³⁵ 20 CFR 679.560(b)(18)

- Explain how the LWDB has reviewed their eligible training providers to determine if there are enough providers to meet the demand of industry.
- I. Provide a description of how the LWDB will implement initiatives such as apprenticeships, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of employers in the corresponding region in support of the business service strategy.
- J. Describe how the Business Services Team is structured and the process of disseminating the service strategy for employers from the LWDB to the team members responsible for implementation.
- K. Provide a description on the initiatives the LWDB is implementing or will implement to insure accessibility to programmatic services to rural areas (to include Distressed and At-Risk Counties).
 - Provide details on how the LWDB has or will implement new programs to best serve the Rural area (to include Distressed and At-Risk Counties).
- L. Provide a description on the initiative the LWDB is implementing or will implement to serve individuals who will be re-entering the workforce who were previously incarcerated or justice involved.
 - Provide details on how the LWDB has or will implement new programs to best serve those who were previously incarcerated or justice involved.

Performance Goals and Evaluation

The plan must include information on the actions the LWDB will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Workforce Development Board (SWDB).

- A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the LWDA and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system in the LWDA.
 - a. WIOA primary indicators of performance:
 - i. Entered Employment Rate 2nd quarter after exit



Attachment E- Local Plan Scoring Matrix

Follow these guidelines when grading each element:				
Pass = Answer directly provides specific detail associated with the element				
Fail = Answer does not directly provide specific detail associated with the element				
Operating Systems and Strategies		Pass	Fail	Comments:
1.	The plan provides a description of the one-stop delivery system in the local area, including the roles and resource contributions of the one-stop partners.			
2.	The plan identifies the career services and other program services to be provided, include the location (address) at which services will be accessible including, Comprehensive One-Stop Centers, Affiliate One-Stop Centers, Specialized Workforce Centers, and Access Points.			
3.	The plan explains how the one-stop centers provide all required or relatable services of customers based on the customers respective need(s) and a customer centered design.			
4.	The plan provides information regarding the one-stop operator and describes the methods for coordinated service delivery between operator and partners.			
5.	The plan identifies the name of the procured one-stop operator, and the procurement process.			
6.	The plan describes the functions and scope of work of the one-stop operators.			
7.	The plan describes how the one-stop operator was procured.			



Attachment E- Local Plan Scoring Matrix

8.	The plan describes the one-stop operator's role and responsibility for coordinating referrals among required partners.			
9.	The plan describes how the workforce centers are implementing and transition to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.			
10.	The plan describes how the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.			
11.	The plan describes how the Local Board will support the strategy identified in the TN Combined State Plan and work with entities carrying out core programs.			
12.	The plan provides a description of how the local board will Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.			
13.	The plan provides a description of how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.			
14.	The plan provides a description of how the local board will improve access to activities leading to a recognized post-secondary credential.			
15.	The plan provides information regarding the local coordination strategies with state, regional and local partners to enhance services and avoid duplication activities.			



Attachment E- Local Plan Scoring Matrix

16.	The plan provides coordination strategies to include Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.			
17.	The plan provides coordination strategies to include Adult education and literacy activities under WIOA Title II.			
18.	The plan provides a description of how the Local Board will carry out the review of local applications submitted under Title II.			
19.	The plan provides coordination strategies to include Wagner-Peyser Act (29 U.S.C. 49 et seq.) services under WIOA Title III.			
20.	The plan provides coordination strategies to include Vocational rehabilitation service activities under WIOA Title IV.			
21.	The plan provides coordination strategies to include relevant secondary and post-secondary education programs and activities with education and workforce investment activities			
22.	The plan describes how the Local Board will support the strategy identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Strengthening Career and Technical Education for the 21st Century (Perkins V) Act (20 U.S.C. 2301 et seq.) to support service alignment.			
23.	The plan provides coordination strategies to include services to veterans and eligible spouses, to include priority of service and the use of available Jobs for Veterans State Grants (JMSG) staff.			



Attachment E- Local Plan Scoring Matrix

24.	The plan provides coordination strategies to include other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121.			
25.	The plan provides a copy of the local supportive service policy.			
26.	The plan describes how the local board will coordinate the provision of transportation and other appropriate supportive services in the local area.			
27.	The plan describes the local referral process.			
28.	The plan identifies the entities between who referrals occur.			
29.	The plan explains the method(s) that will be used to refer participants between programs (external and internal).			
30.	The plan defines the roles related to referrals.			
31.	The plan identifies the method of tracking referrals.			
32.	The plan describes specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available			



Attachment E- Local Plan Scoring Matrix

	services.			
33.	The plan describes how the local area will provide adult and dislocated worker employment and training activities.			
34.	The plan provides a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.			
35.	The plan describes how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.			
36.	The plan describes the process in which the local area will provide youth activities.			
37.	The plan includes a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which includes an identification of successful models of such activities.			
38.	This plan includes a description of how local areas will meet the requirement that a minimum of 50 percent with waiver, or 75 percent without waiver, of the youth expenditures be for out-of-school youth.			
39.	The plan includes a description of how local areas will meet the requirements of the in-school youth waiver including the expenditure requirement for in-school youth and individual training account (ITA) opportunities for at-risk in-school youth.			



Attachment E- Local Plan Scoring Matrix

40.	The plan provides a description of how the local area will provide services to priority populations as outlined in Tennessee's State Combined Plan.			
41.	The plan describes how priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E). (§ 679.560(b)(21)).			
42.	The plan describes how the Local Board will determine priority populations and how to best serve them, along with any other state requirements.			
43.	The plan describes how the LWDB will focus efforts on priority populations to help meet the negotiated State and Local Performance Measures (Key Performance Indicators).			
44.	The plan provides a description of training policies and activities in the local area.			
45.	The plan includes a copy of the local Individual Training Account Policy.			
46.	The plan defines how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter.			
47.	The plan describes how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.			



Attachment E- Local Plan Scoring Matrix

48.	The plan includes a copy of the local training provider approval policy and procedures.			
49.	The plan describes how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers.			
50.	The plan explains how the LWDB has reviewed their eligible training providers to determine if there are enough providers to meet the demand of industry.			
51.	The plan provides a description of how the area will implement initiatives such as apprenticeships, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of employers in the corresponding region in support of the business service strategy.			
52.	The plan describes how the Business Services Team is structured and the process of disseminating the service strategy for employers from the LWDB to the team members responsible for implementation.			
53.	The plan describes the initiatives the LWDB is implementing or will implement to insure accessibility to programmatic services to rural areas (to include Distressed and At-Risk Counties).			
54.	The plan provides details on how the LWDB has or will implement new programs to best serve the Rural area (to include Distressed and At-Risk Counties).			



Attachment E- Local Plan Scoring Matrix

55.	The plan provides a description on the initiative the LWDB is implementing or will implement to serve individuals who will be re-entering the workforce who were previously incarcerated or justice involved.			
56.	The plan provides details on how the LWDB has or will implement new programs to best serve those who were previously incarcerated or justice involved.			
Performance		Pass	Fail	Comments:
57.	The plan includes information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board.			
58.	The plan provides information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system in the local area.			
59.	The plan provides the LWDBs primary indicators of performance.			
60.	A description of how State and Local Performance Measures will be monitored and tracked towards meeting negotiated measures and reported to the Local Workforce Development Board.			
Technical Requirements and Assurances		Pass	Fail	Comments:
61.	The plan describes how the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the			



Attachment E- Local Plan Scoring Matrix

	use of technology and other means.			
62.	The plan indicates how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.).			
63.	The plan includes specific information on arrangements that have been implement to ensure physical and programmatic access to all.			
64.	The plan identifies the entity responsible for the disbursement of grant funds described in WIOA as determined by the chief elected official or the Governor under WIOA.			
65.	The plan includes a copy of the local procurement policies and procedures and describes the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities.			
66.	The plan details how the local area will meet the required 40 percent minimum participant cost rate (MPCR).			
67.	The plan includes a detailed budget that lists the sources and uses of Tennessee Department of Labor and Workforce Development (TDLWD) pass-through funds and all non-Federal matching funds.			
68.	The plan includes a budget narrative that includes a detailed explanation of expenditures by the line items listed on Standard Form 424A.			
69.	If applicable, the plan includes purpose of travel and supply/equipment lists, and describe expenses in the 'other' line item.			
70.	If applicable, the budget includes personnel or contractual expenses (cash or in-kind resources),			



Attachment E- Local Plan Scoring Matrix

	estimate the number of hours/days and hourly rate (or portion of FTE and salary) for the time that is expected to be spent on the proposed project by key personnel, contractors, or consultants.			
71.	If applicable, budget includes land or buildings, provide an MAI appraisal or comparable appraisal.			
72.	The plan identifies Identify each non-TDLWD funding source as federal, state, local, or private.			
73.	The plan includes a letter of commitment from each funding source that specifies the amount of funds committed and the kind of funds committed (grant, loan, cash, in-kind, etc.).			
74.	The plan provides a description of leveraged funds to include any fee based and/or revenue generated.			
75.	The plan provides a description of in-kind resources, including the methods used to determine their value.			
76.	If applicable, this plan includes pertinent supporting materials.			
77.	The plan describes the planned or existing approach regarding which local strategies will be financed by the transfer of Title I workforce funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis.			
78.	The plan describes the planned or existing method of funds transfer between the adult and dislocated worker funding streams.			
79.	The plan details the use of incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).			
80.	The plan defines the use of funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).			
81.	The plan includes copies of the executed cooperative agreements (as applicable) which define how all local			



Attachment E- Local Plan Scoring Matrix

	service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities.			
82.	The plan indicates that all service providers, One-Stop Operators and Board have been provided copies of Title VI trainings.			
Scoring Criteria		# of Pass		# of Fail
Operating Systems and Strategies				
Performance				
Technical Requirements and Assurances				
Overall Score:				
Recommend for State Workforce Development Board Approval (100% Pass)				
Recommend for Corrections (Less than 100% Pass)				



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
DIVISION OF WORKFORCE SERVICES
220 French Landing Drive
Nashville, TN 37243-1002
(615) 741-1031

Workforce Services Policy: Regional and Local Plans PY 20-22

Effective: April 3, 2020

Duration: April 3, 2022

Purpose:

To provide guidance and establish procedures regarding the preparation of both Regional and Local Plans required by the Workforce Innovation and Opportunity Act (WIOA).

Scope:

Office of the Governor, Tennessee Department of Labor and Workforce Development (TDLWD); Division of Workforce Services (WFS); Tennessee Department of Economic and Community Development (ECD); Tennessee Department of Education (TNED); Tennessee Department of Human Services (DHS); State Workforce Development Board (SWDB); Title I – Adult, Dislocated Worker, and Youth Programs, Title II – Adult Education and Family Literacy Act Program(AE); Title III – Wagner-Peyser Act Program (WP); Title IV – Vocational Rehabilitation Program (VR); Regional Planning Council (RPC); Local Workforce Development Boards (LWDB); Local Workforce Development Areas (LWDA); American Job Center (AJC); One-Stop Operator (OSO); Workforce System Sub-Recipients (Sub-Recipients); Workforce System Partners (Partners)

I. State of Tennessee Workforce Vision:

To increase the competitive position of Tennessee business through the development of a high skilled workforce.

A. Strategic Goals:

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

B. Key Objectives

- In order to achieve the State's vision, the following five (5) key objectives have been developed by the State Workforce Development Board:
 - Create an Integrated Intake System to Efficiently Deliver Services
 - Create a Shared Vision for Supporting Tennesseans with the Greatest Number of Barriers to Enter the Workforce
 - Create a Trained Workforce to Meet Current Industry Needs
 - Create New Dashboards to Measure the Effectiveness of the Integrated Workforce Strategy
 - Create a Simple and Effective Engagement Experience for All Candidates

C. Regional Planning Council:

The Regional Planning Council (RPC) is comprised of its core WIOA partners:

- Title I- Workforce Development Activities
- Title II- Adult Education and Literacy
- Title III- Amendments to the Wagner-Peyser Act
- Title IV- Amendments to the Rehabilitation Act of 1973

The RPC should also include other WIOA partners, such as:

- Career and Technical Education
- Post-secondary Representatives
- Department of Human Services
 - Temporary Assistance for Needy Families (TANF)
 - Supplemental Nutrition Assistance Program (SNAP)
- Economic and Community Development
- Department of Corrections
- Other partners required to meet the State Vision, Goals, and Objectives

Responsibilities:

- Meet quarterly to advise and recommend action plans for the Local Workforce Development Areas (LWDAs);
- Meet monthly during strategic plan development
- Ensure the WIOA regional plan action steps intended to streamline regional workforce systems using the four (4) strategic goals and five (5) key workforce objectives;
- Foster a culture of achievement within the region;
- Set WIOA implementation schedules and meetings with stakeholders; and
- Leverage region and Local Workforce Development Boards (LWDBs) without duplication;

LWDBs are subject to the open meeting requirements of the TCA 8-44-101. The intent of the law is to ensure that meetings are properly noticed, agendas are made available and that the public has an opportunity to provide comment on local policy and operations.

The State Workforce Development Board (SWDB) is providing additional community engagement requirements to ensure that the interests of client populations are placed at the center of all planning and is in compliance with TCA 8-44-101 and WIOA Section 107(e).

D. Requirements for the Planning Process:

Follow applicable open meeting guidelines.

- Notification must be shared with all relevant regional/local stakeholders, and the general public to ensure opportunities to participate in and to provide feedback on local/regional plan
- Stakeholders invited to participate in planning processes must include all members of the Regional Planning Council and other community based partners, such as: organizations providing services to the re-entry population and English learners, as well as adult education partners, SNAP/TANF representatives, disability organizations associated with the Department of Vocational Rehabilitation and located within other systems.
- The RPC must hold one (1) listening session or planning meeting outside of regular business hours (regular business hours are presumed to be 8am-5pm Monday through Friday). This meeting should be public and made available to participants in the geographic area where the board has jurisdiction.
- LWDBs must post the meeting notice in a prominent, clear location on the LWDB website, in the lobby of office(s), and at America's Job Centers (AJCs).
- The LWDBs, representing each LWDA in a RPC, must provide an opportunity for public comment on local and regional plan modifications developed through both the local¹ and regional² planning process before submitting the plan modifications to the Governor. To provide adequate opportunity for public comment, the LWDBs must additionally do all of the following once planning modifications have been drafted:
 - Make copies of the proposed regional and local plan modifications available to the public through electronic and other means, such as public hearings and local news media.
 - Include an opportunity for comment by members of the public, including representatives of business, labor organizations, education, and other relevant stakeholders.
 - Provide a minimum of fifteen (15) and no more than a thirty (30) day period for comment on the plan before its submission to the SWDB, beginning on the date on which the proposed plan is made available.
- The LWDBs must submit any comments that express disagreement with the plan modifications as an attachment to the plan modifications submitted to SWDB³.
- The LWDB must make information about the development of plan modifications available to the public on a regular basis through electronic means and open meetings⁴. Public meetings and publicly disbursed information pertaining to regional and local plan content must be made accessible to individuals with disabilities to ensure an opportunity for full and equal participation in the regional and local planning process⁵.

II. Plan Submission:

Deadlines for submission and approval of the regional and local plans are located in **Attachment A**.

¹ 20 CFR 679.510(b)

² 20 CFR 679.550(b)

³ 20 CFR 679.510(b)(4)

⁴ WIOA Section 107(e)

⁵ WIOA Section 188

Regional and local plans must follow the format as laid out in Local/ Regional Planning Guide **(Attachment B)**. A checklist of required items will be provided for guidance to ensure all elements have been provided **(Attachment C)**. The required items and contents will be reviewed and scored for quality and completeness to meet compliance requirements. The review will be conducted utilizing the scoring matrix in **Attachment D & E**.

Each RPC and LWDB within the planning region must submit one (1) package that includes the following:

- Electronic version of the regional plan or local plan in pdf format with required attachments labeled and signatures.
- A Chief Local Elected Official (CLEO) signature is required for local plans, but not regional plans. However, CLEOs are still required to approve final regional plans and include documentation of the approval (meeting minutes, resolutions etc.) with their submission.

III. Decision⁶:

The Tennessee State Workforce Development Board (SWDB) will send a notification of approval within 90 days of submission. If no approval notice has been sent after 90 days by the SWDB, the plans will be considered approved. If the plan is not approved, the Tennessee Department of Labor and Workforce Development will follow up with any regional and/or local areas.

The Tennessee Department of Labor and Workforce Development may choose not to approve a draft plan submission for any of the following reasons:

- Deficiencies exist in activities carried out in WIOA Sections 211 and 212, and WIOA sections 221, 222, 223, 224 and 225⁷;
- The plan does not comply with the applicable provisions of WIOA, such as provisions outlined in the WIOA Section 188;⁸
- The plan does not align with Tennessee's Combined State Plan⁹; or
- The plan does not align with the respective regional or local plan(s).

References:

20 CFR part 679; WIOA Section 107(e); WIOA Section 188; 2 CFR Parts 220, 225, 230; 20 CFR Parts 601, 651, 652 et al.; 20 CFR 678.305(d), 678.800; Notice of Proposed Rule Making (NPRM); WIOA Section 121(g); TEGL 10-19

Attachments:

Attachment A- Deadlines for Regional and Local Plans

Attachment B- Regional and Local Plan Guide

Attachment C- Regional and Local Plan Checklist

Attachment D- Regional Plan Scoring Matrix

Attachment E- Local Plan Scoring Matrix

⁶ 20 CFR 679.570

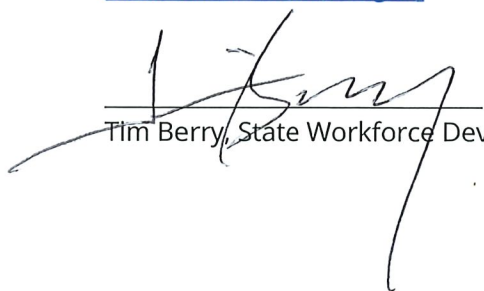
⁷ 20 CFR 679.570(a)(1)

⁸ 20 CFR 679.570(a)(2)

⁹ 20 CFR 679.570(a)(3)

Contact:

For any questions related to this policy, please contact the Program Integrity Unit at Workforce.Board@tn.gov.

A handwritten signature in black ink, appearing to read 'Tim Berry', is written over a horizontal line.

Tim Berry, State Workforce Development Board Chair

Attachment A- Deadlines for Regional and Local Plans

REGIONAL/LOCAL PLAN TIMELINE	
<i>ACTIVITY</i>	<i>DEADLINE DATE</i>
Regional/Local Plan Policy Approved	April 3, 2020
Regional/Local Areas Plans submitted to SWA with CLEO Signature	June 30, 2020
Approval recommendations issued to SWDB	July 17, 2020
SWDB Presentations	August 28, 2020
All plans to receive full approval	September 30, 2020

Plan Components

Executive Summary with Abstract & Coversheet
I. Regional Plan Components
Economic and Workforce Analysis
Strategies for Service Integration
Vision, Goals and Implementation Strategies
II. Local Plan Components
Operating Systems and Strategies
Performance Goals and Evaluation
Technical Requirements and Assurances
III. Required Attachments

Regional and local plans should not exceed 35 pages. Information in attachments does not count toward these page limits. As stated above, required and elective local and regional plans must be included as informational attachments to the main narrative descriptions of the local and regional plans. These include but are not limited to items pertaining to community engagement, outreach, and the public comment process, background information, and information pertaining to the assessment of need and population size. All other required local and regional plans are expected to be addressed within the 35-page narrative limit of the associated local and regional plans.

Regional Planning Regulations:

The Workforce Innovation and Opportunity Act and final regulations (§ 679.510(a)) require Local Workforce Development Boards (LWDBs) and Local Elected Officials (LEO) within an identified planning region to participate in a regional planning process that results in the preparation of a regional plan that includes:

- The establishment of regional service strategies, including the use of cooperative service delivery agreements;
- The development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region;
- The collection and analysis of regional labor market data (in conjunction with the state), which must include the local planning requirements at § 679.560(a)(1)(i) and (ii);
- The coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate;
- The coordination of transportation and other supportive services as appropriate;
- The coordination of services with regional economic development services and providers; and
- The establishment of an agreement concerning how the planning region will collectively negotiate and reach an agreement with the Governor on local levels of performance for, and report on, the performance accountability measures described in WIOA Sec. 116(c) for Local Workforce Development Areas (LWDAs) or the Regional Planning Councils (RPCs).

Economic and Workforce Analysis

This chapter must demonstrate how the region has collected and analyzed regional labor market information which must include the local planning requirements. RPCs are encouraged to use the labor market information provided by the State. This will provide consistency in the data used for regional analysis throughout the state.

A. Plans must include an analysis of:

- Economic conditions including existing and emerging in-demand industry sectors and occupations;¹
- Employment needs of employers in existing and emerging in-demand industry sectors and occupation;²
- Knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations;³ and

¹20 CFR 679.560(a)(1)(i))

² 20 CFR 679.560(a)(1)(ii)

- An analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment, including individuals with disabilities.⁴

RPCs must answer all questions when responding to this requirement:

1. How were all partners involved in providing, analyzing and agreeing on supply and demand data and the targeted sectors/industries/occupations/skills?
2. How is the region changing in terms of demographics, labor supply, and occupational demand?
3. What are the policy and service implications of the current and projected Labor Market Information?
4. What special populations exist in the region, what is their magnitude, and what are the policy and service implications to meet the needs of these individuals?
5. What sectors/industries/occupations/skills are in demand and targets of opportunity?
 - a. What sectors/industries/occupations have favorable location quotients?
 - b. What sectors/industries/occupations have favorable demand projections based on growth?
 - c. What sectors/industries/occupations have favorable demand projections based on replacements?
 - d. What sectors/industries/occupations are considered mature but still important to the economy?
 - e. What sectors/industries/occupations are considered emerging in the regional economy?

- B.** Describe the development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region.⁵

RPC must answer all of the following questions when responding to this requirement:

1. What sectors/industries/occupations/skills are the regional priorities, in order of priority, and how was this determined? Explain how the status of growing, maturing and emerging was factored into the ranking.
2. Which employers were engaged and what data was used to determine the development of sector strategy?

³ 20 CFR 679.560(a)(2)

⁴ 20 CFR 679.510(a)(1)(iv)

⁵ 20 CFR 679.510(a)(1)(iii)

3. What other public-private partnerships exist in the region that could support sector strategies and what is their role in planning? This includes community and non-profit partnerships.
4. How well do the existing skills of job seekers match the demands of local businesses?
5. Describe the plans for future strategy development for future sectors. If applicable, discuss the next sectors to be targeted.
6. Describe how the areas will work together to ensure regional businesses are served across LWDAs.

Strategies for Service Integration

This regional component of the plan must describe the regional service strategies, including the use of cooperative service delivery strategies.

- A.** Provide an analysis of workforce development activities, including education and training, in the region. This analysis must include the strengths and weaknesses of workforce development activities and the capacity to provide workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, including individuals with disabilities, and the employment needs of employers.⁶

RPC must address all of the following questions when responding to this requirement:

1. How well do existing training programs in the region and LWDAs prepare job seekers to enter and retain employment with regional businesses?
2. What existing service delivery strategies will be expanded based on a promising return on investment (ROI)?
3. What new service strategies will be used to address regional educational and training needs based on promising ROI?
 - a. What existing service delivery strategies will be curtailed or eliminated based on minimal ROI?
 - b. What steps will be taken to support the state strategies and goals to align and integrate education, workforce and economic development?
 - c. What formal and informal cooperative procedures will the core partners and other required partners establish to align services and coordinate delivery?

- B.** Describe how transportation and other supportive services are coordinated within the region.⁷

⁶ 20 CFR 679.560(a)(4)

⁷ 20 CFR 679.510(a)(1)(vi)

RPCs must answer the following questions when responding to this requirement:

1. What regional organizations currently provide or could provide supportive services?
 2. What policies and procedures will be established to promote coordination of supportive services delivery?
- C.** Describe the coordination of services with regional economic development services and providers.⁸

RPCs must answer all of the following questions when responding to this requirement:

1. What economic development organizations or businesses are actively engaged in regional planning?
 2. What economic development organizations or businesses were invited to participate but declined?
 3. What input was provided by regional economic development organizations and businesses?
 4. What input provided by economic development and businesses was incorporated into the regional plan?
- D.** Describe the coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate.⁹

Vision, Goals and Implementation Strategies

This section will outline how the LWDB(s) will coordinate the regional workforce, education and economic development activities with regional activities that are carried out in the local areas. The responses must illustrate that business, education and workforce development stakeholders have provided input and are in agreement with the plan.

- A.** Describe the strategic vision to support state, and regional economic growth.¹⁰
- B.** Describe the goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment, including individuals with disabilities).¹¹

⁸ 20 CFR 679.510(a)(1)(vii)

⁹ 20 CFR 679.510(a)(1)(v)

¹⁰ 20 CFR 679.560(a)(5)

¹¹ 20 CFR 677.155(a)(1)

- C. Describe the strategies relating to the performance accountability measures based on performance indicators to include State and Local Measures (Key Performance Indicators).¹²
- How the RPC will work with each LWDA to achieve the negotiated measures to include established procedures.
 - How the measures will be monitored and progress tracked towards meeting those regional measures.
 - How the RPC will focus efforts on serving priority populations to help meet the negotiated measures.
- D. Provide a description of the regional and local strategies that will achieve the vision and goals. This must include a description of the strategies and services that will be used in the regional planning areas:
- To facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations;¹³
 - To support a local workforce development system that meets the needs of businesses in the LWDA;¹⁴
 - To better coordinate workforce development programs and economic development;¹⁵
 - To strengthen linkages between the one-stop delivery system and unemployment insurance programs;¹⁶
 - To promote entrepreneurial skills training and microenterprise services;¹⁷ and
 - To implement initiatives such as apprenticeships, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers.¹⁸ Include information obtained through the comprehensive needs assessment adopted in the **Strengthening Career and Technical Education for the 21st Century (Perkins V) Act** proposal.

¹² 20 CFR 677.155(a)(1)

¹³ 20 CFR 679.560(b)(3)(i)

¹⁴ 20 CFR 679.560(b)(3)(ii)

¹⁵ 20 CFR 679.560(b)(3)(iii)

¹⁶ 20 CFR 679.560(b)(3)(iv)

¹⁷ 20 CFR 679.560(b)(4)

¹⁸ 20 CFR 679.560(b)(3)(v)

- E.** Describe the steps that will be taken to support the state key objectives to align and integrate education, workforce and economic development including:
- Create an integrated intake system to efficiently deliver services
 - Create a shared vision for supporting Tennesseans with the greatest number of barriers, including individuals with disabilities, to enter the workforce
 - Create a trained workforce to meet current industry needs
 - Create new dashboards to measure the effectiveness of the integrated workforce strategy
 - Create a simple and effective engagement experience for all candidates

Local Plan Regulations:

The Workforce Innovation and Opportunity Act and final regulations (§ 679.550(a)) require Local Workforce Development Boards (LWDBs) and Local Elected Officials (LEO) within the Local Workforce Development Area (LWDA) to develop and submit a 4-year plan. This plan must identify and describe the policies, procedures, and local activities that are carried out in the LWDA.

Operating Systems and Strategies

This chapter must provide an overview of all the operating systems with attachments of policies adopted by the LWDB. This section will also include how the LWDBs will coordinate the local workforce, education and economic development activities with local activities that are carried out by the LWDB. The responses must illustrate that business, education and workforce development stakeholders have provided input and are in agreement with the plan.

- A.** Provide a description of the one-stop delivery system in the LWDA including the roles and resource contributions of the one-stop partners.
 - Identify the career services and other program services to be provided, include the location (address) at which services will be accessible including the:
 - Comprehensive One-Stop Centers
 - Affiliated Workforce Centers
 - Specialized Workforce Centers, and
 - Access Points
 - Explain how the one-stop centers provide all required or relatable services of customers based on their respective need(s) and a customer centered design.
 - Provide information regarding the one-stop operator and describe the methods for coordinated service delivery between the operators and partners.
 - Name of the procured one-stop operator
 - Describe the functions and scope of work of the one-stop operators
 - Describe how the one-stop operator was procured
 - Describe the local one-stop operator's role and responsibility for coordinating referrals among required partners.
- B.** Provide information regarding the use of technology in the one-stop delivery system, including a description of:

- How the workforce centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.¹⁹
 - How the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.²⁰
- C.** Describe how the Local Board will support the strategy identified in the TN Combined State Plan and work with entities carrying out core programs, including a description of:²¹
- Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including individuals with disabilities;²²
 - Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs;²³ and
 - Improving access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).²⁴
- D.** Provide information regarding the local coordination strategies with state (including the Combined Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of:
- Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.²⁵
 - Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Sec. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232.²⁶
 - Wagner-Peyser Act (29 U.S.C. 49 et seq.) services under WIOA Title III.²⁷
 - Vocational rehabilitation service activities under WIOA Title IV.²⁸

¹⁹ 20 CFR 679.560(b)(20)

²⁰ 20 CFR 679.560(b)(5)(ii)

²¹ 20 CFR 679.560(b)(1)(ii)

²² 20 CFR 679.560(b)(2)(i)

²³ 20 CFR 679.560(b)(2)(ii)

²⁴ 20 CFR 679.560(b)(2)(iii)

²⁵ 20 CFR 679.560(b)(6)

²⁶ 20 CFR 679.560(b)(12)

²⁷ 20 CFR 679.560(b)(11)

²⁸ 20 CFR 679.560(b)(13)

- Relevant secondary and post-secondary education programs and activities with education and workforce investment activities.²⁹
 - How the Local Board will support the strategy identified in the State Plan under § 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the **Strengthening Career and Technical Education for the 21st Century (Perkins V) Act (20 U.S.C. 2301 et seq.)** to support service alignment.³⁰
 - Services to veterans and eligible spouses, to include priority of service and the use of available Jobs for Veterans State Grants (JVSG) staff.
 - Other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121.
- Provide a copy of the local supportive service policy and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area;³¹ and
 - Describe the local referral process.
 - Identify the entities between who the referrals occur.
 - Explain the method(s) that will be used to refer participants between programs (external and internal).
 - Define the roles related to referrals.
 - Identify the method of tracking referrals
 - Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services.
- E.** Provide a description of how the local area will provide adult and dislocated worker employment and training activities including:
- A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.³²
 - A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.³³

F. Provide a description of how the local area will provide youth activities including:

²⁹ 20 CFR 679.560(b)(9)

³⁰ 20 CFR 679.560(b)(1)(ii)

³¹ 20 CFR 679.560(b)(10)

³² 20 CFR 679.560(b)(6)

³³ 20 CFR 679.560(b)(7)

- A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.³⁴
 - A description of how local areas will meet the requirement that a minimum of 50 percent with waiver, or 75 percent without waiver, of the youth expenditures be for out-of-school youth.
 - A description of how LWDA will meet the requirements of the in-school youth waiver including the expenditure requirement for in-school youth and individual training account (ITA) opportunities for at-risk in-school youth.
- G.** Provide a description of how the LWDA will provide services to priority populations as outlined in Tennessee's State Combined Plan:
- Provide information on how priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E).
 - Describe how the LWDB will determine priority populations and how to best serve them, along with any other state requirements.
 - Describe how the LWDB will focus efforts on priority populations to help meet the negotiated State and Local Performance Measures (Key Performance Indicators).
- H.** Provide a description of training policies and activities in the local area, including:
- How local areas will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities.
 - Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.³⁵
 - Provide a copy of the local training provider approval policy and procedures. Describe how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers.

³⁴ 20 CFR 679.560(b)(8)

³⁵ 20 CFR 679.560(b)(18)

- Explain how the LWDB has reviewed their eligible training providers to determine if there are enough providers to meet the demand of industry.
- I. Provide a description of how the LWDB will implement initiatives such as apprenticeships, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of employers in the corresponding region in support of the business service strategy.
- J. Describe how the Business Services Team is structured and the process of disseminating the service strategy for employers from the LWDB to the team members responsible for implementation.
- K. Provide a description on the initiatives the LWDB is implementing or will implement to insure accessibility to programmatic services to rural areas (to include Distressed and At-Risk Counties).
 - Provide details on how the LWDB has or will implement new programs to best serve the Rural area (to include Distressed and At-Risk Counties).
- L. Provide a description on the initiative the LWDB is implementing or will implement to serve individuals who will be re-entering the workforce who were previously incarcerated or justice involved.
 - Provide details on how the LWDB has or will implement new programs to best serve those who were previously incarcerated or justice involved.

Performance Goals and Evaluation

The plan must include information on the actions the LWDB will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Workforce Development Board (SWDB).

- A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the LWDA and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system in the LWDA.
 - a. WIOA primary indicators of performance:
 - i. Entered Employment Rate 2nd quarter after exit

- ii. Entered Employment Rate 4th quarter after exit
- iii. Median Earnings quarter after
- iv. Measureable Skills Gain
- v. Credential Rate
- vi. Effectiveness Serving Employers

- B.** Based on the assigned level of responsibility, determined by the RPC, for the LWDB to meet State and Local Performance Measures (Key Performance Indicators):
- a. Explain how the measures will be monitored and progress will be tracked towards meeting the negotiated measures and how that information will be reported to the LWDB.

Technical Requirements , Assurances, and Evaluation

This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act.

A. Physical and Programmatic Accessibility

- Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188 and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. Include specific arrangements that have been implemented to ensure services are accessible to all.

B. Fiscal Management

- Identify the entity responsible for the disbursement of grant funds described in WIOA as determined by the chief elected official or the Governor under WIOA.
- Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the sub-grants and contracts for WIOA Title I activities.
- Describe how the LWDA will meet the required 40 percent minimum participant cost rate (MPCR)

C. Budget Information and Supporting Materials

- Provide a **detailed budget** that lists the sources and uses of Tennessee Department of Labor and Workforce Development (TDLWD) pass-through funds and all non-Federal matching funds.

- Provide a budget narrative that includes a detailed explanation of expenditures by the line items listed on Standard Form 424A. Include purpose of travel and supply/equipment lists, and describe expenses in the 'other' line item, if applicable.
 - If the budget includes personnel or contractual expenses (cash or in-kind resources), estimate the number of hours/days and hourly rate (or portion of FTE and salary) for the time that is expected to be spent on the proposed project by key personnel, contractors, or consultants.
 - If budget includes land or buildings, provide an **MAI appraisal** or comparable appraisal.
 - Identify each non-TDLWD funding source as federal, state, local, or private. Include a **letter of commitment** from each funding source that specifies the amount of funds committed and the kind of funds committed (grant, loan, cash, in-kind, etc.).
 - Provide a description of leveraged funds to include any fee based and/or revenue generated.
 - Provide descriptions of in-kind resources, including the methods used to determine their value.
 - Enclose pertinent supporting materials, as applicable. This response should not include form letters.
- D.** Describe a planned or existing approach regarding which local strategies will be financed by the transfer of Title I workforce funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:
- To transfer funds between the adult and dislocated worker funding streams.
 - To use funds for incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).
 - To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).
- E.** Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities.
- This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.
- F.** Provide copies of Title VI trainings to all service providers, One-Stop Operators, and LWDB.



Attachment C- Regional and Local Planning Checklist

- ☐ Executive Summary and Coversheet
- ☐ Regional Plan Components
 - Economic and Workforce Analysis
 - Strategies for Service Integration
 - Vision, Goals and Implementation Strategies
- ☐ Regional Plan Attachments
 - Must provide, overall narrative description of the manner in which the stakeholder involvement requirements were met for the regional plan
 - Documentation of outreach efforts to all required planning partners, and must provide documentation that the State Workforce Development Board was provided the relevant information on all planning meetings, listening sessions, or other public meetings related to the planning process
- ☐ Local Plan Components
 - Operating Systems and Strategies
 - Performance Goals and Evaluation
 - Technical Requirements and Assurances
- ☐ Local Plan Attachments
 - Must provide, overall narrative description of the manner in which the stakeholder involvement requirements were met for the local plan
 - Copy of the local training provider approval policy and procedures.
 - Copy of the local Individual Training Account Policy
 - Copy of the local supportive service policy
 - Copies of executed cooperative agreements
 - Copy of the local procurement policies and procedures
 - Copies of Title VI trainings to all service providers, One-Stop Operators, and Board.
 - Organizational Chart with staff and titles



Attachment D-Regional Plan Scoring Matrix

Follow these guidelines when grading each question:				
Pass = Answer directly provides specific detail associated with the element				
Fail = Answer does not directly provide specific detail associated with the element				
Economic and Workforce Analysis		Pass	Fail	Comments:
1.	The plan includes an analysis of the economic conditions including existing and emerging in-demand industry sectors and occupations.			
2.	The plan analyzes the employment needs of employers in existing and emerging in-demand industry sectors and occupation.			
3.	The plan provides an analysis of the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations.			
4.	The plan includes an analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.			
5.	The plan describes the involvement of all partners in providing, analyzing and agreeing on supply and demand data and the targeted sectors/industries/occupations/skills.			
6.	The plan addresses how the region is changing in terms of demographics, labor supply and occupational demand.			
7.	The plan indicates the policy and service implications of the current and projected Labor Market Information.			



Attachment D-Regional Plan Scoring Matrix

8.	The plan identifies special populations that exist in the region, including their magnitude, and the policy and service implications to meet the needs of these individuals.			
9.	The plan identifies sectors, industries, occupations, and skills that are in demand.			
10.	The plan identifies sectors, industries, and occupations that have favorable location quotients.			
11.	The plan identifies sectors, industries, and occupations that have favorable demand projections based on growth.			
12.	The plan identifies sectors, industries, and occupations that have favorable demand projections based on replacements.			
13.	The plan identifies sectors, industries, and occupations that are considered mature, yet important to the economy.			
14.	The plan identifies sectors, industries, and occupations that are considered emerging in the regional economy.			
15.	The plan defines what sectors, industries, occupations, and skills that are regional priorities, in order of priority, including how this determination was made and how growing, maturing, and emerging factor in.			
16.	The plan identifies which employers are engaged and data used in the development of sector strategies.			



Attachment D-Regional Plan Scoring Matrix

17.	The plan identifies other public-private partnerships exist in the region that could support sector strategies and what is their role in planning. The response includes community and non-profit partners.			
18.	The plan describes how well the existing skills of job seekers match the demands of local businesses.			
19.	The plan details the plans for future strategy development for future sectors.			
20.	The plan describes how the areas will work together to ensure regional businesses are served across LWDAs			
Strategies for Service Integration		Pass	Fail	Comments:
21.	The plan describes the regional service strategies, including use of cooperative service delivery strategies.			
22.	The plan provides an analysis of workforce development activities, including education and training in the region.			
23.	The plan indicates the strengths and weaknesses of workforce development activities and capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers.			
24.	The plan describes how well existing training programs in the region and local areas prepare job seekers to enter and retain employment with regional businesses.			
25.	The plan identifies what existing service delivery strategies will be expanded based on promising return on investment (ROI).			



Attachment D-Regional Plan Scoring Matrix

26.	The plan defines what new service strategies will be used to address regional educational and training needs based on promising ROI.			
27.	The plan identifies what existing service delivery strategies will be curtailed or eliminated based on minimal ROI.			
28.	The plan identifies what formal and informal cooperative procedures the core partners and other required partners will establish to align services and coordinate delivery.			
29.	The plan explains what steps will be taken to support the state strategies and goals to align and integrate education, workforce and economic development.			
30.	The plan describes how transportation and other supportive services are coordinated within the region.			
31.	The plan identifies the regional organizations that currently provide or could provide supportive services.			
32.	The plan describes the policies and procedures that will be established to promote coordination of supportive services delivery.			
33.	The plan identifies the economic development organizations or businesses that are actively engaged in regional planning.			
34.	The plan identifies the economic development organizations or businesses that declined to be engaged in regional planning.			
35.	The plan details the input provided by regional economic development organizations and businesses.			
36.	The plan describes the input provided by economic development and businesses that was incorporated into the regional plan.			
37.	The plan describes coordination of administrative cost			



Attachment D-Regional Plan Scoring Matrix

	arrangements, including pooling of funds, as appropriate.			
Vision, Goals, and Implementation Strategies		Pass	Fail	Comments:
38.	The plan describes the strategic vision to support state, regional and local economic growth.			
39.	The plan describes the goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment).			
40.	The plan describes the strategies relating to the performance accountability measures based on State and Local Performance Measures (Key Performance Indicators).			
41.	A plan was provided on how the region will work with each LWDA to achieve negotiated targets based with established procedures.			
42.	A description of how State and Local Performance Measures will be monitored and tracked towards meeting regional measures.			
43.	A description how the Regional Planning Council will focus efforts on serving priority populations to meet negotiated measures.			
44.	The plan provides a description of the regional strategies that will achieve the vision and goals, including a description of the strategies and services that will be used in the regional planning areas.			
45.	The plan describes the facilitation of engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.			
46.	The plan indicates how the local workforce development system meets the needs of the businesses in the local			



Attachment D-Regional Plan Scoring Matrix

	area.			
47.	The plan describes the strategies to better coordinate workforce development and economic development.			
48.	The plan describes the strategies to strengthen linkages between the one-stop delivery system and unemployment insurance programs.			
49.	The plan identifies the strategies to promote entrepreneurial skills training and microenterprise services.			
50.	The plan identifies the implementation of initiatives such as apprenticeships, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers.			
51.	The plan describes the steps that will be taken to support the state key objectives to align and integrate education, workforce and economic development.			
52.	The plan identifies how the region will support the efforts in creating an integrated intake system to efficiently deliver services.			
53.	The plan identifies how the region will support the shared vision for supporting Tennesseans with the greatest number of barrier to enter the workforce.			
54.	The plan identifies how the region will help create a trained workforce to meet current industry needs.			
55.	The plan identifies how the region will support the creation of dashboards that measure the effectiveness of the integrated workforce strategy.			



Attachment D-Regional Plan Scoring Matrix

56.	The plan identifies how the region will ensure all candidates have a simple and effective engagement experience.				
Scoring Criteria				# of Pass	# of Fail
Economic and Workforce Analysis					
Strategies for Service Integration					
Vision, Goals, and Implementation Strategy					
Overall Score:					
Approved (100% Pass)					
Conditionally Approved (less than 100% Pass)					



Attachment E- Local Plan Scoring Matrix

Follow these guidelines when grading each element:				
Pass = Answer directly provides specific detail associated with the element				
Fail = Answer does not directly provide specific detail associated with the element				
Operating Systems and Strategies		Pass	Fail	Comments:
1.	The plan provides a description of the one-stop delivery system in the local area, including the roles and resource contributions of the one-stop partners.			
2.	The plan identifies the career services and other program services to be provided, include the location (address) at which services will be accessible including, Comprehensive One-Stop Centers, Affiliate One-Stop Centers, Specialized Workforce Centers, and Access Points.			
3.	The plan explains how the one-stop centers provide all required or relatable services of customers based on the customers respective need(s) and a customer centered design.			
4.	The plan provides information regarding the one-stop operator and describes the methods for coordinated service delivery between operator and partners.			
5.	The plan identifies the name of the procured one-stop operator, and the procurement process.			
6.	The plan describes the functions and scope of work of the one-stop operators.			
7.	The plan describes how the one-stop operator was procured.			



Attachment E- Local Plan Scoring Matrix

8.	The plan describes the one-stop operator's role and responsibility for coordinating referrals among required partners.			
9.	The plan describes how the workforce centers are implementing and transition to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.			
10.	The plan describes how the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.			
11.	The plan describes how the Local Board will support the strategy identified in the TN Combined State Plan and work with entities carrying out core programs.			
12.	The plan provides a description of how the local board will Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.			
13.	The plan provides a description of how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.			
14.	The plan provides a description of how the local board will improve access to activities leading to a recognized post-secondary credential.			
15.	The plan provides information regarding the local coordination strategies with state, regional and local partners to enhance services and avoid duplication activities.			



Attachment E- Local Plan Scoring Matrix

16.	The plan provides coordination strategies to include Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.			
17.	The plan provides coordination strategies to include Adult education and literacy activities under WIOA Title II.			
18.	The plan provides a description of how the Local Board will carry out the review of local applications submitted under Title II.			
19.	The plan provides coordination strategies to include Wagner-Peyser Act (29 U.S.C. 49 et seq.) services under WIOA Title III.			
20.	The plan provides coordination strategies to include Vocational rehabilitation service activities under WIOA Title IV.			
21.	The plan provides coordination strategies to include relevant secondary and post-secondary education programs and activities with education and workforce investment activities			
22.	The plan describes how the Local Board will support the strategy identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Strengthening Career and Technical Education for the 21st Century (Perkins V) Act (20 U.S.C. 2301 et seq.) to support service alignment.			
23.	The plan provides coordination strategies to include services to veterans and eligible spouses, to include priority of service and the use of available Jobs for Veterans State Grants (JMSG) staff.			



Attachment E- Local Plan Scoring Matrix

24.	The plan provides coordination strategies to include other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121.			
25.	The plan provides a copy of the local supportive service policy.			
26.	The plan describes how the local board will coordinate the provision of transportation and other appropriate supportive services in the local area.			
27.	The plan describes the local referral process.			
28.	The plan identifies the entities between who referrals occur.			
29.	The plan explains the method(s) that will be used to refer participants between programs (external and internal).			
30.	The plan defines the roles related to referrals.			
31.	The plan identifies the method of tracking referrals.			
32.	The plan describes specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available			



Attachment E- Local Plan Scoring Matrix

	services.			
33.	The plan describes how the local area will provide adult and dislocated worker employment and training activities.			
34.	The plan provides a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.			
35.	The plan describes how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.			
36.	The plan describes the process in which the local area will provide youth activities.			
37.	The plan includes a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which includes an identification of successful models of such activities.			
38.	This plan includes a description of how local areas will meet the requirement that a minimum of 50 percent with waiver, or 75 percent without waiver, of the youth expenditures be for out-of-school youth.			
39.	The plan includes a description of how local areas will meet the requirements of the in-school youth waiver including the expenditure requirement for in-school youth and individual training account (ITA) opportunities for at-risk in-school youth.			



Attachment E- Local Plan Scoring Matrix

40.	The plan provides a description of how the local area will provide services to priority populations as outlined in Tennessee's State Combined Plan.			
41.	The plan describes how priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E). (§ 679.560(b)(21)).			
42.	The plan describes how the Local Board will determine priority populations and how to best serve them, along with any other state requirements.			
43.	The plan describes how the LWDB will focus efforts on priority populations to help meet the negotiated State and Local Performance Measures (Key Performance Indicators).			
44.	The plan provides a description of training policies and activities in the local area.			
45.	The plan includes a copy of the local Individual Training Account Policy.			
46.	The plan defines how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter.			
47.	The plan describes how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.			



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48.	The plan includes a copy of the local training provider approval policy and procedures.			
49.	The plan describes how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers.			
50.	The plan explains how the LWDB has reviewed their eligible training providers to determine if there are enough providers to meet the demand of industry.			
51.	The plan provides a description of how the area will implement initiatives such as apprenticeships, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of employers in the corresponding region in support of the business service strategy.			
52.	The plan describes how the Business Services Team is structured and the process of disseminating the service strategy for employers from the LWDB to the team members responsible for implementation.			
53.	The plan describes the initiatives the LWDB is implementing or will implement to insure accessibility to programmatic services to rural areas (to include Distressed and At-Risk Counties).			
54.	The plan provides details on how the LWDB has or will implement new programs to best serve the Rural area (to include Distressed and At-Risk Counties).			



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55.	The plan provides a description on the initiative the LWDB is implementing or will implement to serve individuals who will be re-entering the workforce who were previously incarcerated or justice involved.			
56.	The plan provides details on how the LWDB has or will implement new programs to best serve those who were previously incarcerated or justice involved.			
Performance		Pass	Fail	Comments:
57.	The plan includes information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board.			
58.	The plan provides information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system in the local area.			
59.	The plan provides the LWDBs primary indicators of performance.			
60.	A description of how State and Local Performance Measures will be monitored and tracked towards meeting negotiated measures and reported to the Local Workforce Development Board.			
Technical Requirements and Assurances		Pass	Fail	Comments:
61.	The plan describes how the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the			



Attachment E- Local Plan Scoring Matrix

	use of technology and other means.			
62.	The plan indicates how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.).			
63.	The plan includes specific information on arrangements that have been implement to ensure physical and programmatic access to all.			
64.	The plan identifies the entity responsible for the disbursement of grant funds described in WIOA as determined by the chief elected official or the Governor under WIOA.			
65.	The plan includes a copy of the local procurement policies and procedures and describes the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities.			
66.	The plan details how the local area will meet the required 40 percent minimum participant cost rate (MPCR).			
67.	The plan includes a detailed budget that lists the sources and uses of Tennessee Department of Labor and Workforce Development (TDLWD) pass-through funds and all non-Federal matching funds.			
68.	The plan includes a budget narrative that includes a detailed explanation of expenditures by the line items listed on Standard Form 424A.			
69.	If applicable, the plan includes purpose of travel and supply/equipment lists, and describe expenses in the 'other' line item.			
70.	If applicable, the budget includes personnel or contractual expenses (cash or in-kind resources),			



Attachment E- Local Plan Scoring Matrix

	estimate the number of hours/days and hourly rate (or portion of FTE and salary) for the time that is expected to be spent on the proposed project by key personnel, contractors, or consultants.			
71.	If applicable, budget includes land or buildings, provide an MAI appraisal or comparable appraisal.			
72.	The plan identifies Identify each non-TDLWD funding source as federal, state, local, or private.			
73.	The plan includes a letter of commitment from each funding source that specifies the amount of funds committed and the kind of funds committed (grant, loan, cash, in-kind, etc.).			
74.	The plan provides a description of leveraged funds to include any fee based and/or revenue generated.			
75.	The plan provides a description of in-kind resources, including the methods used to determine their value.			
76.	If applicable, this plan includes pertinent supporting materials.			
77.	The plan describes the planned or existing approach regarding which local strategies will be financed by the transfer of Title I workforce funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis.			
78.	The plan describes the planned or existing method of funds transfer between the adult and dislocated worker funding streams.			
79.	The plan details the use of incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).			
80.	The plan defines the use of funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).			
81.	The plan includes copies of the executed cooperative agreements (as applicable) which define how all local			



Attachment E- Local Plan Scoring Matrix

	service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities.			
82.	The plan indicates that all service providers, One-Stop Operators and Board have been provided copies of Title VI trainings.			
Scoring Criteria		# of Pass		# of Fail
Operating Systems and Strategies				
Performance				
Technical Requirements and Assurances				
Overall Score:				
Recommend for State Workforce Development Board Approval (100% Pass)				
Recommend for Corrections (Less than 100% Pass)				