





























2/27/2020	Local Workforce Development Area										Northwest	
LWDB Member Name	Date Approved by Program Integrity Staff	Member Demographic Information		LWDB Member Organization	Representation Category	LWDB Member County	Nominator Name	Nominator Organization	Start of LWDB Member Term	End of LWDB Member Term	Conflict of Interest Date	Conflict of Interest Renewal
Rita Alexander*	6/3/2019	Female	White	Gibson Electric Membership Corp	Business	Crockett	Libby Wickersham	Gibson Co Chamber of Commerce	7/1/2019	6/30/2023	1/28/2019	 1/28/2020
Neely Ashby	6/3/2019	Female	White	Henry County Medical Center	Business	Henry	Travis McLeese	Paris-Henry Co Chamber of Commerce	7/1/2019	6/30/2023	3/21/2019	 3/20/2020
John G. Castellaw*	6/3/2019	Male	White	Farmspace Systems LLC	Business	Crockett	Charlie Moore	Crockett Co Chamber of Commerce	7/1/2019	6/30/2023	2/25/2019	 2/25/2020
R. Keith Cursey	6/3/2019	Male	White	MTD Products	Business	Weakley	Barbara Virgin	Weakley Co Chamber of Commerce	7/1/2019	6/30/2023	3/26/2019	 3/25/2020
Bedford Dunavant	6/3/2019	Male	White	Union City Insurance	Business	Obion	Lindsay Frilling	Obion Co. Economic Development District	7/1/2019	6/30/2023	2/21/2020	 2/20/2021
Brad Hurley*	6/3/2019	Male	White	Carroll County Trophy	Business	Carroll	John Sanders	Carroll Co Chamber of Commerce	7/1/2019	6/30/2023	1/28/2019	 1/28/2020
Randy S. Shannon	9/13/2019	Male	White	Shannon Office of Law	Business	Benton	Stephanie Harcleroad	Benton Co. Chamber of Commerce	10/1/2019	6/30/2023	9/4/2019	 9/3/2020
Ben Marks*	6/3/2019	Male	White	Mark's Building Materials	Business	Benton	Sara Kilgore	Benton Co. Chamber of Commerce	7/1/2019	6/30/2023	1/28/2019	 1/28/2020
Kristy Mercer	6/3/2019	Female	White	Ceco Door	Business	Gibson	Julie Allen-Burke	Milan Chamber of Commerce	7/1/2019	6/30/2023	4/5/2019	 4/4/2020
Ted Piazza*	6/3/2019	Male	White	Rack-IT Industries	Business	Gibson	Libby Wickersham	Gibson Co Chamber of Commerce	7/1/2019	6/30/2023	1/28/2019	 1/28/2020
Jennifer Starks	8/6/2019	Female	White	Granges Americas, Inc.	Business	Carroll	Jennifer Wheatley	Henry Co. Chamber of Commerce	7/1/2019	6/30/2023	3/28/2019	 3/27/2020
Gayanne Williams	6/3/2019	Female	White	Citizens of Lake Co for Healthcare, Inc	Business	Lake	Marcia Perkins Mills	Lake Co Chamber of Commerce	7/1/2019	6/30/2023	4/3/2019	 4/2/2020
Jimmy Williamson*	6/3/2019	Male	White	Aztec Pest Control	Business	Dyer	Allen Hester	Dyersburg/Dyer Co Chamber of Commerce	7/1/2019	6/30/2023	2/26/2019	 2/26/2020
Lana Hammons	5/8/2019	Female	White	Develey Mustard & Condiments Corp	Business	Dyer	Tim Climer	Dyersburg/Dyer Co Chamber of Commerce	5/21/2019	6/30/2023	4/18/2019	 4/17/2020
William Eddie White	10/29/2019	Male	White	United Auto Workers Local 9025	Labor	Henry	Anthony D. Phifer	United Auto Workers	11/1/2019	6/30/2023	9/24/2019	 9/23/2020
Sandra Woods	10/30/2018	Female	White	Communication Workers of America	Labor	Gibson	Joe Coleman	CLC	7/1/2017	6/30/2021	1/28/2019	 1/28/2020
Jon Dougherty	6/3/2019	Male	White	Amteck	Labor	Dyer	David Wagner	Amteck	7/1/2019	6/30/2023	2/26/2020	 2/25/2021
Amy McDonald	2/4/2020	Female	White	Tennessee Homeless Solutions	Labor	Dyer	Debbie Todd	TN Homeless Solutions	2/1/2020	6/30/2023	1/3/2020	 1/2/2021
John Penn Ridgeway	10/30/2018	Male	White	TCAT-McKenzie (Youth)	Labor	Carroll	Margaret Prater	NWTN WB	7/1/2017	6/30/2021	2/26/2019	 2/26/2020
Lindsey Frilling	10/30/2018	Female	White	Union City Boys and Girls Club (Youth)	Labor	Obion	N/A	N/A	7/1/2017	6/30/2021	3/21/2019	 3/20/2020
Angela Hollingsworth	7/29/2019	Female	White	Weakley County Schools	Adult Education	Weakley	Mark Maddox	Weakley Co Schools	7/29/2019	6/30/2023	7/29/2019	 7/28/2020
Landy Fuqua	6/3/2019	Female	White	University of TN at Martin Reed Center	Higher Education	Weakley	Robert Smith	UT Martin	7/1/2019	6/30/2023	1/31/2020	 1/30/2021
John Bucy	10/30/2018	Male	White	Northwest TN Development District	Economic/Community Dev.	Weakley	Margaret Prater	NWTN WB	7/1/2017	6/30/2021	2/26/2020	 2/25/2021
Kristie Bennett	10/30/2018	Female	White	Tennessee Department of Labor and Workforce Development	Wagner-Peyser	Carroll	Deniece Thomas	Workforce Services	7/1/2017	6/30/2021	3/28/2019	 3/27/2020
David Parrish	10/30/2018	Male	White	Tennessee Department of Human Services, Vocational Rehabilitation	Vocational Rehabilitation	Henry	Cherrell Cambell-Street	TN Dept Human Services	7/1/2019	6/30/2023	3/28/2019	 3/27/2020
Charlie Moore	10/30/2018	Female	White	Crockett County Chamber	Economic/Community Dev.	Crockett	Melissa Cox-Rayner	Crockett Co Chamber of Commerce	7/1/2017	6/30/2021	3/25/2019	 3/24/2020
Cliff Sturdivant	10/30/2018	Male	White	Carroll County Chamber of Commerce	Economic/Community Dev.	Carroll	Kenny McBride	Carroll Co Mayor	7/1/2017	6/30/2021	2/1/2019	 2/1/2020
*Executive Committee Member												

Northwest TN Workforce Board

Executive Committee

April 29, 2020 – 10:00 a.m.

[Click to Join Zoom Meeting](#)

Meeting ID: 833 9966 4531

Password: 477133\$nw

Minutes

Committee Members via Webinar/phone: Ted Piazza, Ben Marks, Jimmy Williamson, Rita Alexander, Mayor Chris Young

Others via Conference Call: Kristie Bennett

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

Welcome and Call to Order: Ted Piazza welcomed everyone and confirmed that a quorum was present.

Review and Approval of Minutes: Minutes for the March 20, 2020 Executive Meeting were reviewed.

- **MOTION:** Jimmy Williamson moved to approve the March 20, 2020 Executive Committee minutes as presented and Rita Alexander seconded the motion. All were in favor and the motion carried.

Facilities and Technology Update: Jennifer Bane presented this update in place of LeAnn Lundberg, who was in the process of finishing up the Crockett County move.

- **Crockett County American Job Center (AJC) Relocation:** The move started yesterday and has been the easiest move since they are just relocating next door. Connie Stewart brought along one of her staff to help set up the office. We are working with the other occupant of the building to get window clings for our American Job Center signage. Extra furniture was able to be shared with Bells Police Department, and well as some going to Dyersburg Center. We should see some savings next month from this move.
- **Certification of American Job Centers:** Certification of the Dyer, Gibson, and Obion County AJCs, originally planned to be on this meeting's agenda, are now planned to be presented by the June 10th Board Meeting, and are officially due by June 30th. Site visits had to be postponed due to COVID-19. Jennifer has requested the option of virtual site visits due to the continued need for social distancing.

Performance & Program Oversight: Laura Speer provided the following updates:

- **Quarterly Complaint Logs Update:** The logs have been submitted with no complaints. Laura Speer said she thinks it looks good.
- **Monitoring Status Report:** Three different On-the-Job (OJT) invoices had an issue with date of invoice, which happens periodically, but there were no other issues.
 - **One-Stop Operator (OSO) & Career Service Provider (CSP) Monitoring Results:**
Attached are the 6-month monitoring reports, from October 2019-March 2020, for the OSO and CSP showing no serious issues. The CSP enrollments are behind on Dislocated Workers, slightly, and on Youth, which will also likely be negatively affected by COVID-19 since summer is typically the largest enrollment period for work experience. Jennifer Bane mentioned that the traffic count goals of a 20% increase was put in place before several centers went to part-time, and adjusting the percentage of goals based on percentage of current hours, Benton County would be meeting its goals, but the others still wouldn't be. Otherwise, the suggestions for improvements are minor and we have been very pleased with Mid-Cumberland as OSO. We have worked with them to understand how they allocate between different areas and how some of their shared staff are distributed across the different areas.
- **Local Performance:** Estimated PY 19 Q3 results, as shown in the attached handout, indicate we are meeting and exceeding our goal. We can have up to a 90% pass rate and still make our performance, but we are trying to maintain 100%. These are estimates based on what Laura runs from VOS, but we will get official results in mid-May. They are usually pretty close but are generally subject to some change.
- **Data Validation Update:** This occurred back in January and showed we failed four elements for Adult, five for Dislocated Worker, and one for Youth. Laura has questions regarding the attached report of results, and added comments asking the state for the participants who fall into these categories. We would like the state to give us the names and IDs of the participants involved so that we would have a better idea if it

had to do with a specific career advisor, or if it's just a general training issue. Greater Memphis is also expressing their concerns with this review. Ted Piazza asked the impact of this going forward. Laura said that next year or year after we could be sanctioned and it could affect our performance and how they review our files. A lot of this had to do with the conversion of 2018, and Laura is working with the CSP performance staff to address any issues. Jennifer Bane added that we don't know how many participants were reviewed and asked Laura to elaborate on the thresholds for sanctions. Laura said any category with greater than a 5% error rate is considered failing and would be subject to sanctions. Four of the five elements failed for Dislocated Worker equaled exactly 5%, so staff believe these should have been considered passing since they were not greater than 5%.

Budget & Administration Update:

- **Financial Status Report:** Gina Johnson presented the attached report. As March 31, 2020, we have expended 41.39% of our program funds on participant funds, expended 80.99% of program funds in total, with 94.48% obligated in total Out-of-School Youth expenditures exceed the required 75% at over 95%, and Work Experience expenditures exceeded the required 20% at nearly 42%. The minimum participant cost rate (MPCR) was 46.04 %, which is higher than the required 40% minimum.
- **Budget Update:** Jennifer Bane reported that as of March, 75% through the program year, we are pretty much on track with our budget. We were a little behind on participant expenses, at 72%, partially due to delays on invoices. The CSP is still waiting on training providers to invoice for spring, so that number should go up. Operations overall were at 71%. IFA expenses were a little high at 82% due to being higher the first part of the year before we made changes. The CSP is fairly low at 66% due to staff leaving and open positions taking a long time to fill. Board expenses were at 76%, reflecting changes that have helped us decrease spending. We anticipate having \$134,000 carryover funds from our operating budget which will be needed to sustain operations through the first quarter of the next program year. Estimated state allocations from the US DOL are down, so our allocations will also likely decrease. Adult money is always really tight. We have relied on transferring dislocated worker money to adult, but we are not sure yet how COVID-19 will affect dislocated worker enrollments. RESEA spending is on track which also helps keep our program spending on track.
- **Extension Requests:** Jennifer Bane stated that we have several special grants, including a Consolidated Business Grant (CBG), Apprenticeship Grant, and two Youth Demonstration Grants ending June 30th and we hope to receive extensions for all of these. The CBG extension must be approved by US DOL in order for us to receive an extension. We hope most of the funds will be spent by June 30th, but several Incumbent Worker Trainings (IWT) have been postponed or cancelled due to COVID-19. Our youth demonstration grants included work based learning with Peabody, but that has been postponed, so hopefully can use this in fall with an extension. Career exploration events were also cancelled including a healthcare at Dyersburg State for Dyer and Lake County high school students, which will hopefully be able to take place in the fall. Weakley county was scheduled for industry panels and soft skills training that was also postponed. We also have statewide funds ending June 30th but we anticipate utilizing all of the funds.

New ETPL Program, TCAT Newbern – Computer Information Technology: Laura Speer presented the program to the committee, noting an increase in need. This program went before the Outreach and Opportunities Committee on 4/27/20 and was recommended for approval. Classes start May 4th.

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

Information Access Policy: Jennifer Bane presented this new policy, which mostly already outlined in the board bylaws. Most of the policy is straight out of the law or other federal or state guidance regarding open access and public notice. A new requirement added is for a roster to be submitted and posted with our minutes. It also lists accommodations provided if needed. The state's new policy requires public notice posting 30 days before a board meeting. Our by-laws had 7 days. Bylaws will be updated and presented at next board meeting.

- **MOTION: Ben Marks moved to approve the Information Access Policy and Rita Alexander seconded the motion. All were in favor and the motion carried.**

Local Planning: Jennifer Bane reviewed the attached Local Plan PowerPoint slides on:

- Performance Goals & Evaluation
- Monitoring, Tracking Progress, & Reporting to the Board
- Technical Requirements, Assurances, & Evaluation including: Physical & Programmatic Accessibility, Fiscal Management, Budget, & Transferring Funds, Cooperative Agreements for Serving Individuals with Disabilities, and Title VI Trainings

Regional Planning Update: Jennifer Bane reported a Regional Planning Council meeting was held on April 16th and feedback has been requested by May 8th. We will work with Memphis and Southwest to have another regional planning meeting May 28th. Both local and regional plans are due June 30th. We do have to do a public listening session and post it for 15 days.

Other:

- **Targets for Key Performance Indicators (KPIs):** The attached handout shows the goals that were approved at the February State Workforce Board meeting and estimated results for the first quarter. Quarterly goals were established based on historical enrollment data and anticipated new enrollments, but were still estimates. Goals were met for Adult and Dislocated Worker enrollments, Veterans enrollments, and SCSEP exits. Wagner Peyser has a large enrollment goal, and the co-enrollment goal for TAA is 50%, which will be a large increase. Adult Education's goals are effective July 1, 2019 to June 30, 2020 while all other goals are for January – December 2020. These are all still soft-targets and there are no penalties at this time.
- **Pending State Board Policies:** Several policies have been posted for public comment and will be reviewed by the State Board at their June meeting: Youth Service Design, Electronic Case Files, One-Stop System Design, One-Stop Operator (OSO) and Service Provider Procurement. The Youth Service Design and Electronic Case Files policies seemed to have minor changes. The One-Stop System Design policy seems to focus a lot on Title I, and requires 90 days' notice of relocation of a comprehensive or affiliate AJC. The OSO and Service Provider Procurement policy requires that the OSO and service provider be separate entities. While this is our preferred structure, being in a rural area, we have often had a small number of bidders which could pose an issue in the future if the best applicant for both is the same entity. The policy also requires Youth providers be procured separately from the career service provider. This would be very difficult for us. With our limited budgets. The ability to braid funds not only allows for the contract to be more desirable to bidders, but also allows us to maximize available funds by having Career Advisors serve all customers rather than only one population.
- **American Job Center Services:** We received draft guidance for reopening and developed our draft plan to follow it. Phased reopening is required, based on 14-day data with no new cases. We have suggested this be changed to no significant increases. Over the first few weeks in May we will be acquiring Personal Protective Equipment (PPE), cleaning supplies, hand sanitizer, etc. We cannot open without them. In regards to security services, we don't really have it in our budget to pay for security so we are hoping Sheriff's Departments can help provide some police presence. Mark Chandler had mentioned reaching out to school resource officers in a committee meeting earlier this week. The guidance also requires plexiglass barriers for front desk and customer service areas. We are planning to apply for some funds the state has put out to pay for PPE/supplies, so we can't order anything until that request is approved. The timeline and phases of reopening were reviewed as listed in the attached draft reopening plan. Ted Piazza asked how we are defining increase in cases. Jennifer said we would look at the county data. Since we are housed in other's buildings in many counties, we can't reopen until they do.

Future Meeting Dates & Upcoming Events: The following meeting dates were also 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 29th and October 28th, 10:00 am

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

Northwest TN Workforce Board

Executive Committee

April 29, 2020 – 10:00 a.m.

[Click to Join Zoom Meeting](#)

Meeting ID: 833 9966 4531

Password: 477133\$nw

Agenda

- | | |
|---|-------------------------------|
| Welcome and Call to Order | Ted Piazza, Chair |
| Review and Approval of Minutes of 3-20-20 Meeting (Vote Required) | |
| Facilities and Technology Update | LeAnn Lundberg |
| <ul style="list-style-type: none">• Crockett County AJC Relocation• Certification of American Job Centers – Dyer, Gibson, & Obion at June 10th Board Meeting | |
| Performance & Program Oversight | Laura Speer |
| <ul style="list-style-type: none">• Quarterly Complaint Logs Update• Monitoring Status Report<ul style="list-style-type: none">○ One-Stop Operator & Career Service Provider Monitoring Results• Local Performance – Estimated PY 19 Q3 Results• Data Validation Update | |
| Budget & Administration Update | |
| <ul style="list-style-type: none">• Financial Status Report• Budget Update○ Extension Requests | |
| New ETPL Program, TCAT Newbern – Computer Information Technology (Vote Required) | Laura Speer |
| Information Access Policy (Vote Required) | Jennifer Bane |
| Local Planning | Ginger Powell / Jennifer Bane |
| <ul style="list-style-type: none">• Performance Goals & Evaluation<ul style="list-style-type: none">○ Monitoring, Tracking Progress, & Reporting to the Board• Technical Requirements, Assurances, & Evaluation<ul style="list-style-type: none">○ Physical & Programmatic Accessibility○ Fiscal Management, Budget, & Transferring Funds○ Cooperative Agreements for Serving Individuals with Disabilities○ Title VI Trainings | |
| Regional Planning Update | Jennifer Bane |
| Other | Jennifer Bane |
| <ul style="list-style-type: none">• Targets for Key Performance Indicators (KPIs)• Pending State Board Policies: Youth Service Design, Electronic Case Files, One-Stop System Design, One-Stop Operator and Service Provider Procurement• American Job Center Services / Re-Opening | |
| Future Meeting Dates & Upcoming Events | |
| <ul style="list-style-type: none">• 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 29th and October 28th, 10:00 am | |

Northwest TN Workforce Board

Executive Committee

March 20, 2020 – 10:00 a.m.

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

Committee Members via Conference Call: Ted Piazza, Ben Marks, Jimmy Williamson

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

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

Review and Approval of Minutes: Minutes for the February 5, 2020 Executive Committee Meeting were reviewed.

- **MOTION:** Ben Marks moved to approve the February 5, 2020 Executive Committee minutes as presented and Jimmy Williamson seconded the motion. All were in favor and the motion carried.

Relocation of the Crockett County American Job Center (AJC): Jennifer Bane explained that a new business located next to the current AJC in Crockett County has approached us to see if we would be interested in moving in with them. Although we would rather have someone move in with us, we have been unable to identify a potential tenant so far. The office space is a bit larger than our current space and has walled-off offices. Although the rent is higher than ours, since we would be splitting everything, we anticipate a savings of at least \$5,400 per year. Mayor Reasons has been informed and agreed to proceeding with the move.

- **MOTION:** Jimmy Williamson moved to approve the relocation of the Crockett County AJC and Ben Marks seconded the motion. All were in favor and the motion carried.

Work Based Training Policy Changes: Jennifer Bane reviewed the attached handout detailing proposed changes to the Work Experience section of the Work Based Training Policy. While the Youth work experience program continues to be a focus for our programs, we are still facing difficulties in recruiting and maintaining participants. Rather than paying 80% of the starting wage of a work experience position, we would like to propose we pay 100% what that position would pay. The participants are aware they are making less than everyone else, and this might help. Since Adult funding is limited, staff recommend leaving the 80% wage rate for Adult work experience participants, which is in line with the Transitional Jobs policy. The other change was a result of the recent Federal Youth Audit and strives to ensure we are properly documenting the required educational components of the Youth work experience by requiring each participant to have a training plan, similar to those required from the employer for On-the-Job Training participants.

- **MOTION:** Jimmy Williams moved to approve the changes to the Work Based Training Policy as presented. Ben Marks seconded the motion. All were in favor and the motion carried.

Youth Incentives Discussion: Jennifer Bane explained that in the interest of further enhancing our Youth program, particularly work experience, she polled other local areas to see what type of incentives, if any, they offering. The attached summary shows the incentives for each area that responded and stated they are offering them. We are most interested in a policy to incentive completion and retention of work experience participants, and also possibly National Career Readiness Certificate (NCRC) completion. The TN Department of Labor and Workforce Development (TDLWD) recently released a \$10,000 funding opportunity for NCRC testing that we proposed to use to assist in reaching our goals to maintain our ACT Work Ready Communities status. We hope that our current and future youth participants would be interested in earning an NCRC and / or increasing their certificate level. Staff requested feedback from the committee in regards to moving forward with the development of a policy. Ted Piazza shared that he would like to see some performance and return data from other areas. Jimmy Williamson also agreed to exploring this more and Jennifer stated she will request data from the other areas.

AJC operations: Jennifer Bane updated the committee on the current status of AJC Operations during the COVID-19 pandemic. As of yesterday, all our AJCs have been closed to the public except for a case by case basis, but as of the 23rd, all AJCs across the state will be closed to the public. Staff are still on-site to assist customers by phone or email. Per the Governor's direction, the State is working towards moving all staff to working at home and asked that no more than 10 staff be in an AJC at one time. Title I staff are continuing to work on-site at this time, but they do have laptops and calls

can be transferred to cell phones for all AJCs with Vonage phones, which is all of them but the Carroll County AJC. We are assessing what additional equipment may be needed for people to work from home and looking into webinars and web conferences as alternatives to conference call. All but two board staff already work from home. Additionally, state merit staff in the AJCs will be receiving training to process unemployment insurance (UI) claims to respond to the increased need and adjusting work requirements given the current situation. AJC staff from other programs may be asked to assist with other state programs as state staff transition to helping with UI.

Future Meeting Dates & Upcoming Events

- TN Workforce Leaders Summit, March 23rd at the Renaissance Nashville Hotel (postponed)
- Remaining 2020 Committee Meeting Dates: April 29 (may have to make plans to make this a potential conference call), July 29, and October 28, all at 10:00 am
- Next Board Meeting: May 19th (lunch at 11:30 am) (this also may be a webinar)
- State Board Meeting: June 5th
- Regional Planning Council meeting: April 16, 10:00 am, Trenton
 - Local and Plans were originally supposed to be due this month but will now be posted for public comment in mid-June and submitted in mid-July.

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

Respectfully Submitted,

Lana Burchfiel

Northwest TN Workforce Board MONITORING STATUS REPORT					
Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Corrective Action Needed	Letter Mailed:
2001-2003-OJT-46-4657373 Eurotranciatura USA, LLC 2700 West Wood Street Paris, TN 38242 Attn: Kay Wood HR Manager Kay.wood@us.eurogroup.it (731) 644- 8113	On-The-Job Training: 01- 30-20 to 03-01-20	Scheduled: 02-27-2020	Site Visit: 02-27-2020 Fiscal:	Programmatic:	Letter Mailed:
1911-2011-OJT-47-4589822 Deveyey Mustard and Condiments Corp. 1845 Mustard Drive Dyersburg, TN 38024 Lana Hammons, HR Manager (731) 325- 5357 lanahammons@develyusa.com	On-the-Job Training: 11-12 19 to 11-04-20	Scheduled: 03-04-2020	Site Visit: 03-04-2020 Fiscal:	Programmatic:	Letter Mailed:
1911-2011-OJT-03-0364168 NSK Steering Systems America, Inc 2926 Fort Hudson Road Dyersburg, TN 38024 Lisa Wells, HR Coordinator (731) 288- 3399 wellsIW@nassa.nsk.com	On-the-Job Training: 11-01 19 to 11-01-20	Scheduled: 01-30-2020	Site Visit: 01-30-2020 Fiscal: 03-10-2020	Programmatic: The invoice was dated 03/06/2020 with the OJT hours completed 01/13/2020. the invoice must be submitted by the 20th of the month following payroll for the completion of the training, unless otherwise agreed upon by the NWTWB-DSCC.	Letter Mailed: 03-11-2020
1908-2007-OJT-62-600780 Obion County Government 316 South Third Street Union City, TN 38281 (731) 885-9611 Mayor Benny McGuire mayor@obioncounty.org	On-the-Job Training: 08-30- 19 to 07-01-20	Scheduled: 12-10-19	Site Visit: 12-10-19 Fiscal: 03-10-2020	Programmatic: The invoice was dated 03/06/2020 with the OJT hours completed 01/18/2020. the invoice must be submitted by the 20th of the month following payroll for the completion of the training, unless otherwise agreed upon by the NWTWB-DSCC.	Letter Mailed: 03-26-2020
1908-2006-OJT-26-1318112 Dana Sealing Products, LLC 100 Plumley Drive Paris, TN 38242 Andrea Gooch, HR Manager (731) 231- 1540 endrea.gooch@dana.com	On-the-Job Training: 08-01- 19 to 06-01-20	Scheduled: 12-09-19	Site Visit: 12-09-19 Fiscal: 01-30-2020	N/A	Letter Mailed: 01-31-2020
1907-2001-OJT-34-0196300 Eaton Corporation dba Eaton Aeroquip, LLC 860 Blankenship Road Newbern, TN 38059 Attn: Ms. Carmeda Keen, HR Manager camedakeen@eaton.con (731) 627-4213	On-the-Job Training: 07-18 19 to 01-01-20	Scheduled: 10-31-19	Site Visit: 10-31-19 Fiscal: 02-20-2020	Programmatic: The invoice was dated 02-06-2020 with the OJT hours completed 12-08-2019. the invoice must be submitted by the 20th of the month following payroll for the completion of the training, unless otherwise agreed upon by the NWTWB-DSCC.	Letter Mailed: 03-04-2020
1903-2003-OJT-62-1140109 Maverick, Inc. Cassie Davis 623 Perkins Street Union City, TN 38261 (731) 885-6444 Cassie.davis@coxoil.com	On-the-Job Training: 03- 01-19 to 03-01-20	Scheduled: 12-10-19	Site Visit: 12-10-19 Fiscal: 02-12-2020	N/A	Letter Mailed: 02-13-2020
RFP CONTRACTS THROUGH					
1909-2009-OSO-62-0923487-SHARE Mid- Cumberland Human Resource Agency 1101 Kermit Drive, Suite 300 Nashville, TN 37217 jhamrick@mchra.com (615) 850-3907	One-Stop Operator Services: 09-16-19 to 09-30- 20	Expires: 09-30-2020	Fiscal:	Invoices Checked Monthly per Executive Director	Letter Mailed:
1910-2009-CSP-62-0800930-MULTI Dyersburg State Community College 1510 Lake Road Dyersburg, TN 38024 Dr. Karen Bowyer, President	Career and Business Services	Dates: 10-01-2019 to 06-30-2020	Fiscal:	Invoices Checked Monthly per Executive Director	Letter Mailed:



April 21, 2020

Ms. Jane Hamrick, Executive Director
Mid-Cumberland Human Resource Agency
1101 Kermit Drive, Suite 300
Nashville, TN 37217

Dear Ms. Hamrick:

The Northwest Tennessee Workforce Board completed a six-month monitoring review of contract number 1909-2009-OSO-62-09-0923487-SHARE. The purpose of the review was to verify the following:

- Compliance with the Roles of the One-Stop Operator
- Timeliness of invoices submission
- Adequacy of documentation
- Proper completion of invoices
- Compliance within budget limits
- Performance Goals

We are pleased to report all areas of review were in accordance with the contract with the exception of the Performance Goals. With the exception of the Union City American Job Center (AJC), the average monthly traffic count goals were not met. Additionally, improvement is requested for a few items, as shown below, including:

1. Gathering success stories, at a minimum of quarterly.
2. Promoting the AJCs and maintaining a log of outreach activities conducted. AJC traffic goals not being met indicates a need for additional outreach.
3. Coordinating referrals and co-enrollments between partner programs to include a minimum of 10% of RESEA participants referred to the Title I program. At this time, 7% have been referred.
4. Coordinating referrals and co-enrollments to ensure Title I enrollment goals are met. At this time, Youth and Dislocated Worker enrollment goals are not on track to be met.
5. Ensuring Data Validation requirements are met. As of the January 2020 Data Validation review: 6.5% of elements failed for Adults, 7.5% for Dislocated Workers, and 1.6% for Youth.

We look forward to continue our relationship during this contract. If you have, any questions please feel free to contact me.

Sincerely

Laura Speer
Director of Performance & Compliance

Cc: Jennifer Bane, Derrick Quinn, Erica Nance, Jennifer Eppley

Documents attached: Fiscal Requests and Corrections, Performance Evaluation

One-Stop Operator (OSO) Performance Evaluation

October 2019 – March 2020

The following performance goals, as listed in the OSO contract, will be utilized to evaluate performance of the OSO provider.

(1) Compliance with the Scope of Work and Roles of the One-Stop Operator Provider

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
Maintain a presence in the Comprehensive Centers two days per week each and rotating visits to the Affiliate / Specialized Centers one day per week.	Pass	
Compile and submit monthly reports to the NWTNWB in regards to progress towards identified objectives such as partner coordination, traffic counts, referrals, co-enrollments, jobseekers and employers served, customer satisfaction results, and results of quality reviews conducted.	Pass	
Gather and submit various VOS reports monthly as requested such as Traffic Counts, Visit Reasons, Registrations, Enrollments, Co-Enrollments, Referrals, Job Orders, Placements, etc.	Pass	
Gather partner reports and data, including success stories, at minimum of quarterly, for development of a Quarterly Dashboard and Annual Report.	Needs Improvement	Success stories are not being received quarterly
Promote the AJCs and maintain a log of outreach activities conducted.	Needs Improvement	Outreach log is not being maintained and AJC traffic goals not being met indicates a need for additional outreach
Maintain complaint logs for each AJC, reporting complaints immediately and submitting logs quarterly to the NWTNWB in accordance with state guidelines.	Pass	
Maintain professional office atmosphere, professional staff appearance, conduct and service to customers, and customer flow/meaningful access across all AJCs.	Pass	
Maintain building maintenance logs, report issues to the appropriate landlord and / or Director of Facilities & Computer Services as needed, and submit logs monthly to track any facilities issues.	Pass	

Maintain understanding of the Memorandum of Understanding (MOU), including the Infrastructure Funding Agreement (IFA) and report staffing or office usages changes which affect the MOU/IFA to the NWTNWB upon notification of changes.	Pass	
Maintain current listing of partner programs, staff, and contact information to ensure direct linkage and ease of referrals.	Pass	
Conduct monthly quality reviews of partner programs with a minimum sample size of 10 customers (e.g. selecting a sample of Evaluation of Service Need Forms to follow the customer through the AJC system and ensure appropriate referrals and / or services were provided, selecting a sample of enrolled participants in various programs to ensure participant needs are being met, tracking referrals to identify if co-enrollment resulted, etc.).	Pass	
Verify VOS Vouchers are attributed to the appropriate grant through the monthly reconciliation process.	Pass	
Arrange and / or conduct trainings quarterly, at a minimum, and other periodic meetings for all AJC staff to ensure continuous improvement.	Pass	
Request access to VOS for new staff, including partner staff, from the Director of Facilities & Computer Services and submit immediate notification to the NWTNWB of staffing changes resulting in the need for access to be terminated.	Pass	

(2) Compliance with all Federal, State, and Local legislation, policies, and regulations in regards to the role of the One-Stop Operator and One-Stop Delivery and Design

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
Workforce Innovation and Opportunity Act and related Federal Regulations and Guidance	Pass	
Data Validation requirements	Needs improvement	Adults – 6.5% of elements failed Dislocated Workers – 7.5% of elements failed Youth – 1.6% of elements failed

Performance Accountability Review requirements	Pass	
Tennessee Department of Labor and Workforce Development Policies and Guidance	Pass	
Northwest Tennessee Workforce Board Policies and Guidance	Pass	

(3) American Job Center Customer Visits

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
The contractor is responsible for increasing traffic flow by 20% above the below monthly level averaged for the prior program year (July 1, 2018 to June 30, 2019 as shown below.	Fail	With the exception of the Union City AJC, individual visit goals are not being met.

Individual Visit Monthly Average Goal

AJC	Camden	Alamo	Humboldt	Paris	Tiptonville	Union City	Dresden	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total AJC
Goal	160	103	376	425	60	335	353	1,812	749	515	1,264	3,076
Current	104	53	322	287	18	388	211	1,383	593	388	981	2,364
Difference	-56	-50	-54	-138	-42	53	-142	-429	-156	-127	-283	-712
% of Goal	65%	52%	86%	68%	30%	116%	60%	76%	79%	75%	78%	77%

Due to a change in hours for several American Job Centers, Northwest Tennessee Workforce Board staff will review current goals and determine if adjustments are needed.

(4) Local Performance Measures

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
The contractor is responsible for partner coordination to meet the local performance measures as outline below.	Needs Improvement	Youth and Dislocated Worker enrollment goals are not on track to be met at this time as shown below.
Referrals and Co-Enrollments between partner programs to include a minimum of 10% of RESEA participants referred to the Title I program.	Fail	Of the 218 individuals completing a first scheduled RESEA appointment, only 16, or 7%, were referred to Title I.

Enrollments in Training (Classroom, OJT and Work Experience) October 2019 – June 2020	Projected Enrollments for Funding (Oct. 19 – June 20)	Enrolled (Oct. 19 – Mar. 20)	Percentage of Contract Goal (50% through contract)
Adult	280	195	69.6%
Dislocated	39	17	43.6%
Youth	92	26	28.3%
Total	411	238	57.9%

(5) Federal Performance Measures

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
The contractor is responsible for partner coordination to meet the local performance measures as outline below.	Pass	

Adult Measures

	Goals	Results
Employment Rate 2 nd Quarter After Exit	85%	89.4%
Employment Rate 4 th Quarter After Exit	84%	85.3%
Median Earnings 2 nd Quarter After Exit	\$6,483	\$6,756.58
Credential Attainment Within 4 Quarters After Exit	58%	89.8%

Dislocated Worker Measures:

Employment Rate 2 nd Quarter After Exit	83%	88.1%
Employment Rate 4 th Quarter After Exit	83%	87.9%
Median Earnings 2 nd Quarter After Exit	\$6,800	\$8,280
Credential Attainment Within 4 Quarters After Exit	68.5%	90.7%

Youth Measures:

Employment Rate 2 nd Quarter After Exit	79%	85.6%
Employment Rate 4 th Quarter After Exit	75%	80.4%
Median Earnings 2 nd Quarter After Exit	TBD (waived first 2 years)	n/a
Credential Attainment Within 4 Quarters After Exit	70%	84.4%

Employer Measures:

Employer Penetration Rate (percentage of employers using services in the State): TBD

Repeat Business Customer Rate (percentage of employers who receive core services more than once in the last three recording periods): TBD

Other State Required Measures:

Facilitate enrollments and services with the Title I Provider to meet the following:

75% expenditure rate on out-of-school youth: 95%

20% expenditure rate on Youth Work Experience: 41.93%

40% expenditure rate on direct participant cost (may be increased to 50% by the TN Dept. of Labor & Workforce Development): 46.04%

INVOICE #	DATE RECEIVED	DATE PAID	AMOUNT PAID	
Oct-19	11/15/2019	12/18/2019	\$ 7,169.82	Please provide paystubs, travel claims, and invoices & proof of payment for memberships & communications All documentation received. GNJ 12/18/19
Nov-19	12/9/2019	1/2/2020	\$ 13,145.14	<p>We received the voucher ledgers but will you provide a copy of the bill for the charges below? We received the Verizon bill but I E10ee Joe or name to confirm the amounts.</p> <ul style="list-style-type: none"> o Joe Johnson <ul style="list-style-type: none"> ☐ Communication \$133.73 ☐ Communication \$52.96 ☐ Occupancy Rent \$941.24 ☐ Print and Publication \$515.31 ☐ Professional Services \$62.65 ☐ Contract Services \$1,441.00 o Logan Lefevers <ul style="list-style-type: none"> ☐ Communication \$33.18 ☐ Communication \$52.96 ☐ Occupancy Rent \$323.69 ☐ Professional Services \$14.66 <p>- The fringe benefits for Joe & Logan do not match when comparing the back-up from the payroll records & the charges on the invoice. Will you provide additional back-up (possibly the payroll journal) to match the amount on the invoice?</p> <p>o Joe – \$19.23 reported, payroll spreadsheet shows \$11.75.</p> <p>o Logan - \$27.49 reported, payroll spreadsheet shows \$21.88.</p> <p>- For Erica, you reported \$31.58 in communications charges, but the Verizon bill has \$23.75. Can you explain the difference?</p> <p>- There were charges of \$2.20 salary & \$0.18 benefits reported under Erica, but should it be reported for Jaclyn Marshall?</p> <p>- The back-up documentation for Erica's travel shows \$493.03; however, \$502.62 is reported on the invoice spreadsheet. Will you explain the difference?</p> <p>- Will you provide supporting documentation for Erica's travel \$493.03 (MapQuest, google maps, etc.)?</p> <p>- Will you provide back-up documentation (possibly the bill) for the general ledger charges of \$2.21 per county?</p> <p>- We think the \$246.05 in professional services should be moved from Weakley County to the OSO line & be split amongst all counties. Do you agree?</p> <p>- Will you provide back-up documentation (possibly the bill – Morpho Trust) for the general ledger charge of \$246.05?</p> <p>- There are two printing charges of \$6.34 reported under both Joe & Erica. Should this only be listed under Joe?</p> <p>All documentation received. GNJ 1/2/2020</p>
Dec-19	1/15/2020	2/18/2020	\$ 12,589.54	<ul style="list-style-type: none"> • Do you happen to have a cheat sheet that shows the number code for each county? • Will you provide paystubs for all employees that were paid? • The \$45 KRAFT Tech Group is listed as an OSO expenditure but it appears it's an expenditure for the OSO CA based on the code. Can you review? • Please provide the following for Joe: <ul style="list-style-type: none"> o Tax Corp \$2.99 is not listed on the percentage spreadsheet under the 1.59% o Fringe Benefits supporting documentation for total \$9,305. The spreadsheet total is \$1,563.40 o Communication supporting documentation total \$267.01. The spreadsheet total is \$333.76. o Rent supporting documentation total is \$941.21. The spreadsheet total is \$1,121.96. o Printing and Publication \$537.19 is lacking supporting documentation. o Professional Services \$18.49 is lacking supporting documentation. • Logan <ul style="list-style-type: none"> o Fringe Benefits supporting documentation \$81.67. The spreadsheet total is \$1,155.02. o Office Supplies \$84.81 is lacking supporting documentation. o Professional Services \$15.50 is lacking supporting documentation. <p>All documentation received. GNJ 2/18/2020</p>

Jan-20	2/11/2020	3/30/2020	\$ 19,756.78	<p>Will you send the additional information below for your January invoice?</p> <ul style="list-style-type: none"> • Backup for \$180.90 credit on Joe for Professional Services – Data Processing • Backup for \$2.20 charge for Prof Services on Logan, Jennifer, Erica, Dyer Co, Gibson Co, Henry Co, Obion Co, and Weakley Co. • The backup for supplies to Union City, \$366.45, has backup for Erin, TN not Union City, TN. Is this the correct charge for supplies? • Rent amount on Joe is only \$339.34, backup shows his total for rent should be \$941.24, as it has been previous months. Why the decrease? <p>All documentation received. GNJ 3/30/2020</p>
Feb-20	3/13/2020	4/17/2020	\$ 14,291.67	<p>We have reviewed your February invoice and request the back-up below:</p> <ul style="list-style-type: none"> • Professional services on Carroll County (2239) in the amount of \$120. • Copies of paystubs for everyone. • Invoice and payment for printing and publications charge of \$644.54 for Joe. • Logan - insurance backup for charges of \$1236.69, we have backup for \$81.67; and retirement backup charge of \$56.20, we have backup for \$19.90. • Joe - insurance backup for charges of \$1656.45, we have backup for \$93.05; and retirement backup charge of \$56.20, we have backup for \$19.90. • Jennifer – insurance backup for charge of \$767.84, we have backup for \$76.24. <p>All documentation received. GNJ 4/17/2020</p>
Mar-20	4/17/2020			
Apr-20				
May-20				
Jun-20				
Jul-20				
Aug-20				
Sep-20				



April 21, 2020

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

Dear Dr. Bowyer:

The Northwest Tennessee Workforce Board has completed a Performance review for the Career Service Provider, contract number 1909-2009-CSP-62-0800930-MULTI.

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

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

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

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

The purpose of the programmatic monitoring was to review:

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

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

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

Sincerely,

Laura Speer
Director of Performance & Compliance

Cc: Jennifer Bane
Derrick Quinn
Connie Stewart

Career Services Provider Performance March 2020

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

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

Compliance with the Roles of the Title I Provider

There were Monthly reports completed for the last 6 months. A 20% sample of participant (ITA & OJT) applications were reviewed after the 10th of the following month for eligibility/data validation/training documents. The OJT applications not included in the 20% sample were reviewed for eligibility/data validation only. All reports were shared with the CSP Quality Advisor and Executive Director of Workforce Services.

Due to the process we have for the monitoring of fiscal and programmatic reviews, any findings, observations or corrective actions have already been addressed. Please find below the results of the monthly monitoring review:

Summary:	October	November	December	January	February	March	Totals	%
Number of Participants Reviewed:	28	11	15	29	21	23	127	
Number / Percentage of Participants with Findings:	10	6	4	8	7	6	41	32%
1. Eligibility Findings:	0	1	0	3	2	1	7	17%
2. Data Validation Findings:	7	3	2	3	5	5	25	61%
3. Data Entry Findings:	2	0	1	0	0	1	4	10%
4. Case Management Findings:	2	2	2	2	1	3	12	29%
Number / Percentage of Participants with Observations:	8	9	10	20	18	15	80	63%
Number / Percentage of Participants with No Monitoring Issues:	15	0	5	7	3	7	37	29%

** Of the 7 Eligibility Findings, there were 0 of these which would cause money to have to be returned.

The low-to-moderate risk findings included:

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

In addition to the monitoring conducted locally, a statewide data validation review was conducted in January of 2020. Elements with a 5% or greater rate of errors were considered to be failing. Below are the results for the Northwest area:

- Adults: four of 62 elements (6.5%) failed including: (1) low income status at program entry, (2) date of program exit, (3) other reasons for exit, and (4) date completed or withdrew from training.
- Dislocated Workers: five of 67 elements (7.5%) failed including: (1) date of actual disposition, (2) date of program exit, (3) date completed or withdrew from training, (4) date enrolled, during program participation, in education or training, and (5) date completed, during participation, an education or training program.
- Youth: one of 62 elements (1.6%) failed: date of program exit.

Northwest Tennessee Workforce Board staff will continue to provide technical assistance and training to the contractor and will monitor for continued improvement.

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

Projected Enrollments				TAA Co-Enrollment Goal = 50%
Adult	Dislocated Worker	Youth	Total	Actual amount = 2% (1 of 60 TAA participants)
280	39	92	411	
Enrolled 10/01/2019 to 03/31/2020				
195	17	26	238	
% Complete of Contract				
70%	44%	28%	58%	

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

PY19 Q3 WIOA Core Performance Measures		47145 Northwest Tennessee		
Adult Measures		Pass/Fail		PASS
		Negotiated	Actual	% of goal
Exiters			290	
Participants Served			686	
EER 2nd Qtr. after Exit	86.00%		89.40%	103.95%
EER 4th Qtr. after Exit	85.00%		85.30%	100.35%
Median Earnings 2nd Quarter after exit	\$6,500.00		\$6,756.58	103.95%
Credential Attainment	59.00%		89.80%	152.20%
Measurable Skills Gains	Baseline		73.30%	
Dislocated Worker		Pass/Fail		PASS
		Negotiated	Actual	% of goal
Exiters			35	
Participants Served			82	
EER 2nd Qtr. after Exit	84.00%		88.10%	104.88%
EER 4th Qtr. after Exit	84.00%		87.90%	104.64%
Median Earnings 2nd Quarter after exit	\$6,842.00		\$8,280	121.02%
Credential Attainment	69.00%		90.70%	131.45%
Measurable Skills Gains	Baseline		72.90%	
Youth		Pass/Fail		PASS
		Negotiated	Actual	% of goal
Exiters			107	
Participants Served			151	
EER 2nd Qtr. after Exit	79.00%		85.60%	108.35%
EER 4th Qtr. after Exit	75.00%		80.40%	107.20%
Credential Attainment	70.00%		84.40%	120.57%
Measurable Skills Gains	Baseline		58.30%	

Enrollment and expenditure level to meet State required fiscal measures:

- 75% expenditure rate on out-of-school youth: 95%
- 20% expenditure rate on Youth Work Experience: 41.93%
- 40% expenditure rate on direct participant cost (may be increased to 50% by the TN Dept. of Labor & Workforce Development): 46.04%

Comments:

Overall CSP is within the contract agreement, but Youth enrollments are not on track to meet contract goals, and Dislocated Worker enrollments are slightly below the target. While the Youth Work Experience program typically sees a large number of enrollments in the summer months, the COVID-19 pandemic is expected to have a negative impact on the number of Work Experience participants enrolled. Summer enrollments for Occupational Skills Training are also likely to be negatively impacted. Northwest Tennessee Workforce Board staff will work with the contractor to increase enrollments, when feasible, and seek guidance from the Tennessee Department of Labor and Workforce Development regarding adjustments to Key Performance Indicator Enrollment Goals.

Fiscal Request and Corrections for DSCC

INVOICE #	DATE RECEIVED	DATE PAID	AMOUNT PAID	
Oct-19	11/8/2019	11/30/2019	\$ 73,415.22	<ul style="list-style-type: none"> • Katie Treece time sheet documents 22.5 hours worked and 7.5 annual leave. The DSCC payroll statement documents 28.26 hours worked and 28.2 paid out annual leave. We understand she is being paid the balance of leave but the time worked is not computed the same. • Kelcey Coble time sheet documents 143.5 hours worked and 6.5 sick leave. The DSCC payroll statement documents 162.5 hours worked. The time worked in not computed the same. • Amber Walker deducted 1.26 miles from her workstation on both training days. Should she not have been reimbursed since she was leaving her work station and not her home? Did she drive from home or OS? • The Wal-Mart receipt documents \$9.10 not charged on the purchasing card. For PAR, please submit an explanation as to why this was not charged to another card for payment and not being billed for reimbursement.? <p>All documentation received. GNJ 11/30/2019</p>
Nov-19	12/11/2019	12/31/2019	\$ 14,245.04	<ul style="list-style-type: none"> • Need proof from DSCC payroll for Crystal Fuller. • Natalie Dunning: Her timecard reports 135 (regular) and 15 (other). DSCC reports 147.5 (regular) and 30 (other). Need clarification as to the difference. • Kelcey Coble: Her timesheet did not compute the percentages at the bottom. • Rebecca Acred: Her timesheet reports 147.5 (regular) and 27.3 (other). DSCC reports 138 (regular) and 4.5 (other). Need clarification as to the difference. • Sara Cooper: How were her percentages computed – Carroll (15.9%), Lake (9.7%), Obion (50.7%) and Weakley (23.7%)? • Wilma Capps: She deducted -7.2 miles on 09-27-2019 from OS to Trenton. Why was this deducted? • Kelcey Coble: Her mileage cover sheet is not dark enough to make out some of the mileage. Can you submit a darker legible copy to attach to her supporting documentation? • Wilma Capps: It appears Mrs. Wilma was not paid for a round trip for travel on 10-03-2019 from OS to JSCC for training. Please review. • Roadrunner: DSCC submitted proof of payment in the amount of \$13,136 but supporting documentation computes to \$6,568. Please review. • Blake Swayne-TCAT Paris: The term dates on the needs assessment vs the voucher do not match. It is recommended the CA review the dates and make the necessary corrections to the needs assessment and/or voucher. <p>All documentation received. GNJ 12/31/2019</p>
Dec-19	1/15/2020	2/3/2020	\$ 94,970.61	<ul style="list-style-type: none"> • Will you send a time sheet for Crystal Fuller documenting hours worked from 11/16/2019 – 12/10/19? • Will you review Amber Walker's travel on 11/2/19 from her home to Union City? The claim has 35.48 miles but the supporting documentation documents 35.26 miles. It appears she was over paid 0.44 miles = \$0.21. • Kristen Woods (work experience) – on 11-21-2019 it appears someone crossed out the time worked on her handwritten time sheet. Is this an error? The time is noted on her typed time card and she was paid for 7.5 hours worked on this day. <p>All documentation received. GNJ 2/3/2020</p>
Jan-20	2/10/2020	3/2/2020	\$ 126,929.93	No changes made. GNJ 3/2/2020
Feb-20	3/10/2020	3/31/2020	\$ 97,863.03	<p>Below are the changes that were made to the February invoice.</p> <p>P191YOUTH20</p> <ul style="list-style-type: none"> • SS Other – Moved \$268.71 from ISY to OSY. • Corrected the total of ISY from \$1,171.25 to \$2,759.58. • WE – Corrected Allie Glozer from \$983.51 to \$938.51. <p>F181SESWA18</p> <ul style="list-style-type: none"> • Added \$36.19 to SS transportation. <p>F182SESWA18</p> <ul style="list-style-type: none"> • Added \$64 to SS transportation. <p>Staff salary & benefits was over \$0.09.</p> <p>GNJ 3/31/2020</p>
Mar-20	4/14/2020			
Apr-20				
May-20				
Jun-20				
Jul-20				
Aug-20				
Sep-20				

PY19 Q3 WIOA Core Performance Measures		47145 Northwest Tennessee	
Adult Measures		Pass/Fail	PASS
	Negotiated	Actual	% of goal
Exiters		290	
Participants Served		686	
EER 2nd Qtr. after Exit	86.00%	89.40%	103.95%
EER 4th Qtr. after Exit	85.00%	85.30%	100.35%
Median Earnings 2nd Quarter after exit	\$6,500.00	\$ 6,756.58	103.95%
Credential Attainment	59.00%	89.80%	152.20%
Measurable Skills Gains	Baseline	73.30%	
Dislocated Worker		Pass/Fail	PASS
	Negotiated	Actual	% of goal
Exiters		35	
Participants Served		82	
EER 2nd Qtr. after Exit	84.00%	88.10%	104.88%
EER 4th Qtr. after Exit	84.00%	87.90%	104.64%
Median Earnings 2nd Quarter after exit	\$6,842.00	\$8,280	121.02%
Credential Attainment	69.00%	90.70%	131.45%
Measurable Skills Gains	Baseline	72.90%	
Youth		Pass/Fail	PASS
	Negotiated	Actual	% of goal
Exiters		107	
Participants Served		151	
EER 2nd Qtr. after Exit	79.00%	85.60%	108.35%
EER 4th Qtr. after Exit	75.00%	80.40%	107.20%
Credential Attainment	70.00%	84.40%	120.57%
Measurable Skills Gains	Baseline	58.30%	

Data Validation Results from January 2020 review.

Adult Results	802	901	923	1308
There were 62 elements to validate. Anything above 5% is considered a fail. We had 4 elements to fail. 4 of 62 is .0645% . I have asked to see those participant who failed. However the State is not wanting to let us see those.	Low Income Status At Program Entry (WIOA)	Date Of Program Exit (WIOA)	Other Reasons For Exit (WIOA)	Date Completed Or Withdrew From Training #1
Tennessee	5.93%	14.73%	5.93%	10.55%
Northwest	5.88%	9.80%	9.80%	13.73%
Northern Middle	1.27%	24.05%	1.27%	3.80%
Upper Cumberland	11.11%	11.11%	9.72%	18.06%
Northeast	2.70%	5.41%	2.70%	5.41%
Greater Memphis	10.34%	25.86%	10.34%	12.07%
Southwest	9.09%	18.18%	9.09%	9.09%
Southern Middle	0.00%	5.00%	1.67%	6.67%
Southeast Tennessee	4.76%	16.67%	2.38%	7.14%
East Tennessee	11.11%	13.33%	8.89%	17.78%

Dislocated Worker Results

	410	901	1308	1811	1813
There were 67 elements to validate. Anything above 5% is considered a fail. We had 1 elements to fail and 4 to be at 5% (which is not supposed to be fail, but they do have those marked). 1 of 67 is .0147% . IF the State considered these then it would be 5 of 67 is .0746% I have asked to see those participant who failed. However the State is not wanting to let us see those.	Date Of Actual Dislocation	Date Of Program Exit (WIOA)	Date Completed Or Withdrew From Training #1	Date Enrolled During Program Participation In An Education Or Training Program Leading To A Recognized Postsecondary Credential Or Employment (WIOA)	Date Completed, During Program Participation, an Education or Training Program Leading to a Recognized Postsecondary Credential or Employment(WIOA)
Tennessee	7.78%	27.22%	11.94%	6.67%	11.39%
Northwest	5.00%	15.00%	5.00%	5.00%	5.00%
Northern Middle	2.00%	12.00%	4.00%	4.00%	6.00%
Upper Cumberland	5.00%	35.00%	7.50%	5.00%	5.00%
Northeast	3.23%	0.00%	3.23%	3.23%	0.00%
Greater Memphis	24.00%	54.00%	22.00%	14.00%	26.00%
Southwest	0.00%	30.00%	20.00%	0.00%	20.00%
Southern Middle	12.00%	32.00%	10.00%	8.00%	8.00%
Southeast	2.50%	20.00%	17.50%	7.50%	10.00%
East	5.80%	30.43%	15.94%	5.80%	17.39%

Youth Results

	901
There were 62 elements to validate. Anything above 5% is considered a fail. We had 1 elements to fail. 1 of 62 is .0161% . I have asked to see those participant who failed. However the State is not wanting to let us see those.	Date Of Program Exit (WIOA)
Tennessee	16.02%
Northwest	10.00%
Northern Middle	12.00%
Upper Cumberland	30.00%
Northeast	8.00%
Greater Memphis	23.33%
Southwest	27.50%
Southern Middle	32.00%
Southeast	41.86%
East Tennessee	11.76%

I have asked for a list of participants included in these numbers, but it appears the State is not going to allow us to see them. We failed the Date of Program Exit for all three Programs. It appears these were due to the conversion in the Fall of 2018. We were given the opportunity to make corrections at that time, but it's obvious we failed to correct everything. Failing this means there was conflicting end dates or there was nothing in the file to verify the date. The other area we failed are due to not having the appropriate documentation to back up the information keyed in VOS.

I did tell the State to let us see who the participant is was in our best interest. We would be able to see if it were a keying issue, specific Career Advisor issue or just training in general.

FINANCIAL STATUS REPORT FOR MONTH ENDING 3/31/2020								
	CONTRACT BUDGET 3/31/2020	CUM. EXPENSE 3/31/2020	CURRENT MO ACCRUALS 3/31/2020	TOTAL EXP/ACCR 3/31/2020	OBLIGATIONS 3/31/2020	TOTAL EXP ACCR & OBLG 3/31/2020	DEOBLIGATED FUNDS 3/31/2020	UNOBLIGATED BALANCE 3/31/2020
AS OF DATE								
FORMULA PROGRAM FUNDS				invoiced not pd	July-Jan 18 not pd			
ADULT OPERATIONS	\$ 854,403.46	\$ 620,341.93	\$ 3,295.33	\$ 623,637.26	\$ 76,318.32	\$ 699,955.58	\$ -	\$ 154,447.89
ADULT PARTICIPANT	\$ 501,016.91	\$ 642,967.15	\$ 3,031.74	\$ 645,998.89	\$ 34,955.50	\$ 680,954.39	\$ -	\$ (179,937.48)
ADULT TOTAL	\$ 1,355,420.37	\$ 1,263,309.08	\$ 6,327.07	\$ 1,269,636.15	\$ 111,273.82	\$ 1,380,909.97	\$ -	\$ (25,489.60)
PERCENTAGE PARTICIPANT	36.96%	50.90%	47.92%	50.88%	31.41%	49.31%	#DIV/0!	
PERCENTAGE EXP/OBLG						102%		
DSLWK OPERATIONS	\$ 697,775.85	\$ 561,595.57	\$ 39,221.32	\$ 600,816.89	\$ 163,832.99	\$ 764,649.88	\$ -	\$ (66,874.03)
DSLWK PARTICIPANT	\$ 465,183.90	\$ 195,094.72	\$ 3,103.34	\$ 198,198.06	\$ 25,657.30	\$ 223,855.36	\$ -	\$ 241,328.54
DSLWK TOTAL	\$ 1,162,959.75	\$ 756,690.29	\$ 42,324.66	\$ 799,014.95	\$ 189,490.29	\$ 988,505.24	\$ -	\$ 174,454.51
PERCENTAGE PARTICIPANT	40.00%	25.78%	7.33%	24.81%	13.54%	22.65%	#DIV/0!	138.33%
PERCENTAGE EXP/OBLG						85%		
YOUTH OPERATIONS	\$ 632,736.60	\$ 555,975.85	\$ 15,728.46	\$ 571,704.31	\$ 88,823.08	\$ 660,527.39	\$ -	\$ (27,790.79)
YOUTH PARTICIPANT	\$ 632,736.60	\$ 413,700.68	\$ 10,321.87	\$ 424,022.55	\$ 120,918.26	\$ 544,940.81	\$ -	\$ 87,795.79
YOUTH TOTAL	\$ 1,265,473.20	\$ 969,676.53	\$ 26,050.33	\$ 995,726.86	\$ 209,741.34	\$ 1,205,468.20	\$ -	\$ 60,005.00
PERCENTAGE PARTICIPANT	50.00%	42.66%	39.62%	42.58%	57.65%	45.21%	#DIV/0!	146.31%
PERCENTAGE EXP/OBLG						95%		

FORMULA PERCENTAGES

TOTAL FORMULA OPERATIONS	\$ 2,184,915.91	\$ 1,737,913.35	\$ 58,245.11	\$ 1,796,158.46	\$ 328,974.39	\$ 2,125,132.85	\$ -	\$ 59,783.06
TOTAL FORMULA PARTICIPANT	\$ 1,598,937.41	\$ 1,251,762.55	\$ 16,456.95	\$ 1,268,219.50	\$ 181,531.06	\$ 1,449,750.56	\$ -	\$ 149,186.85
TOTAL ALL FORMULA	\$ 3,783,853.32	\$ 2,989,675.90	\$ 74,702.06	\$ 3,064,377.96	\$ 510,505.45	\$ 3,574,883.41	\$ -	\$ 208,969.91
PERCENTAGE PARTICIPANT	42.26%	41.87%	22.03%	41.39%	35.56%	40.55%	#DIV/0!	71.39%
PERCENTAGE EXPENDED /OBL				80.99%		94.48%	0.00%	
YOUTH OUT OF SCHOOL	\$ 1,215,667.41	\$ 922,649.19	\$ 23,271.88	\$ 945,921.07	\$ 185,778.08	\$ 1,131,699.15		\$ 83,968.26
PERCENTAGE OUT SCHOOL	96.06%	95.15%	89.33%	95.00%	88.57%	93.88%		
YOUTH WORK EXPERIENCE	\$ 253,094.64	\$ 404,742.92	\$ 12,807.39	\$ 417,550.31	\$ 94,909.47	\$ 512,459.78		\$ (259,365.14)
PERCENTAGE WORK EXP	20.00%	41.74%	49.16%	41.93%	45.25%	42.51%		
OTHER FUNDS								
				\$ -		\$ -	\$ -	\$ -
CONS. BUSINESS	\$ 869,277.45	\$ 527,778.00	\$ -	\$ 527,778.00	\$ 238,175.00	\$ 765,953.00		\$ 103,324.45
STATEWIDE / NATA	\$ 890,157.36	\$ 60,851.83	\$ 137,444.03	\$ 198,295.86	\$ 286,754.75	\$ 485,050.61	\$ -	\$ 405,106.75
RESEA	\$ 310,165.00	\$ 170,944.31	\$ 11,918.14	\$ 182,862.45	\$ 66,711.07	\$ 249,573.52	\$ 7,801.07	\$ 52,790.41
TOTAL OTHER FUNDS	\$ 2,069,599.81	\$ 759,574.14	\$ 149,362.17	\$ 908,936.31	\$ 591,640.82	\$ 1,500,577.13	\$ 7,801.07	\$ 561,221.61
TOTAL PROG FORMULA/OTHER	\$ 5,853,453.13	\$ 3,749,250.04	\$ 224,064.23	\$ 3,973,314.27	\$ 1,102,146.27	\$ 5,075,460.54	\$ 7,801.07	\$ 770,191.52
ADMINISTRATION	\$ 529,566.98	\$ 329,621.10	\$ 473.79	\$ 330,094.89	\$ 3,391.03	\$ 333,485.92	\$ 2,530.56	\$ 193,550.50
TOTAL ALL FUNDS	\$ 6,383,020.11	\$ 4,078,871.14	\$ 224,538.02	\$ 4,303,409.16	\$ 1,105,537.30	\$ 5,408,946.46	\$ 10,331.63	\$ 963,742.02
	\$ -			\$ -				
PARTICIPANT % ALL FUNDS								
TOTAL FORMULA OPERATIONS	\$ 2,184,915.91	\$ 1,737,913.35	\$ 58,245.11	\$ 1,796,158.46	\$ 328,974.39	\$ 2,125,132.85	\$ -	\$ 59,783.06
TOTAL FORMULA PARTICIPANT	\$ 1,598,937.41	\$ 1,251,762.55	\$ 16,456.95	\$ 1,268,219.50	\$ 181,531.06	\$ 1,449,750.56	\$ -	\$ 149,186.85
CONS. BUSINESS-IWT	\$ 501,123.07	\$ 259,623.62	\$ -	\$ 259,623.62		\$ 259,623.62		
CONS. BUSINESS-OJT / RA	\$ 368,154.38	\$ 268,154.38	\$ -	\$ 268,154.38	\$ 238,175.00	\$ 506,329.38	\$ -	\$ 103,324.45
STATEWIDE / NATA	\$ 890,157.36	\$ 60,851.83	\$ 137,444.03	\$ 198,295.86	\$ 286,754.75	\$ 485,050.61	\$ -	\$ 405,106.75
TOTAL FORMULA-CB-RR-RAMP	\$ 5,543,288.13	\$ 3,578,305.73	\$ 212,146.09	\$ 3,790,451.82	\$ 1,035,435.20	\$ 4,825,887.02	\$ -	\$ 717,401.11
TOTAL PARTICIPANT- CB - RR	\$ 2,857,249.15	\$ 1,580,768.76	\$ 153,900.98	\$ 1,734,669.74	\$ 706,460.81	\$ 2,441,130.55	\$ -	\$ 657,618.05
PERCENTAGE PARTICIPANT	52%	44%	73%	46%	68%	51%	#DIV/0!	92%

*Prior Year Accruals Not Excluded

ATTACHMENT 1: Minimum Participant Cost Rate Calculations by Program Year

MPCR Calculation Methodology:

- A. Total Qualifying Expenditures = sum of all allowable WIOA funded services by program as identified Section A and B of MPCR policy
- B. Total Cumulative Expenditure = Total Cumulative Program Expenditures (as reported on the relevant Monthly Expenditure Report)
- C. MPCR by Program = Total Qualifying Expenditures divided by Total Cumulative Expenditure

Notes:

- 1. Per State policy the MPCR calculation excludes obligations and the reserve for Local admin costs
- 2. MPCR is based on the combined formula fund totals not the individual program totals
- 3. the relevant data is the be keyed into the input cells (orange colored cells only)

MPCR Threshold		40.0%					
Program	Funding Type	Program Year 2019			Program Year 2018		
		Quarter End Monthly Expenditure Report			Quarter End Monthly Expenditure Report		
		Total Qualifying Expenditures (A)	Total Cumulative Expenditures-Program (B)	MPCR by Program (C)	Total Qualifying Expenditures (A)	Total Cumulative Expenditures-Program (B)	MPCR by Program (C)
WIOA Youth	PY	140,164.03	428,043.14	32.7%	88,808.12	143,623.40	61.8%
WIOA Adult	PY	0.00	102,691.13	0.0%	0.00	12,181.37	0.0%
	FY	191,567.01	484,071.00	39.6%	139,326.41	142,621.74	97.7%
WIOA Dislocated Worker	PY	0.00	75,562.16	0.0%	0.00	70,909.35	0.0%
	FY	28,254.59	145,907.98	19.4%	126,945.86	263,156.41	48.2%
RSP	FY			#DIV/0!			
SWA	PY	0.00	0.00	#DIV/0!	272,406.67	275,862.89	98.7%
				#DIV/0!			#DIV/0!
Grand Total		359,985.63	1,236,275.41	29.1%	627,487.06	908,355.16	69.1%
Was the MPCR Threshold Met?				NO	YES		

Two Year Summary		
Total Qualifying Expenditures	Total Cumulative Expenditures (Program Only)	Combined MPCR
987,472.69	2,144,630.57	46.04%

Mar-20

**Northwest PY 2019 Budget - Revised Dec. 2019
vs. YTD Expenditures as of 3/31/20**

	Budget	July - Sept. 2019	Percentage of Budget	Oct. - Dec. 2019	Percentage of Budget	Jan. - Mar. 2020	Percentage of Budget	PY 19 YTD Total	Percentage of Budget	Remaining Balance
Participant Budget (40% prg)*	\$ 1,146,307.89	\$ 155,973.78	14%	\$ 411,736.67	36%	\$ 256,853.24	22%	\$ 824,563.69	72%	\$ 321,744.20
<i>*includes \$248,835 in Rural/SWA Funding; an additional \$331,575 in SWA Funding for participants isn't included but will be spent by 6/30/20.</i>									Participant YTD = 41.68%	
Operating Budget (60% prg)	\$ 1,717,139.71	\$ 429,284.93	25%	\$ 429,284.93	25%	\$ 429,284.93	25%	\$ 1,287,854.78	75%	\$ 858,569.85
IFA Expenses (including OSO)	\$ 154,976.31	\$ 56,961.58	37%	\$ 35,390.69	23%	\$ 34,223.19	22%	\$ 126,575.46	82%	\$ 28,400.85
Career Service Provider	\$ 806,282.00	\$ 207,965.90	26%	\$ 167,892.47	21%	\$ 152,858.65	19%	\$ 528,717.02	66%	\$ 277,564.98
Board / Fiscal Agent Expenses	\$ 656,292.24	\$ 198,437.44	30%	\$ 160,057.24	24%	\$ 139,914.50	21%	\$ 498,409.18	76%	\$ 157,883.06
Total Operating Expenses	\$ 1,617,550.55	\$ 463,364.92	29%	\$ 363,340.40	22%	\$ 326,996.34	20%	\$ 1,153,701.66	71%	\$ 463,848.89
Remaining Balance	\$ 99,589.15	\$ (34,079.99)	-4%	\$ 65,944.52	3%	\$ 102,288.59	5%	\$ 134,153.12	8%	\$ 394,720.96
									Operations YTD = 58.32%	
RESEA Program Operating Budget	\$ 174,123.75	\$ -	0%	\$ 51,640.56	30%	\$ 61,123.15	35%	\$ 112,763.71	65%	\$ 61,360.04

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):**

- ☒ An industry-recognized certificate or certification
☐ A certificate of completion of an apprenticeship
☐ A license recognized by the State involved or the Federal Government
☐ An associate degree
☐ A baccalaureate degree
☐ A community college certificate of completion
☐ A secondary school diploma or its equivalent
☐ Employment
☐ A measurable skills gain leading to a credential
☐ 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 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.

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
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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.

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
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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.

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
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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.

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

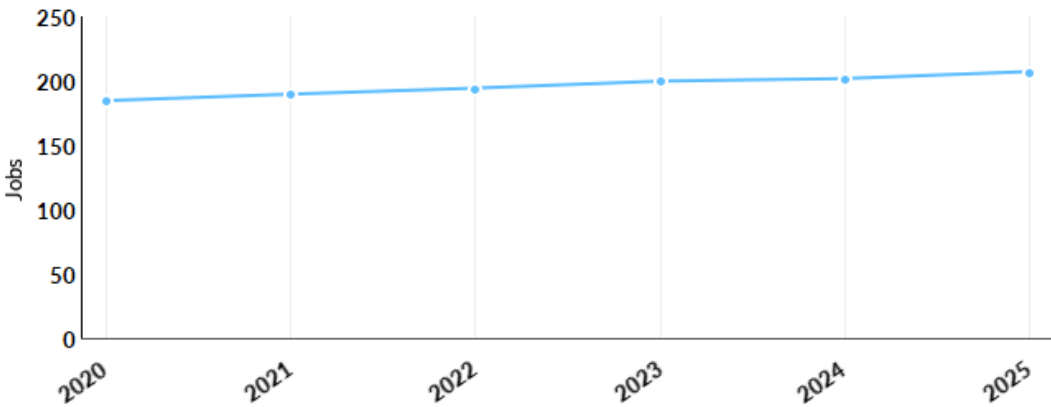
Computer Support Specialists in 9 Tennessee Counties

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
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Growth

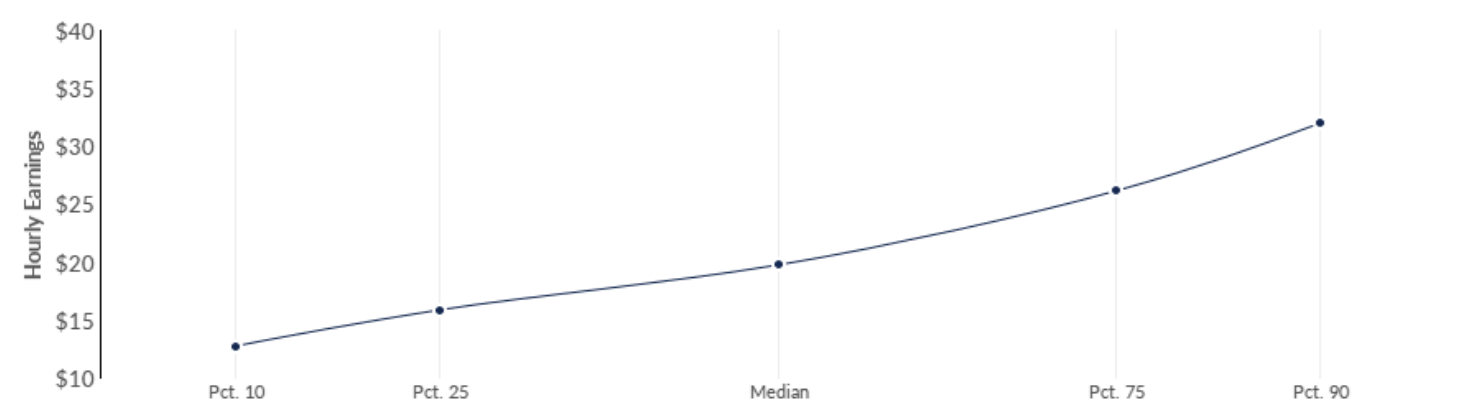
184 2020 Jobs	207 2025 Jobs	23 Change (2020-2025)	12.5% % Change (2020-2025)
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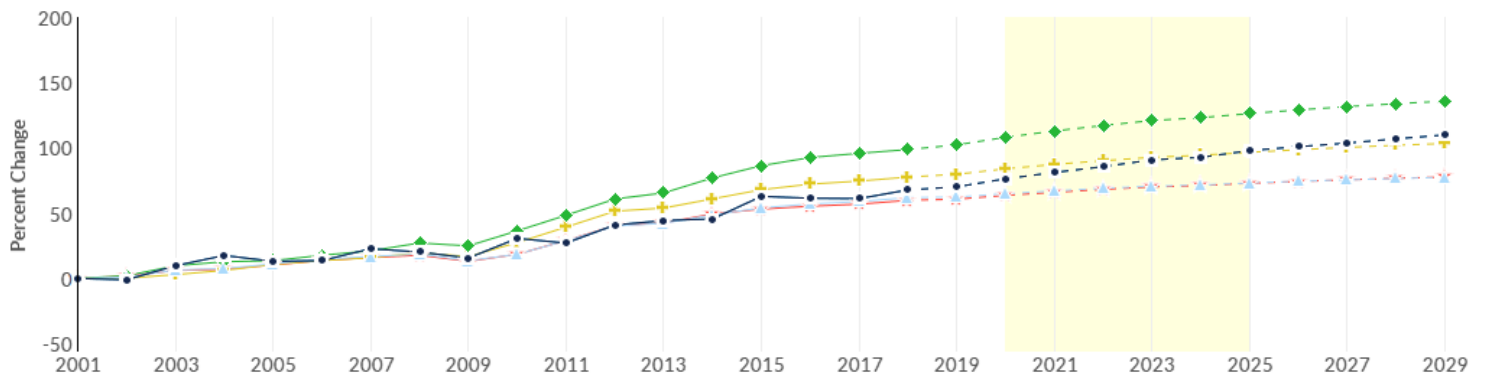
Occupation	2020 Jobs	2025 Jobs	Change	% Change
Computer User Support Specialists (15-1151)	146	165	19	13%
Computer Network Support Specialists (15-1152)	38	42	4	11%

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>
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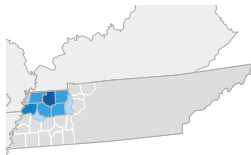


Regional Trends




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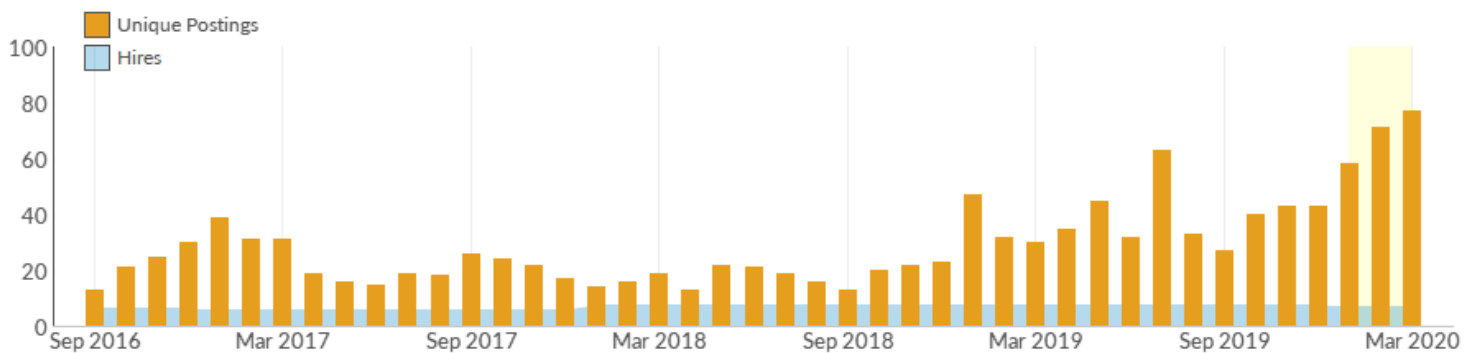
There were 871 total job postings for your selection from January 2020 to March 2020, of which 102 were unique. These numbers give us a Posting Intensity of 9-to-1, meaning that for every 9 postings there is 1 unique job posting.

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>
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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



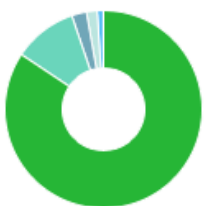
Gender	2019 Jobs	2019 Percent
Males	129	72.8%
Females	48	27.2%

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

Information Access

Effective Date: June 10, 2020

Duration: Indefinite

Purpose: To establish the roles and responsibilities for making meeting information and minutes available to the public.

Policy: WIOA Section 107(e), along with 20 CFR 679.390 and 20 CFR 679.550(b)(5), requires that the local boards make available to the public, on a regular basis through electronic means and open meetings, certain information such as minutes of formal Local Board meetings. This information must be made available upon request and on the local area's website. Workforce Services' Local Governance Policy requires that each Local Workforce Development Board (LWDB) have its minutes made available on the LWDB's website within fifteen (15) business days of the LWDB's approval of the meeting minutes. Only the formal minutes must be posted on the website; no attachments of presentations at the board meeting are needed unless the LWDB believes that these attachments are necessary. Meeting handouts for Northwest TN Workforce Board meetings will typically be posted in conjunction with the minutes as a means of recordkeeping and access for board members, staff, contractors, partners, and the public.

Along with the board minutes, the LWDB must provide the updated LWDB roster to be uploaded on the LWDB's website. The board roster and meeting minutes can be uploaded together and both should be on the website with fifteen (15) business days of the LWDB's approval of the meeting minutes. The roster must include the following information:

- The name of the LWDB,
- The date the member was confirmed to serve on the LWDB,
- The member's first and last name,
- The member's county of residence,
- The organization the member represents,
- The beginning and end dates of the member's conflict of interest statement
- The category the member represents,
- The nominator's first and last name,
- The organization the nominator represents, and
- Whether the member serves on the Executive Committee

Tennessee Code Annotated Section 10-7-503(a)(2)(A)(B) requires that public records are to be open to the public. Transparency and accountability must be a part of the function and duties of the LWDB; business conducted in an open manner and with appropriate accommodations ensures that the public, including people with disabilities, can access information concerning board meetings. The LWDB must ensure that appropriate accommodations—such as documents in Braille and large print, sign language interpreters, wheelchair accessibility, and closed captioning—are made so that those with disabilities have access to all its public meetings and pertinent records.

With the approval of this policy, the Northwest Tennessee Workforce Board assures compliance with the referenced Workforce Services Division policy, including all federal rules and regulations, by:

1. Providing adequate notice to the public about its upcoming meetings including location, date, and time of meetings. Notices will be posted on the Board's website and social media page,

sent to area newspapers as a public service announcement, and be emailed to Board Members and Local Elected Officials for distribution thirty (30) days prior to the meeting.

2. Conducting its business of those meetings in an open manner.
3. Arranging for all individuals, including those with disabilities, to have physical and electronic access to LWDB meetings, including appropriate accommodations, auxiliary aids, and services such as offering documents in Braille and large print, sign language interpreters, wheelchair accessibility, and closed captioning.
4. Arranging for the public to have access to the LWDB meeting minutes and any other pertinent information related to LWDB business by making them available to the public upon request, on its website within fifteen (15) business days of the Board's approval of the meeting minutes, and available in alternate formats for people with disabilities as needed.
5. Providing notification to the Tennessee Department of Labor and Workforce Development (TDLWD), as instructed by the State Workforce Development Board, immediately after posting minutes to its website

Reference: WIOA Section 107(e); 20 CFR 679.390; 20 CFR 679.550(b)(5); Tennessee Code Annotated Section 10-7-503(a)(2)(A)-(B)

Related TDLWD Policy: Local Governance Policy

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

Jimmy Williamson, Chair
Northwest Tennessee Workforce Board

- 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 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)				

2020 West TN Regional Planning

NORTHWEST, SOUTHWEST, AND GREATER MEMPHIS
LOCAL WORKFORCE DEVELOPMENT AREAS

Today's Agenda

- (1) State Plan Objectives
- (2) Regional Planning Regulations
- (3) Regional Plan Components
- (4) Planning Timeline
- (5) Next Steps

The main purpose of today's meeting is to gather partner feedback:

- Where have we been?
- Where do we want to go?
- What services do we need to provide based on this?

Please submit questions or comments using the chat box throughout the presentation.

TN WIOA Combined Plan 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

Regional Planning Regulations

LOCAL WORKFORCE DEVELOPMENT BOARDS (LWDBS) AND LOCAL ELECTED OFFICIALS (LEO) WITHIN AN IDENTIFIED PLANNING REGION ARE REQUIRED 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).

Plan Components

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	

Plans are not to exceed 35 pages (not including attachments)

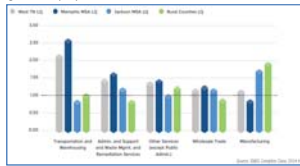
Economic and Workforce Analysis

JENNIFER BANE

EXECUTIVE DIRECTOR, NORTHWEST

In-Demand Industry Sectors

The **Economic Analysis of West TN** indicates the three largest industry sectors in West TN, with a combined 315,069 jobs, are Government, Health Care & Social Assistance, and Retail Trade. Together these sectors constituted 34% of the total regional employment.



Location quotients (LQs) comparing the concentration of employment in a given industry in a region against the concentration across the nation are high in West TN in:

- Transportation & Warehousing (2.16),
- Administrative & Support & Waste Management & Remediation Services (1.44)
- Other Services, Except Public Administration (1.36)
- Wholesale Trade (1.17),
- Manufacturing LQ is relatively low in the Memphis MSA (0.86), but it is high in both the Jackson MSA and All Other Rural Counties at 1.72 and 1.93, respectively.
- 11% of the regional economy is still comprised of manufacturing related jobs.

Most of the region's strengths in terms of LQs, outside of Transportation & Warehousing, are in fields that are relatively low-skill and low wage.

In-Demand Occupations

EMS's Economic Overview for West TN indicates Transportation and Material Moving, Protective Service, and Production are the three occupations with the largest LQs throughout West TN as of 2018.



Between 2018 and 2028, there will be 883,409 replacement jobs from workers retiring or otherwise permanently leaving an occupation. The top occupations with the highest number of replacement jobs account for 246,135, or nearly 28%, of the total replacement jobs.

Description	2018	2028
Laborers and Freight, Stock, and Material Movers, Hand	17,012	17,012
Cashiers	31,011	31,011
Retail Salespersons	29,031	29,031
Combined Food Preparation and Serving Workers, Including	27,000	27,000
Fast Food	25,795	25,795
Stock Clerks and Order Fillers	19,105	19,105
Waters and Wastewater	18,149	18,149
Police and Dispatchers, Truck Drivers	18,028	18,028
Office Clerks, General	15,447	15,447
Customer Service Representatives	14,992	14,992
Accounting and Administrative Assistants, Except Legal, Medical, and Executive	14,992	14,992

TOP SECTORS & MIDDLE-SKILL OCCUPATIONS

Top Three In-Demand, Middle-Skill Level* Occupations in West TN by Industry Sector

Sector	Occupation	2018 Jobs	2021 Jobs	Change	Typical Entry Level Education	Median Hourly Wage
Healthcare	Registered Nurses	12,281	13,480	1,199	Bachelor's Degree	\$28.21
	Nursing Assistants	6,501	7,118	617	Postsecondary (PS) Non-Degree Award	\$11.03
	Licensed Practical and Vocational Nurses	4,319	4,647	328	PS Non-Degree Award	\$16.06
Transportation & Warehousing	Heavy and Tractor-Trailer Truck Drivers	13,881	14,107	226	PS Non-Degree Award	\$18.79
	Business Operations Specialists, All Other	106	113	7	Bachelor's Degree	\$28.60
	Logisticians	89	100	11	Bachelor's Degree	\$28.51
Manufacturing	Biomedical Engineers	63	91	28	Bachelor's Degree	\$37.89
	Market Research Analysts and Marketing Specialists	169	185	16	Bachelor's Degree	\$25.19
	Sales Representatives (Wholesale and Manufacturing, Technical & Scientific Products)	311	317	6	Bachelor's Degree	\$32.32
Business Services - Professional, Scientific, and Technical Services	Civil Engineers	1,013	1,200	187	Bachelor's Degree	\$39.90
	Accountants and Auditors	2,400	2,587	187	Bachelor's Degree	\$26.81
	Software Developers, Applications	482	552	70	Bachelor's Degree	\$36.55

*Occupations include those requiring no work experience and a minimum of a postsecondary non-degree award and a maximum of a Bachelor's Degree. Source: EMS.

Needs of Employers

In total, 26 occupations were found to have significant gaps of 10 or more, as noted in the Economic Analysis of West TN.

TOP SKILLS AMONG 95 CRITICAL OCCUPATIONS

SKILL	% OF POSTIONS WITH SKILL	CATEGORY
Business	23%	Business
Sales	18%	Business
Driving	15%	Technical
Communication	14%	Soft
Commercial Driver's License	13%	Technical
Customer Service	13%	Business
Finance	12%	Business
Retail	12%	Other
Health	12%	Technical
Protective	8%	Other
Transportation	8%	Technical
Training	8%	Other
Planning	8%	Business
Trucking	8%	Technical
Technology	8%	Technical
Marketing	8%	Technical
Biology	7%	Technical
Manufacturing	7%	Business
Truck Driving	7%	Technical
Accounting	6%	Technical
Healthcare	6%	Technical
Documentation	6%	Other



Needs of Employers



Customer and personal service, English language, clerical, administration and management, and education and training were cited as the top five required knowledge categories for projected jobs through 2022.

While each position requires a unique skillset, several skills are commonly needed across occupations. The TN WIOA Combined State Plan for 2016 – 2020 highlights the importance of the specific soft skills of active listening, speaking, reading comprehension, critical thinking, and social perceptiveness. Combined, these skills are expected to relate to nearly two million employment opportunities.

Soft Skills by Employment Opportunity per WIOA Combined State Plan for 2016 – 2020

Soft Category	Projected Top Postsecondary	Change Due to Growth	Requirements
Active Listening	450,000	+3,176	3,276
Reading Comprehension	410,000	+2,800	2,900
Speaking	410,000	+2,800	2,900
Social Perceptiveness	370,000	+2,600	2,700

Workforce Analysis

West TN serves a population with multiple barriers to employment:

- low postsecondary educational attainment,
- low income and underemployed individuals,
- recipients of public assistance,
- ex-offenders,
- single parents,
- individuals with transportation and substance abuse issues, and those lacking necessary soft skills and work ethic.

West TN sees only 10 graduates per 1,000

- Middle TN sees 10.7 and East TN 10.4
- The biggest lags are at the associate's and bachelor's degree levels.

Between 2009 and 2014, West TN saw a decrease of 1.1 percentage points in those with "less than a high school diploma" while adults with between an associate's and master's degree increased by 1.3 percentage points.

For adults aged 25 years and older in West TN, 71% do not have a college credential:

- 23% have some college
- 32% have a high school diploma or equivalent
- 16% have less than a high school diploma or equivalent.

By 2028, the population of West TN will increase by 3% overall.

- Northwest = 1%
- Southwest = 1%
- Greater Memphis = 4%
- The State is expected to see an 8% growth during the same time period.

West TN is also expected to see a growth in the number of individuals within or nearing retirement age (age 65+), while key working aged adults, those between the ages of 25 and 59 are expected to decline.

Strategies for Service Integration

DR. GARY DAMON, JR.

EXECUTIVE DIRECTOR, SOUTHWEST

Workforce Activities

West TN's strategies to prepare workers for in-demand industry sectors and occupations include:

1. Approving in-demand training opportunities to be included on the statewide Eligible Training Provider List (ETPL) as WIOA fundable programs;
2. Encouraging all job seekers to consider these programs as career options by offering assessments, opportunities, and materials noting local employment opportunities;
3. Partnering with employers and high schools on career pathway opportunities in employer-driven training programs;
4. Considering options to partner with training providers and neighboring local workforce development areas to "buy" classes offered by training providers so that dislocated workers, adults, and disadvantaged youth have an opportunity to train in the high-demand occupation without a delay due to a waiting list;
5. Leveraging assets such as TN Promise, TN Pathways, and TN ReConnect in order to increase capacity and provide integrated services to increase skill development and educational attainment of area residents.

Workforce Activities continued

Education and training services offered throughout the region may include:

- Needs-Based Scholarships for Postsecondary Training
- Transportation Stipends for Postsecondary Training and Work Experience
- On-the-Job Training and Incumbent Worker Training Grants
- Apprenticeship Programs
- Justice-Involved and re-entry

Strengths and Weaknesses of Workforce Development Activities:

- The SWOT Analysis is the primary basis of the planning process and enables all partners to visually review how the organization and region can grow and improve.
- We will update the template from the previous plan.

Expanding Existing Service Strategies Based on Return on Investment (ROI):

- The West TN region will continue to focus on developing and maintaining strong partnerships with local and regional businesses.
- The local boards and RPC will partner with community-based organizations (CBOs), reentry service providers, local sheriffs, and representatives of State Parole and County Probation Departments to provide seamless, integrated, and effective services to the formerly incarcerated and other justice-involved individuals.

Transportation and Other Supportive Services

Transportation:

- Transportation support services is needed as this is perhaps the greatest barrier for many AIC customers, and thousands of individuals commute into and out of the region for employment
- Northwest TN Human Resource Agency, Southwest Human Resource Agency, and Delta Human Resource Agency provide transportation service for the citizens of the region, along with public transportation in Greater Memphis & Jackson

Regional Organizations Providing Supportive Services:

- AIC partner programs provide supportive services throughout West TN may include Title I Adult, Dislocated Worker, and Youth programs, Job Corps, Trade Adjustment Act, Indian and Native American Programs, State Vocational Rehabilitation programs, Temporary Assistance for Needy Families, and Community Service Block Grant programs.

Examples of support services:

- A one-time payment for work-related expenses such as appropriate work attire, uniforms, tools, medical physicals, background checks, drug screens, industry certifications, driver's license fees, or other employment-related needs are available to Work Experience participants.
- Childcare support in the form of a weekly stipend paid to a licensed daycare facility is available.
- Transportation stipends.

Coordination with Regional Economic Development Services

Organizations and Businesses Engaged in Regional Planning:

- Economic development representatives, including individuals from the State of TN's Department of Economic Development, and various Chambers of Commerce in the region have been invited to, and have participated in, both local and regional planning sessions.

Input Provided by Regional Economic Development Organizations and Businesses:

- More details will follow when meeting with RPC members, organizations, and businesses

Input Incorporated into the Regional Plan:

- As the plan develops the goal will be to meet with RPC members and determine what strategies and additional supports are needed for West TN

Coordination of Administrative Cost Arrangements

- Under the guidance of the Regional Planning Council, the local areas in West TN will also consider utilizing cost sharing arrangements when appropriate, for administrative costs such as the development of the regional plan, processing On-the-Job Training contracts, developing marketing materials and a regional Annual Report, seeking and applying for grant funding, and the selection of a one-stop operator.

Vision, Goals, and Implementation Strategies

KYLA GUYETTE

EXECUTIVE DIRECTOR, GREATER MEMPHIS

CURRENT TEXT

Vision:

To foster a region where skilled workers contribute to thriving businesses, economic growth, and a high quality of life.

Goals:

To develop a quality workforce system to meet the needs of area employers and job seekers, thereby supporting, state, regional, and local economic growth, by:

1. Increasing the skills and knowledge of West Tennesseans to meet the needs of employers now and in the future;
2. Creating career pathways from high school, postsecondary education / training to the workforce; and
3. Eliminating duplication and leveraging dollars to provide more opportunities to the existing and emerging workforce.

PROPOSED TEXT

Vision:

To foster a region where skilled workers contribute to thriving businesses, economic growth, and a high quality of life. To support a healthy regional economy where all West Tennesseans have – or are on a path to – meaningful employment and a family sustaining wage, and where all employers are able to fill jobs in demand.

Goals:

To develop a quality workforce system to meet the needs of area employers and job seekers, thereby supporting, state, regional, and local economic growth, by:

1. To build employer-led industry sector partnerships focused on better understanding of the skills that employers need and connecting skilled workers to those opportunities.
2. Creating career pathways from high school, postsecondary education / training to the workforce; and
3. Encouraging cross agency and combined efforts to ensure a full continuum of services for the people we serve
4. Eliminating duplication and leveraging dollars to provide more opportunities to the existing and emerging workforce.

Implementation Strategies of West Tennessee Regional System:

- **Strong Partnerships with Business at All Levels** - Strong regional partnerships with business will assist employers to define in-demand skills and articulate those needs to education and training providers. Strong partnerships at the local level will be recognized and promote development of high-quality partnerships across the region.
- **Pathways to Careers of Today and Tomorrow** - Partnerships with business will drive the development of career pathways that meet employers' skills needs today, while offering individuals clear opportunities to build and upgrade their skills, earn industry-recognized stackable credentials and advance their career over time. Those pathways should be integrated within the all initiatives to help all West Tennessee residents identify career pathways including apprenticeship options that offer flexibility to build upon their skills to meet the evolving needs of the global economy.
- **Cross-agency Collaboration and Connections** - The development of career pathways and industry-recognized stackable credentials will promote collaboration and alignment across agencies that contribute to Tennessee's overall talent pipeline. There will be a focus on improving the strategic connections across all components and levels of the education and workforce systems.

- **Integrated Service Delivery** – West Tennessee will more effectively serve business and individual customers by implementing service integration strategies. Multiple state agencies and partners are positioned to provide the best experience possible for all WIOA customers by effectively planning and coordinating services available within local workforce systems.
- **Equitable Access and Opportunity for All Populations** - Connecting individuals with relevant supports, such as transportation, child care and transition services will enable the system to be responsive to the workforce readiness needs of all individuals and help targeted populations prepare for and advance along a career pathway.
- **Clear Metrics for Progress and Success** – West Tennessee align with developed or adopted State metrics that define successful career pathway programs, assess equity and inclusion, return on investment of system resources, and monitor for progress and success informing continuous improvement and innovation efforts.
- **Focus on Continuous Improvement and Innovation** – West Tennessee will advance systemic and sustainable change that drives us to be prompt, agile and responsive to changing economic conditions. The regional system will establish mechanisms for continual assessment of combined performance and improvement encouraging innovation and dissemination of non-traditional methods for delivering education and training.

Regional Planning Timeline / Next Steps

- Share thoughts, comments, or feedback with the Executive Director or Regional Director for your local area
- Next Regional Planning Council Meeting:
 - Thursday, May 28th at 10:00 am
 - Review draft of West TN Regional Plan
 - WebEx invitation will be sent
- Possible June follow-up call / meeting
- Plan must be posted for at least a 15-day public comment period (no later than June 15th)
- Plan must be submitted to the State Workforce Development Board by June 30th

QUESTIONS



West TN & NW KPIs
January - March 2020 Results

Program	West TN Goal	NW Target	Q1 Goals	Q1 Results	Q2 Goals	Q3 Goals	Q4 Goals	% of Regional Goal
Adult and Dislocated Worker New Enrollments	1,877	380	68	209	118	123	71	20%
Youth New Enrollments	857	107	25	8	47	21	14	12%
Wagner Peyser New Enrollments	9,410	2,007	606	204	524	440	437	21%
RESEA Co-Enrollments	170	15	3	1	4	4	4	9%
SNAP E&T New Enrollments	570	103	26	17	26	26	25	18%
TAA Co-Enrollments	50.0%	50.0%	50.0%	1.7%	50.0%	50.0%	50.0%	n/a
Jobs for Veterans State Grants New Enrollments	100	25	6	7	6	6	7	25%
Migrant and Seasonal Farmworker New Enrollments	39	21	5	pending	5	6	5	54%
Re-Entry New Enrollments (all partners)	707	309	77	56	77	77	78	44%
SCSEP -TNSCA (Exits)	n/a	19	5	5	5	5	4	n/a
Adult Ed. - Jackson State Community College	n/a	265	107	41	75	41	42	n/a
Adult Ed. - Weakley County Schools	n/a	333	95	78	59	89	90	n/a

Title I (54) and Title III (2) results only; others pending

2020 Local Planning

NORTHWEST TENNESSEE LOCAL WORKFORCE DEVELOPMENT AREA

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Plan Components

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	

Plans are not to exceed 35 pages (not including attachments)

Local Planning 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

- A. Description of One-Stop Delivery System
- B. Use of Technology
- C. Supporting Tennessee Combined State Plan Strategy
- D. Strategies to Enhance Services & Avoid Duplication
- E. Adult & Dislocated Worker Employment & Training Activities
- F. Youth Activities
- G. Services to Priority Populations
- H. Training Policies & Activities
- I. Business Services Initiatives
- J. Business Services Team Structure
- K. Initiatives for Rural / At-Risk / Distressed Counties
- L. Initiatives for Previously Incarcerated / Justice-Involved

A. Description of One-Stop Delivery System

The one-stop delivery system strives to provide integrated service delivery by aligning staff by functional teams and providing cross-training on all programs and services offered by the various partners.

An umbrella MOU is utilized to facilitate transparent and flexible agreements that are not burdensome and allow partners to focus on service delivery. The MOU identifies the roles and resource contributions of each partner, establishes a cooperative and mutually beneficial relationship among the parties, ensures that all customers are referred to unique services, and provides for a referral process between agencies.

Equitable contribution of infrastructure costs in AJCs among partner is detailed through the Infrastructure Funding Agreement (IFA).

Services and Locations

Basic Career Services

- Initial Assessment
- Labor Exchange
- Provision of Information

Individualized Career Services

- Counseling and Mentoring
- Career Planning
- Internships & Work Experiences
- Financial Literacy

Training Services

- Individual Training Account

Follow Up Services

- Guidance and Counseling

AJC Location	Designation
Benton County (Camden)	Part-time Specialized Center
Carroll County (Huntingdon)	Comprehensive One-Stop
Crockett County (Alamo)	Part-time Specialized
Dyer County (Dyersburg)	Comprehensive One-Stop
Gibson County (Humboldt)	Affiliate Workforce Center
Henry County (Paris)	Part-time Specialized Center
Lake County (Tiptonville)	Part-time Specialized Center
Ridgely Library	Access Point
Obion County (Union City)	Affiliate Workforce Center
Weakley County (Dresden)	Part-time Specialized Center

One-Stop Operator



Mid-Cumberland Human Resource Agency is the procured One-Stop Operator.



The One-Stop Operator's primary role is to coordinate multiple AJC partners and service providers to ensure functional alignment. Methods for coordinated service delivery between the operator and partners include a single customer flow model based on customer need, to refer customers using agreed upon referral methods, to share customer data and information to facilitate co-enrollment, and to participate in joint planning of the MOU and plan development.

B. Use of Technology

The management information system used to case manage participants is the Jobs4TN system.

Using this system for the majority of WIOA programs allows programs to share information and reduce duplication of data entry.

Information needed to calculate all common indicators of performance resides in this system.

Reports can be generated and shared with program staff to ensure that performance targets will be met.

Programs Utilizing Jobs4TN include:

- Title I: Adult, Dislocated Worker, Youth
- Title II: Adult Education and Family Literacy
- Title III: Employment Programs under Wagner-Peyser
- Unemployment Insurance
- Trade Readjustment Assistance (TRA)
- Trade Adjustment Assistance (TAA)
- Job Counseling, Training, Placement Services for Veterans
- Migrant and Seasonal Farmworkers
- Community Services Block Grant (CSBG)
- Senior Community Services Employment Program (SCSEP)
- Second Chance (Reentry) - not currently available in Northwest TN

JOBS4TN.GOV



American**Job**Center®

Use of Technology

ACCESS TO SERVICES, INCLUDING
REMOTE AREAS, THROUGH THE
USE OF TECHNOLOGY

C. Supporting TN Combined State Plan Strategy

State of Tennessee Workforce Vision: To increase the competitive position of Tennessee business through the development of a high skilled workforce.

Strategic Goals:

- *Clear Connection to Current Industry/Employers*
 - Scalable public / private partnerships
 - Responsive incumbent training programs
 - Responsive talent acquisition programs
- *Clear Pipeline Development Infrastructure*
 - K-12, Adult Education, Re-Entry, Dislocated Worker / Re-Employment (UI, Workers Comp), Military Transition, Postsecondary
- *Clear Integration with Economic Development*
 - Cross agency incentive process and project management
- **Outcome Visibility- Clear Data/Reporting and Predictive Analysis**
 - Cross agency metrics
 - Increased leveraging of P20 Data Set for Metric Set and Analytics, specifically correlations / comparisons for success variable sets relative to workforce development initiatives and interventions

Five 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

To support the State Plan strategy, the Northwest area:

1. Utilizes Jobs4TN as intake system and maintains an MOU to efficiently deliver services between partners not utilizing Jobs4TN.
2. Focuses services on those with the greatest barriers, including Youth, justice-involved individuals, individuals with disabilities, etc.
3. Meets employer needs through On-the-Job Training, Incumbent Worker Training, Apprenticeships and Pre-Apprenticeships, pathways development, and Occupational Skills Training.
4. Utilizes performance and partner dashboards to measure effectiveness.
5. Strives to streamline processes for employer and jobseeker customers and uses surveys to measure satisfaction.

D. Strategies to Enhance Services & Avoid Duplication

- Integrating Wagner-Peyser, WIOA Adult, Dislocated Worker, and Youth, and other partners within the Tennessee American Job Centers (AJCs) network allows core and non-core partners to work collaboratively and seamlessly in the delivery of services available under multiple workforce service programs.
- Staff from partner programs are cross trained regarding the specifics of each partner program in order to make meaningful referrals for participants, leverage resources, and avoid duplication of services.
- Staff and facilities are functionally aligned to simplify customer service delivery and capitalize on the strengths of the staff and/or technology to deliver services.
- Strive for a robust implementation of business sector strategies, jobseeker universal access to career services, streamlined business services teams, linked assessments and referrals, and targeted training and placements.

E. Adult & Dislocated Worker Employment & Training Activities

Basic and individualized career services, training services, and follow-up services are made available through all AJCs in the local area.

Adult and dislocated worker training services currently available in the Northwest area include:

- Occupational skills training, including training for nontraditional employment
- On-the-Job Training
- Incumbent Worker Training
- Transitional jobs

Rapid Response Coordination

To coordinate workforce investment activities in the local area with statewide rapid response activities, a NWTNWB staff member serves as the Rapid Response Coordinator for the local area and coordinates with One-Stop Operator and partners to provide assistance to employers and affected employees through Rapid Response services.

- Assist employers in filing WARN Notice
- Schedule Mass Meeting prior to layoff and invite partners to participate
- Inform employer & employees of programs and services (Jobs4TN, TAA, TRA, UI)
- Administer and collect Needs Survey

F. Youth Activities

These activities for youth, including those who are individuals with disabilities, are designed to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants.

Program Element	Provider responsible for providing program element
1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent	Secondary Schools and / or Referral to Adult Education, Henderson County Schools
2. Alternative secondary school services, or dropout recovery services, as appropriate	Referral to Adult Education, Henderson County Schools
3. Paid and unpaid work experiences, that have an academic and occupational education component	Vocational Rehabilitation; Postsecondary Institutions; Youth Provider, Dyersburg State Community College
4. Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupation in the local area involved	Early Postsecondary Opportunities (EPSOs) and TN SAILS through Secondary Schools; Referral to postsecondary institutions. Institutions in Northwest TN include TCATs Paris, McKenzie, and Newbern, Dyersburg State Community College, the University of TN at Martin, Bethel University, and Roadrunner Driving School. Funding for training through Individual Training Accounts (ITAs) for unmet need after other Federal and State financial aid such as TN Promise, TN Reconnect, Lottery, Pell, TSAC, etc.
5. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral (as appropriate)	Secondary Schools; Youth Provider, Dyersburg State Community College; Referral to other community organizations, as appropriate.
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors (as appropriate)	Secondary Schools; Youth Provider, Dyersburg State Community College; Referral to other community organizations, as appropriate.
7. Supportive Services	Vocational Rehabilitation; Youth Provider, Dyersburg State Community College; Referral to other community organizations, as appropriate.
8. Adult mentoring for the period of participation and a subsequent period, for a minimum total of 12 months	Secondary Schools; Youth Provider, Dyersburg State Community College; Referral to other community organizations, as appropriate.
9. Follow-up services, for a minimum of 12 months, after the completion of participation (as appropriate)	Youth Provider, Dyersburg State Community College; Referral to other community organizations, as appropriate.
10. Financial Literacy Education	Secondary Schools; Youth Provider, Dyersburg State Community College; Referral to other community organizations, as appropriate.
11. Entrepreneurial Skills Training	Referral to Small Business Development Centers.
12. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services	Jobs4TN.gov; TN Pathways; Youth Provider, Dyersburg State Community College; Referral to other community organizations, as appropriate.
13. Activities that help youth prepare for and transition to postsecondary education and training	Secondary Schools; TN Pathways; TN SAILS; Vocational Rehabilitation; Youth Provider, Dyersburg State Community College; Referral to other community organizations, as appropriate, such as TN Promise or ReConnect.
14. Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster	Secondary Schools; Referral to postsecondary institutions. Institutions in Northwest TN include TCATs Paris, McKenzie, and Newbern, Dyersburg State Community College, the University of TN at Martin, Bethel University, and Roadrunner Driving School.
YouthBuild	n/a – not available in Northwest TN.

Out-of-School Youth

Work Experience opportunities – 100% participant wage paid

- **Work Opportunities for Rural Kids (WORK)** program, a year-round paid youth work experience, participants may work up to 37.5 hours per week for up to six months.
- **Pre-Apprenticeship Work Experience** programs - designed to prepare individuals to enter and succeed in an apprenticeship program registered under the National Apprenticeship Act

Individual Training Accounts: up to \$4,000 per year for up to two years for occupational skills training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in northwest TN

- **Apprenticeship – Related Technical Instruction**
- **Re-entry Advanced Manufacturing Program (RAMP) – Certified Production Technician**

On-the-Job Training opportunities – 50% participant wage reimbursement to employer upon completion of contracted hours.

Support Services: Transportation Stipends, Books, Uniforms, Tools, Drug Screens, Background Checks, etc.

In-School Youth

NWTNWB serves at-risk In-School Youth (ISY) through a network of community resources and community partners:

Registered Electrical Apprenticeship Preparation (REAP) – graduating high school seniors participate in pre-apprenticeship and ultimately electrical apprenticeship

Manufacturing Day Events – AJs partner with area high schools and manufacturing employers to provide students and teachers tours and presentations promoting careers in manufacturing

Individual Training Accounts & Support Services—enroll youth in occupational skills training

Work Experience Opportunities – 100% participant wage paid



G. Services to Priority Populations

Priority Groups:

Priority Group # 1: Veterans/eligible spouses who are recipients of public assistance, low income, or basic skills deficient.

Priority Group # 2: Non-Veterans who are recipients of public assistance, low income, or basic skill deficient.

Priority Group # 3: Veterans/eligible spouses who are not recipients of public assistance, low income, or basic skills deficient.

Priority Group # 4: Priority groups established by the Governor and/or Local Board.

Priority Group # 5 - Non-covered persons outside the groups given priority under WIOA or TDLWD policy.

In order to appropriately serve priority populations, appointments are provided accordingly:

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

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

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

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

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

Priority Populations

When funds allocated to the local area for Adult employment and training activities are limited, Individualized Career Services and Training Services will be limited to recipients of public assistance and other low-income individuals and other specific groups defined as:

Adults who are unemployed or employed with an income below the NWTNWB Self-Sufficiency Standard that are identified to need training to obtain the job, will be eligible for Individualized Career Services and placement in an on-the-job training position.

Adults who are unemployed or employed with an income below the NWTNWB Self-Sufficiency Standard who are currently attending classroom occupational skills training and making satisfactory progress and are identified by the training provider to have a financial unmet need that could result in discontinuing training, will be eligible for Individualized Career Services and training services such as assistance with fees, books and transportation.

Adults who are unemployed or employed with an income below the NWTNWB Self-Sufficiency Standard who have a barrier to employment found in WIOA sec. 3(24), and provide the required documentation.

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

H. Training Policies and Activities



Work-Based Learning:



With an emphasis on work-based learning as part of career pathways and the ultimate goal of meaningful employment, the Business Services Team coordinates with employers and provides support in developing career pathways by offering paid work-based training opportunities for qualified individuals through Youth Work Experience (YWE), Transitional Jobs, On-the-Job Training, and Incumbent Worker Training.

ITAs & ETPL

Individual Training Accounts and
the Eligible Training Provider List

Training services are focused on the area's top industry sectors. The local board reviews labor market information prior to approving new programs or renewing existing programs for the ETPL to ensure the programs are aligned with local and / or regional labor market needs.

Prior to issuing ITAs for postsecondary training at approved providers as listed on the ETPL, Title I Career Advisors ensure that participants' career goals align with in-demand industries and occupations.

According to Economic Modeling Systems, Inc. (EMSI), current labor market data indicates the top five industries expected to add the most jobs between 2018 and 2028 are:

Description	2018 Jobs	2028 Jobs	2018 - 2028 Change	2018 - 2028 % Change	2028 Location Quotient	Avg. Earnings Per Job	2018 GRP
Manufacturing	15,690	17,484	1,794	11%	2.48	\$59,150	\$1,640,638,992
Government	18,527	20,065	1,538	8%	1.41	\$49,044	\$1,032,527,648
Health Care and Social Assistance	9,503	10,340	837	9%	0.76	\$42,140	\$514,806,415
Retail Trade	11,027	11,623	596	5%	1.21	\$31,560	\$673,440,254
Transportation and Warehousing	3,279	3,847	568	17%	1.06	\$51,806	\$274,817,759

Customer Choice and Continuous Improvement

Information on local training providers and programs is included on Jobs4TN.gov. Eligible training providers are listed on the Eligible Training Provider List (ETPL).

Providers on the ETPL are required to submit performance reports to the State, which must contain individual level data for all participants in programs offered by the Eligible Training Provider that have serviced at least one student with the assistance of WIOA funding.

Performance reporting is required for:

- credential attainment
- employment rates during 2nd and 4th quarters after exit
- median earnings during 2nd quarter after exit for all students as well as for WIOA participants

The NWTNWB reviews local labor market information prior to initial and reapprovals to ensure programs will meet the employment needs of local employers, workers, and jobseekers.

I. Business Services Initiatives

Business Services Team members focus efforts by working with the Economic and Community Development team to ensure targeted industries align with the Governor's Sector Strategies. Thorough analysis of the labor market data and discussions with key stakeholders have resulted in the identification of in-demand sectors in the local area on which to focus workforce development efforts in order to address the middle-skills gap and meet the needs of employers:

- Healthcare
- Transportation and Logistics
- Advanced Manufacturing
- Business Services, with a particular emphasis on Information Technology

Initiatives

Pre-Screening Applicants

Virtual American Job Center

Unemployment Insurance Services

Workshops

Labor Market Information

Job Fairs / Hiring Events

Social Media promotions

Career Pathways

Apprenticeships / Pre-Apprenticeships

Work Experience

On-the-Job Training

Incumbent Worker Training

J. Business Services Team Structure

The AJC Business Services team includes the following members: One-Stop Operator, Northwest TN Workforce Board, Title I Adult, Dislocated Worker, and Youth, Vocational Rehabilitation, DVOP/LVER Veterans Service, Title III Wagner-Peyser, Economic and Community Development, Adult Education, TANF Families First, and Probation and Parole.

The Business Services Team assists in identifying and meeting the needs of employers in existing and emerging industries and occupations by building relationships through local and regional initiatives, identifying means of addressing human resources needs, and promoting and facilitating the use of AJC services.

Monthly meetings are held for the Business Services Functional Team to facilitate planning and provide updates.

Business Services Reps participant in Chamber events, SHRM meetings, speak at Rotary, Lions, and Kiwanis meetings, host events through Facebook live and Zoom formats, make in-person visits and connect via email.

K. Initiative for Rural / At-Risk / Distressed Counties

Maintain a physical American Job Center presence (Part-time Specialized and / or Access Point)

Enhanced Target Population Services

- #WorkLife Work Experience Program & Event
- Apprenticeship and Pre-Apprenticeship Development
 - Registered Electrical Apprenticeship Preparation (REAP) program
- Re-entry Advanced Manufacturing Program (RAMP)
- Certify Pathways in High Schools
- Maintain Work Ready Communities status

L. Initiative for Previously Incarcerated / Justice-Involved

Re-Entry Advanced Manufacturing Program (RAMP): a collaboration between the manufacturing industry, postsecondary schools, including community colleges and TN Colleges of Applied Technology, and county jails.

RAMP allows currently incarcerated individuals the opportunity to earn nationally recognized manufacturing credentials through the Manufacturing Skills Standard Council (MSSC)'s Certified Production Technician (CPT) training.

Students can earn national certifications in:

- Safety
- Quality
- Manufacturing Processes
- Maintenance Awareness

Students attaining all credentials achieve Certified Production Technician (CPT) status.

Upon completion of the classroom component, students are given opportunities to demonstrate the skills they are learning to local employers through work-release programs and On-the-Job Training.

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. Local Levels of Performance

- Entered Employment Rate, 2nd Quarter after exit
- Entered Employment Rate, 4th Quarter after exit
- Median Earnings
- Measurable Skills Gains
- Credential Rate
- Effectiveness in Serving Employers

targets for PY 20 will be negotiated with the TDLWD in May 2020

B. Monitoring Measures & Tracking Progress

- Estimated reports from VOS are run quarterly and reported to the Executive Committee.
- Official results received quarterly from TDLWD and reported at quarterly Board meetings.

PY19 Q3 WIOA Core Performance Measures		47145 Northwest Tennessee		
Adult Measures		Pass/Fail		PASS
	Negotiated	Actual	% of goal	
Exiters			290	
Participants Served			686	
EER 2nd Qtr. after Exit	86.00%	89.40%	103.95%	
EER 4th Qtr. after Exit	85.00%	85.30%	100.35%	
Median Earnings 2nd Quarter after exit	\$6,500.00	\$ 6,756.58	103.95%	
Credential Attainment	59.00%	89.80%	152.20%	
Measurable Skills Gains	Baseline	73.30%		
Dislocated Worker		Pass/Fail		PASS
	Negotiated	Actual	% of goal	
Exiters			35	
Participants Served			82	
EER 2nd Qtr. after Exit	84.00%	88.10%	104.88%	
EER 4th Qtr. after Exit	84.00%	87.90%	104.64%	
Median Earnings 2nd Quarter after exit	\$6,842.00	\$8,280	121.02%	
Credential Attainment	69.00%	90.70%	131.45%	
Measurable Skills Gains	Baseline	72.90%		
Youth		Pass/Fail		PASS
	Negotiated	Actual	% of goal	
Exiters			107	
Participants Served			151	
EER 2nd Qtr. after Exit	79.00%	85.60%	108.35%	
EER 4th Qtr. after Exit	75.00%	80.40%	107.20%	
Credential Attainment	70.00%	84.40%	120.57%	
Measurable Skills Gains	Baseline	58.30%		

Technical Requirements, Assurances, and Evaluation

- A. Physical and Programmatic Accessibility
- B. Fiscal Management
- C. Budget Information and Supporting Materials
- D. Local Strategies financed through Transfer of Title I Adult / Dislocated Worker Funds
- E. Cooperative Agreements
- F. Title VI Trainings

A. Physical and Programmatic Accessibility

Parties to the MOU agree to comply with WIOA Sec. 188, applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and other anti-discrimination laws by:

1. Not discriminating in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.
2. Assuring they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law.
3. Training staff members to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level.
4. Providing reasonable accommodations for all aspects of a customer's experience in the AJCs, such as during application/registration for, and provision of, aid, benefits, services, and training, based on the individual's need, in order to ensure that he / she receives equal benefits from the program or activity, will be able to compete fairly in educational work settings, and in general, to have an equal opportunity.

B. Fiscal Management

The Northwest Tennessee Workforce Board, Inc. is the entity designated as the fiscal agent and responsible for the disbursement of grant funds described in WIOA as determined by the chief elected official under WIOA.

Local procurement policies and procedures, approved by the Board of Directors, that describe the competitive procurement process that will be used to award the sub-grants and contracts for WIOA Title I activities, must be submitted with the local plan.

The fiscal agent is responsible for tracking all expenditures and fiscal measures, including the required 40% minimum participant cost rate (MPCR). To ensure the MPCR is met:

- Staff track the MPCR monthly (even though it is only required to be reported quarterly), and advise the One Stop Operator and Title I Service Provider of the progress made. The Board is also updated quarterly at its meetings.
- Operations costs have been decreased, thereby allowing more funds to be available to be spent directly on participants.
- Existing participant services have been enhanced and new initiatives have been developed, such as RAMP and REAP.

C. Budget Information

The fiscal agent develops a budget annually that lists the sources and uses of TDLWD pass-through funds, and all non-Federal matching funds. This year, the budget must be submitted with the local plan, along with pertinent supporting materials, and must include:

1. A narrative with a detailed explanation of expenditures by line items as listed on Standard Form 424A, including purpose of travel and supply / equipment lists.
2. 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.
3. MAI appraisal for land or building (not applicable to the Northwest area).
4. A letter of commitment from each non-TDLWD funding source that specifies the amount of funds committed and the kind of funds committed (grant, loan, cash, in-kind, etc.).
Northwest currently has a grant through the Delta Regional Authority.
5. Description of leveraged funds to include any fee based and / or revenue generated and in-kind resources (not applicable to the Northwest area).

**Northwest PY 2019 Budget - Revised for 40% MPCR
(with and without additional funds)**

	Total	Admin. (all)	Adult Prg (w/ AT)	DW Prg (w/o AT)	Youth Prg
Estimated Carryover	\$ 860,600.57	\$ 102,551.37	\$ 415,651.67	\$ 120,593.98	\$ 221,803.55
PY 19 Funds	\$ 880,575.00	\$ 88,058.00	\$ 96,465.00	\$ 96,422.00	\$ 599,630.00
FY 20 Funds	\$ 1,077,624.00	\$ 107,762.00	\$ 512,769.00	\$ 457,093.00	\$ -
Total Budget	\$ 2,818,799.57	\$ 298,371.37	\$ 1,024,885.67	\$ 674,108.98	\$ 821,433.55

Administrative Funding	% of Budget	PY 19 Available Budget (w/o additional funds)	% of Requested Budget	PY 19 Amount Needed	Total PY 19 Budget (w/ additional funds)
One-Stop Operator Indirect	3%	\$ 7,337.33	-	\$ -	\$ 7,337.33
Board / Fiscal Agent Expenses	97%	\$ 273,653.44	-	\$ -	\$ 273,653.44
Total Admin. Budget	100%	\$ 280,990.77	-	\$ -	\$ 280,990.77

Program Operations Funding (60% of program budget)	% of Budget	PY 19 Available Budget (w/o additional funds)	% of Amount Needed	PY 19 Amount Needed	Total PY 19 Budget (w/ additional funds)
IFA Expenses (including OSO)	14%	\$ 217,430.33	10%	\$ 43,229.12	\$ 260,659.44
Career Service Provider	49%	\$ 744,483.16	33%	\$ 148,016.84	\$ 892,500.00
Board Expenses*	36%	\$ 550,343.43	24%	\$ 109,418.31	\$ 659,761.74
Incumbent Worker Training	0%	\$ -	34%	\$ 153,143.70	\$ 153,143.70
Total Operations Budget**	100%	\$ 1,512,256.92	100%	\$ 453,807.97	\$ 1,966,064.89

**In addition to board and fiscal agent staff and related expenses, board expenses also include Business Services staff and items to support the American Job Centers including equipment, contents insurance, software subscriptions, and printing / publications.*

***Funding may be moved between line items within this category to meet the needs of the local area.*

Participant Funding (40% of program budget)	% of Budget	PY 19 Available Budget (w/o additional funds)	% of Amount Needed	PY 19 Amount Needed	Total PY 19 Budget (w/ additional funds)
ITAs	40%	\$ 388,789.12	40%	\$ 209,364.67	\$ 598,153.79
Support Services	7%	\$ 68,117.00	7%	\$ 36,681.31	\$ 104,798.31
OJT	23%	\$ 227,515.67	23%	\$ 122,518.20	\$ 350,033.87
Work Experience (w/ REAP)	11%	\$ 106,204.04	11%	\$ 57,191.35	\$ 163,395.38
Transitional Jobs	2%	\$ 15,309.43	2%	\$ 8,244.20	\$ 23,553.63
RAMP	16%	\$ 160,986.48	16%	\$ 86,691.94	\$ 247,678.41
REAP (w/o WE)	2%	\$ 25,000.00	2%	\$ 0.00	\$ 25,000.00
Total Participant Budget*	100%	\$ 1,008,171.28	100%	\$ 520,691.66	\$ 1,512,613.39

**Funding may be moved between line items within this category to meet the needs of the local area.*

Total PY 19 Budget	% of Budget	PY 19 Available Budget (w/o additional funds)	% of Amount Needed	PY 19 Amount Needed	Total PY 19 Budget (w/ additional funds)	% of Total PY 19 Budget
% Operations	60%	\$ 1,512,256.92	47%	\$ 453,807.97	\$ 1,966,064.89	55%
% Participant	40%	\$ 1,008,171.28	53%	\$ 520,691.66	\$ 1,528,862.94	45%
Total	100%	\$ 2,520,428.20	100%	\$ 974,499.63	\$ 3,494,927.83	100%

**Funding may be moved between the two categories in order to meet the local area while still ensuring the MPCR is met.*

Estimated Cost per Participant*	\$ 1,560.00	PY 19 Available Budget (w/o additional funds)	PY 19 Amount Requested	Total PY 19 Budget (w/ additional funds)
Potential # of Participants to be Served	645		334	979
IWT Cost per Participant	\$ 391.41			
Potential # of IWT Participants to be Served	0		391	391
Total Potential # of Participants to be Served	645		725	1,370

**Cost per participant estimated based on current and prior year program data. An increase in the IIA limit in Nov. 2018 from \$3,000 to \$4,000 per year and additions to the Supportive Service Policy in May 2019 will likely increase the cost per participant, and thus potentially decrease the number served.*

The additional funding request amounts may be adjusted as needed to ensure the necessary operational budget is maintained and in compliance with Federal and State laws, regulations, and policies. The Executive Committee may approve the resulting revised budget if changes are needed.

D. Transfer of Title I Adult / DW Funds

Planned / existing approaches regarding which local strategies will be financed by the transfer of Title I Adult and Dislocated Worker 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).

Up to 100% of funds may be transferred, with approval of the TDLWD, and will be used to fund any new or existing strategies or services under the appropriate program (Adult or Dislocated Worker) including Individual Training Accounts, supportive services, work experience, transitional jobs, On-the-Job Training, Incumbent Worker Training, apprenticeships, pre-apprenticeships, and any other allowable services.

- *Not more than 20% of these funds allocated to the local area can be used to pay for the Federal share of the cost of providing training through a training program for incumbent workers.*
- *Not more than 10% of these funds allocated to the local area can be used to provide transitional jobs.*

E. Cooperative Agreements

The NWTNWB maintains a Memorandum of Understanding to facilitate transparent and flexible agreements that are not burdensome and allow partners to focus on service delivery.

- The MOU identifies the roles and resource contributions of each partner, establishes a cooperative and mutually beneficial relationship among the parties, ensures that all customers are referred to unique services, and provides for a referral process between agencies.
- Equitable contribution of infrastructure costs in AJCs among partner is detailed through the Infrastructure Funding Agreement (IFA), as part of the MOU.

A Youth MOU has also been developed and will be utilized with non-required partners who deliver services included in the 14 elements, such as counseling, tutoring, and leadership opportunities.

The NWTNWB also maintains a cooperative agreement with Vocational Rehabilitation, and other Core Partners, which defines how local service providers and partners carry out the requirements for the integration of, and access to, the entire set of services available in the local one-stop system.

F. Title VI Trainings

The NWTNWB provides a Title VI training PowerPoint to all service providers, the OSO, and Board staff.

Dyersburg State Community College, the selected Career Services Provider, requires an online training to be completed by all staff, including Title I staff, annually.

Agenda

- D Discrimination and Harassment Overview
- D Disability Discrimination and Harassment, ADA reasonable accommodation
- D Religious Discrimination and Harassment, religious accommodation
- D NWTN Workforce Board Policies
- D Complaint Resolution Process
- D Review of Responsibilities

Compliance

Technical assistance, investigation, and recommendations regarding the following policies:

- Discrimination and Harassment
- Affirmative Action
- Inclusive Language
- Open Searches

Discrimination and Harassment: Applicable Laws

State and federal law prohibit **discrimination** and **harassment** based on a “**protected class**” in the workplace and in the educational environment.

Federal law defines protected classes as **sex (including pregnancy and related medical conditions)**, race, color, religion, age (40 and over), national origin, genetic information, disability, and veteran status in the workplace and in education.

Tennessee state law in addition to the federal protected classes includes **gender identity** and **sexual orientation**.

NW Tennessee
Workforce Board

NW Tennessee
Workforce Board

Northwest Re-Opening American Job Centers Plan

This plan will establish the requirements for re-opening and operating the American Job Centers (AJCs) following the COVID-19 pandemic. The requirements set forth in this plan have been developed with the input from all partners listed in the Memorandum of Understanding (MOU). The One-Stop Operator (OSO) will communicate requirements outlined in this plan with all partner staff located in the AJCs, ensure proper staff training, and will oversee their implementation. Prior to opening any AJC, all AJC staff (as listed under the MOU) will receive training on the new protocols listed in this re-opening plan including new roles, how to serve customers, safety protocols, sanitation practices, and availability of services.

Phased Re-Openings

The NW AJCs will be re-opened following the COVID-19 pandemic using a data-driven phased approach. If data indicates it is unsafe in the area of an AJC, then opening will be delayed until data considers the area safe for business to operate. Based on currently available data, below is a tentative timeline for phased re-openings:

Pre-Phase: Planning, May 1– 17, 2020

Data will be observed during this time period to ensure no significant increase in cases of COVID-19. Additionally, cleaning of the AJCs and procurement of cleaning materials, personal protective equipment (PPE), security services, and other necessary items will occur during this time.

Pre-Phase: Preparation, May 18 – 29, 2020

Beginning May 18, 2020 staff currently working remotely will begin to transition to working on-site at the AJCs with all staff working on-site by the end of the phase. AJCs will remain closed to the public. Staff will be screened according to the screening protocols contained within this plan. The number of staff on-site will be limited to 10, with staff schedules being staggered if needed. During this time additional staff training will occur on re-opening requirements and staff will prepare the AJCs for re-opening. Preparations will include spacing chairs and resource computers six (6) feet apart, marking waiting areas inside and outside the building to be 6 feet, establishing hand sanitizing stations in common areas, posting appropriate signage, ensuring needed supplies and PPE are available, etc.

Phase 1: Appointments Only, June 1 – 14, 2020

During this phase staff in the AJCs will begin to see customer on-site by appointment only in the designated area(s) of each AJC. Staff and customers will be screened according to the screening protocols contained within this plan. This will enhance security for staff and customers, allow for social distancing, and ensure that there are no more than 10 individuals on-site at one time, or fewer if office space will not allow for 10 individuals to be on-site and still maintain social distancing. If CDC and other guidelines allow during this phase, the number of individuals on-site at one time may be increased.

Phase 2: All Partner Services with Limited Building Capacity, June 16 - 28, 2020

During this phase staff in the AJCs will begin to see customers during all regular business hours in the designated area(s) of each AJC. Staff and customers will be screened according to the screening protocols contained within this plan. Staff and customers will continue to practice social distancing and no more than 10 individuals will be allowed on-site at one time. If CDC and other guidelines allow during this phase, the number of individuals on-site at one time may be increased.

Phase 3: All Partner Services with Increased Building Capacity, June 29 – July 12, 2020

AJCs will continue to be open during all regular business hours and capacity will be increased as CDC guidelines and space allow while still following social distancing guidelines. Staff and customers will be screened according to the screening protocols contained within this plan.

Phase 4: Full Operations, July 13, 2020

AJCs will continue to be open during all regular business hours and capacity will not be limited as CDC guidelines allow. Staff and customers will no longer be screened according to the screening protocols contained within this plan unless determined to still be needed in accordance with CDC or other guidelines.

Prior to moving from one phase to the next, data will continue to be monitored to ensure **no significant increase in cases of COVID-19**. If significant increases are found, progressing to the next phase will be delayed as deemed appropriate by the Northwest Tennessee Workforce Board and appropriate Local Elected Official.

Communication Plan

Information will be provided to stakeholders and the public on an on-going basis through the area's website and social media pages, postings at the AJCs, and through public service announcements. Planned opening and closing of AJCs will also be communicated to Workforce.Board@tn.gov for updating the AJC availability on <https://www.tn.gov/workforce>.

Re-Opening Protocols

The following protocols will be followed as appropriate during each phase of the re-opening schedule:

a. Sanitation

i. Cleaning Schedule

Prior to opening the AJC for the first time, the center must undergo a complete cleaning by a cleaning service vendor. The schedule that the LWDBs will use for sanitizing the AJC will be submitted in their re-opening plan. The schedule must include when they will initially clean and the frequency at which the AJCs will be cleaned after operations continue.

ii. Hand Sanitizing Stations

The AJC must include hand sanitizing stations throughout the facility in places where multiple individuals may congregate. Places to consider providing these stations are the lobby, resource room, and break room.

iii. Use of Public Equipment

Any equipment that may be used by the public or multiple individuals needs to be sanitized after each use. This includes the resource room computer stations, copiers/printers, welcome desk (if used by multiple staff members), water fountains, etc.

iv. Dedicated Staff for Maintaining Sanitation Protocols

Each AJC must have a dedicated staff member(s) to maintain a clean working environment. This staff member(s) must ensure that public equipment remains sanitized, customers are adhering to social distancing protocols, hand sanitizing stations are properly stocked, and overall sanitation standards are being followed.

b. Personal Protective Equipment (PPE)

i. Masks

The use of masks is required for all staff members while in the AJC. The LWDB will include in their re-opening plan how they will ensure all staff members will provide or be provided these masks. Customers to the AJC are not required to wear masks, but the LWDB may strongly suggest the use of a mask while in the AJC.

ii. Protective Barriers at Work Stations

The LWDB must ensure that protective barriers (such as Plexiglas) are installed at each working station, to include the welcome desk, to ensure the safety of both the AJC staff and customers. Any station that does not have this barrier should not be used by staff or customers.

iii. Gloves

The LWDB must provide gloves for the use of cleaning in the AJC. Any staff member who is involved in cleaning or sanitizing equipment should be provided the gloves to complete these tasks throughout their workday.

c. Customer Experience

i. Establishment of Social Distancing

To ensure safety for all customers, the LWDB must ensure that social distancing protocols (six-feet of separation) are enforced within the AJC. The following processes must be followed:

1. Marking six feet of separation in areas where lines will form to include inside and outside of the AJC.
2. Ensure that all lobby chairs are spaced six feet apart.
3. Ensure resource room computer stations are spaced six feet apart.
4. Do not allow the use of cubicles/offices for customer interaction if six feet of separation cannot be established. Instead utilize large rooms, conference rooms, or large offices.

ii. Check-in Kiosks

Check-in kiosks must not be utilized by customers as this is a public device that could transfer germs. Instead, utilize one of the following options to check-in customer:

1. For low traffic, the staff member working at the welcome desk can check-in customers from their computer.
2. For high traffic, dedicate a staff member to check-in customers at the kiosk or carry the kiosk tablet and check members in down the line. This method will create a queue of customers to be served and can allow customers to wait in their car until their turn to be served.

iii. Security

For the protection of staff members and AJC customers, the LWDB must ensure they have safety protocols established and up-to-date. This includes fire safety, evacuation plans, and the use of security personnel. In anticipation of hundreds of dislocated workers that will need assistance, it is strongly recommended that each AJC has a method of dealing with irate customers, large crowds, and potential threats. It is recommended that each AJC has a security vendor or local law enforcement be present during all business hours. Consider the use of off duty police officers by contacting local law enforcement offices or county/city mayors.

iv. Full Access to Services

The opening of the AJC must include that customers have full access to available services. Staff members should be trained and provided a list of available services or how to access these services for customers. This should include access to all core programs and meaningful unemployment insurance assistance. Staff should be

informed that AJC customers must never be told they cannot assist them with a core service and/or state that funds are not available if the individual is eligible for the respective program.

v. American Job Center Hours

The available hours for the use of the AJC should be posted and communicated to the public. During the time of re-opening the AJC, the LWDB should consider the use of:

1. Extended hours to serve the increased number of potential customers
2. Specialized hours for vulnerable populations
3. Staggered work schedules for staff to accommodate changes to the hours of operations. If staff can work from home, they should work from home.

d. AJC Capacity

The capacity of the AJC will need to be determined and established by the LWDB. Due to the varying sized of AJCs, a set capacity limit cannot be established Statewide. The capacity limit that is being considered should consider the social distance protocols of keeping six feet of separation and discourage the gather of 10 or more people.

e. Screening Protocols

LWDBs must establish screening protocols to prevent potentially infectious individuals from entering the AJC. The following steps should be taken for screening:

- i. Entry into the AJC:
 - a. Check the temperature of every individual, with a no-touch thermometer, who enters the facility to ensure they do not have a fever ($\geq 100.4^{\circ}\text{F}$) that can spread an infection.
 - b. Ensure all staff and customers enter through a single entry point so monitoring can be conducted.
 - c. Any individual who has a fever ($\geq 100.4^{\circ}\text{F}$) must be informed they cannot enter the facility until they are no longer a risk for infecting others, per CDC guidelines.
- ii. Employees of the AJC:
 - a. All employees must be asked the following questions before entering the AJC:
 - i. Have you been in close contact with a confirmed case of COVID-19?
 - ii. Are you experiencing a cough, shortness of breath, or sore throat? Have you had a fever in the last 48 hours?
 - iii. Have you had new loss of taste or smell?
 - iv. Have you had vomiting or diarrhea in the last 24 hours?
 - b. If an employee answers yes to any of the above questions or has a fever, they must immediately be informed they should seek medical attention and not be allowed in the AJC until cleared by a medical professional.
 - c. All health information collected must remain confidential.

f. Liability

Liability would be premised on someone suffering an injury/sickness that should have been reasonably foreseeable. The following items must be followed to mitigate the liability of re-opening the AJCs.

- i. Prevent opening of the American Job Centers until the Governor and public health officials state it is safe to continue business operations.
- ii. Take all reasonable steps to clean surfaces for lingering virus prior to opening to staff/public.
- iii. Keep distance intervals in place for staff/customers.
- iv. Immediately shut down any facility where a known risk is identified. This would include the identification of a staff member or customer who has been in the facility and is known to have contracted the virus (or any serious contagious disease).
- v. Attempt to have any staff/customer who may have come in contact with an infected person tested. If testing is refused, prevent that individual from entering the facility.
- vi. Follow all guidance provided in this document.

Signatures

Jimmy Williamson, Chair

Mayor Gary Reasons, CLEO

Erica Nance, One-Stop Operator