

**Northwest Tennessee Workforce Board and Consortium of Local Elected Officials for
Northwest TN Workforce Development Area
Northwest TN Development District – 124 Weldon Drive, Martin, TN
Conference Call 1-877-216-1555 # 845157
Tuesday, May 21, 2019**

Members Present (12): Jon Dougherty, Sandra Woods, David Parrish, Kristie Bennett, John Penn Ridgeway, Brad Hurley, John Killen, John Bucy, Landy Fuqua, Jimmy Williamson, Stewart Stanfill, Rita Alexander

Members via Conference Call: Charlie Moore

CLEO Members Present: (Note: CLEOs attending statewide meeting in East TN)

Committee Members Present: Sherry Fowler, Mark Chandler, Tim Climer, Justin Crice, Ronnie Gunnels, Karen Bowyer, Janna Hellums

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

Others Present: Connie Stewart (Title I Provider), Erica Nance (One-Stop Operator)

Partner Presentation- TN Small Business Development: Landy Fuqua, Director UT Martin Regional Entrepreneurship & Economic Development (REED) Center, Tennessee Small Business Development Center, gave a short presentation on the services of the REED Center.

Welcome: Jimmy Williamson, Chair, NWTNWB, welcomed all members and guests to the Quarterly Meeting of the Northwest TN Workforce Board.

Business Meeting: Jimmy Williamson called the business meeting to order, acknowledged that a quorum was present, and reminded members to abstain from discussion and voting in the event of a conflict of interest.

Approval of Minutes of February 26, 2019 Meeting:

- **MOTION:** A motion to approve the February 26, 2019 Board Meeting Minutes as presented was made by Brad Hurley and seconded by Jon Dougherty. All were in favor and the Motion carried.

Meeting Reports:

Executive Committee: In Ted Piazza's absence, Jimmy Williamson presented the report. The Executive Committee met on March 8th with 6 members plus staff participating. Changes to the Work-Based Training policy were approved to allow us to fund Work Experience for Adults and Dislocated Workers participating in pre-apprenticeship programs, in addition to Youth. This will allow students who may be eligible as Adults rather than Youth to receive pay for the two-week pre-apprenticeship program with Amteck in July. Revisions to the local and regional plans as requested by the TN Department of Labor and Workforce Development were also approved and submitted to the state by the deadline.

Jimmy also reported that the Executive Committee met on May 1st. The meeting was attended by 5 members, in addition to staff. The committee heard updates and reviewed performance and fiscal information. Estimated performance results for the 3rd quarter of the program year, included with the handouts, showed that all measures were being met. Final numbers from the State are expected to be received soon. The financial status report as of March 31, showed the minimum participant cost rate was 46%, exceeding the required 40% minimum. Out-of-School Youth expenditures exceed the required 75% at almost 99%, and Work Experience expenditures exceeded the required 20% at over 41%. The committee also reviewed approved the two Adult Education proposals for compliance with the local plan. Updates were also provided on the Ernst & Young site visit, which will result in a local and statewide reports by June 30th.

Outreach and Opportunities Committee: Brad Hurley presented the Outreach and Opportunity Committee report, which met on April 29th with 5 members plus staff and contractors participating. The committee reviewed two new programs at Dyersburg State for addition to the Eligible Training Provider List, the Certified Nursing Assistant (CNA) and Pharmacy Technician programs. Occupations related to both programs do show growth, but it is limited. The CNA program is incorporated into the Allied Health Associate degree program and students will receive 6 credit hours toward Allied Health if they choose to continue their education. Since the CNA program was scheduled to start May 13th, the committee's recommendation to approve was reviewed and approved by the Executive Committee on May 1st and the program was added to the list. The committee now recommends approval of the Pharmacy Technician program.

- **MOTION: A motion to approve the addition of DSCC's Pharmacy Technician Program to our Eligible Training Provider List was made by Brad Hurley and seconded by Sandra Woods. All were in favor and the Motion carried. Dr. Karen Bowyer, Committee Member in attendance, abstained from discussion. (Note: Committee members do not vote).**

The committee also reviewed TCAT McKenzie's Major Appliance Repair, which is due for renewal for the Eligible Training Provider List. There have been no issues with the program and the labor market information continues to show positive growth. The Committee recommends continued approval of the program.

- **MOTION: A motion to renew TCAT McKenzie's Major Appliance Repair Program was made by Brad Hurley and seconded by John Bucy. All were in favor and the Motion carried. John Penn Ridgeway abstained from voting and discussion due to potential conflict of interest.**

The committee also reviewed changes to the Work Experience policy. The CSP staff continue to focus on promoting Youth Work Experience in order to meet the required 20% Youth Work Experience expenditure rate, but often times they are finding that many potential participants cannot qualify as youth due to lack of barriers. This leaves staff unable to serve the applicant through work experience, and the worksite employer without an intern. The law does allow for Adults and Dislocated Workers to participate in work experience so staff recommend amending the work experience policy to allow participants between the ages of 18 and 24 to participate in work experience through the Adult or Dislocated Worker program. The committee recommends changing the policy so that participants between the ages of 18 and 24 may participate in work experience through the Adult and Dislocated Worker programs.

- **MOTION: A motion to change the Work Experience Policy to include individuals age 18 to 24 who qualify as an Adult or Dislocated Worker to participate was made by Brad Hurley and seconded by John Penn Ridgeway. All were in favor and the Motion carried.**

Brad also gave a brief update of the Re-Entry Advanced Manufacturing Program (RAMP) and the Registered Electrical Apprenticeship Preparation (REAP) program, which hosted its Shock and Awe Day on April 20th for 18 interested students from three different schools. Only 1 student elected that day to no longer participate but the other 17 expressed interest and were offered acceptance into the two-week class being held in July. Jennifer Bane reported that since the event, there are 12 potential REAP participants for the July class.

American Job Center Committee: The American Job Center (AJC) Committee met on April 29th with 7 members along with staff and contractors participating. Erica Nance, One-Stop Operator shared very detailed reports including the Employer Services Report, Target Populations report, and VOS Greeter reports showing traffic counts across all offices through December. There have been nearly 23,000 visits to the American Job Centers since July 1st with nearly 32,000 services provided. Individual visits continue to be slightly down overall, and Erica is working on outreach efforts to target populations. Over 93% of survey respondents reported they would absolutely hire the person who assisted them, and over 89% ranked their visit as outstanding. Over 600 services were provided to 79 employers during the month of March, and those completing the Employer Survey rated the service and their satisfaction as excellent. The Career Services Report indicated 8 new On-the-Job Training participants were enrolled in March along with 3 classroom training enrollment. Staff continue to focus on promoting Youth Work Experience, particularly for graduating seniors, and had four Youth being placed in worksites in March. The Business Services report indicated we have had 99 enrolled in On-the-Job Training. Of those, 33 are still in training, 59 have completed training, and only 7 did not complete, giving us an 89% completion rate. We have spent close to \$140,000 on Incumbent Worker Training grants and continue to receive new applications.

The committee also discussed changes to the Supportive Services policy in order to expand the supportive service offerings to include all allowable services referenced in the legislation, such as assistance with childcare, housing, auto repairs, and medical services. Services will be limited to \$1,500, with exceptions being made for transportation stipends and required training related expenses such as books, supplies, and fees. Participants not utilizing Individual Training Account funds may also use available funds for supportive services in excess of the \$1,500 limit. Input from a Facebook poll, AJC staff, training providers, and the Southwest area was taken into consideration when developing the proposed changes. The Committee recommends approval of the Supportive Services Policy changes as outlined in red on the handout provided, with one addition as requested by staff: that a clause be added allowing the Executive Director to limit one or more of the support services listed to priority populations in the event that funds are limited.

- **MOTION: A motion to approve the Supportive Service Policy changes as outlined in the attachment and with the addition of clause allowing the Executive Director to limit one or more of the support services listed to priority populations in the event that funds are limited was made by Rita Alexander and seconded by Sandra Woods. All were in favor and the Motion carried.**

State Workforce Board Updates: Jennifer Bane provided updates on information presented at the State Workforce Board meeting on May 10th, and at the Executive Directors meeting the day before, including TN Department of Labor and Workforce Development staff changes and plans for adding Unemployment Insurance (UI) staff back into the AJC. The goal is to have one staff person in every Comprehensive center THIS year, and in all affiliates within two years, most likely part-time. These positions will be staffed through unfilled or vacated positions. The lack of having a UI person in the centers is hurting the reputation of the AJCs because of their inability to serve participants in-house, and UI continues to be the number one reason for center visits each quarter. Updates were also given on the State's Comptroller visit and potential issues surrounding eligibility and case notes documenting how people are being made eligible, when exits are extended, reporting issues, and food purchases. We have been asked to schedule meetings around not providing food if possible, but we also have unrestricted funds that can be used for purchasing food. The state staff is also working with Senator Lamar Alexander. Staff created a brochure to promote TN WIOA at the Federal level and working to update how formula funds are allocated across the county. Our REAP and RAMP programs were both featured in the brochure.

It was also announced that there will not be any Consolidated Business Grant (CBG) funding next year, which was \$555,555 of our budget this year and funded all Incumbent Worker (IWT) and Adult and Dislocated Worker On-the-Job Training (OJT) grants. The state lost \$4.5 million in allocations, but ours is only down less than \$8,000. In addition to the loss of CBG funds, we will no longer have transitional funding which was over \$762,000 of our budget this year, helping to make up for the loss in formula funds due to the realignment. Altogether our funds next year will be down around \$1.3 million leaving with us about a \$2.1 million budget for the upcoming year. Our current operations costs alone are that much. Additionally, the Minimum Participant Cost Rate (MCPR) has been 40% but is expected to go to 50% as a region July 1st, which means each local area will have to meet 50% as well. IWT will no longer go toward participant cost since the state staff consider this as a service to employers, not participants. Infrastructure costs are already a relatively small portion of the budget, but we are still working to reduce them by moving the Benton, Crockett, Lake, and Weakley AJCs, as well as the administrative office. We are still looking at exactly how much carry over funding we will have, but once we know what we have, we plan to ask the state to make up the difference of what we lost. State staff have also set a goal for TN to become the number one state in the nation for workforce development. They are first looking at becoming the number one in the Southeast region by increasing enrollments. The increase in enrollments is on top of our typical enrollments and was divided among the local areas by their share of the formula allocations. Our soft targets for enrollment goals would be 172 more youth, a 19% increase, 198 Adults (45% increase), and 52 Dislocated Workers (74% increase). Overall this would be a 31% increase, but the percentage will be higher when Lauderdale and Tipton participants are removed from the prior year numbers being used as a baseline. We are already serving a higher percentage than our share of the allocations (about 5%). A working group is being formed and Jennifer plans to participate and propose that our goals be based on 5% of the total goal rather than the new enrollment goal to account for the fact that we are already serving more than 5%. Goals will be finalized in August but we will be factoring them into our request for additional funds.

John Penn Ridgeway inquired about current staffing levels. Jennifer stated that there are 10 full-time (FT) and one part-time (PT) staff person at the board, 12 FT and 11 PT positions at the Career Service Provider level, including two vacancies, and 7 FT at the One-Stop Operator level for a total of 41 staff. The group also discussed how the cuts will affect jail programs (RAMP). We have received a lot of positive feedback for this program and it serves one of our target populations, so we plan to stress the need for it in our funding request, along with the fact that we are an entirely rural area with 1 distressed and 5 at-risk counties. When the Commissioner was here for the town hall meeting, a weighted formula was suggested since we have many of the same costs as areas receiving larger allocations. We have been encouraged in the past to request additional funds if needed and we have also always received funds specifically for IWT. We have not had to fund them out of formula funds, with a few exceptions when additional funds were needed. It's a much tougher choice now to offer IWT if it has to come out of the operating budget instead of the participant budget. Brad Hurley inquired about the status of OJTs as of July 1st. Jennifer said we will have to ask for more money to maintain what we have right now, but CBG funds don't end until September 30th. The State has indicated they don't

want us to cut services, but the only way to do that is to match funding with the increase in the participant requirements. We have been telling the employers that training must be completed by July 31st and that more funding may be available October 1st. We will be asking for additional funds to be effective July 1st since we have already obligated almost all of our CBG funds. Mark Chandler said they never had IWT in the Southwest region and are facing a similar situation of having highly promoted something that we may have to turn around and say we can't fund. We are looking at having some of the centers just being part-time staffed, but have to be able to serve more people. Margaret suggested that when we are experiencing cuts is not the time to increase enrollments. Kristie Bennett said that she is lobbying for more funds as we need them.

Also at the State Board meeting they had the three local areas that did not present last time present their local plans. The Executive Committee met prior to the meeting to review local and regional plan revisions of those who presented at the February meeting. We understand that ours has been approved but we haven't received official notice yet. Kristie stated that the board will be getting something soon to show our local and regional plans have been approved. Jennifer also reviewed performance and fiscal reports that were presented at the meeting. There are separate breakdowns for each area for July 1st to September 30th 2018 and then October 1, 2018 to March 31, 2019 due to the realignment. Jennifer reviewed each of the reports and covered the results for our area. Of the nine areas on the report, we were showing having met all but the 80% obligation rate for the first quarter and all nine areas since October 1st. There were two inaccurate reports. One of the inaccuracies was missing a new field on one of the reports that is uploaded to the reporting system. The other was due to the state staff asking that the original closeout attachment be deleted for a grant needing its closeout revised. We did not have any untimely submissions. The reports show we are reconciled between the reporting system, Grants4TN, and Jobs4TN, even though there is still a variance. We reconcile monthly to ensure our systems match and have asked for some technical assistance training on this to ensure the reports we run match the reports being run by the state staff in order to understand the variance. They did waive the 80% obligation requirement for this year so there won't be any funds recaptured and redistributed to the areas that have obligated their funds. Since October 1st we've had 13 active contracts and submitted 66 reports. The handouts also included the 2nd quarter performance results that were reviewed at the prior local board meeting. We are meeting all areas.

Jennifer also reviewed the updated Remedies and Sanctions policy. The original policy contained an extensive list of requirements and the point penalties for failing to comply which were equated to a certain category of risk. The policy was revised to include only four categories of infractions based on risk. Category 1 is considered low risk and includes untimely and inaccurate reporting, 2 is moderate risk, 3 is high risk, and 4 is for recurrent infractions and / or intentional acts resulting in improper use of funds leading to waste, fraud, or abuse. Without the extensive list, we only have a few examples of the infractions for each category. The severity of the remedies and sanctions increases as the category increases with category 4 infractions potentially resulting in suspension or debarment of the pass-through entity, decertification of the local board, and / or other legally available remedies.

Board Updates: Jennifer Bane provided the following updates:

- Regional Healthcare Job Fair – 5/23/19, AJC Huntingdon: CANCELLED due to lack of employer enrollment.
- Town Hall Meetings: one in Lauderdale, and one in Lake (standing room only). There was a lot of audience participation at each event. Lake County High School brought their juniors. The Commissioner acknowledged our concerns including eligibility barriers for serving In-School Youth and offering the National Career Readiness Certificate, but we may not have money to fund it even if the policy is changed. The Commissioner also stopped by the Dyer and Lake County American Job Centers on the day of the meeting.
- Lake County Jail Welding Initiative—the state staff reached out about a potential grant opportunity, which unfortunately didn't work out, but we are continuing to look into adding a RAMP / Welding program at the Lake County jail. We are currently trying to find a spot for welding classes. If the program is over 600 hours, students could potentially qualify for Pell, reducing our costs. We are also considering virtual welders to put in the jail. Once they are out of jail, then they could do the actual welding classes.
- Gibson County Training Center—efforts are underway to establish a training center with multiple training institutions in one place. Margaret Prater reported they are gauging the interest and putting together a plan of all the stakeholders. Tyson is a strong proponent since they will be opening a large facility in Humboldt.

Other Business: Future meeting dates are August 27, 2019 in Trenton and November 19, 2019 in Martin.

Respectfully submitted, Lana Burchfiel, Public Information Specialist

**Northwest Tennessee Workforce Board and
Consortium of Local Elected Officials for
Northwest TN Workforce Development Area**

Tuesday, May 21, 2019 – 11:30 (lunch) 12:00 Business Meeting

**Northwest TN Development District – 124 Weldon Drive, Martin, TN
Conference Call 1-877-216-1555 # 845157**

Agenda

Partner Presentation

Landy Fuqua, Director
UT Martin Regional Entrepreneurship & Economic Development (REED) Center
Tennessee Small Business Development Center

Welcome

Jimmy Williamson, Chair, NWTNWB

Business Meeting- Call to Order & Acknowledge Quorum/Conflict of Interest

Jimmy Williamson

Approval of Minutes of February 26, 2019 Meeting

Meeting Reports

Executive Committee Meeting (March 8th)

Ted Piazza, Chair

Outreach and Opportunities Committee Meeting (April 29th)

Brad Hurley

- Eligible Training Provider List – New Program **(Vote Required)**
- Eligible Training Provider List – Renewal **(Vote Required)**
- Work Experience Policy Changes **(Vote Required)**

American Job Center Committee Meeting (April 29th)

Rita Alexander, Chair

- Supportive Services Policy Changes **(Vote Required)**

Executive Committee Meeting (May 1st)

Ted Piazza, Chair

State Workforce Board Meeting (May 10th)

Jennifer Bane, Executive Director

- Department Updates
- Local and Regional Planning Update
- Fiscal and Performance Reports Review
- Soft Targets for PY 19 New Enrollments
- Sanctions Policy

Board Updates

Jennifer Bane

- Regional Healthcare Job Fair – 5/23/19, AJC Huntingdon
- Town Hall Meetings
- New Initiatives
 - Lake County Jail Welding Initiative
 - Gibson County Training Center

Other Business

Future 2019 Meeting Dates

August 27, 2019, Trenton
November 19, 2019, Martin

**Northwest Tennessee Workforce Board and
Consortium of Local Elected Officials for
Northwest TN Workforce Development Area
Elks Lodge, Trenton, TN
Tuesday, February 26, 2019**

Members Present (12): Jon Dougherty, Sandra Woods, John Penn Ridgeway, Brad Hurley, Cliff Sturdivant, John Killen, John Bucy, John Castellaw, Ted Piazza, Landy Fuqua, Lindsay Frilling, Jimmy Williamson, Charlie Moore, Kristy Mercer

Members via Conference Call: Jennifer Starks, Stewart Stanfill, Mayor Jake Bynum

CLEO Members Present: Denny Johnson, Gary Reasons

Committee Members Present: Blake Swaggart, Sherry Fowler, Mark Chandler, Tim Climer, Justin Crice, and Ronnie Gunnels

Others via Conference Call:

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

Guests Present: Perry McGehee (Amteck), Amber Walker, Erica Nance, and Judy Lofton

Partner Presentation – REAP: Jon Dougherty of Amteck gave a brief summary of the Registered Electrical Apprenticeship Preparation (REAP) program and described the recent showcases at local high schools to promote the program. A “Shock and Awe” day will be held at Amteck in April and the two-week training will be held in July. Everyone was invited to tour the Amteck showcase trailer before the meeting began.

Welcome: Mayor Reasons welcomed all members and guests to the Quarterly Meeting of the Northwest TN Workforce Board.

Business Meeting: Jimmy Williamson called the business meeting to order, acknowledged that a quorum was present, and reminded members to abstain from discussion and voting in the event of a conflict of interest.

Correction and Approval of Minutes of August 28, 2018 Meeting: The August 28, 2018 minutes incorrectly stated that Odle Management Group was selected as the Title I Service Provider contractor instead of Dyersburg State Community College.

- **MOTION:** A motion to approve the correction to the August 28, 2018 Board Meeting Minutes was made by Brad Hurley and seconded by Sandra Woods. All were in favor and the Motion carried.

Approval of Minutes: (attached) Jimmy Williamson asked everyone to review the November 27, 2018 Board Meeting Minutes.

- **MOTION:** A motion to approve the November 27, 2018 Board Meeting Minutes as presented was made by John Penn Ridgeway and seconded by Ted Piazza. All were in favor and the Motion carried.

Meeting Reports:

Executive Committee: Ted Piazza reported the committee met on December 18th, attended by 6 members via conference call, in addition to staff, in order to review the local and regional plans to be posted for public comment. During the meeting Jennifer Bane gave a brief overview of the plan modifications, focusing on what differed from the previous plans approved Spring 2017. The committee also reviewed and approved changes to the Training Provider Application and Appeal Process Policy which was required to be submitted as part of the local plan. Changes included updating information to match the State’s updated policy along with updating terminology and websites.

- **MOTION:** A motion to approve the Training Provider Application and Appeal Process Policy changes was made by Gary Reasons and seconded by John Bucy. All were in favor and the Motion carried.

Gina Johnson also provided an update on the inquires for the Line of Credit which would be made to the Board of Directors to act as an emergency bridge loan, used only when we get a grant and must spend the money before we have actually received the funds.

American Job Center Committee: John Killen reported the committee met on January 28, 2019, with 10 members, staff, and contractors present. The committee heard updates and reports regarding numbers served and enrolled, survey results, and business services. The committee also discussed two changes to the Supportive Services policy. The first

change the Committee recommended was allowing the one-time work-related support service payment of up to \$300, currently offered to work experience participants, to also be used for participants in on-the-job training, transitional jobs, and pre-vocational services.

- **MOTION:** A motion to approve the Supportive Service Policy Changes made by John Killen and seconded by John Penn Ridgeway. All were in favor and the Motion carried.

The second change to the policy the committee recommended was to allow participants in transitional jobs to receive a travel stipend for the first 30 days, like those in work experience, and to allow those participants in positions which require travel to receive the stipend through the duration of the work experience or transitional job.

- **MOTION:** A motion to approve travel stipend changes to the Supportive Service Policy was made by Ted Piazza and seconded by Brad Hurley. All were in favor and the Motion carried.

The committee also reviewed possible support services to consider adding to the policy. Staff will do additional research to make recommendations at a later date.

Outreach and Opportunities Committee: (John) Glad Castellaw reported the committee met January 28, 2019 with 6 members plus staff and contractors present. The Committee reviewed TCAT Paris's Outdoor Power Equipment which is due for renewal for the Eligible Training Provider List. There have been no issues with the program and the labor market information continues to show positive growth, so the Committee recommended continued approval of all of all programs.

- **MOTION:** A motion to approve Eligible Training Provider List Renewals was made by Glad Castellaw and seconded by Gary Reasons. All were in favor and the Motion carried.

The committee also reviewed changes to the Work-Based Training Policy in order to align the pay for participants in transitional jobs and Youth Work Experience (YWE). Currently YWE participants are paid \$8.00 per hour while transitional job participants are paid at the higher of 80% of the starting rate of the position being performed or minimum wage. YWE is a priority for our program but the difference in pay makes it not always the ideal choice for participants who may be eligible for either program. The committee recommended changing the policy so that participants in both programs are paid at the higher of 80% of the starting rate of the position being performed or a minimum of \$8.00 per hour.

- **MOTION:** A motion to approve the Work-Based Training Policy changes was made by Glad Castellaw and seconded by Gary Reasons. All were in favor and the Motion carried.

The committee also heard updates on special grant programs including the Bongards Creamery Community Grant, the DSCC Delta Healthcare Grant Partnership (which is still pending), and the National Emergency Grant to address the Opioid Crisis. On Special Populations, the committee reviewed the Target populations report detailing numbers served for priority populations, REAP updates, a new 2 stage approach for YWE for non-profit before being placed with potential employer, Re-Entry Advanced Manufacturing programs (RAMP) at local jails, and a new local and regional corrections partnership as part of the local and regional plans.

Executive Committee: Ted reported the committee met January 30, 2019 attended by 5 members, in addition to staff. The committee heard updates and reviewed a policy change that have already been discussed.

Local and Regional Planning Updates: Jennifer Bane stated that during the development of the local and regional plans, a conference call was held to discuss the local plan with partners and board members on December 18th. The regional planning council met January 15th to address the regional plan encompassing the Northwest, Southwest, and Greater Memphis local areas. The local and regional plan was submitted on the January 18th due date and plan presentations were made at the State Workforce Board Meeting on February 8th. The local plan was very well received with positive comments regarding REAP, RAMP, Work-Ready Communities, and Certified Production Training. None of the local or regional plans were approved by the State Workforce Board. We received corrections to be made to both the local and regional plans, due March 13th, and participated in technical assistance calls with State staff for both the local and

regional plans on February 14th. Most changes involved the state asking for more detail on certain items. We were originally allowed only 25 pages, but they have allowed us to add to this in order to address their requests for more information. The local plan revisions requested changes to several policies, but we have only received guidance regarding one specific change to the Individual Training Account (ITA) Policy. Our current policy is that in order for a student to get a scholarship they have to be considered full-time. Since other state programs like TN Reconnect allow for part-time participants, the State staff have directed us that our policy should align with other programs. To do, staff propose to revise the policy to state that a student must be considered at least part-time by the training institution to receive funding.

- **MOTION: A motion to approve the Individual Training Account Policy change was made by John Bucy and seconded by John Penn Ridgeway. All were in favor and the Motion carried.**

Jennifer Bane explained that in addition to the ITA policy change, the State staff requested we address how childcare, and other needs such as housing, are addressed by the local area. Great effort is taken by the Northwest area to leverage resources and avoid duplication of services in order to maximize funds and opportunities for customers. In addition to the supportive services offered by Title I, referrals are currently made to partner programs for childcare assistance, housing, and other supportive services. Based on feedback from the State staff, Jennifer proposed three options to consider:

- 1) Continue offering these services through referrals to partner programs while enhancing efforts to track referrals to ensure customers referred qualify for and receive the needed services;
- 2) Develop a policy to fully fund childcare expenses; or
- 3) Develop a broader “emergency” supportive services offering to allow participants to receive up to a certain amount to address emergency supportive services needs to include childcare and housing, as well as other items such as medical expenses or car repairs.

There was much discussion regarding the implications and difficulties of funding childcare, including the potential large cost. This concern has already been raised with the State staff and they have indicated that it may be necessary to fund less people in order to provide all the services needed by the customers being served. This funding would be in addition to ITA funds, but due to low unemployment rates and other funding programs, ITA and travel spending are down as we see fewer people returning to school. If funds aren’t being spent on these services, then they may need to be spent on other services in order to continue meeting the required Minimum Participant Cost Rate (MPCR), which is currently 40% of program expenditures. Other issues discussed included ensuring funds are only spent as last-dollar, allowing participants to receive funds directly but only to be spent on State-approved daycare facilities, managing the decisions as to who receives childcare or other emergency supportive services, providing enough funding for childcare during the school term as well as over breaks and holidays since individuals will still be required to pay,

After much discussion, several next steps were identified to include:

1. Gather information from other local areas regarding childcare assistance and other support services, including utilization of such services (Southwest’s policy has already been reviewed by the American Job Center sub-committee).
2. Evaluate the potential need for childcare services / number affected by reviewing current participant caseloads as well as surveying potential customers and / or those not enrolled.
3. Identify methods for ensuring any additional services approved by the board are utilized only as last-dollar funding.
4. Evaluate potential impact of additional costs (based on information gathered by staff and presented to the board, childcare averages \$100 per week) and methods for distributing funds (i.e. directly to participants, not daycare centers, to be used only on state-approved daycares, not family members).
5. Consider a potential structured supportive services “emergency fund” to include services beyond childcare, such as vehicle repair, housing, medical services, etc.

- **MOTION: John Bucy motioned to recommend staff to look into emergency fund or funding childcare, maintaining that we remain last dollar. John Penn Ridgeway seconded and the motion carried.**

Other Business and Updates: Jennifer Bane asked that anyone who would like to be on the Certification of American Job Centers team to let her know. Jennifer also stated that PAR was here the full week of the 11th, but are not finished yet. We are still waiting on an exit conference date. Also, as a result of the realignment, the state hired a third party to make sure each local area is capable and fully staffed to run the program. This is scheduled to occur the end of April into the beginning of May.

Lindsay Frilling mentioned the Obion County Joint Economic Development Council has received a grant that will be used to offer soft skills training for 8th graders in all of the northwest region. Lindsay reported that they have received great feedback while already offering this program in Obion County. She is also working with UT Martin to schedule an agriculture conference highlighting the area as a prime location for food processing and agribusiness. The event will be held October 10th in conjunction with UT Martin's agriculture career fair for the students, which is a service for businesses, but also focuses on getting students employed.

Future 2019 Meeting Dates

May 21, 2019, *NWTNDD Martin, TN*; August 27, 2019, *TBD*; November 19, 2019, *TBD*

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

Provider: DYERSBURG STATE COMMUNITY COLLEGE

Self Service Education Program Details

Data indicates this item was changed 03/25/2019. [[View History](#)]

Data indicates this item was changed 03/25/2019. [[View Detail History](#)]

Program / Service Details

* Status:	Active
* Service Name:	Pharmacy Technician
* Service Description:	A program that prepares individuals, under the supervision of a pharmacist, to prepare medications, provide medications and related assistance to patients, and manage pharmacy clinical and business operations.
* Service Type:	PS - CRS
* Alternate Service Type:	Not Applicable
* State Use 1:	
* State Use 2:	
* State Use 3:	
* State Use 4:	
* State Use 5:	
* Green Job Training:	
* This program of study leads to:	An industry-recognized certificate or certification
* This program leads to a postsecondary credential or degree:	Yes
* Ciptcode:	510805 - Pharmacy Technician/Assistant.
* Date Program First Offered:	08/28/2017
* WIOA Program:	This is a WIOA Program.
* Pell Grant Eligible:	No
* Is this program in a partnership with business?	No
* Program-Business Partnership Description:	
* LWIA Submitted:	
* Completion Level:	
* Attain Credential:	Occupational Skills certificate or credential
* Other Credential Type:	
* Certification/License Title:	Certified Pharmacy Technician
* Certification/License Type:	National Certification or License
* Grievance Procedure:	
* Refund Policy:	The student must request refund 3 days prior to the beginning of class for a full refund.
* Class Frequency:	
* Duration:	60 Hours
* Day or Night Classes:	Night
* Weekend Classes:	
* Class Time:	50 Hours
* Lab Time:	0 Hours
* Other Time:	10 Hours
* Class Size:	Minimum: 3 Maximum: 20

- * **Number of Instructors:**
- * **Drug/Alcohol Screening Required:** No
- * **Describe the qualifications of all instructors in 800 characters or less:** Certified pharmacist registered with the Board of Pharmacy
- * **Describe the minimum entry level requirements or prerequisites in 800 characters or less:** The student is required to have a high school diploma or GED.
- * **Describe any equipment used in this program and its adequacy and availability in 800 characters or less:**
- * **Please provide a reasonable explanation regarding why this is a new program:** There is a need for this type of job to be filled in the West TN area per research information. The program was created to fill the demand.
- * **Projected hourly wage after Program Completion:** \$ 14.68
- * **Accessibility:** On-Site Parking
Disabled Student Access

Program Credentials

- * **Number of credits:**
- * **Credit earned duration:**

External Approvals

- * **State Approving Agency:** Tennessee Board of Regents
- * **State Approving Agency Status:** Approved
- * **State Approving Agency Approval Expiration Date:** 06/30/2020

- * **Staff Created ID:** [7940028]
- * **Date Created:** 03/22/2019
- * **Staff Last Edited ID:** [7940028]
- * **Date Last Edited:** 03/25/2019

[[Edit Program / Service Details](#)]

Program / Service Registered Apprenticeship

Registered Apprenticeship

- * **Is this Education Program a Registered Apprenticeship?** No

[[Edit Program Registered Apprenticeship](#)]

Program / Service Occupations

BRIGHT OUTLOOK Indicates a bright outlook occupation.

Code	Occupation Title	Provider Title
29205200	Pharmacy Technicians <small>BRIGHT OUTLOOK</small>	Dyersburg State Community College

[[Edit Occupation Details](#)]

Program / Service Cost Details

Cost Title	Cost Value
Total CRS Training Costs	\$995.00
Tuition/Fee	\$800.00
Books	\$70.00
Tools	\$7.00
Other Costs	\$118.00
Comments	The total program is \$995.00. The student will take a state board exam once the course is complete.
Total Amount	\$995.00

[\[Edit Cost Details \]](#)**Program / Service Locations**

Address	Bill Address
DYERSBURG STATE COMMUNITY COLLEGE 1510 Lake Rd Dyersburg, TN - 38024	1510 Lake Rd Dyersburg, TN - 38024
DYERSBURG STATE COMMUNITY COLLEGE - JIMMY NAIFEH CENTER 3149 Highway 51 South Covington, TN - 38019	

[\[Edit Location Details \]](#)**Program / Service Skills**

Selected Skills
<p>apply drug information to patient treatment</p> <p>calculate medical dosages</p> <p>dispense prescribed medications and pharmaceuticals</p> <p>explain uses or effects of drugs</p> <p>maintain record of medication or equipment dispensed to patient</p> <p>understand drug products</p> <p>understand pharmaceutical formulas</p> <p>understand properties or composition of drugs</p> <p>use sanitation practices in health care settings</p>

[\[Edit Program Skills \]](#)**Program / Service Performance**

PY	Program	Completion Rate	Employment Rate (Exiters)	Employment Rate (Completers)	Employment Rate Related Occupation	Credential Rate	Employment Rate 2nd Quarter after Exit	Employment Rate 4th Quarter after Exit	Average Wage	MEDIAN hourly wage
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No data available

[[Edit Program Performance](#)]

Program / Service Application Confirmation

Agreed to the confirmation statement: Yes

Submit program for WIOA Approval: Yes

[[Edit Confirmation](#)]

Program / Service Review Status

This program / service has not been reviewed.

WIOA-Program has not been enabled for ITA-Approved Status.

Review Date:

Application Status: Applied For

Review Status: Not Reviewed

Reapplication Date:

Eligibility Type:

Expiration Date:

[[Edit Program Review](#)]

Pharmacy Technician Occupation Snapshot

Emsi Q1 2019 Data Set

April 2019

Northwest Tennessee Workforce Board



708 E. Court Street
Dyersburg, Tennessee 38024

Parameters

Occupations

Code	Description
29-2052	Pharmacy Technicians

Regions

19 items selected. See Appendix A for details.

Timeframe

2018 - 2028

Datarun

2019.1 – QCEW Employees, Non-QCEW Employees, and Self-Employed

Pharmacy Technicians in 19 Counties

Pharmacy Technicians (SOC 29-2052): Prepare medications under the direction of a pharmacist. May measure, mix, count out, label, and record amounts and dosages of medications according to prescription orders.

Sample of Reported Job Titles: Pharmacy Technician (Pharmacy Tech), Certified Pharmacy Technician (CPhT), Technician, Inventory Specialist Technician, Senior Pharmacy Technician, Lead Pharmacy Technician (Lead Pharmacy Tech), Lead Pharmacy Tech, Certified Pharmacy Technician (Lead Pharmacy Tech, CPhT), Compounding Technician, Billing and Quality Technician, Accredited Pharmacy Technician

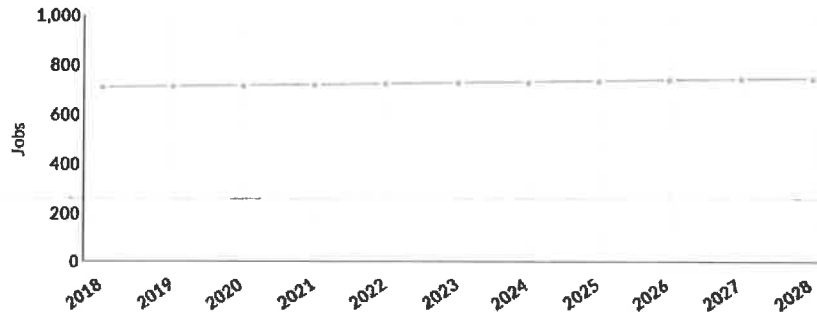
Related O*NET Occupation: Pharmacy Technicians (29-2052.00)

Occupation Summary for Pharmacy Technicians

708 Jobs (2018) 20% above National average	5.4% % Change (2018-2028) Nation: 11.7%	\$13.95/hr Median Hourly Earnings Nation: \$15.27/hr
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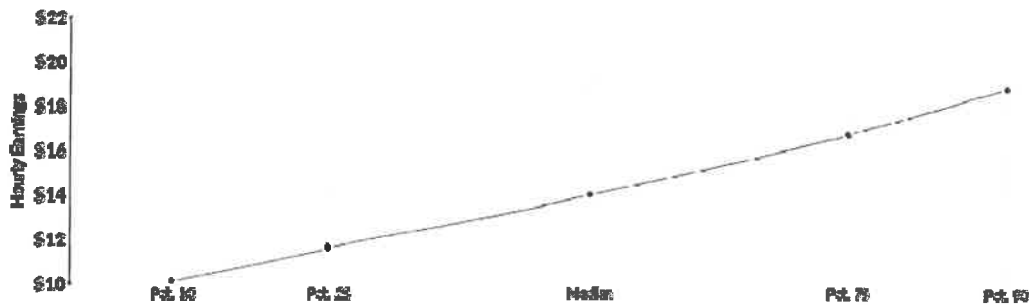
Growth for Pharmacy Technicians (29-2052)

708	746	38	5.4%
2018 Jobs	2028 Jobs	Change (2018-2028)	% Change (2018-2028)

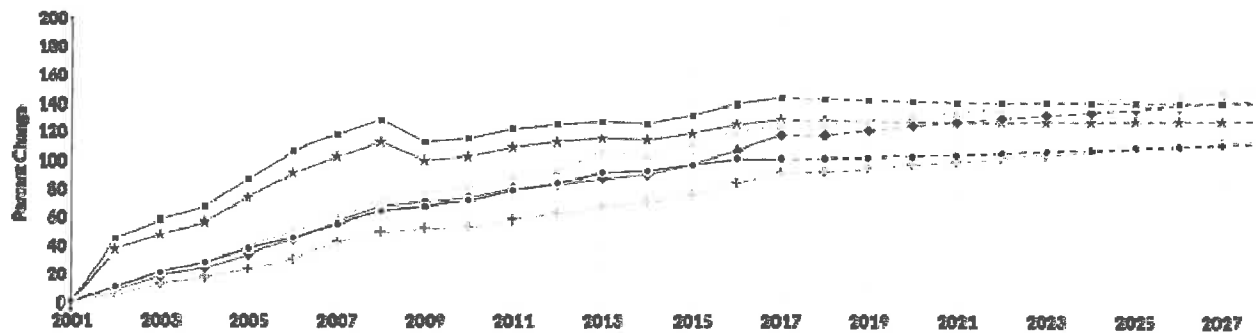


Percentile Earnings for Pharmacy Technicians (29-2052)

\$11.57/hr	\$13.95/hr	\$16.72/hr
25th Percentile Earnings	Median Earnings	75th Percentile Earnings



Regional Trends



Region

2018 Jobs

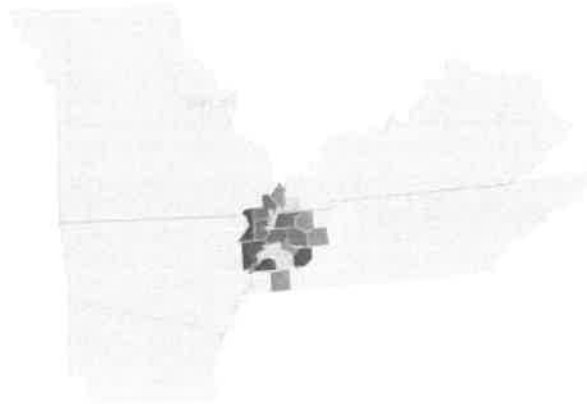
2028 Jobs

Change

% Change


	Region	2018 Jobs	2028 Jobs	Change	% Change
•	Region	708	746	38	5.4%
•	West TN	2,762	2,736	-26	-0.9%
•	Northwest TN	239	268	29	12.1%
•	State	35,107	39,304	4,197	12.0%
•	Nation	420,416	469,649	49,233	11.7%
•	All Counties	3,258	3,263	5	0.2%

Regional Breakdown



County	2028 Jobs
Madison County, TN	176
Dunklin County, MO	65
Tipton County, TN	60
Mississippi County, AR	59
Gibson County, TN	54

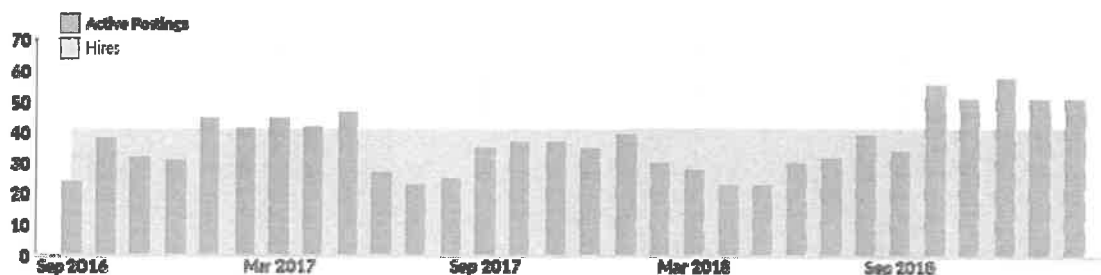
Job Postings Summary

225 Unique Postings 721 Total Postings	3 : 1 Posting Intensity Regional Average: 3 : 1 	30 days Median Posting Duration Regional Average: 23 days
---	--	--

There were **721** total job postings for your selection from January 2018 to February 2019, of which **225** were unique. These numbers give us a Posting Intensity of **3-to-1**, meaning that for every 3 postings there is 1 unique job-posting. This is close to the Posting Intensity for all other occupations and companies in the region (3-to-1), indicating that they are putting average effort toward hiring for this position.

Job Postings vs. Hires

39 Avg. Monthly Postings (Jan 2018 - Feb 2019)	41 Avg. Monthly Hires (Jan 2018 - Feb 2019)
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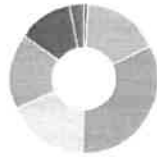
Occupation	Avg Monthly Postings (Jan 2018 - Feb 2019)	Avg Monthly Hires (Jan 2018 - Feb 2019)
Pharmacy Technicians	39	41

Occupation Gender Breakdown



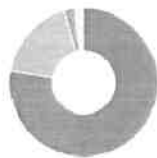
Gender	2018 Jobs	2018 Percent
Males	122	17.2%
Females	586	82.8%

Occupation Age Breakdown



	Age	2018 Jobs	2018 Percent	
•	14-18	7	0.9%	
•	19-24	120	17.0%	■
•	25-34	229	32.4%	■
•	35-44	129	18.3%	■
•	45-54	117	16.5%	■
•	55-64	83	11.7%	■
•	65+	23	3.2%	■

Occupation Race/Ethnicity Breakdown



	Race/Ethnicity	2018 Jobs	2018 Percent	
•	White	550	77.7%	■
•	Black or African American	127	18.0%	■
•	Hispanic or Latino	16	2.3%	■
•	Asian	9	1.3%	■
•	Two or More Races	4	0.6%	■

	Race/Ethnicity	2018 Jobs	2018 Percent
•	American Indian or Alaska Native	1	0.2%
•	Native Hawaiian or Other Pacific Islander	0	0.0%

National Educational Attainment



	Education Level	2018 Percent
•	Less than high school diploma	1.8%
•	High school diploma or equivalent	20.1%
•	Some college, no degree	34.7%
•	Associate's degree	21.6%
•	Bachelor's degree	18.2%
•	Master's degree	2.5%
•	Doctoral or professional degree	1.1%

Occupational Programs

	2 Programs (2017)	39 Completions (2017)	61 Openings (2017)
CIP Code	Program	Completions (2017)	
51.0000	Health Services/Allied Health/Health Sciences, General	39	
51.1103	Pre-Pharmacy Studies	0	

Industries Employing Pharmacy Technicians

Industry	Occupation Jobs in Industry (2018)	% of Occupation in Industry (2018)	% of Total Jobs in Industry (2018)
Pharmacies and Drug Stores	370	52.2%	31.3%
Hospitals (Local Government)	62	8.8%	1.2%
Supermarkets and Other Grocery (except Convenience) Stores	55	7.7%	1.6%
Warehouse Clubs and Supercenters	52	7.4%	1.9%
General Medical and Surgical Hospitals	39	5.5%	1.4%

Appendix A - Regions

Code	Description
5093	Mississippi County, AR
21075	Fulton County, KY
21105	Hickman County, KY
29069	Dunklin County, MO
29133	Mississippi County, MO
29143	New Madrid County, MO
29155	Pemiscot County, MO
47017	Carroll County, TN
47033	Crockett County, TN
47045	Dyer County, TN
47047	Fayette County, TN
47053	Gibson County, TN
47075	Haywood County, TN
47095	Lake County, TN
47097	Lauderdale County, TN
47113	Madison County, TN
47131	Obion County, TN
47167	Tipton County, TN
47183	Weakley County, TN

Appendix B - 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

Provider Name	Program Title	CIP Code	CIP Title	Completion Level	Create Date	App Status	App Review Status	App Review Date	Reviewed By	Expiration Date
TENNESSEE COLLEGE OF APPLIED TECHNOLOGY AT MCKENZIE	Major Appliance Repair	470106	Appliance Installation and Repair Technology/Technician.	TTC Diploma	05/08/2018	WIOA Approved	Eligible	08/28/2018	Speer, Laura	8/28/2019

Occupation Snapshot

Emsi Q1 2019 Data Set

April 2019

Northwest Tennessee Workforce Board



708 E. Court Street
Dyersburg, Tennessee 38024

Parameters

Occupations

Code	Description
49-9031	Home Appliance Repairers
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers

Regions

Code	Description
47005	Benton County, TN
47017	Carroll County, TN
47053	Gibson County, TN
47077	Henderson County, TN
47079	Henry County, TN
47183	Weakley County, TN

Timeframe

2019 - 2024

Datarun

2019.1 – QCEW Employees, Non-QCEW Employees, and Self-Employed

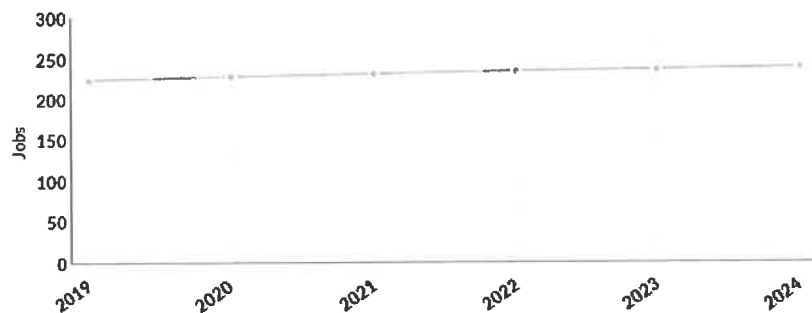
2 Installation, Maintenance, and Repair Occupations in 6 Tennessee Counties

Occupation Summary for 2 Installation, Maintenance, and Repair Occupations

224 Jobs (2019) 38% above National average	6.3% % Change (2019-2024) Nation: 6.9%	\$16.22/hr Median Hourly Earnings Nation: \$20.91/hr
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Growth

224 2019 Jobs	238 2024 Jobs	14 Change (2019-2024)	6.3% % Change (2019-2024)
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Occupation	2019 Jobs	2024 Jobs	Change	% Change
Heating, Air Conditioning, and Refrigeration Mechanics and Installers (49-9021)	211	224	13	6%
Home Appliance Repairers (49-9031)	12	14	2	17%

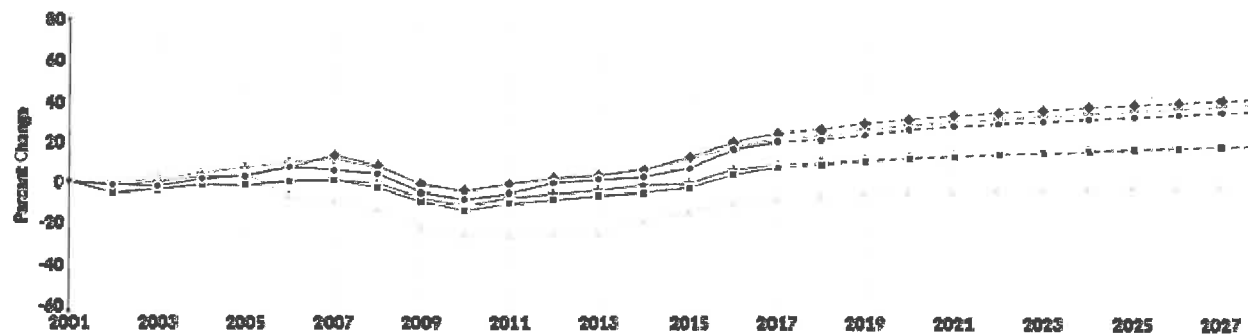
Percentile Earnings

\$14.55/hr 25th Percentile Earnings	\$16.22/hr Median Earnings	\$19.02/hr 75th Percentile Earnings
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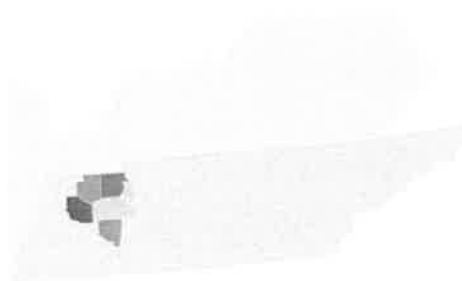
Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Heating, Air Conditioning, and Refrigeration Mechanics and Installers (49-9021)	\$14.85	\$16.43	\$19.22
Home Appliance Repairers (49-9031)	\$9.66	\$10.35	\$11.35

Regional Trends




	Region	2019 Jobs	2024 Jobs	Change	% Change
•	Region	224	238	14	6.3%
•	West TN	2,387	2,499	112	4.7%
•	Northwest TN	306	316	10	3.3%
•	State	9,927	10,591	664	6.7%
•	Nation	407,928	436,006	28,078	6.9%
•	All Counties	2,721	2,839	118	4.3%

Regional Breakdown



County	2024 Jobs
Gibson County, TN	64
Henry County, TN	47
Weakley County, TN	40
Henderson County, TN	34
Benton County, TN	28

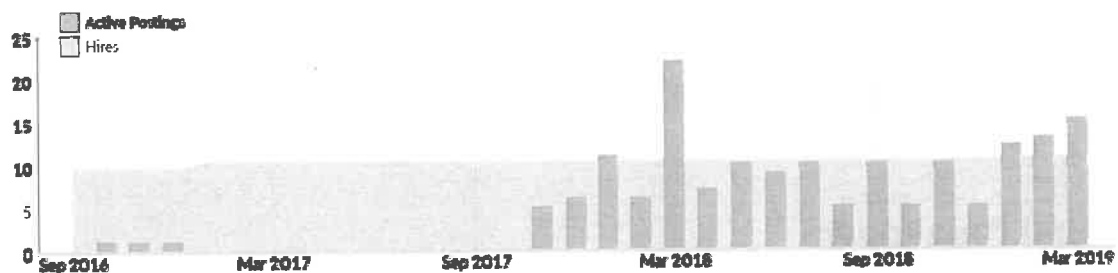
Job Postings Summary

22 Unique Postings 80 Total Postings	4 : 1 Posting Intensity Regional Average: 3 : 1 	12 days Median Posting Duration Regional Average: 22 days
---	--	--

There were **80** total job postings for your selection from January 2019 to March 2019, of which **22** were unique. These numbers give us a Posting Intensity of **4-to-1**, meaning that for every 4 postings there is 1 unique job posting. This is close to the Posting Intensity for all other occupations and companies in the region (3-to-1), indicating that they are putting average effort toward hiring for this position.

Job Postings vs. Hires

13 Avg. Monthly Postings (Jan 2019 - Mar 2019)	11 Avg. Monthly Hires (Jan 2019 - Mar 2019)
--	---



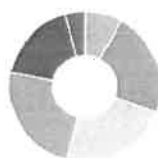
Occupation	Avg Monthly Postings (Jan 2019 - Mar 2019)	Avg Monthly Hires (Jan 2019 - Mar 2019)
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	13	10
Home Appliance Repairers	0	0

Occupation Gender Breakdown



	Gender	2018 Jobs	2018 Percent
•	Males	216	98.6%
•	Females	3	1.4%

Occupation Age Breakdown



	Age	2018 Jobs	2018 Percent
•	14-18	0	0.2%
•	19-24	17	7.7%
•	25-34	50	22.6%
•	35-44	51	23.3%
•	45-54	53	24.1%
•	55-64	39	17.6%
•	65+	10	4.4%

Occupation Race/Ethnicity Breakdown

	Race/Ethnicity	2018 Jobs	2018 Percent
•	White	200	91.3%

•	Black or African American	12	5.5%	■
•	Hispanic or Latino	6	2.7%	■
•	Two or More Races	1	0.3%	■
•	Asian	0	0.2%	■
•	American Indian or Alaska Native	0	0.0%	■
•	Native Hawaiian or Other Pacific Islander	0	0.0%	■

Occupational Programs

1		14	24
Programs (2017)		Completions (2017)	Openings (2017)
CIP Code	Program	Completions (2017)	
47.0201	Heating, Air Conditioning, Ventilation and Refrigeration Maintenance Technology/Technician	14	

Industries Employing 2 Installation, Maintenance, and Repair Occupations

Industry	Occupation Group Jobs in Industry (2018)	% of Occupation Group in Industry (2018)	% of Total Jobs in Industry (2018)
Plumbing, Heating, and Air-Conditioning Contractors	108	49.3%	27.8%
Fuel Dealers	<10	4.4%	12.7%
Local Government, Excluding Education and Hospitals	<10	3.6%	0.2%
Other Personal and Household Goods Repair and Maintenance	<10	3.0%	9.5%
Elementary and Secondary Schools (Local Government)	<10	2.8%	0.1%

Appendix A - Data Sources and Calculations

Location Quotient

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

Occupation Data

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

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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

Work Experience

WIOA and 20 CFR § 681.590(a) require that a minimum of 20 percent of local area funds for the Title I Youth program be spent on work experience. As explained in 20 CFR § 681.590(b), local area administrative costs are not subject to the 20 percent minimum work experience expenditure requirement. Work experience is defined as paid (subsidized) or unpaid work experience that is a planned, structured learning experience in a workplace for a limited period of time. This experience provides participants with opportunities for career exploration and skill development. Work experience must include academic and occupational education (20 CFR 681.600[a-b]). Paid Work Experiences will be paid through the program at the higher of 80% of the starting rate of the position being performed or a minimum of \$8.00 per hour wage. For instance, a participant working in a Production position which pays \$10 per hour would be paid \$8.00 per hour for the duration of the work experience (\$10.00 X 0.8 = \$8.00 per hour). (Examples: Starting wage = \$9; \$9 x 0.8 = \$7.20; pay = \$8.00; or starting wage = \$11; \$11 x 0.8 = \$8.80; pay = \$8.80).

WIOA identifies four categories of work experience: (1) summer employment opportunities and other employment opportunities available throughout the school year; (2) pre-apprenticeship programs; (3) internships and job shadowing; and (4) on-the-job training (OJT) opportunities as defined in WIOA Section 3(44) and in 20 CFR § 680.700. Eligible WIOA youth program participants may participate in more than one work experience program (i.e. summer employment, job shadowing, pre-apprenticeship) over the duration of their program participation (20 CFR 681.600[c]).

- Job shadowing is a work experience option where youth learn about a job by “walking through the work day as a shadow” to become competent workers. The job shadowing work experience is temporary, unpaid exposure to the workplace in an occupational area of interest to the youth.

Per WIOA sec. 134(c)(2)(A)(xii)(VII), Adults and Dislocated Workers may receive Individualized Career Services, if determined to be appropriate in order for an individual to obtain or retain employment, that may consist of internships and work experience that are linked to careers. According to 20 CFR § 680.180, for the purposes of WIOA sec. 134(c)(2)(A)(xii)(VII), an internship or work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Internships and other work experience may be paid or unpaid, as appropriate and consistent with other laws, such as the Fair Labor Standards Act. An internship or other work experience may be arranged within the private for profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists. Transitional jobs are a type of work experience, as described in §§ 680.190 and 680.195. In the event that an individual between the ages of 18 and 24 does not qualify as a Youth to be able to participate in a Youth Work Experience position, the individual may be enrolled in the Work Experience position as an Adult or Dislocated Worker as described above.

Work experience expenditures are recorded in the NWTNWB accounting system of record and tracked monthly, both on internal documents and required State reports.

Reference: 20 CFR 680.700(b); 20 CFR 680.840; Federal Register Vol. 81, No. 161, Page 56117; TEGL 03-15 (specifically “Training Contracts” on pages 9-10); WIOA Section 181(b)(2)(A); WIOA Section (d)(2); WIOA Section 188(a)(3); WIOA sec. 134(c)(2)(A)(xii)(VII); 20 CFR § 680.180.

Related TDLWD Policy: Incumbent Worker Training Grants Policy; Work-Based Training Guidance (pages 3 & 10)

Vetted and Approved by the Northwest Tennessee Workforce Board: ~~March-8~~ May 21, 2019

Supportive Services

Effective Date: ~~February 26~~ May 21, 2019

Duration: Indefinite

Purpose: To provide policy for providing supportive services for eligible participants.

Policy: As defined in the WIOA, Supportive Services means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under the act. The Northwest TN Workforce Board, through the regional planning process and in compliance with TDLWD policy, recognizes that Supportive Services are limited and must be leveraged with other local and state resources. Supportive services should only be provided when the services are not available elsewhere, since WIOA is considered funding of last resort. Funds allocated to a local area (WIOA Section 133) may be used to provide supportive services to Adults and Dislocated Workers who:

- (1) Are participating in programs with activities authorized in WIOA Section 134(c)(1)(A)(ii) or WIOA Section 134(c)(1)(A)(iii);
- (2) Have exited and need post-program support services as follow-up (for up to 12 months after exit); and
- (3) Are unable to obtain such supportive services through other programs providing such services.

Supportive services for youth, as defined in WIOA Section 3(59), are services that enable an individual to participate in WIOA activities.

Participants in WIOA programs who face significant barriers to employment, such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient, should be given service according to their level of need.

Supportive Services are not entitlements and must be supported by demonstration of financial need. The participant's need for services will be documented in the case file; participants enrolled in individualized career or training services and must demonstrate need in the Individual Employment Plan or Individual Service Strategy. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available. Support services activities and supporting case notes will be entered into VOS by AJC staff.

Allowable Support Services

According to 20 CFR § 680.900 and § 681.570, Supportive Services for Adults, Dislocated Workers, and Youth may include, but are not limited to, the following:

- (a) Linkages to community services;
- (b) Assistance with transportation;
- (c) Assistance with child care and dependent care;
- (d) Assistance with housing;
- (e) Needs-related payments, as described at §§ 680.930, 680.940, 680.950, 680.960, and 680.970;
- (f) Assistance with educational testing;
- (g) Reasonable accommodations for individuals with disabilities;
- (h) Legal aid services;
- (i) Referrals to health care;
- (j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;

- (k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- (l) Payments and fees for employment and training-related applications, tests, and certifications.

The allowable support services as described below will be made available in the following manners:

Referral and Coordination

The One-Stop Operator and Service Provider(s) shall ensure procedures are in place to coordinate support services through linkages to community services and through partner referral to avoid duplication and ensure Title I funds are last-dollar and are only used to provide supportive services when the services / funds are not available elsewhere. ~~for the following:~~

- ~~linkages to community services;~~
- ~~assistance with childcare and dependent care;~~
- ~~assistance with housing;~~
- ~~reasonable accommodations for youth with disabilities;~~
- ~~legal aid services;~~
- ~~referrals to healthcare;~~

Payments on Behalf of / to Participants

The following support services will be paid on behalf of the participant, directly to the service provider, unless otherwise noted. As noted below, in certain cases (e.g. Child or Dependent Care or Housing, Legal, and Medical Services) payments must be made directly to the participant as a reimbursement. If the participant has a support service need but cannot afford to make the payment to be reimbursed, the Career Service Provider may submit a request to the One-Stop Operator who will submit it for approval by the Northwest TN Workforce Board Executive Director for payments to be made directly to the participant as an advance. Participants must complete a written request and sign an agreement stating that the funds will only be used for the identified purpose and that receipts of purchases / services obtained must be provided by the participant and maintained by staff. The agreement must also acknowledge that failure to provide appropriate receipts / documentation will result in all funding being suspended for the participant until such documentation is provided. The agreement must be maintained by staff and the purpose of the payment and the approval must be documented in case notes. Duration, unless otherwise noted, is limited to approved terms of participation in programs with activities authorized in WIOA Section 134(c)(1)(A)(ii) or WIOA Section 134(c)(1)(A)(iii); or have exited and need post-program support services as follow-up (i.e. support services for occupational skill training would be limited to up to two years). Amounts are limited to actual cost, subject to a combined \$1,500 maximum, unless other limitations are set out in this policy. Documentation of support service costs, issued by the training provider and / or vendor, must be maintained in the participant's case file.

Supplies, Uniforms, Accommodations, and Testing

***Payments for these supportive services should be made to the vendor, preferably, or to the participant as a reimbursement, unless otherwise approved.*

- assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear needed to be successful in occupational skills training, on-the-job training, transitional jobs, pre-vocational services, or work experience activities;
- assistance with books, fees, school supplies, and other necessary items, such as drug screens and background checks, for students enrolled in postsecondary education classes, subject to the maximum

ITA amount for required books, fees, and supplies, and up to the \$1,500 combined maximum for other basic supplies that are not mandatory but may be necessary such as calculators, backpacks, printing / copying fees, and parking passes;

- assistance with educational testing;
- payments and fees for employment and training-related applications, tests and certifications.
- ~~Work related support service up to \$300 one time only payment for uniforms, drug screens, background checks, supplies, etc. needed to be successful in on-the-job training, transitional jobs, pre-vocational services, or work experience activities.~~
- Reasonable accommodations for individuals with disabilities.

Housing, Legal, and Medical Services

****Payments for these supportive services must be made to the participant as a reimbursement, unless otherwise approved.**

- Assistance with housing, excluding rental deposits or mortgage payments, to allow participants to maintain or obtain adequate or temporary shelter, and related costs such as utilities and / or phone / internet plans, when an emergency arises while actively participating in career or training activities which would prevent the continuation of their attendance. The purpose of the funds must be documented and payments made to the participant require a copy of the bill or receipt listing the participant as the debtor attached to the authorization. Rent payments will require a copy of a lease agreement naming the participant.
- Legal aid services;
- Medical / health care and counseling services such as required immunizations, dental services, ophthalmologist services, eye glasses, hearing aids, drug and alcohol counseling, mental health counseling, behavioral counseling, etc.

Assistance with Child and / or Dependent Care

****Payments for these supportive services must be made to the participant as a reimbursement, unless otherwise approved.**

Assistance with childcare for children under the age of 12 and dependent care for children over the age of 12 who have a disability, elderly parents, etc., may be utilized to help a participant meet their family care needs during WIOA Title I program participation. Child and dependent care services must be provided by a licensed facility and selected by the participant. Services will be payable at a maximum rate of \$100 per child / dependent per week, not to exceed actual cost, up to the \$1,500 combined maximum. Since supportive services must only be provided as last-dollar funds, participants who appear to possibly meet requirements for other childcare or dependent care services, such as those available through the Department of Human Services, Headstart, school district pre-k programs, TennCare Choices, etc., must first make application to those programs and provide proof of denial prior to being approved for Title I child or dependent care services. Participants must provide documentation of child / dependent status, such as a birth certificate, guardianship documents, etc. and must complete a release stating that the parent / caregiver is the one deciding on their child / dependent care provider and that the LWDB and Career Service Provider are not liable for issues that may arise.

Transportation Assistance

The LWDA will provide transportation assistance for an eligible WIOA participant attending an LWDA approved training provider and program for occupational skills training or for Out-of-School youth to the worksite for the first 30 days of employment. The transportation assistance will be paid through a stipend payment paid at intervals consistent with the training provider terms or a one-time only payment for Out-of-School youth in work experience. Out of School Youth who transitioned from an In-School Youth Program and choose a

University Parallel program of study may receive support services, including transportation assistance, in order to complete the goals established in the individual service strategy. Subsequent ITA funding will require the participant, program and provider to meet all local/state criteria.

The payment will be based on **exact costs calculated at a rate of \$.15 per mile one-way unit per day, converted to roundtrip (not subject to the \$1,500 maximum)**. Participants receiving transportation assistance from another organization (i.e. Workforce Essentials) are not eligible to receive a full transportation stipend from WIOA. As last dollar funds, all other programs must pay first before WIOA funds can be authorized.

In the event that a participant is receiving travel funding from another program, the total amount anticipated to be received in transportation assistance from the other agency must be deducted from the transportation assistance amount WIOA expects to pay.

To be eligible for this stipend, one must be in good standing and making satisfactory progress, be a fulltime student with no more than 1/2 of the credit hours being for remedial / developmental classes, must not drop or be removed from a course without notifying and providing needed information to the WIOA staff member regarding this action, etc.

Participants may receive a travel stipend for the first 30 days of a transitional job or work experience activity to offset their gas expenses until they have received one month of pay, at which time, they should have been able to budget money out of their paychecks to pay for their own gas expenses. In the event a transitional job or work experience position requires the participant to travel, the travel stipend may be extended through the duration of the work experience or transitional job.

Additionally, required auto repair, insurance, and / or driver license fee payments may be made, subject to the combined \$1,500 maximum, in response to an immediate need, in order to allow a participant to continue to participate in employment and training activities. Normal vehicle maintenance costs are not allowed. If a participant is personally repairing his / her personal vehicle, funds may be used to purchase the parts. Auto repair may not exceed the value of the vehicle. Staff should take into consideration if public transportation would be a more feasible option for the participant.

Needs-Related Payments (currently suspended due to funding limitations)

Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training. Needs-related payments may be paid while a participant is waiting to start training classes if the participant has been accepted in a training program that will begin within 30 calendar days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances.

Eligibility Criteria in order to be eligible for needs-related payments:

Adults must:

- (a) Be unemployed;
- (b) Not qualify for, or have ceased qualifying for, unemployment compensation; and (c) Be enrolled in a program of training services under WIOA sec. 134(c)(3).

Dislocated Workers must:

- (a) Be unemployed, and:
 - (1) Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and

- (2) Be enrolled in a program of training services under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- (b) Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA sec. 134(c)(3).

Youth must:

- (a) be co-enrolled into either the Adult or Dislocated Worker programs to qualify for Needs-Related Payments.

Documentation of all eligibility criteria is required and must be maintained in the participant's case file.

Level of Needs-Related Payments

Per § 680.970, the level of needs-related payments is determined as follows:

- (a) The payment level for Adults must be established by the Local WDB.
- (b) For Dislocated Workers, payments must not exceed the greater of either of the following levels:
 - (1) The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
 - (2) The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by Local WDB policies.

Methodology - The Northwest TN Workforce Board has authorized weekly needs-based payments for Adults and Dislocated Workers based on the amount needed for the participant and his / her family to reach the poverty level for the family size, to be adjusted as family income changes, and not to exceed:

- (a) The maximum weekly unemployment compensation benefit amount of \$275 for individuals who have not been determined eligible to receive unemployment benefits.
- (b) The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation.

Example: An applicant is made eligible as an Adult participant as part of a family of four in accordance with the guidelines set forth in the WIOA and relate federal, state, and local guidance. The participant's total family income is \$15,575 per year. The family income is deducted from the poverty level for the family size and converted to weekly rate for needs-related payments as shown below.

\$24,300 per year (Poverty Level for a Family of 4) - \$15,575 per year (Total Annual Family Income)

\$8,725 per year (Amount Needed per Year)

\$8,725 per year / 52 Weeks per Year = \$167.79 Needed per Week

The participant is eligible to receive the full \$167.79 per week since it is less than the maximum weekly unemployment benefit of \$275, and the individual has not drawn unemployment.

Exceptions to Support Services Limits

The One-Stop Operator may grant exceptions to the limits established for supportive services by submitting a written request for individual need, including supporting documentation, to the Executive Director of the Northwest TN Workforce Board. **For example, an individual who has childcare needs expected to exceed the \$1,500 limit may request to use other available funding (i.e. unused ITA funds) to cover the expected costs.** A decision will be rendered within 5 working days.

Unallowable Support Services

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Program Management approval is required and should be documented. Advances against future payments are not allowed. Examples of unallowable services include, but are not limited to:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Entertainment, including tips
- Contributions and donations
- Vehicle or mortgage payments
- Refund deposits
- Alcohol or tobacco products
- Pet food
- Items to be purchased for family or friends
- Out-of-state job search and relocation expenses that will be paid by the prospective employer

Reference: 20 CFR 680.900; 20 CFR 680.970; 20 CFR 681.570; WIOA Section 106(c)(1)(F)

Related TDLWD Policy: LWDA Supportive Services Guidance 5-8-17 (pages 2 and 4)

Vetted and Approved by the Northwest Tennessee Workforce Board: ~~February 26~~ May 21, 2019

Jennifer Bane, Executive Director
Northwest Tennessee Workforce Board

Oversight Committee Review Summary (2nd and 3rd Quarter Comparison)

Issues Observed		Reported as of December 2018	Reported as of March 2019
(1)	Inaccurate Reporting of Financial Financial- reports returned for correction	57	99
(2)	Untimely submissions- missing reporting deadlines and/or frequent requests for extensions		
	-Reporting	14	22
(3)	Systems Reconciliation- recording/maintaining data accurately and timely in State systems	3	3
(4)	Minimum Percentage Requirements		
	40% Minimum Participant Cost Rate (MPCR)	5 of 9 at 40% or greater	5 of 9 at 40% or greater
	75% Out of School Youth (OSY)-P18	8 of 9 at 75% or greater	9 of 9 at 75% or greater
	20% Work Experience- Youth	6 of 8 at 20% or greater	5 of 8 at 20% or greater
	80% Minimum-1st Year Formula Funds		
	-Youth	1 of 9 at 80% or greater	4 of 9 at 80% or greater
	-Adult	2 of 9 at 80% or greater	5 of 9 at 80% or greater
	-Dislocated Worker	2 of 9 at 80% or greater	3 of 9 at 80% or greater

Oversight Committee Review Comments

Fiscal and Performance Metrics

	Northeast	East	Southeast	Southern Middle	Upper Cumberland	Northern Middle	Southwest	Northwest	Greater Memphis	Total
<u>Fiscal Metrics- Re-Aligned Areas (9)</u>										
Inaccurate Reporting of Financial Results 0-4 3 9 and above	11	9	9	23	20	9	4	2	19	4 of 9
Untimely submissions- missing reporting deadlines and/or frequent requests for extensions 0-4 3 9 and above	0	0	9	0	9	6	0	0	13	2 of 9
Not recording/maintaining data accurately and timely in State systems (Jobs4TN, and Grants4TN) as required (Amount listed is the diff between the 2 systems) 1 month or less, greater than 1 month less than 3 months, 3 months or greater	\$ 129,434	\$ 468,272	\$ 122,952	\$ 29,839	\$ 231,400	\$ 11,158	\$ 20,400	\$ 36,809	\$ 598,062	2 of 9
-40% Minimum Participant Cost Rate (MPCR) 40% and above, 89% 89% , 28% and below	44.07%	52.31%	63.02%	67.90%	68.92%	47.88%	85.14%	86.50%	27.74%	1 of 9
-75% Out of School Youth (OSY)-P18 75%-100%, 50% 77% , below 49%	96%	94%	100%	75%	100%	100%	99%	97%	76%	0 of 9
-20% Work Experience - Youth P18 20% and above, 19% 15% , below 14%	32%	25%	18%	0%	44%	30%	18%	36%	0%	1 of 9
-80% Minimum-1st Year Formula Funds										
Youth 80%-100%, 79% 50% , 49% and below	98%	30%	74%	17%	80%	100%	93%	100%	6%	3 of 9
Adult 80%-100%, 79% 50% , 49% and below	88%	82%	100%	87%	91%	100%	100%	94%	22%	1 of 9
Dislocated Worker 80%-100%, 79% 50% , 49% and below	25%	8%	41%	11%	17%	100%	82%	81%	22%	6 of 9
Sub Total	2 of 9	3 of 9	1 of 9	4 of 9	2 of 9	1 of 9	0 of 9	0 of 9	8 of 9	

Fiscal and Performance Metrics

Fiscal Metrics (13 Areas)												
Inaccurate Reporting of Financial Results 0-4, 5 and above												
Untimely submissions- missing reporting deadlines and/or frequent requests for extensions 0-4												
Not recording/maintaining data accurately and timely in State systems (Jobs4TN, and Grants4TN) as required (Amount listed is the diff between the 2 systems) 1. month or less, greater than 1 month less than 3 months, 3 months or greater												
-40% Minimum Participant Cost Rate (MPCR) 40% and above, 20%-39%, 28% and below												
-75% Out of School Youth (OSY)-P18 75% -100%												
-20% Work Experience - Youth P18 20% and above, 10%-19%, below 10%												
-80% Minimum-1st Year Formula Funds Youth 80%-100%, 70%-79%, 49% and below Adult 80%-100%, 70%-79%, 49% and below Dislocated Worker 80%-100%, 70%-79%, 49% and below												
Sub Total												
LWDA 01	LWDA 02	LWDA 03	LWDA 04	LWDA 05	LWDA 06	LWDA 07	LWDA 08	LWDA 09	LWDA 10	LWDA 11	LWDA 12	LWDA 13
1	1	6	0	2	2	8	0	1	1	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
\$1,270,024	\$1,395,898	\$1,027,094	\$1,395,898	\$17,180	\$334,819	\$377,852	\$1,514,470	\$606,043	\$805,223	\$3,067,571		
46%	66%	60%	58%	62%	56%	65%	58%	54%	22%	28%	55%	54%
100%	94%	95%	97%	100%	93%	100%	100%	100%	77%	97%	90%	75%
59%	20%	12%	10%	37%	41%	26%	29%	47%	47%	29%	44%	0%
0%	100%	100%	0%	2%	40%	100%	26%	0%	0%	0%	3%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4 of 9	2 of 9	4 of 9	4 of 9	4 of 9	3 of 9	3 of 9	3 of 9	4 of 9	4 of 9	4 of 9	4 of 9	5 of 9

Fiscal and Performance Metrics

Performance Metrics	East	Greater Memphis	Northeast	Northern Middle	Northwest	Southeast	Southern Middle	Southwest	Upper Cumberland	Total
Adult										
EER 2nd Qtr after exit 83% and above	89.90%	81.90%	94.20%	82.40%	92.90%	93.60%	87.00%	97.10%	92.90%	2 of 9
EER 4th Qtr after exit 83% and above	89.00%	79.60%	91.40%	81.90%	92.20%	90.30%	90.60%	92.30%	92.70%	2 of 9
Med. Earnings \$6,633	\$6,500	\$6,032	\$8,021	\$7,112	\$6,676	\$7,675	\$7,495	\$7,852	\$7,353	2 of 9
Cred. Attainment 58%	75.10%	61.90%	57.60%	78.50%	83.60%	79.10%	31.50%	63.90%	87.50%	2 of 9
MSG (Compared to State aggregate) Baseline										
Sub-Total	47.70%	46.80%	65.20%	55.20%	69.90%	52.60%	55.70%	47.60%	62.10%	
	1 of 5	3 of 5	1 of 5	2 of 5			1 of 5			
Dislocated Worker										
EER 2nd Qtr after exit 81% and above	85.80%	81.00%	93.30%	85.50%	91.30%	90.30%	89.60%	100.00%	90.90%	0 of 9
EER 4th Qtr after exit 81% and above	94.70%	85.20%	93.10%	84.50%	90.00%	89.80%	88.10%	100.00%	90.00%	0 of 9
Med. Earnings \$6,900 and above	\$6,349.00	\$7,344.00	\$7,607.00	\$8,878.00	\$6,945.00	\$8,631.00	\$8,084.00	\$9,122.00	\$7,800.00	1 of 9
Cred. Attainment 69% and above	79.40%	75.80%	82.50%	75.10%	86.50%	87.10%	84.60%	83.30%	82.80%	0 of 9
MSG (Compared to State aggregate) Baseline										
Sub-Total	44.10%	40.70%	51.90%	48.70%	75.60%	60.60%	38.80%	44.80%	38.90%	
	1 of 5									
Youth										
EER 2nd Qtr after exit 79% and above	83.10%	74.30%	80.20%	84.30%	92.70%	87.10%	77.40%	72.70%	85.60%	3 of 9
EER 4th Qtr after exit 79% and above	76.20%	78.90%	77.60%	84.40%	88.30%	81.10%	87.40%	84.80%	85.90%	0 of 9
Cred. Attainment 70% and above	71.20%	47.30%	93.30%	82.50%	76.70%	78.50%	91.70%	72.90%	70.00%	1 of 9
MSG (Compared to State aggregate) Baseline										
Sub Total	51.10%	59.70%	49.50%	50.10%	86.40%	18.00%	55.00%	16.70%	45.80%	
		2 of 4					1 of 4	1 of 4		
Performance Total	2 of 14	5 of 14	1 of 14	2 of 14	0 of 14	0 of 14	2 of 14	1 of 14	0 of 14	

LWDA Summary Report Card (as of March 2019)										
Category		LWDA NE	LWDA ET	LWDA SE	LWDA UC	LWDA NM	LWDA SM	LWDA SW	LWDA NW	LWDA GM
Minimum Expenditure Requirements - The state requires each LWDB to meet a minimum expenditure rate of 40% per year on direct participant expenses.										
MPCR		44.07%	52.31%	63.02%	58.92%	47.88%	32.90%	31.19%	39.51%	27.74%
Youth - WIOA Law mandates that Youth allocations must be expended as follows: 75% on Out of School Youth and 20% on Work Experience										
PY17	OSY	100.00%	100.00%	100.00%	100.00%	100.00%	50.00%	62.00%	100.00%	64.00%
	WE	24.99%	25.23%	20.96%	44.73%	27.62%	0.00%	27.73%	35.87%	0.00%
PY18	OSY	96.00%	94.00%	100.00%	100.00%	100.00%	75.00%	99.00%	97.00%	76.00%
	WE	32.11%	25.38%	17.55%	44.21%	29.50%	0.00%	17.97%	35.59%	0.00%
Incumbent Worker Training - WIOA Law mandates that IWT expenses cannot exceed 20% of Adult and Dislocated Worker program expenditures										
PY17	ADL	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
PY17	DSLWK	18.77%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FY18	ADL	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FY18	DSLWK	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
PY18	ADL	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
PY18	DSLWK	9.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FY19	ADL	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FY19	DSLWK	1.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Potential Recapture - WIOA Law states that 80% of funds must be expended or obligated within the first year.										
Youth		98.00%	30.00%	77.00%	70.00%	100.00%	17.00%	93.00%	100.00%	6.00%
Adult		61.00%	62.00%	100.00%	91.00%	100.00%	63.00%	100.00%	94.00%	22.00%
Dislocated Worker		25.00%	8.00%	41.00%	17.00%	100.00%	11.00%	82.00%	81.00%	22.00%
Reporting Requirements - LWDA contracts mandate that monthly reports must be submitted according to TDLWD requirements.										
Active Contracts		13	15	15	18	18	14	18	13	17
Total Reports		69	83	73	90	90	66	89	66	62
Submitted Timely		69	83	71	89	84	66	89	66	49
Submitted Late		0	0	2	1	6	0	0	0	13
1-5 Days		0	0	2	1	6	0	0	0	12
> 5 Days		0	0	0	0	0	0	0	0	1
Inaccurate Reporting		11	6	6	20	8	23	4	2	19
Systems Data Management - Local WDB are required to record/maintain data accurately and timely in state systems.										
Jobs4TN (Geosol/VOS)		\$236,983	\$388,770	\$452,000	\$511,275	\$1,015,597	\$212,497	\$49,445	\$278,771	\$189,158
Grants4TN		\$366,819	\$857,042	\$578,552	\$714,735	\$1,026,755	\$183,108	\$69,844	\$241,962	\$787,219
Accurate/Timely		N	N	N	N	Y	Y	Y	N	N

LWDA Summary Report Card (as of September 2018)

Category		LWDA 01	LWDA 02	LWDA 03	LWDA 04	LWDA 05	LWDA 06	LWDA 07	LWDA 08	LWDA 09	LWDA 10	LWDA 11	LWDA 12	LWDA 13
Minimum Expenditure Requirements - The state requires each LWDB to meet a minimum expenditure rate of 40% per year on direct participant expenses.														
MPCR		46.39%	65.51%	59.67%	58.17%	62.42%	65.55%	65.35%	57.72%	54.39%	22.42%	27.53%	54.76%	54.21%
Youth - WIOA Law mandates that Youth allocations must be expended as follows: 75% on Out of School Youth and 20% on Work Experience														
PY17	OSY	100%	94%	95%	97%	100%	93%	100%	100%	100%	77%	97%	99%	75%
	WE	59%	20%	12%	10%	37%	41%	26%	29%	47%	47%	29%	44%	0%
PY18	OSY	0%	94%	99%	99%	100%	100%	100%	100%	0%	0%	99%	98%	0%
	WE	0%	18%	9%	14%	0%	21%	46%	37%	0%	0%	24%	25%	0%
Potential Recapture - WIOA Law states that 30% of funds must be expended or obligated within the first year.														
Youth		0%	100%	100%	56%	2%	40%	100%	26%	0%	0%	64%	3%	0%
Adult		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dislocated Worker		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Reporting Requirements - LWDA contracts mandate that monthly reports must be submitted according to IDLWD requirements.														
Active Contracts		10	8	12	15	11	13	11	17	5	12	13	17	9
Total Reports		26	22	40	34	31	39	32	51	15	29	34	44	38
Submitted Timely		26	22	40	34	31	39	32	51	15	29	34	44	38
Submitted Late		0	0	0	0	0	0	0	0	0	0	0	0	0
1-5 Days		0	0	0	0	0	0	0	0	0	0	0	0	0
> 5 Days		0	0	0	0	0	0	0	0	0	0	0	0	0
Inaccurate Reporting		1	1	6	0	2	2	8	0	1	1	0	0	0
Systems Data Management - Local WDB are required to record/maintain data accurately and timely in State systems.														
Jobs4TN (Geosol/VOS)		\$633,601	\$1,405,627	\$3,214,014	\$645,495	\$1,073,155	\$845,529	\$1,051,755	\$1,508,433	\$537,499	\$748,441	\$236,934	\$2,402,456	\$313,083
Grants4TN		\$1,903,625	\$2,688,842	\$2,410,751	\$1,672,589	\$2,469,053	\$828,349	\$716,936	\$1,886,285	\$2,051,969	\$590,075	\$842,978	\$1,597,233	\$3,380,655
Accurate/Timely		N	N	N	N	N	N	N	N	N	N	N	N	N

WIOA Federal Reporting Score Card

PY18 Q2 WIOA Core Performance Measures				Tennessee			
Adult Measures		Pass/Fail		Dislocated Worker		Pass/Fail	
	Negotiated	Actual	% of Goal		Negotiated	Actual	% of Goal
Exiters	0	3430		Exiters	0	1565	
Participants Served	0	7340		Participants Served	0	2992	
EER 2nd Qtr after exit	83.00%	87.20%	105%	EER 2nd Qtr after exit	81.00%	86.80%	107%
EER 4th Qtr after exit	83.00%	85.60%	103%	EER 4th Qtr after exit	81.00%	87.70%	108%
Med. Earnings	\$ 6,633.00	\$ 6,897	104%	Med. Earnings	\$ 6,900.00	\$ 8,051.00	117%
Cred. Attainment	58.00%	69.80%	120%	Cred. Attainment	68.50%	78.00%	114%
MSG	Baseline	54.76%		MSG	Baseline	38.90%	
Youth		Pass/Fail		Wagner-Peyser		Pass/Fail	
	Negotiated	Actual	% of Goal		Negotiated	Actual	% of Goal
Exiters	0	2249		Exiters	0	41014	
Participants Served	0	4725		Participants Served	0	35534	
EER 2nd Qtr after exit	79.00%	81.50%	103%	EER 2nd Qtr after exit	65%	72.10%	111%
EER 4th Qtr after exit	75.00%	81.90%	109%	EER 4th Qtr after exit	65%	71.20%	110%
Cred. Attainment	70.00%	73.30%	105%	Med. Earnings	\$ 4,587	\$ 5,202.00	113%
MSG	Baseline	49.40%					

WIOA Federal Reporting Score Card

PY18 Q2 WIOA Core Performance Measures	West Tennessee Region								
	47130 Greater Memphis			47145 Northwest Tennessee			47160 Southwest Tennessee		
	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
Adult Measures	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	697		0	198		0	206	
Participants Served	0	1118		0	655		0	397	
EER 2nd Qtr after exit	83.00%	81.90%	99%	85.00%	92.90%	109%	83.00%	97.10%	117%
EER 4th Qtr after exit	83.00%	79.60%	96%	84.00%	92.20%	110%	83.00%	92.30%	111%
Med. Earnings	\$ 6,633.00	\$ 6,032.00	91%	\$ 6,483.00	\$ 6,676.00	103%	\$ 6,633.00	\$ 7,852.00	118%
Cred. Attainment	58.00%	61.90%	107%	58.00%	83.60%	144%	58.00%	63.90%	110%
MSG	Baseline	46.80%		Baseline	69.90%		Baseline	47.60%	
Dislocated Worker	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	123		0	44		0	23	
Participants Served	0	173		0	95		0	37	
EER 2nd Qtr after exit	81.00%	81.00%	100%	83.00%	91.30%	110%	81.00%	100.00%	123%
EER 4th Qtr after exit	81.00%	85.20%	105%	83.00%	90.00%	108%	81.00%	100.00%	123%
Med. Earnings	\$ 6,900.00	\$ 7,344.00	106%	\$ 6,800.00	\$ 6,945.00	102%	\$ 6,900.00	\$ 9,122.00	132%
Cred. Attainment	68.50%	75.80%	111%	68.50%	86.50%	126%	68.50%	83.30%	122%
MSG	Baseline	40.70%		Baseline	75.60%		Baseline	44.80%	
Youth	Pass/Fail		Fail	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	551		0	49		0	163	
Participants Served	0	1086		0	158		0	346	
EER 2nd Qtr after exit	79.00%	74.30%	94%	79.00%	92.70%	117%	79.00%	72.70%	92%
EER 4th Qtr after exit	75.00%	78.90%	105%	75.00%	88.30%	118%	75.00%	84.80%	113%
Cred. Attainment	70.00%	47.30%	68%	70.00%	76.70%	110%	70.00%	72.90%	104%
MSG	Baseline	59.70%		Baseline	56.40%		Baseline	16.70%	

WIOA Federal Reporting Score Card

PY18 Q2 WIOA Core Performance Measures	Middle Tennessee Region								
	47140 Northern Middle			47155 Southern Middle			47165 Upper Cumberland		
	Pass/Fail		Pass	Pass/Fail		Fail	Pass/Fail		Pass
Adult Measures	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	646		0	387		0	244	
Participants Served	0	1395		0	502		0	619	
EER 2nd Qtr after exit	83.00%	82.40%	99.28%	83.00%	87.00%	105%	83.00%	92.90%	112%
EER 4th Qtr after exit	83.00%	81.90%	98.67%	83.00%	90.60%	109%	83.00%	92.70%	112%
Med. Earnings	\$ 6,633.00	\$ 7,112.00	107%	\$ 6,633.00	\$ 7,495.00	113%	\$ 6,633.00	\$ 7,353.00	111%
Cred. Attainment	58.00%	78.50%	135%	58.00%	31.50%	54%	58.00%	87.50%	151%
MSG	Baseline	55.20%		Baseline	55.70%		Baseline	62.10%	
Dislocated Worker	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	703		0	177		0	62	
Participants Served	0	1347		0	221		0	241	
EER 2nd Qtr after exit	81.00%	85.50%	105.56%	81.00%	89.60%	111%	81.00%	90.90%	112%
EER 4th Qtr after exit	81.00%	84.50%	104.32%	81.00%	88.10%	109%	81.00%	90.00%	111%
Med. Earnings	\$ 6,900.00	\$ 8,878.00	129%	\$ 6,900.00	\$ 8,084.00	117%	\$ 6,900.00	\$ 7,800.00	113%
Cred. Attainment	68.50%	75.10%	110%	68.50%	84.60%	124%	68.50%	82.80%	121%
MSG	Baseline	48.70%		Baseline	58.80%		Baseline	66.90%	
Youth	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	489		0	167		0	109	
Participants Served	0	1038		0	207		0	454	
EER 2nd Qtr after exit	79.00%	84.30%	107%	79.00%	77.40%	98%	79.00%	85.60%	108%
EER 4th Qtr after exit	75.00%	84.40%	113%	75.00%	87.40%	117%	75.00%	85.90%	115%
Cred. Attainment	70.00%	82.50%	118%	70.00%	91.70%	131%	70.00%	70.00%	100%
MSG	Baseline	50.10%		Baseline	55.00%		Baseline	45.80%	

WIOA Federal Reporting Score Card

PY18 Q2 WIOA Core Performance Measures	East Tennessee Region								
	47125 East Tennessee			47135 Northeast Tennessee			47150 Southeast Tennessee		
Adult Measures	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	663		0	137		0	252	
Participants Served	0	1530		0	455		0	669	
EER 2nd Qtr after exit	83.00%	89.90%	108%	83.00%	94.20%	113%	83.00%	93.60%	113%
EER 4th Qtr after exit	83.00%	89.00%	107%	83.00%	91.40%	110%	83.00%	90.30%	109%
Med. Earnings	\$ 6,633.00	\$ 6,500.00	98%	\$ 6,633.00	\$ 8,021.00	121%	\$ 6,633.00	\$ 7,675.00	116%
Cred. Attainment	58.00%	75.10%	129%	58.00%	57.60%	99%	58.00%	79.10%	136%
MSG	Baseline	47.70%		Baseline	65.20%		Baseline	52.60%	
Dislocated Worker	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	260		0	48		0	125	
Participants Served	0	530		0	90		0	258	
EER 2nd Qtr after exit	81.00%	85.80%	106%	81.00%	93.30%	115%	81.00%	90.30%	111%
EER 4th Qtr after exit	81.00%	94.70%	117%	81.00%	93.10%	115%	81.00%	89.80%	111%
Med. Earnings	\$ 6,900.00	\$ 6,349.00	92%	\$ 6,900.00	\$ 7,607.00	110%	\$ 6,900.00	\$ 8,631.00	125%
Cred. Attainment	68.50%	79.40%	116%	68.50%	82.50%	120%	68.50%	87.10%	127%
MSG	Baseline	44.10%		Baseline	51.90%		Baseline	60.60%	
Youth	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	496		0	105		0	120	
Participants Served	0	835		0	231		0	370	
EER 2nd Qtr after exit	79.00%	83.10%	105%	79.00%	80.20%	102%	79.00%	87.10%	110%
EER 4th Qtr after exit	75.00%	76.20%	102%	75.00%	77.60%	103%	75.00%	81.10%	108%
Cred. Attainment	70.00%	71.20%	102%	70.00%	93.30%	133%	70.00%	78.50%	112%
MSG	Baseline	51.10%		Baseline	49.50%		Baseline	18.00%	

Estimated PY 18 Q3 Performance Measure Results

PY18 WIOA Core Performance Measures		47145 Northwest Tennessee	
Adult Measure	Pass/Fail		Pass
	Negotiated	Actual	%of Goal
Exiters	0	203	
Participants Served	0	655	
EER 2nd Qtr after Exit	85.00%	92.90%	109%
EER 4th Qtr after Exit	84.00%	92.10%	110%
Med. Earnings	\$ 6,483.00	\$ 6,676.34	103%
Cred. Attainment	58.00%	83.60%	144%
MSG	Baseline	70.70%	
Dislocated Worker	Pass/Fail		Pass
	Negotiated	Actual	%of Goal
Exiters	0	52	
Participants Served	0	95	
EER 2nd Qtr after Exit	83.00%	91.30%	110%
EER 4th Qtr after Exit	83.00%	90.00%	108%
Med. Earnings	\$ 6,800.00	\$ 6,945.00	102%
Cred. Attainment	68.50%	86.50%	126%
MSG	Baseline	79.20%	
Youth	Pass/Fail		Pass
	Negotiated	Actual	%of Goal
Exiters	0	53	
Participants Served	0	159	
EER 2nd Qtr after Exit	79.00%	92.70%	117%
EER 4th Qtr after Exit	75.00%	88.30%	118%
Cred. Attainment	70.00%	76.70%	110%
MSG	Baseline	96.60%	

REGIONAL HEALTHCARE HIRING EVENT

HENDERSON CO HENRY CO BENTON CO
GIBSON CO CARROLL CO MADISON CO
WEAKLEY CO

American Job Center
TENNESSEE

JOBS4TN.GOV

REGIONAL JOB FAIR FOR EMPLOYERS SEEKING HEALTHCARE WORKERS

*Nurses *Dental *Physical Therapy *Medical Office Staff *Lab Technicians *Sitters *Caregivers
*Pharmacy Technicians *Hospital Staff *CNA *Health & Wellness Centers
*ANY OCCUPATIONS in HEALTHCARE

Event Time

Thursday, May 23, 2019
9:00AM – 1:00PM

Location

American Job Center- Huntingdon
470 Mustang Drive
Huntingdon, TN 38344

To reserve your Employer booth for
recruiting at this Job Fair, contact:
Maleia Evans, Business Services Rep
Northwest TN Workforce Board
evans@nwtwnworks.org or 731-325-5836.

*Employers must **pre-register** with NW TN Workforce
Board, using official Booth Reservation Form, to participate. You will
be provided a confirmation number to present upon check-in,
verifying your booth reservation.

*Must have **positions available in the counties listed above** and
must be posted in Jobs4TN.gov. Assistance in posting
can be provided no later than May 20th. Contact Maleia Evans for
job posting assistance.



Follow us on Facebook at **American Job Centers of Northwest TN** to learn about additional opportunities and events!

American Job Center -Tennessee is not responsible for the participation of any advertised employers at our hiring and resource events.

We solicit their participation in good faith that they may attend but acknowledge that unexpected events occur, which may prevent their attendance.

RECRUIT TALENT AT
OUR 2019 REGIONAL
HEALTHCARE JOB FAIR !

RESERVE YOUR EMPLOYER BOOTH
SPACE NOW!

Recruit here to find your best new
HEALTHCARE EMPLOYEES !

American Job Center staff will be available to provide
job seekers with instruction on how to improve their
resumes and assist with online employment applications
for your open positions.

Table and two chairs will be provided for each booth.
Your company name will be featured in our social media
marketing of the event. Facebook Live videos will be
filmed for event promotion in the week prior to the
event and at the event.



Department of
Labor & Workforce
Development

The Tennessee Department of Labor and Workforce Development is committed to principles of equal opportunity, equal access, and
affirmative action. Auxiliary aids and services are available upon request to individuals with disabilities.

OUR VISION AND MISSION

Vision Statement

The TSBDC is a network that, in cooperation with resource partners, provides a single, comprehensive source for solutions to assist in the creation, management, expansion, and sustainability of businesses in Tennessee. Through its services, the TSBDC network contributes to the growth and development of Tennessee's economy by assisting with domestic and international trade issues.

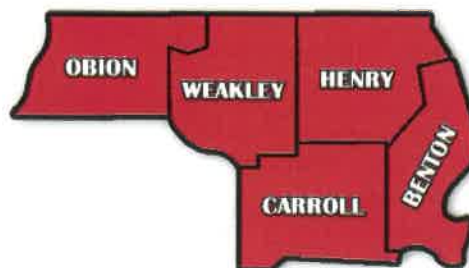
Mission Statement

Recognizing that small business is the economic backbone of the state of Tennessee, the TSBDC's mission is to be the premier provider of quality solutions to potential and existing small businesses' needs through consultation, education, referral, and support services. By providing these services through its interactive network of resource partners, the TSBDC promotes growth and prosperity in the domestic and international markets of the business community and enhances its economic impact on the state of Tennessee.



We understand the meaning behind "family owned and operated" - it is not just a business motto, but a responsibility to those who depend on you.

OUR SERVICE AREA & MEETING PLACES



In-Office - Located In Martin

Most of our counseling and training sessions are conducted at the UT Martin REED Center located off campus in the beautiful downtown Martin Historic District, centrally located in our northwest Tennessee service area. Our facility offers access to the latest resources and technology available.

On-Site - At Your Office

We also offer on-site counseling and training when we need to see first-hand the general operations and understand the business problems you may be facing.

Remote Offices

We offer counseling and training sessions across our service area in rural northwest Tennessee. Working with the local Chambers of Commerce and other organizations, our resources are accessible to our service area counties of Benton, Carroll, Henry, Obion and Weakley.



ONLINE COUNSELING AND TRAINING AVAILABLE!

We understand that life can get in the way of your plans. That's why we have online counseling and online training modules for when you can't make an in-person visit.

OUR SERVICES



Let us help you improve your skills and services!

ASSISTANCE WITH:

- Accounting
- Business Development
- Business Planning
- Cash Flow Issues
- Finance Planning
- Growth Planning
- International Trade
- Marketing
- Social Media Strategy
- Sources of Capital
- Technology Planning
- Other Services Available

TRAINING FOR YOU AND YOUR EMPLOYEES:

- Business Plan Writing
- Buying and Selling Abroad
- Customer Service
- E-Commerce
- Hiring & Managing
- Marketing
- Office Applications
- Preparing Financial Statements
- Project Management
- Pursuing Government Contracts
- Social Media Tools
- Starting and managing a business
- Website Development
- Other Training Available

WE TAKE A PERSONAL APPROACH!

As a client of our center, you'll receive one-to-one counseling with a counselor dedicated to your business! Your counselor is your business coach!

WELCOME TO OUR CENTER



Dr. Keith Carver
UTM Chancellor



Landy Fuqua
SBDC Director

WELCOME FROM THE CHANCELLOR

One of the hallmarks of a great, regional university is its ability to connect with the citizens, private businesses and industries of the surrounding area. The continued economic growth and development of our region is of the utmost importance to the University of Tennessee at Martin. I am grateful for the services that the REED Center provides to small business owners and entrepreneurs in the area. Please utilize our team to help your company grow or to develop your idea into a business reality.

-Dr. Keith Carver
Chancellor, University of Tennessee Martin

MESSAGE FROM THE DIRECTOR

My staff and I are committed to supporting economic growth in rural northwest Tennessee. I would like to take this opportunity to invite business owners and prospective entrepreneurs to participate in our one-on-one consultations and interactive training programs. Our goal is your business' success!

-Landy Fuqua
Director, SBDC



We can answer your questions about contract labor!

FUNDING PARTNERS



The Tennessee Small Business Development Centers network is an accredited member of the National Association of Small Business Development Centers.

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*Owning a small business is not just a dream,
it is a possibility with the proper planning!*

ADDRESS

240 S. Lindell Street
Martin, TN 38237

UT MARTIN
REED CENTER

(731) 587-7333

www.tsbd.org

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