

Northwest TN Workforce Board

Executive Committee

July 29, 2020 – 10:00 a.m.

Join Zoom Meeting:

<https://us02web.zoom.us/j/84076994716?pwd=NytpaWRKZWVGNYtoUHBSenVBMm1lZz09>

Minutes

Committee Members via zoom/phone: Ted Piazza, Ben Marks, Jimmy Williamson, Rita Alexander, Neely Ashby, Mayor Chris Young, Mayor Gary Reasons

Staff Members zoom/phone: Jennifer Bane, Ginger Powell, Lana Burchfiel, Gina Johnson, LeAnn Lundberg

Others via zoom/phone: Kristie Bennett

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

Review and Approval of Minutes: Minutes for the 4-29-20 Executive Meeting were reviewed.

- **MOTION: Gary Reasons moved to approve the 4-29-20 Executive Committee minutes as presented and Jimmy Williamson seconded the motion. All were in favor and the motion carried.**

Facilities and Technology Update: LeAnn Lundberg provided the following information:

- Crockett County American Job Center (AJC) ADA Survey Results: The report is included in the attached handouts. Additional van accessible parking is needed and LeAnn is working with the landlord on this.
- Certification of American Job Centers: Certification of the Dyer, Gibson, and Obion County AJCs, were due for renewal. The only main issues involve adding van accessible parking in Dyer and Obion counties, and LeAnn is working with the landlords on this. Jennifer Bane added that Dyer County has the correct signage but they need permanent signage. Obion County still needs updated signage. We are waiting on funding for this. Ted Piazza asked about the facility cleaning to reopen centers after COVID exposure. We had them all sprayed with disinfectant prior to reopening, and then on Monday the Dyersburg office was sprayed again and was reopened today. We are cleaning between customers, screening staff and customers, and if there is a positive case we will have disinfectant sprayed again before the site reopens.
 - **MOTION: Gary Reasons moved to approve the certification of the Dyer Comprehensive, Gibson Affiliate, and Obion Affiliate AJC's as presented, and Jimmy Williamson seconded the motion. All were in favor and the motion carried.**

Performance & Program Oversight: Jennifer Bane presented for Laura Speer the following reports:

- Quarterly Complaint Logs Update: The logs have been submitted with no complaints.
- Monitoring Status Report: The attached report details the monitoring that has been completed. There have not been any issues.
 - One-Stop Operator (OSO) & Career Service Provider (CSP) Monitoring Results: The OSO and CSP continue to be monitored monthly and there have not been any serious issues since the last 6-month review in March. We were already going to adjust the visit goals for the OSO contract due to some sites having reduced hours, and then we lost a whole quarter due to COVID, so the goals were adjusted for that as well. When we adjusted the goals, they were at about at least 80% of the goal for most offices except Lake County. We gave them some minor suggestions to work on as well. The CSP's youth continue to be down, but we are working with them on improvement.
- Local Performance: We should get official results in mid-August. The estimated PY 19 Q4 results, as shown in the attached handout, indicate we are meeting and exceeding our goals.

Budget & Administration Update:

- Financial Status Report: Gina Johnson presented the attached Financial Status Report as of June. Gina will issue a revised final report once closeouts of grants ending June 30th has been completed. We have expended 34.35% of our program funds on participant funds, and expended 74.29% of our total formula

program funds in total. We have met and exceeded the requirements for minimum participant cost rate (MPCR), Out-of-School Youth (OSY) expenditures, work experience expenditures, and obligation rates.

- Budget Update: Jennifer Bane reviewed the attached PY 2019 Budget Update and PY 20 Revised Budget. A large portion of our participant expenditures were shifted from formula funds to our statewide funds, increasing the amount of carrying over funds for the new program year. We ended the PY 19 under budget. The additional carryover funds increased our total budget for PY 20 by about \$136,000 giving us a total formula budget for the year of \$2.6 million. Our operations costs have been budgeted for roughly the same amount as last year leaving approximately \$788,00 to be utilized for participant costs. With additional rural funding, statewide funding, and the National Dislocated Worker Grant (DWG), our participant budget is about \$61,400 short of last year's budget. Our expenditures last year were about \$150,000 less than what was budgeted, so if expenditures stay about the same this year, we may not need any additional funding. Ted Piazza asked if we have received any guidance with respect to budget cuts or shortfall. Jennifer said the state has some reserves to help for participants, but not so much for staff and operations. We may see an impact from COVID-19 on next year's allocations, but this year's allocations have already been set. The DWG is a two-year grant and will also assist in offsetting budget shortfalls.

Other: Jennifer Bane presented the following:

- Youth Waivers: The attached youth waiver stating that 35-50% of PY 20 youth funding be spent on in-school youth (ISY) was reviewed. This will be a huge increase from the roughly 6% we currently spend on ISY, which will be really tough with the restrictive eligibility criteria and COVID-19 restrictions. Hopefully there will be no sanctions this year if the target is not met.
- Support Services Policy Changes: The proposed changes to the policy, as outlined in red in the attached document, will allow for additional assistance for secondary school students.
 - **MOTION: Jimmy Williamson moved to approve the Support Services Policy Changes as presented and Chris Young seconded the motion. All were in favor and the motion carried.**
- Targets for Key Performance Indicators (KPIs): The attached report details the results for the first and second quarter. We were pretty much down across the board this quarter, thanks mostly to COVID. This quarter's results are our numbers, but we have not seen the state's results yet. Our numbers were not the same as theirs last time. Our numbers included incumbent workers that we enroll as adults and statewide adults, but they were not included in the state's report. April-June is not usually a large enrollment period anyway. We are still struggling with youth enrollments, and we have started to try to post specific jobs instead of trying to simply recruit for a program. We are working on getting closer to a 50% co-enrollment of TAA participants. A lot of the current TAA participants are making too much to be co-enrolled. We did not have a RAMP class starting for this quarter. COVID delayed the Gibson and Obion County classes that we anticipated beginning this quarter. Mobile AJC and Adult Education re-entry participants served are also not included in the numbers, which will make it difficult for us to reach our re-entry goal. The only enrollments we had here were from the RAMP and two from WP. We are also still waiting on Jackson State's numbers for Adult Education.
- AJC Services Update: We are trying to follow some new guidelines that Connie Stewart shared from TBR and only close due to a positive test, or a probable positive due to a person exhibiting symptoms and having been exposed. This should help staff stay safe, but not require closing the AJCs as often.

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

- Next Board Meeting: August 25th at 11:30 am by Zoom.
- State Board Meeting: August 28th on YouTube. Local and Regional Plan presentations will be recorded ahead of time and posted online. Areas will respond to any questions during the meeting.
- Regional Planning Council Meeting: September 22nd, 10:00 am by webinar.
- Remaining 2020 Executive Committee Meeting Date: October 28th, 10:00 am

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

Northwest TN Workforce Board

Executive Committee

July 29, 2020 – 10:00 a.m.

Join Zoom Meeting:

<https://us02web.zoom.us/j/84076994716?pwd=NytpaWRKZWVGNYtoUHBSenVBMm1lZz09>

Meeting ID: 840 7699 4716

Password: 065412

Agenda

- | | |
|--|-------------------------------|
| Welcome and Call to Order | Ted Piazza, Chair |
| Review and Approval of Minutes of 4-29-20 Meeting (Vote Required) | |
| Facilities and Technology Update | LeAnn Lundberg |
| <ul style="list-style-type: none">• Alamo ADA Survey Results• Certification of American Job Centers – Dyer, Gibson, & Obion (Vote Required) | |
| Performance & Program Oversight | Laura Speer |
| <ul style="list-style-type: none">• Quarterly Complaint Logs Update• Monitoring Status Report<ul style="list-style-type: none">○ One-Stop Operator & Career Service Provider Performance Update• Local Performance – Estimated PY 19 Q4 Results | |
| Budget & Administration Update | |
| <ul style="list-style-type: none">• Financial Status Report• Budget Update<ul style="list-style-type: none">○ PY 2019 Carryover Funds○ PY 2020 Revised Budget | Gina Johnson
Jennifer Bane |
| Other | Jennifer Bane |
| <ul style="list-style-type: none">• Youth Waivers• Support Services Policy Changes (Vote Required)• Targets for Key Performance Indicators (KPIs)• American Job Center Services Update | |
| Future Meeting Dates & Upcoming Events | |
| <ul style="list-style-type: none">• Next Board Meeting: August 25th (Zoom)• State Board Meeting: August 28th (YouTube)• Regional Planning Council Meeting: September 22nd, 10:00 am (webinar)• Remaining 2020 Committee Meeting Date: October 28th, 10:00 am | |

Northwest TN Workforce Board

Executive Committee

April 29, 2020 – 10:00 a.m.

[Click to Join Zoom Meeting](#)

Meeting ID: 833 9966 4531

Password: 477133\$nw

Minutes

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

Others via Conference Call: Kristie Bennett

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

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

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

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

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

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

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

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

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

Budget & Administration Update:

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

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

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

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

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

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

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

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

Other:

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

Future Meeting Dates & Upcoming Events: The following meeting dates were also reviewed:

- Local Planning Meeting, May 19th, 10:00 am
- Regional Planning Council Meeting: May 28th, 10:00 am (webinar)
- State Board Meeting: June 5th
- Next Board Meeting: June 10th, 12:00 pm (lunch at 11:30 am)
Northwest Development District, 124 Weldon Drive – Martin
- Remaining 2020 Committee Meeting Dates: July 29th and October 28th, 10:00 am

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

Vocational Rehabilitation Program

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

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

Date of Survey: May 18, 2020

Survey conducted by: David Parrish, Vocational Rehabilitation Program

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

Following are the survey findings and recommendations.

1.0 Parking

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

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

2.0 Entrance

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

Recommendations: None

3.0 Reception

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

Recommendations: None

4.0 Public Areas

- 4.1 All public areas are accessible with no hazards.

Recommendations: None

5.0 Accessible Restrooms

- 5.1 There is not a fully accessible restroom in the office but the office does have an agreement with the Subway next door that does have an accessible restroom.

Recommendations: None

6.0 Resource Room

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

Recommendations:

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

7.0 Communication

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

Recommendations: None

8.0 Signage

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

Recommendations: None

10.0 Fire Alarms

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

Recommendations: None

11.0 Emergency Egress Planning

11.1 There is a general knowledge of emergency egress planning.

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

Recommendations: None

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

master

Department of
Labor & Workforce
Development

One-Stop Certification Checklist

Date: 7/13/20		Type of AJC: Affiliate <i>Comprehensive</i>	
American Job Center Address: 313 W Cedar St., Dyersburg, TN 38024			
Contact Name: <i>Erica Nance</i>	Contact Phone: 731-501-1109	Contact Email: <i>erica.nance@mchra.com</i>	
CRITERIA	MET	NOT MET	N/A
REQUIRED PARTNERS			
Title I Adult Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title I Dislocated Worker Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wagner-Peyser Title III	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Education	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vocational Rehabilitation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title V SCSEP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans Employment Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing & Urban Development Employment & Training	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unemployment Insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services of one or more core partners are available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ONE-STOP OPERATIONS			
The MOU between the LWDB and required One-Stop partners is signed and in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The MOU reflects the name and location of the AJC and the way in which required core partners will integrate services within the center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The center is implementing the MOU specifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The One-Stop Operator (OSO) is competitively selected and is in compliance with state and federal guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the OSO are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the Career Services Provider (CSP) are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At least one Title I staff member and one Wagner-Peyser staff member will be on-site during operating hours, and have the capacity to provide services to all individuals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is operating in a cost-efficient manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC actively conducts outreach and provides services such as participation in workshops, job fairs and recruitment events	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing materials provide an overview of all core partner services, and are available to customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC connects with the community through multiple community partnerships and access points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The AJC staff view themselves as part of the One-Stop system, and views all customers as shared customers, creating a positive customer experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers placed in economically sustainable employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers receiving education and training services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has identified ways to support the changing role as TANF as a one-stop partner, including coordination of services and enrollment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff view themselves as part of the One-Stop systems, and view all customers as shared customers, creating a positive customer experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOCUS ON PARTICIPANT SERVICE			
The AJC operates during required business hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides flexible operating hours, including evenings and weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is established to provide services tailored to the needs of a specific group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
The AJC provides employer meetings tailored to the needs of a specific group being serviced	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides initial assessment of skill level, aptitudes, abilities, and supportive service needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC utilizes labor market employment statistics information, relating to local, regional, and national labor market areas, including job vacancy listings, information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All AJC staff members can identify regional targeted sector pathways, and understands those terms in implementation of providing services to customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has available, and provides when applicable, education and training opportunities for customers at multiple skill and experience levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has intensive menu of training opportunities, and staff is available to assist customers with enrollment, including career pathways to middle class jobs, education and training, work-based learning, OJT, and registered apprenticeships	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are competent and proficient in establishing eligibility for programs, or financial aid assistance for education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides ease of access to credentialed education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC uses LMI to actively promote targeted sector and high-demand occupations to customers, including job search and placement services, and career counseling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan identifies ways in which core partners will integrate services and referrals among partner programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Core partners support integrated intake, case management, and reporting outcomes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a customer feedback process in place, including regularly addressing issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides information and assistance regarding filing claims for unemployment compensation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOCUS ON BUSINESS SERVICE			
The AJC establishes and develops relationships and networks with large and small employers and their intermediaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The AJC develops, convenes, and implements industry or sector partnerships	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has a defined strategy for capturing employer input on design and delivery of job-seeker services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides employer services, including qualified candidate referral, on-site recruitment events, pre-employment testing, employee aptitude verification, and subsidies for hiring and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC identifies technical assistance needs for improving business results and utilization of available resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan specifies the ways in which core partners will identify and respond to local area economic needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan and/or MOU define specific ways in which the AJC will match existing business relationships and new business relationships with skilled workers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a business customer feedback in place, including regularly addressing issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a cooperatively functioning Business Services Team (BST) in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan clearly outlines how business services will be conducted	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITE SPECIFIC			
The American Job Center (AJC) identifier is highly visible inside and outside the center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is easily identified in the community, with signage clearly visible to the public	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJC conveys a professional and welcoming environment, both inside and outside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is within reasonable distance and accessibility of public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Adequate parking, including accessible, is available at the AJC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior signage results in easy navigation for customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conference space sufficiently meets partner and customer needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate safety and security measures are in place to protect customers and staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is an up-to-date, easily accessible Emergency Action plan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Center hours are easily identifiable, and meet the requirement of 8:00am – 4:30pm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is accessible, as required by the Americans with Disabilities Act's (ADA) standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
not required There is a written procedure for accommodation of customer requests for services to be provided outside of normal operating hours	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PERFORMANCE			
The AJC contributes to the achievement of WIOA Performance Indicators for all core partners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Core partners track and periodically report performance outcomes to the LWDB, and reflects such in meeting minutes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The policies, processes, and actions of the AJC support of local levels of performance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RESOURCE AREAS			
There is technology available to assist all customers, including customers with disabilities and non-English speaking customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up-to-date information about services and supportive services is provided within the Resource areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are precautions in place for preventing abuse of internet access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff is readily available for assistance in the resource areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

There is sufficient, accessible work space and computer stations for customer use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A calendar of services and events is easily visible and available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EQUAL OPPORTUNITY ASSURANCE			
The Equal Opportunity Officer (EOO) regularly reviews the AJC's policies, procedures, and facility for accessibility and equal opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EOO provides recommendations and technical assistance as a result of reviews	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC implements veteran's priority of service requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Core program partner staff are periodically trained on EO practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AJC staff demonstrate knowledge and use of assistive technologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasonable accommodations are provided in order to avoid discrimination and meet individual's needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AJC staff demonstrate appropriate and effective communication with individuals with disabilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a Corrective Action Plan (CAP) in the event partners or customers identify barriers to services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROGRAMMATIC ACCESSIBILITY			
The AJC provides basic and individualized career services in person or via technology	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides access to training, education, employment, supportive, and business services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistent with the "direct linkage" requirement, all services are available through a direct connection with the AJC, either via on-site staff or via real-time technology	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC identifier is highly visible inside and outside the facility, and appears on all products, programs, services information, and facilities and properties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The core partners have documented the referral and direct linkage system, and define both how referrals are tracked and that CAPs are in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All program services are made available and accessible to all individuals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The core partners have identified the services applicable to their program, and the AJC staff has developed methods for integrated delivery of those services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duplicate enrollment information is not requested via application or assessment across multiple programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are able to make knowledgeable referrals across partner programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are able to demonstrate that modified services provided to individuals with disabilities are ensured to be as effective as non-modified services provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistive technology devices or auxiliary aids are available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a written policy in place that defines how partners make reasonable accommodations and handle requests for accommodations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC's resources include bilingual materials or translation services, when necessary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is an organizational chart that reflects and ensures staff work in functional teams, rather than program specific teams, to coordinate programs, service delivery, and referrals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONTINUOUS IMPROVEMENT			
The AJC provides labor market information (LMI)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

There is signage but it needs to be more visible

We should look at getting a second accessible parking spot.

There is electronic connection with several of the partners



Vocational Rehabilitation Program

Accessibility and Accommodation Survey for the American Job Center at Dyersburg, TN

Location: Dyer County American Job Center
313 West Cedar Street.
Dyersburg, TN 38024

Date of Survey: July 13, 2020

Survey conducted by: David Parrish, Vocational Rehabilitation Program

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

Following are the survey findings and recommendations.

1.0 Parking

- 1.1 The Dyersburg City American Job Center (AJC) is located on the street level. The parking area is directly in front of the office. There is a sidewalk between the parking lot and building that here is an appropriate curb cut. There are no obstructions or hazards.
- 1.2 There is one accessible parking space in front of the office that is not van accessible.

Recommendations: One van accessible parking place needs to be added at this site.

2.0 Entrance

- 2.1 The AJC is accessed directly from the parking lot and there is an appropriate curb cut. Once inside, the office has an open landscape so that all areas are accessible.
- 2.3 The entry door has a buzzer at an appropriate height and staff will assist as needed.

Recommendations: None

3.0 Reception

- 3.1 The reception area desk is wheelchair accessible. Staff is aware of how to greet and serve an individual in a wheelchair, including the use of a clipboard.

Recommendations: None

4.0 Public Areas

4.1 All public areas are accessible with no hazards.

Recommendations: None

5.0 Accessible Restrooms

5.1 There is one fully accessible restroom.

Recommendations: None

6.0 Resource Room

6.1 The resource room can accommodate individuals with disabilities.

6.2 The computer available for individuals with disabilities is located on a table surface that can be easily raised.

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

Recommendations:

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

7.0 Communication

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

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

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

Recommendations: None

8.0 Signage

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

Recommendations: None

10.0 Fire Alarms

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

Recommendations: None

11.0 Emergency Egress Planning

11.1 There is a general knowledge of emergency egress planning.

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

Recommendations: None

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

One-Stop Certification Checklist

Date: 07/14/2020		Type of AJC: Affiliate Center	
American Job Center Address: 1751 E. Main Street, Humboldt, TN 38343			
Contact Name: Erica Nance	Contact Phone: 731-286-7700	Contact Email: erica.nance@mchra.com	
CRITERIA	MET	NOT MET	N/A
REQUIRED PARTNERS			
Title I Adult Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title I Dislocated Worker Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wagner-Peyser Title III	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Education	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vocational Rehabilitation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title V SCSEP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans Employment Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Housing & Urban Development Employment & Training	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unemployment Insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services of one or more core partners are available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ONE-STOP OPERATIONS			
The MOU between the LWDB and required One-Stop partners is signed and in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The MOU reflects the name and location of the AJC and the way in which required core partners will integrate services within the center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The center is implementing the MOU specifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The One-Stop Operator (OSO) is competitively selected and is in compliance with state and federal guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the OSO are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the Career Services Provider (CSP) are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At least one Title I staff member and one Wagner-Peyser staff member will be on-site during operating hours, and have the capacity to provide services to all individuals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is operating in a cost-efficient manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC actively conducts outreach and provides services such as participation in workshops, job fairs and recruitment events	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing materials provide an overview of all core partner services, and are available to customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC connects with the community through multiple community partnerships and access points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff view themselves as part of the One-Stop system, and views all customers as	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

shared customers, creating a positive customer experience			
The AJC strives to increase the percentage of customers placed in economically sustainable employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers receiving education and training services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has identified ways to support the changing role as TANF as a one-stop partner, including coordination of services and enrollment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff view themselves as part of the One-Stop systems, and view all customers as shared customers, creating a positive customer experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOCUS ON PARTICIPANT SERVICE			
The AJC operates during required business hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides flexible operating hours, including evenings and weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is established to provide services tailored to the needs of a specific group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides employer meetings tailored to the needs of a specific group being serviced	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides initial assessment of skill level, aptitudes, abilities, and supportive service needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC utilizes labor market employment statistics information, relating to local, regional, and national labor market areas, including job vacancy listings, information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All AJC staff members can identify regional targeted sector pathways, and understands those terms in implementation of providing services to customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has available, and provides when applicable, education and training opportunities for customers at multiple skill and experience levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has intensive menu of training opportunities, and staff is available to assist customers with enrollment, including career pathways to middle class jobs, education and training, work-based learning, OJT, and registered apprenticeships	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are competent and proficient in establishing eligibility for programs, or financial aid assistance for education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides ease of access to credentialed education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC uses LMI to actively promote targeted sector and high-demand occupations to customers, including job search and placement services, and career counseling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan identifies ways in which core partners will integrate services and referrals among partner programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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FOCUS ON BUSINESS SERVICE			
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The AJC develops, convenes, and implements industry or sector partnerships	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The AJC has a defined strategy for capturing employer input on design and delivery of job-seeker services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides employer services, including qualified candidate referral, on-site recruitment events, pre-employment testing, employee aptitude verification, and subsidies for hiring and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC identifies technical assistance needs for improving business results and utilization of available resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan specifies the ways in which core partners will identify and respond to local area economic needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan and/or MOU define specific ways in which the AJC will match existing business relationships and new business relationships with skilled workers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a business customer feedback in place, including regularly addressing issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a cooperatively functioning Business Services Team (BST) in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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SITE SPECIFIC			
The American Job Center (AJC) identifier is highly visible inside and outside the center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is easily identified in the community, with signage clearly visible to the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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There is an up-to-date, easily accessible Emergency Action plan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Center hours are easily identifiable, and meet the requirement of 8:00am – 4:30pm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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PERFORMANCE			
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The policies, processes, and actions of the AJC support of local levels of performance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RESOURCE AREAS			
There is technology available to assist all customers, including customers with disabilities and non-English speaking customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up-to-date information about services and supportive services is provided within the Resource areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are precautions in place for preventing abuse of internet access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff is readily available for assistance in the resource areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is sufficient, accessible work space and computer stations for customer use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A calendar of services and events is easily visible and available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EQUAL OPPORTUNITY ASSURANCE			
The Equal Opportunity Officer (EOO) regularly reviews the AJC's policies, procedures, and facility for accessibility and equal opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EOO provides recommendations and technical assistance as a result of reviews	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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PROGRAMMATIC ACCESSIBILITY			
The AJC provides basic and individualized career services in person or via technology	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides access to training, education, employment, supportive, and business services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistent with the "direct linkage" requirement, all services are available through a direct connection with the AJC, either via on-site staff or via real-time technology	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC identifier is highly visible inside and outside the facility, and appears on all products, programs, services information, and facilities and properties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The core partners have documented the referral and direct linkage system, and define both how referrals are tracked and that CAPs are in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All program services are made available and accessible to all individuals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The core partners have identified the services applicable to their program, and the AJC staff has developed methods for integrated delivery of those services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duplicate enrollment information is not requested via application or assessment across multiple programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are able to make knowledgeable referrals across partner programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are able to demonstrate that modified services provided to individuals with disabilities are ensured to be as effective as non-modified services provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistive technology devices or auxiliary aids are available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a written policy in place that defines how partners make reasonable accommodations and handle requests for accommodations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC's resources include bilingual materials or translation services, when necessary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is an organizational chart that reflects and ensures staff work in functional teams, rather than program specific teams, to coordinate programs, service delivery, and referrals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONTINUOUS IMPROVEMENT			
The AJC provides labor market information (LMI)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The core partners and OSO utilize performance reports and customer satisfaction survey results to identify methods for improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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



Vocational Rehabilitation Program

Accessibility and Accommodation Survey for the American Job Center at Humboldt, TN

Location: Gibson County American Job Center
1751 E. Main St.
Humboldt, TN 38343

Date of Survey: July, 13, 2020

Survey conducted by: David Parrish, Vocational Rehabilitation Program

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

Following are the survey findings and recommendations.

1.0 Parking

- 1.1 The Gibson County American Job Center (AJC) is located on the same level as the parking lot. It is housed in a building that is also used by Jackson State Community College for classes street level of a small strip mall in Alamo. There are no needs for curb cuts since the building and parking lot are on the same level. There are no obstructions or hazards.
- 1.2 There are four accessible parking spaces available with two of them being van accessible.
- 1.4 The walkway leading to the office is on the same level as the parking lot.

Recommendations: None.

2.0 Entrance

- 2.1 The AJC is accessed directly from the parking lot and there is no need of ramps because the building and the parking lot are on the same level. Once inside, the office has an open landscape so that all areas are accessible.

Recommendations: None

3.0 Reception

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

Recommendations: None

4.0 Public Areas

- 4.1 All public areas are accessible with no hazards.

Recommendations: None

5.0 Accessible Restrooms

- 5.1 There are fully accessible restrooms in the building.

Recommendations: None

6.0 Resource Room

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

Recommendations: None.

7.0 Communication

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

Recommendations: None

8.0 Signage

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

Recommendations: None

10.0 Fire Alarms

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

Recommendations: None

11.0 Emergency Egress Planning

11.1 There is a general knowledge of emergency egress planning.

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

Recommendations: None

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



One-Stop Certification Checklist

Date: 7/13/20

Type of AJC: Affiliate

American Job Center Address:

204 S. Second Street, Union City TN

Contact Name:

Erica Nance

Contact Phone:

731-884-3868

Contact Email:

erica.nance@mchra.com

CRITERIA	MET	NOT MET	N/A
REQUIRED PARTNERS			
Title I Adult Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title I Dislocated Worker Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wagner-Peyser Title III	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Education	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vocational Rehabilitation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title V SCSEP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans Employment Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing & Urban Development Employment & Training	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unemployment Insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services of one or more core partners are available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ONE-STOP OPERATIONS			
The MOU between the LWDB and required One-Stop partners is signed and in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The MOU reflects the name and location of the AJC and the way in which required core partners will integrate services within the center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The center is implementing the MOU specifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The One-Stop Operator (OSO) is competitively selected and is in compliance with state and federal guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the OSO are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the Career Services Provider (CSP) are clearly identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At least one Title I staff member and one Wagner-Peyser staff member will be on-site during operating hours, and have the capacity to provide services to all individuals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is operating in a cost-efficient manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC actively conducts outreach and provides services such as participation in workshops, job fairs and recruitment events	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing materials provide an overview of all core partner services, and are available to customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC connects with the community through multiple community partnerships and access points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The AJC staff view themselves as part of the One-Stop system, and views all customers as shared customers, creating a positive customer experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers placed in economically sustainable employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC strives to increase the percentage of customers receiving education and training services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has identified ways to support the changing role as TANF as a one-stop partner, including coordination of services and enrollment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff view themselves as part of the One-Stop systems, and view all customers as shared customers, creating a positive customer experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOCUS ON PARTICIPANT SERVICE			
The AJC operates during required business hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides flexible operating hours, including evenings and weekends <i>as needed</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is established to provide services tailored to the needs of a specific group <i>affiliates</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
The AJC provides employer meetings tailored to the needs of a specific group being serviced	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides initial assessment of skill level, aptitudes, abilities, and supportive service needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC utilizes labor market employment statistics information, relating to local, regional, and national labor market areas, including job vacancy listings, information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All AJC staff members can identify regional targeted sector pathways, and understands those terms in implementation of providing services to customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has available, and provides when applicable, education and training opportunities for customers at multiple skill and experience levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has intensive menu of training opportunities, and staff is available to assist customers with enrollment, including career pathways to middle class jobs, education and training, work-based learning, OJT, and registered apprenticeships	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are competent and proficient in establishing eligibility for programs, or financial aid assistance for education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides ease of access to credentialed education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC uses LMI to actively promote targeted sector and high-demand occupations to customers, including job search and placement services, and career counseling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan identifies ways in which core partners will integrate services and referrals among partner programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Core partners support integrated intake, case management, and reporting outcomes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a customer feedback process in place, including regularly addressing issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides information and assistance regarding filing claims for unemployment compensation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOCUS ON BUSINESS SERVICE			
The AJC establishes and develops relationships and networks with large and small employers and their intermediaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The AJC develops, convenes, and implements industry or sector partnerships	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has a defined strategy for capturing employer input on design and delivery of job-seeker services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides employer services, including qualified candidate referral, on-site recruitment events, pre-employment testing, employee aptitude verification, and subsidies for hiring and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC identifies technical assistance needs for improving business results and utilization of available resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan specifies the ways in which core partners will identify and respond to local area economic needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan and/or MOU define specific ways in which the AJC will match existing business relationships and new business relationships with skilled workers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a business customer feedback in place, including regularly addressing issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a cooperatively functioning Business Services Team (BST) in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local plan clearly outlines how business services will be conducted	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITE SPECIFIC			
The American Job Center (AJC) identifier is highly visible inside and outside the center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is easily identified in the community, with signage clearly visible to the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC conveys a professional and welcoming environment, both inside and outside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is within reasonable distance and accessibility of public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Adequate parking, including accessible, is available at the AJC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior signage results in easy navigation for customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conference space sufficiently meets partner and customer needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate safety and security measures are in place to protect customers and staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is an up-to-date, easily accessible Emergency Action plan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Center hours are easily identifiable, and meet the requirement of 8:00am – 4:30pm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC is accessible, as required by the Americans with Disabilities Act's (ADA) standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
not required There is a written procedure for accommodation of customer requests for services to be provided outside of normal operating hours	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PERFORMANCE			
The AJC contributes to the achievement of WIOA Performance Indicators for all core partners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Core partners track and periodically report performance outcomes to the LWDB, and reflects such in meeting minutes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The policies, processes, and actions of the AJC support of local levels of performance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RESOURCE AREAS			
There is technology available to assist all customers, including customers with disabilities and non-English speaking customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up-to-date information about services and supportive services is provided within the Resource areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are precautions in place for preventing abuse of internet access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff is readily available for assistance in the resource areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

There is sufficient, accessible work space and computer stations for customer use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A calendar of services and events is easily visible and available	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
EQUAL OPPORTUNITY ASSURANCE			
The Equal Opportunity Officer (EOO) regularly reviews the AJC's policies, procedures, and facility for accessibility and equal opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EOO provides recommendations and technical assistance as a result of reviews	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC implements veteran's priority of service requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Core program partner staff are periodically trained on EO practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AJC staff demonstrate knowledge and use of assistive technologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasonable accommodations are provided in order to avoid discrimination and meet individual's needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AJC staff demonstrate appropriate and effective communication with individuals with disabilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a Corrective Action Plan (CAP) in the event partners or customers identify barriers to services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROGRAMMATIC ACCESSIBILITY			
The AJC provides basic and individualized career services in person or via technology	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC provides access to training, education, employment, supportive, and business services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistent with the "direct linkage" requirement, all services are available through a direct connection with the AJC, either via on-site staff or via real-time technology	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC identifier is highly visible inside and outside the facility, and appears on all products, programs, services information, and facilities and properties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The core partners have documented the referral and direct linkage system, and define both how referrals are tracked and that CAPs are in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All program services are made available and accessible to all individuals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The core partners have identified the services applicable to their program, and the AJC staff has developed methods for integrated delivery of those services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duplicate enrollment information is not requested via application or assessment across multiple programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are able to make knowledgeable referrals across partner programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC staff are able to demonstrate that modified services provided to individuals with disabilities are ensured to be as effective as non-modified services provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistive technology devices or auxiliary aids are available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a written policy in place that defines how partners make reasonable accommodations and handle requests for accommodations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AJC's resources include bilingual materials or translation services, when necessary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is an organizational chart that reflects and ensures staff work in functional teams, rather than program specific teams, to coordinate programs, service delivery, and referrals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONTINUOUS IMPROVEMENT			
The AJC provides labor market information (LMI)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

ADA Parking Suggestions:

- (1) Request re-painting of bank's ADA parking (parking lot is closest to the AJC entrance, but it doesn't belong to the AJC building)
- (2) Add ADA sticker / buzzer to front door of building (TCAT entrance / main entrance)
- (3) Signage indicating parking / entrance availability.

Other suggestion: Add emergency exit charts in other main areas of the AJC.



Vocational Rehabilitation Program

Accessibility and Accommodation Survey for the American Job Center at Union City, TN

Location: Obion County American Job Center
204 South 2nd Street.
Union City, TN 38261

Date of Survey: July 13, 2020

Survey conducted by: David Parrish, Vocational Rehabilitation Program

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

Following are the survey findings and recommendations.

1.0 Parking

- 1.1 The Union City American Job Center (AJC) is located on the street level in a building that is also used by the Newbern TCAT. The parking area is directly in front of the office. The office and the parking area are on the same level with no need for curb cuts. There are no obstructions or hazards.
- 1.2 There are two accessible parking spaces in front of the office with neither being designated as van accessible. They need to be repainted.
- 1.4 The walkway leading to the office is on the same level as the parking lot.

Recommendations: Parking places need to be repainted and one needs to be designated as van assessable.

2.0 Entrance

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

Recommendations: None

3.0 Reception

- 3.1 The reception area desk is wheelchair accessible. Staff is aware of how to greet and serve an individual in a wheelchair, including the use of a clipboard.

Recommendations: None

4.0 Public Areas

- 4.1 All public areas are accessible with no hazards.

Recommendations: None

5.0 Accessible Restrooms

- 5.1 Restrooms are fully accessible.

Recommendations: None

6.0 Resource Room

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

Recommendations:

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

7.0 Communication

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

Recommendations: None

8.0 Signage

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

Recommendations: None

10.0 Fire Alarms

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

Recommendations: None

11.0 Emergency Egress Planning

11.1 There is a general knowledge of emergency egress planning.

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

Recommendations: None

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

Northwest TN Workforce Board MONITORING STATUS REPORT

Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Corrective Action Needed	Letter Mailed:
2003-2009-OJT-26-0783940 The Crown Winery 3638 E. Mitchell Street Humboldt, TN 38343 731.784-8100 Dawn Fallert thecrownwinery@gmail.com	On-the-Job Training: 03-26-20 to 09-06-20	Scheduled: 06-18-20	Site Visit: 06-18-20 Fiscal: 07-08-2020	No Issues	Letter Mailed: 07-08-2020
2003-2103-OJT-62-0819507 Cox Oil Co., Inc. 623 Perkins Street Union City, TN 38261 731.885.6444 Cassie Hickey cassie.hickey@coxoil.com	On-the-Job Training: 03-27-20 to 03-01-21	Scheduled: 05-11-20	Phone Interview: 05-11-20 Fiscal: 06-16-2020	No Issues	Letter Mailed: 06-16-2020
2012-2011-OJT-26-2730204 Excel Boat Company, LLC 601 Sherwood Drive Union City, TN 38261 731-589-0464 Paul Jackson, Business Operation Manager jpaul@excelboats.net	On-the-Job Training: 02-14-20 to 11-17-20	Scheduled: 05-20-20	Site Visit: 05-20-20 Fiscal: 05-29-20	No Issues	Letter Mailed: 06-01-20
2001-2003-OJT-46-4657373 Eurotranciatura USA, LLC 2700 West Wood Street Paris, TN 38242 731-644-8113 Kay Wood, HR Manager kay.wood@us.eurogroup.it	On-The-Job Training: 01-30-20 to 03-01-20	Scheduled: 02-27-2020	Site Visit: 02-27-2020 Fiscal: 05-11-2020	No Issues	Letter Mailed: 05-12-2020
1911-2008-OJT-37-1830395 Granges America, Inc. 400 Bill Brook Drive Huntingdon, TN 38344 731-986-2746 Jennifer Starks, HR Manager jennifer.starks@granges.com	On-the-Job Training: 11-18-19 to 08-22-20	Scheduled: 02-05-2020	Phone Interview: 05-14-20 Fiscal: 05-26-2020	No Issues	Letter Mailed: 05-27-2020
1911-2011-OJT-47-4589822 Develey Mustard and Condiments Corp. 1845 Mustard Drive Dyersburg, TN 38024 731-325-5357 Lana Hammons, HR Manager lanahammons@develyusa.com	On-the-Job Training: 11-12-19 to 11-04-20	Scheduled: 03-04-2020	Site Visit: 03-04-2020 Fiscal: 04-21-2020	No Issues	Letter Mailed: 04-22-2020

RFP CONTRACTS THROUGH

1909-2009-OSO-62-0923487-SHARE Mid-Cumberland Human Resource Agency 1101 Kermit Drive, Suite 300 Nashville, TN 37217 615-850-3907 jhamrick@mchra.com	One-Stop Operator Services: 09-16-19 to 09-30-20	Expires: 09-30-2020	Fiscal:	Invoices Checked Monthly per Executive Director	Letter Mailed:
1910-2009-CSP-62-0800930-MULTI Dyersburg State Community College 1510 Lake Road Dyersburg, TN 38024 Dr. Karen Bowyer, President	Career and Business Services	Dates: 10-01-2019 to 06-30-2020	Fiscal:	Invoices Checked Monthly per Executive Director	Letter Mailed:

INCUMBENT WORKER TRAINING

2002-2005-IWT-25-1515179-CB AADG Inc. dba CeCo Doors 9159 Telecom Drive Milan, TN 38358 731-686-8345 Ian Cochran, HRIS Manager ian.cochran@assaabloy.com	Incumbent Worker	Expires: 06-30-2020 Reduce Budget: \$9,080 Reduce # Trained: 2	Fiscal: 07-06-2020	\$9,080.00	Letter Mailed: 07-07-2020
2002-2005-IWT-45-5356855-CB Souther Chiropractic and Acupencture 159 Cout Square Huntingdon, TN 38344 731-535-3205 dr.kristamegrady@gmail.com	Incumbent Worker	Expires: 06-30-2020 Modification	Fiscal: 06-29-2020	\$12,569.45	Letter Mailed: 07-01-2020
2002-2005-IWT-62-1727136-CB CableSouth Construction, LLC 2056 Jones Blvd Milan, TN 38382 731-612-9171 Christy Workman cworkman@mymedia3.com	Incumbent Worker	Expires: 06-30-2020 Modification	Fiscal: 06-29-2020	\$1,365.00	Letter Mailed: 07-01-2020

INCUMBENT WORKER TRAINING

2002-2005-IWT-62-0123520-CB Carroll Bank and Trust 19510 Main Street Huntingdon, TN 38344 731-986-4401 Bonnie Autry, Human Resource bautry@carrollbank.com	Incumbent Worker	Expires: 06-30-2020 Workers Comp: 05-05-2021	Fiscal: 06-30-2020	\$4,718.50	Letter Mailed: 07-01-2020
2003-2005-IWT-62-0819507-CB Cox Oil Co., Inc. 623 Perkins Street Union City, TN 38261 731-885-6444 Cassie Hickey cassie.hickey@coxoil.com	Incumbent Worker	Expires: 06-30-2020	Fiscal: 07-06-2020	\$2,186.00	Letter Mailed: 07-07-2020
2003-2005-IWT-62-11401109-CB Maverick Inc. 623 Perkins Street Union City, TN 38261 731-885-2784 Cassie Davie Cassie.davis@coxoil.com	Incumbent Worker	Expires: 06-30-2020	Fiscal: 07-06-2020	\$590.00	Letter Mailed: 07-07-2020
2005-2006-IWT-62-1528894-CB Advantage Manufacturing Corp 9204 Hwy 412 P.O. Box 128 Friendship, TN 38034 731-414-3738 David Hardin dhardin@rocketttnet.com	Incumbent Worker	Expires: 06-30-2020	Fiscal: 06-29-2020	\$15,242.00	Letter Mailed: 07-08-2020

PY19 Q4 WIOA Core Performance Measures		47145 Northwest Tennessee	
Adult Measures		Pass/Fail	PASS
	Negotiated	Actual	% of goal
Exiters		359	
Participants Served		598	
EER 2nd Qtr. after Exit	86.00%	87.40%	101.63%
EER 4th Qtr. after Exit	85.00%	87.30%	102.71%
Median Earnings 2nd Quarter after exit	\$6,500.00	\$ 6,758.98	103.98%
Credential Attainment	59.00%	89.70%	152.03%
Measurable Skills Gains	Baseline	67.40%	
Dislocated Worker		Pass/Fail	PASS
	Negotiated	Actual	% of goal
Exiters		33	
Participants Served		74	
EER 2nd Qtr. after Exit	84.00%	86.40%	102.86%
EER 4th Qtr. after Exit	84.00%	85.10%	101.31%
Median Earnings 2nd Quarter after exit	\$6,842.00	\$7,450	108.89%
Credential Attainment	69.00%	93.00%	134.78%
Measurable Skills Gains	Baseline	63.50%	
Youth		Pass/Fail	PASS
	Negotiated	Actual	% of goal
Exiters		103	
Participants Served		123	
EER 2nd Qtr. after Exit	79.00%	82.30%	104.18%
EER 4th Qtr. after Exit	75.00%	79.50%	106.00%
Credential Attainment	70.00%	88.90%	127.00%
Measurable Skills Gains	Baseline	59.70%	

FINANCIAL STATUS REPORT FOR MONTH ENDING 6/30/2020								
	CONTRACT BUDGET 6/30/2020	CUM. EXPENSE 6/30/2020	CURRENT MO ACCRUALS 6/30/2020	TOTAL EXP/ACCR 6/30/2020	OBLIGATIONS 6/30/2020	TOTAL EXP ACCR & OBLG 6/30/2020	DEOBLIGATED FUNDS 6/30/2020	UNOBLIGATED BALANCE 6/30/2020
AS OF DATE	6/30/2020	6/30/2020	6/30/2020	6/30/2020	6/30/2020	6/30/2020	6/30/2020	6/30/2020
FORMULA PROGRAM FUNDS				invoiced not pd	July-Jan 18 not pd			
ADULT OPERATIONS	\$ 854,403.46	\$ 690,276.59	\$ -	\$ 690,276.59	\$ 64,103.79	\$ 754,380.38	\$ -	\$ 100,023.08
ADULT PARTICIPANT	\$ 501,016.91	\$ 562,924.01	\$ 1,185.85	\$ 564,109.86	\$ 36,930.13	\$ 601,039.99	\$ -	\$ (100,023.08)
ADULT TOTAL	\$ 1,355,420.37	\$ 1,253,200.60	\$ 1,185.85	\$ 1,254,386.45	\$ 101,033.92	\$ 1,355,420.37	\$ -	\$ (0.00)
PERCENTAGE PARTICIPANT	36.96%	44.92%	100.00%	44.97%	36.55%	44.34%	#DIV/0!	
PERCENTAGE EXP/OBLG						100%		
DSLWK OPERATIONS	\$ 698,722.12	\$ 789,556.67	\$ 2,887.99	\$ 792,444.66	\$ 174,773.72	\$ 967,218.38	\$ -	\$ (268,496.25)
DSLWK PARTICIPANT	\$ 465,814.75	\$ 105,908.31	\$ -	\$ 105,908.31	\$ 15,463.68	\$ 121,371.99	\$ -	\$ 344,442.76
DSLWK TOTAL	\$ 1,164,536.87	\$ 895,464.98	\$ 2,887.99	\$ 898,352.97	\$ 190,237.40	\$ 1,088,590.37	\$ -	\$ 75,946.50
PERCENTAGE PARTICIPANT	40.00%	11.83%	0.00%	11.79%	8.13%	11.15%	#DIV/0!	453.53%
PERCENTAGE EXP/OBLG						93%		
YOUTH OPERATIONS	\$ 947,215.93	\$ 669,164.34	\$ 1,068.17	\$ 670,232.51	\$ 88,351.95	\$ 758,584.46	\$ -	\$ 188,631.47
YOUTH PARTICIPANT	\$ 947,215.93	\$ 454,228.38	\$ 2,077.25	\$ 456,305.63	\$ 90,998.81	\$ 547,304.44	\$ -	\$ 399,911.49
YOUTH TOTAL	\$ 1,894,431.86	\$ 1,123,392.72	\$ 3,145.42	\$ 1,126,538.14	\$ 179,350.76	\$ 1,305,888.90	\$ -	\$ 588,542.96
PERCENTAGE PARTICIPANT	50.00%	40.43%	66.04%	40.51%	50.74%	41.91%	#DIV/0!	67.95%
PERCENTAGE EXP/OBLG						69%		

FORMULA PERCENTAGES

\$ 3,594,697.18

\$ 772,928.26

\$ 315,419.62

\$ 108,438.80

TOTAL FORMULA OPERATIONS	\$ 2,500,341.51	\$ 2,148,997.60	\$ 3,956.16	\$ 2,152,953.76	\$ 327,229.46	\$ 2,480,183.22	\$ -	\$ 20,158.29
TOTAL FORMULA PARTICIPANT	\$ 1,914,047.59	\$ 1,123,060.70	\$ 3,263.10	\$ 1,126,323.80	\$ 143,392.62	\$ 1,269,716.42	\$ -	\$ 644,331.17
TOTAL ALL FORMULA	\$ 4,414,389.10	\$ 3,272,058.30	\$ 7,219.26	\$ 3,279,277.56	\$ 470,622.08	\$ 3,749,899.64	\$ -	\$ 664,489.46
PERCENTAGE PARTICIPANT	43.36%	34.32%	45.20%	34.35%	30.47%	33.86%	#DIV/0!	96.97%
PERCENTAGE EXPENDED /OBL				74.29%		84.95%	0.00%	
YOUTH OUT OF SCHOOL	\$ 1,205,130.34	\$ 1,055,558.48	\$ 1,365.15	\$ 1,056,923.63	\$ 134,780.52	\$ 1,191,704.15		\$ 13,426.19
PERCENTAGE OUT SCHOOL	63.61%	93.96%	43.40%	93.82%	75.15%	91.26%		
YOUTH WORK EXPERIENCE	\$ 253,094.64	\$ 456,847.41	\$ 1,839.73	\$ 458,687.14	\$ 82,447.99	\$ 541,135.13		\$ (288,040.49)
PERCENTAGE WORK EXP	13.36%	40.67%	58.49%	40.72%	45.97%	41.44%		
OTHER FUNDS								
				\$ -		\$ -	\$ -	\$ -
CONS. BUSINESS	\$ 869,277.45	\$ 631,139.04	\$ 64,610.00	\$ 695,749.04	\$ 164,927.46	\$ 860,676.50		\$ 8,600.95
STATEWIDE / NATA	\$ 995,027.36	\$ 553,561.45	\$ 15,941.63	\$ 569,503.08	\$ 167,959.36	\$ 737,462.44	\$ -	\$ 257,564.92
RESEA	\$ 310,165.00	\$ 218,362.28	\$ 1,129.36	\$ 219,491.64	\$ 84,888.70	\$ 304,380.34	\$ 7,801.07	\$ (2,016.41)
TOTAL OTHER FUNDS	\$ 2,182,101.90	\$ 1,410,694.86	\$ 81,680.99	\$ 1,492,375.85	\$ 417,775.52	\$ 1,910,151.37	\$ 7,801.07	\$ 264,149.46
TOTAL PROG FORMULA/OTHER	\$ 6,596,491.00	\$ 4,682,753.16	\$ 88,900.25	\$ 4,771,653.41	\$ 888,397.60	\$ 5,660,051.01	\$ 7,801.07	\$ 928,638.92
ADMINISTRATION	\$ 600,126.51	\$ 389,589.11	\$ -	\$ 389,589.11	\$ 2,103.65	\$ 391,692.76	\$ 2,530.56	\$ 205,903.19
TOTAL ALL FUNDS	\$ 7,196,617.51	\$ 5,072,342.27	\$ 88,900.25	\$ 5,161,242.52	\$ 890,501.25	\$ 6,051,743.77	\$ 10,331.63	\$ 1,134,542.11
	\$ -			\$ -				

PARTICIPANT % ALL FUNDS								
TOTAL FORMULA OPERATIONS	\$ 2,500,341.51	\$ 2,148,997.60	\$ 3,956.16	\$ 2,152,953.76	\$ 327,229.46	\$ 2,480,183.22	\$ -	\$ 20,158.29
TOTAL FORMULA PARTICIPANT	\$ 1,914,047.59	\$ 1,123,060.70	\$ 3,263.10	\$ 1,126,323.80	\$ 143,392.62	\$ 1,269,716.42	\$ -	\$ 644,331.17
CONS. BUSINESS-IWT	\$ 501,123.07	\$ 322,984.66	\$ 64,610.00	\$ 387,594.66		\$ 387,594.66		
CONS. BUSINESS-OJT / RA	\$ 368,154.38	\$ 308,154.38	\$ -	\$ 308,154.38	\$ 164,927.46	\$ 473,081.84	\$ -	\$ 8,600.95
STATEWIDE / NATA	\$ 995,027.36	\$ 553,561.45	\$ 15,941.63	\$ 569,503.08	\$ 167,959.36	\$ 737,462.44	\$ -	\$ 257,564.92
TOTAL FORMULA-CB-RR-RAMP	\$ 6,286,326.00	\$ 4,464,390.88	\$ 87,770.89	\$ 4,552,161.77	\$ 803,508.90	\$ 5,355,670.67	\$ -	\$ 930,655.33
TOTAL PARTICIPANT- CB - RR	\$ 3,284,861.42	\$ 1,992,408.62	\$ 19,204.73	\$ 2,011,613.35	\$ 476,279.44	\$ 2,487,892.79	\$ -	\$ 910,497.04
PERCENTAGE PARTICIPANT	52%	45%	22%	44%	59%	46%	#DIV/0!	98%

*Prior Year Accruals Not Excluded

ATTACHMENT 1: Minimum Participant Cost Rate Calculations by Program Year

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

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

MPCR Threshold	40.0%							
Program	Funding Type	Program Year		2019	Program Year		2018	
		Quarter End Monthly Expenditure Report			Quarter End Monthly Expenditure Report			
		Total Qualifying Expenditures (A)	Total Cumulative Expenditures-Program (B)	MPCR by Program (C)	Total Qualifying Expenditures (A)	Total Cumulative Expenditures-Program (B)	MPCR by Program (C)	
WIOA Youth	PY	172,447.11	515,676.72	33.4%	88,808.12	186,801.10	47.5%	
WIOA Adult	PY	0.00	102,691.13	0.0%	0.00	12,181.37	0.0%	
	FY	113,257.12	455,501.32	24.9%	135,747.27	155,941.72	87.1%	
WIOA Dislocated Worker	PY	0.00	94,539.54	0.0%	0.00	70,909.35	0.0%	
	FY	17,080.68	197,119.43	8.7%	45,830.02	292,305.60	15.7%	
RSP	FY			#DIV/0!				
SWA	PY	40,000.00	42,000.00	95.2%	617,542.36	652,702.20	94.6%	
				#DIV/0!			#DIV/0!	
Grand Total		342,784.91	1,407,528.14	24.4%	887,927.77	1,370,841.34	64.8%	
Was the MPCR Threshold Met?				NO	YES			

Two Year Summary		
Total Qualifying Expenditures	Total Cumulative Expenditures (Program Only)	Combined MPCR
1,230,712.68	2,778,369.48	44.30%

vs. YTD Expenditures as of 6/30/20

	Budget	July - Sept. 2019	Percentage of Budget	Oct. - Dec. 2019	Percentage of Budget	Jan. - Mar. 2020	Percentage of Budget	Apr. - June 2020	Percentage of Budget	PY 19 YTD Total	Percentage of Budget	Estimated Carryover
Participant Budget (40% prg)*	\$ 897,472.89	\$ 155,973.78	17%	\$ 411,736.67	46%	\$ 256,853.24	29%	\$ (211,393.37)	-24%	\$ 613,170.32	68%	\$ 284,302.57
<i>*budget reduced by \$248,835 in Rural/SWA Funding to determine carryover funds. Rural / SWA participant expenses in addition to formula participant expenses:</i>								\$ 617,542.36		Participant YTD = 28.85%		
Operating Budget (60% prg)	\$ 1,717,139.71	\$ 429,284.93	25%	\$ 429,284.93	25%	\$ 429,284.93	25%	\$ 429,284.93	25%	\$ 1,717,139.71	100%	\$ -
IFA Expenses (including OSO)	\$ 154,976.31	\$ 56,961.58	37%	\$ 35,390.69	23%	\$ 34,223.19	22%	\$ 43,976.82	28%	\$ 170,552.28	110%	\$ (15,575.97)
Career Service Provider	\$ 806,282.00	\$ 207,965.90	26%	\$ 167,892.47	21%	\$ 152,854.77	19%	\$ 187,891.31	23%	\$ 716,604.45	89%	\$ 89,677.55
Board / Fiscal Agent Expenses	\$ 656,292.24	\$ 198,437.44	30%	\$ 160,057.24	24%	\$ 139,918.38	21%	\$ 126,927.17	19%	\$ 625,340.23	95%	\$ 30,952.01
Total Operating Expenses	\$ 1,617,550.55	\$ 463,364.92	29%	\$ 363,340.40	22%	\$ 326,996.34	20%	\$ 358,795.30	22%	\$ 1,512,496.96	94%	\$ 105,053.59
<i>Remaining Balance</i>	\$ 99,589.15	\$ (34,079.99)	-4%	\$ 65,944.52	3%	\$ 102,288.59	5%	\$ 70,489.63	3%	\$ 204,642.75	12%	\$ 204,642.75
Operations YTD = 71.15%												\$ 488,945.32
RESEA Program Operating Budget	\$ 174,123.75	\$ -	0%	\$ 51,640.56	30%	\$ 61,123.15	35%	\$ 36,629.19	21%	\$ 149,392.90	86%	\$ 24,730.85

Northwest PY 2020 Budget - UPDATE

7/22/2020

	Total	Admin. (all)	Adult Prg (w/ AT)	DW Prg (w/o AT)	Youth Prg	Prg Total	% of Program Budget	% with additional funds
Estimated Carryover	\$ 625,312.54	\$ 109,888.01	\$ 318,821.48	\$ 48,396.34	\$ 148,206.71	\$ 515,424.53		
PY 20 / FY 21 Funds	\$ 1,995,408.21	\$ 199,540.82	\$ 631,908.67	\$ 535,000.07	\$ 628,958.66	\$ 1,795,867.39		
Total Budget	\$ 2,620,720.75	\$ 309,428.83	\$ 950,730.15	\$ 583,396.41	\$ 777,165.37	\$ 2,311,291.92		
<i>Original PY 20 Budget</i>	<i>\$ 2,484,416.81</i>	<i>\$ 311,012.03</i>	<i>\$ 808,190.67</i>	<i>\$ 580,281.31</i>	<i>\$ 784,932.81</i>	<i>\$ 2,173,404.78</i>		
<i>Difference</i>	<i>\$ 136,303.94</i>	<i>\$ (1,583.20)</i>	<i>\$ 142,539.48</i>	<i>\$ 3,115.10</i>	<i>\$ (7,767.44)</i>	<i>\$ 137,887.14</i>		
			63%	10%	27%			
IFA Expenses (including OSO)	\$ 156,790.85	\$ 3,488.50	\$ 96,580.48	\$ 15,330.24	\$ 41,391.63	\$ 153,302.35		
Career Service Provider	\$ 806,282.00		\$ 507,957.66	\$ 80,628.20	\$ 217,696.14	\$ 806,282.00		
Board / Fiscal Agent Expenses	\$ 807,874.26	\$ 244,464.88	\$ 354,947.91	\$ 56,340.94	\$ 152,120.53	\$ 563,409.38		
Total Operating Expenses	\$ 1,770,947.11	\$ 247,953.38	\$ 959,486.05	\$ 152,299.37	\$ 411,208.31	\$ 1,522,993.73	65.9%	52.2%
						\$1,512,496.96 = PY 19 actual		
Remaining Balance	\$ 849,773.64	\$ 61,475.45	\$ (8,755.90)	\$ 431,097.04	\$ 365,957.06	\$ 788,298.19		
Adult Transfer	\$ -		\$ 426,854.72	\$ (426,854.72)		\$ -		
Revised Balance	\$ 849,773.64	\$ 61,475.45	\$ 418,098.81	\$ 4,242.32	\$ 365,957.06	\$ 788,298.19		
Participant Balance	\$ 788,298.19		\$ 418,098.81	\$ 4,242.32	\$ 365,957.06	\$ 788,298.19		
Rural Funding	\$ 237,372.16		\$ 237,372.16	\$ -	\$ -	\$ 237,372.16		
Statewide Participant Funds	\$ 238,275.00		\$ 223,275.00	\$ -	\$ 15,000.00	\$ 238,275.00		
National DW Grant	\$ 69,257.68		\$ -	\$ 69,257.68	\$ -	\$ 69,257.68		
Additional Funds Needed	\$ 61,401.69		\$ 61,401.69	\$ -	\$ -	\$ 61,401.69		
Total Participant Budget	\$ 1,394,604.72		\$ 940,147.66	\$ 73,500.00	\$ 380,957.06	\$ 1,394,604.72	34%	48%
<i>Original PY 20 Budget</i>	<i>\$ 1,387,372.16</i>		<i>\$ 940,147.66</i>	<i>\$ 73,500.00</i>	<i>\$ 373,724.50</i>	<i>\$ 1,387,372.16</i>		
<i>Difference</i>	<i>\$ 7,232.56</i>		<i>\$ -</i>	<i>\$ -</i>	<i>\$ 7,232.56</i>	<i>\$ 7,232.56</i>		
						\$1,230,712.68 = PY 19 actual		



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

MEMORANDUM

TO: Local Workforce Development Boards

FROM: Kenyatta Lovett *KL*
Assistant Commissioner
Division of Workforce Services

DATE: July 13, 2020

Tennessee has many initiatives that are supporting individuals in their pursuit of secondary and postsecondary education, in order to propel themselves and their families to self-sufficiency and increased social mobility. Tennessee's workforce initiative Drive-to-55 is designed to achieve a goal of 55 percent of adults in Tennessee with a postsecondary degree or credential by the year 2025. The initiative has increased the higher education enrollments and demands all agencies to answer the call for support. Tennessee Promise, one initiative under Drive-to-55, offers high school graduates two years of tuition-free education for community or technical college. Tennessee Pathways is the K-12 initiative under Drive-to-55 and supports alignment among K-12, postsecondary, and industry to provide students with relevant education and training to jumpstart their postsecondary journey.

In order to effectively support the many initiatives of TN, the state's workforce development board (SWDB) needed increased flexibility to design and deliver workforce services that would allow the SWDB to serve its constituents effectively through the Tennessee Workforce System. To help achieve this goal, the SWDB applied for two waiver requests for the youth population under the Workforce Innovation and Opportunity Act (WIOA) Title I youth program.

It is with great pleasure that we inform you that the requested waivers were approved.

Requested Waiver: Waiver associated with the requirement at WIOA Section 129(a)(4)(A) and 20 CFR 681.410 that the State and local areas expend 75 percent of Governor's reserve youth funds and local formula youth funds on out-of-school youth (OSY).

Employment & Training Administration (ETA Response): ETA approves for Program Years (PYs) 2019 and 2020, which includes the entire time period for which states are authorized to spend program year (PY) 19 and 20 funds, the State's request to waive the requirement that the State expend 75 percent of Governor's reserve youth funds on OSY. TN may lower the expenditure requirement of Governor's reserve to 50 percent for OSY.

In addition, ETA approves for PYs 2019 and 2020, which includes the entire time period for which states are authorized to spend PY 19 and 20 funds, the State's request to waive the requirement that local areas expend 75 percent of local youth formula funds on OSY. TN may lower the local youth funds expenditure requirement to 50 percent for OSY. As a result of this waiver, ETA expects that the number of in-school youth (ISY) served will increase and performance accountability outcomes for overall WIOA Youth (including both ISY and OSY) will remain steady or increase for the majority of the WIOA Youth performance indicators.

Requested Waiver: Waiver of 20 CFR 681.550 to allow WIOA individual training accounts (ITAs) for ISY.

ETA Response: ETA approves, through June 30, 2022, the State's request to waive the requirement limiting ITAs to only OSY, ages 16-24. In addition to these OSY, the State may use ITAs for ISY, ages 16-21. Approval of this waiver should not impede the State's efforts to prioritize OSY, including outreach to the OSY population.

To summarize, effective immediately, LWDBs will expend 35 to 50 percent of PY20 local funding on ISY and not less than 50 percent on OSY. LWDBs will also issue, as applicable, ITAs to participants that classify as ISY at enrollment aged 16-21 utilizing PY19 and PY20 local funding.

Please send all correspondences to workforce.board@tn.gov.

KL:JL

Supportive Services

Effective Date: ~~May 21, 2019~~ August 25, 2020

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.

In the event that funds are limited, the Executive Director may limit one or more of the Supportive Services to priority populations only.

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 **secondary or** 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.

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 **secondary or** postsecondary education classes, subject to the maximum ITA amount for required **postsecondary** 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.
- 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.**

West TN & NW KPIs
January - June 2020 Results

Program	West TN Goal	NW Target	% of Regional Goal	Q1 Goals	Q1, Jan. - Mar. Results	SWDB Results*	Q2 Goals	Q2, Apr. - Jun Results	SWDB Results	SWDB YTD Total	Q3 Goals	Q4 Goals
Adult and Dislocated Worker New Enrollments	1,877	380	20%	68	209	91	118	53		91	123	71
Youth New Enrollments	857	107	12%	25	8	8	47	2		8	21	14
Wagner Peyser New Enrollments	9,410	2,007	21%	606	204	204	524	38		204	440	437
RESEA Co-Enrollments	170	15	9%	3	1	0	4	1		0	4	4
SNAP E&T New Enrollments	570	103	18%	26	17	32	26	27		32	26	25
TAA Co-Enrollments	50.0%	50.0%	n/a	50.0%	1.7%	1.7%	50.0%	6.4%		1.7%	50.0%	50.0%
Jobs for Veterans State Grants New Enrollments	100	25	25%	6	7	0	6	1		0	6	7
Migrant and Seasonal Farmworker New Enrollments	39	21	54%	5	0	5	5	19		5	6	5
Re-Entry New Enrollments (all partners)	707	309	44%	77	56	58	77	2		58	77	78
SCSEP -TNSCA (Exits)	n/a	19	n/a	5	5	5	5	0		5	5	4
Adult Ed. - Jackson State Community College*	n/a	265	n/a	107	41	144	75			144	41	42
Adult Ed. - Weakley County Schools	n/a	333	n/a	95	78	119	59	21		119	89	90

*includes NW and SW

*revised 7/7

Title I (56; 2) and WP (2) results only