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

Tuesday, August 25, 2020 – 11:30 am Business Meeting
Webinar Meeting ID: 842 8454 1633 Passcode: 583754

Minutes

Members Attending: Neely Ashby, Kristie Bennett, John Bucy, Glad Castellaw, Keith Cursey, Jon Dougherty, Landy Fuqua, Lana Hammons, Angela Hollingsworth, Ben Marks, Amy McDonald, Ted Piazza, David Parrish, Jimmy Williamson
CLEO via Webinar: Mayor Jake Bynum

Committee Members: Mark Chandler, Justin Crice, Sherry Fowler, Janna Hellums, Blake Swaggert,

Staff and Contractors: Jennifer Bane, Lana Burchfiel, Maleia Evans, Gina Johnson, LeAnn Lundberg, Ginger Powell, Laura Speer, Lana Wood, Connie Stewart, Erica Nance, Jennifer Eppley, Joseph Johnson, Jane Hamrick

Other Guests: Vicki Bunch, Mandy White, Holly Wood

Welcome: Jimmy Williamson welcomed all members and guests to the meeting.

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

Approval of Minutes: The minutes of the June 10, 2020 meeting were presented for review.

- **MOTION:** A motion to approve the June 10, 2020 minutes as presented was made by Ted Piazza and seconded by Landy Fuqua. All were in favor and the motion carried.

Meeting Reports: All committee reports were provided to the board ahead of time and included in the attached handouts. The following items were presented for discussion and questions prior to voting.

Local Elected Officials Meeting (June 10th): Minutes from the meeting are attached. No items were presented for a vote.

American Job Center Committee Meeting (July 27th): Neely Ashby stated the committee reviewed and recommended approval of changes to the Electronic Case Files Policy (outlined in red in the attachments). Changes are based on updates to the state's revised policy and include additional guidelines regarding fiscal documentation, protecting personally-identifiable information, timeliness and accuracy of reporting, and required language on release forms. John Bucy suggested a correction to change the year date from 2018 to 2020.

- **MOTION:** A motion to approve the policy changes as presented with the above suggested correction was made by Neely Ashby and seconded by Ted Piazza. All were in favor and the motion carried.

Outreach and Opportunities Committee Meeting (July 27th): Ben Marks stated the Committee reviewed and recommended approval of the following as presented and outlined in red in the attachments:

- Eligible Training Provider List-Renewal: The committee reviewed an existing program due for renewal, TCAT Newbern's Certified Production Technician (CPT) Program, and the related labor market information. The Committee recommends continued approval of TCAT Newbern's CPT program (VOTE).
 - **MOTION:** A motion for continued approval of TCAT Newbern's CPT program for addition to the Eligible Training Provider List as presented was made by Ben Marks and seconded by John Bucy. All were in favor and the motion carried.
- Consideration of Policy Changes: The Committee also recommends approval of changes to three policies as shown in the attachments:

- The Training Provider Approval Policy changes include adding a section on our monitoring process as required by the updated policy passed by the State Workforce Board in June.
- The Youth Eligibility Policy was updated to reflect the state's new policy approved in June and now includes some of the procedural information that has already been in place. The "needs additional assistance" definition has also been updated. Previously the state defined this for us, but their new policy, if approved on 8/28/20, allows local areas to define the criteria with supporting information. This policy will be effective upon the state's approval of their policy.
- The Youth Program Design and Incentives Policy has been updated to reflect the state's policy that was approved at the June state workforce board meeting. The incentives section was also revised to allow the incentive for placement in postsecondary to be awarded to In-School Youth who are enrolled while still in secondary school in addition to Out-of-School Youth.
- **MOTION: A motion to approve the policy changes as presented was made by Ben Marks and seconded by Ted Piazza. All were in favor and the motion carried.**

Executive Committee Meeting (July 29th): Ted Piazza stated the Committee recommends approval of the Supportive Services policy changes as shown in the attachments noted in red.

- **MOTION: A motion to approve the Supportive Services Policy changes as presented was made by Ted Piazza and seconded by Ben Marks. All were in favor and the motion carried.**

Presentation of the 2019-20 Annual Report: Jennifer Bane presented the annual report, highlighting the years served by our board members, the year in review, performance and fiscal reports, local and regional planning, labor market information, RAMP numbers, Manufacturing Days, Youth Work Experience, REAP and apprenticeships, Postsecondary Training, success stories, Business Services OJT and IWT, job fairs, and the American Job Center dashboard.

Other Business and Updates: Jennifer Bane provided a report, attached in the handouts and provided ahead of time through email to the board members, detailing three policies to be voted on at the State Workforce Board's August 28th meeting, and update on local and regional plans, a new youth waiver, and an invitation to participate in a USDOL/ETA Partnerships & Program Integration Project. During the meeting Jennifer updated the group on a few items including that both the regional and local plan would be recommended to the State Workforce Board for full approval without conditions by the state staff, and that the interview for the USDOL/ETA Partnerships & Program Integration Project has already taken place and will be used for the Chicago Regional office as well as nationally.

Jennifer also informed the group that the TN Department of Labor will be receiving \$9.5 million in CARES Act funding with \$2 million to be used for the virtual job fair and AJC platform. Each area will have a license to host virtual job fairs. Four million dollars will go to expand RESEA and other Dislocated Worker Services and \$3.5 million for employer training, like prior Consolidated Business Grants, and layoff aversion. The funds will be effective as early as September 1st and must be obligated by November 1st and expended by December 31st. Kristie Bennett informed the group that funds will be distributed equally among the nine local areas.

Future Meeting Dates & Upcoming Events: Jennifer Bane reminded the group of the following upcoming meetings:

- State Board Meeting: August 28th, 9 am (YouTube)
- Work Experience/WBL Meeting (with high schools): September 2nd, 9 am (Zoom)
- Regional Planning Council Meeting: September 22nd, 10 am (Zoom)
- Remaining 2020 Board Meeting Date: November 17th (TBD)

Mark Chandler invited everyone to participate in the West TN Regional Business Services meeting August 26th at 1:30 pm for anyone who would like to join.

Respectfully submitted,
Lana Burchfiel, Public Information Specialist

**Northwest Tennessee Workforce Board and
Consortium of Local Elected Officials for
Northwest TN Workforce Development Area
August 25, 2020 –11:30 am**

[Join Zoom Meeting](#)

Meeting ID: 842 8454 1633

Passcode: 583754

Agenda

Welcome

Mayor Gary Reasons, CLEO

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

Jimmy Williamson
Chair, NWTNWB

Approval of Minutes of June 10, 2020 Meeting

Meeting Reports

Local Elected Officials Meeting (June 10th)

Mayor Gary Reasons

American Job Center Committee Meeting (July 27th)

Rita Alexander, Chair

- Consideration of Electronic Case Files Policy Changes **(Vote Required)**

Outreach and Opportunities Committee Meeting (July 27th)

Ben Marks, Chair

- Eligible Training Provider List – Renewal **(Vote Required)**
 - TCAT Newbern – Certified Production Technician (CPT)
- Consideration of Policy Changes **(Vote Required)**
 - Training Provider Approval Policy
 - Youth Eligibility Policy
 - Youth Program Design and Incentives Policy

Executive Committee Meeting (July 29th)

Ted Piazza, Chair

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

Presentation of the 2019-20 Annual Report

Jennifer Bane, Executive Director

Other Business & Updates

Jennifer Bane

- State Workforce Board Draft Policies
- Local and Regional Planning Update
- Youth Waivers
- USDOL/ETA Partnerships & Program Integration Project
- Other

Future Meeting Dates & Upcoming Events

- State Board Meeting: August 28th, 9:00 am (YouTube)
- Work Experience / WBL Meeting (with high schools): September 2nd, 9:00 am (Zoom)
- Regional Planning Council Meeting: September 22nd, 10:00 am (Zoom)
- Remaining 2020 Board Meeting Date: November 17th (TBD)

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

Wednesday, June 10, 2020 - 12:00 Business Meeting
Webinar Meeting ID: 861 1576 7643, Password: 674411

Minutes

Members via Webinar: Brad Hurley, Kristie Bennett, John Glad Castellaw, Kristy Mercer, Rita Alexander, David Parrish, John Bucy, Jimmy Williamson, Randy Shannon, Ted Piazza, Angela Hollingsworth, John Penn Ridgeway, Lana Hammons, Lindsay Frilling, Landy Fuqua

CLEO via Webinar: Mayor Denny Johnson, Mary Gary Reasons, Mayor Brent Greer, Mayor Brett Lashlee, Mayor Benny McGuire

Committee Members via Webinar: Blake Swaggart, Justin Crice, Sherry Fowler, Mark Chandler, Ronnie Gunnels

Staff Members via Webinar: Lana Burchfiel, Laura Speer, Jennifer Bane, LeAnn Lundberg, Gina Johnson, Ginger Powell, Maleia Evans, Lana Wood, Terry Williams

Other Guests via Webinar: Connie Stewart, Erica, Nance, Jamie Franklin, Gary Damon, Holly Wood

Welcome: Gary Reasons welcomed all members and guests to the meeting.

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

Approval of Minutes: The minutes of the February 25, 2020 meeting were presented for review.

- **MOTION: A motion to approve the February 25, 2020 minutes as presented was made by Brad Hurley and seconded by Ted Piazza. All were in favor and the motion carried.**

Meeting Reports: All committee reports were provided to the board ahead of time and included in the attached handouts. The following items were presented for discussion and questions prior to voting.

American Job Center Committee - April 27, 2020 Meeting: The Committee reviewed and recommended approval of the below policy changes as presented and outlined in red in the attachments:

1. The Adult & Dislocated Eligibility Policy, previously the Self-Sufficiency policy, has been updated to reflect new guidance issued by the TN Department of Labor, and additional details regarding existing processes have been added back into the policy, after being removed during the transition in administrative entity.
2. The Individual Training Account (ITA) Policy has been updated to include revised references to federal guidance, additional details on priority of service, utilizing ITAs to serve apprentices in Registered Apprenticeship programs, and authorizing ITA funds through a Needs Assessment.
3. The Priority of Service Policy has been updated to reflect new guidance from the TN Department of Labor on assessing individuals' basic skills through the CASAS, TABE, or other reliable assessment.

- **MOTION: A motion to approve the Policy Changes as presented was made by Glad Castellaw and seconded by John Bucy. All were in favor and the motion carried.**

Outreach and Opportunities Committee - April 27, 2020 Meeting: Two new programs were reviewed by the committee and recommended for addition to the Eligible Training Provider List (ETPL) – Bethel University's Pharmacy Technician program and Dyersburg State Community College's (DSCC) Certified Clinical Medical Assistant program.

- **MOTION: A motion to approve Bethel University's Pharmacy Technician program and Dyersburg State's Certified Clinical Medical Assistant program for addition to the Eligible Training Provider List as presented was made by Brad Hurley and seconded by Mayor Denny Johnson. All were in favor and the motion carried.**

The committee also reviewed and recommended approval of an existing program, DSCC's Associate of Applied Science in Health Sciences program, due for renewal on the ETPL.

- **MOTION:** A motion to approve the continued approval of DSCC's Health Sciences program as presented was made by Ted Piazza and seconded by Glad Castellaw. All were in favor and the motion carried.

The committee also reviewed two policies for approval:

1. The Training Provider Approval Policy changes, as outlined in red in the attachments, include updating our administrative office address and a reference to required performance standards.
 2. The Youth Incentives Policy is a new policy to offers incentives to Youth participants to attain certain milestones.
- **MOTION:** A motion to approve revisions to Training Provider Policy as presented and to adopt the new Youth Incentives Policy as presented was made by Mayor Denny Johnson and seconded by Kristy Mercer. All were in favor and the motion carried.

Executive Committee Meetings - March 20th and April 29th, 2020: The committee reviewed and recommends for approval a new Information Access Policy as included in the attachments.

- **MOTION:** A motion to approve the Information Access Policy as presented was made by Ted Piazza and seconded by Landy Fuqua. All were in favor and the motion carried.

State Workforce Board Meeting - June 5, 2020: Jennifer Bane highlighted the following items from the meeting, as provided in the handouts and provided ahead of time through email to the board members:

1. The One-Stop Operator (OSO) and Career Service Provider (CSP) policy was revised to required that separate entities must be procured for each role. The policy also added the requirement that Youth providers must be procured through a separate Youth procurement, which will be a challenge in our area due to limited funds and necessity of braiding Adult, Dislocated Worker, and Youth funds to support staffing costs. Current contracts are grandfathered in.
2. The State Board approved two hold harmless measures with regards to the 40 Percent Minimum Participant Cost Rate (MPCR) and 80 Obligation Rate on first year funds State metrics for Program Year (PY) 2019 (7/1/2019 thru 6/30/2020) and PY 2020 (7/1/2020 thru 6/30/2021).

Changes to the Bylaws: Jimmy Williamson opened the floor to questions and discussion regarding changes to the bylaws as outlined in red, sent in advance, and included in the attached handouts.

- **MOTION:** A motion to approve the changes to the bylaws was made by Randy Shannon and seconded by Ted Piazza. All were in favor and the motion carried.

Changes to the LEO and Board Partnership Agreement: Jimmy Williamson opened the floor to questions and discussion regarding changes to the Agreement as outlined in red, sent in advance, and included in the attached handouts.

- **MOTION:** A motion to approve the changes to the LEO and Board Partnership Agreement was made by Mayor Gary Reasons and seconded by Mayor Denny Johnson. All were in favor and the motion carried.

Work Experience Policy Change: Jimmy Williamson opened the floor to questions and discussion regarding changes to the policy as outlined in red, sent in advance, and included in the attached handouts.

- **MOTION:** A motion to approve the Work Experience Policy change was made by John Bucy and seconded by Ted Piazza. All were in favor and the motion carried.

Program Year 20 Budget: Jennifer Bane told the board that the operating budget this year is mostly the same as last year. We anticipate carrying over about \$489,000 in formula funds which is quite a bit less than the \$860,000 that was expected to be carried over last year. Estimated allocations for the upcoming year are also down about \$82,000. Our total budget for the year is slightly less than \$2.5 million with nearly \$1.8 needed for our operations budget, which includes the Title I share of the infrastructure costs of the AJCs and the OSO contract, the CSP staffing and operations costs, and the board and fiscal agent staffing and operations costs. This leaves a balance of about \$650,000 in program funds to be spent directly on participants. We also expect to have about \$237,000 left in our rural initiative funding to serve participants through RAMP in Carroll, Lake, Obion, and Weakley counties, and to provide paid work experience in Benton County. Without any additional participant funds, our budget would be 70% operations and only 30% participant, which does not meet the

required 40% minimum participant cost rate. The requirement has been waived for this year and the upcoming year, but to maintain our typical participant spending, we would need nearly another \$500,000. With these additional participant funds, our budget would be 52% operations and 48% participant costs. Since we only receive a very small portion of our Adult and Dislocated Worker funds in July, we only have about \$32,000 for new Adult and Dislocated Worker enrollments through September 30th. August is typically our largest enrollment period, so a request for \$223,275 will be submitted in order to continue enrollments before the bulk of our Adult and Dislocated Worker funds are issued in October. Not reflected in the budget is a National Dislocated Worker Grant that the state applied for on behalf of the local areas. We requested about \$800,000 for our area to provide disaster-relief employment and other career and training services. US DOL hasn't approved the full amount requested by the state, so at this time we aren't sure exactly how much we will be receiving.

- **MOTION: A motion to approve the PY20 Budget was made by Mayor Denny Johnson and seconded by Mayor Gary Reasons. All were in favor and the motion carried.**

Local Plan Review: Jennifer Bane stated that much of the required information this year is the same and last year, but we've updated responses to include new or enhanced initiatives since the last plan. New components of the plan this year include the budget section, information on the Key Performance Indicators (KPIs), and serving at-risk and distressed counties. Services to justice-involved individuals is also included in the plan again this year.

- **MOTION: A motion to approve the Local Plan for review as presented was made by Mayor Gary Reasons and seconded by Ted Piazza. All were in favor and the motion carried.**

Regional Plan Review: Jennifer Bane stated the requirements this year were also very similar to last year's requirements. The Regional Planning Council has met monthly since April, and the Executive Directors and Regional Directors have met every couple of weeks, to develop the regional plan. Each of the three local areas took the lead on one of the three sections of the regional plan this year with each area reviewing and providing input and feedback on the areas. The data in the economic and workforce analysis section was updated, but the identified target sectors and target populations for services, such as Youth, individuals with disabilities, and those without a high school diploma or college credential essentially stayed the same. The plan includes updated information on regional service strategies, including the possibility of a Regional One-Stop Operator position which would be charged with carrying out regional activities, such as job fairs.

- **MOTION: A motion to approve Regional Plan for review as presented was made by Mayor Denny Johnson and seconded by Randy Shannon. All were in favor and the motion carried.**

Mark Chandler commended Jennifer, her staff, and the other Executive Directors for the monumental effort of putting this regional plan together.

Other: Jennifer Bane stated that per the state's guidance, we have procured armed security services. Pending security staff being available, the AJs will re-open to the public by appointment only on June 15th. On June 29th the AJs will be re-open at all times, but the number of individuals will still be limited as state and other guidance requires to ensure social distancing. We hope to be fully open without restrictions by July 27th. Mayor Gary Reasons suggested letting local law enforcement know that the armed security will be on site.

Jennifer also stated that Shock and Awe Day for the REAP program was held this past Saturday, June 6th. Unfortunately, we only had three participants. With the closing of schools due to COVID-19, we were only able to conduct about half of the showcase visits scheduled to be held on-site at the schools. We would still like to have 10 students in the class that starts July 13th, so we are going to expand our recruitment efforts to other young adults between the ages of 18 and 24 instead of just 2020 graduates. Amteck staff have agreed to offer another on-site event on June 25th to any interested applications.

Future Meeting Dates & Upcoming Events

- Strategic Plans Public Listening Session, June 17th, 5:15 pm (Zoom)
- 2020 Board Meeting Dates: August 25th and November 17th

Respectfully submitted,
Lana Burchfiel, Public Information Specialist

Gary Reasons, Chair / Chris Young, Vice Chair

The Consortium of Local Elected Officials met on June 10th with six Mayors, staff, and Board Chair Jimmy Williamson participating in the meeting.

The consortium reviewed and approved the revised Local Elected Official Interlocal Agreement, the Local Elected Official and Board Partnership Agreement, and the Bylaws. The group also reviewed and approved the budget, local plan, and regional plan, as approved by the Board on June 10th. The group also approved for the Northwest TN Workforce Board, Inc. to continue serving as the fiscal agent and administrative entity for the Northwest area. We also reviewed the board roster and performance of the current contractors. Existing contracts will be extended for another year due to satisfactory performance. The group also discussed progress towards are rural initiative grant projects and the application for a National Dislocated Worker Grant to assist with clean-up and recovery efforts related to the COVID-19 pandemic.

American Job Services Committee – Rita Alexander, Chair/ Neely Ashby, Vice Chair

The American Job Center Committee met on July 27th with 9 members along with staff and contractors participating. Neely Ashby was nominated and elected to serve as the vice-chair of the AJC committee. The position was vacated when John Killen resigned from the Board. Neely will also serve as a member of the Executive Committee.

Erica Nance, One-Stop Operator, shared very detailed reports including the Employer Services Report, Target Populations report, Referral and Co-Enrollment reports, and VOS Greeter reports showing traffic counts across all offices through June. There have been over 21,300 visits to the American Job Centers since July 1st with over 29,400 services provided. Traffic count by AJC is listed on the Performance Dashboard included with the handouts. As shown on the Dashboard included in the handouts, Lake, Weakley, Dyer, and Carroll counties are still behind their targets, but on-site services continue to be limited due to COVID-19. There were no surveys completed this quarter as the AJCs were closed nearly the entire time. The enrollment summary report showed that our area served the 5th largest number of Title I customers this year with 1,955 individuals served. The Southeast area served slightly more with 1,980 served, and Northern Middle, East, and Greater Memphis served the most.

The Career Services Report provided an overview of classroom training and work experience enrollments, and an update on the REAP program. There were 258 enrollments so far between the start of the contract in October and June. All enrollments are down since the arrival of COVID-19, and Youth enrollments are lagging behind enrollment goals. Youth enrollments are typically highest for summer work experience, but have not been this year because of COVID. New partnerships are being sought to serve more justice-involved youth. Work experience positions are also being advertised as jobs on Facebook which has resulted in many applications, but unfortunately most are not eligible as youth.

The Business Services report showed we have had 244 enrolled in On-the-Job Training since July 1st. Of those, 163 have completed training, 30 are still in training, and 51 did not complete, giving us a 76% completion rate for the year. Some Incumbent Worker Training grant contracts were de-obligated due to complications related to COVID-19. Nearly \$293,000 of the \$341,000 requested was still obligated after some funds were de-obligated. Staff continue to coordinate job fairs and hiring events with three events being held this quarter, including one virtual event. Staff also continue to participate in speaking engagements and marketing events, particularly to promote apprenticeships. Another occupation, Vineyard Foreman at Crown Winery, has been submitted and since approved by USDOL as a registered apprenticeship. Mass meetings have been conducted for two recent closures – Town and Country Grocer's / Cash Savers, and American Woodmark.

The committee also reviewed changes to the Electronic Case Files policy as shown in red in the attachments. The changes are based on updates to the state's revised policy and include additional guidelines regarding fiscal documentation, protecting personally-identifiable information, timeliness and accuracy of reporting, and required language on release forms. **The Committee recommends approval of the policy changes as outlined in red in the attachments. (VOTE)**

Electronic Case Files

Effective Date: August 25 ~~May-22~~, 2018

Duration: Indefinite

Purpose: To provide guidance regarding maintenance of records for a period of five (5) years and utilization of electronic records to reduce/keep paperwork to a minimum. (TDLWD effective 11-30-17)

Policy: The Jobs4TN electronic record system must be utilized **whenever possible** to maintain all participant records, including creating participant applications, recording provided services, uploading supporting documentation to verify eligibility, and providing case notes regarding interaction with participants **including the 'who, what, when, where, why, and how' of service delivery**. All forms currently used during an individual's registration within an American Job Center, specifically following the initial assessment, will be replaced by the use of Jobs4TN, whenever possible. All documents, with the exception of medical records containing protected health information (PHI) under the HIPAA Act of 1996, are required to be uploaded into VOS to validate data entered. Medical records, **including any records containing identifiable health information—also known as protected health information (PHI) under the HIPAA Act of 1996—such as health status, provision of health care, or payment for health care, must ~~should~~** be maintained in a secure area and in paper format.

No images may be deleted from VOS without permission granted by the TDLWD, and only by the TDLWD Policy and Compliance Unit. All records, electronic and paper, necessary to prepare reports and permit tracing of funds, must be maintained for five (5) years per TDLWD (3 years prior to 11-30-17). Data or information acquired for statistical purposes, shall not be disclosed in identifiable form for any other use, except with the informed consent of the respondent. Release forms, including release of educational records in compliance with the Family Educational Rights and Privacy Act, should signed and dated by the participant and case manager and uploaded into VOS. **This form must state that the participant's information may be used for reporting purposes as a result of federal regulations associated with the benefit of federal funds, and that the participant's personal information will remain confidential. This may be used as a stand-alone form, or may be incorporated into other release forms used. The release form must be uploaded into the participant file in Jobs4TN to validate that the participant agrees to the release of information for reporting purposes. Participants who attend training through WIOA-funded programs must also sign and date a form authorizing the release of educational records in order to obtain information or copies of certifications or diplomas from educational institutions for data validation and reporting purposes.**

In accordance with Public Law 105-277 Title XVII Section 1707, electronic records submitted or maintained in accordance with procedures developed under this title, or electronic signatures or other forms of electronic authentication, shall not be denied legal effect, validity, or enforceability because such records are in electronic form.

Timeliness and Accuracy of Reporting

All applicants must be processed immediately upon a customer receiving services. However, there are allowable exceptions-such as Rapid Response. In such instances the maximum allowable time to enter information into Jobs4TN is ten (10) business days. Furthermore, all eligibility intake information and documentation must be uploaded into Jobs4TN upon receipt. This also applies to the exiting of participants once they have completed all programs and are no longer receiving services (including documentation to support credentials or employment, when applicable). Once participants have exited programs, follow-up procedures and documentation concerning these individuals must be entered into Jobs4TN in a timely manner. TDLWD will not entertain any exceptions to this mandate. Service providers are expected to enter all verification documents,

upon receipt, into Jobs4TN for all active and exited participants using the naming conventions provided in Workforce Services Policy – Electronic Case Files.

Personally Identifiable Information (PII):

PII is defined as either protective or non-sensitive. Protective PII is information that is sensitive and typically includes information such as a social security number, date of birth, or bank account numbers. Non-sensitive information is personal information that, when released by itself, should not be harmful to the individual. Non-sensitive information typically includes first and last name, email addresses, and business address. The handling of PII should be done with caution and follow federal guidance.

Fiscal-Related Documentation

The Fiscal Agent maintains records of participant related payments, and is not required to upload invoicing documentation into the Jobs4TN system, as Jobs4TN is not intended to be the system of record for fiscal documentation. All participant-related payments must be linked to their corresponding payments in the Fiscal Agent's fiscal accounting system by notating the invoice number or other specific identifier within the voucher payment in the Jobs4TN. This allows for ease of reference during monitoring and review.

Reference: 20 CFR 37.39; WIOA Section 308(c)(2)(F)(ii); TEGL 39-11

Related TDLWD Policy: Electronic Case Files ~~Policy Guidance (pages 3 and 4)~~

Vetted and Approved by the Northwest Tennessee Workforce Board: August 25 ~~May 22~~, 2018

Jimmy Williamson, Chair ~~Margaret Prater, Executive Director~~
Northwest Tennessee Workforce Board

Outreach & Opportunities Report – Ben Marks, Chair / Glad Castellaw, Vice Chair

The Outreach and Opportunities Committee met on July 27th with 10 members along with staff and contractors participating.

The committee reviewed an existing program due for renewal, TCAT Newbern's Certified Production Technician (CPT) Program, and the related labor market information. This is the program being offered in the Lake County Jail that will rotate with the Obion County Jail. The state workforce board passed a new policy in June that requires all programs to report performance on an annual basis. Programs with at least 10 WIOA students served must meet 40% completion and placement rate of WIOA students and 70% for all students. This program has only served 9 students so far, but it may not have met the required placement rate due to the students still being currently incarcerated and COVID restrictions preventing inmates from being able to go to work. This issue has been brought up with the state staff and they are considering revising the policy to account for small class size and unique circumstances such as jail programs. **The Committee recommends continued approval of TCAT Newbern's CPT program (VOTE).**

The Committee also heard updates on several ongoing special grant programs. Under our two apprenticeship grants, there was not much progress during the quarter due to COVID, but we are still on track overall. Through our RESEA grant, 452 individuals were scheduled for first RESEA services with 203 completing between October and June as shown on the Dashboard included with the handouts. There were 425 subsequent visits completed, 16 individuals referred to Title I, and 44 placed in employment. RESEA services have been suspended due to COVID-19 but the state is working to re-implement them soon. Our area will also be receiving a \$249,000 National Dislocated Worker Grant to serve dislocated workers through disaster-relief employment or training services.

On special populations the committee heard updates on Youth Services, including an updated on the Registered Electrical Apprenticeship Preparation (REAP) program. Shock and Awe Day was held June 6th and a second informational event was held later in June to open the class up to recent graduates, up to age 24, instead of only 2020 graduates. We had 14 individuals attend between the two events, nine committed to the program, and eight actually started the class. Five graduated and are continuing their work experience with Amteck. Several individuals were also placed in work experience positions in Benton County as a result of the June 2nd hiring event. Unfortunately, none of the attendees were eligible as youth, but the adult work experience program is being funded with Rural Initiative funds. Also under the Rural Initiative Grant, the Re-Entry Advanced Manufacturing Program (RAMP) is expanding into Carroll, Lake, Obion, and Weakley counties. A new Certified Production Technician (CPT) class started in Lake County in January and completed in May. Carroll County started a female class on February 3rd but it is on hold due to the instructor not being able to enter the facility because of COVID-19. Obion County's new class will start soon since the Lake County class has completed, and Weakley County will be focusing on placing inmates in On-the-Job Training (OJT) positions instead of in the CPT class. RAMP has also continued in Gibson County with 8 classes completing, but it has also been on hold due to COVID. The total numbers served and performance results for this year can be seen in the performance dashboard included in the handouts.

The committee also reviewed changes to three policies as outlined in red in the attachments:

- The Training Provider Approval Policy changes include adding a section on our monitoring process as required by the updated policy passed by the State Workforce Board in June.
- The Youth Eligibility Policy was updated to reflect the state's new policy approved in June and now includes some of the procedural information that has already been in place. The "needs additional assistance" definition has also been updated. Previously the state defined this for us, but their new policy, if approved on 8/28/20, allows local areas to define the criteria with supporting information. This policy will be effective upon the state's approval of their policy.
- The Youth Program Design and Incentives Policy has been updated to reflect the state's policy that was approved at the June state workforce board meeting. The incentives section was also revised to allow the incentive for placement in postsecondary to be awarded to In-School Youth who are enrolled while still in secondary school in addition to Out-of-School Youth.

The Committee recommends approval of the policies as shown in the attachments. (VOTE)

Eligible Training Providers – By Program Status

Provider Name	ProgramTitle	CIP Title	Completion Level	Occupation Title	2020 Jobs	2024 Jobs	2020 - 2024 Change	Annual Openings	Avg. Hourly Earnings
Tennessee College of Applied Technolog-Newbern (Main Campus)	Certified Production Technician	Manufacturing Technology / Technician	An industry-recognized certificate or certification	Machine Operator, Material Tester, Production Assemblers, Production Worker, Machinists	11,705	11962	257	1,524	\$16.57

Training Provider Approval

Effective Date: August 25 ~~June 10~~, 2020

Duration: Indefinite

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

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

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

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

Monitoring

The TDLWD will monitor the LWDBs for ETPL compliance at a minimum of every two (2) years. The LWDBs must monitor a minimum of fifteen percent (15%) of a training providers' program each year between July 1 and June 30. The LWDB staff will randomly select WIOA participant files and validate that the data has been uploaded into the system correctly, ensuring that the yearly Federal ETP report is accurate. Additionally, the LWDBs must establish monitoring procedures and will provide a copy of this process to the ETPL Coordinator upon request. The NWTNWB's monitoring procedures shall include:

1. Running reports in Jobs4TN quarterly to identify programs due for renewal.
2. Selecting a sample of the ETP's programs due for renewal that representative of at least 15% of the ETP's programs on the ETPL.
 - a. If the programs due for renewal do not constitute a large enough sample, additional programs will be selected at a later time in the program year when they are due for renewal, or
 - b. If additional programs are not due for renewal within the program year, additional programs will be selected at the time of the review.
3. Completing a review of the selected programs by:

- a. Verifying the information in Jobs4TN is complete and accurate.
 - b. Ensuring a copy of the accrediting body's receipt letter or exemption certificate is on file.
 - c. Ensuring the program is still in-demand.
 - d. Evaluating the process in place for tracking student and WIOA participant progress, completion, placement, and earnings for required performance measures.
 - e. Verifying that the annual ETPL performance report for the program has been submitted timely and with accurate information.
 - f. Ensuring all applicable performance standards were met in accordance with TDLWD policy.
 - g. Verifying the number of WIOA participants served.
 - h. Selecting a 10% sample of WIOA participants, including at least one student per program being monitored, for review.
 - i. Validating that the data has been uploaded into the system correctly, ensuring that the yearly Federal ETP report is accurate.
4. Monitoring results will be documented and kept on file by the LWDB staff.

Training Providers Appeal Process

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

Local Appeals

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

Should an application for addition to the ETPL be denied by the NWTNWB, the NWTNWB will notify the applicant of the denial, the reason(s) for the denial, and information on the appeal process within ten (10) working days. Notification shall be written and may be transmitted by U. S. Postal Service, Return Receipt Requested, Fed Ex or other package delivery service, by facsimile transmission, and/or electronically through e-mail. The applicant institution may access the approved NWTNWB appeal process, as follows:

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

Address local appeals to the Northwest Tennessee Workforce Board, Attn: Executive Director and Board Chairman at 208 N. Mill Ave. in Dyersburg, TN 38024, (731) 286-3585, TDD # 711.

2. The NWTNWB Sub-Committee shall consider the appeal request within 30 calendar days of receipt of the written request for appeal and shall make a recommendation to the NWTNWB for approval, denial, or request for additional/subsequent information.
3. The NWTNWB must consider the appeal and the recommendation of the Sub-Committee and render a decision at its next regularly scheduled NWTNWB meeting, or within 60 calendar days from the date the NWTNWB received the written request for appeal from the provider institution, whichever is greater.

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

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

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

State Level Appeals

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

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

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

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

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

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

References:

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

Vetted and Approved by the Northwest Tennessee Workforce Board: August 25 ~~June 10~~, 2020

Jimmy Williamson, Chair
Northwest Tennessee Workforce Board

Youth Eligibility —~~Special Eligibility Definition~~

Effective Date: ~~August 28~~ November 19, 2020~~19~~

Duration: Indefinite

Purpose: To establish policy to ~~provide guidance on WIOA Title I youth program eligibility requirements, policies, and procedures consistent with state and federal requirements and to define “requires additional assistance to enter or complete an educational program, or to secure or hold employment.” and Youth Self-Sufficiency.~~

Policy: Youth must meet eligibility requirements to participate in the WIOA Title I youth program. WIOA section 129(a)(1) establishes separate criteria for out-of-school youth (OSY) and in-school youth (ISY).

WIOA Section 129(a)(1)(B) defines OSY as an individual who is:

1. not attending any school (as defined under State law);
2. not younger than age 16 or older than age 24; **and**
3. one or more of the following:
 - a. a school dropout.
 - b. a youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.
 - c. a recipient of a secondary school diploma or its recognized equivalent who is a **low-income individual** **and** is (a) basic skills deficient; **or** (b) an English language learner.
 - d. an individual who is subject to the juvenile or adult justice system.
 - e. a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement.
 - f. an individual who is pregnant or parenting.
 - g. a youth who is an individual with a disability.
 - h. **a low-income** individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

WIOA Section 129(a)(1)(C) defines ISY as an individual who is:

1. attending school (as defined by State law);
2. not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21;
3. a low-income individual; **and**
4. one or more of the following:
 - a. Basic skills deficient.
 - b. An English language learner.
 - c. An offender.
 - d. A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an outof- home placement.
 - e. Pregnant or parenting
 - f. A youth who is an individual with a disability.
 - g. An individual who requires additional assistance to complete an educational program or to secure or hold employment.

Additionally, eligible youth must also be a citizen or national of the United States, lawfully admitted permanent

resident alien, refugee, asylum, and parolee, and other immigrant authorized by the Attorney General to work in the United States. Before enrollment in WIOA Title I funded services, all males who are at least 18 years old and have not reached their 26th birthday must be registered with Selective Services. If a male turns 18 while participating in any applicable services, registration with Selective Service must be completed no later than 30 days after he becomes 18 in order to continue to receive WIOA Title I funded services. If a man under the age of 26 refuses to register with Selective Service, WIOA Title I funded programs must be suspended until he registers. For transgender customers, compliance with selective service is predicated on the individual's gender as assigned at birth/as recorded on a birth certificate.

Documentation of Participant Eligibility

Documentation is necessary to support WIOA Title I youth eligibility. Staff must verify and confirm that youth are eligible to participate in WIOA youth services through an examination of documents which must be stored electronically by uploading the documents into the participant's file in Jobs4TN. Documentation must be available to program staff, fiscal monitors, and auditors for monitoring purposes. A case note may be added with the documentation indicating the eligibility requirement that the document is supporting. Records must be maintained for a period of at least five (5) years after the submittal of the final closeout expenditure report for that funding period by the Board's Fiscal Agent.

Determining School Status

To determine school status for youth participants, service provider staff must follow the below definitions provided in the Workforce Services Policy – Youth Eligibility:

School: Any secondary or postsecondary school as defined by the applicable State law or secondary and postsecondary institutions. For purposes of WIOA, the Department does not consider providers of adult education under WIOA Title II, YouthBuild programs, Job Corps program, high school equivalency programs, or dropout re-engagement programs to be schools. Youth attending high school equivalency programs funded by the public K-12 school system who are classified by the school system as still enrolled in school are an exception; they are considered in-school youth.

Attending School: An individual is considered to be attending school if the individual is enrolled in a secondary school or registered for credit-bearing courses at a postsecondary institution. Such schools and/or institutions include, but are not limited to: Tennessee Colleges of Applied Technology, community colleges, four (4) year college/university, traditional K-12 public and private, and alternative schools (e.g. continuation, magnet, charter, and home schools). AJC staff must evaluate the following at the time of enrollment:

- If the youth is enrolled in the WIOA youth program during the summer and is in between school years, the youth is considered in-school youth if they are enrolled to continue school in the fall.
- If a youth is enrolled in the youth program between high school graduation and postsecondary education, the youth is considered an in-school youth if they are registered for postsecondary credit-bearing courses, even if they have not yet begun postsecondary classes at the time of enrollment.
 - If the youth does not follow through with attending postsecondary education, then such a youth would be considered an out-of-school youth if the eligibility determination is made after the point that the youth decided not to attend postsecondary education.
- Postsecondary courses must be credit-bearing classes. An individual attending non-credit bearing, post-secondary classes (e.g. remedial courses) are to be considered out-of-school youth.

Not Attending School: An individual who is not attending a secondary or postsecondary institution.

Alternative School: A non-traditional academic program or school designed to meet the student's educational, behavioral, and social needs for students in grades seven (7) through twelve (12).

Determining Basic Skills Deficiency

An individual that has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test or is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society, is considered basic skills deficient. If an individual is found to be basic skills deficient, this must be recorded in Jobs4TN.

Testing for basic skills deficiency is recommended to be done through Tennessee Department of Adult Education when applicable. When testing through TN Department of Adult Education is not applicable, local providers are permitted to administer testing. Formalized testing instruments that are valid, reliable, appropriate, fair, cost effective, well-matched to the test administrator's qualifications, and easy to administer and interpret results must be used with approval of the Board. Assessment instruments must also be appropriate for the target population, and reasonable accommodations must be provided in the assessment process, if necessary, for individuals with disabilities.

Determining Low Income Status

WIOA Section 3(36)(A) defines a low income individual as someone who:

1. (i) receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance;
2. is in a family with total family income that does not exceed the higher of (I) the poverty line; or (II) 70 percent of the lower living standard income level;
3. is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));
4. receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);
5. is a foster child on behalf of whom State or local government payments are made; or
6. is an individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement.

Per WIOA section 129(a)(2), for the purpose of WIOA section 129(a)(1), the term “low-income”, used with respect to an individual, also includes a youth living in a high-poverty area. As stated in TEGL 21-16, the WIOA regulations at 20 CFR § 681.260 define high-poverty areas as a Census tract, a set of contiguous Census tracts, an American Indian Reservation, Oklahoma Tribal Statistical Area (as defined by the U.S. Census Bureau), Alaska Native Village Statistical Area or Alaska Native Regional Corporation Area, Native Hawaiian Homeland Area, or other tribal land as defined by the Secretary in guidance or county that has a poverty rate of at least 25 percent as set every 5 years using American Community Survey 5-Year data. As of the 2018 data (<https://www.census.gov/acs/www/data/data-tables-and-tools/data-profiles/>), Lake County is the only county in the Northwest area meeting the criteria to be a high poverty area. Below are the poverty rates (percentage of families and people whose income in the past 12 months is below the poverty level, all people)

Benton County, 21.40%	Dyer County, 18.50%	Lake County, 26.90%
Carroll County, 19.80%	Gibson County, 17.10%	Obion County, 22.70%
Crockett County, 19.30%	Henry County, 19.80%	Weakley County, 20.20%

WIOA Section 3(36)(B) defines lower living standard income level as that income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the Secretary.

Five-Percent Low-Income Eligibility Exception: As described in 20 CFR 681.250(c), WIOA allows a low-income exception where five (5) percent of WIOA youth may be participants who ordinarily would be required to be low-income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria. A program must calculate the five (5) percent based on the percent of newly-enrolled youth in the Local Workforce Development Area's WIOA youth program in a given program year who would ordinarily be required to meet the low-income criteria. It is not based on all youth since many of the OSY categories do not require low-income status. Because not all OSY are required to be low-income, the five (5) percent low-income exception under WIOA is calculated based on the five (5) percent of youth enrolled in a given program year who would ordinarily be required to meet the low-income criteria.

Income Calculations: In order to determine if a youth applicant is in a family with total family income that does not exceed the higher of (I) the poverty line or (II) 70 percent of the lower living standard income level, actual total family income received by the applicant and all members of his / her family living in the household during the six-month period prior to the application date must be collected. All income earned and unearned income, unless specifically excluded per TEGL 19-16 or TEGL 21-16, is considered in determining monthly gross income. Income may be received periodically or at irregular intervals.

WIOA staff members must always obtain ample information to account for all income received during the six-month period prior to the application date, or information on how the family has been supported in the absence of income and / or public assistance (i.e. Food Stamps, Unemployment Insurance, etc.). When completing income computation, WIOA staff should use the following order for obtaining income documentation:

- (1) Actual Six Months of Income (e.g. six months of paystubs or employer statement)
- (2) Best Available Documentation (e.g. any available paystubs or Employment Security Wage Report)
- (3) Third Party Support

Method #1, actual six months of income, is always the best method and there should be very few cases in which six months of actual income is not used for income computation. If six months of actual income is not used for income computation, then staff must enter a very detailed case note justifying why method # 2 (Best Available Documentation such as any available paystubs or Employment Security Wage Report) is used and not method # 1. If method # 3 (Third Party Support) is used instead, staff must enter a very detailed case note justifying why method # 3 was used and not method # 1 or # 2.

Actual Income Verification: The Employment Verification Form for Eligibility, a statement from the employer of income between the application date and six months prior to the application date, or paystubs or other wage reports for the entire six-month period may be used to document actual income earned during the six-month period prior to the application date. The total gross income for the six-month period must be included in income computation, including any overtime, allowances, tips, or bonuses. All documents should have the person's name, the date(s) of the pay period, and the amount of income before deductions.

Best Available Documentation: If the income documentation provided does not reflect an accurate account of the income over the past six months (i.e. worked different jobs, had no income for a period of time, etc.), WIOA staff members should (a) call the applicant or parent/guardian to gather more income information to help determine eligibility (i.e. additional paystubs); (b) prorate year to date (YTD) amount from paystubs that include the entire six month pay period (see below for instructions on using YTD wages); (c) request wage information from Employment Security staff if available; or (d) obtain a Third Party Support Form. Ultimately, the responsibility is on the applicant/parent to supply adequate information to determine eligibility.

In the event that actual income verification for the past six months cannot be supplied by the applicant or employer, income documentation that includes at a minimum the most recent 30-days income (earned and unearned) for all family members in the household can be used may be used as an exception to compute income for the six-month period prior to the application date using prorated year-to-date (YTD) wages. The more income data available for the six-month time period, the better the documentation (multiple paystubs, although not consecutive for the entire period, may give a better picture). In order to use YTD information WIOA staff must determine the hire date and determine how many weeks of pay is represented by the YTD figure. The YTD amount should then be divided by the number of weeks represented, or the number between the first of the year or the hire date, whichever is more recent, and the end date of the most recent pay period as seen on the participant's paystub to identify an average weekly pay amount. The average weekly pay amount must then be multiplied by 26 weeks to determine the income amount for the six-month period prior to the application date. Any other income received during the six-month period by family members living in the household must also be included in the income computation.

Self-Employment: For self-employed individuals who have filed their taxes, the most recent tax return (not to be over 13 months old) of the self-employed individual is to be used to determine wages for the previous year. The amount in line will then be divided by 2 to determine the amount for the six-month period. The individual who is self-employed much also provide a signed attestation that nothing has occurred since the last income tax return period being supplied with the application that has or will significantly change the applicant's financial situation. Income of other family members of the household (if applicable) will also need to be documented and included in the income computation. For self-employed individuals who are not required to file taxes, a Personal Services Employment Verification Form may be used to document cash income (e.g. housecleaning, babysitting, dog-walking, etc.).

Other Means of Support: For families without includable income or public assistance, or those with gaps in income during the six months, information must be gathered to determine how the family supported themselves. A Third Party Support Form may be used to show how the applicant was supported. When using a Third Party Support Form, the person who is providing support to the applicant, who cannot be a family member as defined above, must list all the types of support provided to the applicant in a month on the form. Support received is not counted as income. Any income of family members living in the household must be included in income computation. If during gaps in employment a family member was relying on the income of other members of the family, staff must document this in the eligibility case note. The income of the family members must be included in income computation. If the family is being supported by exclusionary income, documentation must be obtained and a copy uploaded to the participant's file.

Determining Family Size: Income from individuals living in the household who do not meet the definition of "family" will not be included income computation. In the absence of a Federal and / or State definition, the Northwest Local Workforce Development Area has continued to use the definition of a family provided under the Workforce Investment Act and has considered family to mean two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

- (A) A husband, wife, and dependent children.
- (B) A parent or guardian and dependent children.
- (C) A husband and wife.

Since parents are included in the definition of family, when an applicant lives in the same household as his/her parents, the income of the parents shall be included in determining low-income status and eligibility, unless:

- a) The applicant is a single parent/guardian, living with his / her parents, and is not claimed as a dependent on the most recent tax return of his / her parents (a copy must be maintained in the participant's file), whereby the applicant and his/her children comprise a separate family unit within the household; or
- b) The applicant is married but lives with parents, and is not claimed as a dependent on the most recent tax return of his / her parents, parents (a copy must be maintained in the participant's file) whereby the applicant and his/her spouse are considered a separate family unit within the household.

When an individual has a disability for which documentation can be obtained, the income for such individual shall exclude the income of any and all other members of the family. Acceptable documentation shall include a written statement from Vocational Rehabilitation reflecting current services, verification showing current receipt of SSI or SSD for the individual from the Social Security Administration, or a letter from a local education entity stating the individual has an IEP along with a signed attestation from the youth applicant and his/her parents/guardians, when applicable due to the applicant's age, that the IEP is based on a disability.

Needs Additional Assistance Definition

Each LWDB must define in its local plan and local policies the criterion of "requires additional assistance to complete an educational program, or to secure and hold employment" for OSY and ISY. LWDBs must include evidence supporting the established criteria ensure regional alignment to the best of their abilities, which may include most current labor market information, statistical evidence, and other data deemed supportive. Documentation required from participants to support established criteria must also be identified.

According to the Office of Disease Prevention and Health Promotion (ODPHP)'s [website](#), "Many factors can contribute to inequitable access to resources and opportunities, which may result in poverty. Marital status, education, social class, social status, income level, and geographic location (e.g., urban vs. rural) can influence a household's risk of living in poverty. For example, in 2012, 17.7% of people in rural areas were living in poverty, compared to 14.5% of people in urban areas. Racial and ethnic minorities are more likely than non-minority groups to experience poverty at some point in their lives. In addition, children from families that receive welfare assistance are 3 times more likely to use welfare benefits when they become adults than children from families who do not receive welfare. Studies also report that migrant status is a risk factor for poverty."

As mentioned above, as of 2018, the U.S. Census Bureau's American Community Survey 5-Year data showed poverty rates for the NW area between 17.1% and 26.9%. A rate of at least 20% is categorized by the U.S. Census Bureau as a poverty area, while 20 CFR § 681.260 defines a high poverty area as an area that has a poverty rate of at least 25%. Benton, Obion, and Weakley counties are considered poverty areas while Lake County is considered a high poverty area. The NW area also has median household incomes below the national average and significant percentages of children in poverty, female householders with no husband present, and non-family households. Although small, each county also has a presence of foreign-born individuals.

County Name	Median Household Income	% Children Under 18 Poverty Level	% Foreign-Born Population	% Male Householder, No Wife Present, Family Households	% Female Householder, No Husband Present, Family Households	% Non-Family Households
Benton	\$33,125	25.3%	1.1%	4.2%	11.4%	40.7%
Carroll	\$40,810	25.2%	0.9%	4.5%	12.7%	32.8%
Crockett	\$42,047	28.7%	4.2%	3.7%	12.7%	33.6%
Dyer	\$43,762	24.3%	1.9%	6.0%	15.3%	29.1%
Gibson	\$41,886	24.8%	1.2%	3.5%	15.9%	32.4%
Henry	\$40,837	30.9%	1.3%	3.4%	12.9%	31.8%
Lake	\$34,966	40.1%	0.7%	5.9%	20.9%	33.3%
Obion	\$39,866	33.2%	1.8%	5.2%	12.5%	32.9%
Weakley	\$38,566	25.6%	1.7%	5.3%	9.8%	36.2%

Source: Community Indicators Map, Economic Modeling Systems, Inc. (from the Census's American Community Survey 5-year estimates)

Furthermore, according to the Tennessee State Plan for 2020-2023, unemployment rates among youth (ages 16 to 24 years old) are higher in the West region at 18.45%, more than five times the overall state rate.

Based on the above labor market information, statistical evidence, Training and Employment Notice 22-19 - Technical Assistance Resources for the Workforce Innovation and Opportunity Act (WIOA) Youth Program, and other relevant experience in serving the youth population, the Northwest TN Workforce Board, in consultation with the Chief Local Elected Officials, has adopted the ~~below TDLWD~~ criterion for Youth- “requires additional assistance to enter or complete an educational program, or to secure or hold employment” ~~in an effort to increase the likelihood of participants’ educational and occupational success, and reduce the likelihood of participants entering or remaining in poverty, as follows:~~

REQUIRES ADDITIONAL ASSISTANCE FOR BOTH OSY AND ISY:

1. Educational Barriers – as documented by school or testing agency records
 - a. Has been placed on probation, suspended, or expelled from school at least within the last 12 calendar months
 - b. Has repeated at least one secondary grade level
 - c. Has or has previously had below average grades or an ACT/SAT score below the college readiness range
2. Employment Barriers – as documented on the participant’s application
 - a. Little or no successful work experience or has never held a job
 - b. Has been fired from a job in the last 12 calendar months
 - c. Has a family history of chronic unemployment and / or long-term use of public assistance
 - d. Has experienced an unsuccessful work search or little to no exposure to successfully employed adults
 - e. Has, or is a member of a family who has, a poor work history, to include no work history, long-term unemployment, significant gaps in employment, or sporadic work history
3. Living Arrangements – as documented on the participant’s application, assessment, and / or case notes
 - a. Resides in a non-traditional household setting (i.e., single parent, lives with unofficial guardian, latchkey, grandparents, domestic partners, etc.)
 - b. Has been previously placed in out-of-home care (foster care, group home, or kinship care)
 - c. Lives in a home with parents who have limited English proficiency or the primary language spoken in the home is not English
 - d. Lives with only one or neither of his/her natural parents
 - e. Lives in public housing
 - f. Lives in a poverty area (poverty rate \geq 20%), federally-designated high poverty area (poverty rate \geq 25%), or an at-risk or distressed county per the Appalachian Regional Commission (ARC)
4. Medical/Social/Family Barriers – as documented on the participant’s application, assessment, and / or case notes
 - a. Lacks parental support
 - b. Has emotional, medical, physical, cognitive, or psychological impairment which creates a significant impediment to employment
 - c. Has been referred to, is being treated by, or has previously been treated by an agency for substance abuse
 - d. Has experienced recent traumatic events, is a victim of a crime or abuse, or resides in an abusive environment as documented by a school official or other professional
 - e. Faces significant personal challenges including dysfunctional domestic situations, lack of supportive services or transportation, documented behavioral problems, and substance abuse by the youth or a family member
 - f. Is, or is a member of household, receiving assistance to meet basic needs such as food and shelter
 - g. Has currently or formerly incarcerated parent(s) or guardians
 - h. Has parents who lack a high school diploma or equivalent

- i. Potential first-generation postsecondary student
- j. Emancipated youth
- k. Immigrant, refugee, or migrant youth

REQUIRES ADDITIONAL ASSISTANCE for Out-of-School Youth only – as documented by school records or the participant’s application:

- a. Has dropped out of postsecondary educational program ~~as documented by school records during the past calendar months; or~~
- b. Has not enrolled in postsecondary school or entered a career path within one year of completion of secondary school to include lack of full-time employment or history of employment with earnings below self-sufficiency guidelines
- c. Has never held a full-time job (aged 18+ only)
- d. Has been unemployed six months out of the last two years (aged 18+ only)
- e. ~~Has a poor work history, to include no work history or has been fired from a job in the last 6 calendar months; or~~
- f. ~~Has been suspended from school at least within the last 12 calendar months); or~~
- g. ~~Has below average grades; or~~
- h. ~~Has been previously placed in out-of-home care (foster care, group home, or kinship care) for more than 6 months between the ages of 16-24; or~~
- i. ~~Has currently incarcerated parent(s) or guardians~~

REQUIRES ADDITIONAL ASSISTANCE for In-School Youth only – as documented by school or court records:

- a. Has poor attendance patterns in an educational program during the last 12 months; ~~or~~
- b. Has documented behavioral problems at school
- c. Is deemed at risk of dropping out of school by a school official
- d. Has received court agency/referrals mandating school attendance
- e. Is required to enroll in remedial or development coursework in postsecondary
- f. Grade Point Average of less than 2.0 In school (secondary or postsecondary)
- g. One or more years behind modal grade for one’s age group
- h. ~~Has been expelled from school within the last 12 calendar months; or~~
- i. ~~Has been suspended from school at least within the last 12 calendar months; or~~
- j. ~~Has below average grades; or~~
- k. ~~Has been previously placed in out-of-home care (foster care, group home or kinship care) for more than 6 months between the ages of 14-21; or~~
- l. ~~Currently incarcerated parent(s) guardian~~

Five-Percent Additional Assistance Barrier Limitation for ISY: WIOA section 129(a)(3)(B)(1) states that in each LWDA, not more than five (5) percent of the ISY assisted may be eligible due to the barrier of requiring additional assistance to complete an educational program or to secure or hold employment. States and local areas must ensure that in a given program year, no more than five (5) percent of ISY enrolled in the program year are eligible only based on the “additional assistance” criterion. The five (5) percent limitation criterion for additional assistance applies to ISY only.

In order to ensure compliance with the five (5) percent ISY limitation and that ISY who are most in need are served in the WIOA youth program, the Northwest areas focuses on serving ISY who are eligible based on criteria other than the “requires additional assistance” criterion, such as homeless youth, foster youth, youth with a disability, and youth offenders. In addition, the service provider must request approval for any ISY enrollments using the needs additional assistance criterion so that the Board staff can track the number of newly-enrolled ISY in this category in a given program year.

Reference: WIOA section 129(a)(1)(B) and (C), WIOA Section 3(36)(A) and (B), WIOA section 129(a)(2), 20 CFR § 681.260, 20 CFR 681.250(c), WIOA Section 129(a)(3)(B)(1), WIOA Section 188(a)(5), TEGL 19-16, TEGL 21-16, ODPHP: <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-health/interventions-resources/poverty>

Related TDLWD Policy: Youth Eligibility Policy

Vetted and Approved by the Northwest Tennessee Workforce Board: ~~August 25~~ **November 19, 2020**~~19~~

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

Youth Program Design and Incentives

Effective Date: ~~August 25~~~~June 10~~, 2020

Duration: Indefinite

Purpose: To outline the required program framework for youth programs funded in whole or in part under Title I of WIOA and provide guidance for providing incentives for eligible Youth participants.

Policy: Funds allocated to a local area for eligible youth must include programs that provide assessments and develop service strategies linked to indicators of performance. The Youth program and service provision, under Title I of the Workforce Innovation and Opportunity Act (WIOA), is designed to:

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

Program Design

Program design is an essential element to assist youth service providers to develop comprehensive service strategies based upon an individual needs. Local Workforce Development Boards (LWDBs) must develop intensive outreach efforts to non-profits, community groups, faith-based agencies, schools, and other support agencies who can provide youth services. Access points must be developed in high school libraries with staff trained to assist youth in accessing all available services. Outreach programs must be implemented that will target populations with barriers to employment (including, but not limited to, offenders, homeless individuals, basic skills deficient, English language learners, individuals aging out of foster care, pregnant or parenting individuals, and persons with disabilities).

Service delivery will be based upon the following program components:

- Preparation for postsecondary educational opportunities;
- Occupational training services (that lead to the attainment of a recognized credential);
- Work-based opportunities;
- Youth development services; and
- Employment services

In order to support the attainment of a secondary school diploma or its recognized equivalent, or entry into postsecondary education and career readiness for participants, all youth programs shall provide services consisting of the required 14 Youth program elements as described in WIOA Section 123. Youth participants must be made aware of all available services, and the providing of the information must be documented in the participant's case file in Jobs4TN. When procuring a Youth service provider, the LWDB will follow all requirements as outlined in applicable Workforce Services policies, which shall include bidders providing a detailed outline of how the youth elements identified in the request for proposal (RFP) will be executed,

including any leveraging of community-based resources, such as partnerships with organizations that provide leadership development, mentoring services, and private sector employment involvement.

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

Intake & Assessment

An orientation process must be provided to each potential eligible youth participant. Orientation must include information on the services that are available within the WIOA Title I youth program and the One-Stop Service Delivery system in the local area. These services may include, but are not limited to:

- Orientation/introduction of the program purpose
- All program services and resources available
- Responsibilities of other service providers
- Program participant's responsibility
- Information on follow-up services
- Information on support services
- Referral to other appropriate services

Intake involves registration, eligibility determination, and collection of documentation to support verification of eligibility for services. Other services also include referral for basic skills development and referral to other services as appropriate.

Assessment is a process that identifies service needs. An objective assessment must be administered to all eligible youth. The WIOA youth program design requires an objective assessment of academic levels, goals, interests, skills levels, abilities, aptitudes, and supportive service needs; it also measures barriers and strengths. Assessment results are used to develop the Individual Service Strategy (ISS). The results from the objective assessment must be entered into Jobs4TN.

Individual Service Strategy (ISS)

Based on the comprehensive intake and assessment process, Title I staff develop an Individual Service Strategy (ISS) with participants to identify their employment and / or educational goals and objectives, which must be specific, measurable, achievable, relevant, and timely (SMART), directly linked to one or more of the indicators of performance, and aligned to the interests and career pathway identified in the objective assessment. The ISS must also document the specific program elements and services to be provided to the participant based on the results of the objective assessment and the participant's SMART goals / objectives. A new service strategy for a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participant under another education training program.

Career Coaching & Case Management

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

program. Support may be provided on an individual or group basis and career coaching principles and methods must be incorporated throughout the program.

Documentation of all services and activities must also be recorded in the participant's case file in Jobs4TN. Participants must be contacted at least monthly, and contacts must be documented in case notes in Jobs4TN. Recording case notes is critical because it weaves each service element into the comprehensive service plan. Case notes, at minimum, must reflect who was assisted, why, when and where the contact occurred and must be entered promptly with detailed information.

Supportive Services

Youth providers must provide supportive services to eligible youth participants that are necessary to enable an individual to participate in youth activities authorized under Title I of WIOA. The LWDB's Supportive Services policy outlines allowable support services and the procedures for administering and participants receiving supportive services.

Youth Incentives

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

safeguarding of incentive payments. Availability of incentives is contingent upon funding levels, and this policy may be suspended by the Executive Director, with approval of the Board Chair, to accommodate decreases in funding.

Common Exit

A common exit occurs when a participant enrolled in multiple partner programs, to include Title I, Title III, Trade Adjustment Act / Trade and Globalization Adjustment Act, and Jobs for Veterans State Grants, has not received services from any of the applicable programs in which the participant is enrolled for at least 90 days, and no future services are planned. In accordance with Workforce Services Policy – Common Exit from WIOA Partner Programs, in order for staff to properly and timely exit participants, they are required to follow up with participants every 30 days. A detailed description of contact and contact attempts must be documented in case notes, included the intention of the contact. In the event the participant is unable to be reached, staff should do a follow-up contact every five days from the date of the missed contact until contact is made. If staff is unable to reach the participant on the second contact attempt via phone or primary method, then he / she should make every effort to use alternative contact methods (i.e. social media, Facebook, alternative contacts, email, etc.), not to exceed 90 days. If after all contact attempts during the 90-day period the staff is unable to reach the participant, he/she should close all open activities and create a closure with the appropriate closure reason.

Follow-Up Services

Follow-up services are critical services, provided for no less than 12 months, following a youth participant's exit from the program. These services help ensure the youth is successful in employment and/or postsecondary education and training beyond their program completion. The youth service provider must establish and implement procedures to ensure that follow-up services are conducted and documented in Jobs4TN in accordance with the below guidelines:

1. At the time of enrollment, youth must be informed that follow-up services will be provided for 12 months following exit.
2. If at any point in time during the program or during the 12 months following exit the youth requests to opt-out of follow-up services, they may do so. In this case, the request to opt-out or discontinue follow-up services made by the youth must be documented in case notes.
3. Follow-up services must include more than only a contact attempted or made for securing documentation to report a performance outcome.
4. In the event a participant cannot be located or contacted, attempts to contact the participant must be documented in case notes, including the intent of the attempted contact.

Allowable follow-up activities also include:

1. Supportive Services
2. Adult Mentoring
3. Financial Literacy Education
4. Services that provide Labor Market Information
5. Activities that help youth prepare for and transition to postsecondary education and training

Reference: TEN 22-19; 20 CFR § 681.640; TEGL 21-16; WIOA sec. 129(c)(1)(B) and 123; MDRC's [*Serving Out-of-School Youth Under the Workforce Innovation and Opportunity Act \(2014\)*](#) by Farhana Hossain; 2 CFR part 200.

Related TDLWD Policy: Youth Program Service Design, [Common Exit from WIOA Partner Programs](#)

Vetted and Approved by the Northwest Tennessee Workforce Board: August 25, 2020 ~~June 10, 2020~~

Jimmy Williamson, Chair
Northwest Tennessee Workforce Board

Executive Committee Report – Ted Piazza, Chair/ Jimmy Williamson, Vice-Chair

The Executive Committee met on July 29th with 7 members plus one guest and staff participating. The committee reviewed and approved the continued certification of the American Job Centers in Dyer (Comprehensive Center), Gibson (Affiliate), and Obion (Affiliate) Counties. Updates to signage and accessible parking are needed at the Dyer and Obion AJCs. The process was expected to be completed as June 30th, but due to COVID-19, the deadline was extended to August 8th. All AJCs have now been re-certified and won't need to be renewed for another three years, unless they are relocated or re-designated.

Quarterly monitoring results were also reviewed, including updates on performance of the One-Stop Operator (OSO) and Career Service Provider (CSP). Performance continues to be good for both contracts. The OSO's traffic count goals for the AJCs were adjusted due to several centers going to part-time and all centers being closed for a quarter due to COVID. The OSO contractor has received some minor suggestions for improvement, and board staff are working with the CSP in order to increase Youth enrollments which have been down and stayed down in part due to COVID-19. The committee also reviewed estimated performance results for the fourth current of program year 2019. Official results have since been received and are included with the handouts. All goals are currently being met.

The draft financial status report as of June was reviewed. The final report is now available after grant closeouts have been completed. Fiscal performance results are listed on the performance dashboard included with the handouts. Although the requirement was waived for this year and next year, we exceeded the 40% minimum participant cost rate (MPCR) at 44.3 %. Out-of-School Youth expenditures exceed the required 75% at nearly 94%, and Work Experience expenditures exceeded the required 20% at nearly 41%. We also received a budget update. 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 (PY). We ended PY 19 under budget and 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.

The committee also reviewed the estimated results of the State's Key Performance Indicators (KPIs), which are included on the Performance Dashboard in the handouts. The results were gathered locally and official results from the state staff have not been received yet. Our numbers were not the same as theirs last time since ours included incumbent workers and statewide adults. Enrollments were down across almost all programs, thanks mostly to COVID. April-June is not usually a large enrollment period either. Youth enrollments continue to be down but staff have new strategies to recruit for the work experience program. Title I staff are also working toward a 50% co-enrollment of TAA participants, but 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 so our re-entry enrollments are also down.

The committee also reviewed changes to the Supportive Services Policy, as outlined in red in the attachments, to allow for additional assistance for secondary school students. Previously the policy was written to only allow certain supportive services for postsecondary students. The change in the policy will assist in serving more In-School Youth. As stated in the attached youth waivers, 35-50% of youth funding must now be spent on In-School Youth, which is a huge increase from the approximately 6% we currently spend on In-School Youth. The Committee recommends approval of the policy changes as shown in the attachments. (VOTE)

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.**



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

WIOA Federal Reporting Score Card

PY19 Q4 WIOA Core Performance Measures	Tennessee						
Adult Measures	Pass/Fail		Pass	Dislocated Worker	Pass/Fail		Pass
	Negotiated	Actual	% of Goal		Negotiated	Actual	% of Goal
Exiters	0	4167		Exiters	0	1205	
Participants Served	0	8104		Participants Served	0	2213	
EER 2nd Qtr after exit	83.50%	86.80%	103.95%	EER 2nd Qtr after exit	82.00%	85.00%	103.66%
EER 4th Qtr after exit	83.50%	86.30%	103.35%	EER 4th Qtr after exit	82.00%	85.30%	104.02%
Med. Earnings	\$ 6,650.00	\$ 7,331.00	110.24%	Med. Earnings	\$ 7,000.00	\$ 8,516.00	121.66%
Cred. Attainment	59.00%	67.60%	114.58%	Cred. Attainment	69.00%	66.40%	96.23%
MSG	Baseline	53.90%		MSG	Baseline	50.00%	
Youth	Pass/Fail		Pass	Wagner-Peyser	Pass/Fail		Pass
	Negotiated	Actual	% of Goal		Negotiated	Actual	% of Goal
Exiters	0	2382		Exiters		26884	
Participants Served	0	4079		Participants Served		24554	
EER 2nd Qtr after exit	79.50%	79.50%	100.00%	EER 2nd Qtr after exit	66%	71.10%	107.73%
EER 4th Qtr after exit	76.00%	79.80%	105.00%	EER 4th Qtr after exit	66%	72.00%	109.09%
Cred. Attainment	72.00%	71.10%	98.75%	Med. Earnings	\$ 4,700	\$ 5,721.00	121.72%
MSG	Baseline	52.70%					

WIOA Federal Reporting Score Card

[illegible]

WIOA Federal Reporting Score Card

[illegible]

WIOA Federal Reporting Score Card

PY19 Q4 WIOA Core Performance Measures	East Tennessee Region								
	47125 East Tennessee			47135 Northeast Tennessee			47150 Southeast Tennessee		
Adult Measures	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	
Exiters	0	803		0	197		0	429	
Participants Served	0	1459		0	401		0	799	
EER 2nd Qtr after exit	83.50%	90.50%	108.38%	83.50%	93.80%	112.34%	83.50%	86.70%	103.83%
EER 4th Qtr after exit	83.50%	91.40%	109.46%	83.50%	92.60%	110.90%	83.50%	82.50%	98.80%
Med. Earnings	\$ 6,650.00	\$ 7,638.00	114.86%	\$ 6,650.00	\$ 8,556.00	128.66%	\$ 6,650.00	\$ 7,428.00	111.70%
Cred. Attainment	59.00%	73.90%	125.25%	59.00%	81.40%	137.97%	59.00%	74.20%	125.76%
MSG	Baseline	57.70%		Baseline	50.80%		Baseline	47.10%	
Dislocated Worker	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	
Exiters	0	139		0	29		0	178	
Participants Served	0	386		0	69		0	271	
EER 2nd Qtr after exit	82.00%	86.20%	105.12%	82.00%	86.50%	105.49%	82.00%	83.00%	101.22%
EER 4th Qtr after exit	82.00%	81.60%	99.51%	82.00%	89.60%	109.27%	82.00%	91.70%	111.83%
Med. Earnings	\$ 7,000.00	\$ 7,030.00	100.43%	\$ 7,000.00	\$ 8,378.00	119.69%	\$ 7,000.00	\$ 7,660.00	109.43%
Cred. Attainment	69.00%	76.60%	111.01%	69.00%	69.60%	100.87%	69.00%	75.90%	110.00%
MSG	Baseline	46.70%		Baseline	54.20%		Baseline	42.50%	
Youth	Pass/Fail		Pass	Pass/Fail		Fail	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	0	414		0	97		0	284	
Participants Served	0	863		0	170		0	490	
EER 2nd Qtr after exit	79.50%	84.80%	106.67%	79.50%	71.10%	89.43%	79.50%	81.40%	102.39%
EER 4th Qtr after exit	76.00%	81.00%	106.58%	76.00%	75.20%	98.95%	76.00%	83.70%	110.13%
Cred. Attainment	72.00%	67.10%	93.19%	72.00%	82.80%	115.00%	72.00%	61.50%	85.42%
MSG	Baseline	51.20%		Baseline	38.10%		Baseline	40.20%	

Northwest Local Workforce Development Area PY 19 Performance Dashboard

Jun-20

Fiscal Measures	Goal	Actual	Difference from Goal	% of Goal Met
Minimum Participant Cost Rate	40%	44.26%	4%	111%
Out-of-School Youth Expenditures	75%	93.82%	19%	125%
Youth Work Experience	20%	40.71%	21%	204%
Formula Funds Obligation Rates	80%	97.67%	18%	122%
Adult	80%	100.00%	20%	125%
Dislocated Worker	80%	93.00%	13%	116%
Youth	80%	100.00%	20%	125%
Apprenticeship Expansion Grant	80%	80.26%	0%	100%
Rural Funding Obligation Rate	60%	63.22%	3%	105%

Adult Performance Measures	Goal	Actual	Difference from Goal	% of Goal Met
Employment Rate 2nd Quarter after Exit	86%	87.4%	1.4%	102%
Employment Rate 4th Quarter after Exit	85%	87.3%	2.3%	103%
Median Earnings 2nd Quarter after Exit	\$6,500.00	\$6,759.00	\$259.00	104%
Credential Attainment within 4 Quarters after exit	59%	89.7%	30.7%	152%
Measurable Skills Gains	Baseline	68.4%	n/a	n/a

Dislocated Worker Performance Measures	Goal	Actual	Difference from Goal	% of Goal Met
Employment Rate 2nd Quarter after Exit	84%	86.4%	2.4%	103%
Employment Rate 4th Quarter after Exit	84%	85.1%	1.1%	101%
Median Earnings 2nd Quarter after Exit	\$6,842.00	\$7,450.00	\$608.00	109%
Credential Attainment within 4 Quarters after exit	69%	93.0%	24.0%	135%
Measurable Skills Gains	Baseline	62.5%	n/a	n/a

Youth Performance Measures	Goal	Actual	Difference from Goal	% of Goal Met
Employment Rate 2nd Quarter after Exit	79.5%	82.3%	2.8%	104%
Employment Rate 4th Quarter after Exit	76%	79.5%	3.5%	105%
Credential Attainment within 4 Quarters after exit	72%	88.9%	16.9%	123%
Measurable Skills Gains	Baseline	61.3%	n/a	n/a

Key Performance Indicators (January - December 2020)	Goal	Actual	Difference from Goal	% of Goal Met
Adult / Dislocated Worker New Enrollments Goal	380	144	-236	38%
Youth New Enrollments Goal	107	10	-97	9%
Wagner Peyser New Enrollments	2007	242	-1765	12%
RESEA Co-Enrollments	15	1	-14	7%
SNAP E&T New Enrollments	103	59	-44	57%
TAA Co-Enrollments	50%	6.4%	-44%	12.8%
Jobs for Veterans State Grants New Enrollments	25	1	-24	4%
Migrant and Seasonal Farmworker New Enrollments	21	24	3	114%
Re-Entry New Enrollments (all partners)	309	60	-249	19%
SCSEP - TNSCA (Exits)	19	5	-14	26%
Adult Ed. - Jackson State Community College (7/1/19-6/30/20)	265	144	-121	54%
Adult Ed. - Weakley County Schools (7/1/19-6/30/20)	333	140	-193	42%

American Job Center Visits	Goal	Actual	Difference from Goal	% of Goal Met
Benton	72	82	10	114%
Carroll	386	291	-95	75%
Crockett	46	40	-6	87%
Dyer	561	446	-115	80%
Gibson	282	242	-40	86%
Henry	255	216	-39	85%
Lake	22	14	-8	64%
Obion	251	291	40	116%
Weakley	211	159	-52	75%
Total	2,086	1,781	-305	85%

Career Service Provider Enrollments (Oct. 2019 - Sept. 2020)	Goal	Actual	Difference from Goal	% of Goal Met
Adult New Enrollments Goal	280	212	-68	76%
Dislocated Worker New Enrollments Goal	39	15	-24	38%
Youth New Enrollments Goal	92	31	-61	34%
Total New Enrollments	411	258	-153	63%

RESEA Services (Oct. 2019 - Sept. 2020)	Goal (estimated)	Actual	Difference from Goal	% of Goal Met
Completed First Scheduled Visits	580	203	-377	35%
Completed Subsequent Visit	635	452	-183	71%
Referred to Title I	10%	8%	-2%	84%
Co-Enrolled in Title I	15	1	-14	7%
Placed in Employment	12%	10%	-2%	81%

Business Services	Goal	Actual	Difference from Goal	% of Goal Met
Number of Employers Served	1,121	564	-557	50%
Number of Services Provided	4,279	3,536	-743	83%
Employers Receiving On-the-Job Training Grants	19	28	9	148%
Number of Job Fairs / Recruitment Services	260	123	-137	47%

Social Media Presence	Goal	Actual	Difference from Goal	% of Goal Met
Number of Page Likes	7,363	6,284	-1,079	85%
Average Daily Reach	5,035	1,512	-3,523	30%
Average Daily Engaged Users	381	64	-317	17%
Average Daily Viral Reach	3,325	739	-2,586	22%

Re-Entry Advanced Manufacturing (RAMP)	Goal	Actual	Difference from Goal	% of Goal Met
Number Enrolled*	50	46	-4	92%
Completing Safety Module	43	41	-2	95%
Completing Quality Module	37	23	-14	62%
Completing Manufacturing Module	32	21	-11	66%
Completing Maintenance Module	29	17	-12	59%
Certified Production Technicians	29	16	-13	55%

*PY 19 Goals: Carroll = 10; Gibson = 20; Henry = 10; Lake = 10

Rural Initiative Numbers Served (Oct. 2019 - Sept. 2021)	Goal	Actual	Difference from Goal	% of Goal Met
Benton - Work-Based Learning (Young Adults)	21	11	-10	52%
Carroll - RAMP	24	10	-14	42%
Lake - RAMP	40	12	-28	30%
Obion - RAMP	23	0	-23	0%
Weakley - Work-Based Learning (RAMP)	17	0	-17	0%
Total	125	33	-92	26%

State Apprenticeship Expansion Grant (Sept. 2019 - June 2020)	Goal	Actual	Difference from Goal	% of Goal Met
Individuals Trained (new apprentices)	89	24	-65	27%

DRA Workforce Grant (Dec. 2019 - Sept. 2021)	Goal	Actual	Difference from Goal	% of Goal Met
Individuals Trained (pre-apprenticeship)	24	17	-7	71%
Industry Recognized Certificates (pre / interim apprenticeship)	20	0	-20	0%
Jobs Created (New Hire Apprentices)	8	0	-8	0%
Jobs Retained (Incumbent Apprentices)	8	17	9	213%
Employer Outreach Events	18	5	-13	28%
Registered Apprenticeship Occupations Developed	6	2	-4	33%
Pre-Apprenticeships	2	1	-1	50%
Jobseeker Recruitment Events	12	10	-2	83%
WIOA Funding Support	\$45,000.00	\$ 8,539.35	-\$36,460.65	19%
Total	98	52	-46	53%



NORTHWEST TENNESSEE WORKFORCE BOARD

ANNUAL
REPORT | 2019
2020

www.nwtntjobs.org
[Facebook@nwtntJobs](https://www.facebook.com/nwtntJobs)

• THE NORTHWEST TENNESSEE WORKFORCE BOARD •



The Northwest Tennessee Workforce Board (NWTNWB), designated by the local elected officials, is charged with administering workforce development services in nine counties in Northwest Tennessee: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, and Weakley. Jennifer Bane serves as the Executive Director for the NWTNWB. The NWTNWB is established in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA).

The purpose of the NWTNWB is to provide policy guidance and exercise oversight with respect to activities under the WIOA in partnership with the units of local government for the local area. The NWTNWB supports WIOA activities that develop a quality workforce system to meet the needs of area employers and job seekers. The majority of the members of the NWTNWB are private business leaders from throughout the nine county service region and include business owners, chief executives, operating officers, and other executives with optimum policymaking and hiring authority. Representatives from Labor Organizations, Education & Training, Government, Economic & Community Development, and other community organizations also serve on the board. The NWTNWB, with the agreement of the chief elected officials for the local area, designates a one-stop operator and provider(s) of Career, Business, and Youth services for the local One-Stop Delivery System, operated through the American Job Centers (AJCs), where job seekers and employers connect.



Northwest Tennessee Counties



OUR MISSION

The mission of the Northwest Tennessee Workforce Board is to develop a quality workforce system to meet the needs of area employers and job seekers.

OUR VISION

Northwest Tennessee is an area where business and industry thrive based on the availability of a skilled workforce and a robust talent pipeline, and where increasing wealth fuels prosperous communities and a high quality of life.

LOCAL CHIEF ELECTED OFFICIALS

Mayor Gary Reasons*, Chair - Crockett
Mayor Brett Lashlee, Benton
Mayor Joseph Butler, Carroll

Mayor Chris Young*, Vice-Chair - Dyer
Mayor Tom Witherspoon, Gibson
Mayor Brent Greer, Henry

Mayor Denny Johnson, Lake
Mayor Benny McGuire, Obion
Mayor Jake Bynum, Weakley

NORTHWEST TENNESSEE WORKFORCE BOARD MEMBERS

The Northwest TN Workforce Board (NWTNWB), appointed by the county mayors and certified by the Governor, includes representatives of private business/industry, education, economic development, labor, and community-based organizations. The NWTNWB provides policy and oversight for all workforce development activities in the nine-county region, including the American Job Centers.

Kristie Bennett - Regional	Kristy Mercer - Gibson
John Bucy - Regional	Charlie Moore - Crockett
Keith Cursey - Weakley	David Parrish - Regional
Jon Dougherty - Dyer	John Penn Ridgeway - Carroll
Bedford Dunavant - Obion	Dr. Randy Shannon - Benton
Lindsay Frilling - Obion	Jennifer Starks* - Henry
Landy Fuqua - Weakley	Cliff Sturdivant - Carroll
Lana Hammons - Dyer	Eddie White-Henry
Angela Hollingsworth - Regional	Gayanne Williams - Lake
Amy McDonald-Regional	Sandra Woods - Gibson

Board Officers:

Jimmy Williamson*, Chair - Dyer
Ted Piazza*, Vice-Chair - Gibson
Brad Hurley, Secretary - Carroll

American Job Center Committee:

Rita Alexander, Chair - Gibson
Neely Ashby, Vice-Chair - Henry

Outreach & Opportunities Committee

Ben Marks, Chair - Benton
Glad Castellaw, Vice-Chair - Crockett

*Board of Directors

Non-Board Member Committee Members:

Dr. Karen Bowyer
Justin Crice
Mark Chandler
Sherry Fowler
Melinda Goode
Ronnie Gunnels
Janna Hellums
Alvin Smothers
Blake Swaggart

Board Members Reach 194 Years of Combined Service

New Members

Angela Hollingsworth
Amy McDonald
Dr. Randy Shannon
Eddie White

Two to Four Years

Neely Ashby (2)
Lana Hammons (2)
Kristie Bennett (4),
David Parrish (4)

Five Years

Glad Castellaw (5)
Jon Dougherty (5)
Bedford Dunavant (5)
Lindsay Frilling (5)
Landy Fuqua (5)
Ben Marks (5)
Cliff Sturdivant (5)

Six to Nine Years

Kristy Mercer (6)
Gayanne Williams (6)
Keith Cursey (9)
Charlie Moore (9)
Jennifer Starks (9)

Ten or More Years of Service

Rita Alexander (10)
Sandra Woods (10)
John Penn Ridgeway (12)
Ted Piazza (15)
John Bucy (18)
Brad Hurley (19)
Jimmy Williamson (21)



NORTHWEST TENNESSEE WORKFORCE BOARD STAFF

Northwest TN Workforce Board Administrative Office

Jennifer Bane, Executive Director

208 N. Mill
Dyersburg, TN 38024
(731) 286-3585

Lana Burchfiel, Public Information Specialist

Theresa Ethridge, Business Services Representative

Maleia Evans, Business Services Representative

Gina Johnson, Director of Finance & Administrative Services

LeAnn Lundberg, Director of Facilities & Computer Services

Ginger Powell, Deputy Director

Margaret Prater, Workforce Consultant

Derrick Quinn, Compliance Officer

Laura Speer, Director of Performance & Compliance/EO Officer

Terry Williams, Finance Coordinator

Lana Wood, Business Services Representative

• 2019-2020 YEAR IN REVIEW •

21,373

Individual American Job
Seeker Visits

29,400

American Job Center
Services Provided

6,443

Social Media Followers as of
June 30, 2020

2,014

Title I Adult, Dislocated Worker,
Youth Visits

12,540

Job Search
Customer Visits

146

Vocational Rehabilitation
Customer Visits

1,105

Adult Education/HiSet
Customer Visits

8,022

Unemployment
Customer Visits

1,504

Temporary Assistance for Needy
Families Visits

**ERMCO, Inc
Dyer County**

150 New Jobs
\$12 Million Investment

**Global Track Manufacturing
USA, Inc.**

Gibson County
250 New Jobs

**Dynamix Casting Fluxes
Carroll County**

25 New Jobs
\$7.5 Million Investment

564

Employers
Served

123

Job Fairs/Hiring Events &
Recruitment Services

596

Incumbent Workers Trained with
24 Employers

3,536

Employer Services
Provided

1,066

Customers Attended Job Fairs/
Hiring Events

244

Placed in On-the-Job Training
Positions with 24 Employers

15th

Re-Entry Advanced
Manufacturing Class (RAMP)

149

RAMP Participants
Served to Date

1,382

Students Participated in
Manufacturing Days

• PERFORMANCE & FISCAL •

Performance Report for 2019-2020	WIOA Performance Metrics	PY 2019 Goal	PY 2019 Actual
Adult	Employment Rate 2nd Quarter after Exit	86.0%	87.4%
	Employment Rate 4th Quarter after Exit	85.0%	87.3%
	Median Earnings 2nd Quarter after Exit	\$6,500	\$6,759
	Credential Attainment within 4 Quarters after exit	59.0%	89.7%
	Measurable Skills Gains	Baseline	68.4%
Dislocated Worker	Employment Rate 2nd Quarter after Exit	84.0%	86.4%
	Employment Rate 4th Quarter after Exit	84.0%	85.1%
	Median Earnings 2nd Quarter after Exit	\$6,842	\$7,450
	Credential Attainment within 4 Quarters After Exit	69.0%	93.0%
	Measurable Skills Gains	Baseline	62.5%
Youth	Employment Rate 2nd Quarter After Exit	79.5%	82.3%
	Employment Rate 4th Quarter after Exit	76.0%	79.5%
	Credential Attainment within 4 Quarters After Exit	72.0%	88.9%
	Measurable Skills Gains	Baseline	61.3%

Fiscal Report for 2019-2020	PY 2019 Funding Available	Current Year Expenditures	Percent Expended	De-obligated Funds	Carryover July 1, 2020
Administration	\$600,126.51	\$389,662.50	65%	\$2,530.56	\$207,933.45
Adult Formula	\$1,355,420.37	\$1,254,881.25	93%	\$0	\$100,539.12
Dislocated Worker Formula	\$1,164,536.87	\$898,430.78	77%	\$0	\$266,106.09
Youth Formula	\$1,265,473.20	\$1,117,478.58	88%	\$0	\$147,994.62
Consolidated Business Grant	\$869,227.45	\$800,538.77	92%	\$68,738.68	\$0
RESEA	\$310,165.00	\$219,837.14	71%	\$7,801.07	\$82,526.79
SWA/Apprenticeship	\$995,027.36	\$577,672.68	58%	\$0	\$417,354.68
TOTAL ALL GRANTS	\$6,497,774.56	\$5,258,501.70	81%	\$79,070.31	\$1,222,454.75

* The de-obligated Consolidated Business Grant funds were due to Incumbent Worker Training contracts being cancelled or de-obligated due to the conflicts related to COVID-19. the de-obligated RESEA and Administration funds were FY19 RESEA funds that ended 9/30/19.

Participant Funding	Minimum Requirement	Actual
Minimum Participant Cost Rate (MPCR)	40%	44.3%
Youth Work Experience	20%	40.7%
Youth Out-of-School	75%	93.8%

Local Area exceeds all performance and participant funding requirements.

• STRATEGIC PLANNING •

Local & Regional Plans Set Vision and Goals following State of Tennessee's Vision in the Combined Plan



The Workforce Innovation and Opportunity Act (WIOA) of 2014 requires local and regional planning – a broad strategic approach to planning focused on the overarching vision, goals, and alignment, and shared responsibilities within the local area and region. Each Local Workforce Development Board

(LWDB) and its respective Chief Local Elected Official (CLEO) must prepare a local plan and must collaborate with other local workforce development boards and CLEOs within the respective planning region to prepare a regional plan. The regional plan includes the establishment of regional service strategies, development and implementation of sector initiatives, collection and analysis of labor market information, coordination of administrative costs, transportation and other support services, and services with regional economic development services and providers, and the establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for, and reporting on, the WIOA accountability measures.

The Combined State Plan, which aspires for a results-driven skills development system providing the opportunity for the State's job seekers, workers, and businesses to sustain economic viability and self-sufficiency, provides background on the relationship between the state plan, regional plans, and local plans. The State of Tennessee's Workforce Vision is to increase the competitive position of Tennessee businesses through the development of a high skilled workforce. The guiding principles include:

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

To achieve the State's vision, the following five key objectives developed by the State Workforce Development Board have been adopted by the Regional Planning Council for West TN:

- Create an Integrated Intake System to Efficiently Deliver Services
- Create a Shared Vision for Supporting Tennesseans with the Greatest Number of Barriers to Enter the Workforce
- Create a Trained Workforce to Meet Current Industry Needs
- Create New Dashboards to Measure the Effectiveness of the Integrated Workforce Strategy
- Create a Simple and Effective Engagement Experience for All Candidates

The plan also includes an analysis of economic conditions, employer needs, and the regional workforce for the twenty-one counties in the West TN region. Top middle-skill level occupations in West TN by Industry Sector include occupations in **Healthcare, Transportation & Warehousing, Manufacturing, and Professional, Scientific, & Technical Services.**

Skill level gaps are addressed, as well as the need for "soft skills" such as active listening, speaking, reading comprehension, critical thinking and social perceptiveness. The plan also addresses employment and population trends and job creation. According to the Combined State Plan, while the population in the state grew, to 6,770,010 in 2018; a .91% increase from 2017, and in the Middle and East Regions, the population in West TN decreased by 132 or 0.01% during the same time period. As of 2019, the region's population declined by 0.6% since 2014, falling by 9,286. The population is expected to decrease by another 0.1% between 2019 and 2024, losing another 2,162 individuals. Much of the loss is expected in the key working age range of 45 to 64 years old with 25,571 individuals, or 26% of the population in this age range, being lost, posing potential concerns regarding labor supply. Jobs increased by 5.8% in the West from 755,171 to 798,666 between 2014 and 2019, falling short of the national growth rate of 7.6% by 1.8%. As the number of jobs increased, the labor force participation rate also increased from 55.7% to 58.8% between 2014 and 2019. As of 2019, 515,539 individuals (aged 15+) of the 1,251,617 working age population are not in the labor force, equaling 41.2%.

Service Implications & Strategies for Meeting the Needs of Target Populations

In order to enhance the workforce of West TN, regional initiatives and strategies must focus on special populations, as identified through labor market information (LMI) used in the strategic planning process, in order to bring more individuals into the workforce with skills needed by employers. Based on the LMI, training investments and initiatives in West TN will focus on the identified target sectors and occupations, as well as special populations identified, which include:

→ **Individuals not in the labor force:** as of 2019, 515,539 individuals (aged 15+) of the 1,251,617 working age population are not in the labor force, equaling 41.2%.

→ **Unemployed Youth:** unemployment rates among youth (16 to 24 years old) are higher in the West region at 18.45%, more than five times the overall state rate.

→ **Individuals with disabilities:** of the 242,447 not in the labor force, 33.3% or 80,753 of those have a disability.

→ **Individuals with less than a high school diploma:** 14.7% of the population has less than a high school diploma.

→ **Individuals with some college but no credential:** 22.1% of the population has some college but not a credential.

• TARGET SECTORS & OCCUPATIONS •

INDUSTRIES BY GROWTH

Industry	2020 Jobs	2025 Jobs	2020 - 2025 Change	2025 Location Quotient	Avg. Earnings per Job (w/ Benefits)	2019 Payrolled Business Locations
Government	19,528	20,604	1,076	1.45	\$52,444	418
Manufacturing	16,882	17,916	1,034	2.40	\$58,559	301
Accommodation and Food Services	6,731	7,302	571	0.83	\$15,987	413
Transportation and Warehousing	3,869	4,417	548	1.14	\$56,163	163
Construction	5,210	5,529	319	0.95	\$46,124	382
Agriculture, Forestry, Fishing and Hunting	2,844	3,116	272	2.78	\$39,900	120
Health Care and Social Assistance	9,110	9,363	253	0.69	\$41,479	501
Retail Trade	10,999	11,175	176	1.19	\$32,060	901
Wholesale Trade	2,804	2,955	151	0.85	\$57,922	278
Other Services (except Public Administration)	4,532	4,655	123	1.01	\$23,356	440
Professional, Scientific, and Technical Services	1,523	1,625	102	0.24	\$55,422	257
Real Estate and Rental and Leasing	912	1,005	93	0.60	\$50,561	150
Finance and Insurance	2,888	2,978	90	0.76	\$63,664	322
Arts, Entertainment, and Recreation	655	733	78	0.41	\$26,207	49
Management of Companies and Enterprises	370	396	26	0.27	\$63,952	12
Educational Services	851	860	9	0.32	\$42,170	15
Utilities	133	139	6	0.43	\$108,738	9
Information	610	608	(2)	0.35	\$43,807	67
Mining, Quarrying, and Oil and Gas Extraction	198	183	(15)	0.43	\$77,000	13
Administrative and Support and Waste Management and Remediation Services	3,855	3,781	(74)	0.61	\$33,658	221
Unclassified Industry	<10	<10	Insf. Data	0.01	Insf. Data	1

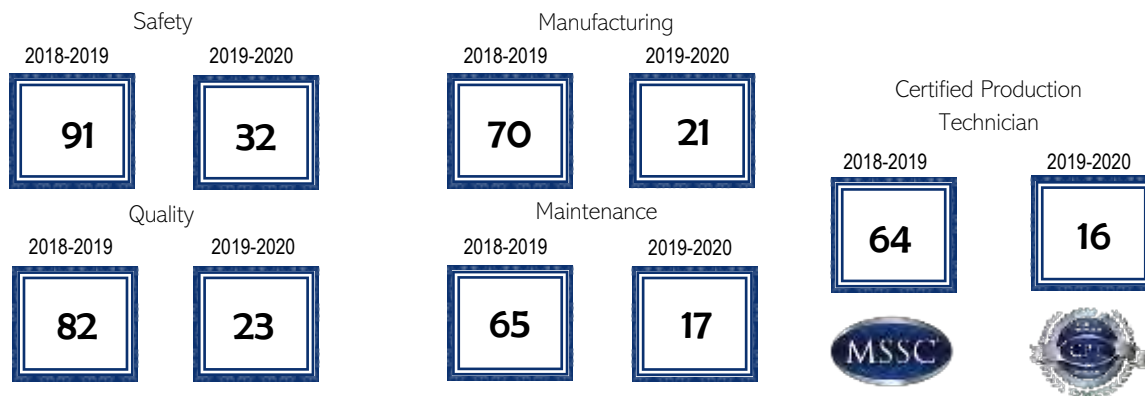
MIDDLE-SKILL OCCUPATIONS BY GROWTH

Occupation	2020 Jobs	2025 Jobs	2020 - 2025 Change	Annual Openings	Avg. Hourly Earnings	Typical Entry Level Education
Heavy and Tractor-Trailer Truck Drivers	2,502	2,834	332	371	\$20.43	Postsecondary nondegree award
General and Operations Managers	1,074	1,172	98	117	\$41.74	Bachelor's degree
Registered Nurses	1,065	1,140	75	77	\$26.84	Bachelor's degree
Managers, All Other	558	602	44	53	\$30.24	Bachelor's degree
Nursing Assistants	1,214	1,255	41	150	\$11.13	Postsecondary nondegree award
Financial Managers	317	354	37	33	\$37.71	Bachelor's degree
Accountants and Auditors	372	407	35	43	\$30.98	Bachelor's degree
Business Operations Specialists, All Other	207	239	32	28	\$26.32	Bachelor's degree
Firefighters	174	201	27	18	\$13.35	Postsecondary nondegree award
Child, Family, and School Social Workers	206	232	26	27	\$20.01	Bachelor's degree

Source: Economic Modeling Systems, Inc. (EMS)

• SECTOR STRATEGIES •

CERTIFICATES EARNED



RURAL INITIATIVE FUNDS EXPAND



The Re-Entry Advanced Manufacturing Program (RAMP) established a manufacturing career pathway for incarcerated individuals as a response to the overwhelming needs of area employers for skilled workers, and high recidivism rates among individuals released from local county jails.

Many of the released inmates in Northwest Tennessee face multiple challenges related to limited resources, including lack of training and employers willing to hire individuals with a criminal record. RAMP offers industrial readiness training by providing instruction in the Manufacturing Skills Standard Council (MSSC) Certified Production Technician (CPT) program to incarcerated individuals onsite at the jails. The credentials, currently recognized by local employers, include four (4) nationally recognized certifications – Safety, Quality, Manufacturing Processes, and Maintenance Awareness. Students may then put their skills to use by working with private employers through the county jail's work-release program. In addition to increasing the employability/occupational skills of the inmates, the program supports the Drive to 55 initiative to increase postsecondary credentials. Students who complete CPT training may receive credit toward advanced manufacturing programs if they choose to continue their education upon release.

Implemented in the summer of 2018, the pilot RAMP classes were held at the Dyer County Jail, with training provided by Dyersburg State Community College (DSCC), and the Gibson County Jail, with training provided by the TN College of Applied Technology (TCAT) at Jackson. The success of the program made it desirable to other counties and a class was added to the Henry County Jail in the fall of 2018, with training provided by TCAT Paris. In the summer of 2019 the Tennessee Department of Labor and Workforce Development announced the **Rural Initiative Grant** which offered funds to promote career exploration, increase educational attainment and labor workforce participation rates, and to expand technical education and employment opportunities to target populations in at-risk and distressed

counties. The Northwest Tennessee Workforce Board applied for and was awarded over \$335,000 on behalf of its distressed county, Lake, and four at-risk counties, Benton, Carroll, Obion, and Weakley, with four of the five counties electing to utilize the funds to implement RAMP in their local jail. Lake and Carroll counties implemented classes in early 2020 and Obion County will begin their first class in the summer of 2020.

Rather than implementing the educational component of RAMP, Weakley County will focus on the employment component utilizing On-the-Job Training, transitional jobs, and / or paid work experience as incentives to employers in the area to hire individuals either during incarceration or upon release. For individuals with extensive barriers to employment or employers with numerous concerns regarding hiring justice-involved individuals, transitional jobs / work experience opportunities will be provided to offer individuals a chance to "get their foot in the door" with potential employers.

As of June 2020, 149 participants have been served through 15 completed RAMP classes with 123 of those tested earning a credential in Safety, 105 in Quality, 91 in Manufacturing Processes, and 82 in Maintenance Awareness. Eighty individuals have earned all four credentials to earn the full CPT credential.

Benton County is currently using Rural Initiative funds to provide work experience programs to youth-aged individuals, such as the Work Opportunities for Rural Kids program, branded as #WORKlife, a program allowing participants to work 37.5 hours for up to six months. In addition to gaining valuable hands-on experience and learning general work skills (i.e. soft skills), such as attendance, punctuality, professional communication, teamwork, etc., participants earn the higher of \$8.00 per hour or 100% of the typical wage paid for the position.

• SECTOR STRATEGIES •

MANUFACTURING DAYS 2019



Benton County

1 high school (Senator FPL Career and Technical Center – feeder for all county high schools)
100 students
2 employers for tours: Carhartt & Covia

Carroll County

1 high school (Carroll County Technical Center – feeder for all county high schools)
50 students
1 employer for tours: Granges

Crockett County

1 high school – Crockett County High School
25 students
2 employers for tours: Southern Pride & ABB

Dyer County

2 high schools – Dyer County High School, Dyersburg High School

555 students (Dyer Co. tours – 50; Dyer Co. assemblies – 280; Dyersburg High tours – 100; Dyersburg High assemblies – 125)
4 employers for tours: SRG, Eaton, Develey, & Ermco
6 employers for assemblies: Norteck, DOT Foods, NSK, Tyson, Hexpol, & Frazier Industrial

Gibson County

6 high schools – Gibson County High School, South Gibson County High School, Milan High School, Humboldt High School, Trenton Peabody High School, Bradford High School
153 students
4 employers for tours: Ceko Door, Chicago Metallic, Dana Spicer, & MacLean Power Systems

Henry County

1 high school – Henry County High School
315 students
3 employers for tours: PML, Nobel, & Dana Sealing

Lake County

1 high school – Lake County High School
44 students
1 employer for assemblies: Ermco

Obion County

2 high schools – Obion County Central High School, South Fulton High School
100 students
3 employers for tours: Tyson, InSteel, & Greenfield Products
1 employer for assemblies: Center Point

Weakley County

4 high schools – Westview High School, Dresden High School, Gleason School, Greenfield School
5 middle schools – Martin, Dresden, Gleason, Greenfield, Sharon
40 high school students; 360 middle school students (Career Fair – 21 employers)
1 employer for tours: MTD

• YOUTH SERVICES •

WORK EXPERIENCE PROGRAM

The Work Opportunities for Rural Kids (WORK) program, branded as #WORKlife, allows participants to work up to 37.5 hours for up to six months. In addition to gaining valuable hands-on experience and learning general work skills (i.e. soft-skills), such as attendance, punctuality, professional communication, teamwork, etc., participants earn the higher of \$8.00 per hour or the typical wage paid for the position.

In order to promote the program, the Northwest area partners with secondary schools to promote local career opportunities, particularly in one of the area's target sectors, manufacturing, through promotional / hiring events highlighting career pathways and opportunities available within the county. Through the event, employers are able to market summer, part-time, and full-time positions to graduating seniors, and interview rooms may be



available for immediate hiring. This initiative aligns with the West Tennessee regional plan strategy of focusing on special populations such as unemployed youth. Unemployment rates among youth (ages 16 to 24 years old) are higher in the West Region at 18.45%, more than five times the overall state rate.

This year, an event was held in Benton County, in partnership with the Benton County Career and Technical Center (BCCTC), which serves all of Benton County. Benton County is currently using Rural Initiative Grant funds to provide work experience programs to youth-aged individuals. The event was attended by 12 employers, representing 29 jobs openings, and 23 job seekers. Nineteen of the attendees were eligible to participate in the program and as of June, over \$11,100 had been expended through the Rural Initiative grant.



Benjamin Guillory came to the American Job Center-Union City in 2018 after graduating high school in hopes that he could get financial assistance for the EDGE Program at Union University in Jackson, TN, a highly competitive program that provides postsecondary education for individuals with intellectual disabilities. Ben was the first person from Obion County to ever be selected for this program. The American Job Center was able to assist Ben financially by enrolling him as an out-of-school youth. Living on campus in the dorms provided Ben with a college experience to socialize with his peers, teaching important and valuable life skills that he would not have learned at home. He was also required by the EDGE Program to hold a part-time job. Ben's positive and uplifting attitude comes through when talking about the EDGE program. "I enjoyed the EDGE program because I got to experience the college lifestyle but also learned how to live independently," he says.

As a very determined student, Ben maintained good grades and successfully completed his studies in May of 2020, receiving the EDGE Program Certification of Completion. He is currently switching enrollment to WIOA's work experience program to help him with his goals of securing a full-time job and living independently.

• YOUTH SERVICES •

Work Experience Job Site	Sector/Industry
American Job Center- Dyer	Government
American Job Center- Paris	Government
Amteck	Construction
Auston Mealer	HVAC Contractors
Benton County Animal Shelter	Community Service
Big Sandy Christian Community Outreach	Community Service
Birdsong Resort & Marina	Entertainment
Camden Central High School	Education
Carroll Bank and Trust	Business Services
Carroll County Library	Community Service
City of Dyersburg	Government
Dyer Co. Chamber of Commerce	Business Services
Folksy Food Cafe	Food Service
Kingdom Enterprises	Construction
Melton & Sons Trucking	Transportation
New Life Union Mission	Community Service
Northwest Tennessee Economic Development / Headstart	Government
Revelation Gardens	Community Service
West TN Healthcare	Healthcare
Total Participants: 32	Total Wages Paid: \$167,301.94



to the benefits, assisting employers with developing apprenticeship standards, connecting qualified job seekers to employers, and facilitating the access to Workforce Innovation and Opportunity Act, Apprenticeship Expansion Grant, and other American Job Center partner funds to support apprenticeships. Since the grant began in December, five of the proposed 18 employer outreach events were held, including one regional event, 10 of 12 jobseeker recruitment events were held, and 17 new apprentices were served. Two new apprenticeships were also developed including an HVAC Technician at Auston Mealer's Equipment Service and a Tasting Room Associate at Crown Winery. A pre-apprenticeship will also be used by Auston Mealer's Equipment Service HVAC Technician Registered Apprenticeship program. The grant also supports Apprenticeship TN, a statewide initiative to help foster a better understanding of the benefits of apprenticeships. Three Regional Directors work directly with employers, communities, associations, and organizations to develop and implement new programs.

Did You Know?

Under the NW area's Supportive Services policy, Youth and other participants may receive assistance with transportation, supplies, uniforms, accommodations, testing, child or dependent care, housing, and more, to enable participation in training activities such as occupational skills training, pre-apprenticeships, and work experience. This year, 30 Youth participants received assistance with supportive services while participating in training services.

PRE-APPRENTICESHIP PROGRAMS

The **Amteck Registered Electrical Apprenticeship Preparation (REAP)** program is a ten week pre-apprenticeship program consisting of two weeks of classroom training, to learn the fundamentals of basic electricity and construction applications, followed by eight weeks of paid work experience at Amteck's



Dyersburg facility. Through participation in the program, students have the opportunity to obtain employment at the Amteck Dyersburg facility upon successful completion. If hired, participants are entered into the Registered Apprenticeship program which prepares them to take the exam to become a Journeyman/Licensed Electrician and earn an estimated \$70,000 annually.

The pilot project, offered at Lake County High School in 2018, was refined and expanded in 2019 offering seniors from across Northwest TN high schools an opportunity to participate in the program. Of the 11 students who participated in the class, 10 graduated and were offered the opportunity to continue in the program. Eight accepted and were hired by Amteck and entered into the apprenticeship program. Of those, six are still currently employed. This upcoming year, the third annual class will be expanded again to offer recent graduates, not only 2020 graduates, an opportunity to participate. Fourteen interested individuals participated in either Shock & Awe Day or Registration Day in June to learn more about the program.



The REAP program will be used as a model for other pre-apprenticeship and Registered Apprenticeship programs as part of the Expanding Apprenticeships in Rural Northwest TN (EARN\$TN) Initiative, funded through a \$150,000 Delta Regional Authority grant. The goal of the initiative is to expand apprenticeship opportunities by increasing awareness of employers

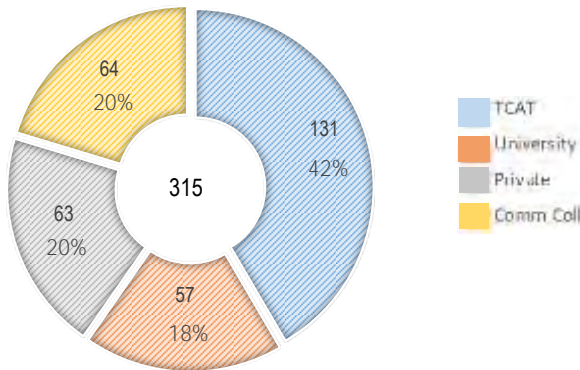


• POSTSECONDARY •

Often times when a job seeker cannot find employment it is because they do not possess the skills to qualify for technical jobs. American Job Center partners can provide scholarships to eligible participants to attend training of their choice. This past year, **315** participants received scholarships totaling over **\$529,848** to attend 20 different institutions. Of the 315 participants, **42%** chose to attend TN Colleges of Applied Technology, **20%** community colleges, **18%** universities, and **20%** private certification institutions for occupations such as Truck Driving, Lineman, and Certified Nursing Assistant.

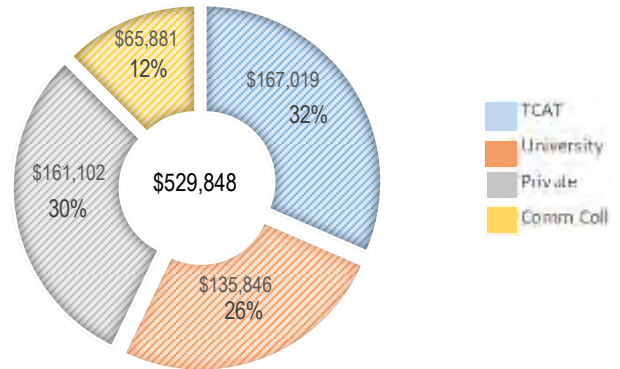
Participant By Training Provider Type Served

2019-2020

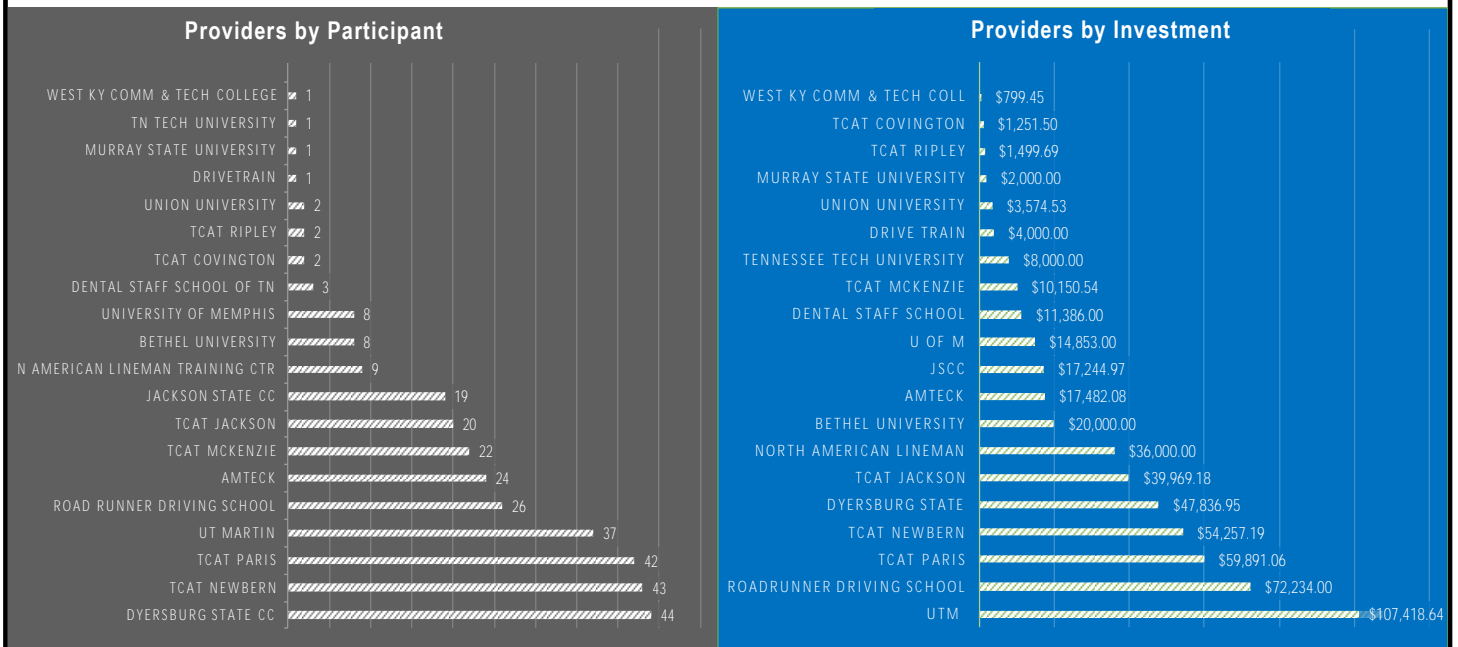


Investment By Training Provider Type Served

2019-2020



Training Providers 2019-2020

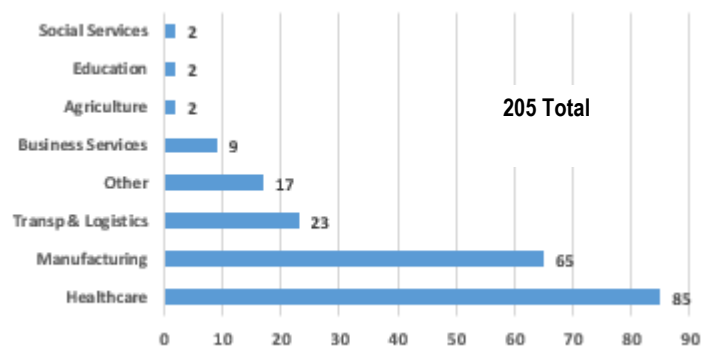


Transportation Assistance to Attend Postsecondary Training

Over 280 students used gas cards to help them attend school the past year, with a total of \$129,680 awarded. Most students attending postsecondary are eligible to receive a gas card. The Career Advisor determines the mileage they will travel daily and establishes the amount they are eligible to receive on their gas card. The program requires a monthly verification of attendance before loading the card.

"Serving the most in need requires us to be flexible in the services we offer. Many students receive tuition assistance through programs such as TN Reconnect and TN Promise, which allows our funding to be utilized for transportation assistance and other supportive services," says Jennifer Bane, Executive Director.

New Classroom Training Enrollments by Sector



• POSTSECONDARY •



Receiving an acceptance letter from the University of Tennessee at Martin was an exciting moment for **William Thralls**, however at the time he was not in a financial position to afford tuition. He reached out to the American Job Center-Dresden for help. "The main hardship I encountered was balancing a job, school, and ROTC while also being financially independent," says William. "The Career Advisors were very helpful throughout the process and ensured that I was taken care of as deadlines approached. I would even say that WIOA helped me to stay in college and finish my degree."

Along with receiving assistance from WIOA, William worked throughout his time in college for Walmart, the UTM campus, and the Army Reserves. In addition to his work, he also remained active in ROTC, all the while maintaining his GPA. "There were some tough times, but it all worked out," he shares.

Career Advisor, Rhonda Mitchum, says William's sincerity is admirable. "William is an intelligent, well-rounded and grounded individual who challenges himself and seeks opportunities with determination. He has the fortitude and maturity to achieve in any endeavor and always maintains it with a positive attitude."

William enjoys telling others about the WIOA Program, stating that just knowing another person in his shoes can be given the same chance that he had with the WIOA Scholarship Program makes him happy. "I want them to get the scholarship and continue the dream that I so honorably get to live."

William achieved his degree of Bachelor of Science in Health and Human Performance from UT Martin in May 2020, and shortly after graduation became a Lieutenant in active duty for the United States Army, earning a successful starting salary with benefit perks and vacation. He says, "In the end, the hard times, long nights, and stressful days were all worth it."



Sabrina Johnson came to the American Job Center Specialized Center in Camden working as a Certified Nurse Assistant making \$10 an hour. She was going through some struggles with her husband's health, and wanted to be able to support her family if the need be. Through the AJC Specialized Center-Camden Sabrina had received her Certified Nurse Assistant in 2012, and she desired to continue her education in the Nursing field. She was accepted into the Nursing program at Jackson State Community College in Jackson, TN and beginning in Summer 2018, she received WIOA funding for training to obtain her AAS in Nursing.

Sabrina completed the AAS in Nursing in December 2019. Although she was offered two jobs prior to graduating, Sabrina chose to stay with her previous employer, Life Care Center of Bruceton as the RN Weekend Supervisor. When she realized that she was not yet ready to be in a management position, she applied and was accepted into the Nurse Residency Program as an RN/Nurse

Resident at Jackson Madison County General Hospital. This program provides exposure and experience in all the different areas of nursing. Sabrina states she chose this field because she loves helping others. It brings her joy that she can make patients laugh, sit with them, and just get to know them and learn about them. She sees nursing as a service profession that gives her the opportunity to offer encouragement to patients going through a stressful time.



TeAuna Sneed came to the American Job Center in Henry County to speak with the WIOA Career Advisor about the available services and financial assistance needed to attend school to achieve her dream to become an LPN (Licensed Practical Nurse) and serve people with kindness.

TeAuna's education began at the Tennessee College of Applied Technology in Paris and solidified her decision that a career helping others as a nurse was what she wanted to do with her life. "Success to me is helping people and realizing that I have made the world just that little bit kinder. When you help someone, you feel alive," she says.

TeAuna's journey has not been without difficulties. "One such challenge that I encountered was the ability to pay for my tuition to further my education," she says. "The experience of getting the WIOA scholarship means a lot to me." About four months prior to her finishing school, TeAuna was hit with the devastating news that her brother was killed in a house fire on New Year's Day 2020. "I remember the call I got from my mother about my brother. I was in such shock I could not speak. I went numb. The shock of losing my brother turned me inside out and my body seemed to want to shut down." Thankfully, TeAuna says she received amazing support from family and friends who helped her recover and encouraged her keep going to earn her diploma.

Soon after, TeAuna was faced with another challenge as she found herself traveling back and forth to Vanderbilt Hospital in Nashville TN with severe anemia that left her tired and weak. "I tried hard to keep going and manage my coursework, plus I was working full time as well," TeAuna says. "I'm the first to go to college in my family, and I had counted my blessings every day for the opportunities that I had been given. I wanted to reap the reward of reaching the end of my journey, plus I wanted to break the cycle in my family. They were all counting on me to get my diploma. I was now within reach of graduation and I looked forward to celebrating something that once seemed impossible."

TeAuna achieved her diploma of Practical Nurse in May 2020 from the Tennessee College of Applied Technology-Paris. After passing her state board test, she was promoted to her position as Licensed Practical Nurse at the American Health Community in Paris, where she began as a CNA in May 2018. TeAuna says she urges people to utilize the American Job Center and the WIOA program to fulfill their dreams. "It is not only a place to edit or create your resume, or just to search for jobs, it is a place to help find yourself. Live up to the challenge and you will be successful! My future goal is to be the best I can and keep learning every day."

• BUSINESS SERVICES •

Understanding and meeting the needs of employers is given the utmost importance and is achieved through a collaboration of the NWTNWB and partners serving on the Business Services Team, such as Title I Career Services, Labor Exchange, Veterans Programs, Trade Act, Re-Employment Services, Unemployment Insurance, Economic Development, Temporary Assistance for Needy Families, and Vocational Rehabilitation.

Business Services can assist with Recruitment & Screening, Grants and Incentives including On-the-Job Training (OJT) and Incumbent Worker Training (IWT), and Workforce Support to address the needs and skills gaps as identified by local employers. Labor market information (LMI) is also available and customizable to both the local area and surrounding region. Economic Modeling Systems, Inc.'s (EMSI) labor market information software, utilized by the Northwest TN Workforce Board (NWTNWB) for many years, is a valuable resource of local and regional current, customized, labor market information (LMI).

Labor Market Information and FAQs can also be found on Jobs4TN.gov.



EMPLOYER PARTICIPATION BY PROGRAM 2019-2020

	<u>Total Awarded</u>	<u>Employees Trained</u>	
Carroll Carey Counseling Center (IWT) Carroll Bank & Trust (IWT) Cutting Specialists, Inc (OJT) Granges (IWT, OJT) Pottery Direct McKenzie, LLC (OJT) Southern Chiro & Acupuncture (IWT)	OJT \$332,425 IWT \$292,968	OJT Enrolled 244 IWT Proposed to train 642	Henry Dana Sealing Products, LLC (OJT, IWT) Eurotranciatuta USA (OJT, IWT) Henry County Government (OJT) InSource Materials, LLC (OJT) PML, Inc. (OJT)
Crockett Advantage Manufacturing (IWT) Cavalier Pharmacy (IWT)		Dyer Amteck (OJT) Auston Mealer (OJT, IWT) Choctaw Transportation (IWT) City of Dyersburg (OJT) Colonial DPP (IWT) Develey Mustard & Condiment (OJT, IWT) Eaton Aeroquip, LLC (OJT) Firestone (IWT) First Citizen's National Bank (IWT) Ford Construction (IWT) Frazier Industrial (IWT) Hexpol Compounding (OJT) NSK Steering Systems (OJT) Russom's CarStar (IWT) West TN Healthcare Dyersburg (OJT)	Obion Center Point Business Solutions (OJT) Cox Oil (OJT, IWT) Discovery Park of America, Inc. (OJT) Excel Boats (OJT) Kohler (IWT) Maverick (OJT, IWT) Obion County Government (OJT) Tyson Foods Union City (IWT)
Gibson Alliance Staffing (OJT) Cable South Construction Co. (IWT) Ceko Door / AADG Inc (IWT, OJT) Crown Winery (OJT) Dyer Station Pharmacy, LLC (IWT) FW United Group (OJT)			Weakley Allergy Lab Solutions (OJT)
Lake EMC of Ridgely, LLC. (OJT)			

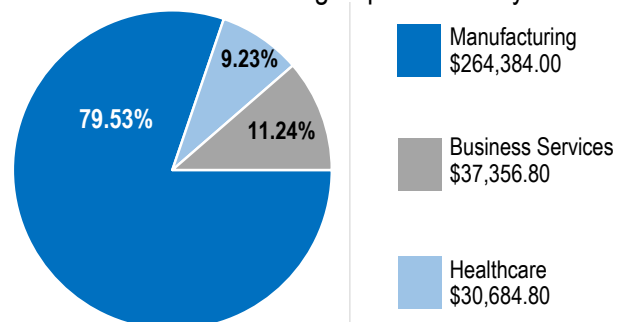
Local Employers Receive 50% Wage Reimbursement for New Hires

Companies in Northwest TN have received wage reimbursements in excess of \$333,425 to train their own workers. For new hires with little or no experience in the occupations, this gives employers an opportunity to save money while training the employee. Business Service staff with the American Job Center developed contracts with 28 companies, placed job orders, and referred eligible job applicants to fill 244 positions.

Grants Awarded for Training Incumbent Workers

The Consolidated Business Grant was made available to employers to provide training for their current workforce to improve processes and upgrade skills. Nearly \$293,000 was awarded to 24 companies to train 642 workers between February and June of 2020, with, 596 employees completing training.

PY19 On-the-Job Training Expenditures by Sector



The majority of On-the-job Training is focused on the Advanced Manufacturing Sector. Other target sectors primarily train through postsecondary opportunities.

• BUSINESS SERVICES •

Paid Internships Target Job Seekers with Barriers

The *Ready, Set, Hire!* transitional program, is similar to Youth Work Experience program, however, it targets Adults and Dislocated Workers with barriers. The program includes up to 320 hours for both a paid internship and On-the-Job (OJT).

Employers may qualify for a Work Opportunity Tax Credit ranging from \$1,200 to \$9,600 for hiring individuals with barriers who are members of a qualified targeted group.

James Lessenberry had been out of the workforce for several years due to decisions he had made that lead him down the wrong path. He came to the American Job Center-Huntingdon because he was ready to make a change in his life and prove to himself what he was capable of. After discussing opportunities for him through the local AJC, it was determined that James was in need of job search skills such as completing applications, interviewing skills, completing a resume, etc. It was James' goal to get back into the workforce, so an On-the-Job Training (OJT) program was the direction he needed to take.

While incarcerated, James received his National Center for Construction Educational Research in Welding/Carpentry, which led to him being referred for OJT with Excel Boat Company, LLC., Union City in February 2020. There he would receive training as a welder, ready to use his skills and become a productive member of the community. James completed his OJT with Excel Boat in April 2020 and continues to use his skills to build boats. He states, "I enjoy my job and am very excited about the opportunity and given the chance to do what I enjoy."



AJCs Provide Rapid Response to Dislocated Workers

When layoffs occur, companies can choose to hold mass employee meetings or distribute materials from the American Job Centers (AJCs) about services available for dislocated workers, such as Unemployment Insurance, Re-Employment Services Eligibility Assessment services, Trade Adjustment Assistance, and Title I Dislocated Worker training services. Rapid Response Teams often provide onsite services including resume assistance, career fairs, and other customized partner services. Despite unprecedented increases in unemployment claims due to the COVID-19 pandemic, only one Rapid Response event was conducted this year when Town and Country Grocers of Fredericktown, Missouri, Incorporated announced the closure of Cash Savers in Dyer County, affecting 12 full-time and 31 part-time employees. American Woodmark Corporation in Gibson County also announced its closure by September 2020 with 76 employees to be affected.

While the 43 employees served this year is down from the 418 served last year through Rapid Response efforts, AJC staff assisted large numbers of unemployment insurance customers as new claims in the Northwest area reached 17,931 between March 15th and June 27th amid the COVID-19 pandemic. As of June 27, 2020 there were 6,533 individuals continuing to claim unemployment benefits in the local area, a drastic increase from the 771 continued claims as of March 14th, just prior to the onset of COVID-19 in the state. The area's unemployment rate increased from 4.1% in March to 12.5% in April, before falling again to 8.9% in May and then 8.7% in June. Although the increase was significant for the area, the Northwest region had the lowest unemployment rate in the state between April and June. The area's new claims were predominately in the Manufacturing, Healthcare and Social Assistance, Accommodation and Food Services, Retail Trade, Administrative and Support and Waste Management, and Other Services (except Public Administration) industries. Gibson, Dyer, and Henry Counties saw the largest numbers of new claims.



Sydney Reynolds first contacted the Humboldt American Job Center in Summer 2018 after successfully completing her first two semesters of the Nursing program at the University of Memphis at Lambeth. Sydney worked at a local CVS Pharmacy as Pharmacy Technician but as the demands of the program increased, she sought WIOA assistance to help relieve some of the financial pressure she was under as she funded her own way through school. Being enrolled as a Dislocated Worker allowed her to receive tuition and travel assistance while attending the University of Memphis at Lambeth.

Two weeks prior to the start of her senior year of the Nursing program, Sydney and her fiancé were hit head-on by another vehicle. After initially being taken to West TN Healthcare in Jackson, she was transferred to the trauma unit at Regional One Health Medical Center in Memphis due to the severity of her injuries. After various scans, it came back that she had a tear in a major artery and damage to an internal organ which would require surgery to repair. Sydney spent nearly a week in recovery following the surgery. "Even though I was told by multiple people not to come back to school and that I would not be able to handle it, I didn't listen," she says. "I had made it too close to the finish line to just give up." Despite the hurdles she faced, she was always pleasantly responsive to staffs' contacts and always submitted the required paperwork prior to the given deadlines. Sydney graduated with her Bachelor of Science in Nursing in May 2020 and will be taking her state boards in the coming weeks. In June 2020, she was hired as a Registered Nurse with West TN Healthcare in Jackson. She will also be buying her first home this year. Sydney says, "I am grateful for the financial assistance so I could accomplish my dream."

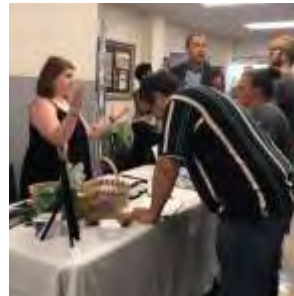
After dislocation, Re-Employment Services Eligibility Assessment (RESEA) services, designed to assist individuals receiving unemployment insurance with appropriate reemployment services that will lead to successful employment outcomes, may be provided to selected eligible claimants. RESEA strives to assist its participants in overcoming barriers so that they can make a successful transition to gainful employment. When **Doug Clark** lost his job unexpectedly in October 2019, his family was left with no emergency fund and no health insurance. Through the process of RESEA in the American Job Center-Humboldt, Clark was able to receive help and encouragement to complete the tasks he had ahead of him, including filing for unemployment. After five months of unemployment, Clark was happy to accept the position of Protection From Harm Investigator through the State of TN, Department of Intellectual & Developmental Disabilities, beginning in March 2020. He was thrilled to regain full-time employment with benefits in the field for which he went to college and has worked for about 35 years. "The unemployment payments and the support from this office's staff helped me through what was a somewhat difficult time," states Clark. "In [American Job Center] Humboldt, if you will do your part, they will do their part. They can help you through whatever situation you need help with and they will do it with joy."



•CONNECTING JOB SEEKERS•

**Regional Job Fair
McKenzie
August 2019
21 Employers
118 Job Seekers**

The Regional Job Fair of 2019 proved to be a model event for how to successfully bring employers and job seekers together, under one roof, to make lasting connections in workforce development for the Northwest region. Job seekers came from Carroll, Henry, Weakley, Obion, Stewart, Madison and Gibson counties. One individual who had just relocated from Atlanta learned of the event from effective television and social media marketing that was done. Job seekers even came from Murray, Kentucky, as the timing of the event fell on the heels of an unfortunate plant closure there. Several job seekers left the event that day with appointments for personal interviews with employers, and many were successful in getting those jobs in the days and weeks following the event. "The venue at TCAT-McKenzie was ideal for the event from both location and space availability, and the staff was phenomenal to work with in preparing for and holding the event," says Business Services Representative, Maleia Evans. "The AJC Mobile AJC staff were a tremendous resource to many job seekers who needed assistance with resume development or who were directed by employers to apply online for their jobs onsite at the event." Lastly, the partnership with the McKenzie Economic Development Corporation (MEDC) as co-host of the event, was the main contributing factor of the event's success. MEDC Director, Monica Heath, worked tirelessly to help recruit employers and to promote the event at the region's universities and colleges. After the success of the 2019 Regional Job Fair in McKenzie, plans were made to make this an annual event. Although plans for 2020 were hindered due to COVID, everyone remains hopeful to holding the event in 2021.



Connecting Regionally

On October 31, 2019, the three local workforce areas held the Inaugural West TN AJC Job Fair and Career Expo with 88 employers, training institutions, and community organizations participating and 370 job seekers attending, representing at least 17 counties of the Grand Region. This highlighted the successful Business Services Team strategies and partnerships with local and regional employers.

TDOC's Probation and Parole team was also present at the event and referred many of their clients. Of those individuals that attended, nearly 19% self-identified as justice-involved. The event showcased regional career pathways by offering a variety of steppingstone opportunities from basic career development services and workshops, training opportunities with educational institutions, and diverse employment opportunities in in-demand sectors such as healthcare, manufacturing, and transportation.

**West TN AJC Job Fair
Jackson
October 2019
88 Employers
370 Job Seekers**



•CONNECTING JOB SEEKERS•

Excel Boat Company, LLC
Union City & Dyersburg
 February 2020
 250 Job Seekers



"I cannot say enough about all of you. Your help and support is deeply appreciated, and we are very fortunate to have such an incredible resource in this community!!!"

—J. Paul Jackson, Business Operations Manager, Excel Boat Company, LLC



"I am so happy for the incredible hands on support and kindness shown to our company."

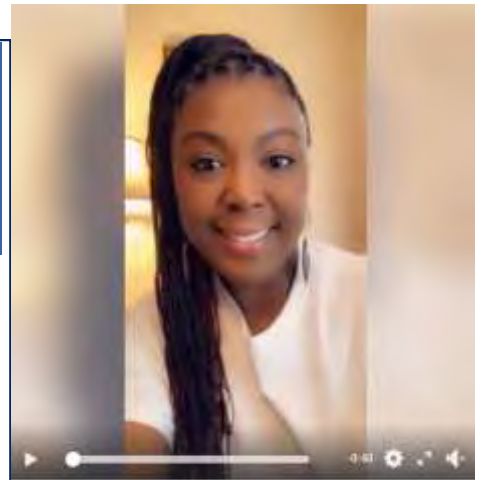
It is very refreshing to work with community professionals. Thank you, thank you, thank you!"

***Professional Regards,
 Kent Durham, General Manager, Excel Boats***

When COVID-19 put a temporary halt on traditional hiring events, one local employer was willing to try something new.

The day before the event, Erica Stray of the TN Department of Corrections Tiptonville created a promotional video in which she explained how to call in to the job fair, submit applications and resumes, and schedule interviews remotely. The video received over 600 views on the AJC Facebook page, resulting in seven applications/resumes being received prior to the event and then another three during the job fair—exceeding the prior results they had held in person. Because of the success of the first virtual job fair, the TN Department of Corrections, along with other local businesses, plan to hold other virtual hiring events in the future.

TN Department of Corrections
Virtual Job Fair
Tiptonville
 May 2020
 10 Job Seekers



810 Views
 American Job Centers of Northwest TN • TN Dept of Corrections Virtual Job Fair



Discovery Park Job Fair
Union City
 January 2020
 3 Employers
 79 Job Seekers
 Mobile AJC On-Site



"It was a successful event for all three employers at the job fair. Of the 73 job seekers who attended, 71 applied and were interviewed by Discovery Park staff for job openings in the park, 27 interviewed with Sabin's Cafe, and one was hired on the spot. Center Point, who was hiring for hospitality and maintenance positions for the hotels in the park, had 55 interviews. The Mobile AJC assisted 34 job seekers with online applications. The employers were well pleased with the results for filling the upcoming peak season positions."

—Business Services Representative, Lana Wood



• AMERICAN JOB CENTER •

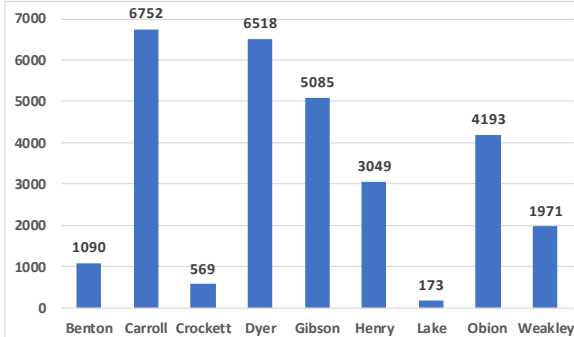


NW TN American Job Center (AJC) Visits

29,400

Total Number

* The AJCs were closed between March 19th and June 14th due to Covid-19. AJCs reopened with limited capacity on June 15th.



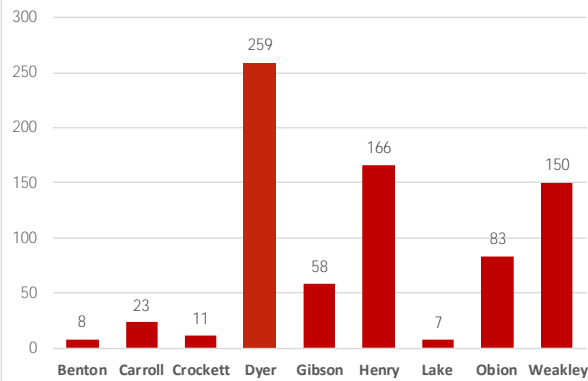
AJC Surveys Results

Overall, how satisfied were you with our services?

99.6%

255 out of 256 answered
"Completely Satisfied"

*From January-June 2020



Business Services 2019-2020

28

Total On-the-Job Training Contracts

244

Enrolled in Training

163 (76%)

Completed

51 (21%)

Did not complete*

30 (12%)

Still in Training

24

Total Incumbent Worker Training Contracts as of 6/30/20

642

Proposed to train

596

Trained (93%)

123

Job Fairs & Recruitment Services

1,066

Job-Seekers attended Job Fairs

January-March 2020 Employer Survey

Did the job fair meet your needs?

Event Overall Satisfaction

Average Rating
4.7

Average Rating
5

Scale: 1=Extremely Poor to 5=Excellent

Top 10 Reasons for Visits

1. Job Search / Resource Room
2. Unemployment Insurance
3. Career Coaching / Families First
4. Workforce Essentials
5. Job Search Assistance
6. Job Fair
7. Adult Education
8. RESEA
9. Workshops
10. Resume Assistance

Things to Note: AJC Relocations & Re-designations

- AJC-Camden is now a Specialized Center
New Address: Benton Co. Community Ctr.
145 Hospital Drive, Camden
- AJC-Alamo is now a Specialized Center
New Address: 335 S. Bells Street, Alamo
New phone number: 731-882-4874
- American Job Center-Dyersburg
New phone number: 731- 501-1109
- AJC-Paris is now a Specialized Center
- AJC-Tiptonville is now a Specialized Center
New Address: Lake County Courthouse
229 Church Street, Tiptonville
- AJC-Dresden is now a Specialized Center
New Address: Weakley County Courthouse
116 W. Main Street, Dresden
- Visit us online to view upcoming job fairs, workshops, and other events:

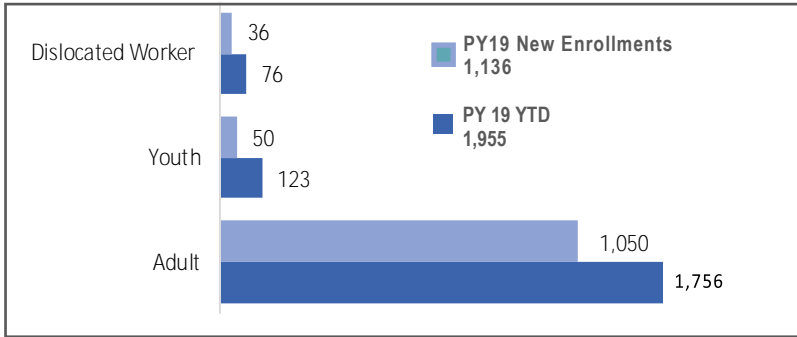


Current Unemployment Rate by County (June 2020)

Benton 9.7% | Carroll 9.2% | Crockett 6.8% | Dyer 9.9% | Gibson 8.8% | Henry 8.9% | Lake 9.5% | Obion 8.0% | Weakley 7.8%

• AMERICAN JOB CENTER •

Title I Career & Training Services



The Workforce Innovation and Opportunity Act (WIOA) consists of five core partner programs: Titles I—IV, and Temporary Assistance for Needy Families (TANF). These partners provide services through the American Job Center network in order to develop a quality workforce system to meet the needs of area employers and job seekers.

Title II 2019-20 Adult Education

County	Students	Graduates
Benton	65	25
Carroll	88	8
Crockett	11	5
Dyer	132	8
Gibson	74	14
Henry	70	10
Lake	25	3
Obion	71	12
Weakley	86	10
Totals	622	95

Temporary Assistance for Needy Families

In TANF District 7, the 2019-2020 average wage for closed cases was \$10.10.

The average Caseload per county for 2019-20 was:

Benton (4)	Carroll (15)
Crockett (6)	Dyer (36)
Gibson (23)	Henry (17)
Lake (3)	Obion (14)
Weakley (17)	

Title IV Vocational Rehabilitation

During the 2019-2020 program year, Vocational Rehabilitation served 2,819 customers in Northwest Tennessee, including:

- 329 new enrollments during the last quarter of the year.
- 136 who were closed in successful employment.

AJC Updates

Between March 19, 2020 and June 14, 2020 the Northwest American Job Centers (AJCs) were closed to the public as a result of the COVID-19 pandemic. AJC staff worked on-site or remotely to continue providing services virtually or by phone during this time. Thousands of phone calls were received, particularly in regards to unemployment insurance (UI) as several new programs were implemented, including:

- Federal Pandemic Unemployment Compensation, an additional \$600 per week of benefits,
- Pandemic Unemployment Assistance, UI benefits for self-employed individuals, and
- Pandemic Emergency Unemployment Compensation, an additional 13 weeks of benefits for claimants who had exhausted regular UI benefits.

Title III Employment Services 2019-2020

Individuals that Registered	8,499
Individuals that Logged In	32,704
Distinct Individuals Receiving Services	19,876
Services Provided to Individuals	157,678
Individual Virtual Recruiters Created	1,817
Resumes Added	2,210
Internal Job Orders Created	1,474
Internal Job Referrals	10,790
External Job Referrals Created	38,699
Services Provided Employers	5,025
Completed Wagner Peyser (WP) Applications	20,674
Partial WP Applications	0
WP Participants	590
WP Exits	996

NORTHWEST TN AMERICAN JOB CENTER LOCATIONS

Benton County Specialized Center

Benton County Community Resource Center
145 Hospital Drive
Camden, TN 38320
(731) 584-1711

Carroll County Comprehensive Center

470 Mustang Drive
Huntingdon, TN 38344
(731) 352-8898

Crockett County Specialized Center

335 South Bells Street
Alamo, TN 38001
(731) 882-4874

Dyer County Comprehensive Center

313 West Cedar Street
Dyersburg, TN 38024
(731) 501-1109

Gibson County Affiliate Center

1751 East Main Street
Humboldt, TN 38343
(731) 784-5221

Henry County Specialized Center

55 Jones Bend Rd, Ext.
Paris, TN 38242
(731) 641-1020

Lake County Specialized Center

Lake County Courthouse
229 Church Street
Tiptonville, TN 38079
(731) 253-8171

Ridgely Public Library Access Point

134 N. Main Street
Ridgely, TN 38080

Obion County Affiliate Center

204 South 2nd Street
Union City, TN 38261
(731) 884-3868

Weakley County Specialized Center

Weakley Co. Courthouse
116 W. Main Street
Dresden, TN 38225
(731) 364-0100

Mobile American Job Center

On-site recruitment & assessment.
Self book by emailing:
CareerCoach.Info@tn.gov

Northwest TN Workforce Board

208 N. Mill Avenue
Dyersburg, TN 38024
(731) 286-3585

On-site programs: Adult, Dislocated Worker, Youth, Labor Exchange, Families First, Vocational Rehabilitation, and Adult Basic Education.

CONNECT WITH US:



@NWTNjobs



@nwtjobs.org



@nwtjobs



731.286.3585

Search for jobs, create a resume &
more at **JOBS4TN.GOV**

AmericanJobCenter
TENNESSEE

NW

NORTHWEST TENNESSEE WORKFORCE BOARD

Other Business & Updates – Jennifer Bane, Executive Director

State Workforce Board Draft Policies: Three policies will be reviewed at the August 28th meeting:

1. *SCSEP Host Agency Closures due to Natural Disasters, Pandemics policy:* This policy communicates procedures Senior Community Service Employment Program (SCSEP) subrecipient staff must follow for sick leave to be used to provide income to participants who are unable to work due to restrictions imposed by natural disasters or pandemics. Although we are not a subrecipient, SCSEP participants are often placed in the AJCs.
2. *Transfer Authority for Adult and Dislocated Worker Funds:* This policy has been updated to notify the Local Boards of the criteria to transfer funds between the Adult and Dislocated Worker programs and the procedures for requesting a transfer.
3. *Youth Eligibility:* This policy provides guidance to Local Boards on program eligibility requirements applicants must meet to participate in the WIOA Title I youth program. Boards, in consultation with the Chief Local Elected Officials, must establish local WIOA Title I eligibility policies and procedures consistent with the guidance provided in this policy. Our policy was revised and reviewed to be in compliance and will take effect upon approval of the state's policy on 8/28.

Planning Update: Local and Regional plan presentations were pre-recorded and are posted on the State Workforce Board's website for review by Board members and the public: <https://www.tn.gov/workforce/contact-the-department0/boards---commissions/boards---commissions-redirect/state-workforce-development-board/regional-local-plans/west.html>. Follow-up questions may be submitted and local areas and regions will have time allotted at the August 28th State Board meeting to respond. Additional questions may be asked at the meeting. The State Board will then vote on approval of the plans. The State staff anticipate recommending all plans for approval, either with or without conditions.

Youth Waivers: Technical assistance was requested from the state staff for implementation of the youth waiver, included in the attachments, requiring that 35-50% of youth funding must now be spent on In-School Youth. This is a huge increase from the approximately 6% we currently spend on In-School Youth. During the planning process we were not aware of this requirement, and had submitted our plan indicating we would continue under a minimum 75% Out-of-School Youth expenditure rate, as required in the legislation without a waiver, and as we had elected under the first waiver. Under the current waiver, local areas are not allowed to elect this option. However, the waiver only applies to our program year 20 funds, and the new required expenditure rate is expected to be reached by the end of the two year grant period, June 2022.

Staff are working with the Career Service Provider to increase services to In-School Youth, but there are several concerns regarding the ability to expend 35-50% on In-School Youth:

1. The In-School Youth eligibility criteria is very restrictive. Applicants must be low income and have at least one barrier (basic skills deficient, English language learner, offender, homeless, in or has aged out of foster care, pregnant or parenting, has a disability, or for up to 5% of enrollments, requires additional assistance). Fortunately for our area, we see very small numbers of individuals fitting the majority of these, but that greatly limits the number of individuals who are eligible for our services.
2. The 5% limitation on the needs additional assistance criterion means only 1 out of 20 In-School Youth can be enrolled due to this barrier, which is the most common barrier among youth in our area.
3. Additionally, the age limit for In-School Youth is 21, which means postsecondary students who meet the above criteria but are over 21 can't qualify as Youth at all. The Out-of-School age limit is 24.
4. Our Youth funding is down this year and we do not receive additional funds to increase In-School Youth expenditures. Therefore, increasing In-School Youth services may result in limiting services to Out-of-School Youth in order to keep our expenditures in compliance.
5. In-School Youth participating in work experience are likely not able to work as many hours as Out-of-School Youth, and therefore expenditures per participant are lower.
6. TN Promise and other federal and financial aid programs cover the majority of postsecondary and dual enrollment costs, leaving little costs to be funded by our programs.

7. Previously successful In-School Youth programs under WIA, such as peer tutoring, aren't an ideal fit for individuals who qualify under WIOA.
8. Initiating new programs that are better suited will be challenging this year due to COVID-19 restrictions.
9. Since operations budgets are very limited, new programs must focus on direct participant costs with very little to no operations funding available.

USDOL/ETA Partnerships & Program Integration Project: The Northwest Tennessee Workforce Board was selected to participate in the U.S. Department of Labor/Employment and Training Administration (USDOL/ETA), Region 5 Chicago partnerships and program integration technical assistance project. The Board was identified, based on a literature review and conversations with Regional Office staff, as one that demonstrates high levels of program integration among at least some of the following high interest partners: Adult Education, Vocational Rehabilitation, Wagner-Peyser, UI, TANF, SNAP E&T, MSFW, SCSEP, and YouthBuild. The purpose of the project is to look at a handful of local areas demonstrating high levels of program integration among the WIOA partners to capture what that integration looks like, the impacts in terms of the MOU/cost sharing, how you got there, challenges you faced, and lessons we can learn from your work. Participation in the project includes a short online questionnaire and a 90-minute phone interview.