

Local Workforce Development Area 12
Northwest TN Workforce Board and Local Elected Officials
NTWB Administrative Office, 313 W Cedar, Dyersburg, TN
Conference Call 1-877-216-1555 # 845157

Tuesday, November 15, 2016 – 11:30 lunch/12:00 Business Meeting

Agenda

Welcome & Introductions	Mayor Reasons, Chair Local Elected Officials
Business Meeting- Call to order Acknowledgement of Quorum/Conflict of Interest	Jimmy Williamson, Chair, NWTNWB
Approval of Minutes of September 13, 2016 Meeting	
Board Standing Committee Reports	
Target Populations (October 19)	Brad Hurley, Committee Chair
Career Center Services (October 20)	Ted Piazza, Vice Committee Chair
Promising Practices (October 20)	Ben Marks, Committee Chair
Employer Services (October 19)	Rita Alexander, Committee Chair
Executive Committee (October 21)	Jimmy Williamson, Committee Chair
Executive Committee (November 15)	Jimmy Williamson, Committee Chair
WIOA Implementation Regional Planning One-Stop Certification Branding	Margaret Prater & Jennifer Bane
WIOA Updates & Reports Finance & Administrative Services Facilities & Computer Services Performance & Compliance Job Seeker Services Business Services	Cynthia Webb LeAnn Lundberg Laura Speer Connie Stewart Lana Wood
Special Recognition - ACT Work Ready Communities Counties: Benton, Crockett, Obion, Lauderdale, Henry	Margaret Prater
Other business	
Future Board Meeting Dates: February 28, 2017 May 23, 2017 (week before Memorial Day holiday) August 22, 2017 November 28, 2017 (week after Thanksgiving holiday)	

**Meeting of Northwest TN Workforce Board
and Local Elected Officials for LWDA 12
313 W. Cedar Street, Dyersburg, TN
November 15, 2016**

Board Members Present:

Rita Alexander	Kristie Bennett	Karen Bowyer	Doug Clark	Yvette Dixon
Jon Dougherty	Will Douglas	Lindsey Frilling	Landy Fuqua	Brad Hurley
Mary Jones	John Killen	Ben Marks	Kristy Mercer	Adam Miller
Charlie Moore	Ted Piazza	John Ridgeway	Jimmy Williamson	Sandra Woods

Board Members via Conference Call:

Glad Castellaw

Local Elected Officials:

Benny McGuire	Gary Reasons	Chris Young
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Staff Members Present

Jennifer Bane	LeAnn Lundberg	Margaret Prater	Kim Simpson
Laura Speer	Connie Stewart	Lana Wood	Cynthia Webb

Guest:

Mark Chandler	Sherry Fowler	Ronnie Gunnels	Robin Sealy
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Welcome and Introduction:

Chairman of the Local Elected Officials, Mayor Gary Reasons, greeted everyone and the invocation was given by Mark Chandler.

Chairman Jimmy Williamson opened the business meeting and acknowledged there were enough board members present for a quorum. He reminded the members to disclose, abstain from discussion and abstain from vote on any matter considered a conflict of interest.

Review & Approval of Minutes: (attached) Chairman Williamson asked everyone to review the September 13, 2016 Board Meeting Minutes.

- **A Motion to approve the September 13, 2016 Board Meeting Minutes was made by Ted Piazza and seconded by Karen Bowyer. All were in favor and the Motion passed.**
- Margaret Prater introduced new board member Kristie Bennett representing the Tennessee Department of Labor and Workforce Development.

Board Standing Committee Reports:

Target Population Committee Meeting – (October 19, 2016): Brad Hurley gave an update on the Target Population Committee Meeting. During the meeting Margaret updated the committee that the State had concurred that our staff could provide Youth Services instead of contracting out. Until we have further information on the Operator we will continue with current provider, Workforce Essentials. The primary focus of the meeting was to review the TDLWD Policy 19 One Stop Certification and Policy 22 Transitional Regional Plans. Margaret shared the timeline to meet the deadlines for the Self-Assessment & Intent to Apply for One-Stop Certification by November 14, Final Application packages for Certification due by January 30 and Regional Transitional Plan due by February 28. She went over the Self-Assessment and Certification Package and provided a Cost/Service Analysis of each Career Center. The committee agreed to apply for certification for all center and concentrate target population recruitment efforts on areas with lower service numbers. The Regional Planning Area includes all 21 counties in west TN, areas 11, 12, and 13. The policy reflects that the State is looking for consistency and a minimum standard throughout the region.

Specifics discussed by our committee were:

- Target populations the committee would like to continue to serve and/or start to support
- Transportation needs of customers

- How “automation interruption” could affect our workforce and economy
- Uniqueness of our towns and cities as relates to workforce
- Location of Career Centers and do we need all the Career Centers
- Should we start “street teams” to go out to small unreached areas
- Support services such as daycare, night care and elderly care

These discussion items will be incorporated into the planning documents.

Career Center Committee – (October 20, 2016): Ted Piazza shared an update from the Career Center Services Committee meeting. Jennifer Bane submitted documentation on a new program with TN College of Applied Technology in Ripley: Manufacturing Technician, which the committee reviewed and recommended. Jennifer also submitted a list of Eligible Training Provider programs that were scheduled to expire December 31, 2016, along with labor market information for the committee to review. John Penn Ridgeway, with TCAT McKenzie, asked that their programs be removed as they were no longer being offered. The committee recommended the amended list for approval. The committee also covered the Policy 19 and 22 on One-Stop Certification and Regional Planning. After review of the Cost/Service Analysis it was recommended that all current centers apply for certification. With regard to Regional Planning, specific topics for our group included:

- How and where to spend our funding
- Looking at what we are doing and are we doing what we “should” be doing
- Considering individual needs of participants regarding transportation, uniforms, childcare
- How do we get our “best bang for our buck”?
- Considering a set amount for each individual, but amounts and services may vary
- Providing internet as a support service
- Conduct a brief survey to see what customers say they need.

These discussion items will be incorporated into the planning documents.

Promising Practices - (October 20, 2016): Ben Marks gave updates from the Promising Practices committee meeting which included the possibility of providing youth services in-house. Again, policies 19 and 22 were discussed in great length. The committee agreed with other committees that they would like to see all Career Centers certified. With regard to the Regional Planning, the committee discussed the following specifics:

- Education funding is a big issue
- The Megasite- preparation for it and the aftermath effect on other business/industry
- Lack of training and education facilities in some of our remote areas
- Geographic factors such as the Mississippi River and Port of Cates Landing
- The need for more equally divided college service areas
- The road system (good and bad)
- Population- growth and decline areas
- Lack of public transportation
- Lack of computer access/broadband
- Strategies for working with adults and multiple barriers, such as ex-felons

These discussion items will be incorporated into the planning documents.

Employer Services Committee – (October 19, 2016): Jennifer Bane updated the committee that the Employer Surveys were being sent out via email, but we had not had a very good response rate. Margaret announced that Gibson and Carroll Counties had now obtained ACT Work Ready Community Certification. She also updated on the possibility of providing youth services in-house. The Certification and Regional Planning policies were discussed, and like the other committees, the Employer Services Committee agreed that the Cost/Service Analysis was helpful in our decision to apply for One-stop Certification for all current centers. With regard to planning our specific discussions to be incorporated into the plan were:

- Deficiencies in employees, such as communication skills, technology challenges, lack of specific occupational skills, such as tool & die such as robotic, computer literacy, cash handling, customer services and soft skills.
- Reviewed in-demand industries and considered a survey of local employers to add to the “big” data available
- Need for maintenance skilled workers and manufacturing engineers
- Possible survey of customers to see what skills they think they need to help gain and keep employment
- Continue work in Career Pathways-aligning education and training to employer needs
- The need and various means for staff and business service teams to engage employers.

Executive Committee - (October 21, 2016): The Executive Committee met via e-mail and made the following decisions:

- Approved the Career Center Services Committee recommendation to add TN College of Applied Technology at Ripley new program- Manufacturing Technician to the Eligible Training Provider List.
- Approved the following dates for future board meetings:
 - February 28, 2017
 - May 23, 2017 (Tuesday before Memorial Day)
 - August 22, 2017
 - November 28, 2017 (Tuesday after Thanksgiving)

Executive Committee -(November 15, 2016): The Executive Committee met just prior to the Board meeting. Action take included:

- A motion to accept the Career Center Services Committee recommendation to renew the list of programs for Eligible Training Provider List that would expire December 31, 2016 was made by Brad Hurley and was seconded by Ted Piazza. **All were in favor and the motion passed.** Karen Bowyer abstained from the discussion and vote.
- Reviewed data to consider funding for Suspended Programs: UT Martin Phlebotomy Technician, and DSCC Phlebotomy; ECG; CCMA. Brad Hurley made a motion that the Committee would NOT approve funding for Suspended Programs: UT Martin Phlebotomy Technician, and DSCC Phlebotomy; ECG; CCMA. Gary Reasons seconded the motion. All were in favor and the motion was passed. Karen Bowyer abstained from the discussion and vote.
- Cynthia Webb gave an update on the Budget/Financial Report (attached). She reported the State is requiring we spend 80% of funds by June and then they will give us more money.

We cannot obligate ourselves without having the funds. Jimmy Williamson asked for notes and more figures to take to meeting with State to see if he can get us some help.

- Laura Speer reported on Compliance and Monitoring (attached) since the last meeting. There are no significant monitoring issues with subcontractors.
- Margaret and Jennifer gave an updated on policies 19 and 22.
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WIOA Implementation:

One-Stop Certification- Margaret gave an update on the One-Stop Certification Timeline handout. Based on discussions with committees, all 11 centers will apply for certification. Staff surveys have been reviewed and areas of “improvement needed” are being addressed. Training for frontline staff on “Welcome Procedures” are being taught by Director Connie Stewart. Centers are being visited individually to be evaluated to see if they need any adjustments. Our goal is to certify all 11 centers.

Regional Planning – Council meetings have been scheduled and 24 area members selected. Jennifer Bane is working on the “Rough Draft” Local Plan to present on November 29th at the Regional Planning Council Meeting. At this time feedback and suggestions will be made from all 15 different partners for the Local Plan.

Branding- Jennifer Bane presented the new NWTN American Job Center Logo, stating that everything that has our logo on it must be updated by July 1, 2017.

WIOA Updates & Quarterly Reports (since Committee Meetings)

- **Financial Reports (handout attached)** Cynthia Webb reviewed the Financial Reports stating that the State wants us to spend 80% of our money by June 2017, but we have the contract until 2018. This is a problem as we do not spend this amount in the designated time. They could reallocate our funds to someone else. If we do spend 80%, then we are supposed to get more money. This system is hard to manage. The youth spending/obligation of the subcontractor helps us meet our 80%.
- **Facilities & Computer Services:** LeAnn Lundberg stated that they have moved the Network Application so that we do not have to worry about firewalls going down. She has been working in the offices and reconfigured space in Covington, Union City and Dresden. Also, LeAnn is teaching an Introductory Computer Skills Workshop in our career center. The workshop is going great.
- **Performance & Compliance:** Laura Speer stated that our monitoring is in compliance with no significant issues.
- **Job Seeker Services:** Connie Stewart spoke on the Traffic Count for the career center offices. She stated that the smaller offices have lower numbers so we have hired temporary marketing staff to help increase the numbers. Also, she plans to have staff enrolling more customers when they come in for job search assistance.
- **Business Services:** Lana Wood stated that Manufacturing Day events were held throughout October and will be ending on November 21st. There were 29 Manufacturers that participated, 22 High Schools and 765 students. There were 3 Rapid Response meetings recently for Worldwide Gold Bond, Kohler and Royal Building. The Pathways TN program has a new Coordinator, Amber Alsup who just returned from a meeting at Harvard. LEAP success rates are up considerably from last year with students passing at about 75% on the Safety Module.

Special Recognition- ACT Work Ready Communities: Margaret reported that at the recent ACT Work Ready Conference, our area received 5 awards. Benton, Crockett, Henry, Lauderdale and Obion counties received their certification. Gibson, Carroll, Tipton and Weakley are on schedule to receive their awards next September.

There was no further business and the meeting was adjourned.

Respectfully submitted,
Kimberly Simpson

**Meeting of Northwest TN Workforce Board
and Local Elected Officials for LWDA 12
313 W. Cedar Street, Dyersburg, TN
September 13, 2016**

Board Members Present:

Rita Alexander	Sandy Barnett	Karen Bowyer	John Bucy	Karla Carpenter
Ian Cochran	Yvette Dixon	Jon Dougherty	Landy Fuqua	Allen Hester
Brad Hurley	Mary Jones	Kristy Mercer	Ted Piazza	David Parrish
John Ridgeway	Robin Sealy	Jimmy Williamson	Sandra Woods	

Board Members via Conference Call:

Jake Bynum	Mary Jones	Ben Marks	Adam Miller
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Local Elected Officials:

Maurice Gaines	Gary Reasons	Chris Young
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Staff Members Present

Jennifer Bane	LeAnn Lundberg	Margaret Prater	Kim Simpson	Laura Speer	Lana Wood
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Guest:

Jesse Berry	Robert Miller	Sherry Fowler
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Welcome and Introduction:

Chairman of the Local Elected Officials, Mayor Gary Reasons greeted everyone and the invocation was given by Brad Hurley. Chairman Reasons announced that there would be a brief a meeting with Local Elected Officials immediately following the meeting.

Chairman, Jimmy Williamson: Opened the business meeting and acknowledged there were enough board members present for a quorum and reminded the members to abstain from discussion and vote on any matter that would be considered a conflict of interest.

Review & Approval of Minutes: (attached) Jimmy Williamson asked everyone to review the May 24, 2016 Board Meeting Minutes.

- **A Motion to approve the May 24, 2016 Board Meeting Minutes was made by Ted Piazza and seconded by Mayor Chris Young. All were in favor and the Motion was passed.**

Board Standing Committee Reports:

Target Population Committee Meeting – Conference Call

Brad Hurley

- Connie Stewart shared a handout on Youth Services, highlighting several success stories and 32 new enrollments by the contractor, Workforce Essentials.
- We discussed ideas of special programming for ex-offenders to make them more appealing for the workforce. It was mentioned that in small communities, where everyone knows everyone, it is hard to overcome the stigma and the fact that the offense could have been to someone the employer or fellow employees knows.
- Margaret Prater also shared updates on WIOA implementation including:
 - The final regulations were issued on June 30, 2016 – her opinions include:
 - There was a change that bidding youth services is not required but waiting on State clarification
 - There are concerns on new performance measures and the priority to serve the “hard to serve” which could result in lower performance.
 - Career Services do not have to be bid out, but again need clarification from State on their position.
 - The initial Designation appears to be through June 2018 (not 2017)

Local Strategic Planning will be held on July 26 with Thomas P. Miller and Associate facilitating

Regional Strategic Planning will be held on August 9 for areas 11, 12 and 13.

Career Center Committee – Conference Call

Ed Ledden (Ted Piazza)

- Jennifer Bane reviewed Dyersburg State Community College Paramedic to RN Program stating it was a 2 year program with a cost of approximately \$11,000. The Labor Market Information showed 3.9% growth and \$25.02 median wage for RNs. Margaret reminded the committee that we only pay up to \$3,000 per year. The committee unanimously recommended the program.
- Jennifer also reported on traffic flow for the career centers providing a handouts showing over 55,000 customer served this past year and 307 new classroom training enrollments. Preliminary WIOA total served included 778 carryovers and 2041 new enrollments for a total of 2819.
- Margaret reported that Adult Education had moved into the Dyersburg Career Center.
- She also shared the Employer Services Committee was working on a customer satisfaction survey for employers. The committee suggested it be short and easily identified by employers that it is from the Workforce Board.
- Margaret also shared the WIOA implementation updates with our committee.

Employer Services Committee – Conference Call

Rita Alexander

- The committee reviewed Employer Case Note reports to determine how to generate a customer satisfaction survey. It was determined the survey would be sent by email after the service. It should be timely, brief and easily identified as coming from the Workforce Board.
- Connie Stewart gave a report on OJT of serving nearly 300 from 21 companies. Margaret also reported the OJT performance issue had been resolved with a change in the regulations.
- It was reported that all counties had been certified as ACT Work Ready Communities except Weakley, Tipton, Carroll and Gibson. Gibson should certify when this month's total come out and the other are very close.
- Connie also reported we had 9 LEAP graduates placed in internships at \$11-12 per hour.
- Margaret also shared the WIOA implementation updates with our committee.

Promising Practices – Conference Call

Ben Marks (John Bucy)

- Lori Kelley announced that we had received a Strengthening Families Grant in conjunction with Memphis Bioworks. It will provide approximately \$90,000 annually for 4 years to fund 60% positions for both Lauderdale and Tipton counties to enhance and increase services target groups. The grant does not include significant resources for healthcare, as was initially proposed.
- LEAP 2.0. The Workforce Board participated in 3 proposals – DSCC proposed to provide Certified Nursing Assistant Training in local high schools; Jackson State Community College proposed to upskill incumbent workers to meet industrial maintenance demands; and a consortium of TCATs in west TN proposed to purchase equipment to support manufacturing programs.

- Our area is working on an American Promise Proposal to focus on Healthcare (Nursing) for the region.
- The Jail2Job grant had 24 active participants with 18 in work experience. Several have earned their NCRC and 1 the HiSET. They are just starting the Certified Production Technician training program.
- The current LEAP program finished the 1st year with 148 enrollments from 19 high schools. They earned a total of 239 individual certificates (in Safety, Quality, Manufacturing Processes and Maintenance Awareness) with 25 earning a full CPT certification. We hope to include additional schools in the new year. It was noted that additional soft skill training is needed.
- Margaret also shared the WIOA implementation updates with our committee.

Executive Committee: Board Chair, Jimmy Williamson reported on the July 26th, 2016 Executive Committee Meeting minutes as follows:

- The recommendation of the Career Center Committee served as the motion to add the DSCC Paramedic to RN Program to the Eligible Training Provider List. Rita Alexander seconded the motion. There were only 3 members presents, so staff was asked to poll the remaining members by email for the vote. All members voted in favor of the motion to add the DSCC Paramedic to RN program to the provider list. Dr. Karen Bowyer abstained from voting and discussion according to the conflict of interest policy.
- Cynthia Webb presented the Financial Report with Budget Projection for Program Year 16-17. For Adult and Dislocated Workers we were able to add an additional \$200,000 to the participant training budget for a total available of \$899,477. The youth budget, which is on an April-March year, shows a balance of \$285,407 at March 31, 2016. She also shared a report on our spending and obligation levels that are being monitored by the State. We are in the 70%+ range, which is above the State average, but not at the 80% level the State would like to see.
- A Motion to approve the July 26th, 2016 Executive Committee Meeting Minutes was made by Ted Piazza and seconded by Mayor Chris Young. All were in favor and the Motion was passed.

WIOA Implementation: Margaret reviewed the Draft copy of the Mission Statement and Vision Statement for the Northwest TN Workforce Board.

- A vote was recommended by Brad Hurley and seconded by Gary Reasons, to accept the following as the Mission Statement: "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." The Vision Statement: "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." All were in favor, the motion carried.

- A vote was recommended by Chris Young and seconded by Maurice Gaines, to accept the following as the West TN Region Vision Statement: "The vision of the workforce boards in West Tennessee is to foster a region where skilled workers contribute to thriving businesses, economic growth and a high quality of life." All were in favor, the motion carried.

One-Stop Operator Selection Process: Margaret stated that the State is still planning to issue an RFP. She provided a handout to detail the Selection Process. (attached)

- A motion to accept the One-Stop Operator Selection Process was made by John Bucy and seconded by Sandra Woods. The motion states: "It is recommended that the selection of the One-Stop Operator be referred to the Career Center Services Committee for further action, with recommendations to the Executive Committee and final approval by the Northwest TN Workforce Board. All were in favor, the motion carried.

Presentation of the Annual Report: Margaret reviewed the 2016 Annual Report. (attached)

WIOA Updates & Quarterly Reports (since Committee Meetings)

- **Financial Reports (handout attached)** Margaret reviewed the Financial Reports which were submitted by Cynthia Webb.
- **Performance Negotiations:** Margaret reviewed the Performance Reports. She had sent the State the Justification for Performance Negotiation, to show why she believed that our targets should be lowered. After she discussed with the State they set the rate at the State level.

Grant Applications:

- America's Promise Grant- West TN Healthcare Initiative – was not a good fit.
- America's Promise Grant- partnering with Goodwill Middle/West TN on a grant to provide Certified Production Technician and Certified Logistics Technician training.
- LEAP 2. Grant- no word back on the applications at this point.

Other Business:

- Margaret announced that we have a new Director of Business Services, Lana Wood. Connie Stewart has been moved to Director of Career Services.
- Outstanding Board Member of the Year was awarded to Yvette Dixon.
- Maurice Gaines asked the question, "How do we get the word out regarding Career Centers?" Some of the answers were: social media; newspapers; we have hired a new person that goes to job fairs, fairs, social events, businesses, etc. to speak about the career centers.
- Maurice Gaines asked, "How to get closer to the group we are serving?" Some of the answers: Direct mail; Street Teams; Library; Recreation Centers; Boy & Girls Clubs; TCAT Orientations, etc.

There was no further business and the meeting was adjourned by Chairman Jimmy Williamson.

Respectfully submitted,

Kimberly Simpson

**Target Population Committee Meeting
DSCC Gibson County Campus, Trenton, TN
October 19, 2016**

Members Present:

Brad Hurley Connie Stewart Margaret Prater
Jennifer Bane Ronnie Gunnels Kimberly Simpson

Via Conference Call: Mary Jones Lindsay Frilling

Welcome and Announcements- Brad Hurley opened the meeting and welcomed everyone.

Approval of Minutes from Previous Meeting: Margaret stated that the State said that we can provide our own Youth Services., but until we know what changes will occur with all area career centers the Youth Services will stay the same. (handout attached)

***Ronnie Gunnels made a Motion to approve the minutes and Mary Jones seconded the motion. All were in favor and motion was passed.**

Review of Policy 22 PY 2015 Transitional Regional Plans: Margaret reviewed her timeline for the Partner Certification Process and Regional Plan Process. (handout attached) The Regional Plan is due February 28, 2017. Our region includes Areas 11, 12 and 13 with Jackson and Memphis as our counterparts. The State is looking for consistency in all areas. Discussions included:

- a. Target population that the committee would like to continue or start to support;
- b. Transportation needs to be addressed further;
- c. Automation interruption;
- d. Specifics on town/cities;
- e. Where should career centers be located? Do we need all centers that we have at this time?
- f. Should we have Street Teams to go out to small, unreached towns?
- g. Workforce Development Issues such as daycare, night care (2nd shift) and elderly care.

Jennifer Bane made note of the discussion and will include information in the planning documents.

Review of Policy 19 One Stop Certification: The State is requiring that each Career Center be certified. The certification application is due January 30, 2017. There is a self-assessment that must be completed and submitted to the State by November 13. Each center will be held accountable for their submissions. The State will perform a desktop and site visit to see if we are certifiable. They want each Career Center to have a standard that is the same. (handout attached)

Review of Cost/Service Analysis: Margaret explained that as part of the One-Stop Certification, a cost/analysis review needed to be conducted to determine if each center was providing sufficient service to the general and unemployed population and for a reasonable cost. She reviewed the July 1, 2015- June 30, 2016 Site spreadsheet with the committee using the "stop light – red, yellow, green" method to evaluate. The spreadsheet includes population, customers served, cost per person served, cost per center, etc. The committee members asked several questions and thanked Margaret for the detail analysis. The consensus was that each of the centers provided a vital service and that costs were not out of line. In areas where there were concerns, the staff will make recommendations to increase service levels or reduce costs. This will be discussed further at the November 15th, 2016 NWTN Workforce Board meeting.

There was no further business and the meeting was adjourned.

Respectfully submitted,
Kimberly Simpson

**Career Center Services Committee Meeting
DSCC Gibson County Campus, Trenton, TN
October 20, 2016**

Members Present:

Jennifer Bane	John Penn Ridgeway	Stewart Stanfill	Yvette Dixon
John Killen	Ted Piazza	Margaret Prater	Kim Simpson

Via Conference Call:

Ed Ledden

Welcome and Call to Order: Vice Chairman Ted Piazza called the meeting to order.

Review and Approval of Minutes from July 12, 2016: Everyone reviewed the minutes. There were no updates or changes. * **Ted Piazza made a motion to approve the Minutes and John Penn Ridgeway seconded the motion. All were in favor and the minutes were approved unanimously. (handout attached)**

Consideration of New Program-TCAT Ripley Manufacturing Technician: Jennifer Bane reviewed Manufacturing Technician program information. (handout attached) The program includes 1296 Hours of training with the MSSC Certified Production Technician embedded. The cost of the program is \$5435.50, subject to the maximum ITA of \$3,000 per year. The occupation shows a growth and acceptable wages.

Ed Ledden made a motion to approve the Manufacturing Technician program at TCAT Ripley. Ted Piazza seconded the motion. There were no objections and the program was unanimously approved.

Renewal of Eligible Training Provider Programs Scheduled to Expire December 31, 2016 (Labor Market Information included for review): (handout attached) Current programs were reviewed. Ted asked if there were any compelling reason to remove any programs. Jennifer said that at this point, every program presented is showing growth. There were a few programs that we have requested additional information on, that if provided, will be presented to the executive committee for consideration. **Ed Ledden made a motion to approve the Eligible Training Provider Programs as a whole. John Penn Ridgeway seconded the motion. There were no objections and the motion to Renew the Eligible Training Provider Programs as a whole was unanimously approved.** NOTE: TCAT McKenzie programs were removed at their request prior to discussion and vote as they were no longer offered.

Review of Policy 22 PY 2015 Transitional Regional Plans: Margaret reviewed her timeline for the Partner Certification Process and Regional Plan Process. (handout attached) The Regional Plan is due February 28, 2017. Our region includes Areas 11, 12 and 13 with Jackson and Memphis as our counterparts. The State is looking for consistency in all areas. Discussions included:

- a. Board will approve how and where to spend money;
- b. Looking at what we are doing and are we doing what we "should" be doing?
- c. Transportation, uniforms, child care- looking at individual needs instead a certain few;
- d. How to get the "Best Bang For Our Buck";
- e. Having a set amount for each individual to meet their individual needs;
- f. Providing Internet coverage;
- g. A brief survey to see what clients say they need.

Jennifer Bane will incorporate information from the discussions into the planning documents.

Review of Policy 19 One Stop Certification: The State is requiring that each Career Center be certified. The certification application is due January 30, 2017. There is a self-assessment that must be completed and submitted

to the State by November 13. Each center will be held accountable for their submissions. The State will perform a desktop and site visit to see if we are certifiable. They want each Career Center to have a standard that is the same. (handout attached)

Review of Cost/Service Analysis: Margaret explained that as part of the One-Stop Certification, a cost/analysis review needed to be conducted to determine if each center was providing sufficient service to the general and unemployed population and for a reasonable cost. She reviewed the July 1, 2015- June 30, 2016 Site spreadsheet with the committee using the “stop light – red, yellow, green” method to evaluate. The spreadsheet includes population, customers served, cost per person served, cost per center, etc. The committee members asked several questions and thanked Margaret for the detail analysis. The consensus was that each of the centers provided a vital service and that costs were not out of line. In areas where there were concerns, the staff will make recommendations to increase service levels or reduce costs. This will be discussed further at the November 15th, 2016 NWTN Workforce Board meeting.

There was no further business to discuss and the meeting was dismissed.

Respectfully submitted,
Kimberly Simpson,
Executive Secretary

Eligible Training Providers – By Program Status

- Report Format: Group Format
- State: Tennessee
- Closest Lwia: LWDA 12
- Program Status: Active
- Provider Certification: All

Provider Name: <u>MAGIC VALLEY CNA</u>				Provider Code: 11-2320-1			Provider Area: Benton County					
Program Title	CIP Title	Completion Level	Create Date	App Status	App Review Status	App Review Date	Reviewed By	Reapp Date	Reapp Status	Eligibility Type	Expiration Date	Last Edit Date
NURSE AIDE TRAINING	NURSE AIDE TRAINING	Unidentified	12/16/2010	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Initial Eligibility	12/08/2016	12/11/2015
Provider Name: <u>UNIVERSITY OF TENNESSEE AT MARTIN</u>				Provider Code: 11-337-1			Provider Area: Weakley County					
Program Title	CIP Title	Completion Level	Create Date	App Status	App Review Status	App Review Date	Reviewed By	Reapp Date	Reapp Status	Eligibility Type	Expiration Date	Last Edit Date
ART- TEACHING OPT.	ART- TEACHING OPT.	Bachelor's Degree	07/31/2000	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
BECOME A VETERINARY ASSISTANT (ONLINE)	BECOME A VETERINARY ASSISTANT (ONLINE)	Unidentified	11/05/2007	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
COMPTIA A+ CERTIFICATION PREP COURSES (ONLINE)	COMPTIA A+ CERTIFICATION PREP COURSES (ONLINE)	Unidentified	11/05/2007	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
COMPUTER FIRST AID	COMPUTER FIRST AID	Unidentified	06/23/2008	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
PHLEBOTOMY TECHNICIAN PROGRAM	PHLEBOTOMY TECHNICIAN PROGRAM	Unidentified	09/12/2007	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/07/2016	12/11/2015
Provider Name: <u>TENNESSEE COLLEGE OF APPLIED TECHNOLOGY AT MCKENZIE</u>				Provider Code: 11-418-1			Provider Area: Carroll County					
Program Title	CIP Title	Completion Level	Create Date	App Status	App Review Status	App Review Date	Reviewed By	Reapp Date	Reapp Status	Eligibility Type	Expiration Date	Last Edit Date

Program Title	CIP Title	Completion Level	Create Date	App Status	App Review Status	App Review Date	Reviewed By	Reapp. Date	Reapp Status	Eligibility Type	Expiration Date	Last Edit Date
AAS IN ADV. EMERGENCY MEDICAL TECH. CONCENTRATION N	AAS IN ADV. EMERGENCY MEDICAL TECH. CONCENTRATION N	Associate's Degree	08/26/2009	WIA Approved	Eligible	12/11/2015	Merritt, Pam		Not Applied For	Initial Eligibility	12/11/2016	05/16/2016
AAS-PARAMEDIC CONCENTRATION N	AAS-PARAMEDIC CONCENTRATION N	Associate's Degree	08/26/2009	WIA Approved	Eligible	12/11/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	05/16/2016
Advanced Programmable Logic Controllers	Advanced Programmable Logic Controllers		04/01/2015	WIA Approved	Eligible	12/11/2015	Merritt, Pam		Not Applied For	Initial Eligibility	12/11/2016	12/11/2015
AGRICULTURE APPLICATIONS CERTIFICATE	AGRICULTURE APPLICATIONS CERTIFICATE		07/12/2010	WIA Approved	Eligible	12/11/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/11/2015
ASSOCIATE OF APPLIED SCIENCE - BUSINESS RELATED TECHNOLOGY	ASSOCIATE OF APPLIED SCIENCE - BUSINESS RELATED TECHNOLOGY	Associate's Degree	06/06/2003	WIA Approved	Eligible	12/11/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/11/2016	12/11/2015
ASSOCIATE OF APPLIED SCIENCE - COMPUTER INFORMATION TECHNOLOGY	ASSOCIATE OF APPLIED SCIENCE - COMPUTER INFORMATION TECHNOLOGY	Associate's Degree	07/31/2000	WIA Approved	Eligible	12/11/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/11/2016	12/11/2015
ASSOCIATE OF APPLIED SCIENCE - EARLY CHILDHOOD EDUCATION	ASSOCIATE OF APPLIED SCIENCE - EARLY CHILDHOOD EDUCATION	Associate's Degree	07/31/2000	WIA Approved	Eligible	12/11/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/11/2016	12/11/2015
ASSOCIATE OF APPLIED SCIENCE - HEALTH INFORMATION TECHNOLOGY	ASSOCIATE OF APPLIED SCIENCE - HEALTH INFORMATION TECHNOLOGY	Associate's Degree	07/31/2000	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
ASSOCIATE OF APPLIED SCIENCE - NURSING	ASSOCIATE OF APPLIED SCIENCE - NURSING	Associate's Degree	08/02/2007	WIA Approved	Eligible	12/08/2015	Allen, Ryan		Not Applied For	Initial Eligibility	11/24/2016	12/11/2015

ASSOCIATE OF APPLIED SCIENCE - NURSING - MAJOR & CONCENTRATION IN ADVANCED STANDING	ASSOCIATE OF APPLIED SCIENCE - NURSING - MAJOR & CONCENTRATION IN ADVANCED STANDING	Associate's Degree	08/21/2012	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
ASSOCIATE OF APPLIED SCIENCE DEGREE IN GENERAL TECHNOLOGY	ASSOCIATE OF APPLIED SCIENCE DEGREE IN GENERAL TECHNOLOGY		05/07/2012	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
ASSOCIATE OF APPLIED SCIENCE IN ADVANCED INTEGRATED INDUSTRIAL TECHNOLOGY	ASSOCIATE OF APPLIED SCIENCE IN ADVANCED INTEGRATED INDUSTRIAL TECHNOLOGY	Associate's Degree	08/07/2014	WIA Approved	Eligible	12/11/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/11/2015
ASSOCIATE OF APPLIED SCIENCE - CRIMINAL JUSTICE	ASSOCIATE OF APPLIED SCIENCE - CRIMINAL JUSTICE	Associate's Degree	06/06/2003	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
BASIC HYDRAULICS AND PNEUMATICS	BASIC HYDRAULICS AND PNEUMATICS	Unidentified	11/25/2013	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)	CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)	Unidentified	10/15/2013	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
CERTIFIED PHLEBOTOMY TECHNICIAN	CERTIFIED PHLEBOTOMY TECHNICIAN	Unidentified	10/15/2013	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
CERTIFIED PRODUCTION TECHNICIAN	CERTIFIED PRODUCTION TECHNICIAN	Certificate 1-2 years	11/25/2013	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/08/2015
COMPUTER SYSTEMS OPERATIONS & MAINTENANCE TECHNICAL CERTIFICATE	COMPUTER SYSTEMS OPERATIONS & MAINTENANCE TECHNICAL CERTIFICATE		08/13/2002	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/14/2015

CORRECTIONS AND LAW ENFORCEMENT CERTIFICATE	CORRECTIONS AND LAW ENFORCEMENT CERTIFICATE	10/08/2010	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/08/2015
EARLY CHILDHOOD EDUCATION TECHNICAL CERTIFICATE	EARLY CHILDHOOD EDUCATION TECHNICAL CERTIFICATE	07/31/2000	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/08/2015
ECG TECHNICIAN	ECG TECHNICIAN	10/15/2013	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
ELECTRONIC HEALTH RECORD TECHNICAL CERTIFICATE	ELECTRONIC HEALTH RECORD TECHNICAL CERTIFICATE	11/23/2009	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/08/2015
EMERGENCY MEDICAL TECHNICIAN - PARAMEDIC CERTIFICATE	EMERGENCY MEDICAL TECHNICIAN - PARAMEDIC CERTIFICATE	08/26/2009	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/08/2015
MEDICAL CODING TECHNICAL CERTIFICATE	MEDICAL CODING TECHNICAL CERTIFICATE	08/13/2002	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/31/2016	12/08/2015
MEDICAL INFORMATICS TECHNICIANS/DEVELOPER	MEDICAL INFORMATICS TECHNICIANS/DEVELOPER	10/15/2013	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/08/2015
MOTORS AND MOTOR CONTROLS	MOTORS AND MOTOR CONTROLS	11/25/2013	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015

TENNESSEE COLLEGE OF APPLIED TECHNOLOGY AT COVINGTON												
Provider Name:			Provider Code: 12-404-1				Provider Area: Tipton County					
Program Title	CIP Title	Completion Level	Create Date	App Status	App Review Status	App Review Date	Reviewed By	Reapp Date	Reapp Status	Eligibility Type	Expiration Date	Last Edit Date
ADMINISTRATIVE OFFICE TECHNOLOGY	ADMINISTRATIVE OFFICE TECHNOLOGY	Unidentified	09/05/2003	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
ADMINISTRATIVE OFFICE TECHNOLOGY	ADMINISTRATIVE OFFICE TECHNOLOGY	Unidentified	09/05/2003	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015

Provider Name: Tennessee College of Applied Technology- Newbern (Main Campus)				Provider Code: 12-426-1			Provider Area: Dyer County					
Program Title	CIP Title	Completion Level	Create Date	App Status	App Review Status	App Review Date	Reviewed By	Reapp Date	Reapp Status	Eligibility Type	Expiration Date	Last Edit Date
ADVANCED PROGRAMMABLE LOGIC CONTROLLERS	ADVANCED PROGRAMMABLE LOGIC CONTROLLERS	Unidentified	08/07/2014	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Initial Eligibility	12/08/2016	12/11/2015
DRAFTING CAD TECHNOLOGY	DRAFTING CAD TECHNOLOGY	Unidentified	06/05/2003	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
Provider Name: TENNESSEE COLLEGE OF APPLIED TECHNOLOGY AT PARIS				Provider Code: 12-428-1			Provider Area: Henry County					
Program Title	CIP Title	Completion Level	Create Date	App Status	App Review Status	App Review Date	Reviewed By	Reapp Date	Reapp Status	Eligibility Type	Expiration Date	Last Edit Date
CERTIFIED NURSING ASSISTANT	CERTIFIED NURSING ASSISTANT	Unidentified	11/05/2007	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
COLLISION REPAIR	COLLISION REPAIR	Unidentified	07/31/2000	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
EARLY CHILDHOOD EDUCATION	EARLY CHILDHOOD EDUCATION	Unidentified	07/31/2000	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015
GENERAL METALS	GENERAL METALS	Unidentified	07/31/2000	WIA Approved	Eligible	12/08/2015	Merritt, Pam		Not Applied For	Continued Eligibility	12/08/2016	12/11/2015

2016 - 2021 LMI for LWDA 12 and all Surrounding Counties							
SOC	Occupation	2016 Jobs	2021 Jobs	2016 - 2021 Change	2016 - 2021 % Change	Avg. Hourly Earnings	
53-7051	Industrial Truck and Tractor Operators	7,682	7,572	(110)	(1%)	\$14.10	LWDA 12 Only: (14)
51-4122	Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders	858	754	(104)	(12%)	\$16.48	LWDA 12 Only: (11)
43-9011	Computer Operators	521	474	(47)	(9%)	\$20.48	LWDA 12 Only: (3)
51-4121	Welders, Cutters, Solderers, and Brazers	2,304	2,276	(28)	(1%)	\$18.10	LWDA 12 Only: (59)
17-3026	Industrial Engineering Technicians	448	430	(18)	(4%)	\$24.94	LWDA 12 Only: (5)
17-3024	Electro-Mechanical Technicians	200	187	(13)	(7%)	\$27.35	LWDA 12 Only: (10)
17-3011	Architectural and Civil Drafters	429	420	(9)	(2%)	\$21.04	LWDA 12 Only: 2
25-2011	Preschool Teachers, Except Special Education	3,390	3,382	(8)	(0%)	\$13.68	LWDA 12 Only: 22
19-4011	Agricultural and Food Science Technicians	196	194	(2)	(1%)	\$14.13	LWDA 12 Only: 2
17-3013	Mechanical Drafters	386	386	0	0%	\$22.01	
49-3021	Automotive Body and Related Repairers	1,101	1,102	1	0%	\$17.05	
17-3023	Electrical and Electronics Engineering Technicians	815	818	3	0%	\$25.01	
15-1199	Computer Occupations, All Other	1,039	1,046	7	1%	\$33.64	
21-1092	Probation Officers and Correctional Treatment Specialists	563	573	10	2%	\$18.21	
33-1011	First-Line Supervisors of Correctional Officers	263	275	12	5%	\$22.91	
17-3029	Engineering Technicians, Except Drafters, All Other	181	198	17	9%	\$28.08	
43-9199	Office and Administrative Support Workers, All Other	1,378	1,415	37	3%	\$19.31	
33-1012	First-Line Supervisors of Police and Detectives	1,409	1,449	40	3%	\$27.97	
29-2031	Cardiovascular Technologists and Technicians	371	415	44	12%	\$22.76	
31-9094	Medical Transcriptionists	645	690	45	7%	\$14.71	
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	525	572	47	9%	\$10.82	
29-2099	Health Technologists and Technicians, All Other	344	406	62	18%	\$28.15	
11-3011	Administrative Services Managers	1,871	1,948	77	4%	\$33.15	
31-9097	Phlebotomists	863	944	81	9%	\$13.16	
29-2071	Medical Records and Health Information Technicians	1,393	1,491	98	7%	\$16.09	
29-2041	Emergency Medical Technicians and Paramedics	2,301	2,420	119	5%	\$17.49	

25-2031	Secondary School Teachers, Except Special and Career/Technical Education	7,255	7,378	123	2%	\$23.35
51-9199	Production Workers, All Other	2,584	2,719	135	5%	\$16.77
53-3033	Light Truck or Delivery Services Drivers	8,711	8,852	141	2%	\$16.69
33-3012	Correctional Officers and Jailers	3,772	3,939	167	4%	\$16.20
29-2012	Medical and Clinical Laboratory Technicians	2,260	2,456	196	9%	\$18.33
33-3051	Police and Sheriff's Patrol Officers	4,525	4,721	196	4%	\$20.83
49-9041	Industrial Machinery Mechanics	2,401	2,609	208	9%	\$23.99
13-2011	Accountants and Auditors	6,169	6,481	312	5%	\$26.60
43-6013	Medical Secretaries	2,906	3,311	405	14%	\$14.20
31-9092	Medical Assistants	3,874	4,312	438	11%	\$13.99
43-9061	Office Clerks, General	18,138	18,612	474	3%	\$14.16
11-9199	Managers, All Other	9,824	10,428	604	6%	\$20.61
53-3032	Heavy and Tractor-Trailer Truck Drivers	21,819	22,475	656	3%	\$18.89
31-1014	Nursing Assistants	9,802	10,542	740	8%	\$10.73
29-1141	Registered Nurses	17,298	18,564	1,266	7%	\$27.39
		152,813	159,237	6,424	4%	\$19.03

[[Staff Services](#)]

Provider Profile	Provider Programs	Provider Activities
General	Program Services	Enrollments
Locations	Support Services	Invoices
Contacts	Contracts	Vouchers
Case Notes	Self Service Education Programs	

[Program Services](#)[Support Services](#)[Contracts](#)[Self Service Education Programs](#)

Provider: TENNESSEE COLLEGE OF APPLIED TECHNOLOGY AT RIPLEY

Self Service Education Program Details

Data indicates this item was changed 09/16/2016. [View History]
Data indicates this item was changed 09/16/2016. [View Detail History]

Program / Service Details

* Status:	Active
* Service Name:	Manufacturing Technician
* Service Description:	This new program will focus on the needs of a growing West Tennessee in areas of production and maintenance. As the need for advance maintenance employees grow, there will be a demand for advance machine operators. This program will address both areas, students highly trained in safety, advanced quality control and measurements, employability skills and craftsmanship. These same students will gain knowledge of core skills needed to further their career in the Maintenance field of choice.
* Service Type:	PS - CRS
* Alternate Service Type:	Not Applicable
* State Use 1:	
* State Use 2:	
* State Use 3:	
* State Use 4:	
* State Use 5:	
* Green Job Training:	No
* This program of study leads to:	A measureable skills gain leading to a credential or employment
* Cipcocode:	150613 - Manufacturing Technology/Technician.
* Date Program First Offered:	09/01/2016
* WIOA Program:	This is a WIOA Program.
* Pell Grant Eligible:	Yes
* Is this program in a partnership with business?	No
* Program-Business Partnership Description:	Pending Visitor Check-Ins (4)
* LWIA Submitted:	LWDA 12

* Completion Level: TTC Diploma
 * Attain Credential: Occupational Skills certificate or credential
 * Other Credential Type:
 * Certification/License Title: *Certificates available include: Certified Production Technician* Available Diplomas: Manufacturing Technician Course length 12 months
 * Certification/License Type: National Certification or License
 * Grievance Procedure:
 * Refund Policy:
 * Class Frequency: Daily
 * Duration: 12 Months
 * Day or Night Classes: Day
 * Weekend Classes: No
 * Class Time: 1296 Hours
 * Lab Time: Hours
 * Other Time: 0 Hours
 * Class Size: Minimum: 5
Maximum: 25
 * Number of Instructors: 1
 * Drug/Alcohol Screening Required: No
 * Describe the qualifications of all instructors in 800 characters or less:
 * Describe the minimum entry level requirements or prerequisites in 800 characters or less:
 * Describe any equipment used in this program and its adequacy and availability in 800 characters or less:
 * Please provide a reasonable explanation regarding why this is a new program:
 * Projected hourly wage after Program Completion: \$
 * Accessibility: On-Site Parking

Program Credentials

* Number of credits:
 * Credit earned duration:

External Approvals

* State Approving Agency: Tennessee Board of Regents
 * State Approving Agency Status: Approved
 Pending Visitor Check-Ins (4)
 * State Approving Agency Approval Expiration Date: 09/03/2018

* Staff Created ID: [7316344]
* Date Created: 09/14/2016
* Staff Last Edited ID: Bane, Jennifer [CG07754]
* Date Last Edited: 09/16/2016

[Edit Program / Service Details]

Program / Service Registered Apprenticeship

Registered Apprenticeship

* Is this Education Program a
Registered Apprenticeship?

[Edit Program Registered Apprenticeship]

Program / Service Occupations

BRIGHT OUTLOOK Indicates a bright outlook occupation.

Code	Occupation Title	Provider Title
17302600	Industrial Engineering Technicians	

[Edit Occupation Details]

Program / Service Cost Details

Cost Title	Cost Value
Total CRS Training Costs	\$5,435.50
Tuition/Fee	\$3,648.00
Books	\$241.00
Tools	\$177.00
Other Costs	\$1,369.50
Comments	Manufacturing Technician Diploma Grand Total Costs-the other costs consists of the fees for online coursework
Total Amount	\$5,435.50 Pending Visitor Check-Ins (4)

[Edit Cost Details]

Program / Service Locations

Address	Bill Address
TENNESSEE COLLEGE OF APPLIED TECHNOLOGY AT RIPLEY 127 Industrial Drive Ripley, TN - 38063	

[\[Edit Location Details \]](#)

Program / Service Skills

Selected Skills
adjust or set mechanical controls or components adjust production equipment/machinery setup adjust welding equipment align or adjust clearances of mechanical components or parts align or adjust clearances of vehicle body parts or components align vehicle frame alter and fit garments analyze engineering problems in electronics manufacturing analyze operation of malfunctioning electrical or electronic equipment analyze test information to determine equipment operating efficiency apply adhesives, caulking, sealants, or coatings apply cleaning solvents apply filler substances to dents in vehicle bodies apply flux to workpiece before soldering or brazing apply protective coating to products arrange galley setups of type assemble and install pipe sections, fittings, or plumbing fixtures assemble gear systems assemble, dismantle, or reassemble equipment or machinery assist mechanic, or extractive or construction trades craft worker bend pipes bend tubing or conduit block knitted garments braze metal parts or components together burn (cut), trim, or scarf metal objects calculate dimensions or specifications of fabric or leather pattern calculate weights or proportions of pigments required to make dye

Pending Visitor Check-Ins (4)

calibrate business, vending, or related equipment
calibrate or adjust electronic equipment or instruments to specification
cast metal objects
clean equipment or machinery
clean or degrease weld, or parts to be welded or soldered
compile equipment operational data
compute product or materials test results
conduct sequential tests to locate electronic malfunction
conduct tests to locate mechanical system malfunction
construct medical supportive devices
construct molds
construct or fabricate electrical parts or fixtures
construct patterns or templates for welding projects
control HVAC equipment
control operation of compressors
convey cargo by hand truck
coordinate equipment or personnel in mechanical repair setting
coordinate manufacture of electrical or electronic equipment
coordinate production materials, activities or processes
cut gemstones
cut metal or plastic
cut or grind optical lenses
cut or shape glass
cut or trim fabric or leather
cut, bend, or thread pipe for gas, air, hydraulic, or water lines
cut, trim, or clean meat, or carcasses
de-energize high tension power lines for repairs
demonstrate or explain assembly or use of equipment
design manufacturing processes or methods
design molds
design tailored garments
determine installation, service, or repair needed
determine tasks needed to complete machined products
develop new chemical processing techniques or formulas
diagnose malfunctioning vehicle systems
diagnose mechanical problems in machinery or equipment
draw designs, letters, or lines
draw master pattern for fabric or leather goods
dye fabric or leather articles
engrave variety of materials and products
erect power or communication poles or towers
estimate cost for repair services
estimate materials or labor requirements

Pending Visitor Check-Ins (4)

estimate time or cost for installation, repair, or construction projects
 etch or cut designs in glass, metal, or plastic
 evaluate manufacturing or processing systems
 examine locomotives or cars to detect damage or structural defects
 examine telephone transmission facilities to determine equipment requirements
 examine vehicle to detect malfunctions, damage, or maintenance needed
 examine vehicles to determine extent of damages and repairs needed
 fabricate components for precision instruments
 fabricate ducting
 fabricate model or mold for jewelry, silverware or related products
 fabricate printing plates
 fabricate sheet metal parts or items
 fabricate tailored garments
 fabricate, assemble, or disassemble manufactured products by hand
 file, sand, grind, or polish metal or plastic objects
 follow manufacturing methods or techniques
 follow vehicle repair procedures
 grind meats, such as beef, pork, poultry or fish
 hand engrave jewelry-related products
 identify base metals for welding
 identify cut or grade of meat
 identify properties of metals for repair or fabrication activities
 identify properties of rocks or minerals
 identify type of stain in fabrics, such as wool, synthetics, or silk
 inspect commercial vehicles
 inspect electrical installation for code conformance
 inspect equipment or vehicles for cleanliness or damage
 inspect machinery or equipment to determine adjustments or repairs needed
 inspect manufactured products or materials
 inspect material moving equipment
 inspect meat or meat products
 inspect sewer, drain, or water main pipe joints to verify alignment or fit
 inspect transformer for defects
 install electrical conduit or tubing
 install electrical fixtures or components
 install electronic equipment, components, or systems
 install electronic power, communication, control, or security equipment or systems
 install equipment or attachments on machinery or related structures
 install generating plant equipment
 install household appliances
 install industrial machinery or related heavy equipment
 install lead-in wires to control boxes and other components
 install office, vending or related equipment

Pending Visitor Check-Ins (4)

install or repair windshields or other glass in motor vehicles
install or replace meters, regulators, or related measuring or control devices
install power or communication lines, lead-in lines or cables
install sheet metal assemblies in supportive framework
install underground storm, sanitation, or water piping systems
install water or sewer treatment plant equipment
install, maintain or repair communication line switching devices
install, maintain, or repair electronics manufacturing equipment
install/connect electrical equipment to power circuit
install/string electrical or electronic cable or wiring
instruct customers in product installation, use, or repair
lamine objects
lay or guide pipe into trench
lay out electrical wiring for buildings, etc.
lay out machining, welding or precision assembly projects
lay out piping systems
load control media in machine controller
load or unload material or workpiece into machinery
load, unload, or stack containers, materials, or products
locate puncture in tubeless tires or inner tubes
lubricate machinery, equipment, or parts
maintain consistent production quality
maintain electrician's tools or equipment
maintain inventory of supplies
maintain or repair cargo or passenger vehicle
maintain or repair industrial or related equipment/machinery
maintain or repair small engines
maintain or repair work tools or equipment
maintain repair records
maintain safe work environment
maintain specialized manufacturing or commercial equipment or machinery
maintain welding machines or equipment
make independent judgment in assembly procedures
make minor repairs to mechanical equipment
mask vehicle body in preparation for painting
measure and mark reference points or cutting lines on workpieces
measure, weigh, or count products or materials
mix printing solutions
modify electrical or electronic equipment or products
monitor assembly quality
monitor equipment or machine operation to detect problems
monitor operating conditions
monitor production machinery/equipment operation to detect problems

Pending Visitor Check-Ins (4)

monitor the quantity of assembly output
move materials or goods between work areas
observe or listen to machinery or equipment operation to detect malfunctions
operate auxiliary power plant equipment
operate bindery equipment
operate centrifugal casting machine
operate chemical processing equipment
operate coil winding machines
operate crane in construction, manufacturing or repair setting
operate crushing or grinding machine
operate engine emission testing equipment
operate fabric printing equipment
operate food processing production equipment/machinery
operate forklift
operate gas, petroleum, or power distribution equipment
operate glass or stone working equipment/machinery
operate hoist, winch, or hydraulic boom
operate industrial or nondestructive testing equipment
operate lathes
operate laundering or dry cleaning equipment
operate metal or plastic fabricating equipment/machinery
operate optical manufacturing equipment
operate ore refining/foundry equipment/machinery
operate packaging or banding machine or equipment
operate petroleum pumping equipment
operate pneumatic test equipment
operate power driven pumps
operate power generation equipment
operate precision test equipment
operate printing equipment/machinery
operate pulp or paper making equipment
operate sandblasting equipment
operate sewing machine
operate sheet metal fabrication machines
operate steam press
operate textile production equipment/machinery
operate vacuum or air hose
operate vehicle engine electrical system test equipment
operate water treatment equipment
overhaul industrial or construction machinery or equipment
overhaul power-generating equipment or machinery
overhaul vehicle major operating units, such as engines or transmissions
perform detailed welding techniques

Pending Visitor Check-Ins (4)

perform hydraulic plumbing
perform repetitive tasks in assembly setting
perform safety inspections in industrial, manufacturing or repair setting
perform safety inspections in manufacturing or industrial setting
perform welding techniques over lengthy time span
plan layout of electrical/electronic equipment installation
polish jewelry, silverware or related products
position, align, or level machines, equipment, or structures
position, clamp or assemble workpiece prior to welding
precision assemble electronic, electrical, or electromechanical equipment
precision assemble watches or other timing devices
precision cast patterns, molds, or dies
preheat metal before welding, brazing, or soldering
preserve, cure, or cold store meat, poultry or fish
press garment or fabric
pressure test piping system or equipment for leaks
prime or paint vehicle or transportation equipment surfaces
program operation of computerized manufacturing equipment/machinery
read manufacturing outlines for electronic products
read production layouts
read specifications
read tape measure
read utilities metering devices
read vehicle manufacturer's specifications
read work order, instructions, formulas, or processing charts
recognize characteristics of alloys
recognize characteristics of cloth or fabric
recognize characteristics of metals
recognize characteristics of pulps
recognize welding symbols
repair computer controlled manufacturing systems
repair digital timing devices
repair electrical transformers
repair electronic components, equipment, or systems
repair mechanical controls
repair mechanical timing devices
repair medical supportive devices
repair or adjust measuring or control devices
repair or install tires
repair or maintain office, vending, or related equipment
repair or replace electrical wiring, circuits, fixtures, or equipment
repair or replace gas, steam, sewer, or water piping or fixtures
repair or replace malfunctioning or worn mechanical components

Pending Visitor Check-Ins (4)

repair or replace worn or damaged musical instrument parts
repair plastics manufacturing equipment
repair power or communication lines
repair prefabricated wooden building components
repair refrigeration or HVAC equipment
repair sheet metal products
repair specialized rigging
repair tears or defects in fabrics, garments, or leather products
repair transmitting equipment
repair vehicle body parts
repair vehicle transmissions
replace electronic components
retrieve or place goods from/into storage
select materials or tools
service batteries or transformers with specified fluids
service vehicle with water, fuel, or oil
set gemstones
set type in compositional sequence
set up and operate variety of machine tools
set up computer numerical control machines
set up electronic system test equipment
set up production equipment or machinery
setup welding equipment
sharpen metal objects
signal directions or warnings to coworkers
slaughter animals, fish, or poultry
solder electrical or electronic connections or components
solder metal parts or components together
solder vehicle components
solve machine tool problems
sort articles for laundry or dry cleaning
sort manufacturing materials or products
splice electric cable
splice electric or communications trunk lines
spray water, steam, or air over fabric or leather
spread fabric or clothing article on worktable or ironing board
stretch, bend, straighten, shape, pound, or press metal or plastic
strip negatives
supervise petroleum workers
supervise pollution control workers
supervise production workers
tan or dress animal pelts
tend boilers or related equipment

Pending Visitor Check-Ins (4)

test electrical components or systems
test electrical/electronic wiring, equipment, systems or fixtures
test electronic or electrical circuit connections
test manufactured products or materials
test materials or solutions
test operate vehicles before or after repair
test vehicle computer processors to detect malfunctions
troubleshoot electronics manufacturing equipment
understand machine setup instructions
understand service or repair manuals
understand technical information for electronic repair work
use 2-cycle engine technology
use acetylene welding/cutting torch
use airbrush techniques
use arc welding equipment
use auto or vehicular body repair equipment
use basic plumbing techniques
use blowtorch
use braze-welding equipment
use combination welding procedures
use control or regulating devices to adjust or maintain industrial machinery
use densitometer
use diagnostic software in electronics repair
use electrical line repair equipment
use electrical or electronic test devices or equipment
use electronic calibration devices
use engine diagnostic equipment
use engraving techniques
use garment construction techniques
use gas welding equipment
use hand iron
use hand or power tools
use high voltage apparatus
use knowledge of paper characteristics in publishing or printing processes
use knowledge of ventilation systems
use knowledge of welding filler rod types
use leather fabrication or repair equipment
use lifting equipment in vehicle repair setting
use machine tools in installation, maintenance, or repair
use machining operations with semiconductor chip forming technology
use machining practices
use measuring devices in repairing industrial or heavy equipment
use metal processing methodology

Pending Visitor Check-Ins (4)

use non-destructive test equipment
 use oscilloscopes in electronics repair
 use pipe fitting equipment
 use pneumatic tools
 use portable electric fabric cutter
 use power or hand tools in metals processing
 use precision measuring devices in mechanical repair work
 use precision measuring tools or equipment
 use precision tools in electronics repair
 use pressure gauges
 use research methodology procedures within manufacturing or commerce
 use soldering equipment
 use spot or tack welding techniques
 use technical information in manufacturing or industrial activities
 use thermal-cutting equipment
 use tube bending equipment
 use vehicle repair tools or safety equipment
 use voltmeter, ammeter, or ohmmeter
 use x-ray or magnetic inspection techniques
 weld in flat, horizontal, vertical, or overhead position
 weld together metal parts, components, or structures

[Edit Program Skills]

Program / Service Performance

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

[Edit Program Performance]

Program / Service Application Confirmation

Agreed to the confirmation statement: Yes

Submit program for WIOA Approval: Yes

[Edit Confirmation]

Program / Service Review Status

This program / service has not been reviewed.

Pending Visitor Check-Ins (4)

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

Manufacturing Production Technicians Labor Market Information

Northwest Tennessee Workforce Board



313 West Cedar Street
Dyersburg, Tennessee 38024

Overview

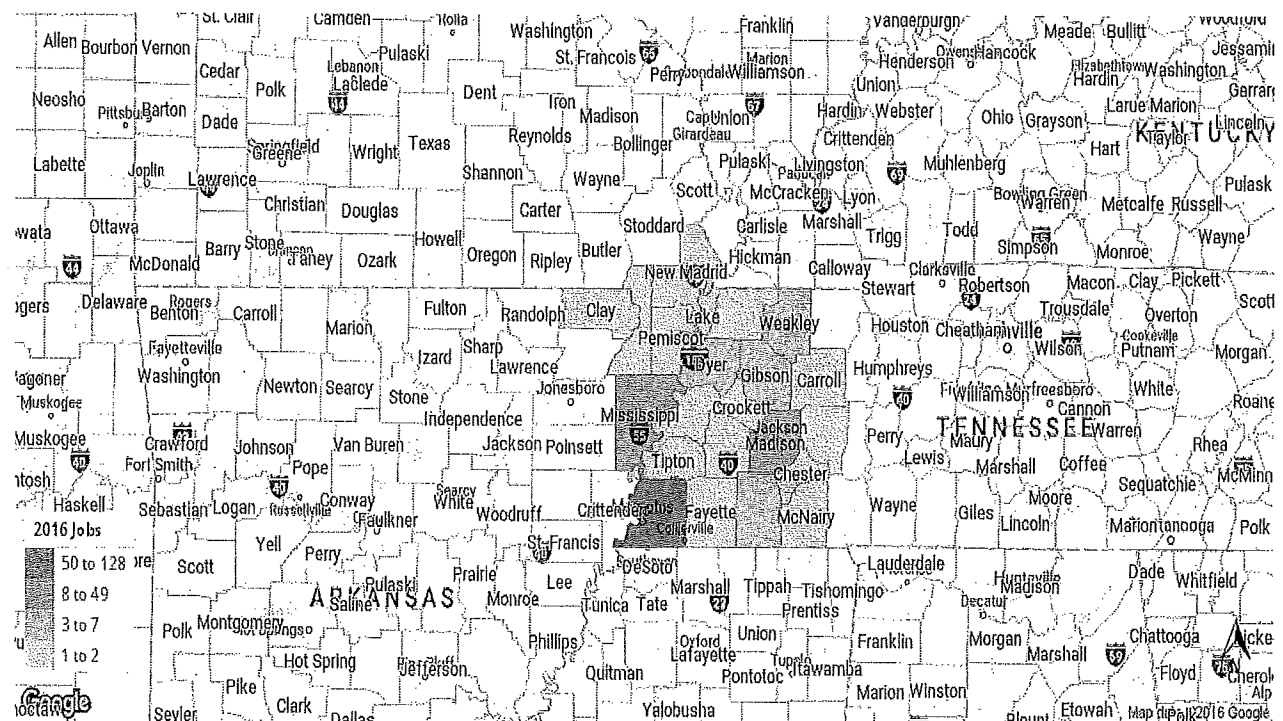
Manufacturing Production Technicians (O*Net Code: 17-3029.09) in 24 Counties (60 Mile Radius of Ripley, TN)

Timeframe: 2016 – 2021

EMSI Data Set: 2016.3 – QCEW Employees

Median Hourly Earnings*	\$28.27
2016 Jobs*	173
2016-2021 Change*	16
2016-2021 Estimated Annual Openings*	8

**These figures are taken from: Engineering Technicians, Except Drafters, All Other (SOC 17-3029)*



Educational Attainment

Bachelor's Degree	27%
Associate's Degree (or other 2-year degree)	27%
Some College Courses	5%
Post-Secondary Certificate - awarded for training completed after high school (for example, in Personnel Services, Engineering-related Technologies, Vocational Home Economics, Construction Trades, Mechanics and Repairers, Precision Production Trades)	32%
High School Diploma (or GED or High School Equivalence Certificate)	9%

O*NET	O*NET Occupation	Median Hourly Earnings*	2016 Jobs*	2021 Jobs*	2016-2021 Change*	2016-2021 Estimated Annual Openings*	Compatibility Index
51-4041	Machinists	\$19.37	2,271	2,339	68	89	95
51-9082	Medical Appliance Technicians	\$14.02	267	314	47	17	95
17-3029	Photonics Technicians	\$28.27	173	189	16	8	96
17-3029	Mechanical Engineering Technologists	\$28.27	173	189	16	8	95
17-3027	Mechanical Engineering Technicians	\$21.78	111	123	12	6	96
17-3023	Electrical Engineering Technicians	\$24.83	641	652	11	20	96
49-9062	Medical Equipment Repairers	\$22.44	231	235	4	6	96
51-8021	Stationary Engineers and Boiler Operators	\$26.06	268	271	3	8	95
51-8099	Biomass Plant Technicians	\$33.69	52	52	0	2	95
17-3024	Electro-Mechanical Technicians	\$20.26	53	53	0	2	95
49-2093	Electrical and Electronics Installers and Repairers, Transportation Equipment	\$23.04	36	36	0	1	95
Total / Average		\$23.82	4,275	4,455	177	167	95.4

Appendix A - Regions

Code	Description
5021	Clay County, AR
5093	Mississippi County, AR
21075	Fulton County, KY
29069	Dunklin County, MO
29133	Mississippi County, MO
29143	New Madrid County, MO
29155	Pemiscot County, MO
47017	Carroll County, TN
47023	Chester County, TN
47033	Crockett County, TN
47045	Dyer County, TN
47047	Fayette County, TN
47053	Gibson County, TN
47069	Hardeman County, TN
47075	Haywood County, TN
47077	Henderson County, TN
47095	Lake County, TN
47097	Lauderdale County, TN
47109	McNairy County, TN
47113	Madison County, TN
47131	Obion County, TN
47157	Shelby County, TN
47167	Tipton County, TN
47183	Weakley County, TN

Appendix B - Data Sources and Calculations

Occupation Data

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

Educational Attainment Data

Emsi's educational attainment numbers are based on Emsi's demographic data and the American Community Survey. By combining these sources, Emsi interpolates for missing years and projects data at the county level. Educational attainment data cover only the population aged 25 years or more and indicate the highest level achieved.

Competency Data

The competency data in this report is taken directly from the O*NET database.

State Data Sources

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

**Promising Practices Committee Meeting
DSCC Gibson County Campus, Trenton, TN
October 20th, 2016**

Members Present Via Conference Call:

Jennifer Bane Karen Bowyer John Bucy Ben Marks Cliff Sturdivant Margaret Prater
Kim Simpson

Welcome: Chairman Ben Marks, welcomed everyone and opened the meeting. Margaret introduced Jennifer Bane, Director of Outreach and Advancement, to the committee. Dr. Bowyer spoke about the Gibson County Campus and its 25th year Anniversary.

Approval of Minutes from Previous Meeting (July 14, 2016): Margaret stated that the State said that we can provide our own Youth Services, but until we know what changes will occur with all area career centers the Youth Services will stay the same. (handout attached)

John Bucy made a Motion to approve the minutes and Cliff Sturdivant seconded the motion. All were in favor and motion was passed.

Review of Policy 22 PY 2015 Transitional Regional Plans: Margaret reviewed her timeline for the Partner Certification Process and Regional Plan Process. (handout attached) The Regional Plan is due February 28, 2017. Our region includes Areas 11, 12 and 13 with Jackson and Memphis as our counterparts. The State is looking for consistency in all areas. Planning will be done in house. Discussions included:

- a. Education funding is a big issue; (handouts attached)
- b. Megasite – preparation and aftermath;
- c. Training and education is available in so areas but others, like Benton County doesn't have good training available locally.
- d. Geographic Factors such as the Mississippi Rivers and Port of Cades Landing;
- e. College locations possibly being divided equally;
- f. The road system;
- g. Population;
- h. No public transportation;
- i. No broadband;
- j. Strategies such as- we pay for adults (ex-felons) to work for a business for 6-8 weeks possibly.

Jennifer Bane made note of the discussions and will include information in the planning documents.

Review of Policy 19 One Stop Certification: The State is requiring that each Career Center be certified. The certification application is due January 30, 2017. There is a self-assessment that must be completed and submitted to the State by November 13. Each center will be held accountable for their submissions. The State will perform a desktop and site visit to see if we are certifiable. They want each Career Center to have a standard that is the same. (handout attached)

Review of Cost/Service Analysis: Margaret explained that as part of the One-Stop Certification, a cost/analysis review needed to be conducted to determine if each center was providing sufficient service to the general and unemployed population and for a reasonable cost. She reviewed the July 1, 2015- June 30, 2016 Site spreadsheet with the committee using the "stop light – red, yellow, green" method to evaluate. The spreadsheet includes population, customers served, cost per person served, cost per center, etc. The committee members asked several questions and thanked Margaret for the detail analysis. The consensus was that each of the centers provided a vital service and that costs were not out of line. In areas where there were concerns, the staff will make recommendations to increase service levels or reduce costs. This will be discussed further at the November 15th, 2016 NWTN Workforce Board meeting.

There was no further business and the meeting was adjourned.

Respectfully submitted,
Kimberly Simpson

**Employer Services Committee Meeting
DSCC Gibson County Campus, Trenton, TN
October 19, 2016**

Attending Members:

Rita Alexander Jennifer Bane Margaret Prater Kim Simpson Connie Stewart Lana Wood

Via Conference Call: Keith Cursey Kristy Mercer

Welcome and Announcements: Rita Alexander Chairman called the meeting to order.

Approval of Minutes from Previous Meeting: Updates from minutes: Jennifer Bane stated that Employer customer satisfaction surveys were sent out in July with only one completed and sent back. She sent eight out in October. These surveys continue only 2 questions. Margaret stated the Carroll and Gibson Counties have now obtained their ACT WRC certification. Margaret stated that the State said that we can provide our own Youth Services, but until we know what changes will occur with all area career centers the Youth Services will stay the same. (handout attached) NOTE: there was a typographic error under Business Services Updates, the word Tiptonville should have been Tipton.

Kristy Mercer made a Motion to approve the minutes with the correction to change Tiptonville to Tipton. Rita Alexander seconded the motion. All were in favor and the minutes were approved.

Review of Policy 22 PY 2015 Transitional Regional Plans: Margaret reviewed her timeline for the Partner Certification Process and Regional Plan Process. (handout attached) The Regional Plan is due February 28, 2017. Our region includes Areas 11, 12 and 13 with Jackson and Memphis as our counterparts. The Regional Plan will be written with all three areas. The State is looking for consistency in all areas. Discussions included:

- a. Deficiencies in employees, such as: communication, technology challenged, lack of training in tool and dye, lack of training in robotics, computer literacy, cash handling, soft skills, customer service;
- b. In-demand industry; a survey for in-demand industries;
- c. Maintenance skilled workers; Manufacturing engineers;
- d. A survey for customers asking them what are the skills that you need to help you gain employment?
- e. Career Pathways- education and training alignment;
- f. Engagement of businesses- staff and teams to engage employers.

Jennifer Bane will use the comments to incorporate information into the planning documents.

Review of Policy 19 One Stop Certification: The State is requiring that each Career Center be certified. The certification application is due January 30, 2017. There is a self-assessment that must be completed and submitted to the State by November 13. Each center will be held accountable for their submissions. The State will perform a desktop and site visit to see if we are certifiable. They want each Career Center to have a standard that is the same. (handout attached)

Review of Cost/Service Analysis: Margaret explained that as part of the One-Stop Certification, a cost/analysis review needed to be conducted to determine if each center was providing sufficient service to the general and unemployed population and for a reasonable cost. She reviewed the July 1, 2015- June 30, 2016 Site spreadsheet with the committee using the "stop light – red, yellow, green" method to evaluate. The spreadsheet includes population, customers served, cost per person served, cost per center, etc. The committee members asked several questions and thanked Margaret for the detail analysis. The consensus was that each of the centers provided a vital service and that costs were not out of line. In areas where there were concerns, the staff will make recommendations to increase service levels or reduce costs. This will be discussed further at the November 15th, 2016 NWTN Workforce Board meeting.

There was no further business and the meeting was adjourned.

Respectfully submitted,
Kimberly Simpson
Executive Secretary

EXECUTIVE COMMITTEE
October 21, 2016
Northwest Tennessee Workforce Board

Meeting was conducted via electronic communication.

Board members: Chris Young, Ted Pizza, Karen Bowyer, Ed Ledden, Rita Alexander, Mayor Gary Reasons, Jimmy Williamson, Ben Marks, Brad Hurley

Staff: Margaret Prater, Cynthia Webb, Lana Wood, Connie Stewart, LeAnn Lundberg, Jennifer Bane, Laura Speer

Margaret Prater contacted all members via electronic communication (email) for purpose of the hosting an Executive Committee Meeting for limited action items. The definition of an electronic meeting was defined as "all parties must be able at to "hear" others." She asked that anyone that had any type response of discussion, question and votes to be sure to REPLY ALL.

There were 2 items of business that Margaret wanted to cover with everyone.

1. The following recommendation was made by the Career Center Services Committee on October 20, 2016:
 - The Career Center Services Committee recommends approval of the TN College of Applied Technology at Ripley new program - Manufacturing Technician. (The program includes 1296 Hours of training with the MSSC Certified Production Technician embedded. The cost of the program is \$5435.50, subject to the maximum ITA of \$3,000 per year. The occupation shows a growth and acceptable wages.)
2. The following dates are proposed for Board Meeting the coming year:
 - February 28, 2017
 - May 23, 2017 (week before Memorial Day holiday)
 - August 22, 2017
 - November 28, 2017 (week after Thanksgiving holiday)

All responded as required by "reply all". All were in favor of both items of recommendation. Copies of the emails will be included as a part of the official record of this meeting.

There being no further business, the meeting was adjourned.

Respectfully submitted,

Kimberly Quinton
Executive Secretary



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

Target Populations
Employer Services
Career Center
Promising Practices

Workforce Services Policy 22: PY 2016 Transitional Regional Plans

Purpose

To provide guidance to the local areas/regions regarding the development and submission of regional plans in compliance with the requirements of Workforce Innovation Opportunity Act (WIOA) and the WIOA Proposed Rules.

Scope

Office of the Governor, **Title I** – Adult, Dislocated Worker, and Youth Programs; **Title II** – Adult Education and Family Literacy Act Program(AE); **Title III** – Wagner-Peyser Act Program (WP); **Title IV** – Vocational Rehabilitation Program (VR); Tennessee Department of Labor and Workforce Development (TDLWD); Workforce Services Division (WFS); Tennessee Department of Economic and Community Development (ECD); Tennessee Department of Education (TNED); Tennessee Department of Human Services (DHS); Tennessee Department of State (TDS); State Workforce Development Board (SWDB); Regional Planning Council (RPC); American Job Center (AJC); One-Stop Operator (Operator); Workforce Innovation and Opportunity Act (WIOA); Local Workforce Development Boards (LWDB); Local Workforce Development Areas (LWDA); other Workforce System SubRecipients (SubRecipients); Workforce System Partners (Partners); Tennessee Training Providers (TP); Training and Employment Guidance Letter (TEGL).

References

Public Law 113-128 WIOA of 2014, as amended (29 U.S.C. 3101 et seq.), Section 121(g), Notice of Proposed Rule Making (NPRM) WIOA Regulations, 20 CFR 601, 651, 652 et al., Office of Management and Budget (OMB) cost principles codified in 2 CFR Part 220, CFR 225 and CFR 230; TEGL 4-15, 678.800, 678.305(d); Workforce Services Policy #19: One-Stop Certification.

Background

WIOA requires regional planning - a broad strategic approach to planning focused on the overarching vision, goals, alignment and shared responsibilities within the region. Tennessee shall implement a dual approach to meeting this requirement by allowing a one-year transitional plan. This approach provides flexibility for regions that may not yet be able to fully address all of the outlined criteria required in a four-year regional plan.

Each Local Workforce Development Board and its respective chief elected official(s) must collaborate with the other local workforce boards and chief elected officials, within their respective planning region, to prepare and submit a transitional one-year regional plan for PY 2016. A template has been developed for use in preparing the transitional plan.

1. A transitional regional plan template, which takes into account the transition from WIA to WIOA, has been developed and is included as **Attachment A: PY 2016 Transitional Regional Plan Template**. This guidance provides instructions for transitional regional planning and instructions to address each required criterion, as well as the documents and information that must be included. A transitional one-year PY 2016 local plan for each Local Workforce Development Board within a workforce planning region must be developed by the local boards and their respective chief elected official(s), in alignment with the transitional regional plan, and submitted as a component of that regional plan at a later date.

Regional Planning Council

The composition and roles and responsibilities of the Regional Planning Council are:

- Comprised of members who represent the core WIOA partners (Title I, Title II, Title III, and Title IV)
- Meet monthly during strategic plan development
- Meet quarterly to advise and recommend action plans for the local areas
- Ensure the WIOA regional plan action steps intended to streamline regional workforce systems using the following, but not exhaustive, list of objectives
 - Foster a Culture of Achievement within the Region
 - Set WIOA Implementation Schedules and Meetings with Stakeholders
 - Leverage Regional Planning Councils and Local Boards without Duplication
 - Align the Local Workforce Development Areas with the ECD Regions
- Set WIOA implementation schedules

Public Comment Period

The transitional PY 2016 regional/local plan(s) must be posted as one cohesive document for a 30-day period of public comment. Notification of the posting of the regional plan(s) must be made simultaneously to the general public and all relevant regional/local stakeholders, as well as to the State. Any comments received in relation to the content of the draft transitional PY 2016 regional plan must be addressed within the plan prior to submission to the Department.

Plan Submission and Decision

Submission

The transitional PY 2016 regional plan package must be submitted electronically no later than March 1, 2017, to Workforce.Board@tn.gov.

The transitional PY 2016 regional plan, must be emailed by a regionally designated single point of contact. Plan submission emails must copy all Local Workforce Development Board directors and chief elected officials within the Regional Planning area and contain the subject line "{Region Name} PY 2016 Transitional Regional Plan"

Decision

Regional plans submitted to the Department are considered approved if the Department provides the regional contact with a notification of approval. If the Department does not send the regional contact notification within 90 days of submission, the draft plan is considered approved.

The Department may choose not to approve a draft plan submission for any of the following reasons: Deficiencies exist in activities carried out in WIOA subtitles A and B; the plan does not comply with the applicable provisions of WIOA; the plan does not align with Tennessee's Combined State Plan.

Future Planning Requirements:

Following the Department's approval of a region's PY 2016 transitional regional plan (to include local plans), each planning region must begin the development and completion of a transitional local plan to be followed by the WIOA (four-year) planning requirements. Such planning requirements are satisfied through an expansion of the one (1) year transitional plan into a more comprehensive multi-year regional plan and local plan. Guidance regarding comprehensive multi-year regional and local planning requirements will be provided at a future date.

Attachments

Attachment A: PY 2016 Transitional Regional Plan Template

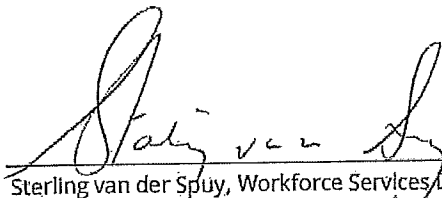
Attachment B: Dynamic Economies Report

Attachment C: Roles & Responsibilities

Contact: For questions regarding this policy please contact Deniece Thomas at 615-741-1031, or at deniece.thomas@tn.gov.

Effective Date: October 18, 2016

Duration: June 30, 2018


Sterling van der Spuy, Workforce Services Division Administrator



PY 2016 Transitional Regional Plan Template

In addressing the criteria outlined below, if the planning region is not fully prepared to provide a complete response to the specified criteria at time of plan submission, the region must provide an indication of how the region shall address the respective criteria requirement during the transition period and in the forthcoming regional plan. Please address the following criteria in a narrative of 10 pages or less.

- A reference name for the planning region;
- Identification of the local workforce development areas that comprise the planning region;
- Identification of the county/counties each local workforce development area serves;
- Identification of the key planning region council members charged with drafting the regional plan;
- Indication of the local workforce development area each council member is associated with; and
- A list of key planning region committee meeting dates. [WIOA Sec. 106(a) and (c)]
- A description of the planning process undertaken to produce the transitional regional plan, including
- A description of the planning process undertaken to produce the transitional regional plan, including a description of how all local areas were afforded the opportunity to participate in the transitional regional planning process.

Please provide a labor market and economic analysis of the workforce development planning region. This shall include an analysis of existing and emerging in-demand industry sectors and occupations, and shall include the employment needs of employers in those existing and emerging in-demand industry sectors and occupations. All core partners (WIOA Titles I-IV) should be involved in both providing and analyzing the data. This regional analysis shall include:

- ES.** The knowledge and skills necessary to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations.
- TP.** An analysis of the current workforce in the region, including employment/unemployment data, labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment.
- PP.** An analysis of workforce development activities in the region, including available education and training opportunities. This analysis must include the strengths and weaknesses of workforce development activities in the region and the region's capacity to provide the workforce development activities necessary to address the



PY 2016 Transitional Regional Plan Template

education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers in the region.

The analysis may also include:

- ES.** An assessment of what sectors/industries are considered mature but still important to the regional economy, current and in-demand, and which are considered emerging in the regional economy.
- PP.** A discussion of geographic factors (inherent geographic advantages or disadvantages) that may impact the regional economy and the distribution of employers, population, and service providers within the region.
- ES.** Information regarding the employment needs of employers, including how education and training align with targeted industries and occupations.
- TP.** The demographic characteristics of the current workforce and how the region's demographics are changing in terms of population, labor supply, and occupational demand.

Based upon the regional labor market and economic condition analysis as described in Attachment A, Attachment B (Dynamic Economies Report), and Tennessee's WIOA Combined State Plan (PY 2016 – PY 2020) as each describe the planning region's economic and workforce development oriented vision and strategic goals [WIOA Sec. 106(c) and Sec. 107(d)], please do the following

- ES.** Describe regional strategies used to facilitate engagement of businesses and other employers, including small businesses and in-demand industry sector occupations. Describe methods and services to support the regional workforce system in meeting employer needs. [WIOA Sec. 106(c)]
- PP.** Describe how the planning region will define and establish regional workforce development service strategies. Describe how the planning region will develop and use cooperative workforce development service delivery agreements. [WIOA Sec. 106(c)] Regions may consider:
 - o Existing service delivery strategies that will be expanded, streamlined, or eliminated.
 - o New service strategies necessary to address regional education and training needs.
 - o Strategies to address geographic advantages.
 - o Strategies to connect the unemployed with work-based learning opportunities.
 - o Strategies to integrate existing regional planning efforts among core partners.



- CC.** Describe how the planning region will define and establish administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate, for the region. [WIOA Sec. 106(c)] Regions may consider:
- Current or proposed resource leveraging agreements.
 - Establishing a process to evaluate cost sharing arrangements.
- CC.** Describe how the planning region will determine and coordinate supportive services for the region. [WIOA Sec. 106(c)] Regions may consider:
- Whether the provision of supportive services could be enhanced, and if so, how.
 - What organizations currently provide or could provide supportive services.
 - Establishing a process to promote coordination of supportive services delivery.
- CC.** Outline regional transportation issues related to workforce development and ways the region will address identified needs. Include a description and/or map of the regional commuting patterns. [WIOA Sec. 106(c)] Regions may consider:
- Whether the provision of transportation services could be enhanced, and if so, how.
 - What organizations currently provide or could provide transportation services.
 - Establishing a process to promote coordination of transportation supportive services delivery.
- PP.** Describe strategies and services the planning region will employ to coordinate workforce development programs/services with regional economic development services and providers. [WIOA Sec. 106(c)] Regions may consider:
- Current economic development organizations engaged in regional planning.
 - Education and training providers involved with economic development.
 - Current businesses involved with economic development organizations.
 - Targeted businesses from emerging sectors/industries.



PY 2016 Transitional Regional Plan Template

- CC • Describe how the planning region will establish an agreement concerning how the planning region will collectively achieve and report on the established performance accountability measures described in WIOA Section 116(c), for local areas and the planning region. [WIOA Sec. 106(c)]* Regions may consider:

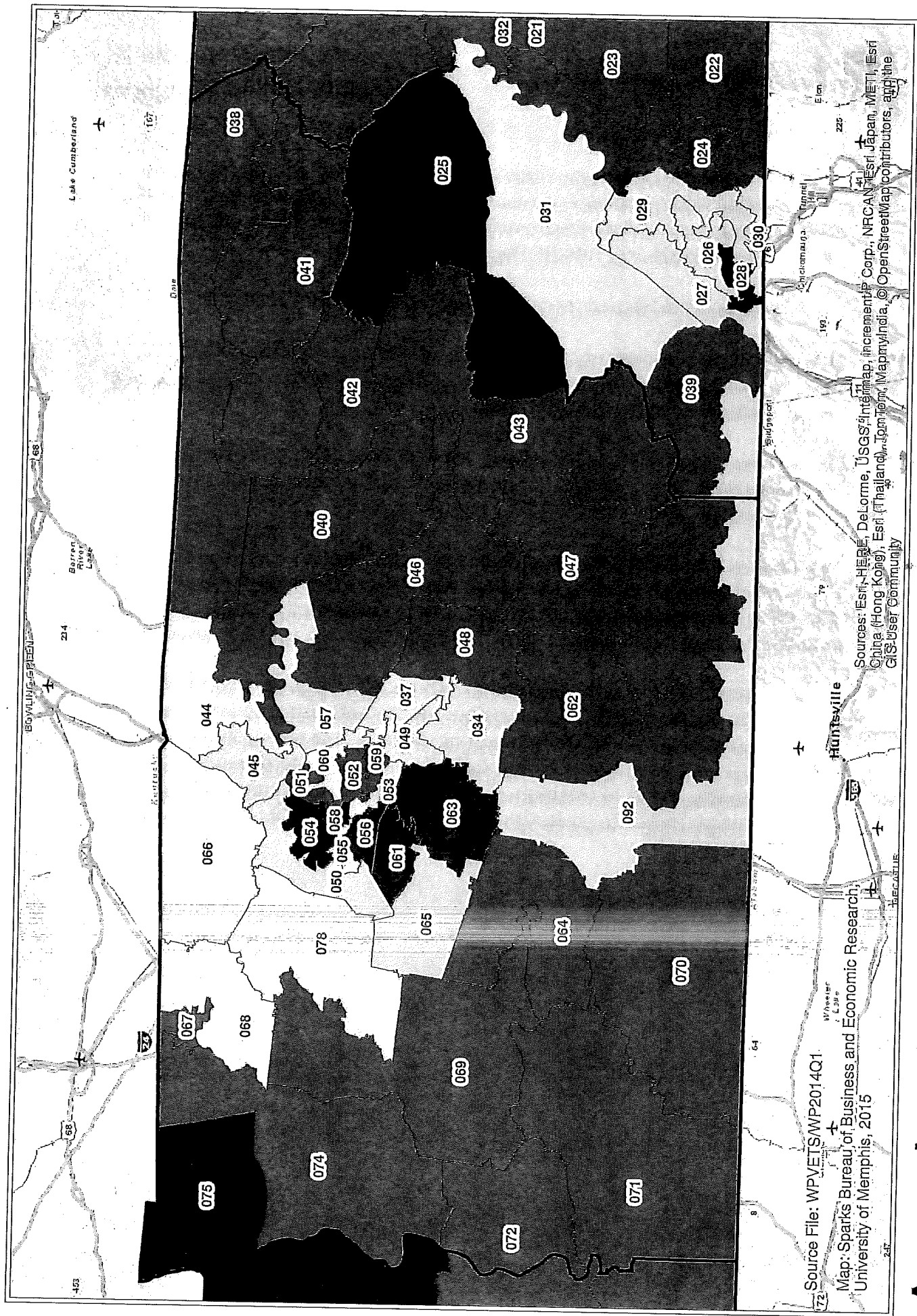
- o The process to be used for determining regional performance goals.

- DP • Describe how the planning region will coordinate with area secondary education, community colleges and universities to align strategies, enhance services and avoid duplication of services. [20 CFR 679.540(b)]

- TP • Describe how the planning region will address workforce development issues specifically related to its: cities and/or towns, suburban areas, and rural areas. [20 CFR 679.540(b)]

- TP • Describe how the planning region will connect any regional targeted populations to occupational demands including individuals with barriers to employment. [20 CFR 679.540(b)] This should include but is not limited to at-risk youth, TANF recipients, SNAP E&T participants, Vocational Rehabilitation participants, and ex-offenders.

*** Note:** The Department, the local board and the CEO reach an agreement on local targets and levels based on the negotiation process before the start of each program year. While the CEO remains ultimately responsible for ensuring the local area meets or exceeds such local targets and levels, performance negotiations must be coordinated regionally, requiring each planning region to establish an agreement describing how the region will collectively negotiate performance goals with the Department. [20 CFR 677.210(b) and (c)] and [20 CFR 679.510(a)(2)]



Average Annual Earnings for Jobseekers in Middle TN House Districts, July 2012 - June 2013



One-Stop Operator

- Oversee management of One-Stop Centers and service delivery
- Evaluate performance (as indicated in the Incentives and Sanctions Policy) and implement required actions to meet performance standards
- Evaluate various customer experiences (including but not limited to employers, job seekers, and partner staff)
- Ensure coordination of partner programs
- Act as liaison with the LWDB and One-Stop Center
- Define and provide means to meet common operational needs (e.g., training, technical assistance, additional resources, etc.)
- Oversee full implementation and usage of all State systems by all local areas
- Design the integration of systems and coordination of services for the site and partners
- Manage fiscal responsibility for the system or site
- Plan and report responsibilities
- Write and maintain business plan
- Market One-Stop Career Center services
- Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the state system
- Integration of available services and coordination of programs for the site with all partners

Regional Planning Council

- Comprised of members who represent the core WIOA partners and operator(s) (Title I, Title II, Title III, and Title IV)
- Meet monthly during strategic plan development
- Meet quarterly to advise and recommend action plans for the local areas
- Ensure the WIOA regional plan action steps intended to streamline regional workforce systems using the following, but not exhaustive, list of objectives:
 - Foster a Culture of Achievement within the Region
 - Set WIOA Implementation Schedules and Meetings with Stakeholders
 - Oversee Regional Competitive Procurement
 - Negotiate Performance Goals with Operator
 - Leverage Region and Local Boards w/o Duplication
 - Align the Local Workforce Development Areas with the ECD Regions
- Set WIOA implementation schedules



Tennessee One-Stop Roles and Responsibilities

- Oversee subsequent Regional Competitive Procurement (following first Transitional Year)
- Negotiate performance goals with One-Stop Operators

Local Workforce Development Board

- Oversee all program and funding decisions to include program activities
- Ensure governance, negotiation and quality control
- Negotiate performance accountability measures
- Budget and administration
- Oversee selection of Certification Review Team following transitional activities
- Develop Memorandum Of Understanding agreement with Chief Local Elected Official
- Monitor adherence to the provisions of the Memorandum of Understanding

Chief Local Elected Official

- Develop Memorandum Of Understanding agreement with Local Workforce Development Board
- Responsible for selection of the fiscal agent
- Appointment of members of the Local Workforce Development Board
- Local grant recipient for funds allocated to the local area
- Submission of the regional and local plans
- Approval of the designation and certification of one-stop operators
- Oversight of the one-stop delivery system
- Approval and oversight of the Local Workforce Development Board Budget

Local Fiscal Agent

- Receive funds
- Ensure sustained fiscal integrity and accountability for expenditures of funds in accordance with Office of Management and Budget circulars, WIOA and the corresponding Federal Regulations and State policies
- Respond to audit financial findings
- Maintain proper accounting records and adequate documentation
- Prepare financial reports
- Provide technical assistance to subrecipients regarding fiscal issues

Certification Review Team

- Comprised of core program representatives
- Conduct desk review of application package
- Conduct on-site visit and debrief/exit interview
- Request additional information or ask follow-up questions, if necessary, following onsite visit
- Generate Certification Recommendation Report and submit to State Workforce Development Board for approval

State Workforce Development Board

- Appoint members of Certification Review Team
- Receive and review Intent to Apply and Self-Assessment
- Notify Certification Review Team of number of applicants
- Oversee certification of One-Stop Workforce System during transitional activities
- Review Certification Review Team recommendations and make final decision for certification status

Workforce Services Division Staff

- Provide funding, along with core partners, for the administration of the One-Stop Centers including for career services, training services and support services
- Provide oversight responsibilities to ensure there is a business function staff that connects employers to the One-Stop career centers.
- Responsible for re-certification of One-Stop centers that have met the criteria developed in Certification Policy along with the State Workforce Development Board and Governor



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

Workforce Services Policy 19: One-Stop Certification

Purpose

To provide guidance to Tennessee's process and procedures for evaluating and certifying One-Stop Centers under the Workforce Innovation and Opportunity Act (WIOA).

Scope

Office of the Governor, **Title I** – Adult, Dislocated Worker, and Youth Programs; **Title II** – Adult Education and Family Literacy Act Program (AE); **Title III** – Wagner-Peyser Act Program (WP); **Title IV** – Vocational Rehabilitation Program (VR); Tennessee Department of Labor and Workforce Development (TDLWD); Workforce Services Division (WFS); Tennessee Department of Economic and Community Development (ECD); Tennessee Department of Education (TNED); Tennessee Department of Human Services (DHS); Tennessee Department of State (TDS); State Workforce Development Board (SWDB); Regional Planning Council (RPC); American Job Center (AJC); One-Stop Operator (Operator); Workforce Innovation and Opportunity Act (WIOA); Local Workforce Development Boards (LWDB); Local Workforce Development Areas (LWDA); other Workforce System Subrecipients (Subrecipients); Workforce System Partners (Partners); Training and Employment Guidance Letter (TEGL); Training and Employment Notice (TEN).

References

Public Law 113-128 WIOA of 2014, as amended (29 U.S.C. 3101 et seq.), Section 121(g), Notice of Proposed Rule Making (NPRM) WIOA Regulations, 20 CFR 603, 651, 652, 653, 654, 658, 675, 679, 689, 680 – 687 (August 19, 2016), Office of Management and Budget (OMB) cost principles codified in 2 CFR Part 220, CFR 225 and CFR 230; TEN 42-15, Change 1; TEGL 4-15, 678.800, 678.305(d).

Background

Tennessee's workforce development system requires that the State Workforce Development Board provides guidance for the Partners, Local Workforce Development Boards, American Job Center Operators, and Service Providers regarding workforce system design and implementation. The purpose is to ensure that the system achieves excellent customer service, good return on investment, and positive economic impact. The ultimate goal is to transform the workforce system by: expanding employer services; improving the education and skill sets of job seekers and

students; and demonstrating continuous improvement in high value placements and targeted education outcomes for job seekers and employers.

One-Stop centers are the portals to our State's Workforce System that provides a broad array of career services and resources. They are designed to help individuals acquire the skills necessary to gain meaningful employment and assist businesses in accessing the talent pipeline that meets their human capital needs and fuels economic growth. Under the Workforce Innovation and Opportunity Act (WIOA), State and local partners share common performance goals and are mandated to collaborate in developing and implementing a one-stop delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

Tennessee's Certification Policy requires: an evidence-based system of functional design; service delivery models which lead to effectiveness; physical and programmatic accessibility in accordance with WIOA Section 188 and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.); and evidence-based processes and procedures established by the State Workforce Development Board (SWDB). The certification process itself will assure that the Local Workforce Development Boards (LWDBs) shall oversee the delivery of employment and training programs in their communities, and ensure all are operating at the highest level of effectiveness and sustainability.

The State Workforce Development Board and Workforce System Partners have carried out the following:

- *Created a Focused Partnership Team*
- *Developed an Integrated System Vision*
- *Developed a Focus Team Action Plan*
- *Developed and Implemented a Combined State Plan*
- *Implementing Statewide Procurement of One-Stop Operator*
- *Ensured System and Center Certification under WIOA*
 - Regional Assessments
 - Accountability Measures
 - Increasing Transparency
 - Fostering Integration and Sufficiency

The action steps to evaluate the Local Workforce Systems are as follows:

- *Prepare and Carry Out a Self-Assessment*
- *Submit Notice of Intent to Apply for Certification to SWDB*
- *Prepare a WIOA Certification Application and Submit to SWDB*
- *Certification Review Team Carry Out a WIOA Certification Application Review*
- *Certification Review Team Submits Review Results to SWDB**
- *SWDB Makes Formal Certification Decisions**

Statewide Certification Criteria

It is the responsibility of each Local Workforce Development Board (LWDB) to certify AJCs in each area, but it is the role of the State Workforce Development Board to establish criteria and procedures for certification. Note: In areas where the LWDB functions as the Site Operator, per proposed 20 CFR 678.800(a)(3), the State Workforce Development Board (SWDB), rather than LWDB Certification Team, must certify the one-stop site to ensure that the process is conducted objectively. During transitional activities, the SWDB must certify one-stop systems when the LWDB is the One-Stop Operator in accordance with Section 678.800(a)(3). This criteria must allow LWDBs to use additional factors in order to respond to conditions and trends in the : labor market, economy, and demographics in the local area.

The SWDB and LWDB criteria shall consist in three major characteristics of a well-designed and implemented system are:

1. One-Stop Design

- Functional and Programmatic Integration
- Accessibility
- Partnership
 - Cross Partner Alignment of Career and Training Services
- Employer Engagement
 - Business Services and Communications
- Human Capital
 - Professional Development Investments
 - Opportunities for Advancement
 - Continuity across Partners
 - Shared Systems and Warm Handoffs
 - Functional Alignment
 - Streamline Intake, Case Management, Follow-up
 - Credentials and Re-certifications
 - Intellectual Property
- Branding and Shared Outreach

2. Infrastructure

- Identification of Shared Costs (including non-personnel)
 - One-Stop Sites and Co-location
 - Shared Services Costs
 - Equitable Infrastructure Costs (Services)
- Documentation of Infrastructure Costs
 - Proportionate Infrastructure Payments
 - Facilities Costs (Rent, Utilities, Maintenance, etc.)
 - Equipment Costs
 - Approved Budget(s)
- Program and Fiscal Compliance
 - Fiscal Policy

- Fiscal Transparency and Efficiency

3. Performance Accountability

- Cost-Per and Market Penetration Ratios
- Community Cost/Benefit, Earnings, and Spending
- In-Demand Skills
 - Labor Market Penetration and Placements
- Continuous Improvement
 - Cycle Time Reductions and Negotiations
- Technology Alignment with Core and Partners

The certification process gives the LWDB the opportunity to make a formal assessment of the workforce system based on the established standards in the Certification Application. Certification will help ensure a consistent level of quality in the services provided in the Region and the LWDA. The LWDB with the agreement of the chief elected official for the local area will also enter into a memorandum of understanding (MOU) agreement on governance and certification of the Operator and the AJC's One-Stop systems. The LWDB's role is primarily one of governance, negotiation and quality control. It is essential to remember that each Operator is a reflection of the standards that have been established by the LWDB and the State.

*In addition to the criteria listed above, the local board may develop additional criteria (or higher levels of service coordination) than required in the State-developed criteria as long as the basic standards mentioned above are in place. For additional details on the criteria for functional alignment above, please refer to the Service Integration Policy posted on our Web site at <http://www.tn.gov/assets/entities/labor/attachments/7WSServiceIntegration.pdf>.

State and AJC Certification Steps

1. Self-Assessment (Attachment A)

The certification process begins with a pre-application phase for local areas to conduct self-assessments against the certification criteria. Self-assessment is one of the most important and productive components of the certification process as it serves multiple purposes beyond assessment alone. It creates an opportunity to bring all system partners together to engage in meaningful discussion and exchange, and thus serves as a learning activity for system partners. As they engage collaboratively in the self-assessment process, partners should take the opportunity to fully map system services and resources and identify areas of duplication and inefficiency. Self-assessment results also to serve as the basis for the system's corrective action and continuous improvement planning prior to entering the certification application process. At the State level, system's self-assessment results may be aggregated to identify common and widespread areas of need and then prioritize statewide technical assistance support accordingly.

2. Notice of Intent to Apply (Attachment B)

Once the local area has completed the self-assessment - determining that it is ready to apply for certification - the next step is to submit its Notice of Intent to Apply for certification to the SWDB. This initial notice will help the SWDB anticipate the number of local areas that might be applying

for certification. Local areas that intend to seek certification are asked to submit their Notice of Intent to Apply within 30 days of receipt of this policy. This will also allow the SWDB to assemble the appropriate members on the Certification Review Team.

3. Certification Application (Attachment C)

Following submission of the Notice of Intent to Apply for certification, all AJC partners should work collaboratively to develop their certification application package. In order to request a certification application review, submit the following components to the Workforce Services Division, TN Department of Labor and Workforce Development:

- a. A complete Notice of Intent to Apply, jointly signed by the lead CEO and the membership of the Regional Planning Council;
- b. An assessment of the region, including the sector strategies for the region, the workforce development needs of the key employers (or a plan to identify them), and a plan for how the system will address those identified needs for the following two-year period;
- c. A completed WIOA Certification Application;
- d. A memorandum of understanding signed by all partners;
- e. The complete results of the system's pre-certification self-assessment, which should include relevant discussion of how any deficiencies identified during the initial Self-Assessment have been addressed in advance of the certification review.

As part of its certification package, local areas are encouraged to submit any additional materials that may assist the reviewer(s) in his/her preparation for the certification review. These materials may include the system's strategic plan, business/operations plan, a sample of recent employer and job seeker customer feedback, and/or other documents.

Review Process of the Certification Application

Application Review/Reviewer Assignment

Once the local area submits its certification application package to the Workforce Services Division (WFS), the Certification Review Team reviews the application for thoroughness and completeness and requests any additional information from the local area. The WFS will be responsible for ensuring on-site coordination between the area and the Certification Review Team. This schedule should be agreeable to all stakeholders in the process and includes a desk review as well as an on-site review.

Review and Certification Recommendation

The local area review and certification recommendation process includes the following principles and activities:

- a. The Certification Review Team conducts a desk review (based on the local area's application package) and supplementary research on the local area in advance of its on-site visit. This desk review will be conducted following the receipt of the certification application package.
- b. The on-site visit comprises the majority of the certification review process. The on-site visit and certification recommendation report will be completed following the desk review. The

on-site review will be as minimally disruptive to system operations as possible and, if feasible, will take place in one full day (but could require more than one day). The on-site review will include, at a minimum:

- i. A walk-through of various parts of the system, as a customer might experience the service delivery flow and referrals;
 - ii. Interviews with system staff, including all system partners (personnel from the management level to the front-line service delivery level);
 - iii. Interviews with a sample of employer and job seeker customers;
 - iv. A review of the system's general materials (i.e.: outreach and orientation materials, media, and activities; workshop and meeting offerings; and system and Center calendars, as appropriate);
 - v. A review of the system's facilities, layout, and infrastructure, with a goal of customer accessibility and customer flow; and
 - vi. Any additional on-site review needed to validate status against the certification standards (i.e.: review of system governance policies and practices, training and professional development plans and activities, customer feedback mechanisms, etc.)
- c. The certification reviewer(s) will meet immediately following the on-site review to come to consensus on its observations, identify any additional information required to make a certification recommendation, and define preliminary recommendations.
 - d. The reviewer(s) will be prepared to conduct a debrief/exit interview with key system management and staff to share his/her findings and preliminary recommendations, either in person or virtually, as quickly as possible following the on-site visit.
 - e. If it is determined that additional information or follow-up questions are needed, a reviewer will contact the area by phone or email as quickly as possible following the on-site visit.
 - f. The certification reviewer(s) will collaboratively prepare a formal written recommendation immediately following the system on-site visit and submit that recommendation simultaneously to the system and to the SWDB. Should the system not meet the requirements for certification, the notification will include detailed and specific recommendations for improvement and technical assistance.
 - g. The SWDB will be responsible for considering the Certification Review Team's recommendations at its next meeting. If the SWDB decides to recommend certification to the Governor, the decision will be shared with the WFS for its action during the SWDB meeting.
 - h. A formal, written decision will be shared with the applying system within 15 days following the SWDB meeting.

Certification Approval Agreement

Once certification has been awarded, the local area and LWDB must enter into a standardized, formal agreement with each certified One Stop Operator. At a minimum, this agreement should include the following:

- Parties to the agreement

- Duration of agreement
- Definition of Roles /Responsibilities of Each Party
- Mission and Vision of Local System
- Maximum Liability
- Performance Standards/Outcomes
- Breach of Contract
- Modification of Agreement
- Process of Re-certification

This document should be flexible so that it can be reviewed and updated as necessary during the course of the agreement period.

Review Process of Certification Denial

A local area must re-apply for certification of its One-Stop system within 30 days. This must include a revised application and action plan detailing corrective steps to achieve certification.

Attachments

Attachment A: Self-Assessment

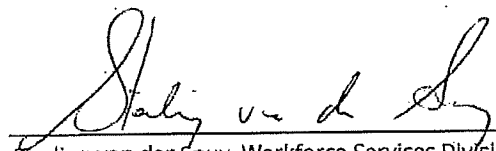
Attachment B: Notice of Intent to Apply

Attachment C: Tennessee One-Stop Certification Application

Contact: For questions regarding this policy, please contact Deniece Thomas at 615-741-1031, or at deniece.thomas@tn.gov.

Effective Date: October 18, 2016

Duration: June 30, 2018



Sterling van der Spuy, Workforce Services Division Administrator

Certification Criteria Characteristic	Criteria Element	The system has fulfilled this criteria element.	If this criteria is not fulfilled, please explain why?
Infrastructure	The system is aligning its technology and data systems across the core programs.		
Infrastructure	This technology and data systems alignment support statewide activities that include TANF, Voc Rehab, and Adult Basic Education programs.		
Infrastructure	The system has identified processes to ensure equitable contribution of infrastructure costs in one-stop center(s) among partners.		
One-Stop Design	The system supports integrated intake, case management and reporting systems across the core programs.		
One-Stop Design	The system has aligned core programs to meet the WIOA Requirements for integrated planning and service delivery.		
One-Stop Design	The system has revised business services and employer engagement activities to align with WIOA. This ensures Wagner-Peyser staff have the capacity to provide services to all individuals.		
One-Stop Design	The system has incorporated work-based learning – including OJT and Registered Apprenticeship in the service delivery strategy.		
One-Stop Design	The system has formed partnerships with the key industries to adequately carry out the job-driven aspects of WIOA.		
One-Stop Design	The system has identified ways to support the changing role of TANF as a one-stop partner. This includes coordination of services and enrollment.		
One-Stop Design	The system has addressed one-stop center co-location and accessibility issues.		
One-Stop Design	The system has revised policies around service strategies to support career pathways to middle class jobs.		

Certification Criteria Characteristic	Criteria Element	The system has fulfilled this criteria element.	If this criteria is not fulfilled, please explain why?
One-Stop Design	The system has revised policies around service strategies to address the needs of long-term unemployed individuals.		
One-Stop Design	The system has adequate policies for determining and providing supportive services.		
One-Stop Design	Frontline staff have adequate skills to assist diverse customers - including TANF and people w/disabilities - with job training and placement.		
One-Stop Design	The system has revised its service strategy to ensure 75% of Youth formula resources are expended to serve out-of-school youth.		
One-Stop Design	The system can ensure that at least 20 percent of its Youth formula funds are expended on work-based training activities.		
One-Stop Design	The system runs a summer youth jobs program.		
One-Stop Design	The system has incorporated Adult Education and Literacy into the regional planning process and local program design.		
One-Stop Design	The system includes Vocational Rehabilitation as a partner program.		
Performance Accountability	The system has adequate MIS for collecting, sharing and reporting cross-program information - including costs of career services and training services.		
Performance Accountability	The system is positioned to implement the required WIOA outcome measures.		
Performance Accountability	The system has issued assessments measures beyond those mandated by the statute. This includes any assessment of effectiveness of its employer services.		



Certification Criteria Characteristic	Criteria Element	The system has fulfilled this criteria element.	If this criteria is not fulfilled, please explain why?
Performance Accountability	The system emphasizes labor exchange job listings and other Wagner-Peyser functions in key industry sectors and other growth industries.		
Performance Accountability	Labor Market Information is easily accessible to customers and staff and in a user-friendly format.		

Included with this assessment is a listing of all system sites, types of sites (comprehensive, affiliate, or access point) partners and programs present in the local area, including a description of the continuous improvement planning taking place in the respective location.



Tennessee One-Stop Certification Notice of Intent to Apply

By signing and submitting this Application For Certification, the undersigned is attesting that all of the required Tennessee American Job Center certification criteria detailed in Workforce Services Policy 19 – One-Stop Certification, issued October 2016, have been satisfied for the transition activities through June 30, 2018. Further, the undersigned understands that a desk review and an on-site visit will be conducted prior to the recommendation for certification to verify compliance with the criteria outlined in Workforce Services Policy 19.

Additionally, attached to this Notice of Intent to Apply is a completed Self-Assessment. This evaluation includes a listing of all system sites, types of sites (comprehensive, affiliate, or access point) partners and programs present in the local area, including a description of the continuous improvement planning taking place in the respective locations.

Tennessee American Job Center Site

Typed Name and Title of Submitter

Signature and Date

Typed Name and Title of Chief Local Elected Official

Signature and Date



I. Certification Process

WIOA requires that there must be at least one physical One-Stop career center in each local area. Additional locations may also provide access to workforce system services and may include specialized centers serving targeted populations, such as youth or dislocated workers, or industry-specific centers. To achieve the goal of increased access, Tennessee recognizes three levels of sites that can be certified within the one-stop service delivery system.

The Certification Application is one step in the ongoing pursuit of growth, quality improvement, and performance excellence. Attainment of certification provides assurance to the public that the Tennessee public workforce system has achieved a high standard and consistently maintains and improves upon that standard.

WIOA Section 121 (e)(2)

ONE-STOP DELIVERY.—The one-stop delivery system—

- (A) at a minimum, shall make each of the programs, services, and activities described in paragraph (1) accessible at not less than 1 physical center in each local area of the State; and
- (B) may also make programs, services, and activities described in paragraph (1) available—
 - (i) through a network of affiliated sites that can provide 1 or more of the programs, services, and activities to individuals; and
 - (ii) through a network of eligible one-stop partners—
 - (I) in which each partner provides 1 or more of the programs, services, and activities to such individuals and is accessible at an affiliated site that consists of a physical location or an electronically or technologically linked access point; and
 - (II) that assures individuals that information on the availability of the career services will be available regardless of where the individuals initially enter the statewide workforce development system, including information made available through an access point described in subclause (I);
- (C) may have specialized centers to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters; and
- (D) as applicable and practicable, shall make programs, services, and activities accessible to individuals through electronic means in a manner that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

Comprehensive

Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities
Portal site for electronic access
Provider of basic and individualized career services, and training services
Provider of business services
Representation of five mandated partners (WIOA Titles I-IV, TANF)
Additional related employment and training resources



Affiliate

Accessible to the general public and physically and programmatically accessible to individuals with disabilities
Portal site for electronic access
Provider of basic career services
Representation of one or more mandated partners
Additional related employment and training resources
Established working relationship as part of an integrated system

Access Point

Accessible to the general public or targeted population that includes physical and programmatic access to individuals with disabilities
Portal site for electronic access
Established working relationship as part of an integrated system

Mobile Coach

Accessible to the general public and physically and programmatically accessible to individuals with disabilities
Portal site for electronic access
Provider of basic career services
Representation of one or more mandated partners
Additional related employment and training resources
Established working relationship as part of an integrated system

Sites seeking certification as a Comprehensive Center, Affiliate, or Access Point must, at a minimum, have the elements identified under each category above. Sites are required to submit an application and will receive an on-site visit from the Certification Review Team. Staff will answer questions about their site and how it functions to add value and provide customers with quality services as a part of the Tennessee Workforce system. Note: In areas where the LWDB functions as the Site Operator, per proposed 20 CFR 678.800(a)(3), the State Workforce Development Board (SWDB), rather than LWDB Certification Team, must certify the one-stop site to ensure that the process is conducted objectively. Following the onsite visit, interviews, and final responses to any follow up questions, the Certification Review Team will provide a written response 15 days following the next SWDB meeting indicating one of three outcomes:

1. Certification granted
2. Provisional Certification with plan and timeline for meeting standards
3. Not Certified or Decertified



APPLICATION FOR CERTIFICATION

Date

LWDA

Mobile Coach

Type of Site

Mobile Coach

Contact Person

Title

Phone

Email

Site to be certified

65 - East TN Career Coach

Address

City

State

Zip Code

Web site

Hours of Operation

Days of Operation



II. Checklist - System Requirements

The checklists below are to be used by sites and evaluators to help determine the extent to which system requirements are met and services and programs are present. Each application will vary in its responses based upon the level of certification being requested by the site and the agreements of the local partnership to best meet the needs of the locally-determined service delivery model.

	Yes	No – (please provide plan for complying with this requirement)
Compliance with Workforce System Policies		
ADA Accessibility		
Use of VOS for customer tracking		
Memorandum of Understanding for partners		
Workforce Brand used appropriately		
Wagner-Peyser services are co-located		

REQUIRED PROGRAM/PARTNER CHECKLIST

- A) In the column named "On-Site," indicate programs/partners that are currently located on-site in your facility by entering the average number of hours per week they are on-site.
- B) In the column named "Off-Site Electronic Connection," make a check mark for the programs/partners that are off-site but their basic career services are made available to customers through an electronic connection. Note: Not all customers will be able to use the electronic connection(s) without help from staff.
- C) For programs/partners that are off-site where an agreement is in place to provide their basic career services in another manner, check the last column and attach a narrative explaining how this is accomplished (*use a separate sheet*).

REQUIRED PROGRAMS/PARTNERS	ON-SITE (AVERAGE HOURS/WEEK)	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER
WIOA Title I Adult Services			
WIOA Title I Dislocated Worker Services			
WIOA Title I Youth Services			
Wagner-Peyser Title III			
Adult Education and Family and Literacy Title II (AE)			
Rehabilitation Act Title IV – Tennessee Vocational Rehabilitation (VR) Program			
Title V – Older Americans Act/Senior Community Service Employment			



Temporary Assistance for Needy Families			
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act			
Trade Adjustment Assistance			
Veterans Employment Services - Jobs for Veterans State Grant			
Community Services Block Grant			
Housing & Urban Development Employment & Training			
Unemployment Insurance			

ADDITIONAL PARTNERS (not mandated)			
ADDITIONAL PROGRAMS/PARTNERS	ON-SITE (AVERAGE HOURS/WEEK)	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER
Ticket to Work and Self Sufficiency			
Tennessee Small Business Development Center			
Supplemental Nutrition Assistance Program Employment and Training			
Vocational Rehabilitation Pilot Projects			
Public Libraries			
Economic Development			
Local Government (City/County)			
Tennessee Employers			
<i>(please add partners as appropriate)</i>			



CAREER SERVICES CHECKLISTS

In the column named "On-Site," check the basic career, individualized career, and training services that are currently available on-site for all job seeking customers who come into a comprehensive center, affiliate or access point site.

BASIC CAREER SERVICES	ON-SITE
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs	
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment	
Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	
Outreach, intake and orientation to the information and other services available through the one-stop delivery system	
Appropriate recruitment and other business services on behalf of employers, including small employers, which may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system	
Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation	
Eligibility determination	
Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs	
Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area	
Information, in formats that are usable by & understandable to one-stop center customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area	
Provision of information and assistance regarding filing claims for unemployment compensation	
Assistance in establishing eligibility for programs of financial aid assistance for training and education programs	
Translation Services	
Avaza Language Line	
<i>Please list addition basic services</i>	



Tennessee One-Stop Certification Application

ATTACHMENT C | 7



BUSINESS SERVICES CHECKLIST

Check the business services that are available to employers

BUSINESS SERVICES	ON-SITE
Establish and develop relationships and networks with large and small employers and their intermediaries	
Develop, convene, or implement industry or sector partnerships	
Other Business Services (not mandatory)	
Customized screening and referral of qualified participants in training services to employers	
Customized services to employers, employer associations, or other such organizations, on employment-related issues	
Customized recruitment events and related services for employers including targeted job fairs	
Human resource consultation services e.g.: writing/reviewing job descriptions and employee handbooks; developing performance evaluation and personnel policies; creating orientation sessions for new workers; honing job interview techniques for efficiency and compliance; analyzing employee turnover; or explaining labor laws to help employers comply with wage/hour and safety/health regulations;	
Customized labor market information for specific employers, sectors, industries or clusters	
Customized assistance or referral for assistance in the development of a registered apprenticeship program	
Listing of Job Orders	
Applicant Referral	
Employer Needs Assessment	
Unemployment Insurance Access	
Access to Facilities	
Translation Services	
Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers	
Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors	
Marketing of business services offered to appropriate area employers, including small and mid-sized employers	
Assisting employers with accessing local, State, and Federal tax credits	
Please list addition businesses services	



III. Certification Criteria

The following quality standards are the criteria by which Tennessee's Local Workforce Development Boards assess and certify One-Stop Centers, Affiliates, and Connection Sites. These scores will be used by the Certification Team as benchmarks for the site and help point to both areas of excellence and those in need of improvement. Each site is asked to work together with leadership and staff to develop responses to the following.

A. One-Stop Design

Functional and Programmatic Integration

It is critical for the workforce system and its partners to think and act as an integrated system. Our partners ensure that client services are aligned to common goals and the customer experience is seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer's success. Integration of programs is incorporated into planning, intake, assessment, registration, and service processes, information sharing, resource decisions, actions, results, and analyses.

I. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do

3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

II. Provide **clear evidence** and **examples** of current status and future plans with strategies and timelines to reach these standards.

Check the box where you think the site is with regard to
Functional and Programmatic integration.

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Describe your site's approach to integrated service delivery and the use of functional teams to deliver career services to all customers.



Include a detailed diagram of customer flow, services available, assessment and referrals, and describe how the MIS is used to facilitate shared customer management across partner programs.

Please list any best practices to highlight and share for continuous improvement.



Accessibility

Service Provision, including Services, Universal Access, and Outreach to populations with barriers

Improved availability, a welcoming atmosphere, inclusive settings, and high quality customer service benefit all customers. This extends services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered when designs have inclusive space and materials available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do

3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

Check the box where you think the site is with regard to Service Provision to all customers, including Services, Access, and Outreach to populations with barriers.

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Describe how the site works cooperatively with WIOA core partners to provide quality services to all customers. Describe your outreach to populations with barriers in the community and relationship with core program and community partners to effectively serve them.

Provide evidence that basic ADA requirements have been met, including processes to provide reasonable accommodations for individuals with disabilities.



Describe initiatives or strategies in developing universal access and provide tangible evidence of implementation or solution driven plan development. Address the following four specific areas of access:

1. Physical: Architectural or building
2. Information: all paper, printed or posted materials
3. Digital: software, Web-based programs and alternatives to print
4. Communication: verbal, non-verbal access for services, phone and other

Describe your wireless internet infrastructure.

How are the needs of populations with barriers met through staff-assisted and other means? Please include examples of outreach activities to reach targeted populations.

Describe your processes to assure effective communication with persons with disabilities. This includes providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.

Please list any best practices to highlight and share for continuous improvement.



Customer Satisfaction

Describe how the voice of the customer is listened to and how your site incorporates both job seeker and business customer feedback as part of continuous quality improvement? How are the voices of populations with barriers heard and brought to the table when designing services and facilities? How do you inform customers of how their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success? Please list any best practices to highlight and share for continuous improvement.

Partnership

The one-stop system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earnings. All core and required one-stop partners are present at the site and invested in the development and implementation of service delivery to connect customers to resources.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

Check the box where you think the site is with regard to Partnership.

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Describe how the partnerships function at the site and the roles of each core partner from Title I- Adult, Dislocated Worker, and Youth, Title II - Adult Basic Education, Title III - Wagner-Peyser, Title IV - Vocational Rehabilitation, and TANF.



Describe how the partnerships function at the site with other required partners from postsecondary Career and Technical Education (Perkins Act), CSBG, HUD, Job Corps, National Farmworker Jobs Program, Re-entry programs, SCSEP, TAA, UI, VETS, SNAP E&T, etc.

Describe how the affiliate/specialized centers are linked to non-colocated partners to ensure alignment with community and regional strategies. This includes tracking and appropriate follow-up. Please give examples of how this functions and the results for customers.

Describe how leadership works together to set the vision and goals for the site and then implements service strategies to achieve shared objectives.



Please list any best practices to highlight and share for continuous improvement.



Employer Engagement

Business is one of our primary customers and one-stop partners work collaboratively to deliver value-added services and eliminate duplication. Business services staff from all one-stop partners have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are connected to regional and local business partnership activities and sector strategies. Employers' human capital needs are communicated to and acted upon by the workforce system. Business services are coordinated to the maximum extent possible to limit duplication and streamline the employer experience.

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do

3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

Check the box where you think the site is with regard to Employer Engagement.

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Describe how partners work to deliver seamless business services. How do business services staff use and share labor market information? What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?

Describe how regional and local sector strategies are used to target services and resources to focus workforce efforts on investments and improve outcomes.



How are career pathways and training modalities such as industry-recognized credentials, apprenticeship, on-the-job training, and other work-based learning opportunities aligned with employers' needs and marketed to support talent development?

Please list any best practices to highlight and share for continuous improvement.

Human Capital

Each American Job Center will be a high-performance work place with staff equipped to demonstrate a visible passion for quality of service.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

Check the box where you think the site is with regard to
Service Provision to all customers, including Services, Access,
and Outreach to populations with barriers.

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Describe how centers will train and equip one-stop staff in an ongoing learning process and to ensure staff are cross-trained to increase staff capacity, expertise, and efficiency.

Describe how centers will staff the one-stop centers with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the one-stop center, and skilled in developing customers' skills for employment success.

Describe how staff from multiple organizations will be equipped through cross-training and information tools to enable them to respond seamlessly to customer needs.



Describe how staff are assigned to and identify themselves with functions or services as opposed to agencies, and functional supervision of partner staff is in place.

Describe the bottom-up communications within the workforce system. This includes regular staff meetings, business services team meetings, or partner meetings that discuss recent and relevant resources, conduct training, and facilitate collaboration.



B. Infrastructure

Identification of Shared Costs (including non-personnel)

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

Check the box where you think the site is with regard to identifying shared costs and maintaining equitable contributions are being addressed in the MOU.

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Please identify any policies and procedures that result in equitable contribution of infrastructure costs in one-stop center(s) among partners. (e.g. co-location with partners, infrastructure cost-sharing, pay-for-performance contracting)



Provide assurance that the One-Stop Operator has developed, and is maintaining, the One-Stop (AJC Partners) Memorandum of Understanding to include the Infrastructure Mechanism.

How is the one-stop center's co-location being addressed in the MOU as it relates to infrastructure and shared services costs in the comprehensive and/or affiliate site(s)? How does the MOU reflect efforts to reduce duplication by improving program effectiveness through the sharing of services, resources and technologies among partners?

Distribution of Infrastructure Costs

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do



3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

Check the box where you think the site is with regard to proper distribution of infrastructure costs among AJC core and required partners.

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How is the one-stop center proportionately distributing costs among AJC partners that is based upon guidance provided in 2CFR Part 200, 20CFR 678 et. Al, "Uniform Administrative Requirements, Cost Principles, and Audit Requirement for Federal Awards" (or any corresponding similar regulation or ruling)?

How were the methodologies for distributing the costs for both infrastructure costs and shared services agreed upon by partners? Provide evidence of meetings and/or discussions that led to the approved partner budget reflecting the shared costs. Include the approved budget that is included in the MOU.

Describe how the one-stop center is aligning its technology data systems across partner programs thru the shared costs budget and/or other agreed upon arrangements.



Program and Fiscal Compliance

How prepared is the one-stop center to adopt and promote alignment of cross-program policies and operations that ensures fiscal compliance?

Describe how each partner in the AJC has demonstrated fiscal transparency and efficiency thru timely, detailed, and accurate reporting and payment of AJC costs (includes reconciliation of costs by partner programs).

How has the one-stop center reviewed its staffing and contractor staffing levels to identify adjustments needed to implement provisions under WIOA.



Outline how the infrastructure funding has helped to reduce overhead by streamlining and sharing financial, procurement, and facilities costs?

Provide assurance that services provided by the one-stop partners help to reduce duplication or increase financial efficiency are allowable under that partner's programs.



Performance

Performance and Accountability

Results and outcomes for the public investment in Tennessee's workforce system are essential to the system's relevance. The effectiveness of service to employers and job seekers is evident in system performance and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed, and shared with all workforce system staff and community stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

**Check the box where you think the site is with regard to
Performance and Accountability.**

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Describe how you measure, analyze, review, and improve workforce system performance through the use of data and information.

Describe how this data is shared with staff and stakeholders and what changes have resulted from use of data. How has data been used (example) to improve services?



What methods are in place for staff to provide feedback? How do you incorporate staff feedback as part of continuous quality improvement? How are staff informed that their feedback was reviewed and any action taken as a result? What metrics are used to show improvement and success?

Please list any best practices to highlight and share for continuous improvement.

ADULT & DISLOCATED WORKER - LWIA BUDGET PROJECTIONS FOR 16-17

NEW YEAR 16-17

Prepared 10/31/16 as of 9/30/16

Adult		Dislocated Worker		TOTAL	
Adult Carryover to New Yr	319,628.76	DW Carryover to New Yr	310,039.16	Carryover Adult & DW	629,667.92
Balance at end of PY15-16 6/30/16	319,628.76	Balance at end of PY15-16 6/30/16	310,039.16	Balance at end of PY15-16 6/30/16	629,667.92
Plus new allocation 7/1/16	51%	Plus new allocation 7/1/16	49%	Plus new allocation	100%
Transfer Dislocated Worker to Adult	138,224.00	Transfer Dislocated Worker to Adult	139,413.00	Transfer Dislocated Worker to Adult	277,637.00
Less Direct Participant Obligations 7/1/16-9/30/16	100,000.00	Less Direct Participant Obligations 7/1/16-9/30/16	(100,000.00)	Less Direct Participant Obligations 7/1/16-9/30/16	(344,222.90)
Less Career Center Operations 7/1/16-9/30/16	(297,604.51)	Less Career Center Operations 7/1/16-9/30/16	(46,618.39)	Less Career Center Operations 7/1/16-9/30/16	(312,110.84)
Less Career Center Operations 7/1/16-9/30/16	(146,490.88)	Less Career Center Operations 7/1/16-9/30/16	(165,619.96)		
Balance at end of 1st qtr 9/30/16	113,757.37	Balance at end of 1st qtr 9/30/16	137,213.81	Balance at end of 1st qtr 9/30/16	250,971.18
# of ITA's	45%	# of ITA's	55%	# of ITA's	100%
Plus new allocation 10/1/16	37.92	Plus new allocation 10/1/16	45.74	Plus new allocation 10/1/16	83.66
Less Direct Participant Obligations 10/1/16-12/31/16	942,544.00	Less Direct Participant Obligations 10/1/16-12/31/16	739,123.00	Less Direct Participant Obligations 10/1/16-12/31/16	1,681,667.00
Less Career Center Operations 10/1/16-12/31/16	(85,657.60)	Less Career Center Operations 10/1/16-12/31/16	(11,760.00)	Less Career Center Operations 10/1/16-12/31/16	(97,417.60)
Less Career Center Operations 10/1/16-12/31/16	(166,348.07)	Less Career Center Operations 10/1/16-12/31/16	(176,550.65)	Less Career Center Operations 10/1/16-12/31/16	(342,898.72)
Balance at end of 2nd Qtr 12/31/16	804,295.70	Balance at end of 2nd Qtr 12/31/16	688,026.16	Balance at end of 2nd Qtr 12/31/16	1,492,321.86
Plus new allocation	-	Plus new allocation	-	Plus new allocation	-
Less Direct Participant Obligations 1/1/17-3/31/17	(111,305.66)	Less Direct Participant Obligations 1/1/17-3/31/17	(56,640.76)	Less Direct Participant Obligations 1/1/17-3/31/17	(167,946.42)
Less Career Center Operations 1/1/17-3/31/17	(166,348.07)	Less Career Center Operations 1/1/17-3/31/17	(176,550.65)	Less Career Center Operations 1/1/17-3/31/17	(342,898.72)
Balance at end of 3rd Quarter 3/31/17	526,641.97	Balance at end of 3rd Quarter 3/31/17	454,834.75	Balance at end of 3rd Quarter 3/31/17	981,476.72
Plus new allocation	-	Plus new allocation	-	Plus new allocation	-
Less Direct Participant Obligations 4/1/17-6/30/17	(24,974.63)	Less Direct Participant Obligations 4/1/17-6/30/17	(13,829.55)	Less Direct Participant Obligations 4/1/17-6/30/17	(38,804.18)
Less Career Center Operations 4/1/17-6/30/17	(166,348.07)	Less Career Center Operations 4/1/17-6/30/17	(176,550.65)	Less Career Center Operations 4/1/17-6/30/17	(342,898.72)
Balance at end of 4th Quarter 6/30/17	335,319.27	Balance at end of 4th Quarter 6/30/17	264,454.55	Balance at end of 4th Quarter 6/30/17	599,773.82
# of ITA's	111.77	# of ITA's	88.15	# of ITA's	199.92
NEW YEAR 17-18					
Plus new allocation 7/1/17	138,224.00	Plus new allocation 7/1/17	139,413.00	Plus new allocation 7/1/17	277,637.00
Less Direct Participant Obligations 7/1/17-9/30/17	(50,856.73)	Less Direct Participant Obligations 7/1/17-9/30/17	(9,222.50)	Less Direct Participant Obligations 7/1/17-9/30/17	(60,079.23)
Less Career Center Operations 7/1/17-9/30/17	(166,348.07)	Less Career Center Operations 7/1/17-9/30/17	(180,618.94)	Less Career Center Operations 7/1/17-9/30/17	(346,967.01)
Balance at end of 1st Quarter 9/30/17	256,338.47	Balance at end of 1st Quarter 9/30/17	214,026.11	Balance at end of 1st Quarter 9/30/17	470,364.58
# of ITA's	85.45	# of ITA's	71.34	# of ITA's	156.79

*

Oct 16 - Dec 16 \$ 141,821.32
Jan 17 - Mar 17 \$ 100,000.00
Apr 17 - June 17 \$ 100,000.00
July 17 - Sep 17 \$ 100,000.00
Extra \$ 28,543.26
Total through Sep. 2017 \$ 470,364.58

YOUTH - LWIA BUDGET PROJECTIONS FOR 16-17

Prepared 10/31/16 as of 9/30/16

OUT-OF-SCHOOL YOUTH & WORK EXP- (Minimum 75%)		REMAINING BALANCE FOR IN-SCHOOL YOUTH		TOTAL	
Carryover to New Yr OSY & Work Experience	1,179,707.97	Carryover to New Year ISY	103,286.26	Carryover	1,282,994.23
Youth Contract Carryover OSY	(107,549.20)				(107,549.20)
Youth Contract Work Exp Carryover	(350,297.18)				(350,297.18)
Balance at end of PY15-16 6/30/16	721,861.59	Balance at end of PY14-15 6/30/15	103,286.26	Balance at end of PY15-16 6/30/16	825,147.85
Less Direct Participant Oblig 7/1/16-9/30/16	(117,978.22)	Less Direct Participant Oblig 7/1/16-9/30/16	(11,336.87)	Less Career Center Oper 7/1/16-9/30/16	(129,315.09)
Less Career Center Oper 7/1/16-9/30/16	(121,862.79)	Less Career Center Oper 7/1/16-9/30/16		Youth Contract	(121,862.79)
Youth Contract Work Exp 7/1/16-9/30/16	(51,020.26)				(51,020.26)
Balance 9/30/16	431,000.32	Balance 9/30/16	91,949.39	Balance 9/30/16	522,949.71
Plus new allocation				Plus new allocation	
Less Direct Participant Oblig 10/1/16-12/31/16	(11,603.20)	Less Direct Participant Oblig 10/1/16-12/31/16		Less Direct Participant Oblig 10/1/16-12/31/16	(11,603.20)
Less Career Center Oper 10/1/16-12/31/16	(158,807.63)	Less Career Center Oper 10/1/16-12/31/16	-	Less Career Center Oper 10/1/16-12/31/16	(158,807.63)
Youth Contract Work Exp 10/1/16-12/30/16	(42,722.60)			Youth Contract Work Exp 10/1/16-12/30/16	(42,722.60)
Balance 12/31/16	217,866.89	Balance 12/31/16	91,949.39	Balance 12/31/16	309,816.28
Less Direct Participant Oblig 1/1/17-3/31/17	(23,321.91)	Less Direct Participant Oblig 1/1/17-3/31/17		Less Direct Participant Oblig 1/1/17-3/31/17	(23,321.91)
Less Career Center Oper 1/1/17-3/31/17	(158,807.63)	Less Career Center Oper 1/1/17-3/31/17	-	Less Career Center Oper 1/1/17-3/31/17	(158,807.63)
Youth Contract Work Exp 1/1/17-3/31/16	(42,722.60)	Youth Contract Work Exp 1/1/17-3/31/16		Youth Contract Work Exp 1/1/17-3/31/16	(42,722.60)
Balance 3/31/17	(6,985.25)	Balance 3/31/17	91,949.39	Balance 3/31/17	84,964.14
				*	
NEW YEAR 17-18					
Plus new allocation 4/1/17	1,035,000.00	Plus new allocation 4/1/17	48,609.00	Plus new allocation 4/1/17	1,083,609.00
Transfer In-School Youth Balance		Transfer In-School Youth Balance			
Less Direct Participant Oblig 4/1/17-6/30/17	(7,879.67)	Less Direct Participant Oblig 4/1/17-6/30/17	(732.00)	Less Direct Participant Oblig 4/1/17-6/30/17	(8,611.67)
Less Career Center Oper 4/1/17-6/30/17	(158,807.63)	Less Career Center Oper 4/1/17-6/30/17	-	Less Career Center Oper 4/1/17-6/30/17	(158,807.63)
Youth Contract Work Exp 4/1/17-6/30/17	(42,722.60)	Youth Contract Work Exp 4/1/17-6/30/17		Youth Contract Work Exp 4/1/17-6/30/17	(42,722.60)
Balance 6/30/17	818,604.85	Balance 6/30/17	139,826.39	Balance 6/30/17	958,431.24
Less Direct Participant Oblig 7/1/17-9/30/17	(7,338.94)	Less Direct Participant Oblig 7/1/17-9/30/17	(732.00)	Less Direct Participant Oblig 7/1/17-9/30/17	(8,070.94)
Less Career Center Oper 7/1/17-9/30/17	(158,807.63)	Less Career Center Oper 7/1/17-9/30/17	-	Less Career Center Oper 7/1/17-9/30/17	(158,807.63)
Youth Contract Work Exp 7/1/17-9/30/17	(42,722.60)	Youth Contract Work Exp 7/1/17-9/30/17	-	Youth Contract Work Exp 7/1/17-9/30/17	(42,722.60)
Balance 9/30/17	609,735.68	Balance 9/30/17	139,094.39	Balance 9/30/17	748,830.07

* Available for ITA & Travel

** Allowing 5% for In-School Youth

WIOA Participants Served by Career Center
July 1, 2016 to September 30, 2016

County	Adults	Dislocated Worker	Youth	TOTAL Served	NCRC	All Other Services
Benton	16	3	8	27	1	26
Carroll	20	13	6	39	0	39
Crockett	14	6	1	21	0	21
Dyer	312	33	15	360	12	348
Gibson	34	11	18	63	0	63
Henry	85	4	6	95	21	74
Lake	3	0	3	6	3	3
Lauderdale	57	19	21	97	1	96
Obion	64	25	18	107	0	107
Tipton	78	18	19	115	6	109
Weakley	47	5	9	61	0	61
OTHER	1	0	0	1	0	1
TOTALS	731	137	124	992	44	948

Special Programs	Adults	Dislocated Worker	Youth	TOTALS
NCRC	44	0	0	44
IW	312	0	0	312
Asset Building Grant		0	0	0
OJT	75	35	9	119
In-School Youth	0	0	2	2

2016-2017													Total A/C															
Camden			Alamo			Humboldt		Paris		Tiptonville		Ripley		Union City		Dresden		Covington		Affiliate Subtotal		Dyersburg		Huntingdon		Comprehensive Subtotal		
July	198	88	397	453	98	576	615	520	671	3616	747	652	1399	5015														
Aug	242	104	499	768	131	690	663	407	780	4284	967	682	1649	5933														
Sept	181	75	360	589	130	540	525	324	924	3648	764	481	1245	4893														
Oct	132	80	481	497	140	527	607	420	812	3696	921	464	1385	5081														
Nov										0			0	0														
Dec										0			0	0														
Jan										0			0	0														
Feb										0			0	0														
Mar										0			0	0														
April										0			0	0														
May										0			0	0														
June										0			0	0														
Subtotal	753	347	1737	2307	499	2333	2410	1671	3187	15244	3399	2279	5678	20922														
Mo. Avg	188	87	434	577	125	583	603	418	797	3812	850	570	1420	5232														
% Avg.	3.60%	1.7%	8.3%	11.0%	2.4%	11.1%	11.5%	8.0%	15.2%	72.9%	16.2%	10.9%	27.1%	100.0%														

Source: Affiliates - VOS Greeter

July 1, 2015 - June 30, 2016																													
Affiliate Site	Program	FTE	Subtotal Personnel Cost	Subtotal Occupancy Expense	Subtotal Operational	Subtotal Other	Total Per County Non-Direct Participant	Avg MONTHLY Cost Centers only for traffic flow	Total Participant Direct Costs	Total Cost	Avg ANNUAL Cost wioa enrollment	unemployment rate June 2016	Poverty Rate	Population	Percent Population of LWDA	Jun15-Jul 16 Average Mo. Traffic VOS Greeter	percent AVG MO Traffic	June 2016 Unemployed	Percent of total unemployed	ITA Enrollments	OJT Enrollments	Total Training Enrollment	Percent Training enrollments	IWT & ABG Enrollment	In School Carryover	NCRC only	Total Enroll	Percent Total Enrolled	
Administrative Entity	Admin	3.43	\$ 228,246.63	\$ 12,882.48	\$ 5,950.77	\$ 100,777.24	\$ 347,857.12		\$ 347,857.12																				
Administrative Entity	Program	10.35	\$ 750,319.21	\$ 50,200.17	\$ 94,986.24	\$ 22,424.01	\$ 917,929.63		\$ 917,929.63																				
Administrative Entity	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 211,877.62	\$ 211,877.62																			
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Dyersburg	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Dyersburg	Program	2.33	\$ 128,498.50	\$ 13,784.57	\$ 7,151.09	\$ 395.13	\$ 149,829.29	\$ 14.01	\$ 149,843.30			6.2%	16.0%	38335	11%	891	18%	1060	11%	64	96	160	15%	320	10	211	701	24%	
Dyersburg	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 299,775.56	\$ 299,775.56	\$ 641.40																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Huntingdon	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Huntingdon	Program	1.15	\$ 60,936.09	\$ 2,825.94	\$ 5,105.40	\$ 478.64	\$ 69,346.07	\$ 10.36	\$ 69,356.43			7.1%	19.4%	28522	8%	558	11%	880	9%	59	15	74	7%	0	4	88	166	6%	
Huntingdon	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 77,078.95	\$ 77,078.95	\$ 882.14																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Obion County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Obion County	Program	1.76	\$ 86,840.69	\$ 1,047.72	\$ 11,909.88	\$ 563.32	\$ 100,361.61	\$ 15.72	\$ 100,377.33			7.2%	19.1%	31807	9%	532	11%	900	9%	109	51	160	15%	3	3	68	234	8%	
Obion County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 217,489.77	\$ 217,489.77	\$ 1,358.41																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Lauderdale County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Lauderdale County	Program	1.20	\$ 64,480.71	\$ 7,116.83	\$ 8,452.19	\$ 346.50	\$ 80,396.23	\$ 10.79	\$ 80,407.02			7.9%	26.3%	27815	8%	621	12%	770	8%	76	24	100	9%	22	15	158	295	10%	
Lauderdale County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 124,256.13	\$ 124,256.13	\$ 693.77																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Gibson County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Gibson County	Program	1.39	\$ 85,189.49	\$ 13,582.39	\$ 7,244.85	\$ 742.00	\$ 106,758.73	\$ 20.55	\$ 106,779.28			6.1%	19.3%	49683	14%	433	9%	1300	14%	75	17	92	9%	6	25	53	176	6%	
Gibson County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 113,742.87	\$ 113,742.87	\$ 1,252.97																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Tipton County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Tipton County	Program	1.54	\$ 88,713.50	\$ 10,459.46	\$ 5,907.51	\$ 258.08	\$ 105,338.55	\$ 10.74	\$ 105,349.29			6.1%	13.1%	61081	18%	817	16%	1700	18%	73	106	179	17%	0	9	252	440	15%	
Tipton County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 273,319.28	\$ 273,319.28	\$ 860.61																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Henry County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Henry County	Program	1.80	\$ 87,734.02	\$ 1,966.81	\$ 3,968.90	\$ 174.75	\$ 93,844.48	\$ 17.15	\$ 93,861.63			5.7%	19.8%	32330	9%	456	9%	810	9%	52	53	105	10%	29	1	303	438	15%	
Henry County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 83,651.38	\$ 83,651.38	\$ 405.28																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Crockett County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Crockett County	Program	.96	\$ 51,087.81	\$ 5,783.03	\$ 3,227.50	\$ 718.38	\$ 60,816.72	\$ 38.11	\$ 60,854.83			5.2%	17.9%	14586	4%	133	3%	360	4%	31	0	31	3%	0	6	15	52	2%	
Crockett County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 20,222.49	\$ 20,222.49	\$ 1,559.18																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Weakley County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Weakley County	Program	1.41	\$ 75,616.52	\$ 10,872.27	\$ 7,991.08	\$ 548.92	\$ 95,028.79	\$ 32.46	\$ 95,061.25			6.7%	21.5%	35021	10%	244	5%	1070	11%	72	4	76	7%	23	17	29	145	5%	
Weakley County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 101,963.43	\$ 101,963.43	\$ 1,358.79																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Lake County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Lake County	Program	1.08	\$ 24,557.53	\$ 6,138.06	\$ 4,655.76	\$ 238.75	\$ 35,590.10	\$ 17.87	\$ 35,607.97			7.6%	29.7%	7832	2%	166	3%	150	2%	10	0	10	1%	0	1	35	46	2%	
Lake County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 4,067.78	\$ 4,067.78	\$ 862.52																		
			\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Benton County	Admin		\$ -	\$ -	\$ -	\$ -	\$ -		\$ -																				
Benton County	Program	1.88	\$ 46,650.71	\$ 4,727.81	\$ 4,490.89	\$ 203.14	\$ 56,072.55	\$ 24.46	\$ 56,097.01			7.2%	21.8%	16489	5%	191	4%	500	5%	58	29	87	8%	0	8	97	192	7%	
Benton County	Participant		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 49,726.52	\$ 49,726.52	\$ 551.16																		
Total Cost			\$ 1,778,871.41	\$ 141,387.54	\$ 171,042.06	\$ 127,868.86	\$ 2,219,169.87	\$ 36.68	\$ 1,577,171.78	\$ 3,796,378.33	\$ 1,315.90	6.5%		343501	100%	5042	100%	9500	100%	679	395	1074	100%	403	99	1309	2885	100%	
			80%		6%	8%	6%	100%	\$ 15.76	AVG Centers only	Tennessee*	\$ 2,535.28	5.0%	17.8%	6346105	5%	TN		159280	6%	TN								
															Baseline		At or above baseline					above 75% of avg baseline					below 75% avg baseline		
			58% non-Direct Cc					42% Direct Cost																					

58% non-Direct Cc 42% Direct Cost

- Program salaries and benefits at the admin office includes: VP of Workforce Development; Direct of Job Seeker Services; Director of Outreach Advancement; Direct of Performance & Compliance; (2) Quality Coordinators; Director of Facilities & Computer Services; Computer Technician; Director of Training Services/E.O OfficerRapid Response; Director of Business Services; Executive Secretary; Youth Services Coordinator. These positions support all 11 counties.
- Travel Includes travel to national and state conferences as well as state meetings.
- There could possibly be some participant costs for Lake County included in the Dyersburg costs. We have a Career Advisor that helps in Lake County but her official station is Dyersburg. I am not able to separate Lake and Dyer County for this case manager because the manual tracking is not tracked by county, only by Career Advisor.

4 Supplies at the admin office for program, are bought in bulk for supplies that are not part of the shared cost and are not tracked by center.

5 The participant cost under the administrative office under 3rd Party Affiliates includes subcontracts that are not included on the VOS report. They are: MTD, Colonial, Ceco Doors, Firestone, Heckethorn

* State Workforce Board 9-16-16 reports shows \$44,522,083.22 total funds spent June 30, 2016. VOS shows 17,561 total WIOA enrollments - cost per enrollment \$2535.38. Note: cost goes toward traffic!