

# 2020-2022 LOCAL PLAN

Southeast  
Tennessee  
Local  
Workforce  
Development  
Board

## EXECUTIVE SUMMARY

The Southeast Tennessee Local Workforce Development Board 2020-2023 Strategic Plan is centered around a strategic vision of creating a talent system that affords all customers equitable opportunities for lifelong learning and increased personal economic mobility while providing employers the talent to grow and diversify their workforce. This plan demonstrates the Board's commitment to create a cohesive local strategy to operationalize the visions set forth by WIOA, the State of Tennessee, the regional economic planning council to advance and expand access to the program of services.

This Plan is laid out from the customer perspective, rather than segmented by programs or funding streams. This comprehensive integrated approach focuses on the entire workforce ecosystem within the service area aligning with the State and Regional Economic strategic priorities. Through meaningful collaboration, across agencies and key stakeholder partners, a robust set of specific, actionable short- and long-term strategies have been identified.

The plan development began with the Board engaging in a six-month process of an in-depth service area quantitative data analysis of demographics, labor force, industry analysis and occupational analysis. Next, partner and key stakeholder engagement focus groups were held to garner and understand emerging workforce issues and needs within the service area. This included on-line surveys, three geographically dispersed industry and workforce learning sessions, two area educator and target population program providers sessions, a series of one-on-one interviews with representatives of industry, and a full Board input session.

The STLWDB Strategic Plan for 2020 through 2023 established its new mission and vision to be:

### *Mission*

*To create a fully integrated comprehensive workforce development system that aligns business needs with the region's skilled workforce.*

### *Vision*

*Our vision is to collaborate with partners to coordinate a defined and innovative path that positions Southeast Tennessee as the best local workforce region for equitable opportunity among residents and industry.*

The development of the 2020-2023 Strategic Priorities for the Board was performed within the context of both Tennessee statewide goals and the goals developed in the East Region ensuring a comprehensive workforce ecosystem plan to immediately advance Southeast Tennessee Local Workforce Area. This alignment resulted in the Board's ten key strategies:

1. **Increase Promotion of American Job Centers:** Raise the visibility of AJCs as focal points for entry and lifelong navigation of career advancement pathways
2. **Expand Work-Based Learning:** Engage employers as full partners in work-and learn programs the incorporate educational organizations in advancing skills & wages of workers



3. **Upskill Talent:** Identify existing workers who are candidates for skills advancement to fill skills gaps & provide skills training & credentials leading to higher wages
4. **Enhance Supportive Services:** Address barriers to employment with use of supportive services that address needs, particularly in rural areas & with advancement of the working poor
5. **Promote Hiring of Target Populations:** Develop new outreach & engagement strategies for targets such as military, returning offenders & persons with disabilities to positively impact labor market participation rates
6. **Develop Youth Initiatives with K-12 Schools:** Further develop the board's role as provider of labor market insights & connector of employers to K-12 career readiness programs
7. **Develop Internal Staff:** Provide a professional environment for attracting & retaining staff while modeling behavior for other employers for wages, benefits & professional development
8. **Expand Employer Services:** Advance the skills and multi-agency coordination of business services teams to be single points of contact for employers to obtain wide range of services from the system
9. **Advance Partner Coordination:** Work with broad community coalitions to define key metrics for economic growth & roles to be played by each partner
10. **Advance & Coordinate Rural Services:** Provide enhanced access to services in rural areas, with emphasis on use of technology, to foster growth of jobs and talent throughout the area

In order to advance each strategy to success, a series of action steps are detailed in the Plan. The current COVID-19 pandemic has led to immediate actions that can advance longer-term goals. While the overall mission of the Board remains solidly in place, there are changes in near-time tactics that you will read about within the plan that can serve to accelerate progress toward these strategic goals in the current COVID-19 environment.

The STLWDB 2020-2023 Strategic Plan lays the framework for the ten-county area to achieve gains across the workforce ecosystem over the next three years. This is a historical opportunity to take a holistic look at the local service area and leverage the current environment's alternative delivery of system as opportunities of growth in supporting the advancement of a stronger and futuristic workforce service area. While the Board acknowledges the submission of this Plan is not the final step, it remains committed to ongoing collaboration efforts over the next three years to ensure the Plan.

Review the Southeast Tennessee Local Workforce Board's full strategic plan via the boards website - <http://www.secareercenter.org/www/download/133.425>.

**ALIGNMENT OF STATE, REGIONAL, AND LOCAL STRATEGIC PRIORITIES**

The development of strategic priorities for the Workforce Board was performed within the context of both Tennessee statewide goals and the goals develop in the East Region. A broader description of Tennessee and East Region strategies and goals can be found in their respective plans. Action steps that have been identified to immediately advance Workforce Board Strategies are provided in the next section.

Tennessee Strategic Plan Framework	East Region Planning Council Strategies	STLWDB Key Strategies
<p>1. Clear connections to current industries and employers</p> <ul style="list-style-type: none"> <li>• Apprenticeship</li> <li>• Industry-specific Education/training</li> <li>• AJC Integration</li> </ul>	<ul style="list-style-type: none"> <li>❖ Employ WIRED data on current &amp; emerging industries &amp; occupations to anticipate demand for developing incumbent worker programs &amp; to inform pipeline development</li> <li>❖ Identify &amp; approve WIOA training programs based on in-demand occupations &amp; employer input</li> <li>❖ Support employer-driven regional sector initiatives</li> </ul>	<ul style="list-style-type: none"> <li>➤ Increase Promotion of American Job Centers: Raise the visibility of AJCs as focal points for entry and lifelong navigation of career advancement pathways</li> <li>➤ Expand Work-Based Learning: Engage employers as full partners in work-and learn programs the incorporate educational organizations in advancing skills &amp; wages of workers</li> </ul>
<p>2. Pipeline infrastructure</p> <ul style="list-style-type: none"> <li>• K-12 WBL</li> <li>• Adult Ed Pathway</li> <li>• Incarnated-Education Integration</li> <li>• Military Transition</li> <li>• Re-Employment Transition</li> <li>• Drive-to-55</li> </ul>	<ul style="list-style-type: none"> <li>❖ Engage K-12 &amp; post-secondary partners to develop programs of study for adults and youth in order to provide work-ready clients for the region’s employers</li> <li>❖ Integrate enhanced career services into individualized client plans addressing career goals, skills &amp; readiness assessments &amp; barriers requiring supportive services</li> <li>❖ Identify credentials for student career pathways that are industry-recognized and stackable to better jobs &amp; additional credentials in the client’s chosen industry or occupation</li> </ul>	<ul style="list-style-type: none"> <li>➤ Upskill Talent: Identify existing workers who are candidates for skills advancement to fill skills gaps &amp; provide skills training &amp; credentials leading to higher wages</li> <li>➤ Enhance Supportive Services: Address barriers to employment with use of supportive services that address needs, particularly in rural areas &amp; with advancement of the working poor</li> <li>➤ Promote Hiring of Target Populations: Develop new outreach &amp; engagement strategies for targets such as military, returning offenders &amp; persons with disabilities to positively impact labor market participation rates</li> </ul>

		<ul style="list-style-type: none"> <li>➤ Develop Youth Initiatives with K-12 Schools: Further develop the board’s role as provider of labor market insights &amp; connector of employers to K-12 career readiness programs</li> </ul>
<p>3. Clear integration with economic development</p> <ul style="list-style-type: none"> <li>• Project Management Process</li> <li>• Incentive Process</li> </ul>	<ul style="list-style-type: none"> <li>❖ Nurture strong relationships at the local &amp; regional levels with economic development organizations including TNECD, development districts, chambers of commerce, regional and local economic development groups in order to enhance and direct the use of workforce development system resources, particularly in rural areas</li> <li>❖ Align &amp; integrate business services among state agency &amp; local core partners</li> </ul>	<ul style="list-style-type: none"> <li>➤ Develop Internal Staff: Provide a professional environment for attracting &amp; retaining staff while modeling behavior for other employers for wages, benefits &amp; professional development</li> <li>➤ Expand Employer Services: Advance the skills and multi-agency coordination of business services teams to be single points of contact for employers to obtain wide range of services from the system</li> </ul>
<p>4. Outcome visibility</p> <ul style="list-style-type: none"> <li>• Employers</li> <li>• Pipeline</li> <li>• Economic Development</li> </ul>	<ul style="list-style-type: none"> <li>❖ Develop tools &amp; reporting systems &amp; procedures to capture, interpret, analyze &amp; report outcomes from workforce system programs &amp; initiatives</li> <li>❖ Develop &amp; implement methods &amp; tools to evaluate benchmarks for success of partnerships</li> <li>❖ Encourage usage &amp; assist implementation of the VOS case</li> </ul>	<ul style="list-style-type: none"> <li>➤ Advance Partner Coordination: Work with broad community coalitions to define key metrics for economic growth &amp; roles to be played by each partner</li> <li>➤ Advance &amp; Coordinate Rural Services: Provide enhanced access to services in rural areas, with emphasis on use of technology, to foster growth of jobs and talent throughout the area</li> </ul>

## Southeast Tennessee Local Workforce Development Board Local Strategic Plan 2020-2022

### OPERATING SYSTEMS AND STRATEGIES

#### **A. Provide a description of the one-stop delivery system in the LWDA including the roles and resource contributions of the one-stop partners.**

A1. Identify the career services and other program services to be provided, include the location (address) at which services will be accessible.

The MOU, in the Attachments, identifies and details the career services of the one-stop delivery system in the local area including the roles and resource contributions of the one-stop partners. The MOU identifies the career services and other program services to be provided including the location (address) at which services will be accessible (e.g. comprehensive One-Stop Centers, Affiliate Centers). Plans are underway to add Access Points in at least one high school in each county, libraries, and other partner agencies. The Access Centers will be fully operational by 2022 when the local plan modification is due. Additionally, partnerships with behavioral health and recovery (addiction) centers are in place in the urban areas and plans to expand direct linkages to the rural areas are under way; linkages will be in place on or before 2022.

A2. Explain how the one-stop centers provide all required or relatable services of customers based on their respective need(s) and a customer centered design.

The MOU which is found in the Attachments section details the required and relatable services of customers based on need and a customer-centered design. Each partner serves a specific role to meet the unique needs of the customer. The Welcome Function serves as the screening process to identify needs and types of services the customer may need. Since the customer typically is not aware of the suites of services the public workforce system provides, it is incumbent upon the Welcome Function to 'screen in' the customer in order to either begin the process of identifying needs or identify a specific need to be addressed during the customer's visit.

A3. Provide information regarding the one-stop operator and describe the methods for coordinated service delivery between the operators and partners.

The One-Stop Operator for Southeast is Mid Cumberland Human Resource Agency. The OSO is responsible for the overall functional alignment of the services integration in the American Jobs Centers. At a minimum, the OSO manages the daily operations, overall customer experience including staffing and service delivery expectations, performance metrics, including federal, state, and local metrics of all centers within the Southeast local area. The OSO serves as primary functional leader by being accountable for coordination of staffing and staff training of all the core partners within the system. The most essential role of the OSO is that of a strong leader, one that demonstrates the necessity for teamwork and partnerships through the management and mentoring of the three Teams: Welcome Function, Skills Training, and Business Services. Additionally, the OSO is responsible for the coordination of partners and referrals among partners, both on-site and off-site, for the AJCs, including, but not limited to the following activities: maintaining and updating a digital and hard copy listing of all partner programs to assure that all staff in the AJC have up-to-date information for referral

of customers. At the AJCs, once registered and counseled by Welcome staff, referrals (warm handoffs) will be made to partners as agreed upon by the Site Leads. Off-site referrals are made by phone, electronically, or via paper utilizing the common intake form. In addition to having an inter-agency referral form, all referrals are captured and tracked in VOS for all partners using VOS. More information related to the functions of the OSO can be found in the attached MOU for Southeast.

The local area released a Request for Proposals for the One Stop Operator and Career Services (Adult, Dislocated Worker, and Youth) on July 15, 2018. A Pre-Bidder's conference was held on July 31, 2020, proposals were due on August 14, 2020, and four proposals were received prior to the deadline. After releasing the RFP, the STLWDB Chair appointed a Review Committee. Each reviewer received training related to the procurement and scoring process. Once all proposals were received, the Executive Director reviewed for the minimum requirements that were outlined in the RFP. The three proposals that met the minimum requirements were delivered to the reviewers. Prior to releasing the packets to the reviewers, each was asked to confirm there were no conflicts of interest with any of the entities submitting proposals. The committee reviewed the proposals and met on August 27, 2020 and submitted their scores prior to any discussion. The scores were read aloud with the group and the Executive Director entered the scores and tallied. The proposal consistently receiving the highest rating was Mid Cumberland Human Resource Agency. The RFP Review Committee voted to award the contract for One-Stop Operator and Career Services Provider to Mid Cumberland Human Resource Agency. More detail concerning the STLWDB's procurement process and required training documents is outlined in the attachments.

**A4. Describe the local one-stop operator's role and responsibility for coordinating referrals among required partners.**

At a minimum the OSO must coordinate service delivery of required AJC partners. The following items are required duties of the OSO:

**1. Manage Daily AJC Operations:**

To ensure that all AJCs are operating in an effective and efficient manner, the OSO must:

- Manage daily operations in coordination with WIOA fiscal agent for the lease, utilities, and other activities to support the center,
- Manage AJC hours of operation, and
- Ensure that every AJC in the local area is physically and programmatically accessible to individuals with disabilities.

**2. Ensure Coordination of Partner Programs within the AJC System:**

To ensure all required services are provided in the AJC system the OSO must:

- Maintain a list of all partner programs, to include a brief description of services available by each partner within each AJC.
- Monitor partner adherence to the MOU, and report MOU changes to the LWDB,
- Provide integration of services in the center under the direction of the Regional Planning Council,
- Disseminate and implement state and local policy and procedural changes to all applicable program staff within the AJC,
- Ensure compliance with all federal, state, and local regulations and policies,

- Make core services available, as directed by the Regional Planning Council,
- Schedule regular meetings with partners to address areas of concern, best practices, and technical assistance, and
- Design an integrated system to coordinate referrals across the AJC system.

### **3. Evaluate the Customer Experience:**

To ensure seamless service delivery within the AJC system, the OSO must:

- Hire and supervise “shared” staff in the welcome function, if applicable,
- Develop a plan to ensure adequate staffing within the AJC, to include cross-training of partner program staff,
- Ensure priority of service is given to targeted populations,
- Ensure that basic services are available (orientations, labor market information, resource room).
- Improve AJC operations by analyzing:
  - Traffic counts,
  - Customer sign-ins to according to each partner program,
  - Registration of job seekers.
  - Compliance with data validation, and
  - Evaluation of equal opportunity and customer complaints.
- Market OSO services in coordination with the LWDB; and
- Assure appropriate AJC branding and logos are included in all marketing materials and presentations.

### **4. Evaluate Negotiated Performance Measures:**

To report on how well the AJC system is meeting negotiated performance measures the OSO must:

- Write a plan to address how the AJC system will support the Local and Regional Plans,
- Facilitate maintenance and sharing of data within Jobs4TN,
- Report monitoring and compliance using Jobs4TN on topics such as performance metrics and cost per participant,
- Reporting to LWDB on operations, performance, and continuous improvement recommendations, and
- Make available other activities and programs carried out under their program direction or authorizing law.

### **5. Functional Leader**

The OSO must perform the following functions along with functional team leads.

- Responsible for all core partners (Title I, II, III, IV and TANF)
- Create staffing plans that always provide adequate office coverage, including in a manner that allows fair and equitable opportunity for time off,
- Coordinate staff vacations/leave with formal supervisors to ensure adequate coverage by AJC staff,
- Coordinate with Team Leads to ensure staff are cross-functionally trained,
- Design a room-scheduling system for workshops and meetings,
- Approve posted informational signs,
- Ensure that all staff members present a professional and positive image, and
- Ensure that consistent communication procedures are followed



The OSO must **not** perform the following functions:

- Assist in the development, preparation, and submission of the Local Plan,
- Develop or submit a budget for activities of the LWDB,
- Manage or participate in the competitive selection process of the OSO,
- Select or terminate the OSO, CSP, or partner providers,
- Negotiate local performance accountability measures or the LWDB budget, or
- Be responsible for oversight of itself.

As noted above, OSO is charged with establishing more seamless referral processes among partner agencies, as well as the priorities and practices in the MOU and local and regional plans. The operator convenes WIOA system partners, facilitates continuously improving interactions among those partners. In short, the OSO is responsible for systematizing referral and customer flow processes. Branding is a responsibility of the Board and Board staff, but the OSO is responsible for ensuring that branding reflects TDLWD standards. Furthermore, the OSO must report to the LWDB quarterly on any problems that they are experiencing with maintenance of branding standards. Additional information regarding the OSO may be found in the MOU in the Attachments.

**B. Provide information regarding the use of technology in the One-Stop delivery system including a description of implementing and transitioning to an integrated, technology-enabled intake and case management information system for WIOA programs and how the board will facilitate access to services provided to the One-Stop system, including in remote areas through the use of technology and other means.**

The COVID-19 pandemic crisis has forced the public workforce system to innovate and identify service delivery solutions that limit personal contact. Due to limited human contact and social distancing practices, the AJC CSP and OSO management and staff have implemented virtual services to include virtual interviews, assessments, and enrollments and following the State's policy for such activities. The local area's AJC system is operating under a board-approved Re-Opening Plan that includes services provided virtually, by phone, or in person by appointment only. The Re-Opening plan is included in the Attachments to provide further details regarding services. As previously mentioned, a much larger virtual footprint for the AJC system will be implemented via new Access Points at all local area public high schools (most of which are in remote areas) and in the Hamilton County Youth and Family Development Centers. The Access Points will serve not only to increase virtual services, but also to increase the potential brand recognition of the local area's AJC system and services. Word of mouth about the virtual access will be significant once implemented in the local area.

The Southeast Tennessee One-Stop delivery system utilizes the Virtual One-Stop System (VOS) providing an integrated, technology-enabled intake and case management information system available online through Jobs4TN.gov. This system is designed to support functions for job seekers and employers and supports partner programs such as Title I, Title II, Title III, Trade, RESEA, Adult Education, SNAP E&T case management systems. The system also integrates the Unemployment Insurance, Labor Market Information, the Eligible Training Provider List, providing a single technology-based tool for an integrated service delivery system. The state continually works with the vendor, Geographic's Solutions, Inc. to develop and implement new features to increase the use of technology through VOS. Most recently, the signature capture feature was implemented which further expands the opportunity to utilize a technology-based intake system.

**C. Describe how the board will support the strategy in the TN State Plan and work with entities carrying out core programs.**

The local board supports training and employment opportunities for returning talent, emerging workforce, individuals with disabilities and those receiving public assistance. The board seeks to emphasize services for special populations.

The local area will develop stronger pipelines to juvenile and adult probation, both state and federal, for enhanced career and employment services. This may be accomplished via a weekly Job Club. Greater outreach efforts to young probationers will be initiated for job readiness training and paid work experience. For those who are recovering from opioid or other substance abuse addictions, partnerships with mental health and recovery agencies will create opportunities for training and/or job placements which is widely known to facilitate or accelerate recovery. Work-based learning which includes contextualized skills attainment and theoretical concepts while on the job is an effective model. The local area, through the partners network, will continue to expand work-based learning opportunities for youth, adults, and dislocated workers—opportunities that lead to a credential that is industry-recognized, portable, and stackable.

- Ensure educational goals for persons with barriers are appropriate and provide the necessary supports for success.
- Coordinate services with the TN Department of Human Services Vocational Rehabilitation Services Program with emphasis on apprenticeship and work-based learning.
- Actively engage students with disabilities while in secondary school to ensure smooth transition to postsecondary school and/or the workforce.
- Outreach to JII in local detention centers, jails, and community corrections to develop reentry plans that lead to job placement or training that results in an industry-recognized credential and job placement
- Provide access to workforce services in local courts, including but not limited to Vet Courts, juvenile courts, child support courts, and drug courts,
- Provide access to workforce services orientations within state probation and parole facilities,
- Provide job search assistance/job club at the TDOC Day Recovery Centers in the region,
- Offer workforce prep services—from job readiness to FAFAS/financial aid assistance--delivered to alternative high schools serving juveniles who have been either in trouble in school or who are in the juvenile justice system,
- Provide training opportunities—from adult education to post-secondary completion—to eligible inmates in local jails
- Actively engage students with disabilities while in secondary school to ensure smooth transition to postsecondary school and/or the workforce

In order to improve access to activities leading to a recognized postsecondary credential, the local area will:

- continue partnerships with local community colleges, core partners, and training providers to improve access to training leading to recognized postsecondary credential
- continue to develop partnerships with employers and training providers to develop specific career pathways to employment

- establish a clear-cut, aligned vision for career and technical education that significantly benefits all students, leverages existing practices, and incorporates new strategies across secondary and postsecondary to build and support the workforce development pipeline
- ensure opportunities for all students to build career awareness and explore career opportunities based on their individual aptitude and interest, and expand access to aligned career pathways and high-quality CTE programs to ensure all students develop the academic knowledge and the technical and employability skills necessary to demonstrate their readiness for the workplace of the future
- provide more intensive support for those students who are historically underserved or marginalized, such as individuals with disabilities, individuals from economically disadvantaged families, individuals living in distressed or at-risk areas, formerly incarcerated individuals, and homeless individuals
- maintain consistent expectations but increase local flexibility to develop, implement, and improve CTE programs aligned to local and regional high skill, high wage, and/or in-demand occupations; the local board staff will participate in the CTE Comprehensive Local Needs Assessment by providing data and other resources to ensure CTE programs and pathways result in successful, high quality outcomes
- continue to utilize robust data methods to obtain relevant and timely student outcome data to influence policy, funding, and implementation decisions, and support the continuous evaluation and improvement of CTE programs
- strengthen communication across all stakeholder groups to ensure stronger alignment, build more effective partnerships, and sustain long-term success

The local area will be successful when there is an increase in the number of students accessing aligned pathways, participating in high quality learning experiences, and earning valued postsecondary credentials. The local area will define success by 2024 by reaching the following goals:

- Increase in equitable access to comprehensive career exploration, advisement, leadership and skill development through high-quality career and technical education pathways.
- Increased participation in high-quality and vertically aligned career pathways which prepare students to seamlessly transition into high wage, high skill, and/or in-demand occupations.

Co-Enrollment in programs is highly encouraged to leverage resources to best serve customers and to avoid service duplication. The board encourages AJC staff from different programs to collaborate on innovatively serving customers. This also allows for flexibility in scheduling customer appointments and meeting customers at training providers or places of employment. Program staff collaborate on training and supportive services involving funding (one program will pay for tuition costs and the other will pay for books or transportation). The Business Services Team (BST) meets with employers throughout the region and promote the AJC with its multiple programs. The BST collaborates and is familiar with customers needing placement throughout all programs. AJC staff are trained to provide outreach and recruitment in a manner that promotes the job center programs. This allows potential customers to make informed choices about enrolling in AJC programs.

Additional guidance on the strategic goals and key objectives that align the state, regional, and local priorities can be found in an excerpt from the Southeast Tennessee Local Workforce Strategic Plan adopted by the STLWDB on June 10, 2020. This provides a crosswalk of strategies identified for immediate action.

**D. Provide information regarding the local coordination strategies with state (including the Combined Plan), regional and local partners to enhance services and avoid duplication of activities**

The Board is committed to ensuring local strategies are aligned and coordinated with those defined in the State Plan as well as the East Regional Plan to enhance services and avoid duplication of activities (a detailed correlation matrix is available in the MOU in Attachments. The sequential items below provide an overview of the local, regional, and state coordination.

**One Mission**

To create a fully integrated, comprehensive workforce development system that aligns business needs with the region’s skilled workforce.

**Two Customers**

The needs of jobseekers and employers must be addressed simultaneously for the system to be effective. Programs must be designed to increase productivity of employers while increasing skills and wages of the workforce.

**Three Near-Term Priorities**

**1. Categorization of employers based on post-COVID-19 needs**

The Board analyzed real-time data on employer health/distress levels and engage employers on a sector-by-sector basis to prioritize services to employers and their workers based on types of needs during COVID-19 recovery. Employer needs range from struggling/laying off workers to rapidly expanding/hiring new workers. The Board will work to provide rapid assessments of skills of individuals who are laid off so that shortest paths to re-employment with hiring employers can be charted. The Board will also work closely with economic development organizations to assist employers with identifying new business opportunities and in providing skill training needed for these adjustments.

**2. Expansion of American Job Center (AJC) access points for jobseekers**

The Board will increase the promotion of the area’s American Job Centers through strategic messaging to the public, emphasizing the role and purpose of the AJCs. Leveraging workforce partnerships, the Board will target hard-to-reach populations and businesses to market its services and inform the community of the talent needs in the local area. Access will be enhanced through providing services and skills training online, as the workforce development system has made rapid advances in online services during COVID-19. The Board will also move aggressively to provide new AJC-branded access points via community-based sites such as libraries and sites of system partners. This will be particularly important in rural areas where individuals are lacking internet access and will need to come to a site near their homes to access online services and training.

**3. Expansion of work-based learning programs**

The Board will expand work-based learning by engaging employers and educational organizations as full partners in work-and-learn programs to advance skills and wages of Southeast Tennessee’s workforce. By promoting work-based learning options, students will complete their training and education with technical in-demand skills to meet the needs of industry. The local workforce system delivers enhanced access and flexibility for work-based training options, such as Registered Apprenticeship, On-The-Job training, and Incumbent Worker Training. Training is supported through the state’s Eligible Training

Provider List (ETPL), which includes training providers with a proven capacity of securing quality employment outcomes for participants. Other types of career and training services offered include comprehensive and specialized skill assessments, literacy activities, career planning, and labor market information. The partnership among business, education, and workforce development will cultivate a talent pipeline, which over time, will aim to change perceptions of work-based learning and offer alternative career choices.

#### **Four Longer-Term Priorities**

##### **1. Strengthen the pipeline infrastructure**

The Board will promote the hiring of targeted populations by developing new outreach and engagement strategies for hard-to-reach populations such as veterans, individuals with a disability, and returning offenders. To ensure these populations and others are positioned for employment success, the Board will enhance supportive services including identifying and expanding childcare, transportation, and financial planning services. In addition, the Board will identify existing workers who are candidates for skills advancement to fill technical skills gaps and provide skills training and credentials that lead to higher wages. Partnering with employers across sectors, the local workforce development system will be able to anticipate emerging in-demand skills and develop training programs to meet those needs head-on. Soft skills training will also be instrumental to the development talent, especially entry-level workers. The Board will also work with K-12 education to develop youth initiatives that leads to career readiness. The local workforce development system will spearhead efforts to increase the visibility and excitement of CTE programs and continue promising practices, such as *Your Skills, Your Future*.

##### **2. Advance partner coordination**

The Board will advance partner coordination by working with broad community coalitions to define roles and responsibilities of partners and metrics for success. The local area has several initiatives in place that can be leveraged to further achieve workforce goals, including the Partners in Industry and Education (PIE) Center, Chattanooga Public Schools' Career Academies, and Chattanooga State's ChattState Online Initiative.

##### **3. Develop internal staff**

The Board will develop internal staff by providing a professional environment for attracting and retaining staff while modeling behavior for other employers for wages, benefits, and professional development opportunities. Front-line staff will be trained to become leaders in the community, promoting multi-agency collaboration to meet the needs of employers and individuals. Leveraging United Way's Executive Leadership Program, the Board will ensure staff develop the skills and ability to build trust and performance to achieve community growth – economically and professionally.

##### **4. Expand access for rural and target populations**

The Board will advance and coordinate rural services by providing enhanced access to services in rural areas with an emphasis on the use of technology to foster job growth throughout the local area. The local workforce development system in Southeast Tennessee is geographically positioned near multi-state borders, providing the opportunity to expand online and in-person training availability. Working with key partners in rural areas, the local workforce development system will identify access points for WIOA services to ensure the region's population has equal opportunity – regardless of their zip code.

The local workforce development system works with all required core partners (Adult & Dislocated Workers, Youth, Vocational Rehabilitation, and Wagner-Peyser). The WIOA Adult and Dislocated Worker programs, in coordination with the Wagner-Peyser (WP) Employment Service (ES), are both the primary pieces of the One-Stop delivery system and the foundation of the workforce system. This system provides universal access to career and training services to meet the diverse needs of participants.

The local board, in its MOU with the OSO, contractors, and required partners and its monitoring of implementation of those agreements, will require strong partnerships with all core partners and with additional community stakeholders, including but not limited to secondary and post-secondary institutions. To deliver impactful and coordinated services with these stakeholders, the One-Stop Operator will develop referral networks and will conduct ongoing resource mapping to ensure that delivery of services occurs without duplicated program offerings. The One Stop Operator will be charged with leading partnership coordination meetings with all partners to coordinate programs and clarify roles and responsibilities for each entity within a career pathways framework. This review is particularly important as new programs and services are considered, to ensure they are aligned to demand occupations. This information will be used to drive the design of training programs, especially for first generation college students and low-income students.

The Southeast local area is served by two community colleges, Chattanooga State and Cleveland State, TCAT at Chattanooga and Athens, University of Tennessee at Chattanooga, and private colleges and training entities. The local board will coordinate with education and workforce development activities including core partners to ensure enhancement of services including core partners' co-enrollments for specific services and to avoid duplication of services. The partnerships with the institutions and core partners are vital in providing opportunities for WIOA customers.

Local efforts to support WIOA customers are aligned with efforts focused on identified career pathways, and efforts will be made at the local and regional levels to ensure that services are not duplicated.

A visual crosswalk of the local coordination of strategies with state, regional and local policies is included on page 4 .

#### D1. Adult, Dislocated Worker, and Youth employment and training activities (Title I):

The WIOA Adult program provides individuals eighteen (18) years or older at the time of application with career and training services. While this group is made up of primarily disadvantaged and low-income individuals with barriers to employment, under the WIOA priority the Adult program has been expanded to include those with basic job-skill deficiencies as well. The training and services available to the Adult participant include:

- Occupational skills training, including training for non-traditional employment,
- On-the-Job training,
- Incumbent Worker Training,
- Programs that combine workplace training with related instruction, which may include cooperative education programs,

- Training programs operated by the private sector,
- Skills upgrading and retraining,
- Entrepreneurial training,
- Transitional jobs,
- Job-readiness training provided in combination with services described above,
- Adult Education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described above, and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Under the Title I WIOA, the basic requirements to qualify as a dislocated worker is that the worker be:

- Terminated or laid-off, or in receipt of a notice of termination or layoff
- Employed at a facility at which the employer has made a general announcement the facility will close within 180 days
- Normally self-employed (including employment as a farmer, a rancher, or a fisherman) but unemployed because of general economic conditions or natural disasters
- A displaced homemaker
- Unlikely to return to the previous industry or occupation
- The spouse of a member of the Armed Forces on active duty; or
- An individual who has demonstrated sufficient attachment to the workforce.

A dislocated worker is also eligible for the training services for the adult participant.

As for additional individuals who qualify, military service members are eligible to receive support as dislocated workers if they satisfy the eligibility requirements noted above, especially regarding termination or layoff. Military service members can also become eligible for services while on active duty if they have an imminent separation date and are unlikely to return to their previous industry or occupation.

Veterans are eligible if they have served at least one active day in the Army, Marines, Navy, Coast Guard, or Air Force and were discharged under conditions other than dishonorable. A spouse of a military member is eligible if the military member: died of a service-connected disability, is missing in action, was captured in line of duty by a hostile force, has been forcibly detained or interned in line of duty by a foreign government or power, or any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs.

The AJC provides three primary services to Adult and Dislocated Workers military service members, veterans, and spouses:

- Basic career services: available to all individuals seeking services through One-Stop systems
- Individual career services: available at all One-Stop centers; however, individual assessments will be used to determine if individualized services are appropriate for the dislocated worker
- Coordination of services among and between partners to include referrals for special needs or considerations to a partner program

- Follow-up services: services appropriate for those individuals placed in unsubsidized employment, for up to twelve (12) months after the first day of employment

The local Youth program emphasizes services to individuals between the ages of 16 and 24, including school dropouts and youth deficient in basic literacy. Eligible individuals aged 18–24 is eligible to participate in both adult and youth programs as dual participants. The fourteen (14) elements of the WIOA youth service program provide a detailed framework with which to serve youth in terms of employment and training activities. As noted earlier, work-based learning programs will continue to be championed and strongly encouraged including apprenticeships, paid work experience, and other on-the-job opportunities. The 14 Youth Elements can be found in the MOU in Attachments.

As reflected in the state plan and recent policy guidance, the local area must define the criteria to support Youth eligibility for requires additional assistance. The Youth Committee is tasked with providing research to support the criteria which is to be recommended for approval by the local board and state WFS. This eligibility criteria are forthcoming and will be implemented through board policy upon approval.

## D2. Adult Education

Historically, Adult Education and Literacy programs have worked collaboratively with board management and success coaches to provide adult education services in each of the 10 counties. All WIOA required partners and other career center customers benefit from Adult Education services to attain a secondary diploma, and subsequently transition to postsecondary education and training or employment.

There are local processes in place for cross-referrals and outcomes to maximize student access and achievement. Use and sharing of information, resources, and cooperative efforts with employers increase coordinated success. Career center assessments identify individuals who are basic skills deficient; or do not meet grade levels to enter training; or do not have a high school diploma. These are significant barriers to employment and educational information is provided to individuals. Center staff members coordinate with partner programs and provide eligible individuals with tuition, supplies, and testing, or refer individuals to financial aid resources as appropriate.

WIOA requires the local Board to coordinate with eligible Adult Education and Literacy providers and review applications to determine whether they are aligned with the local plan and make recommendations to the state agency administering adult education alignment. The Southeast local Board ensures it will review the applications to provide adult education and literacy activities under WIOA for the local area and determine whether such applications are consistent with the local plan and make recommendations to the eligible agency to promote alignment with such plan.

## D3. Wagner-Peyser:

All Wagner-Peyser employment services are available to customers in the two comprehensive AJCs with services such as LMI and job search assistance. Title III staff are in the two (2) AJCs and provide Wagner-Peyser Act funded labor exchange activities in accordance with DOL regulations. The Site Lead and OSO have oversight and manage the daily functions and delivery of Wagner Peyser functions and services in



coordination with all other programs and services. Employment services are integrated in WIOA, TANF, SNAP, and business services through local procedures, daily operations, and delivery of programs.

Each AJC including Affiliates have a resource room that is equipped with computers for customers to use. Any individual interested in filing a claim may connect to the state's [www.Jobs4TN.gov](http://www.Jobs4TN.gov) claims and benefits system to complete the online application and subsequent work registration steps. All AJC staff are available to assist customers with general computer and unemployment application questions. The AJCs are also equipped with telephones which customers may use to contact a representative for initial claims questions and assistance.

Reemployment Assistance claimants are registered in VOS within 24 hours of filing for benefits and this information is available to career center staff that may contact and provide career center information. Any individual who visits the AJC or utilizes [www.Jobs4TN.gov](http://www.Jobs4TN.gov) may receive reemployment assistance services regardless of whether or not the individual has filed a RA claim.

#### D4. Vocational Rehabilitation (VR)

VR is a critical component of the workforce system. VR partners provide services to help individuals with disabilities acquire skills needed to pursue high demand jobs and obtain competitive integrated employment. While the primary service provided to participants is vocational counseling and guidance by VR counselors, programs also provide transition services, job search and placement services, assistive technology and equipment, and other services tailored to the specific needs of the participant. Services are individualized, based on a comprehensive evaluation of the participant's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Some of the types of services available include medical, psychological, and vocational evaluations, counseling and guidance, medical and psychological treatment, help with expenses resulting from participation in rehabilitation, job search and placement services, transition-to-work services for disabled high school students, supported employment persons with severe disabilities, rehabilitation technology, disability and employment assessment, occupational licenses, tools, and other equipment, interpreter services, assistance in maintaining employment, post-employment services, and vocational and other training. See the MOU in Attachments for more detail on coordination of services including partner referrals with collocated and non-collocated partners, referrals of individuals who do not meet the threshold for VR services.

#### D5. Relevant secondary and postsecondary education programs and activities with education and workforce investment activities

The local area Title I partners enrolled inmates at the Grundy County Jail for a training-release program in welding at Grundy County High School. The 80-hour welding training will result in a certificate leading to job placement in the Correctional Career Pathways program at the Grundy County Sheriff's Office. Once the inmates complete the welding program and are certified, local employer will interview them and it may lead to a job placement as welding is in high demand in the Southeast local area. The local Board provided Grundy County Sheriff's Office with an MOU which affirms support for a U.S. Department of Labor grant (Pathways Home) that, if awarded, will provide funds to expand the evidence-based practice of Correctional Career Pathways work-release program in additional county jails in the region. Title I partners are on board with assisting the program via WIOA funds to support non-violent inmates in the work-release program.

In Marion County, Valmont Industries has expanded its worksite to house a pre-apprenticeship program. The manufacturer has partnered with Chattanooga State Community College and Marion County Schools to build a talent pipeline with an innovative work-based learning program for eight (8) seniors participating in a pre-apprenticeship program across three Marion County high schools. The project aligns with Governor Bill Lee's priority for Career and Technical Education. Once the paid pre-apprenticeship program is completed by the students, they may continue with Valmont as full-time employees or enroll at ChSCC's Registered Apprenticeship Program (RAP) in welding that culminates in a nationally recognized certification.

The Board's Title III partners are providing instruction in most of the local area county jails. AE is teaching for the High School Equivalency Diploma preparation classes in jails that include McMinn County Justice Center 4 hours per week, Polk County Detention facility 7 hours per week, Bledsoe County Jail 4 hours per week, Grundy County Jail 8 hours per week, Meigs County Jail 6 hours per week, Bradley County Correctional Facility 6 hours per week, and two re-entry programs: Cornerstone Ministry in Marion County, and the Public Defenders' Office in Bradley County 3 hours per week. HiSET testing is conducted on site at all jail programs approximately once every six weeks. HiSET testing is also offered on site by Southeast Tennessee AE at the Bledsoe Correctional Complex, a State Prison. Marketing materials are made available at all AJCs.

The above-noted programs are a fraction of the workforce investment activities in the local area. Participants funded by ITAs are engaged in high demand job training programs with postsecondary partners in the local area. The Board and Board staff continually seek new opportunities funded by WIOA or other federal or non-federal sources to increase education and training opportunities.

**D6. Board Support for entities delivering core programs and other programs of study authorized under the *Strengthening Career and Technical Education for the 21st Century (Perkins V) Act* to support service alignment**

Throughout the Southeast local workforce system, our partnerships, leadership teams, and Job Center staff all have an emphasis on "in-demand" industry sectors and occupations which include a spectrum of credentials available to the customers served. Industry-recognized credentials, certificates, or associate degrees ensure funding remains focused on the customer's successful growth in their career. This also includes work-based learning, career exploration, and secondary-postsecondary connections to improve growth of the local region. And growth will occur if the workforce investments are strategically aligned with existing and emerging employers' needs.

According to a study published in the *Harvard Business Review*, "nearly half of the new job openings from 2015 through 2020 will be in middle-skill occupations in areas such as computer technology, nursing and advanced manufacturing." Workforce development agencies and training providers need to be prepared for this trend. A key concern with middle-skill workforce in East Tennessee remains sustaining needed supply of workers. Currently, one in five middle-skill workers in the area is age 55 or over. Many middle skill occupations are in short supply of workers. Jobs that are chronically difficult to fill include many in manufacturing, logistics, and healthcare. Technical roles in manufacturing, such as computer-controlled machinery operation, commercial machinery repair, and advanced assembling and setting will be vital to the region's manufacturing backbone. Implications of shortages in middle skill

occupations include pressure on wages, loss or delay of business activity or delivery, or impacts on work quality or productivity within existing staffing. It is incumbent upon the local Board and the partners to ensure that training and education clearly align with employer workforce needs.

Prioritizing learning opportunities in CTE careers and investing in rural counties, the Governor's Investment in Vocational Education (GIVE) grants were awarded November 2019 to three (3) local area post-secondary education institutions—TCAT Athens, Chattanooga State, and Cleveland State. The awards totaled approximately \$2M. GIVE focuses on regional partnerships to develop work-based learning and apprenticeship opportunities for secondary and post-secondary learners. The trainings for the grant programs focus on electrical apprenticeships for high school seniors, healthcare training and apprenticeship in mechatronics.

The local Board and OSO coordinate workforce investment activities with providers of education and training, adult education and literacy activities, career and technical education and vocational rehabilitation by providing opportunities and approving processes for integration of services. Collaborative meetings with partners, board members and management staff have helped the region develop career pathways with streamlined access to employment and training. The Board's Operations Committee reviews and recommends to the full board for approval the eligible training providers, in-demand training programs, financial decisions for training, allowable training services, and types and amounts of supportive services. The Southeast local area is served by two community colleges (Chattanooga State and Cleveland State Community Colleges) and two TCATs—Athens and Chattanooga. The training providers have been strong supporters of CTE and contributors of workforce development programs. The City of Cleveland Affiliate AJC is located on Cleveland State's campus, and staff work closely with the school to promote success by developing closer working relationships with instructors allowing progress to be consistently followed. In addition, student issues or barriers are easily addressed and resolved on site.

The Board has historically emphasized and directed resources to provide opportunities for individuals in the community to gain credentials, acquire workforce skills, obtain, and retain employment that leads to economic self-sufficiency. WIOA supports the alignment of these partner services and local cross-referrals are already in place. Through WIOA, State partnerships have significantly strengthened local processes and alignment.

The local area will build on current partnerships to help ensure that area citizens have access to educational and career pathway resources through CTE to aid in gaining meaningful employment. The MOUs will address efficient referral methods to effect co-enrollment into core programs as essential for the individuals to address their needs.

#### **D7. Services to veterans and eligible spouses to include priority of service and use of available JVSG staff**

The local area identifies veterans for services including priority of service which is ensured through:

- Local priority of service policies which align with the state priority of service policy,
- Initial Assessment completion provided by Welcome Function,
- Partnership with VR and coordinated service provision,
- Strong service provision for youth to include both in-school and out-of-school youth,

Veteran services.

The Welcome Function initial assessment determines veteran eligibility status including eligible spouses. Services are then provided by staff under the Veterans State Grants (JVSG). The Veterans and Eligible Spouse Priority of Service Policy is included in the Attachments for additional detail regarding services.

**D8. Other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121**

The comprehensive centers in Chattanooga and Athens provide a variety of workshops to customer including many of the services noted in Sec. 121. Examples of workshops provided include Microsoft Word for Beginners (Chattanooga), Keyboarding (Dayton), Resume Skills (Cleveland), Resume and Networking (Athens), and Resume Skills (Cleveland). A comprehensive list of workshops and events for the month of June 2020 can be found at this link: <http://www.secareercenter.org/www/cal/june/2020>. Workshops may change from time to time depending on the demand for the service or number of customers served.

Area employers are also able to use the meeting and training rooms for job fairs or hiring events. The local area's website has multiple job search options on its "Southeast Tennessee Job Search Starting Points" webpage including Jobs4TN.gov. The webpage also has contact information for major area employers by size (e.g. number of employees) from 2,000 or more to as few as 100 to 250.

**D9. Local Supportive Services Policy and how a description of how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area.**

The Southeast local area has a supportive service policy that outlines provisions for eligible customers to receive assistance for child/dependent care; transportation; cash assistance for auto repair and other automobile-related costs that directly impact a customer's transportation abilities, uniforms, tools, or other items required for employment; and emergency services, such as utilities, food, and health/medical services, determined on a case-by-case basis. When possible, customers in need are referred to local community resources to address supportive service needs or to ensure those needs do not become a future barrier to training or work. For example, a customer in need of health, mental health, or medical services would be referred to the appropriate community resource or state agency to apply for ongoing assistance. Supportive services are determined and coordinated by WIOA partners based on the participant's unique needs while in training or job placement.

Participants who are co-enrolled in workforce programs benefit by having services coordinated between programs but may only receive non-duplicated services. Special grants may also provide some supports that are not included in WIOA services. Local partners' programs policies and procedures clearly outline the supportive services and amounts allowable in each workforce program.

**Transportation:**

The Board and local area partners realize that transportation continues to be a challenging factor for sustainable employment particularly where public transportation does not exist. The local area and partners currently work with SETHRA to identify fixed routes for transportation to and from the job. Most of the urban areas in the region have public transportation systems that provide the public with affordable transportation options. Some locations, including most rural areas, lack efficient, dependable transportation systems. There is more demand for transportation than supply of providers. Lack of

transportation is a significant and often-identified barrier for participants in attending training or commuting to/from work, and transportation barriers limit customers' employment opportunities. The OSO coordinates with core partners to effectively use limited resources to help alleviate transportation barriers. Programs typically offer transportation assistance in the form of stipends, bus passes, or gas cards for participants attending training programs. Service providers are utilizing shared ride services, such as Uber and Lyft, in rural areas. Participants can connect with transportation via websites or mobile apps on smartphones and payment arrangements can be made through service providers. The local board and WIOA partners are committed to providing a comprehensive approach to transportation supportive services to give participants in the workforce system greater opportunity for success. Additionally, one of the East Region Plan's goals is to work with transportation planning agencies such as TDOT and MPO's to identify and develop expanded transportation options.

A copy of the Southeast local Board's Supportive Services Policy is included in Attachments.

#### D10. Describe the local referral process

##### **Methods for Referral**

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. To facilitate such a system, Partners will agree to:

- Familiarize themselves with the basic eligibility and participation requirements of all programs, as well as with the available services and benefits offered.
- Review materials summarizing AJC program requirements and make them available for Partners and customers.
- Develop and utilize intake, eligibility determination, assessment, and registration processes.
- Provide substantive referrals to customers who are eligible for supplemental and complementary services and benefits under partner programs.
- Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys.
- Commit to robust and ongoing communication required for an effective referral process, and to actively follow up on the results of referrals.

The choice of referral process depends on the customer's needs, what arrangements, if any, have been agreed to with the service to which the customer is to be referred. In addition, the capacity of both the referring organization and the service to which the customer is being referred must be considered at any point in time. See Table XX – Methods of Referrals

Generally, warm referrals are used by and among partners co-located in the AJCs. Customers are cordially walked to the staff member responsible for the service delivery to meet her/his customized needs. Title I staff created a referral form that is used for referrals made to partners that are **not** collocated in the AJCs. Generally, the referral form is used for external (non-co-located) partners. In addition to phone calls and emails, referrals are documented in VOS and case notes are provided relating to the referral to the non-co-located partners. However, not all required WIOA partners have access to Jobs4TN.gov. Job Corps, TANF, and Vocational Rehabilitation do not use VOS; therefore, the staff must use emails at a minimum to formalize the referral of the customer.

When a referral is made, it is always useful to obtain customer feedback about the referral as well as feedback from the agency(ies) to which referrals are made. A follow up call should be made to each to ensure the referral was effective. Discussion of next steps can be discussed during this time as well.

The referral process requires that the MOU between the required partners contain provisions to describe the methods of referral of individuals, among the One-Stop Partners, for appropriate services and activities. Both businesses and job seekers, who are otherwise qualified, should be given the opportunity to access One-Stop service delivery system services that provide them with available partner and community resources that lead to successful outcomes. In line with WIOA's intent, TDLWD requires staff to refer the participant to appropriate partner services as a result of the initial assessment according to the needs of the individual. Methods of referral must strive towards including a coordinated and integrated approach to common intake procedures, career services, business services, and data sharing among system partners. Referral methods can include, but are not limited to, written, electronic, or phone referrals to partner programs. Parties to the MOU must provide specifics in the One-Stop Service Delivery MOU detailing how Partners will refer individuals to appropriate services and activities and receive feedback on the outcome of the referral.

#### **Title I (Adult, Dislocated Worker and Youth)**

Cross training and an understanding of partner services is critical to the referral process. Title I participants may be referred to various partners after an initial assessment and the needs of the participant is identified. When the partner is physically located in the AJC, the participant may be escorted to the partner for introduction and referral using a warm handoff approach. Referrals are made and documented via VOS or other electronic means. External partner (non-co-located) referrals may take place through the referral form as well as a phone call or other electronic means to set an appointment for the participant. With the integration of the partner services in the AJCs the participant can receive a full array of service without a specific identification of the program, just the understanding that they are being assisted.

#### **Title II (Adult Education and Family Literacy)**

Title II staff will, after an assessment is made determining the need, refer appropriate clients to applicable partner program staff electronically via jobs4tn.gov when that partner is a user of that system; in addition to an in person warm handoff directly to staff. If the partner is not a user of jobs4tn.gov, and is physically located within the AJC, the warm in person handoff will be made, followed up by an email. In all other cases, the referral will be made via email and/or telephone, except in the case of UI, when the referral will be in the form of direction to the applicable website, and/or to the Zendesk ticket creation process or Zoom chat or direct referral via telephone. Referrals to other services provided at AJC's occur daily. Referrals are being tracked along with the amount of hours AE staff spend on referrals and on Career Services, per the guidance of the TNDLWD AE Division.

Title III (Employment Services under Wager-Peyser) Title III staff will, after an assessment is made determining the need, refer appropriate clients to applicable partner program staff electronically via jobs4tn.gov when that partner is a user of that system; in addition to an in person warm handoff directly to staff. If the partner is not a user of jobs4tn.gov, and is physically located within the AJC, the warm in person handoff will be made, followed up by an email. In all other cases, the referral will be made via email and/or telephone, except in the case of UI, when the referral will be in the form of direction to the applicable website, and/or to the Zendesk ticket creation process or Zoom chat or direct referral via telephone.

#### **Title IV (Rehabilitation Services)**

The Vocational Rehabilitation Program (VR) may make referrals to any available partner program to meet the rehabilitation needs of eligible individuals. For co-located staff or VR offices, the referral method will meet the AJC partner standard. The local service MOU agreement illustrates the collaboration between VR partners to ensure best use of resources in providing services to customers.

VR tracks referrals using specific referral codes and an electronic case management system. Individuals who do not meet the priority threshold for intensive VR service for Priority 1 and 2 and are considered Priority 3 or 4 will be provided a warm handoff referral to the AJC for an initial assessment to determine specific needs. VR will also use the partnership referral form for referrals; however, VR staff do not use VOS for referrals or referral tracking.

The AJC system will ensure access for workers, youth, and individuals with barriers to employment by:

- Offering priority for services to recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, and (consistent with WIOA and local board policies on priority of service) other individuals with barriers to employment, when providing individualized career services and training services with WIOA adult funds.
- Each Partner agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC are operated in compliance with the Americans with Disabilities Act of 1990 and its amendments. Additionally, Partners agree to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the laws.
- Methods to ensure those with barriers to employment are served All Partners agree that they will not discriminate in their employment practices or services based on gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or based on any other classification protected under state or federal law.

Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all AJC system-wide programs, services, technology, and materials are physically and programmatically accessible and available to all.

Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs and assistive listening devices must be available to ensure physical and programmatic accessibility within the local AJC system.

The local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3)) include:

- Inspire others and lead change; demonstrate extremely high levels of professionalism, integrity, and collaboration; and enhance and develop partnerships. Further, the operator will be required to coordinate with the leadership of all required partners.
- Coordinate services with affiliate centers and/or identified access points to ensure that required partners are apprised of AJC and community services for referral of customers.
- Maintain and update a digital and hard copy listing of all partner programs, including a brief description of service and contact information to ensure that all staff in the AJC have up-to-date information for referral of customers.

As parties to the Memorandum of Understanding (MOU), required partners of the AJCs establish means of making and tracking referrals for adults, dislocated workers, and youth. As listed in the MOU, referrals are made by all partners based on the initial evaluation of each individual's service needs using methods such as written, electronic, or phone referrals. Methods of referrals strive towards a coordinated and integrated approach to common intake procedures, career services, business services, and data sharing among partners. Referrals to on-site partners will be made using a warm hand-off. has been developed and all partners are encouraged by the One-Stop Operator to utilize the form. The form may be completed electronically and emailed or faxed to partners who are not available on-site at the AJC, and the receiving agency is asked to complete and return the form. The MOU also establishes how referrals will be tracked. Title I staff, for instance, track the referrals made by following-up with the customer and / or agency monthly if the form is not returned to ensure services are provided to the customer, if not provided while the customer is at the AJC. The referral process includes a commitment for all parties of the MOU to implement processes for the referral of customers to services that are not provided on-site at the AJCs. At a minimum, the referral process between the AJCCs and the parties of this MOU should:

- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.
- Ensure that general information regarding AJC programs, services, activities, and resources shall be made available to all customers as appropriate.
- Make customer referrals electronically, through traditional correspondence, verbally, or through other means determined in cooperation with partners and operators.
- Provide a direct link or access to other AJC partner staff that can provide meaningful information or service, using colocation, cross training of AJCC staff, or real-time technology (two-way communication and interaction with AJC partners that results in services needed by the customer).
- Share information not only between board staff, AJCs, F16-2 and each individual partner, but ensure red partners are informed and engaged in system alignment activities.

The methods of referrals section is provided in the Attached MOU and includes the local area's Partnership Network Referral Form and a Southeast Referral Contact List.

#### **E. Provide a description of how the local area will provide adult and dislocated worker and employment training activities**

The Board supports all initiatives to provide eligible individuals access to employment training and education and supportive services. The five (5) AJCs (Chattanooga, Athens, Marion County, Dayton, and Cleveland) are strategically located to provide physical access to job seekers and employers. The Board's priority of services policy is in place to target and provide services to individuals with unique barriers to employment including veterans, eligible spouses, recipients of public assistance, other low-income individuals, individuals with disabilities (not VR-eligible) and individuals who are basic skills deficient. The board supports training that focuses on Career Pathways as authorized under WIOA. Eligible WIOA participants can be funded for approved trainings that move them up their career path. For Individual Training Accounts (ITAs), the region will focus on funding credential/certification-based programs that are on the statewide or regional high skill/high wage list and in a regionally- or board-approved sector. Short-term on-line programs are also approved to better prepare job seekers with pre-vocational and/or



work skills. Assessments, individualized career plans, and supportive services to enable participation and completion of training are in place and reviewed for needed enhancements. AJC staff are cross trained to refer individuals across programs to benefit the customer and ensure all customer needs are met. Individuals who are co-enrolled with core partners are provided unduplicated supports with unsubsidized employment as a common goal among partners.

The Southeast local area strives to be the top resource to provide qualified employees to employers. This is accomplished by responsiveness, customizing services, and target marketing. The BST meets with business and industry employers to better align training with employment needs and create a pipeline of qualified candidates. On-going needs and employment qualifications are communicated to AJC staff. Strengthening efforts with business partners is currently being promoted by an aggressive initiative to facilitate work-based trainings and generate a more efficient referral system. Work Experience, OJT, and IWT provide additional opportunities.

#### E1. Description and assessment of type and availability of adult and DW employment and training activities

The local Board has focused on partnerships over the past several years. One major strength is the relationships with similar organizations, serving similar participants. The local Board leads efforts in information sharing, being able to utilize other services from other partners for a full "wrap around" service and the sharing of our available resources. The Board relies on the wisdom from partners and employers to meet the demands of occupational needs and guide customers for a successful career path.

There is no single job training approach that is right for all workers. Having access to accurate and up-to-date labor market data provided by Jobs4TN.gov, WIRED, and other sources, as well as information and guidance about career and training opportunities, helps customers customize a plan through more informed education and employment decisions.

#### E2. A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.

Tennessee employers are required to send a written notice to the Dislocated Worker Unit 60 days in advance of a plant closure or mass layoff when 50 or more workers are affected (the WARN Technical Assistance Guide link: [https://www.tn.gov/content/dam/tn/workforce/documents/employers/et\\_WARN\\_guide.pdf](https://www.tn.gov/content/dam/tn/workforce/documents/employers/et_WARN_guide.pdf)) The State will generate WARN Notification Letters which are required and distributed to the highest elected local official, the Local Workforce Development Director, the Governor's designated cabinet members, certain federally elected representatives, and others in need of this information. Area Dislocated Worker coordinators are notified of impending layoffs or closures. After the WARN Notices are generated, the Rapid Response Coordinator will contact the company and other members of the Rapid Response team within 48 hours to set up an initial meeting to plan transition services for employees. The Rapid Response Coordinator and transition team provides transition services to employees during a layoff. The team serves both workers and employers. Tennessee's Rapid Response Team assists dislocated workers who lose their jobs through no fault of their own. Workers who lose their jobs because of permanent business closures or mass layoffs, adverse economic or trade conditions, or as a result of natural or man-made disasters can be assisted. The Rapid Response team helps employees during layoffs by providing information about retraining, job opportunities, unemployment insurance benefits as well as local, state, and federal services. Services include presentations to employees on available services to employers and employees, reemployment prospects, Information

on unemployment insurance benefits, American Job Center services, employment and training activities, and labor market information. The Trade Adjustment Assistance Program (TAA) is designed to provide financial assistance to employees whose company has moved offshore. TAA provides Adult Education, skills upgrading, high school equivalency preparation and testing, employee assistance meetings, Trade Act and other training program information for lay-offs affected by foreign trade, and Unemployment Insurance information.

**F. Provide a description of how the local area will provide youth activities including:**

F1. A description and assessment of the type of and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.

The Southeast local area has a comprehensive approach in individualized youth assessment, providing education, training, work experience, and employment services by integrating core WIOA services with supportive services. The AJCs collaborate with the Division of Vocational Rehabilitation (DVR) to enroll youth who are individuals with disabilities. Follow up referral service is provided to youth who are assessed for learning disabilities. Crucial to this success is the competitive process used in selecting providers who have an established track record of serving youth with workforce barriers. The youth program has strong emphasis on individualized assessment, sector-based job training in leading industries, and youth work-based learning opportunities, placement, and follow-up services.

Existing youth services will be enhanced to create to industry sector strategies, this employer centered needs approach will enhance youth services by giving youth unique and direct access to private sector employer opportunities in board-approved sectors in transportation and logistics, advanced manufacturing, healthcare and STEM (i.e. engineering, information technology, etc.) which are also targeted growth industries in the area. With enhanced youth services around industry sectors, employers will be able to access a wider pool of qualified out of school youth and offer paid or unpaid work experience, internship, pre-apprenticeships and Registered Apprenticeship opportunities for out-of-school and in-school youth. VR also provides the Transition School to Work Program (TSW). TSW focuses on the provision of vocational rehabilitation (VR) services to eligible and potentially eligible high school students with disabilities who are interested in employment after leaving high school. The goal is a smooth, seamless transition from high school to post-high school career development and/or employment.

A successful model for youth workforce investment activities is work-based learning, including pre-apprenticeship and apprenticeships. For ISY, the Southeast local area benefited from a recent installation of a US DOL ETA Office of Apprenticeship RAP in a local high school in the Hamilton County School District. Sponsored by Gestamp, the apprentices receive both high school credit and competency-based credit toward the RAP Machine Operator designation, a nationally recognized credential. The universally recognized earn and learn model provides the apprentices with hands on learning in advanced manufacturing occupations, a board-approved sector, at Gestamp, and the classroom introduces the theoretical concepts related to the job. Ideally, this model should be replicated throughout the local area in all school districts if possible. If an RA is not feasible, then the US DOL ETA's Pre-Apprenticeship model may be implemented (Training and Employment Notice 13-12). <https://www.chattanooga.com/2019/2/1/384029/Governor-Lee-Visits-States-First-U.S.aspx> Currently, the high school RA at Gestamp has 15 apprentices. In May 2019, the first two high school students in Tennessee will graduate with a Machine Operator credential. The Machine Operator credential is for the Machine Operator occupation which includes robotics, assembly, and laser cutting.

Feedback from the students about the program: “Hands-on work;” “I can make money while in school;” “I’ve learned to work with people—teamwork;” “I learned how to wake up early;” “For me as a 16-year old, if I can do it as a 16-year old, anybody can do it;” and “I get to graduate in 2019 instead of 2020.” This feedback was recorded at a recent Youth Committee meeting which was held at Gestamp. The committee members received valuable feedback from the students on how to market the program. However, prior to any aggressive marketing, additional programs must be installed to handle the anticipated demand. Gestamp’s maximum apprenticeship cohort size is 30.

The high school apprenticeship program with Gestamp underscores the local area’s commitment to CTE and pathways leading to in-demand, high wage careers.

**F2. A description of how local areas will meet the requirement that a minimum of 50 percent with waiver, or 75 percent without waiver, of the youth expenditures be for out-of-school youth.**

The Southeast LWDA adopted the waiver to expand services to the in-school youth population. The fiscal agent tracks expenditures for both ISY and OSY on the expenditure report submitted to the state each month. In event that the local area expenditures trend closer to the minimum rate, more frequent monitoring and tracking will be necessary. Currently for PY2019, the OSY expenditure rate is 85%.

**F3. A description of how the LWDA will meet the requirements of the in-school youth waiver including the expenditure requirement for in-school youth and individual training account (ITA) opportunities for at-risk in-school youth.**

This item is answered above in F2. ITAs are utilized for at-risk in-school Youth. For PY2019, approximately \$8,400 in ITAs have been provided for ISY compared to approximately \$199,000 for OSY.

**G. Provide a description of how the LWDA will provide services to priority populations as outlined in Tennessee’s State Combined Plan.**

**G1. Provide information on how priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E)**

The Southeast local board has established a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, American Job Center staff when using WIOA Adult funds to provide individualized career services, or training services, or both, must give priority to certain customers. Priority is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. The priority is processed daily with WIOA staff utilizing an assessment tool to determine and document the provision of priority service. Priority of service begins when the individual registers for services at the point of entry. Point of entry includes physical locations, such as the AJCs, [www.Jobs4TN.gov](http://www.Jobs4TN.gov), career/job fairs, and mass recruitments. Strategies to provide training services to this targeted population include assessments, career counseling, assignment of an individual success coach, case management, pre-employment services, coordination with the training institution and authorizations for supportive services. For additional details, refer to the Adult Priority of Service Policy in Attachments.

Priority of service can be extended to any covered person in these programs, the covered person *must* be qualified to participate in the program.

- WIOA Adult and Dislocated Worker
- Wagner-Peyser Employment Service
- Trade Act Programs

- National Emergency Grants
- Senior Community Service Employment Programs (SCSEP)
- Migrant and Seasonal Farm Worker Programs
- Indian and Native American Programs
- Job Corps
- WIOA Demonstration Projects
- Labor Market Information Grants
- Career One-Stop Electronic Tools
- Other Internet-based self-service tools operated by DOL programs

Board oversight and the Adult Priority of Service Policy ensures that CSPs will focus efforts on priority populations identify to help meet the negotiated State and Local Performance Measures or Key Performance Indicators.

**G2. Describe how the LWDB will determine priority populations and how to best serve them, along with any other state requirements.**

The priority populations are determined based on the state and local target populations, including residents of rural counties, returning talent. Priorities are established in the Adult Priority of Service Policy that can be found in the Attachments section.

**G3. Describe how the LWDB will focus efforts on priority populations to help meet the negotiated State and Local Performance Measures (Key Performance Indicators)**

Through coordination with the core partners in the One Stop System, ongoing participation in monthly meetings the One Stop Operator will lead efforts to ensure the primary focus remains on priority populations. In addition, all partners will collaborate to maximize funding by avoiding duplication and eliminating unnecessary hurdles for customers needing to access services. Finally, the CSP is contractually required to serve priority populations or individuals with barriers to employment as outlined in Title I of WIOA.

**H. Provide a description of training policies and activities in the local area, including:**

**H1. How local areas will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities.**

One of the functions of the local Board is to facilitate its various business activities. For example, employer engagement requires partners to first work with employers, industry associations, and unions to determine local hiring needs, and then design responsive training programs and services to meet those needs. It also seeks employer commitments to provide work-based learning opportunities adults, dislocated workers, and youth (both ISY and OSY) and to hire program graduates. The Business Services Team works with employers to create a tailored approach that addresses their workforce needs. The team offers employers a full range of services to assist in the development and retention of a quality workforce with a major emphasis on work-based learning. Employers in the local area have been vocal about skills gaps in the workforce. They recognize work-based learning as the ideal model for hands-on learning while simultaneously experience enculturation regarding the employer's expectations and company policies.

The Board continues to provide work-based learning through the OJT, work experience, and IWT programs. Support for RAP may include both WIOA-funded OJT, IWT, and/or ITAs. These activities reinforce the work-based learning model with employers and, as a result, employers are now embracing the model for ongoing utilization to meet training and on-the-job learning needs for newly hired employees. Both ChSCC and CLSCC offer apprenticeship programs. ChSCC is the local area's college-sponsored RAP and expansion of the program continues.

The local Board is a partner in the planned Southeast Building and Construction Workforce Center to be housed in an abandoned elementary school. Funds for rehabilitation and retrofitting are anticipated from EDA, AGC, and Hamilton County. The Building and Construction Center will be the centralized hub for construction in the south east, providing career awareness and guidance, hands-on and classroom training, continuing education, and business support for the construction industry, all in one campus. The Center will be the collision center and connection point for industry leaders, educators, students, and candidates. With industry leading this effort, the intent is to provide the training and curriculum needed in the workforce. The primary training model for the Center will be work-based learning through ChSCC's RAP at TCAT Chattanooga. All occupations in the Center are apprenticeable through the U.S. Department of Labor, Office of Apprenticeship. High school seniors, OSY, adults and dislocated workers will benefit from the Center. These high wage, in-demand middle-skill apprentices will lead to long-term career opportunities and potential career advancement including entrepreneurship. Partners include Hamilton County Government, Associated General Contractors of East Tennessee, and Chattanooga State among many others.

The Center will also provide middle school exposure to Career Pathways. Sixth grade students will participate in a "Toolbox" in-school project, roadshow and mentorships, and touch-a-truck program. Seventh grade students will participate in career fairs, You Science testing, assessed for construction aptitude, and Guidance Counselor outreach. Eighth grade students will participate in student and Guidance Counselor field trip to job sites, Chamber's Career Crunch, and a 4-Week Summer Camp. Ninth and tenth grade students will participate in Career Immersion in the following activities: serve as hub for teachers and students in building and construction related Future Ready Institutes (FRI), leadership assemblies led by industry professionals, participate in project-based learning teams with industry oversight culminating in a school wide showcase and awards program at the Center, Center to offer after-school courses for students at schools without access to shop class, students complete OSHA 10, NCCER Fundamentals in Construction Certification and Applied Construction Math for FRI students and students bound for the Center, and tenth grade students may apply for enrollment in the Construction Academy.

The Center will serve as a best-practice model for the state of Tennessee and will include an application process to attend, dual enrollment through TCAT Chattanooga, work-based learning for all students, students will obtain a minimum of four (4) certifications in construction, students will experience project-based learning, attend Skills USA competition, and the center will serve as the heart of industry networking and connectivity with future employers. Refer to the Construction Center Packet in Attachments for additional information.

Another best practice for the local area is the Bradley County Schools' Partners in Education (PIE) Innovation Center. The PIE Center included in Governor Lee's first proposed state budget in a step to prioritize vocational and STEM education in Tennessee. The \$1,000,000 in proposed funding will be used to retrofit the former American Uniform building located on into a state-of-the-art innovation center that will house business and industry partners, a STEM education center, postsecondary education and

non-profit centers in efforts to support students in career pathways and workforce development. The off-site academy will mimic the German dual Vocational/Training employment model to create a skilled workforce and prepare students to enter careers that provide a living wage.

The PIE Innovation Center will create an innovative student experience through collaboration with business, industry and nonprofit organizations changing learning pathways, providing experiential learning in STEM, embedded work-based learning experiences and promotion of design thinking.

This initiative center will support the Drive to 55 campaign to increase the number of Tennesseans with post-secondary credentials to 55 percent by the year 2025 through the perfect combination of revolutionary high school training, post-secondary/college bearing courses, industry credentialing, and workforce development skills which will bridge the gap between business/ industry and education as well as lead to more college and career ready students.

According to the Drive to 55 Pathways to Postsecondary Report, students engaged in Early Postsecondary Opportunities (EPSOs) are more likely to enroll seamlessly into postsecondary programs and succeed in programming after high school. Advanced Manufacturing classes in the innovation center will provide dual credit, dual enrollment and industry certification linking students to college coursework while in high school.

H2. Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

The Southeast local area uses ITAs to purchase individual training services for the targeted populations in need. By this means, the ITA is established on behalf of a participant, based on services selected by participants and in consultation with the Title I staff. The staff member ensures that the choice for training institutions is solely up to the customer. Customer choice is paramount in customer service delivery and is emphasized frequently in staff trainings.

The services include WIOA-funded and non-WIOA-funded partner training services, such as the following: occupational skills training, including training for non-traditional employment; on-the-job training programs that combine workplace training with related instruction, which may include cooperative education programs; training programs operated by the private sector; skill upgrading and retraining; entrepreneurial training; job-readiness training; adult education and literacy activities in combination with other training; and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

Individuals who meet the eligibility criteria as defined by WIOA are eligible to pursue an Individual Training Account. Approved training services activities must directly prepare the participant for a specific high demand occupation. The East Region and the local area have specific lists of high demand occupations approved by the respective Board and Regional Planning Council.

A state waiver for PY2019 and PY2020 allows for the use of ITAs for in-school Youth who are at-risk to provide work-based learning opportunities, including pre-apprenticeships, and other high-quality occupational training.

The local board recognizes certain exceptions to the use of ITAs. Contracts for services may be used instead of an ITA only when one or more of these exceptions apply (*WIOA Section 134(c)(3)(G)(ii)*). The customer services are:

- OJT, Customized Training, IWT, Transitional jobs;
- Board determines that there are an insufficient number of Eligible Training Providers in the local area to accomplish the purpose of a system of ITAs;
- Board determines that in the area there is a training-services program of demonstrated effectiveness offered by a community-based organization or other private organization to serve individuals with barriers to employment;
- Board determines that the most appropriate training could be provided by an institution of higher education to train multiple individuals for jobs in sector-demanded occupations, provided this does not limit customer choice; or
- Board may consider a pay-for-performance contracts consistent with *20 CFR 683.510*. Please refer to the attached ITA policy for additional information.

A copy of the Individual Training Account Policy is included in the Attachments.

H3. Provide a copy of the local training provider approval policy and procedures. Describe how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers, and jobseekers.

The Southeast local Board has elected to utilize the state's policy for the process, eligibility, application procedures, dissemination of the list, and reporting requirements. The local Board has approved its own Educational Training Provider Appeals Process Policy, and it is included in Attachments.

The Board's standing committee, the Operations Committee reviews each application thoroughly when the institution's program is seeking initially eligible. The criteria, which is included in the policy, are:

- All new programs must have prior authorization by the appropriate State authorizing agency (i.e., Tennessee Higher Education Commission, Tennessee Board of Regents, etc.) before the institution can be added to the ETPL.
- A complete and accurate application
- Proposing in-demand occupational training in the local area
- Number of enrollments compared to number of completers with a credential
- A minimum of two (2) years of performance data
- Forty percent (40%) completion rate
- Seventy percent (70%) employment upon graduation rate

Once the institutions program is approved, each year the program must meet the performance criteria noted above. This rigorous process results in thoughtful, data-driven decisions by the Operations Committee and ensures the providers will meet the needs of employers, employees, and job seekers.

A copy of the state's Eligible Training Provider List Policy is included in Attachments.

H4. Explain how the LWDB has reviewed their eligible training providers to determine if there are enough providers to meet the demand of industry.

The Board and Operations Committee as well as Board staff are in close relations with the educational training providers and employers. The Board works closely with providers and employers to ensure that they are providing in-demand training. Currently, the Board believes that there are an adequate

number of training providers in the local area. There are two community colleges, two TCATs, and one university (UTC) as well as several private colleges and training institutions.

**I. Provide a description of how the LWDB will implement initiatives such as apprenticeships, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of employers in the corresponding region in support of the business service strategy.**

Southeast local area Board staff implement, monitor, and ensure program integrity for IWT and OJT. AJC staff obtain the addendums for OJTs and place eligible participants into the OJT program. In partnership with the training providers, apprenticeships are implemented based on the employer's newly hired employees' training needs. In a previously noted example, WIOA funds can support an employer-based pre-apprenticeship program (Valmont Industries) for high school seniors that leads to a RAP or full-time job placement at the worksite where the training occurred. The employers and training providers recognized work-based learning as the priority model. Board staff engage with the training provider and employer to find ways to fund employer-based training (Tennessee Rand) funded, in part, through IWT and OJT grants. The training provider develops the curriculum that the employer has designed and requested. The IWT grants are allowed to reimburse the instructors wages for related training instruction, and the OJT covers the extraordinary training costs of a newly hired employee. The local area will implement a career pathway model that helps individuals become economically stable and provides employers with skilled talent that meets industry demands. To achieve this, the local workforce area will focus on the following tasks:

- Recruit industry experts, area employers and education/training providers to advise the development of career pathway programs,
- Identify employment tracks appropriate to career pathway work characterized by clear and attainable entry and advancement requirements,
- Recruit employers and local educators as active partners in career pathways development,
- Recruit talent from four priority groups to enroll in career pathway programs: justice-involved individuals, youth including individuals with disabilities transitioning from secondary school to the workforce, Title II program participants; and other individuals prioritized by the local area's Priority of Service Policy,
- Connect local area high schools with employers for development and expansion of internship programs, work experience, or apprenticeships,
- Support expansion of entrepreneurship training delivered by schools, community colleges, and small business development centers to build new pathways for workers whose next career steps may include launching their own business or improving entrepreneurial skills.

The Southeast area will engage Title II, Perkins V, secondary education, postsecondary education, and employers to ensure career pathways initiatives, work-based learning, and Board-approved sector-based strategies play a significant role in workforce development. The local area currently has not identified a business intermediary. The college-sponsored RAP at ChSCC serves as the clearinghouse for meeting employers' apprenticeship needs.

Finally, the CSP is contractually required to place emphasis on improving services to youth with disabilities, promoting career pathways, and increasing attainment of recognized credentials and postsecondary certificates or degrees.



**J. Describe how the Business Services Team is structured and the process of disseminating the service strategy for employers from the LWDB to the team members responsible for implementation.**

The BST works with employers to create a tailored approach that addresses their workforce needs. The team is made up of LVERs, Title I staff, Title III staff, Title IV, and Board staff. The team promotes to employers a full range of services to assist in the development and retention of a quality workforce as well as a tax incentive programs to hire target populations. Employer service delivery includes:

- Access to an extensive talent pool
- A wide range of Human Resource services, such as job description development, wage research, recruitment, pre-hire assessments, qualified job fairs, job postings, and advertising of job orders
- A variety of state and federal programs that provide options for developing a strong, skilled, and educated workforce
- Training that focuses on unique technical labor needs, including: On-the-Job Training (OJT), Incumbent Worker Training (IWT), Work Experience (WEX), Customized Training (CT), Layoff Aversion, and Registered Apprenticeship (RA)
- Work Opportunity Tax Credit
- Federal Bonding Program.

Other allowable activities for the BST include:

- Developing and implementing sector strategies
- Customized assistance or referral for assistance in the development of registered apprenticeship programs
- Developing and delivering innovative workforce investment services and strategies for area employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized post-secondary credentials or other employer use, and other effective initiatives for meeting the workforce investment needs of area employers and workers
- Assistance to area employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, which may include strategies such as early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at risk firms, and the delivery of employment and training activities to address risk factors
- The marketing of business services to appropriate area employers; including small and mid-sized employers
- Assisting employers with accessing local, State and Federal tax credits
- Prepare all documents related to funding requests for companies and participants including writing On-the-Job Training (OJT) and Incumbent Worker Training (IWT) contracts and modifications. The Fiscal and Administrative Entity will be responsible for the reimbursement of all invoices for OJT and IWT directly to the employer. The Fiscal and Administrative Entity will provide any technical assistance to the employer related to contracting and invoicing.

Partnerships with regional economic development agencies, Chambers of Commerce, universities, and technical colleges systems offer the most complete solutions to fulfilling both existing and future employment needs. In addition, the hosting of hiring events and job fairs help businesses and industry sectors to recruit, retain, and develop qualified talent.

**K. Provide a description on the initiatives the LWDB is implementing or will implement to ensure accessibility to programmatic services to rural areas (to include Distressed and At-Risk Counties).**

K1. Provide details on how the LWDB has or will implement new programs to best serve the Rural area (to include Distressed and At-Risk Counties).

The Board seeks to expand services to rural areas by increasing outreach efforts. The board also emphasizes partnerships in these counties to ensure that a range of services are available to the residents. Southeast Tennessee has two distressed counties (Grundy and Bledsoe) and the two at-risk counties (Rhea and Meigs). The local area Adult Priority of Service Policy places eligible residents of these counties in the discretionary fourth priority.

Additionally, the board developed a partnership with Grundy County Mayor, Grundy County Schools, and Chattanooga State Community College (ChSCC) to expand a Welding program utilizing the Governor's ThreeStar funding to improve the High School welding labs which are used to offer high-quality training to Grundy County residents. Recently, a training program was coordinated with Grundy County Sheriff for seven (7) inmates to attend this training. This model serves as a best practice for implementation in other rural counties. Another ThreeStar project in Rhea County in coordination with the Southeast Tennessee Development District, ChSCC and Rhea Economic and Tourism Council to train residents for employment in advanced manufacturing. This project is currently underway.

The board has implemented strategies to ensure accessibility to distressed counties. The Grundy County Mayor provides space for staff to meet with clients and conduct intake and assessments. The City of Pikeville has also provided space for AJC staff to meet with and outreach to customers one day per week in Bledsoe County. Also, the Mobile Career Coach travels to these counties on a regular basis. The COVID-19 pandemic has impacted the ability of staff to safely travel there a meet with customers, but strategies in expanding virtual capabilities and Access Points will allow for increased opportunities in rural communities. Before January 2022, the Board seeks to implement Access Points, including public and high school libraries and other partner agency locations across the ten-county region.

**L. Provide a description on the initiative the LWDB is implementing or will implement to serve individuals who will be re-entering the workforce who were previously incarcerated, or justice involved.**

L1. Provide details on how the LWDB has or will implement new programs to best serve those who were previously incarcerated, or justice involved.

Southeast staff to the Board and American Job Center staff partnered with Chattanooga State to help currently incarcerated individuals obtain training. Title I Career Services Manager worked with Grundy County Jail officials and Chattanooga State staff to enroll 7 individuals currently housed in the Grundy County Jail into a welding class to increase employability in work release and upon release.

The welding certification test for these seven (7) men was scheduled for Monday, 6/8/20, and the instructor reported that all seven (7) inmates successfully earned their welding certificate. The Chattanooga State instructor reports that this is probably the best welding class he has ever had. Marion County Title I staff will work with these justice-involved individuals (JII) to follow their progress. American Job Center staff continue to increase services to JII. Additional opportunities for Grundy County inmates are underway and the Board expects that these services will expand throughout the local area.

As previously noted, Adult Education is providing HiSET test preparation to county jail inmates in most of the county jails in the local area. Details on this initiative are found in the MOU in Attachments.

TRICOR exists to provide occupational and life skills training for Tennessee's incarcerated population through job training, program opportunities, and transitional services designed to assist offenders with a successful reintegration into society. TRICOR operates multiple businesses, including data entry, printing, and manufacturing. TRICOR offers Tennessee's state, county and local governments quality goods and services and competitive pricing. The Southeast local board has a Cooperative Agreement in place with TRICOR. The Cooperative Agreement can be found in Attachments.

Additional initiatives include expanding the Correctional Career Pathways Program in at the Grundy County Detention Center to surrounding county jails in the region. Bledsoe County Jail has a work-release program in place, and plans include AJC staff engagement with the jail to provide WIOA services to those who need supports.

### PERFORMANCE GOALS AND EVALUATION

**A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the LWDA and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system in the LWDA**

The Southeast local workforce Board typically meets or exceeds its negotiated levels of performance and will strive to maintain the designation as a high-performing board. Under WIOA, performance for all customers and state partners are measured under a set of common indicators of performance known as Common Measures. The state's negotiated performance targets for PY20 and PY21 are provided below:

TN Federally Negotiated Performance Indicators PY2020						
Common Measure	Adult	Dislocated Worker	Youth	Adult Education	Wagner-Peyser	Voc. Rehab.
Employment Rate 2 <sup>nd</sup> Quarter after exit	83.5%	82.5%	79.5%	41.0%	66.0%	Baseline
Employment Rate 4 <sup>th</sup> Quarter after exit	83.5%	82.0%	79.0%	42.0%	66.0%	
Median Earnings 2 <sup>nd</sup> Quarter after exit	\$6,650	\$7,000	\$3,300	\$3,300	\$4,700	
Credential Attainment w/in 4 Quarters after exit	59.0%	69.0%	70.0%	30.0%	NA	
Measurable Skills Gains	52.0%	48.0%	45.0%	35.0%	NA	20.0%
Effectiveness in Serving Employers	Baseline					

TN Federally Negotiated Performance Indicators PY2021						
Common Measure	Adult	Dislocated Worker	Youth	Adult Education	Wagner-Peyser	Voc. Rehab.
Employment Rate 2 <sup>nd</sup> Quarter after exit	84.0%	82.5%	80.0%	42.0%	67.0%	Baseline
Employment Rate 4 <sup>th</sup> Quarter after exit	83.5%	82.0%	80.0%	43.0%	67.0%	
Median Earnings 2 <sup>nd</sup> Quarter after exit	\$5,580	\$7,100	\$3,400	\$3,400	\$4,800	
Credential Attainment w/in 4 Quarters after exit	60.0%	70.0%	71.0%	30.0%	NA	
Measurable Skills Gains	53.0%	49.0%	47.0%	36.0%	NA	25.0%
Effectiveness in Serving Employers	Baseline					

In order to remain a high performing workforce Board, the Board has set and communicated the Vision for the workforce system, modeled and managed strategic partnerships that achieve the Vision, and used data and accountability systems to keep the system accountable to the Vision.

**B. Based on the assigned level of responsibility, determined by the RPC, for the LWDB to meet State and Local Performance Measures (Key Performance Indicators), explain how the measures will be monitored and progress will be tracked towards meeting the negotiated measures and how that information will be reported to the LWDB.**

One of the goals of the Board is to ensure performance measures are met. Performance is reported quarterly at the Board meetings; however, Board staff scans for performance on a regular basis both through manual tracking and VOS. The Board staff prepares a Workforce Board Report that is distributed at each quarterly Board meeting containing performance data as well as other information.

## **TECHNICAL REQUIREMENTS, ASSURANCES, AND EVALUATION**

**A. Physical and Programmatic Accessibility – describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. Include specific arrangements that have been implemented to ensure services are accessible to all.**

WIOA is an Equal Employment Opportunity program. The one-stop delivery system provides reasonable accommodations for persons with disabilities and ensures that no individual is excluded, denied services, segregated or treated differently than others due to a lack of accommodations. All AJCs, contractors, and administration staff are expected to meet the needs of customers by ensuring universal access to programs and activities for all eligible individuals. Universal access includes understanding local needs; marketing and outreach; involving community groups and schools; effecting collaboration, including partnerships and linkages; staff training; intake, registration, and orientation; assessments and screenings; and service delivery.

Accessible technologies are available in the American Job Centers. ADA/Accessibility signage is available for accessible parking and at the primary entrance for assistance and information about accessible facilities and services. Zoom Text software is available on computers in the resource center. There is an accessible computer desk with electronic height adjustment to accommodate wheelchair individuals. There is enough clearance in walkways and between tables to allow for wheelchair access. Purple technology is available for individuals with hearing disabilities. Auxiliary aids and services are available upon request to individuals with disabilities. The local area provides access via the TDD/TTY Relay 711.

The one-stop delivery system also provides AVAZA language line interpretive services. Staff at the front desk of the AJCs may present a visual poster to identify the 150 available languages available. Staff is trained on procedures to identify LEP individuals who need language assistance upon entering the AJC. The poster may be presented to determine the language if the language is unknown.

Interpreter services are available by request. Interpreters must demonstrate proficiency and ability to interpret in both English and other language, and the ability to identify consecutive, summary, simultaneous, or sight interpretations. The LWDA will directly pay for interpreter services and payment

will never be expected by the client. Interpreters must certify that interpretations will be accurate and not biased.

The local workforce board seeks to provide access to high-quality workforce services and to prepare individuals with disabilities for competitive integrated employment. The board plans the following service strategies and objectives:

- Annually assess the design and delivery of services, including developing appropriate intake procedures, screening devices, and comprehensive assessments, if necessary,
- Bring together core program staff and key partners' staff, and ensure integrated services and supports,
- Ensure that partner programs connect education, training, workforce, and supportive services to improve employment outcomes for individuals with disabilities and those with special barriers.

## **B. Fiscal Management**

**B1. Identify the entity responsible for the disbursement of grant funds described in WIOA as determined by the chief elected official or the Governor under WIOA.**

The Southeast Tennessee Development District is the Fiscal Agent selected by the Chief Local Elected Official (CLEO), Mayor Jim Coppinger, and has been delegated the responsibility of managing and dispersing WIOA funds.

**B2. Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award sub-grants and contracts for WIOA Title I activities.**

The Purchasing and Property Management Policy and STLWDB Competitive Procurement Process for selection of the One Stop Operator and Service Provider can be found in Attachments.

The Board has a formal, end-to-end procurement process in place that is well controlled to verify that evaluations are performed consistently and by individuals who are competent and knowledgeable. The documented procurement policy (Attached) includes the following: establish an RFP Review Committee and criteria for appointments to the committee, utilize a risk assessment regarding conflict of interest including a process to address the conflict, posting of a Request for Proposal (RFP) to a bidders list representing potential OSO providers in the region, hold a Bidder's Conference Call for clarification, receive proposals, and score and select the proposal with the highest score. The committee uses scoring sheets developed by board staff and the sheets effectively summarize the RFP response requirements, are evaluated based on a consistent scoring range with clear numerical meaning and assign heavier weights to criteria of higher importance which allows the committee to score in a more efficient and meaningful manner. The above-noted procurement process is followed for all procured services/products.

**B3. Describe how the LWDA will meet the required 50 percent minimum participant cost rate (MPCR)**

The Southeast local area consistently meets or exceeds the Minimum Participant Cost Rate (MPCR). The MPCR is determined by the State Workforce Development Board and is the benchmark for the minimum expenditures for services to participants in the local area. The overarching goal of the MPCR is to focus federal resources on serving more individuals in workforce development programs. For details

regarding the procedures for meeting the MPCR requirement, refer to the local area's Minimum Participant Cost Rate (MPCR) Policy in the Attachments.

**C. Budget Information and Supporting Materials**

C1. Provide a detailed budget that lists the sources and uses of Tennessee Department of Labor and Workforce Development (TDLWD) pass-through funds and all non-Federal matching funds.

See Attachments.

C2. Provide a budget narrative that includes a detailed explanation of expenditures by the line items listed on Standard Form 424A. Include purpose of travel and supply/equipment lists and describe expenses in the 'other' line item, if applicable.

See Attachments.

C3. If the budget includes personnel or contractual expenses (cash or in-kind resources), estimate the number of hours/days and hourly rate (or portion of FTE and salary) for the time that is expected to be spent on the proposed project by key personnel, contractors, or consultants.

N/A

C4. If budget includes land or building, provide a MAI appraisal or comparable appraisal.

N/A

C5. Identify each non-TDLWD funding source as federal, state, local, or private. Include a letter of commitment from each funding source that specifies the amount of funds committed and the kind of funds committed (grant, loan, cash, in-kind, etc.).

N/A

C6. Provide a description of leveraged funds to include any fee based and/or revenue generated.

N/A

C7. Provide descriptions of in-kind resources, including the methods used to determine their value.

N/A

C8. Enclose pertinent supporting materials, as applicable. This response should not include form letters.

N/A

**D. Describe a planned or existing approach regarding which local strategies will be financed by the transfer of Title I workforce funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis to transfer funds between adult and dislocated worker funding streams, incumbent worker trainings, and transitional jobs.**

WIOA sec. 133(b)(4) provides the authority for local workforce areas, with approval of the Governor, to expend up to 100 percent of the Adult Activities funds on Dislocated Worker Activities, and up to 100 percent of Dislocated Worker Activities funds on Adult Activities. Thus, the transfer may be up to 100% of the funds. If approved, fund transfers can be utilized to fund any new or existing strategies or services under the adult or dislocated worker and may include work-related support payments (e.g. work experience) OJT, IWT, ITAs, transportation support, and other services.

Fund transfers may be based on a number of considerations such as Jobs4TN/WIRED data and reports identifying targeted populations served or provided outreach, results of marketing and recruiting participants to provide services, recruitment of individuals with long-term job unattachment or those with many barriers to employment, performance data, and current labor market information (e.g. unemployment rates).

The maximum allowable for IWT from adult and dislocation worker allocations is 20%. The STLWDB has approved the transfer of up to 20% for IWT funding provided the utilization of local formula funds would not significantly limit or discontinue individual participant financial support for Individual Training Accounts and Supportive Services.

The STLWDB is not currently using funds for Transitional Jobs activities but is in the process of developing a Transitional Jobs policy to allow for the use of up to 10% of local funds to support transitional jobs activities.

**E. Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities.**

N/A. The “umbrella” MOU is the primary cooperative agreement. The MOU is included in Attachments. The previously noted Cooperative Agreement with TRICOR; however, is also in Attachments.

**F. Provide copies of Title VI trainings to all service providers, One-Stop Operators, and the LWDB.**

Trainings for Vocational Rehabilitation and Title III are completed in Edison, so the copies of the training are not accessible. Copies of Title VI trainings are found in Attachments.

## Southeast Public Comments as of 06.30.2020

<p>7. The plan describes how the one-stop operator was procured.</p> <ul style="list-style-type: none"><li>• No OSO procurement referenced in plan. Procurement section mentioned on page 49 of entire document (p. 11 of MOU)</li><li>• Could not find this in the plan or the MOU. Though the MOU mentioned the following statement: "this information will be amended once the One-Stop Operators have been procured." So maybe they have not been procured yet?</li><li>• Sufficiently addressed on pages 49 and 50 (the MOU attachment)</li><li>• Identifies the responsibilities of the OSO but not the procurement process.</li></ul>
<p>12. The plan provides a description of how the local board will expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.</p> <ul style="list-style-type: none"><li>• 6 to 7</li><li>• While not directly identifying the question, it is covered in the D section of the plan.</li><li>• Plan does not describe improving access to activities which lead to a recognized post-secondary credential</li><li>• C25credential?</li><li>• Work with TBR Institutions</li><li>• see page 18; could have more specific details</li></ul>
<p>63. The plan includes specific information on arrangements that have been implemented to ensure physical and programmatic access to all.</p> <ul style="list-style-type: none"><li>• 33; p. 189 of entire document (Purchasing and Property Management Policy) p. 195 (Competitive Procurement Process)</li><li>• Sufficiently addressed on page 36 and pages 189 and 195 (attached policies)</li><li>• Plan did not include specific arrangement(s) that have been implemented to ensure services are accessible to all. While service strategies and objectives were listed these do not specifically address how they improve access to all.</li></ul>



**MEMORANDUM OF UNDERSTANDING  
BETWEEN**

**AND**

\_\_\_\_\_  
**Individual designated by the Local  
Workforce Board Chair to lead MOU  
negotiations**

\_\_\_\_\_  
**Email address**

\_\_\_\_\_  
**Impartial individual designated by the Local  
Workforce Board Chair to lead annual  
budget negotiations**

\_\_\_\_\_  
**Email address**

<b>1. CONVENING OF THE PARTIES TO MOU (WIOA SEC. 121(C)(1)) (Tennessee MOU/IFA Instructions Page 4)</b>	
<ul style="list-style-type: none"> <li>• <i>List the required partner providing services in the local area</i></li> <li>• <i>List the partner agency providing services of each required partner</i></li> </ul>	
<b>REQUIRED PARTNERS AS PARTIES TO MOU</b>	<b>ENTITY ADMINISTERING PROGRAM TYPED NAME</b>
Title I: Adult, Dislocated Worker, Youth	
Title II: Adult Education and Family Literacy	
Title III: Employment Programs under Wagner-Peyser	
Unemployment Insurance	
Trade Readjustment Assistance (TRA)	
Trade Adjustment Assistance (TAA)	
Job Counseling, Training, Placement Services for Veterans	
Migrant and Seasonal Farmworkers	
Community Services Block Grant (CSBG)	
Senior Community Services Employment Program (SCSEP)	
Second Chance (Reentry)	
Title IV: Rehabilitation Services	
TANF	
<b>Parties to the MOU</b>	<b>NAME</b>
LWDB Chair	
LWDA Chief Local Elected Official	

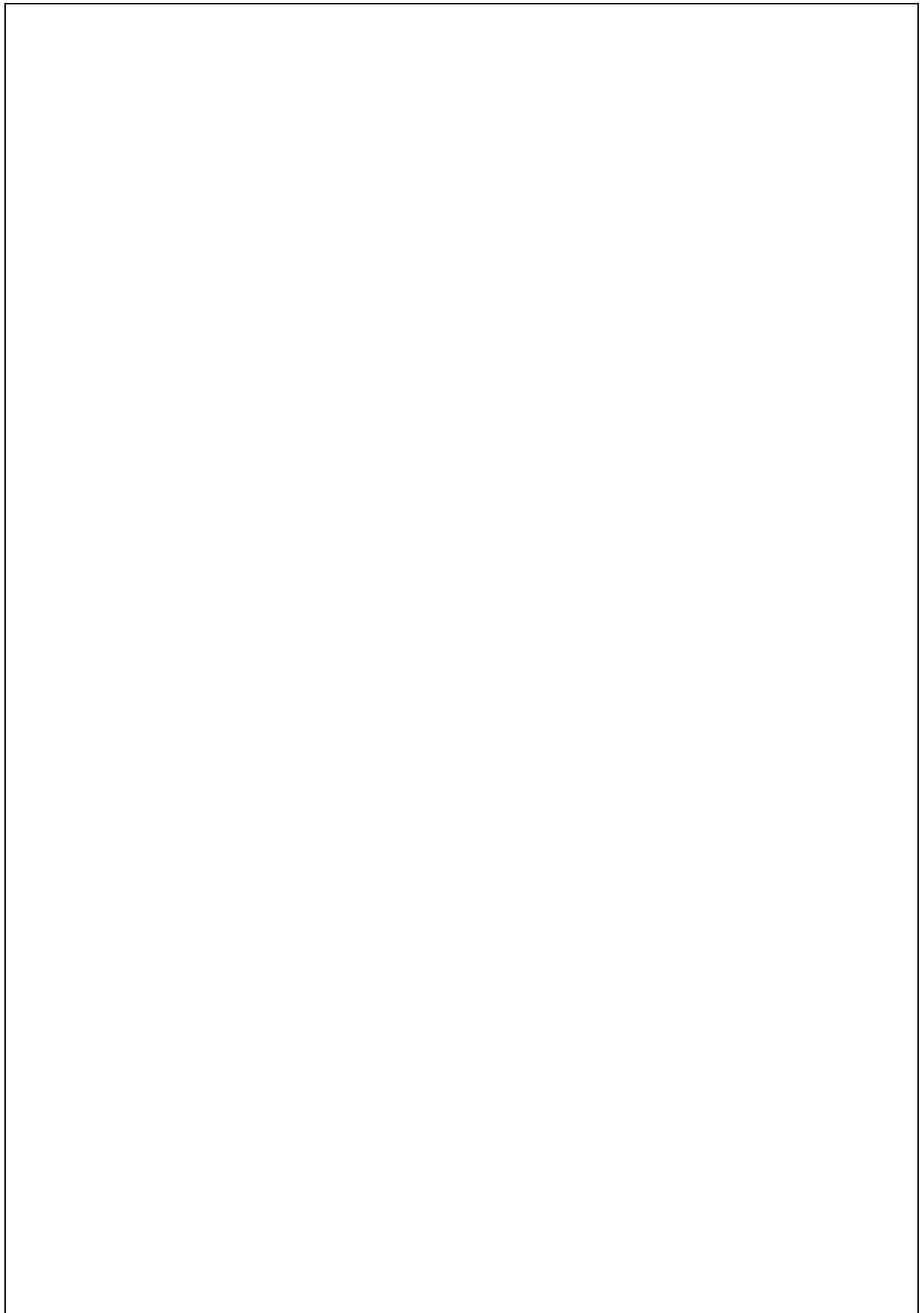
TDLWD Regional Director		
<b>OTHER PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU</b>		<b>IF MARKED YES, ENTITY ADMINISTERING PROGRAM</b>
Department of Human Services	<input type="checkbox"/> Yes <input type="checkbox"/> No	
TCAT/Tennessee Reconnect	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Job Corps	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Youth Build	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Perkins/Post-Secondary Career & Technical Education	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>ADDITIONAL PARTNERS AS PARTIES TO MOU</b>		<b>ENTITY ADMINISTERING PROGRAM</b>

**2. PURPOSE AND SCOPE OF MOU (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.**

- Describe the general purpose and scope of the “umbrella” MOU

**3. VISION FOR THE SYSTEM (Tennessee Combined State Plan Section II(b)) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.**

- *Describe the shared vision and commitment of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor’s Guidelines)*
- *Describe which aspects of the vision are currently in place*
- *Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place*



**4. MOU DEVELOPMENT (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.**

- *Fully describe the process and efforts of the Local Workforce Development Board and required partners to negotiate the MOU*
- *Confirm whether all required partners participated in negotiations*
- *Explain the process to be used if consensus on the MOU is not reached by partners*
- *Please provide dates of partner meetings that specifically discussed the MOU*

**5. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.**

- *Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system*
- *Where applicable list the designated affiliated sites or specialized centers*
- *Define any other operating titles that the local area assigns to each center*
- *Describe how outreach will be conducted in towns in the local area without an AJC*
- *Describe the local area's plans for the Mobile American Job Center*

*Note: The information provided in this section must match the Tennessee Development of Labor and Workforce Development listings*

**6. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (WIOA Sec. 121(c)(2)(A)(i))  
(Final Rules § 678.500(b)(1)) (Tennessee MOU/IFA Instructions Page 5) If additional  
space is needed, please include an attachment referencing this section.**

- Complete a local service matrix (Attachment II) illustrating local methods of service delivery which includes:
  - *Career services to be provided by each required partner in each comprehensive one-stop center*
  - *Other programs and activities to be provided by each required partner*
  - *Method of delivery for each service provided by each required partner (e.g., staff physically present, cross-trained staff, direct linkage technology)*
- In the spaces provided below:
  - *In the introductory paragraph of this section, describe the required partners' combined commitment to integration and "manner in which the services will be coordinated and delivered through the system" (§ 678.500(b)(1))*
  - *In the spaces below designated for each required partner, describe each partner's commitment to coordinated service delivery and explain how the local service matrices illustrate that commitment*
  - *For each required partner below, describe the location(s) at which services of each required partner will be accessible*

Additional partner services information is found in Attachment A

**Title I (Adult, Dislocated Worker and Youth) –**

**Title II (Adult Education and Family Literacy) –**

**Title III (Employment Services under Wagner-Peyser) –**

**Unemployment Insurance (UI) –**

**Job Counseling, Training and Placement Services for Veterans –**



**Trade Readjustment Assistance –**

**Trade Adjustment Assistance (TAA) –**

**Migrant & Seasonal Farmworkers –**

**National Farmworker Jobs Program (NFJP) –**

**Community Service Block Grant (CSBG) –**

**Senior Community Services Employment Program (SCSEP) –**

**Title IV (Rehabilitation Services) –**

**DHS/TANF –**

**Second Chance (Reentry) –**

**HUD Employment and Training Activities –**

**Job Corps –**

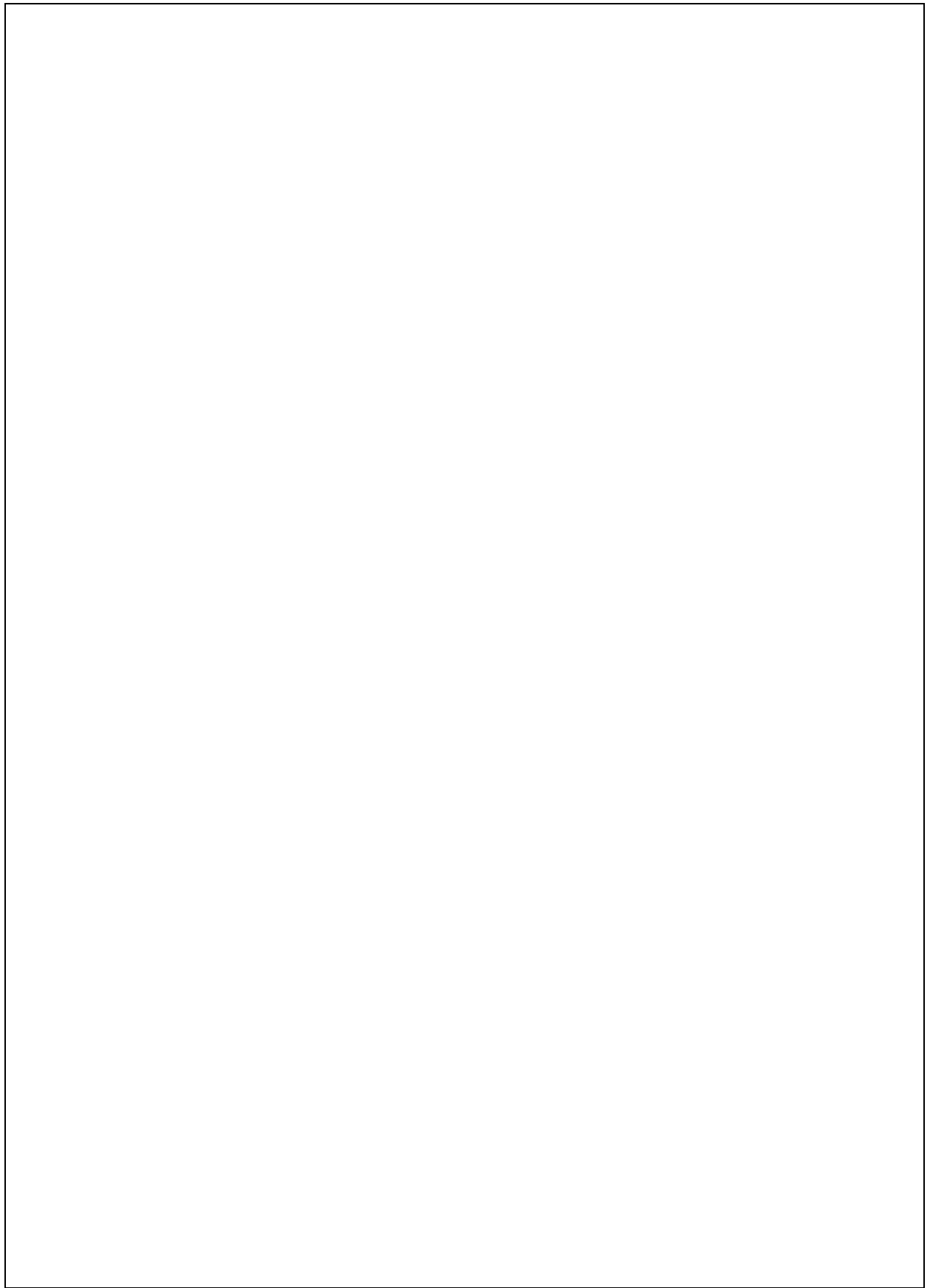
**YouthBuild –**

**Perkins/Post-Secondary Career & Technical Education–**

**TCAT/Tennessee Reconnect–**

**7. PROCUREMENT OF ONE-STOP OPERATOR (Tennessee Memorandum Guidelines for One- Stop Operator Procurement) (Tennessee MOU/IFA Instructions Page 6) If additional space is needed, please include an attachment referencing this section.**

- *Name the procured one-stop operator – (this information will be amended once the One-Stop Operators have been procured). The following bullet points should be explained in this section*
- *Describe the functions and scope of work of the one-stop operator as defined in the Request for Proposal or as planned for the competitive procurement process*
- *Assure that the one-stop operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest*



**8. REFERRAL PROCESS (WIOA Sec. 121 (c)(2)(A)(iii)) (Tennessee MOU/IFA Instructions Page 6). If additional space is needed, please include an attachment referencing this section.**

- *In the spaces provided below, address all of the following:*
  - *In the introductory paragraph of this section, describe local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3))*
  - *In the spaces below designated for each required partner, each partner must list the other programs to which it will make referrals and the method(s) of referral to each partner; for example, in the Title I box, Title I will list all other programs to which it will refer clients and the method(s) of referral for each*
  - *Identify the method of tracking referrals*

*Note: Local areas must be as specific as possible when describing the differences in referral methods between partner programs. DOL has expressed concern about this area in the past.*

Additional referral information can be found in Attachment A

**Title I (Adult, Dislocated Worker and Youth) –**

**Title II (Adult Education and Family Literacy) –**

**Title III (Employment Services under Wagner-Peyser) –**

**Title IV (Rehabilitation Services) –**

**Unemployment Insurance (UI) –**

**Job Counseling, Training and Placement Services for Veterans –**

**Trade Readjustment Assistance –**

**Trade Adjustment Assistance (TAA) –**

**Migrant & Seasonal Farmworkers –**

**National Farmworker Jobs Program (NFJP) –**

**Community Service Block Grant (CSBG) –**

**Senior Community Services Employment Program (SCSEP) –**

**DHS/TANF –**

**Second Chance (Reentry)–**

**HUD Employment and Training Activities –**

**Perkins/Post-Secondary Career & Technical Education–**

**Job Corps –**

**YouthBuild –**

**TCAT/Tennessee Reconnect–**

**9. PHYSICAL ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b) (4)) (Tennessee MOU/IFA Instructions Page 6) If additional space is needed, please include an attachment referencing this section.**

*Describe how—through specific examples and commitments—required partners will assure the physical accessibility of the comprehensive one-stop center(s), including the following:*

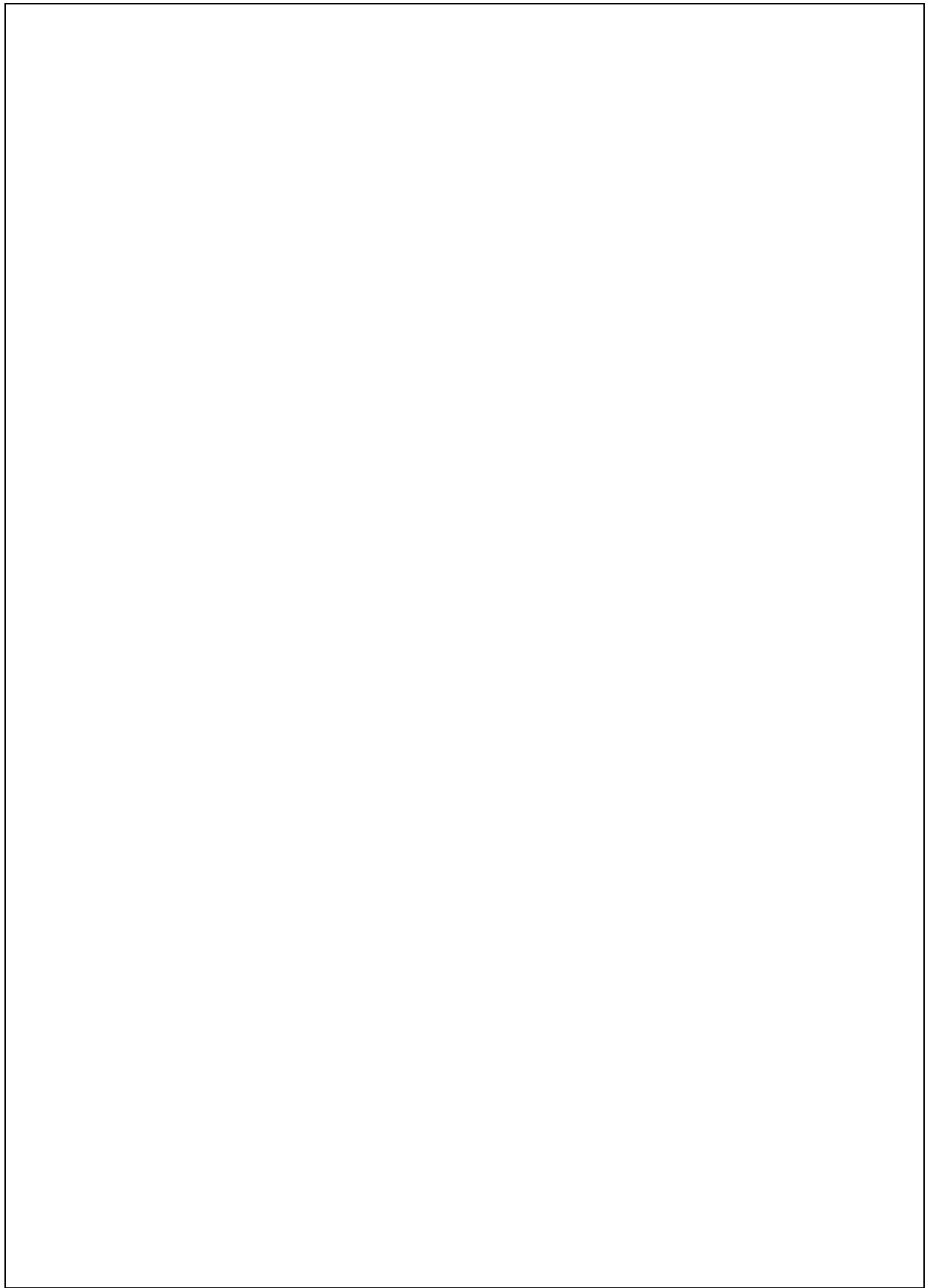
- *The comprehensive one-stop center’s layout supports a culture of inclusiveness*
- *Access to public transportation is available within reasonable walking distance*
- *The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities*



**10. PROGRAMMATIC ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b)(4)) (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.**

- *Describe how the comprehensive one-stop center provides access to all required career services in the most inclusive and appropriate settings for each individual participant*
- *Describe specific arrangements and resources available to assure that individuals with barriers to employment, including individuals with disabilities, can access available services and how outreach will be conducted to these groups (§678.500(b)(4). Include Mobile American Job Center information.*
- *Explain how services will be provided using technology that is actually available and in accordance with the “direct linkage” requirement under WIOA*

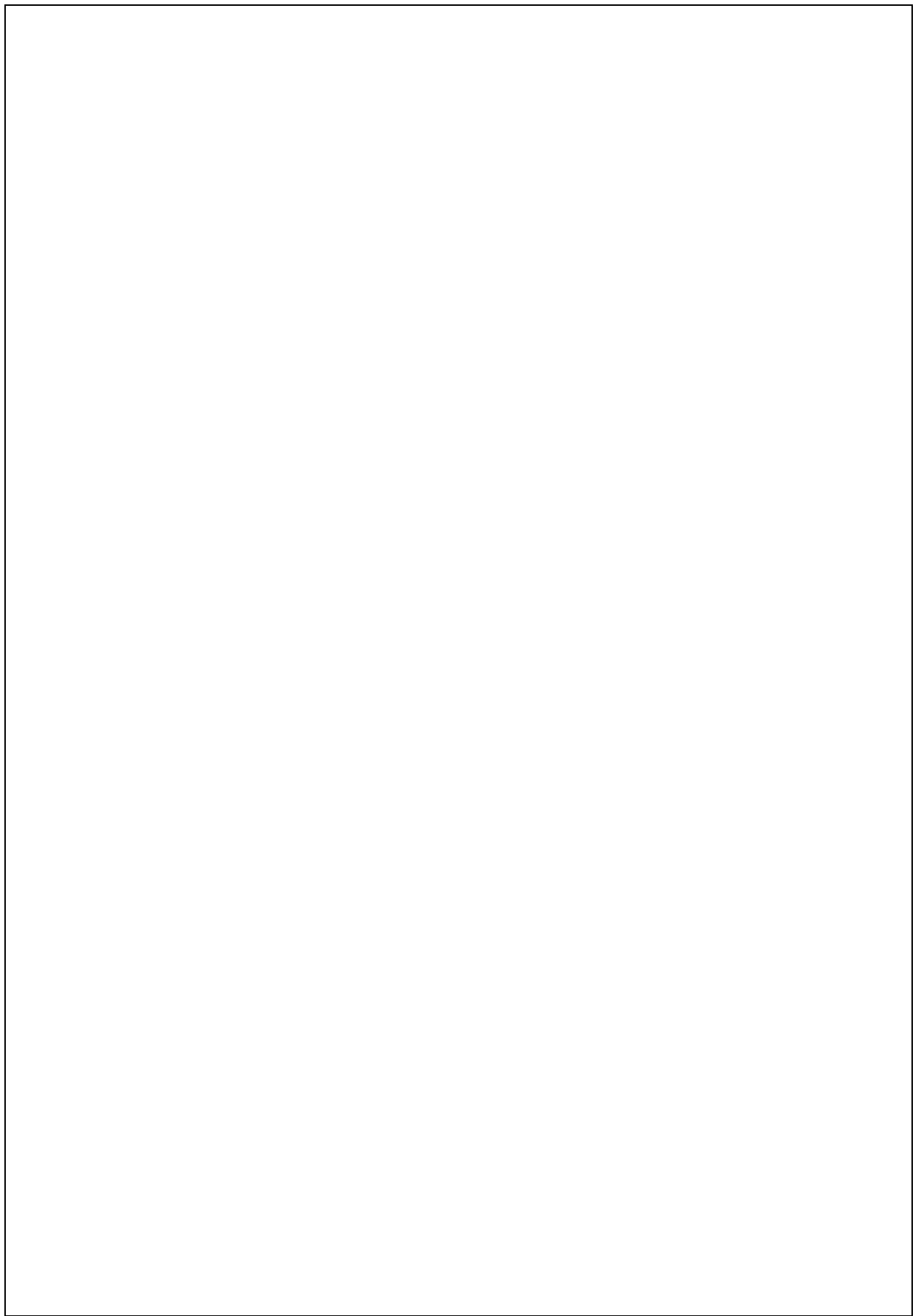
*Note: Provide as much specificity as possible for each partner program*



**11. DATA SHARING AND COLLECTION (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.**

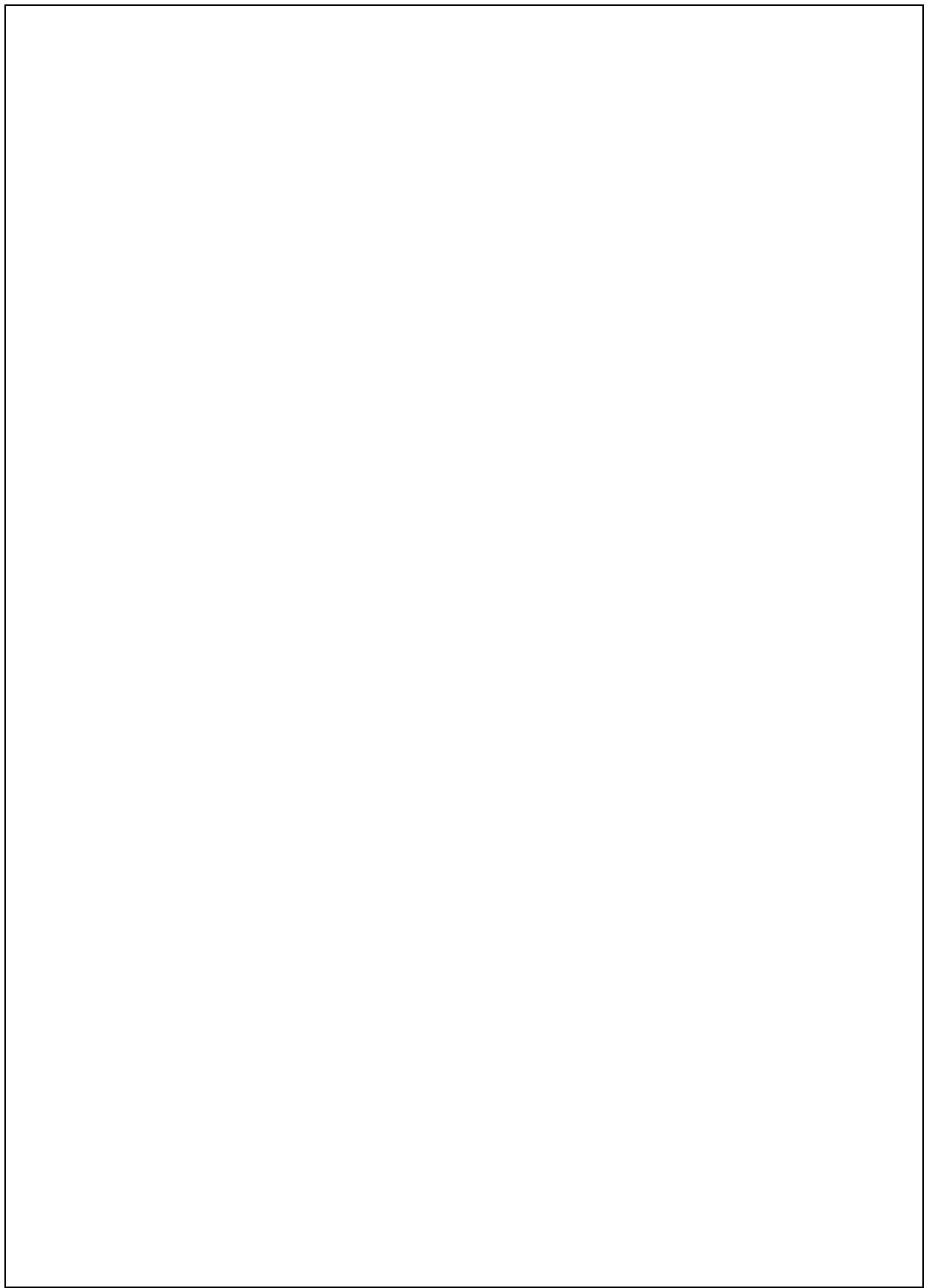
- *Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved*
- *Provide assurances that participants' Personally Identifiable Information (PII) will be kept confidential*
- *In each description, cite specific examples of required partners demonstrating a commitment to integration in the local area*
- *Describe the collection of data across programs*
- *Describe how Jobs4TN will be utilized and incorporated*

*NOTE: Partners are encouraged to seek clarification from their respective core partner state agency and/or data staff*



**12. COST SHARING OF SERVICES (WIOA Sec. 121 (c)(2)(A)(ii)) (WIOA Final Rules §678.755 and §678.760) (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.**

- *To complete this section, see the Individual AJC Budget Template instruction sheet – Attachment IV*
- *For the purposes of this section (12), only provide a narrative explanation of cost sharing services*



**13. DURATION/AMENDMENT/APPEAL PROCEDURES (WIOA Sec. 121 (c)(2)(A)(v)) (WIOA Final Rules §678.500(b) (5)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.**

*Describe the duration of the MOU*

*Describe amendment procedures, including annual negotiation of infrastructure and shared system costs to address the following:*

- *The amount of notice a partner agency must provide the other partners to make amendments*
- *The procedures for informing other partners of the pending amendment*
- *The circumstances under which the local partners agree the MOU must be amended*
- *The procedures for amending the MOU to incorporate the final approved budget on an annual basis*
- *The procedures for terminating the MOU or a specific partner's participation in the MOU*
- *The process for resolving any disputes that evolve after the agreement is reached*
- *The appeals process for any disputes that evolve after the agreement is reached*
- *Process must follow the directives in WIOA678.500(b)(5)*

*NOTE: Ensure the MOU reflects the most recent date as amendments are approved*

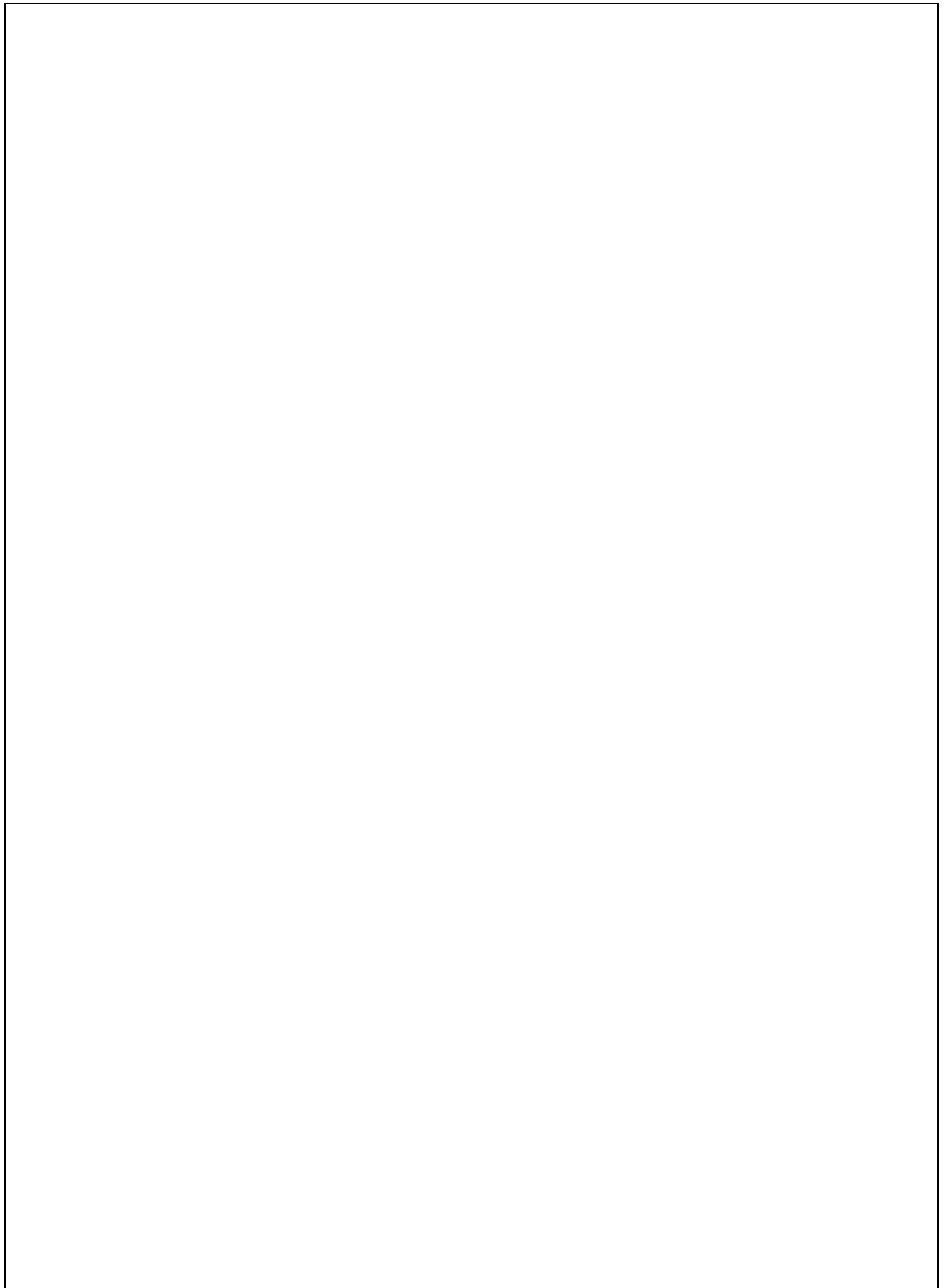
**14. RENEWAL PROVISIONS (WIOA Sec. 121(c)(2)(A)(v)) (WIOA Final Rules §678.500(b)(6)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.**

*Provide the process and timeline in which MOU will be reviewed, including:*

- *Explain the renewal process, which must occur at a minimum of every three years*
- *Describe the required renewal process if substantial changes occur before the MOU's three-year expiration date*

*NOTE: Ensure the MOU reflects the most recent date as renewals are approved*





**15. ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (WIOA Sec. 121(c)(2)(B)) (WIOA Final Rules §678.500(c)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.**

**16. ADDITIONAL PARTNERS (WIOA Sec. 121 (b)(2)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.**

**17. OTHER CONTRIBUTIONS (TEGL 16-16) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.**

- *Describe contributions made to the one-stop system through other avenues, such as donations made by a non-partner entity*
- *Document third party in kind contributions made to supplement the operation of the American Job Center*

**18. NON-DISCRIMINATION & EQUAL OPPORTUNITY (WIOA Section 188) (Tennessee MOU/IFA Instructions Page 9) If additional space is needed, please include an attachment referencing this section**

- *Describe how all partner staff will comply fully with all non-discrimination requirements*

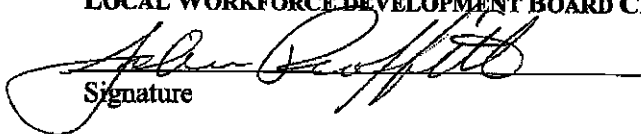
**19. PRIORITY of SERVICE (TDLWD Veteran Priority of Service Policy) (WIOA Section 134 (c)(3)(E) (Tennessee MOU/IFA Instructions Page 9) If additional space is needed, please include an attachment referencing this section**

- *Describe how each partner staff will comply with the priority of service requirements set forth in the Veteran Priority of Service Policy as well as priority of service outlined in WIOA section (c)(3)(E)*

**20. AUTHORITY AND SIGNATURES (WIOA Final Rules §678.500(d)) (Tennessee MOU/IFA Instructions Page 10) If additional space is needed, please include an attachment referencing this section.**

- *Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA*

**LOCAL WORKFORCE DEVELOPMENT BOARD CHAIR**

  
Signature

**John Proffitt**

Printed Name

**LWDB Chair**

Title

Date

**Advanced Energy Services**

Organization

CHIEF LOCAL ELECTED OFFICIAL

Jim Coppinger EW  
Signature

Jim Coppinger  
Printed Name

Hamilton County Mayor  
Title

6-29-2020  
Date

Organization

Hamilton County

**TITLE IB – ADULT, DISLOCATED WORKER, YOUTH**

Beth Jones  
Signature

Beth Jones  
Printed Name

Executive Director  
Title

June 30, 2020  
Date

Southeast Tennessee Development District (Fiscal Agent)  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE IB  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature

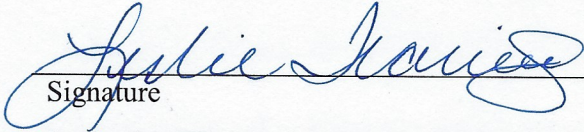
\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

**TITLE II – ADULT EDUCATION AND FAMILY LITERACY**

  
Signature

**Leslie Travis**

Printed Name

**Adult Education Director**

**06/23/2020**

Title

Date

**Tennessee College of Applied Technology**

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE II  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization



**Integrated English Literacy and Civics Education:**

*LaShawn*

---

Signature

---

Printed Name

---

Title

---

Date

---

Organization

HOUSING AND URBAN DEVELOPMENT EMPLOYMENT AND TRAINING ACTIVITIES

Elizabeth F. McCright  
Signature

Elizabeth F. McCright  
Printed Name

Executive Director  
Title

June 23, 2020  
Date

Chattanooga Housing Authority  
Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR HUD EMPLOYMENT & TRAINING  
IF DIFFERENT THAN THE SIGNATORY ABOVE

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

JOB COUNSELING, TRAINING AND PLACEMENT SERVICES FOR VETERANS

Virginia Housley  
Signature

Virginia Housley  
Printed Name

Regional Director  
Title

6-26-2020  
Date

TDLWD  
Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR VETERANS ACTIVITIES  
IF DIFFERENT THAN THE SIGNATORY ABOVE

\_\_\_\_\_  
Signature

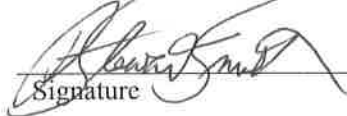
\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

POST-SECONDARY CAREER AND TECHNICAL EDUCATION UNDER PERKINS

  
Signature

**Stewart Smith**

Printed Name

**President**

Title

Date

**TCAT Athens**

Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR POST-SECONDARY PERKINS  
IF DIFFERENT THAN THE SIGNATORY ABOVE

Signature

Printed Name

Title

Date

Organization

**SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM (SCSEP)**

Kimberly Crider  
Signature

Kimberly Crider  
Printed Name

SCSEP Director  
Title

6/23/2020  
Date

Goodwill Chattanooga  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SCSEP  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

**TITLE III – EMPLOYMENT PROGRAMS UNDER WAGNER-PEYSER**

Virginia Housley  
Signature

Virginia Housley  
Printed Name

Regional Director  
Title

6-25-2020  
Date

Tennessee Department of Labor and Workforce Development  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE III – WAGNER-PEYSER  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

**NATIONAL FARMWORKER JOBS PROGRAM**

*Leecia Walker*

Signature

**Leecia Walker**

Printed Name

**Executive Director**

Title

6/23/20

Date

**Tennessee Opportunity Programs, Inc.**

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR NATIONAL FARMWORKER JOBS PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

**TRADE READJUSTMENT ALLOWANCE (TRA)**

Virginia Housley  
Signature

Virginia Housley  
Printed Name

Regional Director  
Title

6-25-2020  
Date

TDLWD  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TRADE READJUSTMENT ACT  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization



**MIGRANT AND SEASONAL FARMWORKER PROGRAM**

Leecia Walker  
Signature

Leecia Walker  
Printed Name

Executive Director  
Title

6/23/20  
Date

Tennessee Opportunity Programs, Inc.  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR MIGRANT AND SEASONAL FARMWORKER PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

TRADE ADJUSTMENT ASSISTANCE (TAA)

Virginia Housley  
Signature

Virginia Housley

Printed Name

Regional Director

Title

6-25-2020

Date

TDLWD

Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TRADE ADJUSTMENT ASSISTANCE  
IF DIFFERENT THAN THE SIGNATORY ABOVE

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

**TITLE IV – REHABILITATION SERVICES**

**Kevin R. Wright** Digitally signed by Kevin R. Wright  
Date: 2020.06.29 14:39:46 -05'00'

Signature

**Director of Operations**

Title

**TDHS Vocational Rehabilitation Program**

Organization

**Kevin R. Wright**

Printed Name

Date

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE IV – REHABILITATION SERVICES  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

**JOB CORPS**

**Vanessa Williams**

Digitally signed by Vanessa Williams  
Date: 2020.06.23 12:35:34 -05'00'

**Vanessa Williams**

Signature

Printed Name

**Center Director**

**06/23/2020**

Title

Date

**Dr. B. L. Hooks Job Corps Center - MINACT, Inc.**

Organization

**JOB CORPS**

Signature

Printed Name

Title

Date

Organization

**21. ATTACHMENTS (Tennessee MOU/IFA Instructions Page 11)**

- **Services Matrix - Attachment II**
- **Individual AJC Budget Template – Attachment III**
- **Individual AJC Budget Instructions – Attachment IV**  
**Attachment V**

BASIC CAREER SERVICES												
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Job Corps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Title I: Adult, Dislocated Worker, Youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title II: Adult Education and Family Literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES**

<b>REQUIRED PARTNERS</b>	<b>Comprehensive and specialized assessments</b>	<b>Development of an individual employment plan</b>	<b>Group counseling</b>	<b>Individual counseling</b>	<b>Career planning</b>	<b>Short-term pre-vocational services</b>	<b>Internships and work experience</b>	<b>Workforce preparation activities</b>	<b>Financial literacy services</b>	<b>Out-of-area job search assistance</b>	<b>English language acquisition</b>	<b>Follow-up services for participants in adult and dislocated worker</b>
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chattanooga Sch. Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X <input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)**

<b>REQUIRED PARTNER</b>	<b>OTHER PROGRAMS AND ACTIVITIES PROVIDED</b>
Title I (Adult, Dislocated Worker, Youth)	
Title II: Adult Education and Family Literacy	
Title III: Employment Programs under Wagner-Peyser	
Title IV: Rehabilitation Services	
Post-secondary Career and Technical Education under Perkins	
Unemployment Insurance	
Job Counseling, Training and Placement Services for Veterans	
Trade Readjustment Allowance (TRA)	
Trade Adjustment Assistance (TAA)	
Migrant and Seasonal Farmworkers	
National Farmworker Jobs Program	
Community Services Block Grant (CSBG)	
Senior Community Services Employment Program (SCSEP)	
TANF	
Second Chance	
Housing and Urban Development Employment and Training Activities	
Job Corps	
YouthBuild	



**SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)**

<b>PROGRAM</b>	<b>SERVICES PROVIDED THROUGH <i>OWN STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i></b>	<b>SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i></b>
Title I (Adult, Dislocated Worker, Youth)		Services:	Services:	Services:
		Partner:	Provider:	Method:
Title II: Adult Education and Family Literacy		Services:	Services:	Services:
		Partner:	Provider:	Method:
Title III: Employment Programs under Wagner-Peyser		Services:	Services:	Services:
		Partner:	Provider:	Method:
Title IV: Rehabilitation Services		Services:	Services:	Services:
		Partner:	Provider:	Method:
Post-secondary Career and Technical Education under Perkins		Services:	Services:	Services:
		Partner:	Provider:	Method:
Unemployment Insurance		Services:	Services:	Services:
		Partner:	Provider:	Method:
Job Counseling, Training and Placement Services for Veterans		Services:	Services:	Services:
		Partner:	Provider:	Method:
Trade Readjustment Allowance (TRA)		Services:	Services:	Services:
		Partner:	Provider:	Method:
Trade Adjustment Assistance (TAA)		Services:	Services:	Services:
		Partner:	Provider:	Method:
Migrant and Seasonal Farmworkers		Services:	Services:	Services:
		Partner:	Provider:	Method:
National Farmworker Jobs Program		Services:	Services:	Services:
		Partner:	Provider:	Method:
Community Services Block Grant (CSBG)		Services:	Services:	Services:
		Partner:	Provider:	Method:
Senior Community Services Employment Program (SCSEP)		Services:	Services:	Services:
		Partner:	Provider:	Method:

<b>PROGRAM</b>	<b>SERVICES PROVIDED THROUGH <i>OWN STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i></b>	<b>SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i></b>
TANF		Services:	Services:	Services:
		Partner:	Provider:	Method:
Second Chance		Services:	Services:	Services:
		Partner:	Provider:	Method:
Housing and Urban Development Employment and Training Activities		Services:	Services:	Services:
		Partner:	Provider:	Method:
Job Corps		Services:	Services:	Services:
		Partner:	Provider:	Method:
YouthBuild		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify):		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify):		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify):		Services:	Services:	Services:
		Partner:	Provider:	Method:

Southeast Budget Attachment

Partner Program & Authorization / Category	Partner Organization	Physically Co-located - Chattanooga	Direct Linkage - Chattanooga	Physically Co-located - Athens	Direct Linkage - Athens	Physically Co-located - Cleveland	Direct Linkage - Cleveland	Physically Co-located - Jasper	Direct Linkage - Jasper	Physically Co-located - Dayton	Direct Linkage - Dayton
WIOA Title I Adult, Youth and Dislocated Worker	Mid Cumberland Human Resources Agency	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	TCAT Athens and Chattanooga School of Language	Yes	N/A	No	Yes	No	Yes	Yes	N/A	No	Yes
WIOA Title III Wagner-Peyser Employment Services (ES), authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), also providing the state's public labor exchange	TN Department of Labor and Workforce Development	Yes	N/A	Yes	N/A	No	Yes	No	Yes	No	Yes
WIOA Title IV State Vocational Rehabilitation program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.)	TNDHS Vocational Rehabilitation Program	Yes	N/A	Yes	N/A	No	Yes	No	Yes	Yes	N/A
Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601et seq.)	TNDHS TANF/ ETSU	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Career & Technical Education Programs, authorized under the Carl D. Perkins Act	Tennessee College of Applied Technology	No	Yes	No	Yes	No	Yes	No	Yes	No	No
Trade Adjustment Assistance (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271et seq.)	TN Department of Labor and Workforce Development	Yes	N/A	Yes	N/A	No	Yes	No	Yes	No	Yes
Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C.	TN Department of Labor and Workforce Development	Yes	N/A	Yes	N/A	No	Yes	No	Yes	No	Yes
Child Support Parent Employment Demonstration (CSPED)	TN Department of Labor and Workforce Development	Yes	N/A	No	Yes	No	Yes	No	Yes	No	No
Unemployment Insurance (UI) programs under state unemployment compensation laws	SE TN Development District	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
	TN Department of Labor and Workforce Development	Yes	N/A	Yes	N/A	No	Yes	No	Yes	No	Yes
TANF- ETSU	ETSU	NO	N/A	No	Yes	No	N/A	No	Yes	No	N/A
	TN Department of Labor and Workforce Development	NO	N/A	No	N/A	No	Yes	No	Yes	No	Yes
Migrant & Seasonal Farmworker Program	Tennessee Opportunity	Yes	N/A	No	Yes	No	Yes	No	Yes	No	Yes
Supplemental Nutrition Assistance Program (SNAP)	SE TN Development District	Yes	N/A	No	Yes	No	Yes	No	Yes	No	Yes
	TN Department of Labor and Workforce Development	Yes	N/A	No	Yes	No	Yes	No	Yes	No	Yes
Job Corps	Job Corps	Yes	N/A	No	Yes	No	Yes	No	Yes	No	No
Father2theFatherless	Father2theFatherless	No	Yes	No	Yes	No	Yes	No	Yes	No	No
Chattanooga Housing Authority	Housing Authorities	No	Yes	No	Yes	No	Yes	No	Yes	No	No
CTE- Post Secondary	TCAT Athens	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Community Services Block Grant	City of Chattanooga	No	Yes	No	No	No	No	No	No	No	No
Tennessee Opportunity Programs	Tennessee Opportunity	No	Yes	No	N/A	No	N/A	No	N/A	Yes	N/A
SCSEP/Goodwill	SCSEP/Goodwill	No	Yes	No	N/A	No	N/A	No	N/A	No	N/A

## Local Workforce Development Area SouthEast

## ONE-STOP OPERATING BUDGET

## American Job Centers - Two Comprehensive Centers &amp; 3 Affiliate Centers

Location	Partner	Cost Category	Cost Pool	Cost Item	Allocation Base	Cost
Chattanooga	WIOA	Infrastructure Costs	Printing	Printing	FTE	\$ 151.87
Chattanooga	WIOA	Infrastructure Costs	Utilities	Utilities	FTE	\$ 5,518.36
Chattanooga	WIOA	Infrastructure Costs	Communications	Communications	FTE	\$ 2,324.86
Chattanooga	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$ 912.86
Chattanooga	WIOA	Infrastructure Costs	Maintenance	Maintenance	FTE	\$ 2,731.32
Chattanooga	WIOA	Infrastructure Costs	Professional Services	Professional Services	FTE	\$ 22,648.84
Chattanooga	WIOA	Additional Costs	OSO	OSO	FTE	\$ 28,261.50
Chattanooga	WIOA	Infrastructure Costs	Supplies	Supplies	FTE	\$ 1,096.05
Chattanooga	WIOA	Infrastructure Costs	Equipment	Equipment	FTE	\$ 3,214.29
Chattanooga	WIOA	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$ 45,107.83
Chattanooga	WIOA	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$ 2,700.17
Chattanooga	TDOL	Infrastructure Costs	Printing	Printing	FTE	\$ 273.38
Chattanooga	TDOL	Infrastructure Costs	Utilities	Utilities	FTE	\$ 9,933.05
Chattanooga	TDOL	Infrastructure Costs	Communications	Communications	FTE	\$ 4,184.74
Chattanooga	TDOL	Infrastructure Costs	Internet	Internet	FTE	\$ 1,643.14
Chattanooga	TDOL	Infrastructure Costs	Maintenance	Maintenance	FTE	\$ 4,916.38
Chattanooga	TDOL	Infrastructure Costs	Professional Services	Professional Services	FTE	\$ 40,767.91
Chattanooga	TDOL	Additional Costs	OSO	OSO	FTE	\$ 50,870.70
Chattanooga	TDOL	Infrastructure Costs	Supplies	Supplies	FTE	\$ 1,972.90
Chattanooga	TDOL	Infrastructure Costs	Equipment	Equipment	FTE	\$ 5,785.71
Chattanooga	TDOL	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$ 81,194.10
Chattanooga	TDOL	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$ 4,860.31
Chattanooga	LVER-1	Infrastructure Costs	Printing	Printing	FTE	\$ 30.38
Chattanooga	LVER-1	Infrastructure Costs	Utilities	Utilities	FTE	\$ 1,103.67
Chattanooga	LVER-1	Infrastructure Costs	Communications	Communications	FTE	\$ 464.97
Chattanooga	LVER-1	Infrastructure Costs	Internet	Internet	FTE	\$ 182.57
Chattanooga	LVER-1	Infrastructure Costs	Maintenance	Maintenance	FTE	\$ 546.26
Chattanooga	LVER-1	Infrastructure Costs	Professional Services	Professional Services	FTE	\$ 4,529.77
Chattanooga	LVER-1	Additional Costs	OSO	OSO	FTE	\$ 5,652.30
Chattanooga	LVER-1	Infrastructure Costs	Supplies	Supplies	FTE	\$ 219.21
Chattanooga	LVER-1	Infrastructure Costs	Equipment	Equipment	FTE	\$ 642.86
Chattanooga	LVER-1	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$ 9,021.57
Chattanooga	LVER-1	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$ 540.03
Chattanooga	DVOP-2	Infrastructure Costs	Printing	Printing	FTE	\$ 60.75
Chattanooga	DVOP-2	Infrastructure Costs	Utilities	Utilities	FTE	\$ 2,207.34
Chattanooga	DVOP-2	Infrastructure Costs	Communications	Communications	FTE	\$ 929.94
Chattanooga	DVOP-2	Infrastructure Costs	Internet	Internet	FTE	\$ 365.14
Chattanooga	DVOP-2	Infrastructure Costs	Maintenance	Maintenance	FTE	\$ 1,092.53
Chattanooga	DVOP-2	Infrastructure Costs	Professional Services	Professional Services	FTE	\$ 9,059.54
Chattanooga	DVOP-2	Additional Costs	OSO	OSO	FTE	\$ 11,304.60
Chattanooga	DVOP-2	Infrastructure Costs	Supplies	Supplies	FTE	\$ 438.42
Chattanooga	DVOP-2	Infrastructure Costs	Equipment	Equipment	FTE	\$ 1,285.71
Chattanooga	DVOP-2	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$ 18,043.13
Chattanooga	DVOP-2	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$ 1,080.07
Chattanooga	VOC REHAB	Infrastructure Costs	Printing	Printing	FTE	\$ 30.37

Chattanooga	VOC REHAB	Infrastructure Costs	Utilities	Utilities	FTE	\$	1,103.67
Chattanooga	VOC REHAB	Infrastructure Costs	Communications	Communications	FTE	\$	464.97
Chattanooga	VOC REHAB	Infrastructure Costs	Internet	Internet	FTE	\$	182.57
Chattanooga	VOC REHAB	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	546.26
Chattanooga	VOC REHAB	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	4,529.77
Chattanooga	VOC REHAB	Additional Costs	OSO	OSO	FTE	\$	5,652.30
Chattanooga	VOC REHAB	Infrastructure Costs	Supplies	Supplies	FTE	\$	219.21
Chattanooga	VOC REHAB	Infrastructure Costs	Equipment	Equipment	FTE	\$	642.86
Chattanooga	VOC REHAB	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	9,021.57
Chattanooga	VOC REHAB	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	540.03
Chattanooga	ADULT ED	Infrastructure Costs	Printing	Printing	FTE	\$	40.50
Chattanooga	ADULT ED	Infrastructure Costs	Utilities	Utilities	FTE	\$	1,471.56
Chattanooga	ADULT ED	Infrastructure Costs	Communications	Communications	FTE	\$	619.96
Chattanooga	ADULT ED	Infrastructure Costs	Internet	Internet	FTE	\$	243.43
Chattanooga	ADULT ED	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	728.35
Chattanooga	ADULT ED	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	6,039.69
Chattanooga	ADULT ED	Additional Costs	OSO	OSO	FTE	\$	7,536.40
Chattanooga	ADULT ED	Infrastructure Costs	Supplies	Supplies	FTE	\$	292.28
Chattanooga	ADULT ED	Infrastructure Costs	Equipment	Equipment	FTE	\$	857.14
Chattanooga	ADULT ED	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	12,028.76
Chattanooga	ADULT ED	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	720.05
Chattanooga	Job Corp	Infrastructure Costs	Printing	Printing	FTE	\$	91.13
Chattanooga	Job Corp	Infrastructure Costs	Utilities	Utilities	FTE	\$	3,311.02
Chattanooga	Job Corp	Infrastructure Costs	Communications	Communications	FTE	\$	1,394.91
Chattanooga	Job Corp	Infrastructure Costs	Internet	Internet	FTE	\$	547.71
Chattanooga	Job Corp	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	1,638.79
Chattanooga	Job Corp	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	13,589.30
Chattanooga	Job Corp	Additional Costs	OSO	OSO	FTE	\$	16,956.90
Chattanooga	Job Corp	Infrastructure Costs	Supplies	Supplies	FTE	\$	657.63
Chattanooga	Job Corp	Infrastructure Costs	Equipment	Equipment	FTE	\$	1,928.57
Chattanooga	Job Corp	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	27,064.70
Chattanooga	Job Corp	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	1,620.10
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Printing	Printing	FTE	\$	30.37
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Utilities	Utilities	FTE	\$	1,103.67
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Communications	Communications	FTE	\$	464.97
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Internet	Internet	FTE	\$	182.57
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	546.26
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	4,529.77
Chattanooga	Job Corp-Muhlen	Additional Costs	OSO	OSO	FTE	\$	5,652.30
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Supplies	Supplies	FTE	\$	219.21
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Equipment	Equipment	FTE	\$	642.86
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	9,021.57
Chattanooga	Job Corp-Muhlen	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	540.03
Athens	WIOA	Infrastructure Costs	Printing	Printing	FTE	\$	235.57
Athens	WIOA	Infrastructure Costs	Utilities	Utilities	FTE	\$	4,064.72
Athens	WIOA	Infrastructure Costs	Communications	Communications	FTE	\$	2,368.63
Athens	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$	829.20
Athens	WIOA	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	1,593.39
Athens	WIOA	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	3,030.65

Athens	WIOA	Additional Costs	OSO	OSO	FTE	\$	11,287.72
Athens	WIOA	Infrastructure Costs	Supplies	Supplies	FTE	\$	326.75
Athens	WIOA	Infrastructure Costs	Equipment	Equipment	FTE	\$	2,167.63
Athens	WIOA	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	17,952.49
Athens	WIOA	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	1,093.59
Athens	TDOL	Infrastructure Costs	Printing	Printing	FTE	\$	471.13
Athens	TDOL	Infrastructure Costs	Utilities	Utilities	FTE	\$	8,129.45
Athens	TDOL	Infrastructure Costs	Communications	Communications	FTE	\$	4,737.25
Athens	TDOL	Infrastructure Costs	Internet	Internet	FTE	\$	1,658.40
Athens	TDOL	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	3,186.78
Athens	TDOL	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	6,061.29
Athens	TDOL	Additional Costs	OSO	OSO	FTE	\$	22,575.43
Athens	TDOL	Infrastructure Costs	Supplies	Supplies	FTE	\$	653.50
Athens	TDOL	Infrastructure Costs	Equipment	Equipment	FTE	\$	4,335.26
Athens	TDOL	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	35,904.97
Athens	TDOL	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	2,187.17
Athens	LVER-1	Infrastructure Costs	Printing	Printing	FTE	\$	117.78
Athens	LVER-1	Infrastructure Costs	Utilities	Utilities	FTE	\$	2,032.36
Athens	LVER-1	Infrastructure Costs	Communications	Communications	FTE	\$	1,184.31
Athens	LVER-1	Infrastructure Costs	Internet	Internet	FTE	\$	414.60
Athens	LVER-1	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	796.70
Athens	LVER-1	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	1,515.32
Athens	LVER-1	Additional Costs	OSO	OSO	FTE	\$	5,643.86
Athens	LVER-1	Infrastructure Costs	Supplies	Supplies	FTE	\$	163.37
Athens	LVER-1	Infrastructure Costs	Equipment	Equipment	FTE	\$	1,083.82
Athens	LVER-1	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	8,976.24
Athens	LVER-1	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	546.79
Athens	DVOP-2	Infrastructure Costs	Printing	Printing	FTE	\$	117.78
Athens	DVOP-2	Infrastructure Costs	Utilities	Utilities	FTE	\$	2,032.36
Athens	DVOP-2	Infrastructure Costs	Communications	Communications	FTE	\$	1,184.31
Athens	DVOP-2	Infrastructure Costs	Internet	Internet	FTE	\$	414.60
Athens	DVOP-2	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	796.70
Athens	DVOP-2	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	1,515.32
Athens	DVOP-2	Additional Costs	OSO	OSO	FTE	\$	5,643.86
Athens	DVOP-2	Infrastructure Costs	Supplies	Supplies	FTE	\$	163.37
Athens	DVOP-2	Infrastructure Costs	Equipment	Equipment	FTE	\$	1,083.82
Athens	DVOP-2	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	8,976.24
Athens	DVOP-2	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	546.79
Athens	VOC REHAB	Infrastructure Costs	Printing	Printing	FTE	\$	65.96
Athens	VOC REHAB	Infrastructure Costs	Utilities	Utilities	FTE	\$	1,138.12
Athens	VOC REHAB	Infrastructure Costs	Communications	Communications	FTE	\$	663.22
Athens	VOC REHAB	Infrastructure Costs	Internet	Internet	FTE	\$	232.18
Athens	VOC REHAB	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	446.15
Athens	VOC REHAB	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	848.58
Athens	VOC REHAB	Additional Costs	OSO	OSO	FTE	\$	3,160.56
Athens	VOC REHAB	Infrastructure Costs	Supplies	Supplies	FTE	\$	91.49
Athens	VOC REHAB	Infrastructure Costs	Equipment	Equipment	FTE	\$	606.94
Athens	VOC REHAB	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	5,026.70
Athens	VOC REHAB	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	306.20
Athens	ADULT ED	Infrastructure Costs	Printing	Printing	FTE	\$	78.52
Athens	ADULT ED	Infrastructure Costs	Utilities	Utilities	FTE	\$	1,354.91

Athens	ADULT ED	Infrastructure Costs	Communications	Communications	FTE	\$	789.54
Athens	ADULT ED	Infrastructure Costs	Internet	Internet	FTE	\$	276.40
Athens	ADULT ED	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	531.13
Athens	ADULT ED	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	1,010.22
Athens	ADULT ED	Additional Costs	OSO	OSO	FTE	\$	3,762.57
Athens	ADULT ED	Infrastructure Costs	Supplies	Supplies	FTE	\$	108.92
Athens	ADULT ED	Infrastructure Costs	Equipment	Equipment	FTE	\$	722.54
Athens	ADULT ED	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	5,984.16
Athens	ADULT ED	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	364.53
Dayton	WIOA	Infrastructure Costs	Communications	Communications	FTE	\$	2,275.93
Dayton	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$	1,185.48
Dayton	WIOA	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	4,171.35
Dayton	WIOA	Additional Costs	OSO	OSO	FTE	\$	15,346.01
Dayton	WIOA	Infrastructure Costs	Supplies	Supplies	FTE	\$	535.84
Dayton	WIOA	Infrastructure Costs	Equipment	Equipment	FTE	\$	4,516.85
Dayton	WIOA	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	11,856.74
Dayton	WIOA	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	4,096.77
Dayton	RESEA TITLE 1	Infrastructure Costs	Communications	Communications	FTE	\$	271.75
Dayton	RESEA TITLE 1	Infrastructure Costs	Internet	Internet	FTE	\$	141.55
Dayton	RESEA TITLE 1	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	498.07
Dayton	RESEA TITLE 1	Additional Costs	OSO	OSO	FTE	\$	1,832.36
Dayton	RESEA TITLE 1	Infrastructure Costs	Supplies	Supplies	FTE	\$	63.98
Dayton	RESEA TITLE 1	Infrastructure Costs	Equipment	Equipment	FTE	\$	539.33
Dayton	RESEA TITLE 1	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	1,415.73
Dayton	RESEA TITLE 1	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	489.17
Dayton	VOC REHAB	Infrastructure Costs	Communications	Communications	FTE	\$	475.57
Dayton	VOC REHAB	Infrastructure Costs	Internet	Internet	FTE	\$	247.71
Dayton	VOC REHAB	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	871.63
Dayton	VOC REHAB	Additional Costs	OSO	OSO	FTE	\$	3,206.63
Dayton	VOC REHAB	Infrastructure Costs	Supplies	Supplies	FTE	\$	111.97
Dayton	VOC REHAB	Infrastructure Costs	Equipment	Equipment	FTE	\$	943.82
Dayton	VOC REHAB	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	2,477.53
Dayton	VOC REHAB	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	856.04
Cleveland	WIOA	Infrastructure Costs	Printing	Printing	FTE	\$	742.29
Cleveland	WIOA	Infrastructure Costs	Communications	Communications	FTE	\$	0.00
Cleveland	WIOA	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	3,869.19
Cleveland	WIOA	Additional Costs	OSO	OSO	FTE	\$	10,194.30
Cleveland	WIOA	Infrastructure Costs	Supplies	Supplies	FTE	\$	2,334.69
Cleveland	WIOA	Infrastructure Costs	Equipment	Equipment	FTE	\$	4,500.00
Cleveland	WIOA	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	16,065.04
Cleveland	WIOA	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	4,964.17
Cleveland	RESEA TITLE 1	Infrastructure Costs	Printing	Printing	FTE	\$	82.48
Cleveland	RESEA TITLE 1	Infrastructure Costs	Communications	Communications	FTE	\$	0.00
Cleveland	RESEA TITLE 1	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	429.91
Cleveland	RESEA TITLE 1	Additional Costs	OSO	OSO	FTE	\$	1,132.70
Cleveland	RESEA TITLE 1	Infrastructure Costs	Supplies	Supplies	FTE	\$	259.41
Cleveland	RESEA TITLE 1	Infrastructure Costs	Equipment	Equipment	FTE	\$	500.00
Cleveland	RESEA TITLE 1	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	1,785.00
Cleveland	RESEA TITLE 1	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	551.57
Jasper	WIOA	Infrastructure Costs	Communications	Communications	FTE	\$	2,218.68
Jasper	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$	831.32
Jasper	WIOA	Infrastructure Costs	Maintenance	Maintenance	FTE	\$	781.20
Jasper	WIOA	Infrastructure Costs	Professional Services	Professional Services	FTE	\$	4,805.73
Jasper	WIOA	Additional Costs	OSO	OSO	FTE	\$	11,327.00
Jasper	WIOA	Infrastructure Costs	Supplies	Supplies	FTE	\$	1,493.77

Jasper	WIOA	Infrastructure Costs	Equipment	Equipment	FTE	\$	5,000.00
Jasper	WIOA	Infrastructure Costs	Lease/Rent	Lease/Rent	FTE	\$	3,150.00
Jasper	WIOA	Infrastructure Costs	Copier Rental	Copier Rental	FTE	\$	3,072.28
Chattanooga	WIOA	Shared Direct	M/R & Services	Equipment M/R	Shared-Direct	\$	8,000.00
Chattanooga	WIOA	Shared Direct	Supplies & Furniture	Supplies, Equipment & Furniture	Shared-Direct	\$	2,500.00
Chattanooga	WIOA	Shared Direct	Dues & Subscriptions	Dues & Subscriptions	Shared-Direct	\$	1,400.00
Chattanooga	WIOA	Shared Direct	Communications	Postage	Shared-Direct	\$	400.00
Chattanooga	WIOA	Shared Direct	Subcontracter	Subcontracter	Shared-Direct	\$	673,650.00
Chattanooga	WIOA	Shared Direct	Participant Costs	Insurance	Shared-Direct	\$	500.00
Chattanooga	WIOA	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	841,500.00
Chattanooga	AE	Shared Direct	Salaries	AE Staff	Shared-Direct	\$	59,887.28
Chattanooga	AE	Shared Direct	Benefits	AE Staff	Shared-Direct	\$	4,925.80
Chattanooga	AE	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$	500.00
Chattanooga	Alien Labor	Shared Direct	Benefits	401K Match	Shared-Direct	\$	32.57
Chattanooga	Alien Labor	Shared Direct	Benefits	FICA	Shared-Direct	\$	116.72
Chattanooga	Alien Labor	Shared Direct	Benefits	Group Life Insurance	Shared-Direct	\$	3.05
Chattanooga	Alien Labor	Shared Direct	Benefits	Health Insurance	Shared-Direct	\$	440.15
Chattanooga	Alien Labor	Shared Direct	Benefits	Medicare FICA	Shared-Direct	\$	27.35
Chattanooga	Alien Labor	Shared Direct	Benefits	OPEB Normal Cost	Shared-Direct	\$	64.54
Chattanooga	Alien Labor	Shared Direct	Benefits	Retirement	Shared-Direct	\$	385.78
Chattanooga	Alien Labor	Shared Direct	Communications	Internet Access Fees to Vendor	Shared-Direct	\$	1.20
Chattanooga	Alien Labor	Shared Direct	Communications	Telecommunications	Shared-Direct	\$	14.83
Chattanooga	Alien Labor	Shared Direct	Data Processing	Rent Lease Data Process Equip	Shared-Direct	\$	10.80
Chattanooga	Alien Labor	Shared Direct	Indirect Costs	Indirect cost charges	Shared-Direct	\$	458.19
Chattanooga	Alien Labor	Shared Direct	Maintenance	Other Maint & Srvcs Bld NonSt	Shared-Direct	\$	11.47
Chattanooga	Alien Labor	Shared Direct	Printing	Printing by Vendors	Shared-Direct	\$	(1.03)
Chattanooga	Alien Labor	Shared Direct	Professional Services	Data processing Services	Shared-Direct	\$	12.00
Chattanooga	Alien Labor	Shared Direct	Professional Services	Telephone Billing	Shared-Direct	\$	47.21
Chattanooga	Alien Labor	Shared Direct	Rentals	Rent Lease Reproduction Equip	Shared-Direct	\$	15.65
Chattanooga	Alien Labor	Shared Direct	Rentals	Rent or Lease Bldgs from NonSt	Shared-Direct	\$	159.38
Chattanooga	Alien Labor	Shared Direct	Salaries	Annual Leave	Shared-Direct	\$	8.21
Chattanooga	Alien Labor	Shared Direct	Salaries	Holiday Special With Pay	Shared-Direct	\$	13.14
Chattanooga	Alien Labor	Shared Direct	Salaries	Longevity	Shared-Direct	\$	5.79
Chattanooga	Alien Labor	Shared Direct	Salaries	Rgr Hours Worked	Shared-Direct	\$	1,928.04
Chattanooga	Alien Labor	Shared Direct	Salaries	Sick Leave	Shared-Direct	\$	8.61
Chattanooga	Alien Labor	Shared Direct	Supplies	Office Supplies & Furniture	Shared-Direct	\$	5.54
Chattanooga	Alien Labor	Shared Direct	Third Party Professional	Document Destruction Srvcs	Shared-Direct	\$	0.82
Chattanooga	Alien Labor	Shared Direct	Third Party Professional	Gen Business Consulting Srvcs	Shared-Direct	\$	210.24
Chattanooga	Alien Labor	Shared Direct	Travel	In-State Meals/allowances	Shared-Direct	\$	3.39
Chattanooga	Alien Labor	Shared Direct	Travel	In-State Mileage	Shared-Direct	\$	15.55
Chattanooga	Alien Labor	Shared Direct	Travel	In-State Travel Other	Shared-Direct	\$	0.07
Chattanooga	Alien Labor	Shared Direct	Travel	Out of State Meals	Shared-Direct	\$	0.26
Chattanooga	Alien Labor	Shared Direct	Travel	Out-of-State Lodging	Shared-Direct	\$	0.81
Chattanooga	Alien Labor	Shared Direct	Travel	Out-of-State Mileage	Shared-Direct	\$	0.45



Chattanooga	Alien Labor	Shared Direct	Travel	Out-of-State-Travel Other	Shared-Direct	\$	0.09
Chattanooga	Alien Labor	Shared Direct	Utilities	Electricity	Shared-Direct	\$	26.18
Chattanooga	RESEA	Shared Direct	Benefits	401k- Hybrid Plan Reg Earn	Shared-Direct	\$	124.79
Chattanooga	RESEA	Shared Direct	Benefits	401K Match	Shared-Direct	\$	487.65
Chattanooga	RESEA	Shared Direct	Benefits	FICA	Shared-Direct	\$	2,024.75
Chattanooga	RESEA	Shared Direct	Benefits	Group Life Insurance	Shared-Direct	\$	43.29
Chattanooga	RESEA	Shared Direct	Benefits	Health Insurance	Shared-Direct	\$	15,617.39
Chattanooga	RESEA	Shared Direct	Benefits	Medicare FICA	Shared-Direct	\$	473.47
Chattanooga	RESEA	Shared Direct	Benefits	OPEB Normal Cost	Shared-Direct	\$	848.63
Chattanooga	RESEA	Shared Direct	Benefits	Retirement	Shared-Direct	\$	6,846.88
Chattanooga	RESEA	Shared Direct	Benefits	Retirement Hybrid Plan	Shared-Direct	\$	32.47
Chattanooga	RESEA	Shared Direct	Communications	Internet Access Fees to Vendor	Shared-Direct	\$	28.20
Chattanooga	RESEA	Shared Direct	Communications	Postal Charges	Shared-Direct	\$	0.29
Chattanooga	RESEA	Shared Direct	Communications	Telecommunications	Shared-Direct	\$	487.23
Chattanooga	RESEA	Shared Direct	Data Processing	Rent Lease Data Process Equip	Shared-Direct	\$	132.29
Chattanooga	RESEA	Shared Direct	Indirect Costs	Indirect cost charges	Shared-Direct	\$	9,543.60
Chattanooga	RESEA	Shared Direct	Maintenance	Other Maint & Srvcs Bld NonSt	Shared-Direct	\$	379.39
Chattanooga	RESEA	Shared Direct	Printing	Printing by Vendors	Shared-Direct	\$	104.23
Chattanooga	RESEA	Shared Direct	Professional Services	Data processing Services	Shared-Direct	\$	254.42
Chattanooga	RESEA	Shared Direct	Professional Services	Telephone Billing	Shared-Direct	\$	944.64
Chattanooga	RESEA	Shared Direct	Rentals	Rent Lease Reproduction Equip	Shared-Direct	\$	478.03
Chattanooga	RESEA	Shared Direct	Rentals	Rent or Lease Bldgs from NonSt	Shared-Direct	\$	6,336.41
Chattanooga	RESEA	Shared Direct	Salaries	Annual Leave	Shared-Direct	\$	215.45
Chattanooga	RESEA	Shared Direct	Salaries	Holiday Special With Pay	Shared-Direct	\$	451.20
Chattanooga	RESEA	Shared Direct	Salaries	Longevity	Shared-Direct	\$	3,883.58
Chattanooga	RESEA	Shared Direct	Salaries	Rgr Hours Worked	Shared-Direct	\$	31,960.70
Chattanooga	RESEA	Shared Direct	Salaries	Sick Leave	Shared-Direct	\$	192.18
Chattanooga	RESEA	Shared Direct	Supplies	Office Supplies & Furniture	Shared-Direct	\$	384.10
Chattanooga	RESEA	Shared Direct	Third Party Professional	Document Destruction Srvcs	Shared-Direct	\$	18.45
Chattanooga	RESEA	Shared Direct	Third Party Professional	Gen Business Consulting Srvcs	Shared-Direct	\$	6,689.79
Chattanooga	RESEA	Shared Direct	Travel	In-State Meals/allowances	Shared-Direct	\$	89.49
Chattanooga	RESEA	Shared Direct	Travel	In-State Mileage	Shared-Direct	\$	316.18
Chattanooga	RESEA	Shared Direct	Travel	In-State Travel Other	Shared-Direct	\$	2.35
Chattanooga	RESEA	Shared Direct	Travel	Out of State Meals	Shared-Direct	\$	25.05
Chattanooga	RESEA	Shared Direct	Travel	Out-of-State Lodging	Shared-Direct	\$	76.10
Chattanooga	RESEA	Shared Direct	Travel	Out-of-State Mileage	Shared-Direct	\$	43.01
Chattanooga	RESEA	Shared Direct	Travel	Out-of-State-Travel Other	Shared-Direct	\$	8.79
Chattanooga	RESEA	Shared Direct	Utilities	Electricity	Shared-Direct	\$	830.74
Chattanooga	SNAP	Shared Direct	Benefits	401k- Hybrid Plan Reg Earn	Shared-Direct	\$	467.33
Chattanooga	SNAP	Shared Direct	Benefits	401K Match	Shared-Direct	\$	221.33
Chattanooga	SNAP	Shared Direct	Benefits	FICA	Shared-Direct	\$	1,158.09
Chattanooga	SNAP	Shared Direct	Benefits	Group Life Insurance	Shared-Direct	\$	29.75
Chattanooga	SNAP	Shared Direct	Benefits	Health Insurance	Shared-Direct	\$	7,717.60
Chattanooga	SNAP	Shared Direct	Benefits	Medicare FICA	Shared-Direct	\$	270.85

Chattanooga	SNAP	Shared Direct	Benefits	OPEB Normal Cost	Shared-Direct	\$	362.63
Chattanooga	SNAP	Shared Direct	Benefits	Retirement	Shared-Direct	\$	2,722.18
Chattanooga	SNAP	Shared Direct	Benefits	Retirement Hybrid Plan	Shared-Direct	\$	118.15
Chattanooga	SNAP	Shared Direct	Communications	Internet Access Fees to Vendor	Shared-Direct	\$	13.66
Chattanooga	SNAP	Shared Direct	Communications	Postal Charges	Shared-Direct	\$	0.05
Chattanooga	SNAP	Shared Direct	Communications	Telecommunications	Shared-Direct	\$	228.17
Chattanooga	SNAP	Shared Direct	Data Processing	Rent Lease Data Process Equip	Shared-Direct	\$	76.56
Chattanooga	SNAP	Shared Direct	Indirect Costs	Indirect cost charges	Shared-Direct	\$	2,380.84
Chattanooga	SNAP	Shared Direct	Maintenance	Other Maint & Srvcs Bld NonSt	Shared-Direct	\$	173.04
Chattanooga	SNAP	Shared Direct	Printing	Printing by Vendors	Shared-Direct	\$	(13.97)
Chattanooga	SNAP	Shared Direct	Professional Services	Data processing Services	Shared-Direct	\$	166.90
Chattanooga	SNAP	Shared Direct	Professional Services	Telephone Billing	Shared-Direct	\$	582.45
Chattanooga	SNAP	Shared Direct	Rentals	Rent Lease Reproduction Equip	Shared-Direct	\$	228.51
Chattanooga	SNAP	Shared Direct	Rentals	Rent or Lease Bldgs from NonSt	Shared-Direct	\$	2,419.54
Chattanooga	SNAP	Shared Direct	Salaries	Annual Leave	Shared-Direct	\$	132.15
Chattanooga	SNAP	Shared Direct	Salaries	Holiday Special With Pay	Shared-Direct	\$	2,229.39
Chattanooga	SNAP	Shared Direct	Salaries	Longevity	Shared-Direct	\$	110.82
Chattanooga	SNAP	Shared Direct	Salaries	Rgr Hours Worked	Shared-Direct	\$	18,029.72
Chattanooga	SNAP	Shared Direct	Salaries	Sick Leave	Shared-Direct	\$	171.48
Chattanooga	SNAP	Shared Direct	Supplies	Office Supplies & Furniture	Shared-Direct	\$	76.63
Chattanooga	SNAP	Shared Direct	Third Party Professional	Document Destruction Srvcs	Shared-Direct	\$	11.35
Chattanooga	SNAP	Shared Direct	Third Party Professional	Gen Business Consulting Srvcs	Shared-Direct	\$	3,179.07
Chattanooga	SNAP	Shared Direct	Travel	In-State Meals/allowances	Shared-Direct	\$	370.82
Chattanooga	SNAP	Shared Direct	Travel	In-State Mileage	Shared-Direct	\$	1,250.02
Chattanooga	SNAP	Shared Direct	Travel	In-State Travel Other	Shared-Direct	\$	1.73
Chattanooga	SNAP	Shared Direct	Travel	Out of State Meals	Shared-Direct	\$	19.59
Chattanooga	SNAP	Shared Direct	Travel	Out-of-State Lodging	Shared-Direct	\$	59.54
Chattanooga	SNAP	Shared Direct	Travel	Out-of-State Mileage	Shared-Direct	\$	33.65
Chattanooga	SNAP	Shared Direct	Travel	Out-of-State-Travel Other	Shared-Direct	\$	6.89
Chattanooga	SNAP	Shared Direct	Utilities	Electricity	Shared-Direct	\$	395.06
Chattanooga	TAA	Shared Direct	Benefits	401k- Hybrid Plan Reg Earn	Shared-Direct	\$	146.26
Chattanooga	TAA	Shared Direct	Benefits	401K Match	Shared-Direct	\$	67.36
Chattanooga	TAA	Shared Direct	Benefits	FICA	Shared-Direct	\$	387.17
Chattanooga	TAA	Shared Direct	Benefits	Group Life Insurance	Shared-Direct	\$	9.73
Chattanooga	TAA	Shared Direct	Benefits	Health Insurance	Shared-Direct	\$	1,434.63
Chattanooga	TAA	Shared Direct	Benefits	Medicare FICA	Shared-Direct	\$	90.48
Chattanooga	TAA	Shared Direct	Benefits	OPEB Normal Cost	Shared-Direct	\$	116.77
Chattanooga	TAA	Shared Direct	Benefits	Retirement	Shared-Direct	\$	861.02
Chattanooga	TAA	Shared Direct	Benefits	Retirement Hybrid Plan	Shared-Direct	\$	36.16
Chattanooga	TAA	Shared Direct	Communications	Internet Access Fees to Vendor	Shared-Direct	\$	4.61
Chattanooga	TAA	Shared Direct	Communications	Postal Charges	Shared-Direct	\$	0.02
Chattanooga	TAA	Shared Direct	Communications	Telecommunications	Shared-Direct	\$	72.63
Chattanooga	TAA	Shared Direct	Data Processing	Rent Lease Data Process Equip	Shared-Direct	\$	17.26
Chattanooga	TAA	Shared Direct	Indirect Costs	Indirect cost charges	Shared-Direct	\$	1,461.43

Chattanooga	TAA	Shared Direct	Maintenance	Other Maint & Srvcs Bld NonSt	Shared-Direct	\$	55.29
Chattanooga	TAA	Shared Direct	Printing	Printing by Vendors	Shared-Direct	\$	(4.41)
Chattanooga	TAA	Shared Direct	Professional Services	Data processing Services	Shared-Direct	\$	54.57
Chattanooga	TAA	Shared Direct	Professional Services	Telephone Billing	Shared-Direct	\$	173.90
Chattanooga	TAA	Shared Direct	Rentals	Rent Lease Reproduction Equip	Shared-Direct	\$	73.42
Chattanooga	TAA	Shared Direct	Rentals	Rent or Lease Bldgs from NonSt	Shared-Direct	\$	773.26
Chattanooga	TAA	Shared Direct	Salaries	Annual Leave	Shared-Direct	\$	508.32
Chattanooga	TAA	Shared Direct	Salaries	Holiday Special With Pay	Shared-Direct	\$	35.58
Chattanooga	TAA	Shared Direct	Salaries	Longevity	Shared-Direct	\$	157.70
Chattanooga	TAA	Shared Direct	Salaries	Rgr Hours Worked	Shared-Direct	\$	5,789.68
Chattanooga	TAA	Shared Direct	Salaries	Sick Leave	Shared-Direct	\$	38.09
Chattanooga	TAA	Shared Direct	Supplies	Office Supplies & Furniture	Shared-Direct	\$	118.06
Chattanooga	TAA	Shared Direct	Third Party Professional	Document Destruction Srvcs	Shared-Direct	\$	3.63
Chattanooga	TAA	Shared Direct	Third Party Professional	Gen Business Consulting Srvcs	Shared-Direct	\$	1,014.98
Chattanooga	TAA	Shared Direct	Travel	In-State Meals/allowances	Shared-Direct	\$	18.48
Chattanooga	TAA	Shared Direct	Travel	In-State Mileage	Shared-Direct	\$	61.70
Chattanooga	TAA	Shared Direct	Travel	In-State Travel Other	Shared-Direct	\$	0.62
Chattanooga	TAA	Shared Direct	Travel	Out of State Meals	Shared-Direct	\$	4.49
Chattanooga	TAA	Shared Direct	Travel	Out-of-State Lodging	Shared-Direct	\$	13.61
Chattanooga	TAA	Shared Direct	Travel	Out-of-State Mileage	Shared-Direct	\$	7.70
Chattanooga	TAA	Shared Direct	Travel	Out-of-State-Travel Other	Shared-Direct	\$	1.58
Chattanooga	TAA	Shared Direct	Utilities	Electricity	Shared-Direct	\$	126.19
Chattanooga	VETS	Shared Direct	Benefits	401k- Hybrid Plan Reg Earn	Shared-Direct	\$	5,066.53
Chattanooga	VETS	Shared Direct	Benefits	401K Match	Shared-Direct	\$	95.16
Chattanooga	VETS	Shared Direct	Benefits	FICA	Shared-Direct	\$	6,076.25
Chattanooga	VETS	Shared Direct	Benefits	Group Life Insurance	Shared-Direct	\$	148.63
Chattanooga	VETS	Shared Direct	Benefits	Health Insurance	Shared-Direct	\$	8,783.99
Chattanooga	VETS	Shared Direct	Benefits	Intrdprtmntl Ee Benefit Dstbtn	Shared-Direct	\$	179.95
Chattanooga	VETS	Shared Direct	Benefits	Medicare FICA	Shared-Direct	\$	1,421.06
Chattanooga	VETS	Shared Direct	Benefits	OPEB Normal Cost	Shared-Direct	\$	155.66
Chattanooga	VETS	Shared Direct	Benefits	Retirement	Shared-Direct	\$	2,056.45
Chattanooga	VETS	Shared Direct	Benefits	Retirement Hybrid Plan	Shared-Direct	\$	1,557.18
Chattanooga	VETS	Shared Direct	Communications	Internet Access Fees to Vendor	Shared-Direct	\$	169.30
Chattanooga	VETS	Shared Direct	Communications	Postal Charges	Shared-Direct	\$	0.29
Chattanooga	VETS	Shared Direct	Communications	Telecommunications	Shared-Direct	\$	2,668.44
Chattanooga	VETS	Shared Direct	Data Processing	Rent Lease Data Process Equip	Shared-Direct	\$	358.68
Chattanooga	VETS	Shared Direct	Indirect Costs	Indirect cost charges	Shared-Direct	\$	19,217.33
Chattanooga	VETS	Shared Direct	Maintenance	Other Maint & Srvcs Bld NonSt	Shared-Direct	\$	2,296.90
Chattanooga	VETS	Shared Direct	Printing	Printing by Vendors	Shared-Direct	\$	16.15
Chattanooga	VETS	Shared Direct	Professional Services	Data processing Services	Shared-Direct	\$	870.46
Chattanooga	VETS	Shared Direct	Professional Services	Telephone Billing	Shared-Direct	\$	2,856.17
Chattanooga	VETS	Shared Direct	Rentals	Rent Lease Reproduction Equip	Shared-Direct	\$	2,721.57
Chattanooga	VETS	Shared Direct	Rentals	Rent or Lease Bldgs from NonSt	Shared-Direct	\$	33,723.45
Chattanooga	VETS	Shared Direct	Salaries	Annual Leave	Shared-Direct	\$	4,138.12

Chattanooga	VETS	Shared Direct	Salaries	Holiday Special With Pay	Shared-Direct	\$	6,450.62
Chattanooga	VETS	Shared Direct	Salaries	Interdepartmental Salary	Shared-Direct	\$	1,251.37
Chattanooga	VETS	Shared Direct	Salaries	Longevity	Shared-Direct	\$	676.98
Chattanooga	VETS	Shared Direct	Salaries	Rgr Hours Worked	Shared-Direct	\$	86,878.11
Chattanooga	VETS	Shared Direct	Salaries	Sick Leave	Shared-Direct	\$	2,330.61
Chattanooga	VETS	Shared Direct	Supplies	Office Supplies & Furniture	Shared-Direct	\$	1,163.18
Chattanooga	VETS	Shared Direct	Third Party Professional	Document Destruction Srvcs	Shared-Direct	\$	54.89
Chattanooga	VETS	Shared Direct	Third Party Professional	Gen Business Consulting Srvcs	Shared-Direct	\$	36,603.55
Chattanooga	VETS	Shared Direct	Travel	In-State Lodging/allowances	Shared-Direct	\$	301.56
Chattanooga	VETS	Shared Direct	Travel	In-State Meals/allowances	Shared-Direct	\$	1,096.68
Chattanooga	VETS	Shared Direct	Travel	In-State Mileage	Shared-Direct	\$	7,405.37
Chattanooga	VETS	Shared Direct	Travel	In-State Travel Other	Shared-Direct	\$	42.77
Chattanooga	VETS	Shared Direct	Travel	Out of State Meals	Shared-Direct	\$	263.98
Chattanooga	VETS	Shared Direct	Travel	Out-of-State Lodging	Shared-Direct	\$	208.27
Chattanooga	VETS	Shared Direct	Travel	Out-of-State Mileage	Shared-Direct	\$	122.55
Chattanooga	VETS	Shared Direct	Travel	Out-of-State-Travel Other	Shared-Direct	\$	101.23
Chattanooga	VETS	Shared Direct	Utilities	Electricity	Shared-Direct	\$	5,108.35
Chattanooga	Wagner Peyser	Shared Direct	Benefits	401k- Hybrid Plan Reg Earn	Shared-Direct	\$	4,015.07
Chattanooga	Wagner Peyser	Shared Direct	Benefits	401K Match	Shared-Direct	\$	2,286.80
Chattanooga	Wagner Peyser	Shared Direct	Benefits	FICA	Shared-Direct	\$	14,579.81
Chattanooga	Wagner Peyser	Shared Direct	Benefits	Group Life Insurance	Shared-Direct	\$	270.45
Chattanooga	Wagner Peyser	Shared Direct	Benefits	Health Insurance	Shared-Direct	\$	46,755.45
Chattanooga	Wagner Peyser	Shared Direct	Benefits	Intrdprtmntl Ee Benefit Dstbtn	Shared-Direct	\$	265.96
Chattanooga	Wagner Peyser	Shared Direct	Benefits	Medicare FICA	Shared-Direct	\$	3,409.76
Chattanooga	Wagner Peyser	Shared Direct	Benefits	OPEB Normal Cost	Shared-Direct	\$	4,420.80
Chattanooga	Wagner Peyser	Shared Direct	Benefits	Retirement	Shared-Direct	\$	34,929.68
Chattanooga	Wagner Peyser	Shared Direct	Benefits	Retirement Hybrid Plan	Shared-Direct	\$	1,128.20
Chattanooga	Wagner Peyser	Shared Direct	Communications	Freight and Express Charges	Shared-Direct	\$	14.19
Chattanooga	Wagner Peyser	Shared Direct	Communications	Internet Access Fees to Vendor	Shared-Direct	\$	175.75
Chattanooga	Wagner Peyser	Shared Direct	Communications	Postal Charges	Shared-Direct	\$	1.87
Chattanooga	Wagner Peyser	Shared Direct	Communications	Telecommunications	Shared-Direct	\$	1,880.31
Chattanooga	Wagner Peyser	Shared Direct	Data Processing	Rent Lease Data Process Equip	Shared-Direct	\$	772.94
Chattanooga	Wagner Peyser	Shared Direct	Indirect Costs	Indirect cost charges	Shared-Direct	\$	54,127.38
Chattanooga	Wagner Peyser	Shared Direct	Maintenance	Other Maint & Srvcs Bld NonSt	Shared-Direct	\$	1,476.72
Chattanooga	Wagner Peyser	Shared Direct	Printing	Printing by Vendors	Shared-Direct	\$	(100.97)
Chattanooga	Wagner Peyser	Shared Direct	Professional Services	Data processing Services	Shared-Direct	\$	1,995.51
Chattanooga	Wagner Peyser	Shared Direct	Professional Services	Printing & Reproduction by St	Shared-Direct	\$	115.11
Chattanooga	Wagner Peyser	Shared Direct	Professional Services	Telephone Billing	Shared-Direct	\$	6,184.58
Chattanooga	Wagner Peyser	Shared Direct	Rentals	Rent Lease Reproduction Equip	Shared-Direct	\$	2,045.33
Chattanooga	Wagner Peyser	Shared Direct	Rentals	Rent or Lease Bldgs from NonSt	Shared-Direct	\$	20,713.34
Chattanooga	Wagner Peyser	Shared Direct	Salaries	Annual Leave	Shared-Direct	\$	13,610.68
Chattanooga	Wagner Peyser	Shared Direct	Salaries	Compensatory Leave	Shared-Direct	\$	20.50
Chattanooga	Wagner Peyser	Shared Direct	Salaries	Holiday Special With Pay	Shared-Direct	\$	15,048.23
Chattanooga	Wagner Peyser	Shared Direct	Salaries	Holiday Terminal Leave	Shared-Direct	\$	968.57

Chattanooga	Wagner Peyser	Shared Direct	Salaries	Interdepartmental Salary	Shared-Direct	\$	198.76
Chattanooga	Wagner Peyser	Shared Direct	Salaries	Longevity	Shared-Direct	\$	5,498.19
Chattanooga	Wagner Peyser	Shared Direct	Salaries	Rgr Hours Worked	Shared-Direct	\$	180,395.94
Chattanooga	Wagner Peyser	Shared Direct	Salaries	Sick Leave	Shared-Direct	\$	10,925.27
Chattanooga	Wagner Peyser	Shared Direct	Salaries	Terminal Leave	Shared-Direct	\$	19,731.30
Chattanooga	Wagner Peyser	Shared Direct	Supplies	Office Supplies & Furniture	Shared-Direct	\$	1,093.78
Chattanooga	Wagner Peyser	Shared Direct	Third Party Professional	Document Destruction Srvcs	Shared-Direct	\$	108.62
Chattanooga	Wagner Peyser	Shared Direct	Third Party Professional	Gen Business Consulting Srvcs	Shared-Direct	\$	26,928.51
Chattanooga	Wagner Peyser	Shared Direct	Third Party Professional	Interpreting Services	Shared-Direct	\$	51.86
Chattanooga	Wagner Peyser	Shared Direct	Travel	In-State Lodging/allowances	Shared-Direct	\$	593.14
Chattanooga	Wagner Peyser	Shared Direct	Travel	In-State Meals/allowances	Shared-Direct	\$	1,440.74
Chattanooga	Wagner Peyser	Shared Direct	Travel	In-State Mileage	Shared-Direct	\$	3,200.23
Chattanooga	Wagner Peyser	Shared Direct	Travel	In-State Travel Other	Shared-Direct	\$	16.30
Chattanooga	Wagner Peyser	Shared Direct	Travel	Out of State Meals	Shared-Direct	\$	106.46
Chattanooga	Wagner Peyser	Shared Direct	Travel	Out-of-State Lodging	Shared-Direct	\$	323.28
Chattanooga	Wagner Peyser	Shared Direct	Travel	Out-of-State Mileage	Shared-Direct	\$	182.78
Chattanooga	Wagner Peyser	Shared Direct	Travel	Out-of-State-Travel Other	Shared-Direct	\$	37.39
Chattanooga	Wagner Peyser	Shared Direct	Utilities	Electricity	Shared-Direct	\$	3,358.89
Chattanooga	VR	Shared Direct	Salaries	VR Staff	Shared-Direct	\$	33,300.00
Chattanooga	VR	Shared Direct	Benefits	VR Staff	Shared-Direct	\$	11,300.00
Chattanooga	VR	Shared Direct	Travel	VR Staff	Shared-Direct	\$	958.00
Chattanooga	VR	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$	2,450.00
Athens	WIOA	Shared Direct	M/R & Services	Equipment M/R	Shared-Direct	\$	7,000.00
Athens	WIOA	Shared Direct	Supplies & Furniture	Supplies, Equipment & Furniture	Shared-Direct	\$	2,000.00
Athens	WIOA	Shared Direct	Janitorial, Security & Bldg M/R	Contract Services, M/R Bldg	Shared-Direct	\$	1,000.00
Athens	WIOA	Shared Direct	Dues & Subscriptions	Dues & Subscriptions	Shared-Direct	\$	800.00
Athens	WIOA	Shared Direct	Communications	Postage	Shared-Direct	\$	250.00
Athens	WIOA	Shared Direct	Subcontracter	Subcontracter	Shared-Direct	\$	299,400.00
Athens	WIOA	Shared Direct	Participant Costs	Insurance	Shared-Direct	\$	250.00
Athens	WIOA	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	374,000.00
Athens	AE	Shared Direct	Salaries	AE Staff	Shared-Direct	\$	21,129.11
Athens	AE	Shared Direct	Benefits	AE Staff	Shared-Direct	\$	1,691.89
Athens	AE	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$	250.00
Athens	RESEA	Shared Direct	Salaries	RESEA Staff	Shared-Direct	\$	23,356.08
Athens	RESEA	Shared Direct	Benefits	RESEA Staff	Shared-Direct	\$	8,894.28
Athens	RESEA	Shared Direct	Travel	RESEA Staff	Shared-Direct	\$	201.50
Athens	RESEA	Shared Direct	Utilities & Fuel	Utilities	Shared-Direct	\$	461.17
Athens	RESEA	Shared Direct	Communications	Phone, Int., Printing, Pub., Postage & Fax	Shared-Direct	\$	297.20
Athens	RESEA	Shared Direct	M/R & Services	M/R & Services	Shared-Direct	\$	51.24
Athens	RESEA	Shared Direct	Prof Svcs & 3rd Party	Prof Svcs & 3rd Party	Shared-Direct	\$	312.57
Athens	RESEA	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$	266.45
Athens	RESEA	Shared Direct	Rentals & Insurance	Rentals & Insurance	Shared-Direct	\$	1,721.69
Athens	RESEA	Shared Direct	IT/ Data Processing	IT/ Data Processing	Shared-Direct	\$	32.79
Athens	RESEA	Shared Direct	Prof. Svcs State	Prof. Svcs State	Shared-Direct	\$	399.10
Athens	RESEA	Shared Direct	Indirect	RESEA Staff	Shared-Direct	\$	3,459.95
Athens	TAA	Shared Direct	Salaries	TAA Staff	Shared-Direct	\$	6,742.20
Athens	TAA	Shared Direct	Benefits	TAA Staff	Shared-Direct	\$	2,951.04
Athens	TAA	Shared Direct	Travel	TAA Staff	Shared-Direct	\$	1,287.68
Athens	TAA	Shared Direct	Utilities & Fuel	Utilities	Shared-Direct	\$	276.99

Athens	TAA	Shared Direct	Communications	Phone, Int., Printing, Pub., Postage & Fax	Shared-Direct	\$	178.51
Athens	TAA	Shared Direct	M/R & Services	M/R & Services	Shared-Direct	\$	30.78
Athens	TAA	Shared Direct	Prof Svcs & 3rd Party	Prof Svcs & 3rd Party	Shared-Direct	\$	187.74
Athens	TAA	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$	160.04
Athens	TAA	Shared Direct	Rentals & Insurance	Rentals & Insurance	Shared-Direct	\$	1,034.10
Athens	TAA	Shared Direct	IT/ Data Processing	IT/ Data Processing	Shared-Direct	\$	19.70
Athens	TAA	Shared Direct	Prof. Svcs State	Prof. Svcs State	Shared-Direct	\$	211.44
Athens	TAA	Shared Direct	Indirect	TAA Staff	Shared-Direct	\$	1,763.84
Athens	Vets	Shared Direct	Salaries	Vets Staff	Shared-Direct	\$	60,534.60
Athens	Vets	Shared Direct	Benefits	Vets Staff	Shared-Direct	\$	21,765.36
Athens	Vets	Shared Direct	Travel	Vets Staff	Shared-Direct	\$	3,775.76
Athens	Vets	Shared Direct	Utilities & Fuel	Utilities	Shared-Direct	\$	4,598.71
Athens	Vets	Shared Direct	Communications	Phone, Int., Printing, Pub., Postage & Fax	Shared-Direct	\$	2,963.62
Athens	Vets	Shared Direct	M/R & Services	M/R & Services	Shared-Direct	\$	510.97
Athens	Vets	Shared Direct	Prof Svcs & 3rd Party	Prof Svcs & 3rd Party	Shared-Direct	\$	3,116.91
Athens	Vets	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$	2,657.03
Athens	Vets	Shared Direct	Rentals & Insurance	Rentals & Insurance	Shared-Direct	\$	17,168.53
Athens	Vets	Shared Direct	IT/ Data Processing	IT/ Data Processing	Shared-Direct	\$	408.62
Athens	Vets	Shared Direct	Prof. Svcs State	Prof. Svcs State	Shared-Direct	\$	2,384.32
Athens	Vets	Shared Direct	Indirect	Vets Staff	Shared-Direct	\$	8,707.68
Athens	Wagner Peyser	Shared Direct	Salaries	Wagner Peyser Staff	Shared-Direct	\$	45,114.68
Athens	Wagner Peyser	Shared Direct	Benefits	Wagner Peyser Staff	Shared-Direct	\$	18,670.24
Athens	Wagner Peyser	Shared Direct	Travel	Wagner Peyser Staff	Shared-Direct	\$	1,263.69
Athens	Wagner Peyser	Shared Direct	Utilities & Fuel	Utilities	Shared-Direct	\$	4,879.05
Athens	Wagner Peyser	Shared Direct	Communications	Phone, Int., Printing, Pub., Postage & Fax	Shared-Direct	\$	3,149.59
Athens	Wagner Peyser	Shared Direct	M/R & Services	M/R & Services	Shared-Direct	\$	542.12
Athens	Wagner Peyser	Shared Direct	Prof Svcs & 3rd Party	Prof Svcs & 3rd Party	Shared-Direct	\$	3,306.91
Athens	Wagner Peyser	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$	2,876.99
Athens	Wagner Peyser	Shared Direct	Rentals & Insurance	Rentals & Insurance	Shared-Direct	\$	18,215.12
Athens	Wagner Peyser	Shared Direct	IT/ Data Processing	IT/ Data Processing	Shared-Direct	\$	1,066.96
Athens	Wagner Peyser	Shared Direct	Prof. Svcs State	Prof. Svcs State	Shared-Direct	\$	2,737.87
Athens	SNAP	Shared Direct	Salaries	SNAP Staff	Shared-Direct	\$	23,848.67
Athens	SNAP	Shared Direct	Benefits	SNAP Staff	Shared-Direct	\$	11,020.83
Athens	SNAP	Shared Direct	Travel	SNAP Staff	Shared-Direct	\$	1,569.09
Athens	SNAP	Shared Direct	Utilities & Fuel	Utilities	Shared-Direct	\$	718.75
Athens	SNAP	Shared Direct	Communications	Phone, Int., Printing, Pub., Postage & Fax	Shared-Direct	\$	40.06
Athens	SNAP	Shared Direct	M/R & Services	M/R & Services	Shared-Direct	\$	1,585.46
Athens	SNAP	Shared Direct	Prof Svcs & 3rd Party	Prof Svcs & 3rd Party	Shared-Direct	\$	602.48
Athens	SNAP	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$	608.60
Athens	SNAP	Shared Direct	Rentals & Insurance	Rentals & Insurance	Shared-Direct	\$	4,439.30
Athens	SNAP	Shared Direct	IT/ Data Processing	IT/ Data Processing	Shared-Direct	\$	1,248.16
Athens	SNAP	Shared Direct	Prof. Svcs State	Prof. Svcs State	Shared-Direct	\$	692.11
Athens	SNAP	Shared Direct	Indirect	SNAP Staff	Shared-Direct	\$	5,307.12
Athens	Wagner Peyser	Shared Direct	Indirect	Wagner Peyser Staff	Shared-Direct	\$	28,353.18
Athens	VR	Shared Direct	Salaries	VR Staff	Shared-Direct	\$	19,500.00
Athens	VR	Shared Direct	Benefits	VR Staff	Shared-Direct	\$	7,800.00
Athens	VR	Shared Direct	Travel	VR Staff	Shared-Direct	\$	1,034.00
Athens	VR	Shared Direct	Supplies	Supplies	Shared-Direct	\$	1,200.00
Dayton	WIOA	Shared Direct	Subcontracter	Subcontracter	Shared-Direct	\$	174,649.00
Dayton	WIOA	Shared Direct	M/R & Services	Equipment M/R	Shared-Direct	\$	5,000.00
Dayton	WIOA	Shared Direct	Supplies & Furniture	Supplies, Equipment & Furniture	Shared-Direct	\$	2,000.00
Dayton	WIOA	Shared Direct	Dues & Subscriptions	Dues & Subscriptions	Shared-Direct	\$	800.00
Dayton	WIOA	Shared Direct	Communications	Postage	Shared-Direct	\$	100.00
Dayton	WIOA	Shared Direct	Participant Costs	Insurance	Shared-Direct	\$	250.00
Dayton	WIOA	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	218,000.00
Dayton	RESEA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	14,345.00

Dayton	RESEA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	5,595.00
Dayton	VR	Shared Direct	Salaries	VR Staff	Shared-Direct	\$	19,500.00
Dayton	VR	Shared Direct	Benefits	VR Staff	Shared-Direct	\$	7,800.00
Dayton	VR	Shared Direct	Travel	VR Staff	Shared-Direct	\$	1,034.00
Dayton	VR	Shared Direct	Supplies	Supplies	Shared-Direct	\$	1,200.00
Cleveland	WIOA	Shared Direct	Subcontracter	Subcontracter	Shared-Direct	\$	174,649.00
Cleveland	WIOA	Shared Direct	M/R & Services	Equipment M/R	Shared-Direct	\$	3,000.00
Cleveland	WIOA	Shared Direct	Supplies & Furniture	Supplies, Equipment & Furniture	Shared-Direct	\$	2,000.00
Cleveland	WIOA	Shared Direct	Janitorial, Security & Bldg M/R	Contract Services, M/R Bldg	Shared-Direct	\$	500.00
Cleveland	WIOA	Shared Direct	Dues & Subscriptions	Dues & Subscriptions	Shared-Direct	\$	1,000.00
Cleveland	WIOA	Shared Direct	Communications	Postage	Shared-Direct	\$	150.00
Cleveland	WIOA	Shared Direct	Participant Costs	Insurance	Shared-Direct	\$	300.00
Cleveland	WIOA	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	218,000.00
Cleveland	RESEA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	14,345.00
Cleveland	RESEA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	5,595.00
Jasper	WIOA	Shared Direct	Subcontracter	Subcontracter	Shared-Direct	\$	174,649.00
Jasper	WIOA	Shared Direct	M/R & Services	Equipment M/R	Shared-Direct	\$	5,000.00
Jasper	WIOA	Shared Direct	Supplies & Furniture	Supplies, Equipment & Furniture	Shared-Direct	\$	2,000.00
Jasper	WIOA	Shared Direct	Dues & Subscriptions	Dues & Subscriptions	Shared-Direct	\$	800.00
Jasper	WIOA	Shared Direct	Communications	Postage	Shared-Direct	\$	150.00
Jasper	WIOA	Shared Direct	Participant Costs	Insurance	Shared-Direct	\$	250.00
Jasper	WIOA	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	218,000.00
						<b>TOTAL</b>	\$ 5,778,467.76

Row Labels	Cost
FTE	\$ 881,006.47
Athens	
Infrastructure Costs	\$ 155,296.83
Additional Costs	\$ 52,074.00
Chattanooga	
Infrastructure Costs	\$ 403,230.10
Additional Costs	\$ 131,887.00
Dayton	
Infrastructure Costs	\$ 38,042.80
Additional Costs	\$ 20,385.00
Cleveland	
Infrastructure Costs	\$ 36,083.76
Additional Costs	\$ 11,327.00
Jasper2	
Infrastructure Costs	\$ 21,352.99
Additional Costs	\$ 11,327.00
Shared-Direct	\$ 3,027,961.29
Athens	
Shared Direct	\$ 728,052.16
Chattanooga	
Shared Direct	\$ 1,683,248.13
Dayton	
Shared Direct	\$ 232,273.00
Cleveland	
Jasper2	
Shared Direct	\$ 182,849.00
Direct	\$ 1,869,500.00
Athens	
Non-Shared Direct	\$ 374,000.00
Chattanooga	
Non-Shared Direct	\$ 841,500.00
Dayton	
Non-Shared Direct	\$ 218,000.00
Cleveland	
Non-Shared Direct	\$ 218,000.00
Jasper2	
Non-Shared Direct	\$ 218,000.00
<b>Grand Total</b>	<b>\$ 5,778,467.76</b>



# Cost Allocation and Partner Contributions

## Office Sharing / Payment Ratio

American Job Centers - Two Comprehensive Centers and Three Affiliate Centers

Partner Program	# of Staff	Weekly Staff		Payment Ratio	Notes:	
		Hours	# of FTEs			
WIOA Title I Adult, Youth and Dislocated Worker	5	187.5	5.0	100%		Chattanooga AJC
WIOA Title II Adult Education	2	50.0	1.3	100.0%		
WIOA Title III Wagner-Peyser Employment Services	5	187.5	5.0	100.0%		
WIOA Title III CSPED	1	37.5	1.0	100%		
WIOA Title III RESEA	1	37.5	1.0	100%		
WIOA Title III TAA	1	37.5	1.0	100%		
WIOA Title III Veterans	3	112.5	3.0	100%		
WIOA Title III SNAP	1	37.5	1.0	100%		
WIOA Title IV State Vocational Rehabilitation program	1	37.5	1.0	100%		
Job Corp (Minact Group)	3	112.5	3.0	100%		
Job Corp (Muhlenberg)	1	37.5	1.0	100%		
SCSEP/Goodwill						
Chattanooga Housing Authority						
Job Corp						
CTE- Post Secondary						
F2F (Father to the Fatherless)						
<b>Chattanooga Total</b>	<b>24</b>	<b>875.0</b>	<b>23.3</b>		<b>58.10%</b>	
WIOA Title I Adult, Youth and Dislocated Worker	2	75.0	2.0	100%		Athens AJC
WIOA Title II Adult Education	1	25.0	0.67	100.0%		
WIOA Title III Wagner-Peyser Employment Services	1	37.5	1.0	100.0%		
WIOA Title III RESEA	1	37.5	1.0	100%		
WIOA Title III TAA	1	37.5	1.0	100%		
WIOA Title III SNAP	1	37.5	1.0	100%		
WIOA Title III Veterans	2	75.0	2.0	100%		
WIOA Title IV State Vocational Rehabilitation program	1	21.0	0.56	100%		
<b>Athens Total</b>	<b>10</b>	<b>346.0</b>	<b>9.2</b>		<b>22.94%</b>	
WIOA Title I Adult, Dislocated Worker, Youth	3	100.5	2.68	89%		Dayton AJC
WIOA Title I RESEA	1	12.0	0.32	32%		
WIOA Title IV State Vocational Rehabilitation program	1	21.0	0.56	100%		
Tennessee Opportunity Programs						
<b>Dayton Total</b>	<b>5</b>	<b>133.5</b>	<b>3.6</b>		<b>8.98%</b>	
WIOA Title I Adult, Dislocated Worker, Youth	2	67.5	1.80	90%		Cleveland AJC
WIOA Title I RESEA	1	7.5	0.20	10%		
<b>Cleveland Total</b>	<b>3</b>	<b>75.0</b>	<b>2.0</b>		<b>4.99%</b>	
WIOA Title I Adult, Dislocated Worker, Youth	2	75.0	2.0	100%		Jasper AJC
<b>Jasper Total</b>	<b>2</b>	<b>75.0</b>	<b>2.0</b>		<b>4.99%</b>	

# Full - Time Equivalent (FTE)

## American Job Centers

Partner Program	# of Staff	Total Weekly Staff Hours	# of FTEs	% of Total FTEs	FTE Cost	FTE Cost Breakdown by Cost Category	
						Infrastructure Costs	Additional Cost
WIOA Title I Adult, Youth and Dislocated Worker	5	187.5	5.0	21.428571%	114,667.95	86,406.45	28,261.50
					-	-	-
WIOA Title II Adult Education	2	50.0	1.3	5.714286%	30,578.12	23,041.72	7,536.40
WIOA Title III Wagner-Peyser Employment Services	5	187.5	5.0	21.428571%	114,667.95	86,406.45	28,261.50
WIOA Title III CSPED	1	37.5	1.0	4.285714%	22,933.59	17,281.29	5,652.30
WIOA Title III RESEA	1	37.5	1.0	4.285714%	22,933.59	17,281.29	5,652.30
WIOA Title III TAA	1	37.5	1.0	4.285714%	22,933.59	17,281.29	5,652.30
WIOA Title III Veterans	3	112.5	3.0	12.857143%	68,800.77	51,843.87	16,956.90
WIOA Title III SNAP	1	37.5	1.0	4.285714%	22,933.59	17,281.29	5,652.30
WIOA Title IV State Vocational Rehabilitation program	1	37.5	1.0	4.285714%	22,933.59	17,281.29	5,652.30
Job Corp (Minact Group)	3	112.5	3.0	12.857143%	68,800.77	51,843.87	16,956.90
Job Corp (Muhlenberg)	1	37.5	1.0	4.285714%	22,933.59	17,281.29	5,652.30
SCSEP/Goodwill							
Chattanooga Housing Authority							
Job Corp							
CTE- Post Secondary							
F2F (Father to the Fatherless)							
<b>Chattanooga Total</b>	<b>24</b>	<b>875.0</b>	<b>23.3</b>	<b>100%</b>	<b>535,117.10</b>	<b>403,230.10</b>	<b>131,887.00</b>
WIOA Title I Adult, Youth and Dislocated Worker	2	75.0	2.0	21.676301%	44,950.32	33,662.61	11,287.72
WIOA Title II Adult Education	1	25.0	0.7	7.225434%	14,983.44	11,220.87	3,762.57
WIOA Title III Wagner-Peyser Employment Services	1	37.5	1.0	10.838150%	22,475.16	16,831.30	5,643.86
WIOA Title III RESEA	1	37.5	1.0	10.838150%	22,475.16	16,831.30	5,643.86
WIOA Title III TAA	1	37.5	1.0	10.838150%	22,475.16	16,831.30	5,643.86
WIOA Title III SNAP	1	37.5	1.0	10.838150%	22,475.16	16,831.30	5,643.86
WIOA Title III Veterans	2	75.0	2.0	21.676301%	44,950.32	33,662.61	11,287.72
WIOA Title IV State Vocational Rehabilitation program	1	21.0	0.6	6.069364%	12,586.09	9,425.53	3,160.56
<b>Athens Total</b>	<b>10</b>	<b>346.0</b>	<b>9.2</b>	<b>100%</b>	<b>207,370.83</b>	<b>155,296.83</b>	<b>52,074.00</b>
WIOA Title I Adult, Dislocated Worker, Youth	3	100.5	2.7	75.280899%	43,984.97	28,638.96	15,346.01
WIOA Title I RESEA	1	12.0	0.3	8.988764%	5,251.94	3,419.58	1,832.36
WIOA Title IV State Vocational Rehabilitation program	1	21.0	0.6	15.730337%	9,190.89	5,984.26	3,206.63
Tennessee Opportunity Programs							
<b>Dayton Total</b>	<b>5</b>	<b>133.5</b>	<b>3.6</b>	<b>100%</b>	<b>58,427.80</b>	<b>38,042.80</b>	<b>20,385.00</b>
WIOA Title I Adult, Dislocated Worker, Youth	2	67.5	1.8	90.000000%	42,669.68	32,475.39	10,194.30
WIOA Title I RESEA	1	7.5	0.2	10.000000%	4,741.08	3,608.38	1,132.70
<b>Cleveland Total</b>	<b>3</b>	<b>75.0</b>	<b>2.0</b>	<b>100%</b>	<b>47,410.76</b>	<b>36,083.76</b>	<b>11,327.00</b>
WIOA Title I Adult, Dislocated Worker, Youth	2	75.0	2.0	100.00%	32,679.99	21,352.99	11,327.00
<b>Jasper Total</b>	<b>2</b>	<b>75.0</b>	<b>2.0</b>	<b>100%</b>	<b>32,679.99</b>	<b>21,352.99</b>	<b>11,327.00</b>
<b>Total</b>	<b>44</b>	<b>1,504.5</b>	<b>40.1</b>				

Note 1: An FTE (full-time equivalent) is the hours worked by one employee on a full-time basis. The concept is used to convert the hours worked by several part-time employees into the hours worked by full-time employees. On an annual basis, an FTE is considered to be 1,950 hours, which is calculated as: 7.5 hours per day or 37.5 hours per work week.

Chattanooga	\$ 535,117.10	403,230.10	131,887.00
Athens	\$ 207,370.83	155,296.83	52,074.00
Dayton	\$ 58,427.80	38,042.80	20,385.00
Cleveland	\$ 47,410.76	36,083.76	11,327.00
Jasper	\$ 32,679.99	21,352.99	11,327.00
<b>Total Costs</b>	<b>881,006.47</b>	<b>654,006.48</b>	<b>226,999.99</b>
Allocated by FTEs			

# Shared Cost Adjustment

\*Based on the ability of qualifying partners to reduce cost share. Qualifying partners must submit proposals based on their inability to afford FTE allocated cost sharing due to state funding limitations for AJC occupancy.

Partner Program	Total Cost to be Shared	Shared Cost % based on FTE	Adjusted Cost Share	% Change in cost share	Original Cost Share	Total Adjusted cost- Final Billing		
WIOA Title I Adult, Youth and Dislocated Worker	80,495.92	27.7777778%	22,359.98	4.178521%	114,667.95	137,027.93		
					-	-	-	
WIOA Title II Adult Education			(20,561.56)	-3.842441%	30,578.12	10,016.56		
WIOA Title III Wagner-Peyser Employment Services	80,495.92	27.7777777%	22,359.98	4.178521%	114,667.95	137,027.93		
WIOA Title III CSPED	80,495.92	5.5555556%	4,472.00	0.835704%	22,933.59	27,405.59		
WIOA Title III RESEA	80,495.92	5.5555556%	4,472.00	0.835704%	22,933.59	27,405.59		
WIOA Title III TAA	80,495.92	5.5555556%	4,472.00	0.835704%	22,933.59	27,405.59		
WIOA Title III Veterans	80,495.92	16.6666667%	13,415.99	2.507112%	68,800.77	82,216.76		
WIOA Title III SNAP	80,495.92	5.5555556%	4,472.00	0.835704%	22,933.59	27,405.59		
WIOA Title IV State Vocational Rehabilitation program	80,495.92	5.5555556%	4,472.00	0.835704%	22,933.59	27,405.59		
Job Corp (Minact Group)			(45,400.77)	-8.484268%	68,800.77	23,400.00		
Job Corp (Muhlenberg)			(14,533.59)	-2.715964%	22,933.59	8,400.00		
SCSEP/Goodwill								
Chattanooga Housing Authority								
Job Corp								
CTE- Post Secondary								
F2F (Father to the Fatherless)								
<b>Chattanooga Total</b>	<b>643,967.36</b>	<b>1.0</b>	<b>0.00</b>	<b>0.000000%</b>	<b>535,117</b>	<b>535,117.10</b>	-	

Chattanooga AJC

Direct Costs

Cost	Column Labels		
Row Labels	Direct	Shared-Direct	Grand Total
Chattanooga	\$ 841,500.00	\$ 1,683,248.13	\$ 2,524,748.13
AE		\$ 65,313.08	\$ 65,313.08
RESEA		\$ 90,375.21	\$ 90,375.21
SNAP		\$ 45,401.57	\$ 45,401.57
TAA		\$ 13,731.97	\$ 13,731.97
VETS		\$ 244,637.79	\$ 244,637.79
VR		\$ 48,008.00	\$ 48,008.00
Wagner Peyser		\$ 485,303.46	\$ 485,303.46
Title I	\$ 841,500.00	\$ 686,450.00	\$ 1,527,950.00
Alien Labor		\$ 4,027.05	\$ 4,027.05
Athens	\$ 374,000.00	\$ 728,052.16	\$ 1,102,052.16
AE		\$ 23,071.00	\$ 23,071.00
RESEA		\$ 39,454.02	\$ 39,454.02
SNAP		\$ 51,680.59	\$ 51,680.59
TAA		\$ 14,844.06	\$ 14,844.06
VETS		\$ 128,592.11	\$ 128,592.11
VR		\$ 29,534.00	\$ 29,534.00
Wagner Peyser		\$ 130,176.38	\$ 130,176.38
Title I	\$ 374,000.00	\$ 310,700.00	\$ 684,700.00
Dayton	\$ 218,000.00	\$ 232,273.00	\$ 450,273.00
RESEA		\$ 19,940.00	\$ 19,940.00
Title I	\$ 218,000.00	\$ 182,799.00	\$ 400,799.00
Cleveland	\$ 218,000.00	\$ 201,539.00	\$ 419,539.00
RESEA		\$ 19,940.00	\$ 19,940.00
Title I	\$ 218,000.00	\$ 181,599.00	\$ 399,599.00
Jasper	\$ 218,000.00	\$ 182,849.00	\$ 400,849.00
Title I	\$ 218,000.00	\$ 182,849.00	\$ 400,849.00
<b>Grand Total</b>	<b>\$ 1,869,500.00</b>	<b>\$ 3,027,961.29</b>	<b>\$ 4,897,461.29</b>

## Total Partner Contributions

Partner Program	Adjustment to Shared-Cost	FTE Cost	Shared-Direct Costs	Non-Shared Direct Costs	Total Estimate 7/1/20 - 6/30/21	
WIOA Title I Adult, Youth and Dislocated Worker	22,359.98	114,667.95	686,450.00	841,500.00	1,664,977.93	Chattanooga AJC
	-	-	-		-	
WIOA Title II Adult Education	(20,561.56)	30,578.12	65,313.08	-	75,329.64	
WIOA Title III Wagner-Peyser Employment Services	22,359.98	114,667.95	485,303.46	-	622,331.39	
WIOA Title III CSPED	4,472.00	22,933.59			27,405.59	
WIOA Title III RESEA	4,472.00	22,933.59	90,375.21	-	117,780.80	
WIOA Title III TAA	4,472.00	22,933.59	13,731.97	-	41,137.56	
WIOA Title III Veterans	13,415.99	68,800.77	244,637.79	-	326,854.55	
WIOA Title III SNAP	4,472.00	22,933.59	45,401.57	-	72,807.16	
WIOA Title IV State Vocational Rehabilitation program	4,472.00	22,933.59	48,008.00	-	75,413.59	
Job Corp (Minact Group)	(45,400.77)	68,800.77			23,400.00	
Job Corp (Muhlenberg)	(14,533.59)	22,933.59			8,400.00	
WIOA Title III Alien Labor			4,027.05		4,027.05	
SCSEP/Goodwill		-				
Chattanooga Housing Authority		-				
Job Corp		-				
CTE- Post Secondary		-				
F2F (Father to the Fatherless)		-				
<b>Chattanooga Total</b>	<b>0.00</b>	<b>535,117.10</b>	<b>1,683,248.13</b>	<b>841,500.00</b>	<b>3,059,865.23</b>	Athens AJC
WIOA Title I Adult, Youth and Dislocated Worker		44,950.32	310,700.00	374,000.00	729,650.32	
WIOA Title II Adult Education		14,983.44	23,071.00		38,054.44	
WIOA Title III Wagner-Peyser Employment Services		22,475.16	130,176.38		152,651.54	
WIOA Title III RESEA		22,475.16	39,454.02		61,929.18	
WIOA Title III TAA		22,475.16	14,844.06		37,319.22	
WIOA Title III SNAP		22,475.16	51,680.59		74,155.75	
WIOA Title III Veterans		44,950.32	128,592.11		173,542.43	
WIOA Title IV State Vocational Rehabilitation program		12,586.09	29,534.00		42,120.09	
		-			-	
<b>Athens Total</b>	<b>-</b>	<b>207,370.83</b>	<b>728,052.16</b>	<b>374,000.00</b>	<b>1,309,422.98</b>	Dayton AJC
WIOA Title I Adult, Dislocated Worker, Youth		43,984.97	182,799.00	218,000.00	444,783.97	
WIOA Title I RESEA		5,251.94	19,940.00		25,191.94	
WIOA Title IV State Vocational Rehabilitation program		9,190.89	29,534.00		38,724.89	
Tennessee Opportunity Programs						
<b>Dayton Total</b>	<b>-</b>	<b>58,427.80</b>	<b>232,273.00</b>	<b>218,000.00</b>	<b>508,700.80</b>	Cleveland AJC
WIOA Title I Adult, Dislocated Worker, Youth		42,669.68	181,599.00	218,000.00	442,268.68	
WIOA Title I RESEA		4,741.08	19,940.00		24,681.08	
<b>Cleveland Total</b>	<b>-</b>	<b>47,410.76</b>	<b>201,539.00</b>	<b>218,000.00</b>	<b>466,949.76</b>	Jasper AJC
WIOA Title I Adult, Dislocated Worker, Youth		32,679.99	182,849.00	218,000.00	433,528.99	
<b>Jasper Total</b>	<b>-</b>	<b>32,679.99</b>	<b>182,849.00</b>	<b>218,000.00</b>	<b>433,528.99</b>	
<b>Total</b>	<b>0.00</b>	<b>881,006.47</b>	<b>3,027,961.29</b>	<b>1,869,500.00</b>	<b>5,778,467.76</b>	

Total Partner Contributions - By Cost Category

Total Partner Contributions - By Cost Category

Partner Program	Infrastructure Costs	Additional Costs	Shared-Direct	Non-Shared	Total			Original Billed Amount	*Shared Cost Adjustment	Final Billed Amount Estimate 7/1/20 - 6/30/21
WIOA Title I Adult, Youth and Dislocated Worker	86,406.45	28,261.50	686,450.00	841,500.00	1,642,617.95	Chattanooga A/C	Chattanooga A/C	114,667.95	22,359.98	137,027.93
	-	-	-	-	-			-	-	-
WIOA Title II Adult Education	23,041.72	7,536.40	65,313.08		95,891.20			30,578.12	(20,561.56)	10,016.56
WIOA Title III Wagner-Peyser Employment Services	86,406.45	28,261.50	485,303.46		599,971.41			114,667.95	22,359.98	137,027.93
WIOA Title III CSPED	17,281.29	5,652.30	-		22,933.59			22,933.59	4,472.00	27,405.59
WIOA Title III RESEA	17,281.29	5,652.30	90,375.21		113,308.80			22,933.59	4,472.00	27,405.59
WIOA Title III TAA	17,281.29	5,652.30	13,731.97		36,665.56			22,933.59	4,472.00	27,405.59
WIOA Title III Veterans	51,843.87	16,956.90	244,637.79		313,438.56			68,800.77	13,415.99	82,216.76
WIOA Title III SNAP	17,281.29	5,652.30	45,401.57		68,335.16			22,933.59	4,472.00	27,405.59
WIOA Title IV State Vocational Rehabilitation	17,281.29	5,652.30	48,008.00		70,941.59			22,933.59	4,472.00	27,405.59
Job Corp (Minact Group)	51,843.87	16,956.90	-		68,800.77			68,800.77	(45,400.77)	23,400.00
Job Corp (Muhlenberg)	17,281.29	5,652.30	-		22,933.59			22,933.59	(14,533.59)	8,400.00
WIOA Title III Alien Labor			4,027.05		4,027.05					
SCSEP/Goodwill					-			-		-
Chattanooga Housing Authority					-			-		-
Job Corp					-			-		-
CTE- Post Secondary					-			-		-
F2F (Father to the Fatherless)					-			-		-
<b>Chattanooga Total</b>	<b>403,230.10</b>	<b>131,887.00</b>	<b>1,683,248.13</b>	<b>841,500.00</b>	<b>3,059,865.23</b>			<b>535,117.10</b>	<b>0.00</b>	<b>535,117.10</b>
WIOA Title I Adult, Youth and Dislocated Worker	33,662.61	11,287.72	310,700.00	374,000.00	729,650.32	Athens A/C	Athens A/C	44,950.32	-	44,950.32
WIOA Title II Adult Education	11,220.87	3,762.57	23,071.00		38,054.44			14,983.44		14,983.44
WIOA Title III Wagner-Peyser Employment Services	16,831.30	5,643.86	130,176.38		152,651.54			22,475.16	-	22,475.16
WIOA Title III RESEA	16,831.30	5,643.86	39,454.02		61,929.18			22,475.16	-	22,475.16
WIOA Title III TAA	16,831.30	5,643.86	14,844.06		37,319.22			22,475.16	-	22,475.16
WIOA Title III SNAP	16,831.30	5,643.86	51,680.59		74,155.75			22,475.16	-	22,475.16
WIOA Title III Veterans	33,662.61	11,287.72	128,592.11		173,542.43			44,950.32	-	44,950.32
WIOA Title IV State Vocational Rehabilitation	9,425.53	3,160.56	29,534.00		42,120.09			12,586.09	-	12,586.09
<b>Athens Total</b>	<b>155,296.83</b>	<b>52,074.00</b>	<b>728,052.16</b>	<b>374,000.00</b>	<b>1,309,422.98</b>			<b>207,370.83</b>	<b>-</b>	<b>207,370.83</b>
WIOA Title I Adult, Dislocated Worker, Youth	28,638.96	15,346.01	182,799.00	218,000.00	444,783.97	Dayton A/C	Dayton A/C	43,984.97	-	43,984.97
WIOA Title I RESEA	3,419.58	1,832.36	19,940.00		25,191.94			5,251.94	-	5,251.94
WIOA Title IV State Vocational Rehabilitation	5,984.26	3,206.63	29,534.00		38,724.89			9,190.89	-	9,190.89
					-			-		-
<b>Dayton Total</b>	<b>38,042.80</b>	<b>20,385.00</b>	<b>232,273.00</b>	<b>218,000.00</b>	<b>508,700.80</b>			<b>58,427.80</b>	<b>-</b>	<b>58,427.80</b>
WIOA Title I Adult, Dislocated Worker, Youth	32,475.39	10,194.30	181,599.00	218,000.00	442,268.68	Cleveland A/C	Cleveland A/C	42,669.68	-	42,669.68
WIOA Title I RESEA	3,608.38	1,132.70	19,940.00		24,681.08			4,741.08	-	4,741.08
					-			-		-
<b>Cleveland Total</b>	<b>36,083.76</b>	<b>11,327.00</b>	<b>201,539.00</b>	<b>218,000.00</b>	<b>466,949.76</b>			<b>47,410.76</b>	<b>-</b>	<b>47,410.76</b>
WIOA Title I Adult, Dislocated Worker, Youth	21,352.99	11,327.00	182,849.00	218,000.00	433,528.99	Jasper A/C	Jasper A/C	32,679.99	-	32,679.99
					-			-		-
<b>Jasper Total</b>	<b>21,352.99</b>	<b>11,327.00</b>	<b>182,849.00</b>	<b>218,000.00</b>	<b>433,528.99</b>			<b>32,679.99</b>	<b>-</b>	<b>32,679.99</b>
<b>Total</b>	<b>654,006.48</b>	<b>226,999.99</b>	<b>3,027,961.29</b>	<b>1,869,500.00</b>	<b>5,778,467.76</b>			<b>881,006.47</b>	<b>0.00</b>	<b>881,006.47</b>

# Attachment to Southeast Local Area MOU

## I. Overview and Description of WIOA Required Partner Services

The American Job Center network includes six core programs: Title I Adult, Dislocated Worker, Youth, Job Corps, YouthBuild, Native American programs, and Migrant and seasonal farmworker programs; Title II Adult Education and Family Literacy Act program; the Wagner-Peyser Act Employment Service (ES) program, authorized under the Wagner-Peyser Act, as amended by Title III of WIOA; and the Vocational Rehabilitation (VR) program, authorized under Title I of the Rehabilitation Act of 1973, as amended by title IV of WIOA.

The other required partners responsible for administering the following programs and activities in the local area include:

- The Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 *et seq.*)
- Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 *et seq.*);
- Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 *et seq.*);
- Jobs for Veterans State Grants programs authorized under chapter 41 of Title 38, U.S.C.
- Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 *et seq.*)
- Employment and training activities carried out by the Department of Housing and Urban Development
- Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law)
- Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532), and
- Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 *et seq.*), unless exempted by the Governor under § 678.405(b).

Through the American Job Centers, these partner programs and their direct service providers ensure businesses and all job seekers—a shared client base across the multiple programs—have access to information and services that lead to positive educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance
- Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and

- Ensure that high-quality integrated data inform decisions made by the local board, policy makers, employers, job seekers and other stakeholders.

The management of the American Job Center network is the shared responsibility of States, local workforce development board, elected officials, the six WIOA core program partners, required one-stop partners and other additional one-stop partners, American Job Center operator, and service providers. Through the American Job Center, the one-stop operator carries out the activities described below:

- Facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the American Job Center
- Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings
- Organizes and integrates American Job Center services by function (rather than by program), when permitted by a program’s authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts. Functional alignment includes having American Job Center staff who perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams)
  - Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope, and requirements of each program
  - Integrated American Job Centers also ensure that:
    - Center staff are trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs
    - Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partner programs’ services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers
    - Center staff are routinely trained so they are keenly aware as to how their particular work function supports and contributes to the overall vision of the local workforce board, as well as within the American Job Center network. This enhances their ability to ensure that a direct linkage to partner programs is seamlessly integrated within the center.

#### Title I (Adult, Dislocated Worker, and Youth)

Title I provides a variety of educational and training activities and services to eligible individuals based on the needs of the individual and in coordination with partner programs to prepare participants for employment in in-demand occupations. Services are available on-site at all AJCs in the local area and are accessible to off-site partners through various methods. For instance, off-site partners may call or e-mail Title I staff to make referrals and may utilize the referral form developed by Title I staff (see Attachment AA. Title I staff also maintain a spreadsheet (Attachment AB) for use by all partners containing relevant contact information for making referrals. The system's website—[www.jobs4TN.gov](http://www.jobs4TN.gov)—also features a contact form that partners, or customers may use to contact a Title I



staff person for more information about services available through the AJC. Partners and customers may also send a message to Title I staff through the system's Facebook page. Marketing materials are made available at all AJCs.

#### Title II (Adult Education and Family Literacy)

Adult Education (AE) is committed to coordinating services among all AJC partners to seamlessly provide direct services to youth and adult ages 17 and older. The AE program empowers individuals to become self-sufficient through education and workplace training with Integrated Education and Job Trainings (IETs). As part of the WIOA, AE provides services to adults to build the knowledge and skills necessary for high school equivalency test, employment, post-secondary education, and economic self-sustainability. AE provides services to adults with a H.S. diploma who are basic skills deficient and/or higher reading and math skills to qualify for partner services and entrance into postsecondary education. Adult Education provides HiSet preparation and testing services.

Currently, TCAT Athens manages adult education programs through direct linkage with the AJCs in Southeast TN. High School Equivalency Diploma preparation classes are offered at the Chattanooga AJC 15 hours/week with full time office staff present five days per week. The Dayton AJC Affiliate office also provides High School Equivalency Diploma preparation 54 hours of classes per week and office staff available 37.5 hours/week. English as a second language classes at the Athens AJC 3 hours/week with 25 hours/week of office staff present.

AE referrals to other services provided at AJC's is a daily occurrence. Referrals are being tracked by AE along with the amount of hours AE staff spend on referrals and on Career Services, per the guidance of the TNDLWD AE Division.

AE is teaching for the High School Equivalency Diploma preparation classes in jails that include McMinn County Justice Center 4 hours per week, Polk County Detention facility 7 hours per week, Bledsoe County Jail 4 hours per week, Grundy County Jail 8 hours per week, Meigs County Jail 6 hours per week, Bradley County Correctional Facility 6 hours per week, and two re-entry programs: Cornerstone Ministry in Marion County, and the Public Defenders' Office in Bradley County 3 hours per week. HiSET testing is conducted on site at all jail programs approximately once every six weeks. HiSET testing is also offered on site by Southeast Tennessee AE at the Bledsoe Correctional Complex, a State Prison. Marketing materials are made available at all AJCs.

#### English Literacy and Civics Education

Participants learn or improve English language skills through Integrated English Literacy and Civics Education (IELCE) classes provided by Chattanooga School of Language (CSL) staff. Classes are offered to community members at no cost to the students.

Students must be an English Language Learner (ELL) who is 16 years of age or older, not enrolled (or required to be enrolled) in secondary school, and motivated to learn. Group classes are offered throughout the year to students in Beginning Literacy through Advanced English as a Second Language levels. Schedules vary depending on students' levels. Participants must attend an orientation before starting classes.

The classes provide students with high-quality English language instruction while focusing on important life skills, workforce development, digital literacy and more. Teachers assist ELLs to build English language and literacy skills while developing knowledge of concepts and terms used in the workplace

and community. CSL teachers incorporate the cultural practicalities of civic participation, as well as workforce development and awareness into each lesson. Classes are held on-site at the language school and off-site locations to accommodate students' needs.

#### Wagner-Peyser Title III Amendment

##### 1. Description of Services

Title III offers outreach and labor exchange activities for individuals and employers. Job seekers register at the front desk Kiosk and [www.Jobs4TN.gov](http://www.Jobs4TN.gov) in order to begin the process of a job search activities such as entering a resume and their skills into Jobs4TN so they may be identified by companies who are hiring. Staff are available on-site at the AJCs. Services are available at the affiliate sites through direct linkage using phone, email, or Jobs4TN.gov. Partner staff on-site in the affiliate centers are cross trained to provide both job seekers and employers assistance in accessing and utilizing the features of Jobs4TN. Employers may submit job orders to staff in any of the five (5) AJCs for posting to Jobs4TN. Marketing materials are made available at all AJCs.

Wagner-Peyser staff provides employment services to job seekers and employers through the AJCs. Services to job seekers include but are not limited to job search and job placement assistance; career counseling; needs and interest assessments; proficiency testing; workshops; development of an individual employment plan; and case management. Services to employers include assistance in developing and posting job orders, referral of qualified job seekers to job openings and organizing job fairs. Both job seekers and employers are also provided with labor market information to help inform their activities.

Access to Wagner-Peyser Act Services will be provided within the local workforce development system through physical and programmatic resources described below. Currently, the Tennessee Department of Labor and Workforce Development merit staff are responsible for administering Wagner-Peyser Act services in accordance with federal regulations.

a) Wagner-Peyser service focuses on providing a variety of employment related labor-exchange services including, but not limited to job-search assistance, job referral, and placement help for job seekers, re-employment services to unemployment insurance claimants and recruitment services to employers with job openings. Services are delivered in one of three modes: self-service, facilitated self-help services and staff-assisted service delivery.

b) Depending on the needs of the labor market, other services – such as assessment of job-seekers' skills, abilities and aptitudes, career guidance when appropriate; job-search workshops and referral to training may be necessary.

c) The services offered to employers, in addition to referring job seekers to available job openings, include help in developing job-order requirements, matching job seekers' experience with job requirements, skills and other attributes, helping employers with special recruitment needs, arranging for job fairs, helping employers analyze hard-to-fill job orders, helping restructure jobs and helping employers deal with layoffs.

d) Job seekers who are veterans receive priority referral to jobs and training, as well as veteran-specific employment services. AJCs deliver specialized services to individuals with disabilities, migrant and seasonal farmworkers, ex-offenders, youth, minorities and older workers.

#### Title IV (Rehabilitation Services) Amendment

The Vocational Rehabilitation (VR) Program provides a variety of services to eligible individuals with disabilities based on the rehabilitation needs of the individual in accordance with their aptitudes, abilities, capabilities and interests and as identified on an Individualized Plan for Employment to prepare for or advance in competitive integrated employment. VR collaborates with AJC partners, community rehab service providers, educational institutions, and employers. VR services are directly accessible through co-location at AJCs and from local VR offices.

#### Unemployment Insurance (UI)

Partner staff working on-site at all five AJCs are cross trained to provide meaningful assistance for UI. This includes assisting customers in using [www.Jobs4TN.gov](http://www.Jobs4TN.gov) to complete claims, weekly certifications, and utilizing the live chat feature, or using [www.lwdsupport.tn.gov/hc/en-us](http://www.lwdsupport.tn.gov/hc/en-us) to submit and track help desk tickets. Fax machines are also available at the AJCs to allow customers to submit needed information to the TDLWD state office if necessary. A local workforce board staff member also serves as the Rapid Response Coordinator for the local area and coordinates with partners to provide assistance to employers and affected employees through Rapid Response services. Additionally, Title I and Title III staff are responsible for recording these services in [www.Jobs4TN.gov](http://www.Jobs4TN.gov) by entering activities into the individual's or employer's account. Marketing materials are made available at all AJCs.

#### Trade Act

##### Trade Readjustment Allowances (TRA) and Trade Adjustment Assistance (TAA)

TRAs are income support payments to individuals who have exhausted Unemployment Compensation and whose jobs were affected by foreign imports as determined by a certification of group coverage issued by the U.S. DOL. A petition for group certification may be filed by any of the following:

- A group of three or more workers
- An employer of a group of workers
- A State Workforce Official
- An AJC Operator or Partner
- Other duly Authorized Representative

Petitioners may request assistance in preparing the petition at the AJC. The signed petition must be submitted to both the Office of Trade Adjustment Assistance and TDLWD.

The Federal Trade Act provides special benefits under the Trade Adjustment Assistance (TAA) program to those who were laid off or had hours reduced because their employer was adversely affected by increased imports from other countries. These benefits include paid training for a new job, financial help in making a job search in other areas, or relocation to an area where jobs are more plentiful. Those who qualify may be entitled to weekly TRA after their employment compensation is exhausted.

Southeast local area TAA services are provided at the comprehensive AJCs in Chattanooga and Athens, and each office provides services to five counties. As a result, all ten Southeast local area counties are covered.

Eligible TRA applicants wishing to engage in training are given a warm handoff/referral to partners in WIOA for TABE testing to ensure they are eligible for their desired field of study. The referral form is used by the required partners and is accessible for use by all required partners. After completion of TABE test, the test is graded by partner staff. Next, partner staff acknowledges if applicant will be

referred, or not referred, to the applicant's desired area of study. Fees/expenses not covered by a TRA training partner may be covered by other WIOA programs.

TAA petitions are available online at [www.dolta.gov](http://www.dolta.gov). TAA petition services are available on-site at the AJCs in Chattanooga and Athens. Other partner staff on-site in the affiliate centers and the comprehensive center in Athens are cross trained to assist in identifying job seekers who may qualify for TAA to determine if a referral to TAA services is appropriate. TAA services are accessible through direct linkage via phone or email, and TAA staff are able to meet with customers on-site at these offices if needed. TAA claimants will contact the TAA representative at the AJC for an appointment to discuss the following services:

Trade Act programs are focused on getting participants re-employed and ensuring those individuals maintain employment. The TAA Program includes Trade Readjustment Allowances (TRA), Reemployment Trade Adjustment Assistance (RTAA) and Alternative Trade Adjustment Assistance (ATAA), and the Health Coverage Tax Credit (HCTC) (a benefit available to eligible TAA recipients which is administered by the Internal Revenue Service.

Access to Trade Act Services is provided within the local workforce development system through physical and programmatic resources outlined below.

- a. The local area will emphasize and reinforce case management services as a means to maintain performance levels for Trade Act participants. Re-employment services will also be enhanced as a component of case management services for participants who have completed Trade Act training prior to exiting the program. This will ensure that participants are receiving the necessary assistance to enter the workforce with suitable employment in place. These services are provided by the AJC staff.
- b. The local area uses Wagner-Peyser resources to provide career services for all job seekers. Southeast's AJC service delivery system provides greater choice and focuses resources where dislocated workers most need them. Dislocated workers receive all WIOA services in a comprehensive AJC. AJC staff co-enrolls all TAA-eligible workers to ensure that all Trade participants receive the full range of assistance available to dislocated workers. These services are provided by our partner network, which includes Title I contractor.

#### Migrant Labor

Hiring foreign workers for employment in the U.S. normally requires approval from several government agencies. First, employers must seek labor certification through the U.S. Department of Labor (DOL). Once the application is certified (approved), the employer must petition the U.S. Citizenship and Immigration Services (CIS) for a visa. Approval by DOL does not guarantee a visa issuance. The Department of State (DOS) will issue an immigrant visa number to the foreign worker for U.S. entry. Applicants must also establish that they are admissible to the U.S. under the provisions of the Immigration and Nationality Act (INA).

Although each foreign labor certification program is unique, there are similar requirements that the employer must complete prior to the issuance of a labor certification. In general, the employer will be required to complete these basic steps to obtain a labor certification:

- The employer must ensure that the position meets the qualifying criteria for the requested program.
- The employer must complete the ETA form designated for the requested program. This may include the form and any supporting documentation (e.g., job description, resume of the applicant, etc.).
- The employer must ensure that the wage offered equals or exceeds the prevailing wage for the occupation in the area of intended employment.
- The employer must ensure that the compliance issues affected upon receipt of a foreign labor certification are completely understood.
- The completed ETA form is submitted to the designated Department of Labor office for the requested program (e.g. the national office).
- The employer is notified of the determination by the Department of Labor.

Access to H-2A Foreign Labor Certification services will be provided within the local workforce development system by TDLWD staff.

- Wagner-Peyser staff facilitates the paperwork requirement and related segments of the temporary foreign labor H-2A and H-2B.
- Staff assist in administering an internet-based labor exchange at [www.Jobs4TN.gov](http://www.Jobs4TN.gov). This self-service, automated system enables employers, attorneys or agents to submit job postings and search for workers, while job seekers search the job postings and submit their resumes or job applications to the employers or their Points of Contact (POC). In addition to enabling employers or their POCs to independently submit and manage job postings, the self-serve system permits employers or their POCs to obtain job posting lists 24 hours a day, seven days a week at [www.Jobs4TN.gov](http://www.Jobs4TN.gov).
- AJC staff also offer a variety of other employer services including education and training services to help employers build a quality workforce.
- AJC staff help employers fulfill part of the USDOL requirements by helping them recruit U.S. workers and determine whether or not there are any qualified job applicants available to fill their job postings. The goal, as required, is to find U.S. workers for all positions.

#### Migrant and Seasonal Farmworkers

The program's main objective is to conduct outreach to and assessment of low-income farmworkers in order to assist those who qualify with job training and placement services. Marketing materials are made available at all AJCs.

Services are accessible at all AJCs in the local area through direct linkage and cross-training of partner staff. For instance, Title I staff screen applicants for farm work backgrounds in order to determine if a referral can be made. Migrant & Seasonal Farmworkers staff may also meet with potential clients on-site at the AJC if necessary.

#### National Farmworker Jobs Program

A Tennessee Opportunity Program, the National Farmworker Jobs Program's (NFWP) main objective is to conduct outreach to and assessment of low-income farmworkers in order to assist those who qualify with job training and placement services as listed in the local service matrices. Staff provide career counseling, job search assistance, related assistance, and intensive services. Marketing materials are made available at all AJCs. Services are accessible at all AJCs in the local area through direct linkage and

cross-training of partner staff. For instance, Title I staff screen applicants for farm work backgrounds in order to determine if a referral can be made. NFJP staff may also meet with potential clients on-site at the AJC if necessary.

#### Community Services Block Grant

CSBG services are available via direct linkage by phone or email. Marketing materials are made available at all AJCs. The City of Chattanooga and SETHRA are recipients of the CSBG and provide services to low-income households in the local area with CSBG, TEFAP (Temporary Emergency Food Program or commodity foods), and LIHEAP (Low Income Home Energy Assistance Program or "energy assistance"). The Head Start/Early Head Start Program serves all counties in Southeast Tennessee. Other services include emergency assistance with utilities, rent or mortgage, intake and referral, outreach and needs assessment, and case management for employment/self-sufficiency.

#### Senior Community Services Employment Program (SCSEP)

SCSEP services are available via direct linkage by phone or email. SCSEP services through Goodwill Chattanooga provides low income individuals 55 and older who have poor employment prospects with subsidized, part-time, community service work-based training. Participants train an average of 20 hours per week in a variety of community service activities at non-profit and public facilities including the AJC. SCSEP also assists its customers in utilizing AJC services such as computer classes, interview classes, and resume assistance. Marketing materials are made available at all AJCs.

#### DHS/TANF

ETSU/TANF is not co-located in any comprehensive or affiliate center in the Southeast Region. A paper referral process has been developed to refer Families First clients for services provided by the American Job Centers and vice versa. The paper document is emailed to the agency receiving the referral and then emailed back to the referral agency to allow for documented feedback and follow-up.

DHS is committed to addressing poverty and creating cycles of success. The Two-Generation Approach requires intentional focus on the success of the children and adults in their lives simultaneously and places the family on a better path towards economic security when the needs of the family are addressed holistically. This approach includes an emphasis on education, economic supports, health and well-being, and social capital. This goal shall be achieved in the context of assisting individuals and families eligible for TANF ("Clients") in meeting program participation requirements. East Tennessee State University provides Employment and Case Management Services with a focus on empowering families eligible for TANF on a course to achieve economic stability based on the four (4) core component activities of the Two-Generation Approach, which focuses on the holistic success of the children and adults: (1) education, (2) economic supports, (3) health and well-being, and (4) social capital.

#### Rapid Response

Rapid Response is an early intervention business service that assists workers and employers during the entire business cycle. Rapid Response coordinates layoff aversion and outplacement services for employers and workers affected by layoffs, plant closures, or natural disasters. It is not always event-driven; it is a pro-active approach to planning for and managing economic transitions. At its best, Rapid Response assist employers with their layoffs by coordinating outplacement services prior to layoff, while supporting the business by working with other state and local stakeholders who can then assist in job expansion. Rapid Response provides an introduction to the public workforce system and helps workers and employers navigate the resources and information to help transition workers into reemployment and assist businesses.

- a. The primary objective of rapid response is to provide workers with the resources and services necessary to allow them to find new jobs or get the training and education needed for new careers so they can return to work quickly.
- b. Rapid Response Services (RRS) also helps communities develop proactive and coordinated strategies to access local economic development systems that help businesses at risk of closing to keep their doors open.

Access to Rapid Response Services is provided within the local workforce development system through physical and programmatic resources outlined below:

- Rapid Response activities are triggered when the TDLWD learns of a planned closure or layoff either by receiving a notice as required by the Worker Adjustment and Retraining Notification (WARN) Act, through the media, or by contacts in the local area. Services may also be offered when the local area experiences mass job dislocation as the result of a disaster. There is no charge to the employer or employee for these services and they are provided regardless of the reason for the layoff.
- RRS meetings which includes presentations and organized activities, are led by the local Business Services Team throughout *all* phases of the layoff/closure business cycle.
- Business Services Team is responsible for organizing the necessary partners to present information on the AJC system, Unemployment Compensation, and social service agency support systems, as well as serving as an intermediary during the employee's transition. Rapid Response provides an introduction to the workforce system and helps workers and employers navigate the system. Convening, facilitating, and brokering connections, networks, and partners.
- Communication of Rapid Response services will be coordinated through the partner network, which includes the Business Service Team and staff to the local workforce development board.

#### Jobs for Veterans State Grant (JVSG)

In accordance with U.S. Code, Title 38, veterans and "covered persons" are provided the Priority of Service and Veterans preference on all job opportunities and qualified training programs available through the AJC. Notification of priority of service for Veterans is posted at each center. For Veterans with significant barrier(s) to employment, intensive services are available. Veterans services are available on-site at the AJCs in Chattanooga and Athens. Other partner staff on-site in the affiliate centers and the comprehensive center in Huntingdon are cross trained to provide self-identified Veterans with the Military Services Form to determine if a referral to Veterans services is appropriate. Veterans services are accessible through direct linkage via phone or email, and Veterans services staff are able to meet with customers on-site at these offices if needed.

JVSG is a program which assures the AJC system will be able provide special individualized services to disabled veterans. Disabled Veteran Outreach Program (DVOP) staff work in conjunction with AJC partners to identify veterans and establish an appropriate plan to meet the individuals' employment and training needs. These specialized counselors work directly with disabled veterans in the provision of labor exchange services, securing appropriate training services and obtaining appropriate employment at a family sustaining wage. In addition, the JVSG allows for Local Veterans Employment Representatives to do employer outreach and promote veterans as job seekers who have highly marketable skills and experience.

Veterans are advised of their priority of service status when they connect with the AJC system by staff and through signs and documentation posted throughout AJCs and affiliate centers.

- Veterans qualifying for priority of service designation who require services and/or training are ensured the next available spot as a result of their priority of service status. Local Veterans Employment Representatives (LVERs) and Disabled Veteran Outreach Program (DVOP) staff work in conjunction with AJC partners to identify veterans and establish an appropriate plan to meet the individuals' needs.
- LVERs will conduct face-to-face contact with employers, plan and participate in job and career fairs and conduct job development with employers. LVERs will facilitate employment, training, and placement services furnished to veterans, promote the benefits of employing veterans, and facilitate employer training. LVER's will work with other partners and workforce development provided to communicate employer outreach and job openings
- Veterans with significant barriers to employment such as, but not limited to, long-term unemployment, previous incarceration, and low-income status are able to see the DVOP. A DVOP will be able to provide one-on-one assistance and develop an Individual Employment Plan that will address the specific barriers for the eligible veteran.
- DVOP specialists will coordinate supportive services with applicable providers, deliver technical assistance to community-based organizations for employment and training services to veterans, and assist AJC partners in providing services to veterans on a priority basis.
- Veterans, ages 18-24 and transitional service members are eligible to meet with the DVOP to receive one-on-one case management services.

#### RESEA Program

The Southeast AJC system provides integrated Re-employment Services and Eligibility Assessments (RESEA) that combine a review of the individuals UI eligibility with reemployment service delivery at the AJCs. Wagner-Peyser leads must ensure that the staff members assigned for each activity have the necessary training and that UI staff are involved in the development of the staff training and the delivery of such training, as appropriate. Title III staff provide both the required RESEA activities and some or all of the re-employment services deemed appropriate for an individual claimant, thus ensuring continuity for the claimant. UI staff members must be engaged in RESEA planning, administration, and oversight as well as all appropriate staff training concerning UI eligibility requirements. UI staff members must be available and involved in the RESEA functions including reporting, but a full-time position is not required. Program staff members delivering RESEAs must have sufficient training to conduct a thorough eligibility review and to detect eligibility issues requiring adjudication. Further, states must have UI staff participation to ensure accurate data are provided in the RESEA required reports.

The RESEA program will continue as a major area of emphasis to service employment, re-employment, and the training needs of unemployment compensation claimants. RESEA uses a modernized statistical model that focuses on general variables to reflect a number of economic and motivational aspects of the unemployed. The newly expanded method of selection concentrates on those claimants most likely to exhaust benefits and recently separated Veterans receiving Unemployment Compensation for Ex-Service members (UCX).

RESEA clients are referred to labor exchange services to facilitate an early return to employment, resulting in a decrease in expenditures of trust-fund money. RESEA collaborates with all AJC partners to deliver supportive activities and services through a comprehensive and integrated delivery system. The claimants targeted for the services are referred for:

- initial and comprehensive assessments
- employability development plans focusing on potential barriers to employment



- training opportunities o supportive services
- and/or job service referrals (if deemed to be job ready for the initial assessment)

The re-employment services offered to UI claimants are further enhanced through the use of [www.Jobs4TN.gov](http://www.Jobs4TN.gov).

#### Perkins/Post-Secondary Career & Technical Education

Postsecondary training focuses on occupational skills training which includes priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved. TBR institutions partner with the AJC system in order to fulfill WIOA expectations for training, training-related job placement in jobs that are in-demand with self-supporting wages.

#### HUD Employment and Training Activities

The Chattanooga Housing Authority (CHA) assists its residents in the Low-income Housing Program and the Housing Choice Voucher Program to identify educational opportunities and career pathways to enable them to secure employment and achieve financial self-sufficiency. CHA administers the Upward Mobility Program for 166 families and the Family Self-Sufficiency Program for up to 50 families in which staff provides one-on-one guidance and referrals to agencies/entities that will assist with career development. CHA's major initiatives focus on family independence and home ownership. The agency has 40 partner agencies that provide resident services on and off-site. In addition, the agency is planning to offer tax credit development programs, engage in long term strategic planning, update units, energy conservation, and offer a premier housing initiative for those served.

#### Second Chance (Reentry)

Father2theFatherless is the Second Chance reentry service provider whose commitment is to provide employment, educational and basic human services to the participants that are in the program. They partner with the American Job Center and Workforce Development services and provides referrals for other services to the public, such as Housing, food assistance, transportation, Adult Education (Title II), etc.

#### Job Corps

Job Corps is the largest free residential education and job training program for young adults ages 16–24. The program helps eligible young people ages 16 through 24 complete their high school education, trains them for meaningful careers, and assists them with obtaining employment. At Job Corps, students have access to room and board while they learn skills in specific training areas for up to three years. In addition to helping students complete their education, obtain career technical skills and gain employment, Job Corps also provides transitional support services, such as help finding employment, housing, childcare, and transportation. Job Corps graduates either enter the workforce or an apprenticeship, go on to higher education, or join the military. Job Corps offers career technical skills training in 10 high-growth industry sectors:

- Advanced Manufacturing
- Automotive and Machine Repair
- Construction
- Finance and Business
- Healthcare
- Homeland Security
- Hospitality

- Information Technology
- Renewable Resources and Energy
- Transportation

Students can earn a high school diploma or the equivalent, and college credits. Job Corps also offers tuition-free housing, meals, basic health care, a living allowance, and career transition assistance. Job Corps is currently co-located at the AJC in Chattanooga.

**TCAT/Tennessee Reconnect**

The Tennessee Reconnect and Tennessee Reconnect Communities are aligned with the Drive to 55 initiative and are part of the AJC system relative to workforce development. The community colleges and TCATs in the region support both initiatives and are aligned with the Drive to 55 to increase the number of credential recipients throughout the region--up to or exceeding 55% of the population.

**YouthBuild**

YouthBuild is not available in the Southeast local area.

**II. Youth Services**

The availability and type of youth workforce investment activities in the Southeast local area, including activities for youth who are individuals with disabilities, which must include identification of successful models of such activities.

The STWDB ensures the delivery of youth activities through various service providers described in the required Youth elements listed below:

<b>Program Element</b>	<b>Provider Responsible for Delivering Program Element</b>
Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized high school equivalent	Secondary Schools and / or Referral to Adult Education, AJC
Alternative secondary school services, or dropout recovery services, as appropriate	Referral to Adult Education, AJC
Paid and unpaid work experiences that have an academic and occupational education component	Vocational Rehabilitation; Youth Provider MCHRA
Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupation in the local area involved	Early Postsecondary Opportunities (EPSOs) and Tennessee SAILS via secondary schools; referral to postsecondary schools: Chattanooga State Community College, TCAT Chattanooga, Cleveland State Community College, TCAT Athens, University of Tennessee Chattanooga and private sector schools in the local area; Individual Training Accounts (ITAs) and/or Supportive Services will fund unmet needs from federal and

	state financial aid such as TN Promise, TN Reconnect, Lottery, Pell, TSAC and other sources
Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral as appropriate	Secondary schools; Youth Provider MCHRA; referral to other community organizations as appropriate
Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors as appropriate	Secondary schools; Youth Provider MCHRA; referral to other community organizations as appropriate
Supportive Services	Youth Provider MCHRA, Vocational Rehabilitation; referral to other community organizations as appropriate
Adult mentoring for the period of participation and a subsequent period, for a minimum 12 months total	Secondary schools, Youth Provider MCHRA; referral to other community organizations as appropriate
Follow-up services, for a minimum of 12 months, after the completion of participation as appropriate	Youth Provider MCHRA; referral to other community organizations as appropriate
Financial Literacy Education	Secondary schools; Youth Provider MCHRA; referral to other community organizations as appropriate
Entrepreneurial Skills Training	Referral to Small Business Development Centers
Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services	AJCs, <a href="http://www.Jobs4TN.gov">www.Jobs4TN.gov</a> , Youth Provider MCHRA; referral to other community organizations as appropriate
Activities that help youth prepare for and transition to postsecondary education and training	Secondary Schools; Referral to postsecondary institutions; institutions in Southeast Tennessee include TCAT Chattanooga and Athens; Chattanooga State and Cleveland State Community Colleges, University of Tennessee Chattanooga and private sectors postsecondary schools in the local area
Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster	Secondary schools, referral to postsecondary institutions to include TCATs Chattanooga and Athens, Chattanooga State and Cleveland State Community Colleges, University of Tennessee Chattanooga, and private sector schools in the local area
YouthBuild	Not available in Southeast Tennessee

The vision for supporting youth and young adults through an integrated service delivery system is outlined in WIOA. This vision includes high quality services for In-School Youth (ISY) and Out-of-School Youth (OSY) beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, and culminating with a good job along a career pathway or

enrollment in postsecondary education. The 14 Youth program elements are provided either directly by a core partner such as Adult Education and Vocational Rehabilitation or the Title I Career Service Provider, Mid Cumberland Human Resources Agency (MCHRA), or by referral to other partner programs, to both ISY and OSY:

***Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities):*** Offering academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, and providing tools and resources to develop learning strategies are key services to youths for this element. This can be provided in a one-on-one setting, in a group setting, through resources, and in workshops. Secondary school dropout prevention strategies include services and activities that keep a young person in-school and engaged in formal learning and/or training setting. Strategies include, but not limited to tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction. Adult Education as a core partner for WIOA will provide these services. Additionally, local high schools provide such services to their students.

***Alternative secondary school services, or drop-out recovery services, as appropriate:***

Alternative secondary school services, such as basic education skills training, individualized academic instruction, and English as a second language training, are services that assist youth who have struggled in traditional secondary education. Dropout recovery services, such as credit recovery, counseling, and educational plan development, are those that assist youth who have dropped out of school. The goal is to help youth re-engage and persist in education that leads to the completion of a recognized high school equivalent. Local Education Agencies provide alternative school education.

***Paid and Unpaid Work Experiences, including a Successful Model:***

Work experiences have academic and occupational education as a component, and may include the following types of work experiences:

- On-the-job training (OJT) opportunities
- Pre-apprenticeship programs - designed to prepare individuals to enter and succeed in apprenticeship program registered under the National Apprenticeship Act
- Internships and job shadowing a work experience option where youth learn about a job by walking through the workday as a shadow to a competent worker; and
- Summer employment opportunities or other employment available throughout the school year

In addition to funding OJT opportunities for eligible youth, opportunities exist to expand the state's first high school Registered Apprenticeship in Hamilton County at Gestamp Chattanooga, LLC. The Hamilton County Department of Education (HCDE) began the Gestamp work-based learning program through Hamilton County Schools in 2018 and announced the program as the first program in Tennessee to earn the U.S. Department of Labor's registered apprenticeship designation. Registered Apprenticeship is considered the 'gold standard' and most successful workforce training model. Gestamp is now a registered apprenticeship sponsor in advanced manufacturing. The Gestamp program allows high school students to get a full-day work-based learning experience while also completing their education. Students take online academic classes in a computer lab at Gestamp and get actual work experience during the school day in the Gestamp plant. In the Gestamp program, students participate for two years during high school, and the teens begin the program earning \$9 per hour. Upon completion of the

apprenticeship requirements, the students will earn \$12 per hour. Participants learn machine setup and operation, how to recognize and solve malfunctioning machines, inspect and perform quality checks, clean and perform audits, and cross-train. Of course, the students are well-schooled in OSHA safety and health rules and guidelines. The Gestamp work-based learning apprenticeship program fits with the goals of Hamilton County Schools in the Future Ready 2023 five-year action plan. Preparing students for college and career is a goal in Future Ready 2023 just as creating pathways to help students be more successful after high school is a goal of the Gestamp program. Students completing the program and earning industry certification will help the district meet the key performance indicator of students earning industry certifications or taking advanced coursework listed in the action plan.

Furthermore, the local area's service provider, MCHRA, provides a year-round paid Youth Work Experience (YWE) program. Youth participants may work up to eight (8) weeks and earn a maximum of \$7,500 per participant. In addition to gaining valuable hands-on experience and learning general work skills (i.e. soft skills), such as attendance, punctuality, professional communication, teamwork, etc. Participation goals are established by the Board's Youth Committee and are based on funding availability.

Recently, TDLWD awarded the local area a Youth Work-based Learning Demonstration Grant for ISY. The grant totaled \$93,744 to serve 51 ISY in Bradley, Marion, Hamilton and Bledsoe Counties. Wages are \$10 per hour for Bradley, Hamilton, and Marion Counties and \$8.00 per hour for Bledsoe County for a maximum of 20 hours per week for eight (8) weeks. The part-time hours for the eight (8) week period will total a maximum of 160 hours. The other counties will benefit from formula funds for WBL activities. In tandem with the WBL demonstration grant, the local area also receives a Career Exploration Demonstration Grant totaling \$27,499. Bledsoe, Bradley, Cleveland City, Hamilton, Meigs, McMinn and Sequatchie Counties are participating in career exploration activities such as a one-day career camp, touring local businesses that have in-demand occupations, etc.

The local area staff to the board has partnered with the CTE Directors' local high schools and Pathways Southeast Regional Coordinator to ensure WBL activities are a priority for the region to include promoting work experience opportunities during the summer for students transitioning out of high schools, particularly for those who do not plan to go on to postsecondary or may not necessarily have a plan for after graduation. Title I staff are coordinating with the TN Pathways Southeast Regional Coordinator to promote the program to high schools in the area. AJC staff are also marketing youth work experience opportunities for current students at TCATs and community colleges.

Title I and Vocational Rehabilitation staff are also seeking to coordinate services to allow high school students with disabilities currently participating in unpaid work opportunities to be co-enrolled into paid work experience opportunities. This partnership would provide the students with the opportunity to not only begin earning a wage while still in school, but to also continue their work experience opportunity after graduation, providing them additional skills and experience to assist them in transitioning to employment. The Southeast area also coordinates to co-enroll Temporary Assistance for Needy Families (TANF) participants whenever possible. By providing a summer youth work experience, the Southeast area hopes to place participants in worksites that may potentially lead to employment, but also plans to work with participants to explore postsecondary opportunities and career pathways. Students leaving high school intending to continue into postsecondary training will also have the opportunity to participate in the program. With the intention of placing such students in worksites that match their intended programs of study, students will have the opportunity to participate in hands-on career exploration, gain skills, and earn a wage.

***Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupation in the local area involved:*** The Southeast local area ensures priority consideration to be given for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area, if the Local Board determines that the programs meet the quality criteria described in WIOA sec. 123. Institutions providing occupational skills training in Southeast Tennessee include TCATs Athens and Chattanooga, Chattanooga State and Cleveland State Community Colleges, University of Tennessee Chattanooga and a number of private sector postsecondary institutions. Early Postsecondary Opportunities (EPSOs) and TN SAILS are also available through secondary schools in coordination with training providers. Funding for training is available through Individual Training Accounts (ITAs) for unmet need after other Federal and State financial aid such as TN Promise, TN Reconnect, Lottery, Pell, TSAC, etc. According to 20 CFR§ 681.550 “in order to enhance individual participant choice in education and training plans and provide flexibility to service providers, the Department allows WIOA Individual Training Accounts (ITAs) for OSY, ages 16 to 24, using WIOA youth funds when appropriate.” The TN Department of Labor and Workforce Development requested and received a waiver to also allow ISY to also receive an ITA for training services.

***Comprehensive Guidance and Counseling: This program element provides individualized counseling to participants, and may include referrals to other partner programs for services such as substance and alcohol abuse counseling or mental health counseling.*** AJC staff members are responsible for assisting participants in collecting and analyzing information to determine the best mix of services necessary to obtain employment. Information areas may include a participant’s needs, strengths, support systems, education, job skills, interests, and career goals. Information may be gathered informally, via interviews or observations, or formally via assessment tools such as aptitude tests, computer assisted programs, and interest inventories. Based on the results of the assessment process, staff connect participants to services available through the AJC and will make referrals to other programs a necessary if their needs are outside of the scope of life skills (time management, developing a support system to be successful in school, finding transportation to and from school, developing good study habits, etc.).

***Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors as appropriate:*** 20 CFR § 681.520 defines this program element as opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors such as:

- exposure to postsecondary educational possibilities
- community and service-learning projects
- peer-centered activities, including peer mentoring and tutoring
- organizational and teamwork training, including team leadership training
- training in decision-making, including determining priorities and problem-solving
- citizenship training, including life skills training such as parenting and work behavior training
- civic engagement activities that place youth in a leadership role such as serving on youth leadership committees, such as a standing Youth committee.

To encourage responsibility, confidence, employability, and exposure to postsecondary opportunities, youth can attend workshops in the AJCs such as Financial Literacy or Starting a Small Business, complete the TABE, KeyTrain and/or Career Scope (interest and aptitude) assessments, receive an adult mentor

through work experience, receive career counseling from a career advisor, and/or be referred to TN Promise and TN Reconnect mentors and counselors.

**Support Services:** 20 CFR § 681.570 describes supportive services for youth as defined in WIOA Sec. 3(59), as services that enable an individual to participate in WIOA activities. These services include, but not limited to, the following:

- linkages to community services
- assistance with transportation
- assistance with childcare and dependent care
- assistance with housing
- needs-related payments
- assistance with educational testing
- accommodations for youth with disabilities
- legal aid services; (i) referrals to healthcare
- assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- payments and fees for employment and training-related applications, tests and certifications.

Through the Title I program youth are eligible to receive transportation assistance for those who are attending postsecondary training or during the first 30 days of a work experience. Transportation assistance is also available through Vocational Rehabilitation (VR) and Temporary Assistance for Needy Families (TANF). For individuals without transportation, the Southeast Tennessee Human Resources Agency provides public transportation through a scheduled van service. Youth in a work experience may also receive a one-time only payment up to \$300 for uniforms, drug screens, background checks, supplies, etc. needed to be successful in the work experience. Youth participating in occupational skills training may also receive funding for related books, supplies, uniforms, etc. as required by their program of study. VR may also provide needed support services to youth with disabilities, such as assistive technology and services, while TANF may provide childcare and cash assistance. Individuals in need of housing are referred to Housing Authorities and other community and faith-based organizations, such as TN Homeless Solutions and United Works, as described under the last bullet item within this section. Housing assistance is also available through Housing and Urban Development agencies in the local area such as Chattanooga Housing Authority.

**Adult mentoring for the period of participation and a subsequent period, for a minimum 12 months total:** As listed in 20 CFR § 681.490, adult mentoring is offered for a duration of at least 12 months, and may occur both during the program and following exit from the program. Adult mentoring is a formal relationship between a youth participant and an adult mentor that includes structured activities where mentor offers guidance, support and encouragement to develop the competence and character of the mentee. This may include workplace mentoring where the program matches a youth participant with an employer or employee of a company. While the Department of Labor strongly prefers that case managers not serve as adult mentors, the final rule allows case manager to serve as mentors in areas where adult mentors are sparse, such as in rural areas like many counties in Southeast Tennessee. However, the desired method of providing leadership development includes connecting youth with a community mentor which can usually be found through a work experience, postsecondary institution, or by referral to other community resources.

***Follow-up services, for a minimum of 12 months, after the completion of participation as appropriate:***

20 CFR § 681.580 describes follow up services as “critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training.” Follow up services may include regular contact with the youth participant’s employer, including assistance in addressing work-related problems that arise, and may include the following program elements:

- supportive services
- adult mentoring
- financial literacy education
- services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, or career exploration services activities that help youth prepare for and transition to postsecondary education and training.

Follow up services include more than only a contact attempted or made for securing documentation in order to report a performance outcome. Title I staff provide follow-up services to identify any barriers participants may be having, which might impede their progress, in order to provide the necessary services to assist in overcoming the barriers.

***Financial Literacy Education:*** The AJCs are in partnership with local financial institutions to offer workshops on Financial Literacy on-site at the AJCs. The class covers banking services, tracking your money, credit, loans, and the basics of home ownership. Other resources are available on [www.Job4TN.gov](http://www.Job4TN.gov) online learning called “Alison” and Career Ready 101 (KeyTrain) that have financial literacy as a learning component.

***Entrepreneurial Skills Training:*** 20 CFR § 681.560 states this program element provides the basics on starting and operating a small business. Such training must develop the skills associated with entrepreneurship, such as the ability to take initiative, creatively seek out and identify business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and the trade-offs associated with each option, and communicate effectively and market oneself and one’s ideas. Rather than choosing to enroll in a formal training program to attain an entrepreneurship-training certificate, many jobseekers are interested in self-employment, and thus explore independent routes. Small Business Development Centers (SBDCs), Small Business Associations (SBAs), and Chambers of Commerce identify resources to assist these individuals. SBAs help entrepreneurs and existing owners to start, build, or grow their businesses offering services such as information on financing, loan applications, and regulations and licensing. The AJCs are in partnership with a community-based organizations such as The Guide, Score, LAUNCH Chattanooga, Chattanooga Marketing Clinic, and the Small Business Development Centers (SBDC) at the community colleges, and Chattanooga Chamber of Commerce’s INCubator. The SBDCs also provide one-on-one assistance through a referral to provide expert business advice to all types of businesses including, but not limited to counseling, business planning, marketing assistance, training, and cash flow analysis to start-up entrepreneurs and existing business owners.

***Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services:*** This element includes services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career



awareness, career counseling, and career exploration services. Interest inventories such as the Career Scope and other career planning tools are available through websites such as [mynextmove.org](http://mynextmove.org). The AJCs also utilize [Jobs4TN.gov](http://Jobs4TN.gov) and Economic Modeling Systems, Inc. (Emsi) to provide labor market and employment information. You Science Career Awareness and Aptitude assessment is also available in many of the school districts in the local area. You Science connects aptitudes to career options that a career interest inventory is not capable of doing and only provides temporal validity in terms of current interests only.

***Activities that help youth prepare for and transition to postsecondary education and training:***

Secondary schools offer an assortment of services including exploring postsecondary education options including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeships, assisting the youth in preparation for the ACT/SAT testing, assisting with the college admission applications, searching and applying for scholarships and grants, filling out the proper Financial Aid applications and adhering to changing guidelines and connecting youth to postsecondary education programs. Additionally, youth served through the AJCs may receive assistance in using <https://YourSkillsYourFuture.com>. YourSkillsYourFuture.com was implemented by the Bradley-Cleveland Chamber of Commerce and provides the following:

- Career Quiz to determine potential career pathways for job seekers
- Who's Hiring to find job opportunities
- Tips for Success
- Colleges
- Financial Aid
- Educator Tools to help drive students

The website [www.jobs4TN.gov](http://www.jobs4TN.gov) also provides job seeker services such as:

- Career Tips—"View a guide to the steps you should take to follow the path of selecting the ideal career or occupation."
- Career Informer—"If you have a career in mind, select this option to highlight a specific occupation and display information on wages, employers and jobs that are available as well as the details of available education and training, the job requirements and the nature of the work involved."
- Job Market Explorer-- Choose a career or occupation by analyzing the current labor market trends where you want to work, including wages, employment projections and educational requirements.

Job seekers services include finding job openings, job market trends, letter builder, employers posting jobs, local employer sites, virtual recruiter and resume' builder. The website also provides job seekers with training providers and schools, training and education programs, online learning resources, education profile informer and scholarship search access.

***Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster:*** This program element reflects the integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster or career pathway. While programs developing basic academic skills, which are included in as part of

alternative secondary school services and dropout recovery services, workforce preparation activities that occur as part of a work experience, and occupational skills training can all occur separately and at different times (and thus are counted under separate program elements), this program element refers to the concurrent delivery of these services which make up an integrated education and training model. Several postsecondary training programs, such as healthcare and manufacturing, provide academic and hands on learning through cooperatives or internship opportunities. For instance, all nursing programs include clinical experience in various healthcare employment settings such as hospitals, nursing homes, and clinics. Chattanooga State and Cleveland State Community Colleges both provide cooperative “Earn and Learn” programs in advanced manufacturing. Further, Chattanooga State Community College is the first college in the local area to become a college-based sponsor for U.S. Department of Labor Registered Apprenticeships. This positions the college as the key administrator for regional employers as new apprentices are onboarded for the “Earn and Learn” training. The community college also provides internships for the Nursing and Allied Health Division. Cleveland State’s Healthcare department’s Nursing program also provides internships. TCATs include an internship opportunity for students near the end of training. At the secondary level, work-based learning opportunities are incorporated as part of career pathways and the TN Pathways Certification.

### **III. Methods for Referral**

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. To facilitate such a system, Partners will agree to:

- Familiarize themselves with the basic eligibility and participation requirements of all programs, as well as with the available services and benefits offered.
- Review materials summarizing AJC program requirements and make them available for Partners and customers.
- Develop and utilize intake, eligibility determination, assessment, and registration processes.
- Provide substantive referrals to customers who are eligible for supplemental and complementary services and benefits under partner programs.
- Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys.
- Commit to robust and ongoing communication required for an effective referral process, and to actively follow up on the results of referrals.

The choice of referral process depends on the customer’s needs, what arrangements, if any, have been agreed to with the service to which the customer is to be referred. In addition, the capacity of both the referring organization and the service to which the customer is being referred must be considered at any particular point in time.

Generally, warm referrals are used by and among partners co-located in the AJCs. Customers are cordially walked to the staff member responsible for the service delivery to meet her/his customized needs. Title I staff created a referral form that is used for referrals made to partners that are **not** co-located in the AJCs. Generally, the referral form is used for external (non-co-located) partners. In addition to phone calls and emails, referrals are documented in VOS and case notes are provided relating to the referral to the non-co-located partners. However, not all required WIOA partners have access to Jobs4TN.gov. Job Corps, TANF, and Vocational Rehabilitation do not use VOS; therefore, the staff must use emails at a minimum to formalize the referral of the customer.

When a referral is made, it is always useful to obtain customer feedback about the referral as well as feedback from the agency(ies) to which referrals are made. A follow up call should be made to each to ensure the referral was effective. Discussion of next steps can be discussed during this time as well.

The table below outlines examples of referral processes and the advantage and disadvantages of each. Referral processes can occur in a telephone environment, in face to face settings or in the form of written communication (including e-mail) or a combination of these channels. A referral process selected may combine aspects of each of these processes.

<b>Possible Term</b>	<b>Characteristics</b>	<b>Possible Advantages and Disadvantages</b>
Passive Referral	The customer is given contact information for appropriate service(s) and is left to make her/his own contact at a time that best suits the customer.	This process gives responsibility to the customer to take action on their own behalf.  However, there is a greater likelihood that the referral will not be taken up.
Facilitated Referral	The customer is helped to access the other service, for example, the referring organization makes an appointment with the other service on the customer's behalf, asks the other service to make contact with the customer/s or a caller is transferred to the other service.	The other service is made aware of the customer, and the customer is helped to access that other service.  The customer may need to wait for a response to the other service.
Active Referral	The referring organization, with the customer's consent, provides the organization to which it is referring the customer with information that it has collected about the customer or with its professional assessment of the customer's needs.	The customer does not need to repeat all of their story and the agency to which the customer is referred has relevant information about the customer.  However, there is a risk that the information is communicated out of context and therefore misinterpreted by the service agency, which is receiving the referral, especially if not done as a 'warm' referral (see below).
Cold Referral	The customer is transferred to another service, without any immediate communication between the service providers.	The customer does not need to repeat all of their story and the agency to which the customer is referred has relevant information about the customer.  However, there is a risk that the information is communicated out of context and therefore misinterpreted by the service which is

		receiving the referral, especially if not done as a 'warm' referral (see below).
Warm Referral	A 'live' three-way conversation in the presence of the customer (whether face to face or by telephone) in which the referring organization introduces the customer, explains what has already been done to assist the customer and why the customer is being referred.	This provides an open and transparent process in which information can be exchanged between all service provided involved. Issues can be clarified immediately. The customer does not need to repeat their entire story.  The process relies on someone being available at the other service at the time the customer is to be referred.

For the reasons outlined in the table, staff are encouraged to use facilitated, warm and/or active referral processes where feasible, especially for customers who are likely to have trouble using other services without assistance.

The referral process requires that the MOU between the required partners contain provisions to describe the methods of referral of individuals, among the One-Stop Partners, for appropriate services and activities. Both businesses and job seekers, who are otherwise qualified, should be given the opportunity to access One-Stop service delivery system services that provide them with available partner and community resources that lead to successful outcomes. In line with WIOA's intent, TDLWD requires staff to refer the participant to appropriate partner services as a result of the initial assessment according to the needs of the individual. Methods of referral must strive towards including a coordinated and integrated approach to common intake procedures, career services, business services, and data sharing among system partners. Referral methods can include, but are not limited to, written, electronic, or phone referrals to partner programs. Parties to the MOU must provide specifics in the One-Stop Service Delivery MOU detailing how Partners will refer individuals to appropriate services and activities and receive feedback on the outcome of the referral.

**Title I (Adult, Dislocated Worker and Youth)**

Cross training and an understanding of partner services is critical to the referral process. Title I participants may be referred to various partners after an initial assessment and the needs of the participant are identified. When the partner is physically located in the AJC, the participant may be escorted to the partner for introduction and referral using a warm handoff approach. Referrals are made and documented via VOS or other electronic means. External partner (non-co-located) referrals may take place through the referral form as well as a phone call or other electronic means to set an appointment for the participant. With the integration of the partner services in the AJCs the participant is able to receive a full array of service without a specific identification of the program, just the understanding that they are being assisted.

**Title II (Adult Education and Family Literacy)**

Title II staff will, after an assessment is made determining the need, refer appropriate clients to applicable partner program staff electronically via jobs4tn.gov, when that partner is a user of that

system; in addition to an in person warm handoff directly to staff. In the event that the partner is not a user of jobs4tn.gov, and is physically located within the AJC, the warm in person handoff will be made, followed up by an email. In all other cases, the referral will be made via email and/or telephone, except in the case of UI, when the referral will be in the form of direction to the applicable website, and/or to the Zendesk ticket creation process or Zopim chat or direct referral via telephone. Referrals to other services provided at AJC's occur daily. Referrals are being tracked along with the amount of hours AE staff spend on referrals and on Career Services, per the guidance of the TNDLWD AE Division.

#### Title III (Employment Services under Wager-Peyser)

Title III staff will, after an assessment is made determining the need, refer appropriate clients to applicable partner program staff electronically via jobs4tn.gov, when that partner is a user of that system; in addition to an in person warm handoff directly to staff. In the event that the partner is not a user of jobs4tn.gov, and is physically located within the AJC, the warm in person handoff will be made, followed up by an email. In all other cases, the referral will be made via email and/or telephone, except in the case of UI, when the referral will be in the form of direction to the applicable website, and/or to the Zendesk ticket creation process or Zopim chat or direct referral via telephone.

#### Title IV (Rehabilitation Services) –

The Vocational Rehabilitation Program (VR) may make referrals to any available partner program to meet the rehabilitation needs of eligible individuals. For co-located staff or VR offices, the referral method will meet the AJC partner standard. The local service MOU agreement illustrates the collaboration between VR partners to ensure best use of resources in providing services to customers. VR tracks referrals using specific referral codes and an electronic case management system. Individuals who do not meet the priority threshold for intensive VR service for Priority 1 and 2 and are considered Priority 3 or 4 will be provided a warm handoff referral to the AJC for an initial assessment to determine specific needs. VR will also use the partnership referral form for referrals; however, VR staff do not use VOS for referrals or referral tracking.

The AJC system will ensure access for workers, youth and individuals with barriers to employment by:

- Offering priority for services to recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, and (consistent with WIOA and local board policies on priority of service) other individuals with barriers to employment, when providing individualized career services and training services with WIOA adult funds.
- Each Partner agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC are operated in compliance with the Americans with Disabilities Act of 1990 and its amendments. Additionally, Partners agree to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.
- Methods to ensure those with barriers to employment are served All Partners agree that they will not discriminate in their employment practices or services based on gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or based on any other classification protected under state or federal law. Partners must assure that they

have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all AJC system-wide programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs and assistive listening devices must be available to ensure physical and programmatic accessibility within the local AJC system.

The local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3)) include:

- Inspire others and lead change; demonstrate extremely high levels of professionalism, integrity, and collaboration; and enhance and develop partnerships. Further, the operator will be required to coordinate with the leadership of all required partners.
- Coordinate services with affiliate centers and/or identified access points to ensure that required partners are apprised of AJC and community services for referral of customers.
- Maintain and update a digital and hard copy listing of all partner programs, including a brief description of service and contact information to ensure that all staff in the AJC have up-to-date information for referral of customers.

As parties to the Memorandum of Understanding (MOU), required partners of the AJCs establish means of making and tracking referrals for adults, dislocated workers and youth. As listed in the MOU, referrals are made by all partners based on the initial evaluation of each individual's service needs using methods such as written, electronic, or phone referrals. Methods of referrals strive towards a coordinated and integrated approach to common intake procedures, career services, business services, and data sharing among partners. Referrals to on-site partners will be made using a warm hand-off. has been developed and all partners are encouraged by the One-Stop Operator to utilize the form. The form may be completed electronically and emailed or faxed to partners who are not available on-site at the AJC, and the receiving agency is asked to complete and return the form. The MOU also establishes how referrals will be tracked. Title I staff, for instance, track the referrals made by following-up with the customer and / or agency monthly if the form is not returned to ensure services are provided to the customer, if not provided while the customer is at the AJC. The referral process includes a commitment for all parties of the MOU to implement processes for the referral of customers to services that are not provided on-site at the AJCs. At a minimum, the referral process between the AJCCs and the parties of this MOU should:

- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.

- Ensure that general information regarding AJC programs, services, activities and resources shall be made available to all customers as appropriate.
- Make customer referrals electronically, through traditional correspondence, verbally, or through other means determined in cooperation with partners and operators.
- Provide a direct link or access to other AJC partner staff that can provide meaningful information or service, through the use of colocation, cross training of AJCC staff, or real-time technology (two-way communication and interaction with AJC partners that results in services needed by the customer).
- Share information not only between board staff, AJCs and each individual partner, but ensure that all required partners are informed and engaged in system alignment activities.

# Partnership Network Referral Form

**From:**

Attachment AA



**Office Location:**

- |   |                                   |  |                                      |                                      |
|---|-----------------------------------|--|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Title I – Career Services  | <input type="checkbox"/> Goodwill | <input type="checkbox"/> SETHRA              | <input type="checkbox"/> Chattanooga | <input type="checkbox"/> Marion      |
| <input type="checkbox"/> Title II – Adult Education | <input type="checkbox"/> SNAP     | <input type="checkbox"/> UT Extension        | <input type="checkbox"/> Athens      | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Title III – Wagner Peyser  | <input type="checkbox"/> TDHS     | <input type="checkbox"/> UT Edu. Opp. Center | <input type="checkbox"/> Dayton      |                                      |
| <input type="checkbox"/> Title IV – Voc. Rehab      | <input type="checkbox"/> VA       | <input type="checkbox"/> Other _____         | <input type="checkbox"/> Cleveland   |                                      |
| <input type="checkbox"/> Title V – TANF             |                                   |  |                                      |                                      |

**Office Location:**

**To:**

- |   |                                   |   |                                      |                                      |
|---|-----------------------------------|---|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Title I – Career Services  | <input type="checkbox"/> Goodwill | <input type="checkbox"/> SETHRA                 | <input type="checkbox"/> Chattanooga | <input type="checkbox"/> Marion      |
| <input type="checkbox"/> Title II – Adult Education | <input type="checkbox"/> SNAP     | <input type="checkbox"/> UT Extension           | <input type="checkbox"/> Athens      | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Title III – Wagner Peyser  | <input type="checkbox"/> TDHS     | <input type="checkbox"/> TN Opportunity         | <input type="checkbox"/> Dayton      |                                      |
| <input type="checkbox"/> Title IV – Voc. Rehab      | <input type="checkbox"/> VA       | <input type="checkbox"/> CHA School of Language | <input type="checkbox"/> Cleveland   |                                      |
| <input type="checkbox"/> Title V – TANF             | <input type="checkbox"/> CHA      | <input type="checkbox"/> Other _____            |                                      |                                      |

<b>Client Name:</b>	<b>VOS ID#:</b>
<b>Client Phone Number:</b>	<b>Client Email Address:</b>
<b>Referred by:</b>	<b>Referred to:</b>
<b>Referred by Phone Number:</b>	<b>Referred to Phone Number:</b>
<b>Date Referred:</b>	<b>Date &amp; Time of Appointment:</b>

**Reason for Referral:**

**Referral Results /Outcome:**

--	--



**Attachment AB  
Southeast Referral Contact List**

**One-Stop Operator:**

**Interim** [jennifer.eppley@mchra.com](mailto:jennifer.eppley@mchra.com) 423-252-5073

**Title I**

May be provided if staff determines after conducting an interview, an evaluation, or assessment, and career planning, that the individual:

- Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency;
- Has the skills and qualifications to successfully participate in the selected program of training;
- Is unable to obtain grant assistance from other sources;
- Selected a program of training that is directly linked to employment opportunities in the local area or planning region.

\*DW-Dislocated Worker has been laid off or terminated from employment.

**Career Services Manager**

**Casey Eschette** [casey.eschette@mchra.com](mailto:casey.eschette@mchra.com) 423-252-5074

**Athens**

**Melanie Powers-Adult/DW** [melanie.powers@mchra.com](mailto:melanie.powers@mchra.com) 423-252-5060  
**VACANT-Youth** [@mchra.com](mailto:@mchra.com) 423-252-5057  
**Darla Hilliard-Adult/DW** [darla.hilliard@mchra.com](mailto:darla.hilliard@mchra.com) 423-252-5076  
**Cheryl Thieman-Resource Room** [cheryl.thieman@mchra.com](mailto:cheryl.thieman@mchra.com) 423-252-5060

**Chattanooga**

**Brenna Ridley – Adult/DW** [brenna.ridley@mchra.com](mailto:brenna.ridley@mchra.com) 423-894-5354  
**Ilesha Watson- Adult/DW** [ilesha.watson@mchra.com](mailto:ilesha.watson@mchra.com) 423-643-2354  
**Dawn Zimmermann- Adult/DW** [dawn.zimmerman@mchra.com](mailto:dawn.zimmerman@mchra.com) 423-643-2342  
**Michelle Hamidi- Youth** [michelle.howard-hamidi@mchra.com](mailto:michelle.howard-hamidi@mchra.com) 423-643-2341  
**Johnny “Cortez” Stokes- Youth** [johnny.stokes@mchra.com](mailto:johnny.stokes@mchra.com) 423-424-4216  
**Sherlane Paris-Resource Room** [sherlane.paris@mchra.com](mailto:sherlane.paris@mchra.com) 423-643-2332

**Cleveland**

**VACANT-Adult/DW** [@mchra.com](mailto:@mchra.com) 423-790-5552  
**Jessica Bice-Adult/DW** [jessica.bice@mchra.com](mailto:jessica.bice@mchra.com) 423-790-5552  
**Charity King--Youth** [charity.king@mchra.com](mailto:charity.king@mchra.com) 423-790-5552

**Dayton**

**Nathaniel Gates-Adult/DW** [nathaniel.gates@mchra.com](mailto:nathaniel.gates@mchra.com) 423-570-1107  
**Tanner Stockton-Adult/DW** [tanner.stockton@mchra.com](mailto:tanner.stockton@mchra.com) 423-570-1107 ext 225  
**Angela Moye-Youth** [angela.moye@mchra.com](mailto:angela.moye@mchra.com) 423-570-1107 ext 222

<b>Marion</b>		<b>423-837-9103</b>
<b>Beth Hinkles-Adult/DW</b>	<a href="mailto:beth.hinklies@mchra.com">beth.hinklies@mchra.com</a>	423-837-9103
<b>Ashley Cheaves-Youth</b>	<a href="mailto:ashley.cheaves@mchra.com">ashley.cheaves@mchra.com</a>	423-837-9103
<b>Rhonda VanOteghem-Adult/DW</b>	<a href="mailto:rhonda.vanoteghem@mchra.com">rhonda.vanoteghem@mchra.com</a>	423-837-9103
<b>VACANT-Grundy A/DW/Y</b>	<a href="mailto:@mchra.com">@mchra.com</a>	423-309-6441

## **Title II-Adult Ed**

Adult Education is committed to coordinating services among all AJC partners to seamlessly provide direct services to youth and adult ages 17 and older. The Adult Education program empowers individuals to become self-sufficient by providing the basic skills and knowledge necessary to complete a secondary education credential and works with individuals to help them meet their educational and career goals. Adult Education prepares students to be college and career ready with integrated education and technology in the workplace and earning a High School Equivalency Diploma.

<b>Leslie Travis- Southeast TN /Director</b>		423-285-5565 or cell# 423-208-5793
	<a href="mailto:leslie.travis@tcatathens.edu">leslie.travis@tcatathens.edu</a>	
<b>Grant Roddy, Assistant Director (Hamilton and Marion)</b>		423-682-7059
	<a href="mailto:grant.rodgy@tcatathens.edu">grant.rodgy@tcatathens.edu</a>	
<b>Haley Clark (McMinn County/Meigs-office manager)</b>		423-745-5111
	<a href="mailto:haley.clark@tcatathens.edu">haley.clark@tcatathens.edu</a>	
<b>Angela Cooper (McMinn/Bradley/Polk County-Lead Instructor)</b>		423-473-8473
	<a href="mailto:angela.cooper@tcatathens.edu">angela.cooper@tcatathens.edu</a>	
<b>Robin Parris (Bradley, Polk-office manager)</b>		423-473-8473
	<a href="mailto:robin.parris@tcatathens.edu">robin.parris@tcatathens.edu</a>	
<b>Kelly Gould (Rhea, Sequatchie, Bledsoe, Grundy-Lead Instructor)</b>		423-285-5565
	<a href="mailto:Kelly.gould@tcatathens.edu">Kelly.gould@tcatathens.edu</a>	
<b>Charlene McKnight-(Hamilton Co.Chatt State-Office Manager)</b>		423-682-7059
	<a href="mailto:charlene.mcknight@tcatathens.edu">charlene.mcknight@tcatathens.edu</a>	
<b>Letty Turcios-(Chattanooga AJC Office- parapro)</b>		423-643-2351
	<a href="mailto:letty.d4adulthood@gmail.com">letty.d4adulthood@gmail.com</a>	
<b>Angala Hawn-(Athens AJC parapro)</b>		423-478-6700
	<a href="mailto:angihawn.adulthood.d4@gmail.com">angihawn.adulthood.d4@gmail.com</a>	
<b>Kim Kerley-(Sequatchie-Office manager)</b>		423-949-5307
	<a href="mailto:kim.d4.adulthood@gmail.com">kim.d4.adulthood@gmail.com</a>	
<b>Brenda Smith (Rhea, Meigs, Bledsoe-+ Lead Para for all counties)</b>		423-285 5565
	<a href="mailto:brenda.smith@tcatathens.edu">brenda.smith@tcatathens.edu</a>	
<b>Linda Shannon (Hamilton, Marion-parapro)</b>		423-682-7059
	<a href="mailto:Lindas.d4adulthood@gmail.com">Lindas.d4adulthood@gmail.com</a>	
<b>Ashley Jordan (formerly Ashley Wilbur) (Hamilton, Marion-Lead Instructor (+Youth under 18 lead)</b>		423-682-7059
	<a href="mailto:Ashley.jordan@tcatathens.edu">Ashley.jordan@tcatathens.edu</a>	
<b>Crissy Powell (Hamilton, Marion Lead Instructor)</b>		<b>423-682-7059</b>
	<a href="mailto:Crissy.powell@tcatathens.edu">Crissy.powell@tcatathens.edu</a>	

**Haley Sue Johnson (Marketing, social media specialist+ parapro)**  
[Haleyjohnson.d4adulthood@gmail.com](mailto:Haleyjohnson.d4adulthood@gmail.com) *southeasttennesseeadulthoodeducation/Facebook* 423-285-5565  
**Cardarius Davis (Hamilton AJC & Chatt State-Orientations and Assessment testing)**  
[cardarius.setnae@gmail.com](mailto:cardarius.setnae@gmail.com) 844-688-7944 or 423-682-7059

**Title III- Department of Labor**

Selah Melvin-Lead Chattanooga	<a href="mailto:selah.melvin@tn.gov">selah.melvin@tn.gov</a>	423-643-2315
Faye Cunnyngnam-Lead Athens	<a href="mailto:frances.cunnyngnam@tn.gov">frances.cunnyngnam@tn.gov</a>	423-252-5077
Andy Stewart-RESEA Chattanooga	<a href="mailto:andy.stewart@tn.gov">andy.stewart@tn.gov</a>	423-643-2348
Lorrie Peters-RESEA Chattanooga	<a href="mailto:lorrie.peters@tn.gov">lorrie.peters@tn.gov</a>	423-643-2311
Helen Conar- RESEA Athens	<a href="mailto:helen.conor@tn.gov">helen.conor@tn.gov</a>	423-252-5056
Shannon Willis-SNAP E&T Athens	<a href="mailto:Shannon.willis@tn.gov">Shannon.willis@tn.gov</a>	423-252-5062
Robert Wright- SNAP E&T	<a href="mailto:robert.wright@tn.gov">robert.wright@tn.gov</a>	423-643-2313
Walt Blackwell-TAA/H2A/MSFW Chattanooga	<a href="mailto:walt.blackwell@tn.gov">walt.blackwell@tn.gov</a>	423-643-2304
Tameika Murray-TAA Chattanooga	<a href="mailto:Tameika.murray@tn.gov">Tameika.murray@tn.gov</a>	423-643-2316
Charlotte Burger-TAA Athens	<a href="mailto:charlotte.burger@tn.gov">charlotte.burger@tn.gov</a>	423-252-5063
Stephanie Hubbard-BST Chattanooga	<a href="mailto:stephanie.hubbard@tn.gov">stephanie.hubbard@tn.gov</a>	423-643-2319
Cornisha Espey-Chattanooga	<a href="mailto:cornisha.espey@tn.gov">cornisha.espey@tn.gov</a>	423-643-2362
Jacqueline Rogers-CSPED Chattanooga	<a href="mailto:jacqueline.wolfe@tn.gov">jacqueline.wolfe@tn.gov</a>	423-643-2323
Paula Shadrick-Coach Chattanooga	<a href="mailto:paula.shadrick@tn.gov">paula.shadrick@tn.gov</a> ??	423-643-2361
VACANT-LVER Chattanooga	<a href="mailto:vacant@tn.gov">vacant@tn.gov</a>	423-643-2360
John Duff-LVER Athens	<a href="mailto:John.Duff@tn.gov">John.Duff@tn.gov</a>	423-252-5053
VACANT-DVOP Chattanooga	<a href="mailto:vacant@tn.gov">vacant@tn.gov</a>	423-643-2302
George Davis-DVOP Chattanooga	<a href="mailto:George.davis@tn.gov">George.davis@tn.gov</a>	423-643-2398
Darrell Perkins-DVOP Athens	<a href="mailto:Darrell.perkins@tn.gov">Darrell.perkins@tn.gov</a>	423-252-5069
Brian Tierney -Mobile Coach	<a href="mailto:Brian.Tierney@tn.gov">Brian.Tierney@tn.gov</a>	423-735-9969
VACANT-Mobile Coach	<a href="mailto:vacant@tn.gov">vacant@tn.gov</a>	Vacant

**RESEA-** Reemployment Services and Eligibility Assessments (RESEA) program is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits.

The funds connect participants with in-person assessments and reemployment services through local American Job Centers. Activities include developing an individual reemployment plan, providing labor market information, identifying job skills and prospects, and reviewing claimant’s continued UI benefit eligibility.

**Federal Bonding-** Provides fidelity bonding for the first six months of employment for “at-risk”, hard-to-place job applicants.

**TAA-**Federal program that provides a path for employment growth and opportunity through aid to US workers who have lost their jobs as a result of foreign trade.

**H2A**-Program allows a US employers or US agents to bring foreign nationals to the US to fill temporary agricultural jobs.

**MSFW**- Migrant and Seasonal Farm Workers- provides funding to community-based organizations and public agencies to assist MSFWs and their dependents to attain greater economic stability.

**BST**- Business Services Team’s purpose is to align employment, education, and training programs to strengthen the United States labor market.

**CSPED**- National Child Support Noncustodial Parent Employment Demonstration Program Grants  
The goal is to increase the reliable payment of child support by noncustodial parents who are willing but unable to pay.

**SNAP**- Supplemental Nutrition Assistance Employment and Training (SNAP E&T) is a funding source that allows states to provide employment, training, and related supportive services to individuals receiving Supplemental Nutrition Assistance Program (SNAP) benefits (formerly this program was known as “food stamps”). The purpose of SNAP E&T is to assist participants in finding a career that pays a self-sustaining wage and allows SNAP recipients to become totally independent of government assistance. The Food and Nutrition Act requires all states to provide employment and/or training opportunities for individuals receiving SNAP.

**LVER**- Local Veteran Employment Representative conducts employers' outreach services to assist them with satisfying their employment needs. A LVER also conducts outreach to apprenticeship programs for placement of veterans.

**DVOP**- Disabled Veteran Outreach Program Specialist conducts personal interviews with veterans who have Significant Barriers to Employment visiting a local Employment Security office to determine veterans' job readiness, work qualifications, and suitability for particular training programs or jobs. A DVOP also conducts veterans' outreach services to locate and assist those veterans with Significant Barriers to Employment.

## **Title IV- Vocational Rehabilitation**

The Vocational Rehabilitation Program (VR) provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes for clients that are consistent with their individual strengths, resources, abilities, capabilities and informed choice.

<b>Tiffany Ramsey-East TN Area Director:</b>	<a href="mailto:tiffany.ramsey@tn.gov">tiffany.ramsey@tn.gov</a>	423-296-2316
<b>Breona Washington - Supervisor:</b>	<a href="mailto:Breona.washington@tn.gov">Breona.washington@tn.gov</a>	423-296-2344
<b>Karen Buff – Supervisor:</b>	<a href="mailto:Karen.Buff@tn.gov">Karen.Buff@tn.gov</a>	423-478-6703
<b>Ashleigh Miller – VR Counselor (Hamilton):</b>	<a href="mailto:Ashleigh.Miller@tn.gov">Ashleigh.Miller@tn.gov</a>	423-634-2045
<b>Edrica Buckmire - VR Counselor (Hamilton &amp; Marion):</b>	<a href="mailto:Edrica.L.Buckmire@tn.gov">Edrica.L.Buckmire@tn.gov</a>	423-634-3145
<b>Beau Matthews – VR Counselor (Bradley &amp; Hamilton):</b>	<a href="mailto:William.Matthews@tn.gov">William.Matthews@tn.gov</a>	423-478-6719

<b>Dick Pelley – VR Counselor (Bradley &amp; McMinn):</b>	<a href="mailto:Adolphus.Pelley@tn.gov">Adolphus.Pelley@tn.gov</a>	423-478-6716
<b>Jonathan Doran - VR Counselor (Grundy &amp; Sequatchie):</b>	<a href="mailto:Jonathan.Doran@tn.gov">Jonathan.Doran@tn.gov</a>	423-847-8230
<b>Randall Allen - VR Counselor (Bledsoe &amp; Rhea):</b>	<a href="mailto:Randall.E.Allen@tn.gov">Randall.E.Allen@tn.gov</a>	423-847-8229
<b>VACANT - VR Counselor (Meigs &amp; McMinn Students):</b>	<a href="mailto:??????@tn.gov">??????@tn.gov</a>	423-649-1544
<b>Rebecca Sneed – VR Counselor (Bradley &amp; Polk):</b>	<a href="mailto:Rebecca.Sneed@tn.gov">Rebecca.Sneed@tn.gov</a>	423-478-6702
<b>Delwyn Smith – Tennessee Rehabilitation Center Manager:</b>	<a href="mailto:Delwyn.Smith@tn.gov">Delwyn.Smith@tn.gov</a>	423-478-6704
<b>Melissa Huffman – VR Secretary:</b>	<a href="mailto:Melissa.Huffman@tn.gov">Melissa.Huffman@tn.gov</a>	423-478-6710
<b>Lasonya Goldston - VR Secretary:</b>	<a href="mailto:Lasonya.Goldston@tn.gov">Lasonya.Goldston@tn.gov</a>	423-478-6701

## **TANF-Temporary Assistance for Needy Families**

East Tennessee State University is the ECMS contractor for Tennessee’s TANF program:

Our goal is to assist job seekers to reach their highest level of independence. To do so, we help them and their families by engaging and providing case management services using a Two-Generational approach.

- 1. Economic Progress-** We educate the client and their family as appropriate on advanced learning opportunities, college readiness, career and technical training for career preparation and employment services.
- 2. Health and Well-Being-** We educate the client and the family on ways to be healthier and live a healthier lifestyle.
- 3. Social Capital-** We host and or refer the client and their family to community events in hopes of increasing social support. We will also hold Parent Groups on site.
- 4. Educational Success-** We make referrals as needed to increase the overall education of the family by, referring clients to early childhood programs to promote Kindergarten readiness. We encourage job seekers to take advantage of the TCAT programs and the Drive to 55 Program.

As an incentive to increase self-sufficiency, we also offer incentives to our job seekers for reaching certain educational and employment milestones.

<b>Tekail Williams-Senior Career Coach, Hamilton</b>	<a href="mailto:williamste@etsu.edu">williamste@etsu.edu</a>	423-260-5953
<b>Amy Edwards-Program Director</b>	<a href="mailto:edwardsa1@etsu.edu">edwardsa1@etsu.edu</a>	423-232-5744
<b>Terrious Smith-Career Coach, Hamilton</b>	<a href="mailto:smithk1@etsu.edu">smithk1@etsu.edu</a>	423-260-9855
<b>Giovannie Thomas-Career Coach, Hamilton</b>	<a href="mailto:Thomasgl@etsu.edu">Thomasgl@etsu.edu</a>	423-260-9834
<b>Christy Green-Career Coach, Marion, Grundy, Sequatchie &amp; Bledsoe</b>	<a href="mailto:greencj@etsu.edu">greencj@etsu.edu</a>	423-260-6640
<b>Patricia Smith-Career Coach, Bradley &amp; Polk</b>	<a href="mailto:smithpa1@etsu.edu">smithpa1@etsu.edu</a>	423-260-6163
<b>Melissa McKibbens-Career Coach, McMinn &amp; Meigs</b>	<a href="mailto:McKibbens@etsu.edu">McKibbens@etsu.edu</a>	423-362-2305

## **Senior Community Service Employment Program- SCSEP**

Provides paid job-training to seniors 55+ years old who have decided to get back into the workforce.

Qualifications for participation:

- Be a resident of Bradley, Hamilton, McMinn, Meigs, Rhea, or Polk counties in Tennessee
- Be 55 years of age or older
- Be low-income individuals according to federal poverty guidelines
- Priority is given to veterans

**Kimberly Crider**                      [kimberly.crider@goodwillchatt.org](mailto:kimberly.crider@goodwillchatt.org)                      423-629-2501 ext. 3130

Clients should call:

**Sandra Madry**

423-629-2501 ext. 2220

## **Job Corps**

Job Corps is the largest nationwide residential career training program in the country and has been operating for more than 50 years. The program helps eligible young people ages 16 through 24 complete their high school education, trains them for meaningful careers, and assists them with obtaining employment. Job Corps has trained and educated over two million individuals since 1964.

At Job Corps, students have access to room and board while they learn skills in specific training areas for up to three years. In addition to helping students complete their education, obtain career technical skills and gain employment, Job Corps also provides transitional support services, such as help finding employment, housing, childcare, and transportation. Job Corps graduates either enter the workforce or an apprenticeship, go on to higher education, or join the military.

**Greg Sanders-**

[sanders.gregory@jobcorps.org](mailto:sanders.gregory@jobcorps.org)

**Tony Spratlen-**

[spratlen.tony@jobcorps.org](mailto:spratlen.tony@jobcorps.org)

**Corey Rolley-**

[Rolley.Corey@jobcorps.org](mailto:Rolley.Corey@jobcorps.org)

## **Integrated English Language and Civics Education**

Chattanooga School of Language provides services to individuals who are motivated to learn English as a second language. Civics education provides individuals who wish to apply for U.S. citizenship with the education and information to help them pass the citizenship test.

Laurie Stevens is the Owner/Operator

**Laurie Stevens-**

[laurie@chattanoogalanguage.com](mailto:laurie@chattanoogalanguage.com)

423-802-2040

**Carolyn Tinker-**

[carolyn@chattanoogalanguage.com](mailto:carolyn@chattanoogalanguage.com)

423-802-2040

May 15, 2020

The Southeast Tennessee Local Workforce Development Board (Southeast LWDB) has established the attached guidance to facilitate the phased re-opening of the American Job Centers in the Southeast local area. The guidance provides specific processes and procedures for safer business operations and the monitoring of guidance provided by federal, state and local governments.

Health and safety concerns can be mitigated by adhering to the following guidance. The Southeast LWDB and American Job Center Partners to the Memorandum of Understanding agree to:

- Follow all guidance from the Governor and public health officials.
- Implement reasonable steps outlined in this guidance to clean American Job Centers and advise staff and customers on appropriate hygiene as recommended by the Centers for Disease Control.
- Continue to practice social distancing for American Job Center staff and customers.
- Immediately shut down any facility where a known risk is identified. This would include the identification of a staff member or customer who has been in the facility and is known to have contracted the virus (or any serious contagious disease). If this occurs, the facility will remain closed for a minimum of 14 days.
- Attempt to have any staff/customer who may have come in contact with an infected person tested by directing them to the nearest testing facility. If testing is refused or a positive result is reported, prevent that individual from entering the facility for a minimum of 14 days. The employing agency's remote work or sick leave plan should be followed if a staff person cannot enter the facility.
- Follow all guidance provided in this document and guidance provided by the CDC on reopening guidelines for business at <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>.

  
\_\_\_\_\_  
Mayor Jim Coppinger, CLZO  
Hamilton County Mayor

5/19/2020  
Date

  
\_\_\_\_\_  
John Proffitt, Chair  
Southeast LWDB

5.15.20  
Date

**Purpose:**

This guidance will establish the recommendations for re-opening and operating the American Job Centers (AJCs) following the COVID-19 pandemic.

**Background:**

In an effort to slow the spread of COVID-19, the American Job Centers in the Southeast local area have been closed to the public. Partner agencies have been providing services virtually and by phone. Governor Bill Lee has released Tennessee Pledge: Reopening Tennessee Responsibly guidance.

**Instructions:**

**I. Protocols Prior to Re-Opening American Job Centers**

**a. Local Workforce Development Board (LWDB) AJC Re-open Plan**

To protect the health and welfare of employees, customers and partners, in the AJCs a phased approach will be required by the Southeast LWDB. The use of the phased reopening of the AJCs is data-driven and follows the CDC Guidelines and guidance being issued by Governor Lee’s Task Force. In the event Governor Lee’s Task Force implements former phase transition the Southeast LWDB will follow protocol and transition to a former phase. The Southeast LWDB will follow this guidance closely and consult with all partners before moving to new or former phases.

AJCs located in the Southeast Tennessee Local Workforce Area	
Athens AJC - Comprehensive 410 N Congress Parkway Athens, TN 37 (423) 745-2028	Chattanooga AJC - Comprehensive 5600 Brainerd Road, Suite A-5 Chattanooga, TN 37411 (423) 894-5354
Cleveland AJC – Affiliate 3535 Adkisson Drive NW Technology Building Suite 130-A Cleveland, TN 37312 (423) 790-5552	Dayton AJC - Affiliate Regional Skills Center 200 4th Avenue Dayton, TN 37231 (423) 570-1107
Marion AJC - Affiliate 5510 US Hwy 41 Jasper, TN 37347 (423) 837-9103	Website: <a href="http://www.secareercenter.org">www.secareercenter.org</a>

**b. Phased Re-Opening and Service Availability**

The Southeast LWDB will use the following phases when opening AJCs.



Phase	Services Available	Locations and Capacity	Hours
Phase I Date: June 1	All partners will provide services virtually, by phone, or in person by APPOINTMENT ONLY	Chattanooga AJC Capacity: 66  Athens AJC Capacity: 53	7:00 am – 7:00 pm Monday – Friday  Vulnerable Populations: 7 – 9 am
Phase II Date: July 1	All AJC services are available virtually, by phone, or in person with LIMITED CAPACITY	Chattanooga AJC Capacity: 66  Athens AJC Capacity: 53	7:00 am – 7:00 pm Monday – Friday  Vulnerable Populations: 7 – 9 am
Phase III Date: TBD	All AJC services are available virtually, by phone, or in person with INCREASED capacity	All Locations Capacity will be determined by local government and CDC guidance	8:00 am – 4:30 pm Monday - Friday
Phase IV Date:TBD	Return to full operations	All Locations Normal Capacity	8:00 am – 4:30 pm Monday - Friday
Closed due to confirmed case	Services may be offered virtually, or customers will be directed to other locations.	TBD	N/A

The following services will be made available in the AJC beginning in phase 1:

1. **Title I Adult, Dislocated Worker, and Youth:** customer meetings may be conducted virtually, by phone, or in person when appropriate
2. **Title II Adult Education:** students will be seen in person and online programs will continue to be available. Testing will resume according to capacity limits.
3. **Title III Wagner Peyser:** customers will be encouraged to utilize online services through Jobs4TN, but those needing staff assistance may be served virtually, by phone, or in person
4. **Title IV Vocational Rehabilitation:** customer meetings may be conducted in person, or by phone
5. **Temporary Assistance for Needy Families (TANF):** TANF services are being provided via phone and online where possible. Appointments with individual clients will be scheduled only as needed.
6. **Reemployment Services and Eligibility Assessment (RESEA):** meetings, orientations or subsequent visits may be conducted virtually, by phone, or in person
7. **SNAP Employment & Training (SNAP E&T):** customer meetings may be conducted virtually, by phone, or in person
8. **Unemployment Insurance:** Staff are trained to provide meaningful assistance by supporting self-service efforts when filing claims and certifying on Jobs4TN.gov, or by

phone. Staff will also assist customers with creating help desk tickets, uploading requested documents to Jobs4TN, and referring customers to other available services as needed.

**c. Communication Plan**

The Southeast LWDB will provide information to the public on the opening and if necessary, the re-closing of their American Job Centers (AJCs). Stakeholders, including County and City mayors, board members and partners will be notified of any updates via email notification. Information on the status of the AJCs will be communicated directly on our website at <https://www.secareercenter.org> and Facebook page @AmericanJobCenter – Southeast Tennessee. The board will also utilize news media, and radio throughout the ten-county region to effectively reach the target audience. All planned opening and closing of AJCs will be communicated to the State Workforce Board at [Workforce.Board@tn.gov](mailto:Workforce.Board@tn.gov) to ensure AJC availability on <https://www.tn.gov/workforce> is accurate and up to date. The Southeast LWDB Communication Plan is included in Attachment A.

**d. Full Access to Services**

The One-Stop Operator must ensure that AJC customers have full access to available services, whether it is in-person or virtual, at all times. Staff members should be trained and provided a list of available services or how to access these services for customers. This should include access to all core programs and meaningful unemployment insurance assistance. Staff should be informed that AJC customers should never be told they cannot assist them with a core service and/or state that funds are not available if the individual is eligible for the respective program.

**e. American Job Center Hours**

The available hours for the AJC will be posted and communicated to the public through the <https://www.secareercenter.org> website and the American Job Center – Southeast Tennessee Facebook page. During the time of re-opening, the AJC will follow these hours:

1. Extended hours from 7 am – 7 pm will be required to serve the increased number of potential customers during Phase I and Phase II of reopening at the Comprehensive AJCs in Chattanooga and Athens. Affiliate offices will be closed during Phase I and Phase II.
2. Specialized hours between 7 am – 9 am have been established for vulnerable populations during Phase I and Phase II.
  - a. Vulnerable population defined by the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>
3. The One Stop Operator will coordinate with partners and employer of record to establish and maintain alternating staffing schedules to ensure adequate coverage.

**f. Challenges to Opening**

All contracted services are included in the annual budget and are subject to partner negotiations beginning July 1, 2020. Additional security and third-party cleaning services are being funded from the current Infrastructure Funding Agreement. If these

funds become limited, prior phase transitioning may need to occur. The Fiscal Agent is responsible for the management of the Infrastructure Funding Agreement and will notify the partners of any concerns.

Sanitation, cleaning supplies and personal protective equipment has been ordered. Some items are backordered until mid to late May but should arrive prior to the Phase I reopening of the centers June 1, 2020. In the event proper sanitation supplies cannot be procured, prior phase transitioning may need to occur.

All AJC staff should work with his/her employer of record to address personal health and/or childcare needs. The One Stop Operator will need to address any changes in the staff plans for the AJCs.

## **II. Re-Opening American Job Center Protocols**

### **a. Staff Training**

Prior to opening any AJC, all staff (listed under the MOU) should receive training on the new protocols submitted in the re-opening plan. This training should consist of an explanation of new duties, how to serve customers, safety protocols, sanitation practices, and availability of services.

All AJC Staff will receive COVID-19 Workplace Protocols, Orientation and Training on the AJC re-opening plan and this must be completed by May 29, 2020. The training must cover all areas of the plan and a confirmation of training must be document by each employee signing the attached Orientation and Personal Responsibility Confirmation (Attachment B) Forms must be submitted to the LWDB by close of business on May 29, 2020.

The One Stop Operator is responsible for ensuring all orientation and training is completed; however, the OSO may delegate these duties to AJC Team Lead Functions so long as the AJC Team Leads have been properly trained prior. The One Stop Operator is responsible for reporting documentation to the Southeast LWDB that this function has been completed. As we transition between Phases, the One Stop Operator may need to provide similar or additional training at the direction of the Southeast LWDB.

It is recommended that all AJC supervisors/managers and employees should consult with their agency or human resource department on specific employer/employee guidance regarding medical assessments and maintain confidentiality as it relates to medical records for employees.

### **b. Screening Protocols**

The Southeast LWDB has established screening protocols to prevent potentially infectious individuals from entering the AJC. The following steps will be implemented for screening:

- i. **Employees/AJC Partners** – Prior reopening the AJC all employees will required to review and sign the COVID-19 Workplace Protocols, Orientation and Training Confirmation (**Attachment B**). They will be asked to self-assess for symptoms or close contact to a confirmed case each day prior to reporting to the AJC. If the employee/partner answers yes to any of the questions they must

coordinate their availability for work with their employer of record and it is recommended that they seek appropriate medical attention or screening. Employees will be provided a list of regional testing centers. A no – contact forehead scan thermometer will be available on site for use by employees if symptoms present during the workday.

- ii. **Customers/Visitors** – Only customers will be allowed to enter the facility for services and will not be allowed to bring additional guests. Prior to entering the AJC, all customers and/or visitors to the centers will be provided a Personal Self-Assessment (Attachment C) requiring them to answer health screening questions and states that by entering the facility, they agree to the best of their knowledge that they have not been diagnosed or had close contact with a confirmed case of COVID-19 and do not present with symptoms. A notice of the screening protocol with this acknowledgment will be posted to the entrance of each facility. This helps prevent the release of confidential medical information by ensuring that it remains with the individual. If they answer yes to any of the health screening questions, services will be provided remotely, and the customer will be given the opportunity to provide their name and contact information for appropriate follow-up. The OSO will designate a staff person to distribute Personal Self-Assessment Surveys to all customers, record names and contact information so customers waiting to enter the center can return to their vehicle to be called when they can enter the center.

**c. Sanitization**

**i. Cleaning Schedule**

All AJCs will undergo a thorough and deep cleaning via the contracted third-party cleaning prior to opening to the public. For the Comprehensive Centers located in Chattanooga and Athens deep cleaning will occur the last weekend in May prior to opening to the public on June 1, 2020. All Affiliate AJCs will be cleaned the weekend prior to reopening to the public. After opening to the public, cleaning will follow the regular schedule with added touch points being sanitized. In the event of a positive COVID-19 confirmed case, the building will be closed and will follow the CDC guidelines for sanitation protocol before allowing staff or the public to re-enter the facility.

**ii. Hand Sanitizing Stations**

The AJC should include hand sanitizing stations throughout the facility in places where multiple individuals may congregate. Mobile hand sanitizing stations can be moved throughout the facility; however, it is advised they be near entrances/lobbies, resource rooms, and client interview rooms. Supplies have been ordered and are anticipated to arrive prior to opening to the public. The One-Stop Operator is responsible for coordinating the use of supplies to adequately supply these areas and ensure availability. This can be delegated to staff at each physical location.

**iii. Use of Public Equipment and Common Areas**

Equipment that is accessible to multiple individuals must be sanitized after each use. This includes computers (including the keyboard and mouse), copiers/printers, welcome desk (if staff members rotate schedules). The use of

public spaces such as a break room and kitchen areas should be limited or restricted to mitigate risk. The use of water fountains is not recommended.

**iv. Dedicated Staff for Maintaining Sanitization Protocols**

The One Stop Operator should dedicate a staff member for each AJC to maintain a clean working environment or disperse sanitization responsibly to all AJC staff (i.e. all partners). This staff member(s) should ensure that public equipment remains sanitized, customers are adhering to social distancing protocols, hand sanitizing stations are properly stocked, and overall sanitation standards are being followed. This includes cleaning all public areas, wiping door surfaces frequently touched by the public after each use (resource room computers, chair arms, door handles, pens, etc.) The One Stop Operator or functional team lead should assign and monitor duties for these roles at each AJC.

The Southeast LWDB has requested National Dislocated Worker Grant funding to help provide support to the cleaning/sanitization and screening protocols in the AJCs to aid in the mitigation of the spread of COVID-19. These funding opportunities have not been awarded, will be limited, and may not be available long-term. The One Stop Operator should ensure that a staffing rotation is readily available for all AJC staff that includes coverage in the absence (sickness, loss of staff, etc.) or loss of these grant supports.

**d. Personal Protective Equipment (PPE)**

**i. Masks**

The use of masks is recommended for all staff members while moving through common areas in the AJC but is not required. Customers entering the AJC are not required to wear masks, but masks will be made available if needed or requested by customers. Any customer or staff member may choose to bring and wear his or her own mask.

**ii. Protective Barriers at Workstations**

Plexiglas protective barriers will be provided in high traffic areas (i.e. welcome desk, customer meeting rooms) to separate and ensure the safety of both the AJC staff and customers. Use of any station that does not have this barrier is not recommended by staff or customers when they are required to meet face to face. When staff meet with customers in designated rooms where no protective glass can be installed, social distancing of a minimum of six (6) feet is strongly encouraged as well as the use of facial masks.

**iii. Gloves**

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

**e. Customer Experience**

**i. Establishment of Social Distancing**

To ensure safety for all customers, social distancing protocols (six feet of

separation) are recommended within the AJC. AJC Staff should work in coordination with the One Stop Operator and AJC Team Leads to implement the following visual aid indicators:

1. Creating visual social distance cues, such as lines on the floor, that mark six feet of separation in areas where lines will form to include inside and outside of the AJC.
2. Space all lobby chairs six feet apart.
3. Space resource room computer stations six feet apart (or close several computer stations with tape).
4. The use of cubicles/offices in Phases I and II for customer interaction should be avoided. Instead utilize large rooms, conference rooms, or large offices.

## **ii. Check-in Kiosks**

Check-in kiosks should not be utilized by customers in order to reduce the risk of the spread of potentially harmful germs. Instead, utilize one of the following options to check-in customer:

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

## **iii. Security**

The Southeast LWDB have established safety protocols for the safety and protection of staff and customers. This includes fire safety, evacuation plans, and the use of security personnel. In anticipation of hundreds of dislocated workers that will need assistance, the One Stop Operator will ensure training is provided on de-escalation procedures to effectively communicate with irate customers, be prepared to manage large crowds, and potential threats. AJC Staff will also receive a review of the Security Plan which has been updated to include protocols on pandemics.

Effective May 5, 2020 the Southeast LWDB added security to include all open AJCs. This will remain in place in all locations until the June 1, 2020 when the local area moves to Phase I which includes closing Affiliate offices. Security will still be provided in the Comprehensive AJCs and security needs will be reevaluated at the time staff are allowed to return to Affiliate offices.

Security will be provided during normal business hours and as funding permits. Security expenses are being provided through the Infrastructure Funding Agreement and will remain in place so long as funding permits.

Security protocols will be reevaluated on July 1, 2020 and negotiated as part of the Infrastructure Funding Agreement. If existing and future funding allocations are not sufficient to support continued security the Southeast LWDB will request additional funds from Tennessee Department of Labor and

Workforce Development. If funds cannot be made available security protocols will be reevaluated.

**Attachments:**

Attachment A - Communication Plan

Attachment B – Orientation/Training Confirmation

Attachment C – COVID-19 Self-Assessment

SOUTHEAST LWDB COMMUNICATION PLAN – AJC REOPENING

Status	Recipients	Source	Schedule
<p><b>Phase I – initial reopening by appointment only at Comprehensive Centers</b></p> <p>Services available by all partners</p> <p>Hours of operation: 7 am – 7 pm</p> <p>Affiliate offices to remain closed</p>	<p>Stakeholders including board members and local elected officials, one-stop partners, partners outside of the one-stop system, State workforce board</p>	<p>Email notification</p>	<p>June 1 – notify at a minimum three days prior to planned date</p>
	<p>Public domain via website, clients who need face-to-face services</p>	<p>LWDB Website Facebook page</p>	<p>At a minimum one day prior to planned date</p>
<p><b>Phase II – AJCs open to public with limited capacity at the Comprehensive Centers</b></p> <p>Services available by all partners</p> <p>Hours of operation: 7 am – 7 pm</p> <p>Affiliate offices to remain closed</p>	<p>Stakeholders including board members and local elected officials, one-stop partners, partners outside of the one-stop system, State workforce board</p>	<p>Email notification</p>	<p>When the information of the projected date becomes available</p>
	<p>General public</p>	<p>LWDB Website Facebook page</p>	<p>At a minimum one day prior to update</p>
<p><b>Phase III – AJCs open with increased capacity, Comprehensive Centers and Affiliate offices</b></p> <p>Services available by all partners</p> <p>Hours of operation: 8:00 am – 4:30 pm</p> <p>Affiliate offices now open</p>	<p>Stakeholders including board members and local elected officials, one-stop partners, partners outside of the one-stop system, State workforce board</p>	<p>Email notification</p>	<p>At least one day prior to update</p>
	<p>General public</p>	<p>LWDB Website Facebook page, News and radio</p>	
<p><b>Phase IV – full operations</b></p>	<p>Stakeholders including board members and local elected officials, one-stop partners, partners outside of the one-stop system, State workforce board</p>	<p>Email notification</p>	<p>At least one day prior to update</p> <p>At least one day prior to update</p>
	<p>General Public</p>	<p>LWDB Website Facebook page News and radio</p>	



Status	Recipients	Source	Schedule
<b>Closed due to confirmed case</b>	Stakeholders including board members and local elected officials, one-stop partners, partners outside of the one-stop system, State workforce board	Email Notification LWDB Website Facebook page, News and radio	As soon as information becomes available.

## ROLES AND RESPONSIBILITIES

Michele Holt will lead the communications of the AJC availability to the board, CLEO and LEOs, and state workforce board. Stephen Dunn is responsible for communications with all MOU partners and partners outside the one-stop system. Beth Keylon is responsible for updating the LWDB website and Facebook page. Autumn Derrick will support these functions as needed.

## POTENTIAL EXCEPTIONS AND PROBLEMS

- AJC association with UI could result in threats to the centers. Any messages to the general public needs to iterate that the AJC is not an unemployment office and emphasize the services that are available to assist individuals with employment and training services.
- Communications during Phase I and Phase II will be limited to the email notification of stakeholders, the LWDB website and the FB page to control the number of individuals accessing the physical location. This may need to be reconsidered for Phase II if crowds are attempting to access the location. Guards, staff may need to be placed strategically to help with crowd control.
- Affiliate offices will remain closed in Phase I and Phase II so that efforts to support the one-stop system are concentrated on the comprehensive centers. Staff in affiliate offices will be reassigned to the appropriate comprehensive center with staggered schedules to limit the number of individuals in the building. Doing so will allow for a balance between the customers and staff at limited capacity.
- Crowds trying to access the physical location during Phase I and Phase II may result in additional frustration. Media releases and coordination with the state may be required to further emphasize the services available, including that only meaningful assistance is provided for unemployment.
- A confirmed case of COVID-19 among staff would require that the center be closed again for proper disinfection and quarantine of exposed individuals. Communications with the Department of Health would need to be coordinated. Regression to prior models may be required.
- Offices may experience transitions between phases at different times depending on confirmed cases, serious threats or other reasons. The communications will need to be specific to the phase, transition of phases or regression to a prior phase specific to the AJC location.

## COVID-19 Workplace Protocols, Orientation and Training Confirmation

As we return to the office, COVID19 will still be with us; and therefore, it is imperative that we take personal responsibility for maintaining our own health and protecting others.

Here are some commonsense protocols for the office as we phase staff back to the office. This is to protect the AJC staff and customers and to provide a safe work environment.

### **Personal office space**

- All schedules should be coordinated with the employer of record and communicated to the One Stop Operator to avoid coverage concerns. Staggered work schedules should continue to ensure coverage for extended hours. Staff will telework for remaining work hours.
- Continue to use respiratory etiquette, including covering coughs and sneezes and/or wearing a face cloth. This is recommended but NOT required.
- Do not use other coworkers' phones, computers, desks, or other personal equipment. You are responsible for disinfecting your own workspace and area. Scheduled workspace cleaning will be schedule periodically or in the event of a confirmed case inside the facility but will not occur daily. Take care of your own space and stay out of other's workspaces.
- Staff working in shared spaces must adhere to the required social distancing.

### **Common use areas**

- To be respectful of others it is recommended to wear a face cloth while in common areas or when moving throughout the facility. This is highly recommended but NOT required. Each AJC staff member will need to use his/her own face cloth for use until our shipment arrives or when supplies may be limited.
- Disinfecting wipes and/or spray will be provided at all common use office equipment such as copiers, microwaves, refrigerators, etc. All staff members are expected to assist in disinfecting all equipment after each and every use. Dedicated staff may not always be available in the area for immediate sanitization so be accountable. Clean up after yourself.
- Kitchen/break room use will be limited at all locations. Refer to descriptions for each Phase. All social distancing protocols will be observed when in the kitchen.
- Please avoid congregating in tight spaces using alternative routes in an effort to maintain proper social distancing of 6 feet, especially in hallways, around copying machines and restrooms.
- Soap and water will be provided at all sinks to encourage hand washing. Hand sanitizer stations will be dispersed throughout the facility and individual pumps may be provided at each desk. Supplies are limited and this may not always be available. In the event personal sanitizers are not available you may bring your own. Please wash your hands regularly with soap and water!
- All conference rooms are closed for public meetings until further notice. As capacity increases some of these restrictions may be lifted and you will be notified. Meetings should be conducted using video conferencing or conference calls.

**COVID-19 Self-Assessment**

Due to the health risks associated with COVID19, we are requesting that prior to reporting to work at the American Job Center you perform the following self-assessment. If you answer yes to any of the questions, you must coordinate your availability for work with their employer of record and it is recommended that you seek appropriate medical attention or screening. You will be provided a list of regional testing centers.

1. To the best of your knowledge – Have you been in contact with any individual with a confirmed positive test for COVID19 within the past 14 days?
2. Are you experiencing a persistent cough, shortness of breath or sore throat?
3. Have you had a fever in the last 48 hours (101.4 degrees or higher?)
4. Have you had new loss of taste or smell?
5. Have you experienced any vomiting and/or diarrhea in the last 24 hours?

By reporting to work, you agree that to the best of your knowledge that you have not been diagnosed or had close contact with a confirmed case of COVID-19 and no do present with symptoms

If symptoms present during the workday, we ask that you isolate yourself from others and report immediately to your supervisor/employer of record. A no – contact forehead scan thermometer will be available on site for use by employees if you suspect you have developed a fever.

**Orientation and Training**

- I have received a copy the AJC Reopening Plan and understand I will received updates and additional training as required.
- I have received training on the Emergency and Safety Plan and understand what my responsibilities are and what security will be provided.
- I have read and understand the new COVID-19 roles and responsibilities concerning sanitization, social distancing, and screening protocols in the AJC Reopening Plan and in addition my personal responsibilities outlined above.

The undersigned employee hereby acknowledges that they have received the COVID-19 Workplace Protocols, Orientation and Training to the AJC Re-Opening Plan and have read and understand that I have a personal responsibility in the workplace to abide by this guidance and workplace protocols in the interest of everyone’s health.

\_\_\_\_\_  
AJC Staff Signature

\_\_\_\_\_  
Date

## COVID-19 Self-Assessment Form

Due to the health risks associated with COVID19, we are requesting that prior to entering the American Job Center you perform the following self-assessment. If you answer yes to any of the questions, we will be glad to provide services remotely if you will provide your name, email and a phone number where you can be easily contacted. Thank you for your cooperation.

1. To the best of your knowledge – Have you been in close contact with any individual with a confirmed positive test for COVID19 within the past 14 days?
2. Are you experiencing a persistent cough, shortness of breath or sore throat?
3. Have you had a fever in the last 48 hours (100.4 degrees or higher?)
4. Have you had new loss of taste or smell?
5. Have you experienced any vomiting and/or diarrhea in the last 24 hours?

By entering the facility, you agree that to the best of your knowledge that you have not been diagnosed or had close contact with a confirmed case of COVID-19 and do not present with symptoms. If you require a mask, one will be provided. Only the customer may enter the facility. No guests or other individuals will be permitted.

---

## COVID-19 Self-Assessment Form

Due to the health risks associated with COVID19, we are requesting that prior to entering the American Job Center you perform the following self-assessment. If you answer yes to any of the questions, we will be glad to provide services remotely if you will provide your name, email a phone number where you can be easily contacted. Thank you for your cooperation.

1. To the best of your knowledge – Have you been in contact with any individual with a confirmed positive test for COVID19 within the past 14 days?
2. Are you experiencing a persistent cough, shortness of breath or sore throat?
3. Have you had a fever in the last 48 hours (100.4 degrees or higher)?
4. Have you had new loss of taste or smell?
5. Have you experienced any vomiting and/or diarrhea in the last 24 hours?

By entering the facility, you agree that to the best of your knowledge that you have not been diagnosed or had close contact with a confirmed case of COVID-19 and do not present with symptoms. If you require a mask, one will be provided. Only the customer may enter the facility. No guests or other individuals will be permitted.

---

## COVID-19 Self-Assessment Form

Due to the health risks associated with COVID19, we are requesting that prior to entering the American Job Center you perform the following self-assessment. If you answer yes to any of the questions, we will be glad to provide services remotely if you will provide your name, email a phone number where you can be easily contacted. Thank you for your cooperation.

1. To the best of your knowledge – Have you been in contact with any individual with a confirmed positive test for COVID19 within the past 14 days?
2. Are you experiencing a persistent cough, shortness of breath or sore throat?
3. Have you had a fever in the last 48 hours (100.4 degrees or higher)?
4. Have you had new loss of taste or smell?
5. Have you experienced any vomiting and/or diarrhea in the last 24 hours?

By entering the facility, you agree that to the best of your knowledge that you have not been diagnosed or had close contact with a confirmed case of COVID-19 and do not present with symptoms. If you require a mask, one will be provided. Only the customer may enter the facility. No guests or other individuals will be permitted.

### **I. Purpose:**

The purpose of this policy is to ensure compliance with federal regulations related to priority of services to veterans and eligible spouses.

### **II. Background:**

**The Jobs for Veterans Act (JVA), PL 107-288**, signed into law on November 7, 2002, requires that there be priority of service for veterans and eligible spouses in any workforce preparation, development, or delivery program or service directly funded in whole or in part, by the U.S. Department of Labor (**38 U.S.C. 4215**). The Priority of Service regulations, codified at **20 CFR 1010**, were issued December 19, 2008 and require qualified job training programs to implement priority of service for veterans and eligible spouses, effective January 19, 2009.

**Final Rule 680.650** builds on the USDOL's efforts to ensure veterans are entitled to priority of service in all department funded training programs under **38 U.S.C. 4215**. The WIOA regulation states that veterans must receive priority of service in programs for which they are eligible. The ETA and the Veterans' Employment and Training Service (VETS) issued guidance regarding implementation of priority of service on November 10, 2009, through **Training and Guidance Letter (TEGL) 10-09** and **Veterans' Program Letter (VPL) No. 07-09**. That guidance details the requirements of State Workforce Agencies (SWAs), local WIBs, and One-Stop Career Centers in providing priority of service to veterans and eligible spouses.

### **III. Instructions:**

AJC staff must ensure priority of service to veterans and their eligible spouses for all DOL-funded job training programs. Veteran's and eligible spouses priority of service means the right of veterans and eligible spouses to take precedence over a non-covered person in obtaining all employment and training services. Depending on the type of service, this may mean veterans and eligible spouses receive services earlier in time or instead of non-covered persons.

**WIOA Section 134 (c)(3)(E)** establishes a priority of requirement with respect to funds allocated to a local area for adult employment and training activities. Veterans and eligible spouses continue to receive priority of service for all DOL funded job training programs, with the exception of the priority of service established for the WIOA Adult program. The WIOA Title I Adult program also provides priority services for public assistance recipients, other low-income individuals, or individuals who are basic skills deficient. AJC staff must apply priority of service according to local policy found at <https://www.secareercenter.org/www/download/129.177>

**NOTE:** A veteran must meet each program's eligibility criteria to receive services under the perspective employment and training program. In programs that require income-based eligibility to receive services, amounts paid while on active duty or paid by the Department of Veterans Affairs (VA), or Vocational Rehabilitation (VR) disability, or other related Veteran Affairs programs are not considered as income when determining low-income status. Generally, this means many separating service members may qualify for the WIOA Adult Program because it provides services

for low-income individuals where military earnings are not to be considered income, in accordance with 38 U.S.C. 4213 and 20 CFR 683.230.

Veterans or eligible spouses who are eligible for the GI Bill or other forms of VA funded education or training do not preclude a veteran or the veteran's eligible spouse from receiving WIOA funded services, including training funds. WIOA program operators may not require veterans or spouses to exhaust their entitlement to VA funded training benefits prior to allow them to enroll in WIOA funded training, in accordance with TEGL 19-16.

#### **IV. Definitions:**

**Veteran** - a person who has served at least one day of active duty in the military, naval, or air service, and who was discharged or released from such service with other than a dishonorable discharge. This definition includes Reserve units and National Guard units activated for Federal Service.

**NOTE:** The veteran definition of requiring 180 days of active service still applies for career services provided by a Disabled Veteran Outreach Program (DVOP) specialist. The 180 day requirement does not apply to priority of service in USDOL funded employment and training programs. STLWDB ensures that policies, procedures, and staff training reflect the correct eligibility definition.

**Eligible Spouse** (must meet one qualification):

- (a) A spouse of any veteran who died of a service connected disability
- (b) A spouse of any member of the Armed Forces serving on active duty who, at the
- (c) time of application for the priority, is listed in one or more of the following
- (d) categories and has been so listed for a total of more than 90 days;
  - i. Missing in action
  - ii. Captured in the line of duty by a hostile force, or
  - iii. Forcibly detained or interned in the line of duty by a foreign government or power
- (e) A spouse of a veteran who has a total disability resulting from a service-connected disability, as evaluated by the department of Veteran Affairs.
- (f) A spouse of any veteran who died while a disability was in existence.

**NOTE:** A spouse whose eligibility is derived from a living veteran or service member (categories b. or c. above) would lose his or her eligibility if the veteran or service member was to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, a spouse whose eligibility is derived from a living veteran or service member would lose that eligibility upon divorce from the veteran or service member. However, a spouse who qualifies under categories a. or d. would not lose covered status through subsequent remarriage.

**Covered Person** - a Veteran or Eligible Spouse as defined above.

**Non-Covered Person** – those persons who are not veterans and eligible spouses

## **V. Procedures:**

All AJC staff are responsible for identifying covered persons at the point of entry (including reception areas, resource areas, websites, self-service kiosks, and informational bulletin boards, etc.). Welcome function procedures are in place to ensure that covered are persons identified and informed of:

- their entitlement to priority of service
- the full array of programs and services available to them; and
- any applicable eligibility requirements for those programs and services.

These services include the full range of employment, training and placement services in a manner that is comprehensive, customer-driven, and seamless. For more guidance, see the TN-WIOA 17-6 Veteran referral process. The document can be found at:

[https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/Completed\\_WFS\\_Policy\\_-\\_Veteran\\_Referral\\_Process\\_-\\_WIOA.PDF](https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/Completed_WFS_Policy_-_Veteran_Referral_Process_-_WIOA.PDF)

### **Serving Separating Service Members and Military Spouses with Dislocated Worker Funds:**

WIOA Sec. (3)(15) provides the full definition of the term dislocated worker. Under 20 CFR 680.660, service members exiting the military including but not limited to, those who receive or are eligible for Unemployment Compensation for Ex-service members (UCX), generally qualify as dislocated workers. Dislocated Worker funds under title I can help separating service members to enter or re-enter the civilian labor force. Further guidance can be found in TEGl 19-16, page 11. Regarding military spouses, 20 CFR 680.630 the definition of displaced homemaker is expanded to include military spouses who have experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of the spouse. Military spouses also can qualify if they are unemployed or underemployed and are experiencing difficulty in obtaining or upgrading employment (see WIOA secs 3(15)(E) and 3(16)(A) and (B) and 20 CFR 680.630 of the DOL-only Final Regulations). Military spouses may also qualify if they are a dependent spouse of a member of the Armed Forces on active duty whose family income is reduced by a minimum of 15% because of a deployment, a call or order to active duty, a permanent change of station, or the service connected death or disability of the service member.

### **Verification of Veteran, or Eligible Spouse Status:**

It is important to distinguish between the identification of a veteran for priority of services and the verification of a veteran's status or the verification of an eligible spouse.

- If an individual self-identifies as a veteran, or eligible spouse, at the AJC, that individual should be provided with immediate priority in the delivery of employment services.
- When a veteran or eligible spouse undergoes eligibility determination for enrollment (e.g. in WIOA Adult Program), it is appropriate to initiate verification of veteran status.
- If a veteran or an eligible spouse, at the point of eligibility determination and enrollment, does not have documentation verifying his/her eligibility for priority of service, he/she is to be afforded access on a priority basis to all services provided by program staff while awaiting verification

**NOTE:** The only services that require prior verification of eligibility for priority of service are those that require a commitment such as classroom training.

**Ensuring the Priority of Service:**

- Identifying veterans and other covered persons using **Military Service Form LB-1118** (April 2016) when they visit service delivery points (form is included as attachment)
- Displaying signs that clearly describe the priority of services and the registration process. This information must also be conveyed when veteran and eligible spouse access to services electronically or by telephone
- It is neither necessary nor appropriate to require verification of the status of a veteran or other eligible person at the point of entry
- If a person self identifies as a veteran, or other eligible person, immediate priority of service is required
- Coordinating employer outreach development activities with related responsibilities of the Local Veterans Employment Representative (LVER) staff
- Identifying employers who are interested in hiring veterans
- Promoting job fairs for veterans and eligible spouses
- Monitoring the priority of services will be done at the point of entry and during training or employment services

**AUTHORIZED BY:**

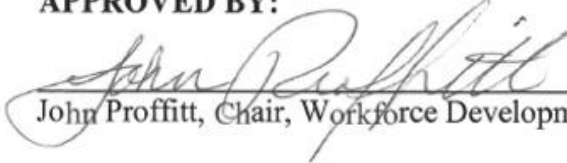


Michele Holt, Director, Workforce Development

3/11/2020

Date

**APPROVED BY:**



John Proffitt, Chair, Workforce Development Board

3/11/2020

Date

*Veterans and Eligible Spouse Priority of Service Policy; Effective 3.14.18, Revised 3.11.20*



## **I. Purpose**

The purpose of this policy is to address the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible participants enrolled in WIOA Title I Adult, Dislocated Worker and Youth programs. Procedures include documentation requirements to show that the supportive service is allowable, reasonable, and not otherwise available to the participant. This policy rescinds any prior policy regarding supportive services in STLWDA.

## **II. Background**

The Workforce Innovation and Opportunity Act (WIOA) defines supportive services in **WIOA Sec. 3(59)** as services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act. Supportive services for Adults and Dislocated Workers are further referenced in WIOA Secs. 134(d)(2) and (3) and for WIOA eligible Youth in section 129(c)(2)(G) and are governed by 20 CFR 680.900 through .970. Supportive services are not entitlements and must be supported by demonstration of financial need. Supportive services are limited and must be leveraged with other local resources, including co-enrollment with core partner programs.

## **III. Instructions**

AJC Title I staff should ensure that supportive services only be provided when the services are not available elsewhere, since WIOA is considered funding of last resort. When participants need supportive services, staff will follow the procedures below:

1. The participants need for the provided service must be determined in the initial and ongoing assessment and must be documented in the case file; participants enrolled in Individualized Career or Training Services must demonstrate need in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
2. The cost of supportive services must be reasonable and competitive in process. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, most competitive price available.
3. The cost of Supportive Services must be necessary to participate and an allowable cost under Federal guidelines.
4. Supportive Services may not be provided prior to an individual's registration date in WIOA activities.
5. The need for Supportive Services will be determined on individual basis, in coordination with PELL and other federal and local funds, including core partner programs, and the availability of local formula funds.
6. Supportive Services are meant to be short-term measures and may be limited both in duration and amount.
7. Supportive Services may only be provided to active Adult and Dislocated Worker participants prior to exiting from the program; however, follow-up services for youth may include supportive services.
8. Customers will only be reimbursed for training related expenses when requested and approved prior to the expense occurring.

9. If the cost of the Supportive Service exceeds the approved amount, a modification request may be submitted with verification/justification of the increased amount.

**The following Supportive Services may be provided to Adult and Dislocated Workers in WIOA Individualized Career and Training Services. Youth Supportive Services should enable an individual to participate in WIOA Activities:**

- Linkages to community services
- Assistance with transportation (See Guidance Attachment A)
- Assistance with child care and dependent care (See Guidance Attachment B)
- Assistance with housing (rent only, no mortgage payments)
- Needs related payments (See Guidance Attachment C)
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, test, and certifications
- Other Supportive Services that have not been described in this policy may be considered on a case by case basis when presented in a written statement of need.

**Needs Related Payments:**

Individuals in need of training services may not have the resources to participate in the training. Needs related payments are designed to provide a participant with financial assistance to meet the needs of their non-training expenses for the purpose of enabling them to engage in training services **WIOA Sec. 134(d)(3)** that lead to in-demand occupations. Unlike other supportive services, in order to qualify for needs related payments a participant must be enrolled in training. Needs related payments are stipends paid directly to the eligible participant, up to the date of completion of training, or the last day of attendance. NRP's are not wages and therefore are not reportable as taxable income. Participants must be attending full-time to receive needs related payments.

**1. To Receive Needs Related Payments:**

- a. Adults and Out-of-School Youth (ages 18-24) must:
  - i. Be unemployed;
  - ii. Not qualify for, or have ceased qualifying for, unemployment compensation; and
  - iii. Be enrolled in a program of training services under *WIOA Section 134(d)(4)*
- b. Dislocated Workers must:
  - i. Be unemployed, and (**20 CFR 680.950**):
  - ii. Have ceased to qualify for unemployment insurance or trade readjustment allowance under TAA; and
  - iii. Be enrolled in a program of training services under **WIOA Section 134(d)(4)** by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by

the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or

- iv. Be unemployed and unable to qualify for unemployment insurance or trade readjustment assistance under TAA and be enrolled in a program of training services under **WIOA Section 134(c)(3)**.

## **2. The Level of Needs Related Payment made:**

- a. To an Adult or Out-of-School Youth ages 18-24, shall not exceed the poverty level for a family of one for an equivalent period. The weekly payment level will be calculated by dividing the poverty level by 52 weeks. (Example: Poverty level for family of one - \$12,060 / 52 weeks = \$231.92 weekly, \$463.84 bi-weekly)
- b. To a dislocated worker shall not exceed the greater of **(20 CFR 680.970)**—
  - i. The applicable weekly level of unemployment insurance compensation for participants who were eligible for unemployment insurance compensation as a result of a qualifying dislocation; or
  - ii. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income provided in the most current LLSIL Guidelines.

Needs related payments may be provided if the participant has been accepted in a training program that will begin **within 30 calendar days**. Payments will be terminated for participants upon completion of training or at the point they are no longer attending. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances **(20 CFR 680.960)**.

### **Documentation Requirements:**

Eligible participants must provide a written statement of need along with any requested supporting documentation for supportive services to be paid directly to the participant. All documentation requirements must be kept in accordance with the LWDBs **Electronic Case Files Guidance**.

### **Unallowable Support Services:**

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

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

**Funding Limits:**

Total Supportive Services awarded per participant attending training will be based on a sliding scale. The total amount of supportive services during a semester for participants receiving the maximum amount of ITA limits may not exceed:

- \$1,500 per semester, or
- \$1,500 per non-semester training program

\*Total Supportive Services awarded per participant not receiving the maximum amount ITA services may not exceed the higher of:

- The total WIOA funded amount of set ITA limits by semester for program length plus \$1,500 per semester/non-semester training program

*Example: ITA limits broken out by maximum amount per semester (\$1,250), but ITA is not needed - customer must not exceed \$2,750 (\$1,250 + \$1,500) in supportive services.*

Total Supportive Services awarded per participant not attending training shall not exceed \$1,500.

**Duration Limits:**

Participants in training services as defined in WIOA secs. 134(c)(2) and (3) may receive supportive services on a semester by semester basis through completion of training or at the point they are no longer attending.

Participants receiving supportive services in coordination with career and employment related activities are eligible for up to six months, at which time review of individual needs may result in services for an additional six-month period. Justification must be clearly documented in the participant's case file.

**Availability of Funds:**

All services under WIOA are subject to change due to the availability of funding, and/or Local Board policy and directive.

**Exceptions:**

Prior approval is required for any requests exceeding funding or duration limits set forth in this policy. Participants must submit such request in writing with reasonable justification and supporting documentation when appropriate to the Career Service Provider designee for approval.

**Priority of Service:**

Participants in WIOA programs who face significant barriers to employment – such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient – should be given service according to their level of need. Please refer to the LWDA's *Adult Priority of Service Guidance* concerning the order of service delivery.

**Duplication of Services:**

Funds for supportive services should be utilized in a manner that avoids redundancy and leverages funding from all available resources, including funding from private, community and faith-based organizations.

WIOA funding is maximized by referral and co-enrollment of participants in partner programs. Please refer to the LWDA's *Co-Enrollment Policy* for more information concerning co-enrollment of participants in multiple programs and best practices to leverage resources for maximum benefit.

**AUTHORIZED BY:**

  
\_\_\_\_\_  
Michele Holt, Director, Workforce Development 3/13/19  
\_\_\_\_\_  
Date

**APPROVED BY:**

  
\_\_\_\_\_  
Tony Cates, Chair, Workforce Development Board 3-13-19  
\_\_\_\_\_  
Date

*Supportive Services Policy; effective 3.14.18, Revised 3.13.19*

## **Supportive Services Policy– Attachment A Transportation Assistance Guidelines**

---

### **Transportation Assistance may be provided to participants who:**

- live at least ten miles (one way) from the training site AND can demonstrate the need to receive such services by providing a written statement for the file  
**AND**
- who are entering **WIOA sponsored training services** or who are actively participating in **WIOA approved training services**

### **Expectations of WIOA Participants:**

- Participant must submit an Attendance Verification Form on a monthly basis. Attendance Verification Forms must be submitted to the American Job Center by the 5<sup>th</sup> of the following month. **Forms received after the 5<sup>th</sup> of the following month may not be paid.**
- Participants must complete Attendance Verification Forms in **blue or black ink only.**
- Participants must maintain satisfactory progress while in training to remain eligible for all WIOA services including transportation.
- Participants must maintain **monthly contact** with the Title I Career Service Staff to remain eligible for all WIOA services including transportation.

### **The following restrictions shall apply to transportation assistance:**

- Title I Career Service Staff will determine eligibility to receive transportation assistance on a semester by semester basis. Eligibility is based on the participant's status at the time of the request as well as the availability of funds. Therefore, eligibility to receive transportation assistance for a particular semester does not guarantee eligibility to receive transportation assistance for future semesters.
- Title I Career Service Staff will update and assess the participant's residency, training site, financial need and academic status each semester in order to verify continued eligibility to receive transportation assistance.
- Title I Career Service Staff will verify the participants current address prior to submitting an SSR for approval by collecting two forms of identification (Drivers License or State Issued ID **AND** Utility Bill, Voters Registration Card or Documentation from a State/Federal agency validating the address). Both forms of ID should have the same address and match the address in VOS. Title I Career Service Staff should MapQuest driving directions to verify that the customer lives 10 or more miles one way from their residence to the training site. Both forms of ID and the MapQuest print out should be attached to the approved copy of the SSR in the file.
- Title I Career Service Staff must submit an SSR each semester/quarter to request continuation of transportation assistance (*after verifying the customer's current address and distance from the training site by following the process above*).
  
- Payments will be made based on a monthly Attendance Verification Form submitted by the participant and approved by the appropriate authorized staff.
- Payments will be terminated for participants upon completion of training or at the point they are no longer attending.

- Payments will not be made to participants who fail to reply to requests for communication from Title I Career Service Staff.
- Payments may be terminated if the participant fails to follow the proper procedures for submitting the Attendance Form.
- Transportation payments will be made in the amount of **\$10.00 per day** of classroom attendance and may not exceed **\$50.00 per week**.
- **All supportive services offered through WIOA are contingent upon the availability of funds and may be discontinued at any point.**

**Job Search Transportation Assistance may be provided to participants who:**

- Are actively engaged in **job search activities** which require them to travel from home to a place of business to submit an application, attend and interview or provide any required information for a potential job placement (drug screens, background checks, etc). This can include daily visits to the Resource Room for internet based job search activity.
- All job search transportation assistance will be approved on a case-by-case basis, may be offered for up to **6 months**, and will be reimbursed monthly at a rate of **\$10.00 per day** with a maximum of **\$120.00 per month (12 days per month)**.
- Job search participants will be required to provide a job search log form to the Title I Career Service Staff with the Attendance Verification Form.

---

I have read the Transportation Assistance Guidelines and understand the expectations required of me in order to receive this service.

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Supportive Services Policy– Attachment B Childcare Assistance Guidelines**

---

**Child Care Assistance is a Supportive Service. In addition to the current Supportive Service policy, the following conditions apply:**

**Child Care Assistance may be provided to customers who:**

- Have dependent children in need of child care
- AND**
- Are actively participating in **training services**

**Expectations of WIOA Customers:**

- Customers must submit a receipt of child care payment on a monthly basis. Receipts must be submitted to the Career Center within 3 business days of the time period end date.  
**Receipts for payment received after the 3<sup>rd</sup> business day may not be paid.**
- Customers must maintain satisfactory progress to remain eligible for all WIOA services including child care
- Customers must maintain **monthly contact** with their Career Service Coordinators to remain eligible for all WIOA services including child care

**The following restrictions shall apply to child care assistance:**

- WIOA staff will determine the amount of time that the customer will receive child care assistance.
- WIOA staff will periodically review the customer's financial and academic status in order to verify customers continued eligibility to receive child care assistance.
- WIOA staff must submit a new SSR each semester/quarter to request reimbursement for child care assistance
- Payments will be made based on receipts submitted by the customer and approved by the appropriate authorized staff.
- WIOA staff reserves the right to terminate child care payments to customers who fail to follow requirements of the WIOA program.
- Child care payments will be terminated when a customer stops attending training as outlined in the WIOA Individual Employment Plan. (Customer drops out of training)
- Child care payments will not be made to customers who fail to reply to requests for communication from WIOA staff.
- All supportive services offered through WIOA are contingent upon the availability of funds and may be discontinued at any point.
- Any child care service not outlined in this document must receive WIOA Assistant Director approval.

***I have read the Child Care Assistance Guidelines and I understand the consequences of failing to abide by the statements listed above.***

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Needs Related Payments Determination Form & Weekly Verification

Name:	State ID:	Date:
Address:	City, State, Zip:	
County:	Date of Qualifying Layoff:	Training Start Date:
Last Date of UI/Training Benefits/TRA:		Period:    /    /    to    /    /
Program: <input type="checkbox"/> Adult <input type="checkbox"/> Dislocated Worker <input type="checkbox"/> Out-of-School Youth		Case Manager:

- I certify that I am:
- Unemployed
  - Did not qualify for unemployment or have ceased to qualify for unemployment
  - Enrolled and attending an ETPL approved training full time
  - Unable to qualify for unemployment or Trade Readjustment Assistance under TAA
  - Do not have other resources to support me while attending training
  - Require income support to participate in full-time training

Monthly Income	
Personal	
Spouse	
Other Family Members	
Child Support Income	
Social Security	
Maintenance/Alimony	
Retirement Income	
Workers Compensation	
Social Security	
Unemployment Insurance	
Public Assistance: WIC, TANF, SNAP	
Trade Readjustment Allowance	
Other:	
<b>Total Monthly Income</b>	

Monthly Expenses	
Rent/Mortgage	
Electricity/Heating	
Water/Garbage/Sewage	
Telephone	
Car Payment(s)	
Child Care	
Medical Insurance & Out-of-Pocket	
Monthly Credit Card Payment	
Monthly Loan	
Food	
Clothing	
Fuel/Public Transportation	
Other:	
<b>Total Monthly Expenses</b>	

Dislocated Workers - Attach UI history and LLSIL Guidelines:	
Weekly level of UI Compensation (DW)	
Total Number in Family	
Annual Poverty Level for Family Size	
Divided by 52 weeks =	
To determine payment level, choose great of the two:	
<b>Total Needs Related Payment</b>	

Adult and Out-of-School Youth (ages 18-24)	
Annual Poverty Level for Family Size	\$12, 060
Divided by 52 weeks =	\$231.92
<b>Total Needs Related Payment</b>	<b>\$231.92</b>

Participant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**I. Purpose:**

To provide guidance to One-Stop Operators, and American Job Center (AJC) service providers for the implementation of priority of service for Workforce Innovation Opportunity Act (WIOA) Title I Adult program participants.

**II. Background:**

Across all titles, WIOA focuses on serving "individuals with barriers to employment" as defined in *WIOA Section 3(24)* - and seeks to ensure access to quality services for these populations. *TEGL 19-16* specifies that priority should also be applied to individuals that are both underemployed and low-income.

**III. Instructions:**

Section **134(c)(3)(E) of WIOA** establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, American Job Center staff when using WIOA Adult funds to provide individualized career services, or training services, or both, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Services must be based on jobseeker needs and an analysis of funds from all available sources. Adult priority is determined, for the targeted groups, during eligibility and enrollment. In order to prioritize services, regardless of the availability of funds, priority must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of Individualized Career and Training services. However, veterans within these groups receive priority over non-veterans. See *Veterans and Eligible Spouse Priority of Service Policy* found at <http://www.secareercenter.org/www/download/129.146>.

**Note:** Training services are used to connect participants to in-demand occupations and need to be filled by employers. It is not required for non-priority service participants to give up their place to individuals who are categorized as priority eligible. Priority of service applies up to the point at which a non-priority individual is both approved for funding and accepted or enrolled in a training class. *Priority of service is not intended to allow a priority adult to "bump" a non-priority individual.*

**Definitions:**

**1. Low-Income Individual (LII):**

A low-income individual is defined as a person who meets any of the following criteria and will satisfy the low-income requirement for WIOA Title I Adult services:

**A. Recipient of Public Assistance** includes individuals who receive, or in the six (6) months prior to application to the program have received, or are a member of a family that is receiving or in the six (6) months prior to application to the program has received, assistance through one or more of the following:

- a) Supplemental Nutrition Assistance Program (SNAP);

- b) Temporary Assistance for Needy Families (TANF) program;
- c) Supplemental Security Income (SSI) program; or
- d) State or local income-based public assistance.

**B. Low-income** [as defined by WIOA Sec. 3(36)]includes:

- a) Recipients of public assistance (defined above),
- b) Individuals in a family with total income that does not exceed the higher of—
  - i. the poverty line; or
  - ii. below seventy percent (70%) of the lower living standard income level,
- c) A Homeless individual (as defined in WIOA sec 3 (36)(A)(iii),
- d) Foster youth, or
- e) Individuals with disabilities with an income below seventy percent (70%) of the lower living standard income level. Under WIOA, as explained in **20 CFR 680.640**, an individual with a disability whose family does not meet income eligibility criteria, will qualify for priority as a low-income adult as defined in **WIOA Section 3(36)**.

**Criteria and Procedures Used to Determine Low-Income Eligibility:**

Staff will utilize the Low-Income Eligibility Worksheet to determine low income eligibility. More information concerning individuals who qualify as low-income, and the criteria of that determination, is covered in the **Workforce Services Guidance – Income Guidelines for Persons Defined as Low-income Individuals**. This document can be found at:

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WorkforceServicesGuidance-PersonsDefinedasLow-IncomeIndividuals.pdf>

**Note:** A youth eighteen (18) or older, who was determined to be a low-income individual eligible for the WIOA Title I Youth program, may be co-enrolled in the WIOA Title I Adult program without an additional determination of eligibility. They may be counted as an individual who meets adult priority of service if the original determination was made no more than six (6) months prior to the date of co-enrollment.

2. **Basic Skills Deficient:** **WIOA Section 3(5)(8)** defines basic skills deficient as "an individual who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society."

**Criteria and Procedures Used to Assess Priority for Basic Skills Deficient Individuals:**

It is expected that any such basic skills deficiencies will be determined by an objective, valid, and reliable assessment such as the Test of Adult Basic Education (TABE) or Comprehensive Adult Student Assessment Systems (CASAS). If the priority of service will also be based on basic skills deficient criteria, then the participant's file must contain academic tests (including the participant's name, date of test, and results). As stated in TEGL 19-16, Individuals who are English language learners meet the criteria for "basic skills deficient" and must be included in the priority populations for the title I Adult program.

3. **Single Parent** – A single, separated, divorced or a widowed individual who has primary responsibility for one or more dependent children under age 18 (including single pregnant women).
4. **Migrant and Seasonal Farmworker (MSFW)** – a low-income individual who for the 12 consecutive months out of the 24 months prior to application for the program has been primarily employed in agriculture or fish farming labor that is characterized by chronic unemployment or underemployment; and faces multiple barriers to economic self-sufficiency.
5. **Cultural Barriers** - attitudes, beliefs, customs or practices that include a way of thinking acting or working that may serve as a barrier to employment
6. **Underemployed Individuals:** The state guidance defines underemployed as individuals who are employed full-time or part-time that also meet the definition of a low-income individual to be eligible for the adult priority.

**Adult Priority, Veterans' Priority of Service, and How to Apply Priority:**

Title I Adult eligibility requires that individuals be 18 years of age or older, citizens or nationals of the United States, or other lawfully admitted persons, and in compliance with the Selective Service System Registration Requirements.

The priority of service for veterans and eligible spouses always applies across all qualified employment and training programs. The priority of service for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient is a statutory priority that applies only to the recipient of individualized career and training services in the WIOA Title I Adult program.

Priority of service for veterans and eligible spouses, for the Title I Adult program, must be applied in the following order:

- **1<sup>st</sup> Priority** – Covered persons (Veterans and eligible spouses) who are:
  - Low-income [as defined by WIOA Sec. 3(36)], or
  - Recipients of public assistance, or
  - Who are basic skills deficient?
  - Low-income individuals who are underemployed
- **2<sup>nd</sup> Priority** – Individuals (non-covered persons) who are:
  - Low income [as defined by WIOA Sec. 3(36)], or
  - Recipients of public assistance, or
  - Who are basic skills deficient
  - Low-income individuals who are underemployed
- **3<sup>rd</sup> Priority** - Covered persons (Veterans and eligible spouses) who are:
  - Not low income, and
  - Not recipients of public assistance, and
  - Not basic skills deficient
- **4<sup>th</sup> Priority** – Individuals (non-covered persons) who do not meet the above priorities but who are:


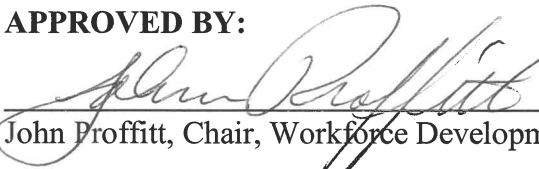
- Unemployed but do not meet the definition of low income;
- AND** is an individual with the following barriers to employment:
  - Indians, Alaska Native and Native Hawaiians
  - Individuals with disabilities whose own income exceeds low-income guidelines
  - Older individuals – (age 55 or older)
  - Ex-offenders
  - Homeless individuals
  - Individuals who have aged out of the foster care system
  - Individuals who face substantial cultural barriers
  - Single parent (including single pregnant women)
  - Long-term unemployed individuals (unemployed 27 weeks or more)

**OR;**

- Employed less than full-time who are seeking full-time employment;
  - Employed in a position that is inadequate with respect to their skills and training;
  - Employed but whose current job’s earnings are not sufficient compared to their earnings from their previous employment.
  - An adult living in a **Distressed or At-Risk County, as defined by the annual Appalachian Regional Commission (ARC) Index of County Economic Status**, that lacks the skills, experience, and/or credential for which training will be provided, including occupational skills training and work-based training such as Apprenticeships or On-the-Job Training:  
[https://www.arc.gov/images/appregion/economic\\_statusFY2020/CountyEconomicStatusandDistressAreasFY2020Tennessee.pdf](https://www.arc.gov/images/appregion/economic_statusFY2020/CountyEconomicStatusandDistressAreasFY2020Tennessee.pdf)
  - An adult participating in Apprenticeship Programs, including employer developed apprenticeship programs or Pre-Apprenticeship programs, that need assistance with the cost of training and instruction and/or supportive services that enable them to participate.
- **5<sup>th</sup> Priority:** – Non-covered persons outside the groups given priority under WIOA or the local board.

**NOTE:** Enrollment as a 4<sup>th</sup> or 5<sup>th</sup> priority participant must be documented on the following:

**Attachment A: 4<sup>th</sup> or 5<sup>th</sup> Priority Enrollment Form**

<b>AUTHORIZED BY:</b>	
	3/11/2020
Michele Holt, Director, Workforce Development	Date
 <b>APPROVED BY:</b>	
	3/11/2020
John Proffitt, Chair, Workforce Development Board	Date
<i>Adult Priority of Service; Effective 6.7.16; Revised 3.11.20</i>	

**Southeast Tennessee Local Workforce Development Area  
Adult Priority of Service 4<sup>th</sup> and 5<sup>th</sup> Priority Enrollment Form**

Customer Name: \_\_\_\_\_

VOS ID: \_\_\_\_\_

Career Specialist: \_\_\_\_\_

Date: \_\_\_\_\_

It is the intent of the Workforce Innovation and Opportunity Act and STLWDA to give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Veterans have priority over non-veterans in these groups. After applying priority of service, applicant meets the following Adult Priority:

**Priority populations established by the local board:**

**4<sup>th</sup> Priority:** The WIOA eligible adult must meet the following categories (check all that apply):

- Unemployed but do not meet the definition of low-income  
**AND** must also have one of the following barriers to employment (attach supporting documentation)
  - Indians, Alaska Native and Native Hawaiians
  - Individuals with disabilities whose own income exceeds low-income guidelines
  - Older individuals (age 55 or older)
  - Ex-offenders
  - Homeless individuals
  - Individuals who have aged out of the foster care system
  - Individuals face substantial cultural barriers
  - Single parents (including pregnant women)
  - Long-term unemployed individuals (unemployed 27 weeks or more)

**OR;**

- Employed less than full-time who are seeking full-time employment;
- Employed in a position that is inadequate with respect to their skills and training;
- Employed but whose current job's earnings are not sufficient compared to their earnings from their previous employment.
- Adult living in a **Distressed or At-Risk County, as defined by the annual Appalachian Regional Commission (ARC) Index of County Economic Status**, that lacks the skills, experience, and/or credential for which training will be provided, including occupational skills training and work-based training such as Apprenticeships or On-the-Job Training  
[https://www.arc.gov/images/appregion/economic\\_statusFY2020/CountyEconomicStatusandDistressAreasFY2020Tennessee.pdf](https://www.arc.gov/images/appregion/economic_statusFY2020/CountyEconomicStatusandDistressAreasFY2020Tennessee.pdf)
- An adult participating in Apprenticeship Programs, including employer developed apprenticeship programs or Pre-Apprenticeship programs, that need assistance with the cost of training and instruction and/or supportive services that enable them to participate.

**5<sup>th</sup> Priority: Non-covered persons outside the groups given priority under WIOA or the local board**

- Applicant meets Adult Eligibility but does not fall into priority 1-4

\_\_\_\_\_  
Career Specialist Signature

\_\_\_\_\_  
Date

Conceptual Overview

# Southeast Building & Construction Workforce Center

- > Career Awareness
- > Training & Education
- > Business & Industry Services  
*to Advance Workforce Development*



Awareness. Education. Employment:

# The Building and Construction Workforce Center

The Building and Construction Center will be the centralized hub for construction in the south east, providing career awareness and guidance, hands-on and classroom training, continuing education, and business support for the construction industry, all in one campus.

The Building and Construction Center will be the collision center and connection point for industry leaders, educators, students and candidates. With industry leading this effort, the intent is to provide the training and curriculum needed in the workforce with these goals in mind:



## SOLUTIONS TO CONSTRUCTION WORKFORCE CRISIS

A concerted industry effort and marketing push to create awareness of careers in construction

An established centralized hub of information to provide better navigation on training opportunities and job connections

Experiential training space for TCAT construction program and other post-secondary workforce initiatives

New work-based learning opportunities for high school students

More certification programs and consistent curriculum for high school students across region

More exposure to innovation and new technology to create better efficiencies to meet workforce deficiencies

## The Building and Construction Workforce Center campus will have three integrated areas of focus:

### Career Awareness and Industry Resource Center

> Lead AGC East Tennessee

Career awareness and resource center for students and candidates, and education and business support for industry professionals.

### High School Construction Academy

> Lead Hamilton County Schools

New construction vocation school for 11th and 12th grade schools with certifications and work based learning opportunities.

### TCAT Chattanooga Construction Training Center

> Lead Chattanooga State

Certification training and instruction for high school and post-secondary adults.



# A Public / Private Collaborative

## RESOURCE PARTNERS:



**AGC**  
EAST TENNESSEE  
THE CONSTRUCTION ASSOCIATION



TENNESSEE COLLEGE  
OF APPLIED TECHNOLOGY  
CHATTANOOGA



## POTENTIAL PROGRAMMING PARTNERS TO DATE:



IMPACT ONE





# Career and Industry Center

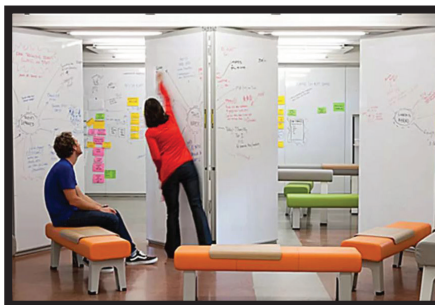
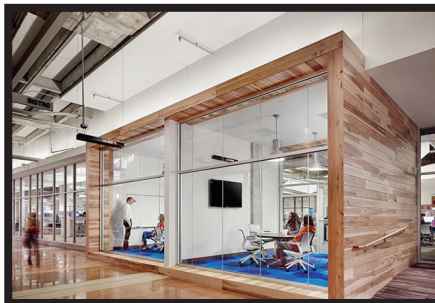
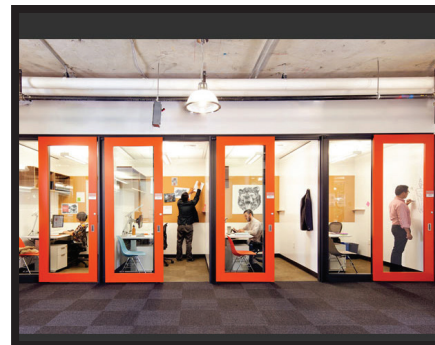
## Lead: AGC East Tennessee

The Career and Industry Center will be the resource center for career awareness, job placement, and continuing education and resources for the industry. The career awareness center will include a museum-like experience to explain the trades and build excitement about opportunities for careers in construction.

An event space will be used by AGC, AIA, ACEC and other industry organizations to host member meetings, continuing education, safety training, seminars, networking events and other programming with the intent of bringing employers closer to students and workforce candidates.

### Components of the Career and Industry Center:

- **Build Your Future Career Center:** *school tours, career fairs, marketing campaign and placement services*
- **Technology Center and Demonstration Area**
- **Industry Event and Meeting Space (AGC, AIA, ACEC, etc)**
- **Regional Hub for NCCER Certification Training: Master Training Center for 10 counties by 2024**
- **Classrooms for Continuing Education**
  - Blueprint Reading
  - Estimating
  - Supervisory Training
  - Construction Leadership
  - Building Improvement Modeling (BIM)
  - Lean Construction
  - Project Management
- **Safety Training Center**
- **Incubator / Co-Working Space for New and Startup Businesses**
- **Blueprint Printing Shop and Bid Services**





# High School Construction Academy

Vocational school for 11th and 12th grade students

## Lead: Hamilton County Schools

An innovative and collaborative space to allow students with spatial and construction aptitude to learn through hands on and experiential training, while simultaneously earning education credit hours, career certifications, and employment opportunities. First phase will accommodate up to 200 students.

### Middle School: Exposure to Career Pathways

#### 6th Grade:

“Toolbox” in-school project, roadshow and mentorships, touch-a-truck program

#### 7th Grade:

Career Fair at Construction Center, You Science testing and outreach to students with construction aptitude, Guidance counselor outreach

#### 8th Grade:

Student and guidance counselor field trip to job sites, Chamber’s Career Crunch, 4-Week Summer Camp

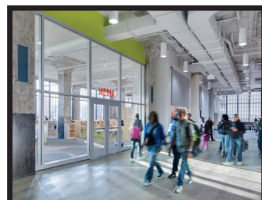
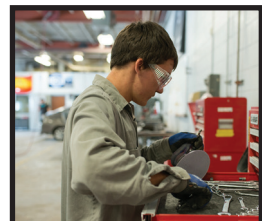
### 9th and 10th Grades: Career Immersion Commences

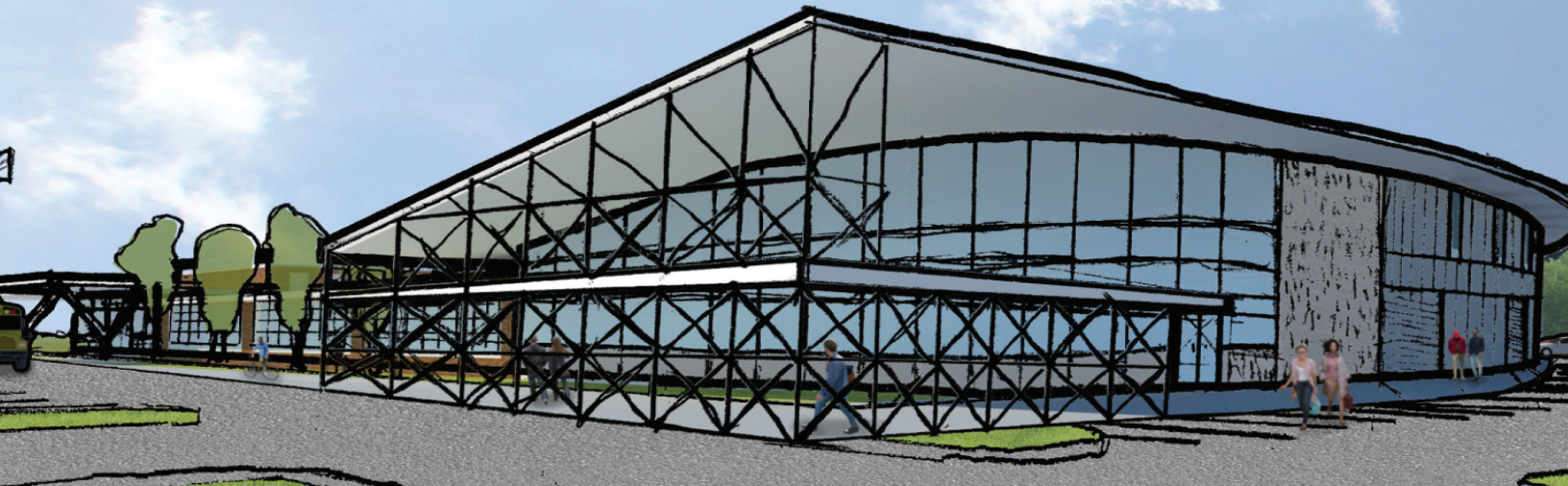
- Serve as hub for teachers and students in building and construction related Future Ready Institutes (FRI)
- Leadership assemblies led by industry professionals
- Students to participate in project based learning teams with industry oversight culminating in a school wide showcase and awards program at the Construction Center.
- Construction Center to offer after-school courses for students at schools without access to shop class
- Students complete OSHA 10
- NCCER Fundamentals in Construction Certification and Applied Construction Math for FRI students and students bound for Construction Center
- 10th grade students apply for enrollment in the Construction Academy

### 11th and 12th Grades: Construction Academy, a Construction Vocation School

The Construction Academy will serve as a workforce development training center with a **goal of 100% employment placement, post-secondary construction education, or union apprenticeship for graduating students.** Students showing aptitude for the trades will be encouraged to apply to the school where they will attend core high school class room instruction for half day and hands-on training in the Technical Center or work-based learning for half day.

- **Application process required to attend**
- **Dual Enrollment through TCAT**
- **Work-based learning for all students**
- **Students graduate with at least 4 certifications in construction**
- **Project-based learning**
- **Skills USA competition**
- **Industry networking and connectivity with future employers**

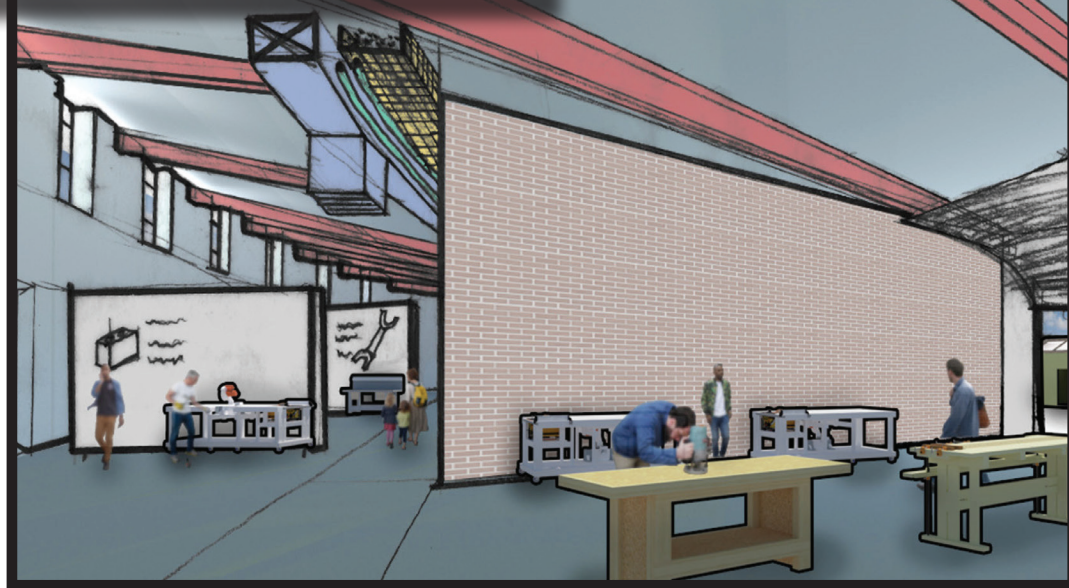




## TCAT Construction Training Center

*Lead: Chattanooga State  
Community College / TCAT  
Chattanooga*

The Construction Training Center will be the new center for Tennessee College of Applied Technology Chattanooga's construction certification program. experiential learning opportunities for high school students and adults interested in a career as a craft professional. The facility will be broken out into learning sections for the various trades and include a 3,000-sf section for hands-on safety training.



Beyond classes for high school students and TCAT students, the space is intended to support other organizations leading successful construction training to spur workforce development, particularly among our under-served population. This space would be used for hands-on and classroom training for other workforce initiatives:



ACE MENTOR PROGRAM  
ARCHITECTURE • CONSTRUCTION • ENGINEERING



IMPACT ONE



Urban League of  
Greater Chattanooga, Inc.

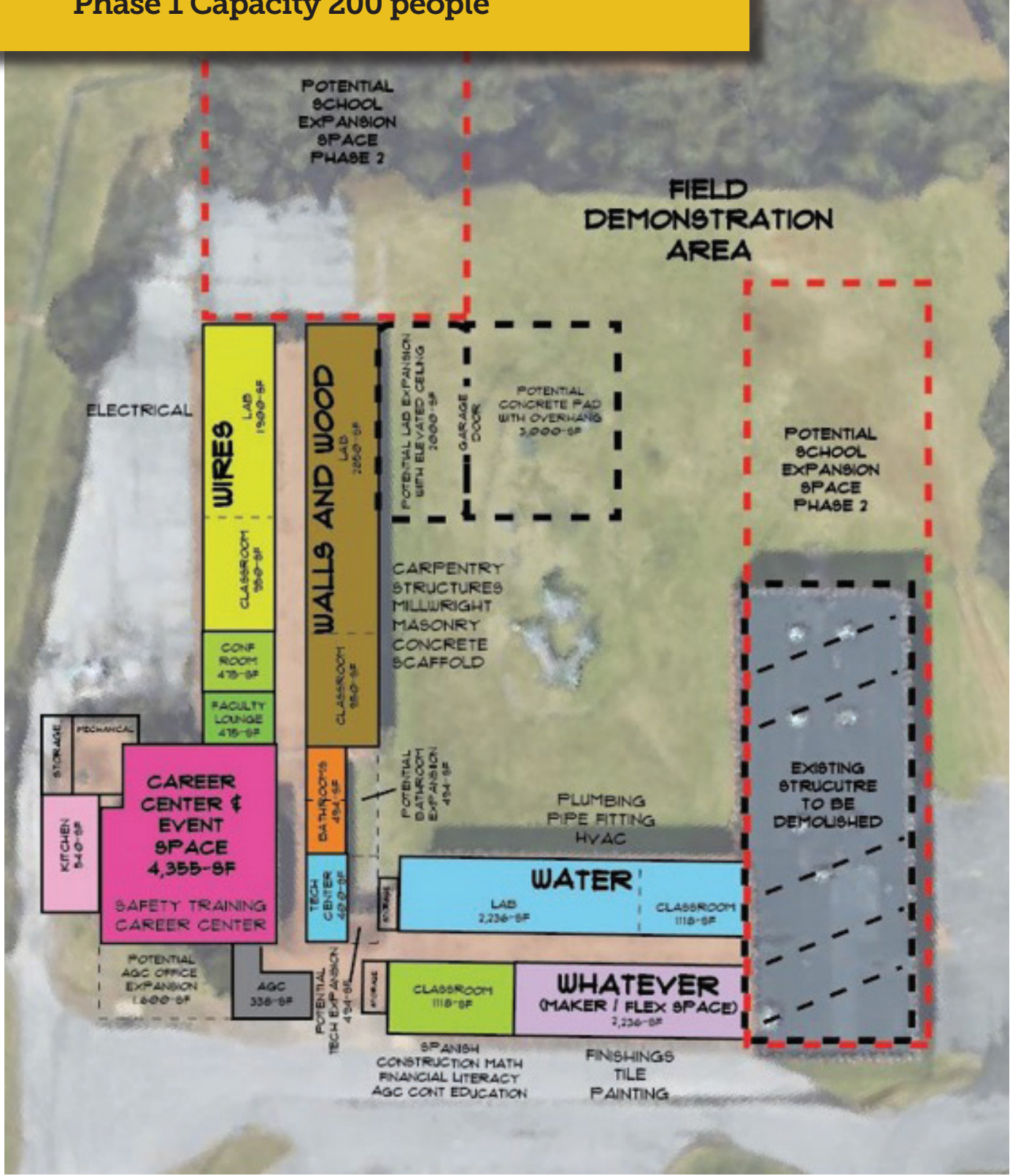


### THE TRADES:

Boilermaker  
Carpenter  
Craft Laborer  
Electrician  
Glazier  
Heavy Equipment  
HVAC Technician  
Ironworker  
Mason  
Millwright  
Painter  
Pipefitter  
Plumber  
Rigger  
Roofer  
Scaffold  
Sheet Metal  
Surveyor  
Sprinkler Fitter  
Welder



**Facility Uses Overview**  
**Phase 1 Capacity 200 people**



Questions?

**Leslie Gower, Executive Director**

**Associated General Contractors of East Tennessee**

**101 West 21st Street**

**Chattanooga, TN 37377**

**[leslie@agcetn.org](mailto:leslie@agcetn.org)**

**(423) 265-1111**

**[AGCETN.org](http://AGCETN.org)**

### **I. Purpose**

To define and provide guidance concerning the use and administration of Individual Training Accounts (ITAs) for eligible WIOA participants enrolled in Adult, Dislocated Worker, and Youth programs. This includes In-School Youth according to the state's approved waiver for Program Years 2018 and 2019 (July 1, 2018 – June 30, 2020). This policy provides the criteria concerning eligibility and suitability for customers requesting WIOA training assistance in the Southeast Local Workforce Development Area (STLWDA).

### **II. Background**

One of the key purposes of the Workforce Innovation and Opportunity Act (WIOA) is to provide workforce investment activities that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants. The targeted results of training are to improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

WIOA provides more flexibility for American Job Center (AJC) staff to issue ITAs for apprenticeship programs. An ITA is used for a participant to access training services from an entity on the State's approved Eligible Training Provider List (ETPL).

### **III. Instructions**

#### **WIOA funds shall be used to provide training services to customers:**

1. who, after an interview, evaluation, or assessment, and career planning, have been determined to:
  - a. be unlikely or unable to obtain or retain employment that leads to economic self-sufficiency;
  - b. be in need of training services to obtain or retain employment that leads to economic self-sufficiency; and
  - c. have the skills and qualifications to successfully participate in the selected program;
2. who select programs directly linked to in-demand occupations in the local area or planning region, or in another area to which the individual is willing to commute or relocate;
3. who are unable to obtain other grant assistance, including Federal Pell Grants or require assistance beyond the assistance made available under other grant assistance programs

#### **WIOA funds shall be used to support high-quality education, training, and other services that:**

1. align with the skill needs of industries in the economy of the State or regional economy involved;
2. prepare an individual to be successful in any of a full range of secondary or postsecondary education options, including registered apprenticeships;

3. include, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
4. organize education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
5. enable an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and
6. help an individual enter or advance within a specific occupation or occupational cluster.

**STLWDB shall abide by the following conditions regarding WIOA-funded training:**

1. AJC staff will be able to obtain a participant’s postsecondary financial aid information
2. AJC staff will ensure that participants have access to the ETPL
3. ITAs are approved by the AJC Title I Managers and sent electronically to LWDB Quality Assurance Department for budget and voucher approval in VOS.
4. LWDB does not allow full ITA payment for entire programs beyond each training period unless the institutions have a refund policy requiring that the tuition must be paid in full
5. LWDB allows ITAs to pay for the full cost of training (e.g., books, license fees, training materials, registration fees, supplies, uniforms) that the financial institution does not cover
6. AJC staff ensures that participants have a choice for her/his training provider
7. When considering community-based organizations or other private organizations who desire to serve special participant populations, the LWDB shall consider the following criteria:
  - a. Financial stability of the organization
  - b. Demonstrated performance in measures appropriate to the program
  - c. The relevance of the specific program to STLWDA’s identified needs

**Basic Skills:**

Prior to being determined eligible for WIOA training funds, all WIOA customers must have a High School Diploma or a High School Equivalency Diploma and meet one of the following basic skills requirements:

Training less than one year:

Minimum 10<sup>th</sup> grade on TABE or CASAS in Reading, Math and Language

Training one year or greater:

Minimum 12<sup>th</sup> grade on TABE or CASAS in Reading, Math and Language

WIOA customers currently attending a Post-Secondary Institution:

Minimum GPA of 3.0 on transcripts and/or official letter showing student is in good standing in the current program

WIOA Customers attending Allied Health programs:

Achievement of the minimum requirements on the Nursing Entrance Test (NET), Health Occupations Basic Entrance Test (HOBET), or other equivalent industry specific entrance exam



**Note:** Since WIOA indicates that customers must have the skills and qualifications to successfully participate in the selected program, individuals determined to be basic skills deficient who are seeking training opportunities for skills and career advancement shall be referred to a program, such as Adult Education for skills upgrade or postsecondary learning supports, that results in remediation.

Tuition and fees for postsecondary courses that result in remediation must be coordinated with other funding sources, such as Tennessee Reconnect, HOPE, Wilder-Naifeh, etc. Remaining balances may be prorated but should not exceed the maximum limits as outlined below:

**Individual Training Account Duration:**

The duration of the training will be determined by the nature and length of the course requirements.

**Individual Training Account Limits:**

(see Attachment A)

<u>Program of study leading to a two-year degree:</u>	\$8,000 Maximum
<u>Program of study leading to a four-year degree or higher:</u> Qualified Juniors and Seniors only	\$8,000 maximum
<u>Program of study leading to a certification, industry recognized credential, or license:</u>	\$5,000 maximum

**Training Discounts:**

All students, regardless of the method of payment, are to be charged the same tuition. WIOA is not permitted to pay more or less for the cost of training than what is required of non-WIOA sponsored students.

**IV. Exceptions**

Exceptions and/or accommodations to this policy may be made on a case-by-case basis with prior approval by Career Services Provider designee.

This policy does not create a right by any individual to receive any amount of funding, nor does it create an obligation by the Southeast Tennessee Development District to pay any amounts of funds on behalf of an individual or group. Training is approved based on need, as determined by the Career Service Coordinator and the availability of funds as determined by the Southeast Tennessee Development District, subject to the maximum limitations outlined in this policy.

The LWDB recognizes certain exceptions to the use of ITAs. Contracts for services may be used instead of an ITA only when one or more of these exceptions apply (**WIOA Section 134(c)(3)(G)(ii)**):

1. The services provided are OJT, customized training, incumbent worker training, or transitional jobs;
2. The LWDB determines that there are an insufficient number of Eligible Training Providers in the local area to accomplish the purpose of a system of ITAs;

3. The LWDB determines that in the area there is a training-services program of demonstrated effectiveness offered by a community-based organization or other private organization to serve individuals with barriers to employment;
4. The LWDA determines that the most appropriate training could be provided by an institution of higher education to train multiple individuals for jobs in sector-demanded occupations, provided this does not limit customer choice; or
5. The LWDA is considering entering into a pay-for-performance contract and the LWDA ensures that the contract is consistent with **20 CFR 683.510**

**AUTHORIZED BY:**

  
 \_\_\_\_\_  
 Michele Holt, Director, Workforce Development 3/13/19  
 Date

**APPROVED BY:**

  
 \_\_\_\_\_  
 Tony Cates, Chair, Workforce Development Board 3-13-19  
 Date

*Individual Training Account Policy; Effective 3.14.18, Revised 3.13.19*

**WIOA Individual Training Account Policy – Attachment A**  
**ITA Limits Guidelines**  
**March 13, 2019**

---

ITAs should be submitted for approval at a minimum of two weeks prior to the training start date in order to obligate funds and communicate customer obligations. ITAs submitted within less than two weeks of the training start date will be considered on a case by case basis.

**Individual Training Account Limits:**

The ITA limits outlined in the WIOA Comprehensive Training Policy indicate the “maximum” allowable amount for a particular program of study but does not guarantee an amount of sponsorship that will be provided to any individual for any program of study.

WIOA sponsorships should be determined by pro-rating the maximum allowable amount based on the total number of semester/quarters as indicated by the training provider—that are necessary and/or required for the program. When determining sponsorships for existing students that have already completed a semester/quarter, WIOA staff must use the total number of semesters/quarters *required* in the program NOT the number of semesters/quarters *remaining*.

ITA caps for comparable credential programs offered by both public and private/for-profit training institutions shall be established by the provider offering the most cost-effective training.

To ensure that all WIOA sponsored students complete their training in the time allotted by the training provider and allowed for WIOA sponsorship, WIOA staff must continuously monitor and strictly enforce that all WIOA sponsored students:

1. Make every attempt to attend full time;
  - a. If through case management, it is determined part-time is recommended, then semester maximums will be prorated based on number of hours attending
2. Provide a copy of the Academic Plan/Program requirements
3. Successfully complete all attempted classes with a minimum grade point average of C;
4. Obtain WIOA approval prior to dropping any required course;
5. Refrain from taking unnecessary courses / courses not required by their approved program of study on the ETPL. **WIOA funding is limited to required courses only.**

Program of study leading to a two-year degree: \$8,000 Maximum

- Four Semester Program - \$2,000 per semester
- Six Semester Program - \$1,333 per semester

Program of study leading to a four-year degree or higher: \$8,000 Maximum

Qualified Juniors or Seniors only

- Two Semester Program - \$4,000 per semester
- Three Semester Program - \$2,666 per semester
- Four Semester Program - \$2,000 per semester

Program of study leading to a certification, industry recognized credential, or license: \$5,000 Maximum

- Three Semesters/Quarters - \$1,666 per semester/quarter
- Four Semesters/Quarters - \$1,250 per semester/quarter
- Five Semesters/Quarters - \$1,000 per semester/quarter



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

**Workforce Services Policy – Eligible Training Provider List TN-WIOA (16-19)**

**Effective Date:** November 18, 2016, Revised on November 17, 2017

**Duration:** Indefinite

**Purpose:**

This policy provides information and direction for the Eligible Training Provider process, eligibility, application procedures, the appeal process, dissemination of the list, and reporting requirements. This policy also builds upon and enhances the Tennessee Department of Labor and Workforce Development's Combined Strategic Plan.

**Scope:**

Office of the Governor, Tennessee Department of Labor and Workforce Development (TDLWD); Division of Workforce Services (WFS); Tennessee Department of Economic and Community Development (ECD); Tennessee Department of Education (TNED); Tennessee Department of Human Services (DHS); State Workforce Development Board (SWDB); 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); Regional Planning Council (RPC); Local Workforce Development Boards (LWDB); Local Workforce Development Areas (LWDA); American Job Center (AJC); One-Stop Operator (OSO); Workforce System Sub-Recipients (Sub-Recipients); Workforce System Partners (Partners)

**I. Action:**

In order to maximize customer choice and assure that all significant population groups are served, an Eligible Training Provider process must assure that significant numbers of competent Eligible Training Providers (ETPs), offering a wide variety of training programs and occupational choices, are available to customers. Eligible participants who need training use the Eligible Training Provider List (ETPL) to make an informed choice. In this way, the ETPL helps to provide consumer choice, while also supporting increased performance accountability. Only those programs that are approved/listed on the State's ETPL are eligible for referral and enrollment of a Workforce Innovation and Opportunity Act (WIOA) customer.

## **II. Eligible Training Provider Access:**

### **A. How to Apply to Become an Eligible Training Provider:**

The following are the steps for ETPL placement in the State of Tennessee:

1. The State will develop the procedures and a system for disseminating the ETPL<sup>1</sup> and the Local Workforce Development Board (LWDB) must make these procedures available to ETPs.
2. Prospective ETPs must submit initial eligibility criteria including: training services to be offered, information addressing alignment of the training services with in-demand industry sectors and occupations to the extent possible, performance and cost information, and annually met performance levels on specified performance measures as required.
3. Minimum performance levels are established by the State. The LWDB may require higher levels on specified performance measures or may require additional measures and corresponding levels.
4. The State receives the information on approved ETPs by LWDBs. The State then compiles a single list (the ETPL) and disseminates the ETPL with performance and cost information to the LWDBs.
5. Participants utilizing an Individual Training Account (ITA) must have the opportunity to select any of the approved ETPs and programs on the ETPL<sup>2</sup>.
6. While participants can select from the complete ETPL, State and LWDB policies determine the funding amounts for each program. Thus, the LWDB may choose not to fund certain categories of training programs based on, but not limited to, the following reasons:
  - Lack of occupational demand for the LWDA
  - High tuition cost in comparison to comparable programs
  - Lack of a livable wage upon program completion

## **III. Training Provider Eligibility<sup>3</sup>:**

To be eligible to receive funds, the training provider must meet at least one of the following requirements:

- A. A postsecondary educational institution that is eligible to receive Federal funds under Title IV of the Higher Education Act of 1965<sup>4</sup> and provides a program that leads to an associate degree, baccalaureate degree, or certificate.
- B. An entity that carries out programs under the National Apprenticeship Act of August 16, 1937; 50 Stat. 664, Chapter 663; 29 U.S.C. 50 et. seq.
- C. Another public or private provider of a program of training services for the general public or specialized training for participant populations that face multiple barriers to employment such as providers directly associated with the Division of Rehabilitation Services, TN Department of Human Services. These populations include the following categories: low-income individuals with barriers to employment and people with disabilities.
- D. LWDBs if they meet the conditions of WIOA Section 107(g)(1)
- E. Another public or private provider with demonstrated effectiveness providing training to a population that faces multiple barriers to employment. These populations include:
  - Displaced homemakers
  - Low-income individuals

---

<sup>1</sup> WIOA Sections 122(d)(1) and (d)(3)

<sup>2</sup> WIOA Section 122(d)

<sup>3</sup> TEGL 41-14

<sup>4</sup> 20 U.S.C. 1070 et. seq.

- Indians, Alaskan natives, and native Hawaiians, as such terms are defined in WIOA Section 166(b)
- Individuals with disabilities, including youth who are individuals with disabilities
- Older individuals
- Ex-offenders
- Homeless individuals (as defined in Section 41403(6) of the Violence Against Women Act of 1994 [42 U.S.C. 1404e-2(6) as amended in 2013]); or homeless children and youths (as H.R. 803-10 defined in Section 725[2] of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a[2] and Section 721).
- Youth who are in or have aged out of the foster care system
- Individuals who are English language learners, including individuals who have low levels of literacy and individuals facing substantial cultural barriers
- Eligible migrant farmworkers<sup>5</sup> and services to other low-income individuals
- Individuals within two (2) years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act<sup>6</sup>
- Single parents (including single pregnant women)
- Long-term unemployed individuals
- Other groups the Governor determines to have barriers to employment<sup>7</sup>

#### **IV. Program of Training:**

A program of training services should consist of one (1) of the following:

- A. One (1) or more courses or classes that, upon successful completion, leads to a certificate, an associate degree, or baccalaureate degree, or a competency or skill recognized by employers;
- B. A training regimen that leads to competitive integrated employment for individuals with disabilities that provides individuals with additional occupational skills or competencies generally recognized by employers; or
- C. Identical programs offered in different locations by the same training provider must be considered as one program, and will not require separate applications unless the regulatory agency uses location as a factor in defining a unique program.

#### **V. ETPL Exceptions:**

The following training activities are exempt from utilizing the ETPL process.

- On-the-Job training and Customized Training (as defined by WIOA)
- Skill enhancement and workplace literacy are considered to be short-term prevocational and, therefore, are not defined as training services for the purposes of this policy.
- Short-term prevocational services are not tied to a specific occupation and include course-like services such as Literacy and Adult Basic Education, Workplace Literacy, introductory computer classes, as well as development of learning skills, communication skills, interviewing skills, punctuality training, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.
- Community-based organizations and other private organizations providing training.

#### **VI. Registered Apprenticeship Programs<sup>8</sup>:**

<sup>5</sup> WIOA Section 167(i)

<sup>6</sup> 42 U.S.C. 601

<sup>7</sup> WIOA Section 134(c)(3)(E)

<sup>8</sup> TEGL 41-14

- Registered Apprenticeship programs are not subject to the same application, performance information requirements, or period of initial eligibility procedures as other providers because such programs have gone through a detailed application and vetting procedure to become Registered Apprenticeship programs, sponsored by the United States Department of Labor.
- In collaboration with the State Director of Apprenticeship, the State will contact all current program sponsors at the time of this writing to elicit their interest in being part of the ETPL. The goal is to place as many Registered Apprenticeship programs on the ETPL as possible.
- In collaboration with the State Director of Apprenticeship, the State will ascertain at least every two (2) years those ETPs that have lost their registration status.
- The State will work in collaboration with the State Director of Apprenticeship to develop a simplified process for new Registered Apprenticeship programs to become part of the ETPL.
- Minimal information is required for Registered Apprenticeship programs for ETPL placement. The information required is outlined below:
  - Occupation(s) included within the registered apprenticeship program,
  - Name and address of the Registered Apprenticeship program sponsor,
  - Name and address of the provider of related instruction, including location of instruction if different from program sponsor's address,
  - Method and length of instruction, and
  - Number of active apprentices
- Program sponsors that do not provide the related instruction component of a Registered Apprenticeship program may be required to provide additional information about their education provider, including the cost of instruction. This is the only time that cost information will be required for Registered Apprenticeship programs.
- Registered Apprenticeship programs are exempt from performance and reporting-related requirements in order to enable these evidence-based programs to be placed on the ETPL with minimum burden.
- Registered Apprenticeship programs with openings for new apprentices will automatically be considered a statewide demand occupation to facilitate WIOA funding support as appropriate.
- A Registered Apprenticeship program on the ETPL will be available to every Local Workforce Development Area (LWDA) in the State.
- The only criterion that applies to apprenticeships is that they be registered as apprenticeship programs with the U.S. Department of Labor.

## **VII. Initial Eligibility and Application Procedures:**

### **A. Initial Eligibility:**

All training providers are required to complete the outline application in order to be included on the statewide ETPL. The online application is reviewed by the LWDB to make the determination about placement onto the ETPL. After the LWDB votes to add the provider/program to the ETPL, it is then sent to the State for final review.

### **B. ETPL Application Procedure for All Prospective Eligible Training Providers Except Registered Apprenticeship Programs:**

- Applications for initial eligibility must be initiated by the training provider by completing an online New Provider Application<sup>9</sup>
- The online application is first submitted to the LWDB for verification of completeness.

---

<sup>9</sup> WIOA Section 122(b)(4)(C)-(E)

- The LWDB must verify that the training provider is in compliance with all Tennessee regulations pertaining to training authorization.
- In addition, the LWDB is required to verify that all of the required data elements for the ETP are complete before the applications are submitted for consideration.
  - If the ETP is not compliant or the application is incomplete, the LWDB must notify the training provider within fifteen (15) days of receiving the application and prepare the application to be reviewed at the next LWDB meeting.
  - If the ETP is compliant and its application is complete, the LWDB must review the application within five (5) days of receiving the necessary information.
  - The LWDB cannot send WIOA participants to new training providers until they are approved by a LWDB and the State office has been notified of the approval of the new provider.
- The LWDB will ensure that the ETP meets their local eligibility criteria and then will vote to decide if the ETP and the associated programs will be added to the ETPL.
- ETPs must supply any supplemental information requested by the LWDB to assist in the initial eligibility decision.
- Applications must be presented in the time and manner determined by the LWDB, i.e. some LWDBs may require a formal presentation before voting on the training provider and the associated programs. New training provider program applications may be submitted on any day of the year.
- After the LWDB votes on the ETP's application, a written notification must be submitted to the State within thirty (30) days of the decision to add or deny the training provider placement on the ETPL.

**C. Out-of-State Providers, Except Registered Apprenticeship Programs:**

- ETPs that are headquartered outside of Tennessee who do not have in-state training facilities may apply to any LWDB where they wish to provide services. Applications must include all information required by these policies.
- Reciprocal Agreements<sup>10</sup>. Local Workforce Development Board can send a Tennessee WIDA participant to a provider located in a different State given that the training provider appears on the other State's ETPL.
- Reciprocal Agreements are subject to the following guidelines:
  - Use of an out-of-state provider as part of a reciprocal agreement does not assure the ETP placement on the Tennessee ETPL.
  - If the ETP wants to appear on the Tennessee TEPL, it must complete the process for becoming an approved Tennessee ETP.
  - If the LWDB utilizes a training provider that does not appear on the Tennessee ETPL, it is the responsibility of the LWDB to track and report the necessary performance information needed for subsequent eligibility determinations. To fulfill this obligation, the LWDB must ensure that verification of enrollment, completion, and subsequent placement for ETPs are recorded in the State performance tracking system (currently Virtual One-Stop Data Management Tracking System [VOS]).

**VIII. Out-of-Area Providers, Except Registered Apprenticeship Programs:**

- If an ETP has a physical presence in the State, its ETPL application must be submitted to the LWDB covering the area where that training provider is headquartered or has its main campus.

---

<sup>10</sup> WIDA Section 122(g)



- Any LWDB can approve a satellite site for a training program so long as that training provider and program have been first approved by the LWDB in which the provider is headquartered.
- Local Workforce Development Boards can approve training providers for the State ETPL when the training provider does not have a permanent training structure anywhere in Tennessee; in such a case, such providers are treated as out-of-state training providers.

#### **IX. Appeal of Local Workforce Development Board Denial:**

##### **A. Provider Application Denial:**

If a LWDB denies an ETP's initial application for listing on the ETPL, the LWDB must, within thirty (30) days from the date of determination, inform the ETP in writing, including the detailed reason(s) for the denial and complete information on the appeal process.

##### **B. Reasons for Denial of Application for Initial Eligibility:**

- The LWDB or the State may deny eligibility if the application from an ETP is not complete or not submitted within required time frame.
- The LWDB or the State may deny eligibility if an applicant fails to meet the minimum criteria for initial listing specified in this policy<sup>11</sup>.
- The LWDB may deny eligibility if the training programs offered by the ETP do not lead to gainful employment in in-demand occupations as determined by a labor market analysis.
- The LWDB may deny eligibility if the training program demographics (i.e. cost and length) are substantially higher (beyond fifty percent [50%]) than previously approved programs offering the same credential (within the past two [2] program years).
- The LWDB or the State may deny eligibility if it is determined that the applicant intentionally supplied inaccurate information<sup>12</sup>.
- The LWDB or the State may deny eligibility to a training provider who has been found to have substantially violated any WIOA requirements<sup>13</sup>.

#### **X. Appeals to the Local Workforce Development Board<sup>14</sup>:**

**A.** This procedure applies to appeals by ETPs to the LWDBs based on the denial of a ETP's application for the initial listing on the ETPL. The LWDB must establish an appeal procedure for providers of training to appeal a denial of eligibility that meets the requirements of 20 CFR 683.630(b). The LWDB must have a written appeal process that includes the following provisions:

- A training provider wishing to appeal a decision by the LWDB must submit an appeal to the LWDB within thirty (30) days of the issuance of the denial notice. The appeal must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate provider official.
- The LWDB appeal process must grant the training provider the opportunity to directly address the reasons for their denial and do it either in writing or through an appeal hearing.
- The LWDB must have one to three (1-3) impartial appeal officers who are responsible for re-evaluating the supplemental materials supplied by the ETP in addressing the initial reasons for denial. An impartial appeal officer may be any staff member uninvolved in the initial designation.

---

<sup>11</sup> WIOA Section 122(c)(1)

<sup>12</sup> WIOA Section 122(f)(1)(B)

<sup>13</sup> WIOA Section 122(f)(1)(B)

<sup>14</sup> WIOA Section 122(c)(1)

- The LWDB will notify the ETP of the final decision made by the LWDB on an appeal within thirty (30) days of receipt of the appeal.
- The LWDB appeal notification to the ETP must reference the process for filing a State appeal in the event that the ETP is not satisfied with the outcome of the local appeal.

**B. Appeals to the State<sup>15</sup>:**

This procedure applies only to ETPs who have exhausted the appeal process of a LWDB and are dissatisfied with the LWDB's final decision.

- A training provider wanting to appeal to the State must submit an appeal request to the State within thirty (30) days from the LWDB's notification to the training provider of its final decision on an appeal. The request for an appeal to the State must be in writing and include a statement of the desire to appeal, specifications of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate provider official.
- The State will promptly notify the appropriate LWDB when it receives a request for appeal. The State will also notify the appropriate LWDB when it makes the final decision on an appeal.
- The State appeal process includes the opportunity for the appealing ETP to have a hearing. The hearing officer must be impartial. The hearing officer must provide written notice to the concerned parties of the date, time, and place of the hearing at least ten (10) calendar days before the scheduled hearing. Both parties must have the opportunity to: present oral and written testimony under oath, to call and question witnesses, to present oral and written arguments, to request documents relevant to the issue(s), and to be represented.
- The five-member State appeals committee, chaired by the hearing officer, will administratively review the appeal, make a preliminary decision, and notify the ETP and the LWDB. The committee may either uphold or reverse the LWDB decision.
- The State appeals committee must render a decision within sixty (60) days from receiving the training provider's initial state-appeal request.

**XI. Dissemination of the ETPL:**

**A. Statewide Dissemination and Customer Access:**

- The State will ensure that the ETPL is accurate and current. The State must ensure that the updated list is available to all LWDBs<sup>16</sup> and to the general public through the State website wherever internet service is available.
- The LWDB is responsible for ensuring that all American Job Center (AJC) staff members in the respective LWDA have access to the ETPL, and are knowledgeable about utilizing the ETPL; the LWDB is also to ensure local access to the ETPL for customers within the AJCs<sup>17</sup>.
- The Local Workforce Development Board is responsible for ensuring that all American Job Center staff in the respective LWDA do not allow WIOA participants to enroll in programs that do not appear on the ETPL.

**B. Adding New Registered Apprenticeship Programs:**

Registered Apprenticeship sponsors that want to add new programs to the ETPL must indicate their interest in being included on the list and must use the online web application to submit their programs.

**XII. Program Changes:**

---

<sup>15</sup> WIOA Section 122(c)(1)

<sup>16</sup> WIOA Section 122(d)(1)

<sup>17</sup> WIOA Section 122(d)(1)

**A. Adding New Programs (Previously Approved Providers):**

- The ETP must submit the program using the online web application for addition to the ETPL.
- The application materials are received electronically by the LWDB and reviewed for completeness.
  - All new programs must have prior authorization by the appropriate State authorizing agency (Tennessee Higher Education Commission, Tennessee Board of Regents, etc.) before they can be added to the ETPL.
- After verification of completeness, the application materials are forwarded to the LWDB for its vote on whether to add the program to the ETPL.
- After the LWDB has rendered a vote about the application material, its decision is communicated in writing to the State.
- All approvals from the LWDB are added to the ETPL by the State within three (3) business days.

**B. Adding New Registered Apprenticeship Programs:**

Registered Apprenticeship sponsors that want to add new programs to the ETPL must indicate their interest in being included on the list and must use the online web application to submit their programs.

**C. Making Changes to Program Information:**

- Revision(s) to already approved and existing program curriculums must first be approved by the appropriate State authorizing agency (Tennessee Higher Education Commission, Tennessee Board of Regents, etc.).
- The Eligible Training Provider must submit the proper forms using the online web application to make changes on the ETPL.
- Changes submitted by the ETP are subject to review by the Operator and the State.
  - Changes in program cost or length that are beyond twenty-five percent (25%) must be resubmitted to the LWDB for approval as a new program.
- It is the responsibility of the ETP to ensure that information displayed on the ETPL is accurate.
  - ETPs with inaccurate information on the ETPL as discovered in conjunction with a Data Validation review or a Data Accuracy Report are subject to removal from the ETPL for a set suspension period or until all information is corrected (whichever occurs later).

**D. Removing Programs from the ETPL:**

- Any time after the initial program approval by the LWDB, the ETP - including Registered Apprenticeship programs - can request to have a program removed from the ETPL.
- If a program is removed from the ETPL, with the exception of Registered Apprenticeship programs, the ETP is still required to submit quarterly performance reports until the last WIOA training participant completes or withdraws from the program.
- Failure to submit the remaining quarterly performance reports will subject the ETP to the penalties detailed in Section Nine (9) of this policy.
- If at any point after initial approval training is temporarily not offered or is permanently deleted from the ETP's selection of the programs, it must be removed from the ETPL within thirty (30) days of the institutional decision.

**XIII. Performance Data (Registered Apprenticeship Programs are Excluded):**

**A. Provider Quarterly Report Requirements:**

- ETPs must provide the information necessary to determine program performance and to meet other requirements of the WIOA. The ETP must agree to make available verifiable data to validate any information submitted<sup>18</sup>.
- ETPs on the ETPL are required to submit quarterly performance reports to the State. The report must contain individual-level data for all participants in programs offered by the ETP that have serviced at least one (1) student with the assistance of WIOA funding.
- The reports are due to the State on the specified due dates.
  - Quarterly report due dates: January 15th, April 15th, July 15th and October 15th of every year.
  - In the event that the due date falls on a State holiday or a weekend reports are due by the conclusion of the next business day.

**XIV. WIOA Eligible Training State Performance Measures:**

The WIOA Participant Program Completion Rate measure outlined in Table 1 below will be available beginning of 2018. The performance measures will be reviewed annually by the Governor and the State Workforce Development Board.

Table 1: WIOA Eligible Training Provider State Performance Measures

Performance Measure	Implementation Year	Description
All Students Credential Attainment Rate	CY 2018	Total number of students who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation or 1 year after exit divided by the total number of students exiting the program (both completers and non-completers) within the 12 month reporting period

---

<sup>18</sup> WIOA Section 122(d)(1)

Performance Measure	Implementation Year	Description
All Student* Employment Rate During 2nd Quarter After Exit	CY 2018	Total number of students exiting (both completers and non-completers) from the applicable program that were working in unsubsidized employment during the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of students exiting the program.
All Student* Employment during 4th Quarter After Exit	CY 2018	Total number of students exiting (both completers and non-completers) from the applicable program that were working in unsubsidized employment during the 4th quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of students exiting the program.
All Student* Median Earnings in Employment during 2nd Quarter After Exit	CY 2018	Median earnings expressed as an hourly rate for all students exiting the applicable program and working in unsubsidized employment during the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date).
WIOA Participant Program Completion Rate	CY 2017	Total number of WIOA participants completing the applicable program divided by the total number of WIOA participants exiting the program (both completers and non-completers) within the 12 month reporting period.

Performance Measure	Implementation Year	Description
WIOA Participant Credential Attainment Rate	CY 2018	Total number of WIOA participants who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation or 1 year after exit divided by the total number of WIOA participants exiting the program (both completers and non-completers) within the 12 month reporting period.
WIOA Participant Employment Rate During 2nd Quarter After Exit	CY 2018	Total number of WIOA participants exiting (both completers and non-completers) from the applicable program that were working in unsubsidized employment during the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of WIOA participants exiting the program.
WIOA Participant Employment Rate During 4th Quarter After Exit	CY 2018	Total number of WIOA participants exiting (both completers and non-completers) from the applicable program that were working in unsubsidized employment during the 4th quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of WIOA participants exiting the program

Performance Measure	Implementation Year	Description
WIOA Participant Median Earnings in Employment During the 2nd Quarter After Exit	CY 2018	Median earnings expressed as an hourly rate for WIOA participants exiting the applicable program and working in unsubsidized employment during the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or the completion date).

\* Applies to all students within a WIOA-eligible program

**XV. Performance Measure Calculation Methodology and Process:**

**A. Performance Measure Calculation Methodology:**

The following performance measures will be calculated separately for two distinct populations of students: Credential Attainment Rate, Employment Rate During 2nd Quarter After Exit, Employment Rate During 4th Quarter After Exit, and Median Earnings 2nd Quarter After Exit-

- The WIOA Participant population comprises only students who are participants in WIOA.
- The All Student population includes every student enrolled in a WIOA-approved training program

The Program Completion Rate measure will be calculated for the WIOA Participant population only.

**B. Program Completion Rate:**

The program completion rate for WIOA Participant populations reflects the following fraction: Numerator = Total number completing program during the twelve (12) month reporting period.

$$\frac{\text{Total\# WIOA Participants Completing Program in 12 – Month Reporting Period}}{\text{Total\# WIOA Participants Exiting Program in 12 – Month Reporting Period (Completers and Non – Completers)}}$$

The denominator (total number WIOA Participants exiting the program) is defined as the total number of new program enrollments and number of active (continuing) students during the twelve (12) month reporting period minus the total number still enrolled in the program at the conclusion of the reporting period.

Total# Exiting Program in 12-Month Reporting Period	+	Total# Program Enrollments in 12-Month Reporting Period	-	Total# Still Enrolled at End of 12-Month Reporting Period
---	---	---	---	---

**C. Credential Attainment Rate:**

The credential attainment rate reflects the following fraction: Numerator = Total number who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation or one (1) year after exit; Denominator = Total number exiting the program (both completers and non-completers) during the twelve (12) month reporting period.

$$\frac{\text{Total\# Obtaining Credential, Diploma, or Equivalent During Participation or 12 – Months After Exit}}{\text{Total\# Exiting Program in 12 – Month Reporting Period}}$$

**D. Employment Rate During Second Quarter After Exit:**

The employment rate is represented by the following fraction: Numerator = Total number exiting the program (both completers and non-completers) during the twelve (12) month reporting period with wages reported in the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date); Denominator = Total number exiting the program (both completers and non-completers) during the twelve (12) month reporting period.

$$\frac{\text{Total\# Exiting Program in 12 – Month Reporting Period with Wages in 2nd Quarter After Exit}}{\text{Total\# Exiting Program in 12 – Month Reporting Period}}$$

Reported employment is found through unemployment insurance records in TDLWD and, as available, through other states or through Federal payroll records.

\* All student measures will be calculated using only All Student numerator and denominator; WIOA Participant measures will be calculated using only WIOA participant numerator and denominator.

**E. Employment Rate During Fourth Quarter After Exit:**

The employment rate is represented by the following fraction: Numerator = Total number exiting the program (both completers and non-completers) during the twelve (12) month reporting period with wages reported in the 4th quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date); Denominator = Total number exiting the program (both completers and non-completers) during the twelve (12) month reporting period.

$$\frac{\text{Total\# Exiting Program in 12 – Month Reporting Period with Wages in 4th Quarter After Exit}}{\text{Total\# Exiting Program in 12 – Month Reporting Period}}$$

Reported employment is found through unemployment insurance records in Tennessee Department of Labor and Workforce Development (TDLWD) and, as available, through other states or through Federal payroll records.

\* All student measures will be calculated using only All Student numerator and denominator; WIOA Participant measures will be calculated using only W/OA participant numerator and denominator.

**F. Median Earnings During Second Quarter After Exit:**

This measure calculates the median quarterly earnings in unsubsidized employment of individuals exiting the program (both completers and non-completers) during the reporting period with earnings in the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date).



The calculated median quarterly earnings is then divided by five hundred twenty (520) hours (the standard amount of hours considered full time employment in a calendar year) to arrive at an hourly rate for comparison to the Federal minimum wage.

Reported wages are found through unemployment insurance records in TDLWD and, as available, through other states or through Federal payroll records.

\* All students will be calculated using only All Student numerator and denominator; WIOA Participant measures will be calculated using only WIDA participant numerator and denominator.

## **XVI. Subsequent Eligibility Determination:**

### **A. Subsequent Eligibility:**

- All programs approved for initial eligibility by one of the LWDBs must be reviewed annually by the LWDB. Subsequent eligibility requirements under WIOA apply to ETPs transitioning to WIOA Title 18 who were previously eligible under WIA Title I and new ETPs that were determined to be initially eligible under WIOA to determine their continued eligibility to remain on the ETPL. This determination is called "Subsequent Eligibility"<sup>19</sup> until changed to WIOA.
- Subsequent eligibility determinations are made on an annual basis using the performance data supplied quarterly by the ETP.
- Only those programs with a minimum of ten (10) WIOA students enrolled during the reporting year are considered for subsequent eligibility decisions.
- Any program that fails to meet the minimum performance standards, as established by the State, will be removed from the ETPL for a minimum period of one (1) program year.
- The State compiles and disseminates an annual Subsequent Eligibility Report. The report is posted for public viewing online through the ETPL website.
- ETPs receive the opportunity to review and correct their performance information prior to Subsequent Eligibility decisions and public dissemination of the report.
- The State adheres to the following guidelines when displaying performance data for each provider:
  - All programs with a minimum of one (1) WIOA participant during the reporting year will appear in the report.
  - For confidentiality purposes, only those programs with a minimum of ten (10) WIOA students enrolled during the reporting year have all their performance data displayed for public viewing.

### **B. Failure to Meet Subsequent Eligibility:**

- The State must remove a program if, as a result of the subsequent eligibility determination process, the program is found not to have met the minimum levels of performance set by the State (WIOA Section 122[b][1][A]).
  - If the State removes a program from the ETPL for subsequent eligibility reasons, the State must, within ten (10) days of its decision, inform the LWDB in writing and include the reason(s) for the removal.
- Prior to removal by the State, the LWDB must have the opportunity to submit supplemental performance data in efforts to keep the program on the ETPL. The types of supplemental

---

<sup>19</sup> WIOA Section 122(c)(2) and 20 CFR 663.530

data submitted may include information explained within WIOA Section 122(b)(2)-(b)(4)(D) and 20 CFR 680.490.

- The specific economic, geographic, and demographic factors in the local areas in which training providers seeking eligibility are located; and
- The characteristics of those served by the eligible training providers seeking eligibility, including the demonstrated difficulties in serving such populations, where applicable.
- Any program removed from the ETPL for subsequent eligibility reasons must remain off of the ETPL for a minimum of one (1) complete program year.
- In order for the program to be added back to the ETPL, the ETP must re-apply through the LWDB. Performance data is required as part of the application process for the time period when the program was removed from the ETPL.
- While a program is removed from the ETPL for subsequent eligibility reasons, the ETP cannot receive new training participants utilizing ITA funds for the removed programs.

**XVII. Accuracy of Information:**

**A. Data Validation:**

- To ensure that accuracy and validity of the information supplied by Eligible Training Providers, the State conducts data validation visits at least once every year for all ETPs or as warranted eligible by WIOA enrollment numbers.
  - During data validation visits, the State audits ETP files to verify previously submitted student, program, and provider information.
- ETPs must meet the enrollment threshold before a data validation visit can occur. The enrollment threshold is as follows:
  - An ETP must have a minimum of fifteen (15) WIOA participants enrolled in its combined program offerings over a two (2) year period.
- ETPs will receive at least a twenty-one (21) calendar-day advanced notice of the State's upcoming audit.
- The ETPs must make available all files pertaining to WIOA participants covering the three (3) most recent program years.
- Each student file must contain documents to validate the following elements:

(a) Proof of Enrollment	(e) Completion Date
(b) Program Enrollment	(f) Withdraw Date (if applicable)
(c) Program Completion	(g) Credential Received
(d) Enrollment Date	(h) WIOA Participant Status

- ETPs must also make available internal documents or sources to validate the following program elements:

(a) Program Name	(c) Program Cost
(b) Program Length	(d) Program Credential Offered

- ETPs may be removed from the ETPL for a period of ten to ninety (10-90) days if the score they receive for data validation is not satisfactory.
- If the State discovers evidence of intentionally misleading performance information, the ETP will be removed from the ETPL for a period of no less than two (2) years.
- The State will notify the certifying LWDB of the audit findings within ten (10) days of auditing of an ETP within their respective LWDA.

## **XVIII. ETPL Penalties:**

### **A. Removal of a Provider or Program on the ETPL:**

- The State may remove a program if the ETP fails to submit all the data required for subsequent eligibility determination within the required time frames<sup>20</sup>.
- The State may remove a program if an ETP fails to notify the State of any program changes including but not limited to costs, location of training, or change in State authorization status.
- The State may remove a program at any point at which it is determined that the program does not meet the minimum criteria for initial listing specified in this procedure. For example, a program can be removed if its eligibility depended on accreditation, and the accreditation was lost<sup>21</sup>.
- The State may remove a program if it is determined that the applicant intentionally supplied inaccurate information.
- The State may remove a program if the ETP is found to have substantially violated any WIOA requirements.
- The State may remove a program or ETP if it loses its accreditation after an appeal process.
- The State may remove a program or ETP, at the request of the LWDB, for any of the following reasons:
  - Unethical/illegal billing practices
  - Violations of Title VI of the Civil Rights Act of 1964; Title IX of the Education Amendments of 1972; Section 504 of the Rehabilitation Act of 1973; or the Act Discrimination Act 1975.
  - Lack of qualified training personnel or building infrastructure.
- The State must conduct an investigation prior to removing an ETP at the request of the LWDB.
- The State may remove a program or ETP at the request of the institution.
  - If an eligible training provider requests removal from the ETPL for a particular program or for the institution as a whole, it can be reactivated on the ETPL within one (1) year assuming that it was in good standing when it was removed and no changes occurred in their program demographics during the removal period.
  - If an ETP whose self-requested removal is off the ETPL for a period of time greater than one (1) year, that training provider must re-apply for placement on the ETPL to the LWDB.

### **B. Suspension from the ETPL:**

- ETP may be suspended from the ETPL for any of the following actions:
  - Failure to submit quarterly performance reports or the exemption claim sheet by the deadlines
  - Failure to keep current the eligible training provider and program demographic information displayed on the ETPL
  - Failure to respond to a State request for a data validation visit
  - Poor performance during a data validation visit
  - Failure to submit corrections needed following quarterly report validation by the specified deadline
  - Failure to comply with State request for information

---

<sup>20</sup> WIOA Section 122(b)(2)

<sup>21</sup> WIOA Section 122(b)(1)(E)

- During any State or Federal criminal investigation launched against the institution or key personnel at the institution, the ETP may be removed from the ETPL until a final resolution is reached. Depending on the final resolution, the provider may be permanently removed from the ETPL.

**C. Financial Reimbursement:**

An ETP whose eligibility is terminated as a result of the reasons specified above in Section XVI - Subsequent Eligibility Determination of the current policy for a program shall be liable for repayment of all funds received during any period of noncompliance<sup>22</sup>.

**References:**

20 CFR 663.530; 20 CFR 680.490; 20 CFR 683.630(b); TEGL 41-14; WIOA Section 107(g)(1); WIOA Section 166(b); WIOA Section 167(i); WIOA Section 122(b)(1)(A); WIOA Section 122(b)(1)(E); WIOA Section 122(b)(2); WIOA Section 122(b)(2)-(b)(4)(D); WIOA Section 122(b)(4)(C)-(E); WIOA Section 122(c)(1); WIOA Section 122(c)(2); WIOA Section 122(d); WIOA Sections 122(d)(1) and (d)(3); WIOA Section 122(f)(1)(C); WIOA Section 122(g); WIOA Section 122(f)(1)(B); WIOA Section 134(c)(3)(E)

**Contact:**

For any questions related to this policy, please contact the Program Integrity Unit at [Workforce.Board@tn.gov](mailto:Workforce.Board@tn.gov).



Kenyatta Lovett, Workforce Services Assistant Commissioner

**Revised: February 4, 2020**

---

<sup>22</sup> WIOA Section 122(f)(1)(C)

## **I. Purpose:**

The purpose of this guidance is to establish the appeal process for denial or termination of eligibility as a training provider's participation in the approved Eligible Training Provider's List (ETPL)

## **II. Appeals Process**

### **A. Appeal of Southeast Tennessee Local Workforce Development Board (STLWDB) Denial**

- i. If the STLWDB denies a training provider's initial application for listing on the ETPL, the STLWDB will notify the provider in writing within 30 days from the date of determination. The written notification must include the detailed reasons for the denial and complete information of the appeals process.

### **B. Reasons for the Denial of Application for Initial Eligibility**

- i. The STLWDB may deny eligibility if the application from a training provider is not complete or not submitted within the required time frame.
- ii. The STLWDB may deny eligibility if an applicant fails to meet the minimum criteria for initial listing specified in this policy.
- iii. The STLWDB may deny eligibility if the training programs offered by the training provider do not lead to gainful employment for in-demand occupations as determined by a labor market analysis.
- iv. The STLWDB may deny eligibility if the training program demographics (i.e. costs and length) are substantially higher (beyond 50%) than previously approved programs offering the same credential (within the past two program years).
- v. The STLWDB or the State may deny eligibility if it is determined that the applicant intentionally supplied inaccurate information (WIOA Section 122(f)(1)(B)).
- vi. The STLWDB or the State may deny eligibility to a training provider who has been found to have substantially violated any WIOA requirements (WIOA Section 122(f)(1)(B)).

### **C. Appeals to the Southeast Tennessee Local Workforce Development Board**

- i. Any training provider wishing to appeal a decision by the STLWDB must submit a written appeal within 30 days of the denial notice. The appeal must be addressed to the Southeast Tennessee Local Workforce Development Board and delivered via electronic mail to [mholt@sedev.org](mailto:mholt@sedev.org).
- ii. The appeal must include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate provider official. The training provider may choose to rely on the written appeal or an in-person appeal hearing can be scheduled.

- iii. The Workforce Director will notify the STLWDB Chair and request to appoint one to three (1-3) impartial appeal officers who are responsible for re-evaluating the supplemental materials supplied by the training provider in addressing the initial reasons for denial. An impartial appeal officer may be any board member not involved in the initial designation.
- iv. The STLWDB will notify the training provider of the final decision made by the STLWDB on an appeal within thirty (30) days of receipt of the appeal.
- v. If the training provider is not satisfied with the outcome of the STLWDB's decision, the training provider has the option to file a State appeal. This procedure applies only to training providers who have exhausted the appeal process of STLWB and are dissatisfied with the final decision. For more information on the process to file a State appeal, please reference the Workforce Services Policy – Eligible Training Provider List TN-WIOA (16-19).

For additional information or questions concerning this appeals process, please contact Michele Holt, Director of Workforce Development for the Southeast Tennessee Local Workforce Development Area at (423) 424-4210 or via email at [mholt@sedev.org](mailto:mholt@sedev.org).

**Cooperative Agreement**  
*Between*  
**TRICOR**  
*And*  
**Southeast Tennessee Local Workforce Development Board**

This Cooperative Agreement, by and between the Tennessee Rehabilitative Initiative in Correction (TRICOR) and the Southeast Tennessee Local Workforce Development Board (Board), is hereby established, in part, to ensure a formal referral process for TRICOR clients who are released from TDOC's custody and return as residents of the Southeast Tennessee Local Workforce Development Area which includes the following 10 counties: Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie.

**Purpose:**

TRICOR and the Board will collaboratively work to ensure that recently released TRICOR clients will have the opportunity to seek full-time employment or elect to attend a postsecondary training institution to gain new and in-demand skills for employment in the area. This may be accomplished through TRICOR's referral of its released client to one of the five American Job Centers (AJC) at the following locations (see Attachment):

Chattanooga AJC—Comprehensive  
Eastgate Town Center  
Suite A-5  
5600 Brainerd Road  
Chattanooga, TN 37411  
Contact: [dzimmerman@mchra.com](mailto:dzimmerman@mchra.com)

Dayton AJC—Affiliate  
Regional Skills Center  
200 4th Avenue  
Dayton, TN 37231  
Contact: [ngates@mchra.com](mailto:ngates@mchra.com)

Athens AJC—Comprehensive  
410 N. Congress Pkwy  
Athens, TN 37303  
Contact: [ceschette@mchra.com](mailto:ceschette@mchra.com)

Marion County AJC—Affiliate  
City of Jasper  
5510 US-41  
Jasper, TN 37347  
[ksummers@mchra.com](mailto:ksummers@mchra.com)

Cleveland AJC—Affiliate  
Cleveland State Community College  
Technology Building Room 130-A  
3535 Adkisson Drive  
Cleveland, TN 37312  
Contact: [jnguyen@mchra.com](mailto:jnguyen@mchra.com)

**Scope of Services**

A. TRICOR agrees to:

1. Make appropriate referrals for reentry services to an AJC that is nearest the released client's residence or transitional housing;

2. Provide the AJC Career Specialist a completed TRICOR/TDOC Referral Form either as an attachment to email or fax;
3. Provide the AJC Career Specialists with any other client information that may be helpful for the ongoing Career Specialist case management of the referred client.

B. The Southeast Tennessee Local Workforce Development Board (STLWDB) agrees to:

1. Ensure that the Career Services provider's Career Specialists are aware of the referral Cooperative Agreement;
2. Ensure that the Career Services provider's Career Specialists actively engage, assess, enroll, provide services to, and case manage TRICOR's referred client as needed and as appropriate;
3. Ensure that the Career Specialists provide TRICOR feedback if requested regarding the referred client's training, job placement, job retention, wage gains, and recidivism outcomes.

**Duration and Term**

The term of this agreement shall commence on May 1, 2019 and continue henceforth without cancellation. The Parties to this Cooperative Agreement have the right to cancel the agreement provided all parties agree to cancel and one or both of the parties submit the cancellation in writing at any time during the agreement period.

This Cooperative Agreement serves to underscore the partnership and affirm the mutual goals and commitment to provide comprehensive services to referred TRICOR clients through the AJC public workforce system. In accordance with the aforementioned provisions, terms, conditions, and guidance, the parties attest and confirm the Cooperative Agreement by signing below:

  
\_\_\_\_\_  
Tony Cates, Chair, STLWDB

4/25/19  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
David Hart, CEO, TRICOR

4/9/19  
\_\_\_\_\_  
Date

**ATTACHMENT: TRICOR referral form**



## **I. Purpose**

This policy communicates methods used by Tennessee Department of Labor and Workforce Development (TDLWD) for the procurement of goods and services obtained with Workforce Innovation and Opportunity Act (WIOA) funds. This policy also sets forth the requirements provided by: the Office of Management and Budget (OMB), Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards; Final Rule Title 2 of the Code of Federal Regulations, 2 CFR 200.

## **II. Background**

WIOA Section 184(a)(3) requires the Governor of each State, each local area (including the chief elected official for the area) and each provider receiving funds under WIOA to comply with the appropriate uniform administrative requirements for grants and agreements for entities receiving the funds. The OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, Final Rules Title 2 of the Code of Federal Regulations, 2CFR 200 supersedes and streamlines requirements from OMB Circulars A-21, A-110, A-122, which have now been placed in 2 CFR (200, 225, 215, and 230). OMB Circulars A-87, A-110, A-122, A-133 and their requirements are still in effect for funding distributed prior to December 2014. Funding awarded after December 26, 2014, must be in compliance with 2 CFR 200.

## **III. Instructions**

*The STLWDB will*

1. follow the procurement procedures outlined in this policy which reflect applicable State and local laws and regulations.
2. maintain a contract administration system which ensures that contractors perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders.
3. maintain written code of standards of conduct governing the performance of their employees engaged in the selection, awarding of, and administration of contracts. No employee, officer or agent of the grantee or sub grantee shall participate in any way (including discussion, review and/or voting) in the selection, or in the awarding of, or administration of a contract supported by Federal or State funds in a conflict of interest, real or apparent, would be involved. Such conflicts when:
  - a. The employee, officer (for the purpose of this policy, workforce board members shall be considered as officers), or agent,
  - b. Any member of his immediate family,
  - c. His or her partner, or
  - d. Any organization which employs, or is about to employ any of the above, has a financial or other interest in the firm selected for the award. The grantee's or sub grantee's officers, employees, or agents will neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to sub agreements.

*Written prior approval must be obtained from TDLWD for acquisition of sensitive items and nonexpendable property with a unit acquisition cost of \$5,000 or more. In addition, any agreements or activities related to costs associated with real property must receive written approval by TDLWD. Disregard of this policy may result in an immediate sanction to pay back the money to TDLWD using unrestricted funds.*

The STLWDB must have property inventory systems that meet the standards required by 2 CFR 200.313(d)(1)(5) for equipment and standards required by 2 CFR 200.331-312 for real property. The STLWDB will maintain the inventory system at a minimum quarterly scheduled basis, with scheduled reviews and updates being well documented. The system must include property purchased with WIOA funds as well as property transferred from WIA, JTPA, or CETA to WIOA. The Governor shall maintain accountability for property in accordance with State procedures and the record retention requirements of 2 CFR 200.333(c)(d). When original or replacement equipment (acquired under a grant or sub grant) is no longer needed for the original project or program or for other activities supported by a Federal agency, the equipment will be returned to the State.

Equipment – Equipment means tangible, non-expendable, personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit. Uniform Guidance specifies that equipment include information technology systems, computing devices, software and services (including support services). This includes fees for licensing or subscriptions to software support services. This even includes monthly subscription fees under \$5,000 dollars if the total annual cost for the subscription exceeds \$5,000 dollars; for such subscriptions, prior approval must be obtained.

General Purpose Equipment – This is equipment which is not limited to research, medical, scientific or other technical activities. Examples include: office equipment and furnishings, modular offices, telephone networks, information technology equipment and systems, air-conditioning equipment, reproduction and printing equipment, and motor vehicles (Uniform Guidance Section 200.48).

Information technology systems – This encompasses computing devices, ancillary equipment, software, firmware, similar procedures, services (including support services), licensing or subscriptions to software and software support services, and related services (Uniform Guidance Section 200.58).

Types of Property for which accountability must be maintained:

1. Tangible personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit. Examples include furniture, machinery, office, operational and educational equipment, etc.
2. Sensitive equipment having a unit cost of \$100 to \$5,000. Examples include typewriters, tape recorders, printers, computers, and cameras.
3. Personal computers will be tagged as a unit consisting of monitor, keyboards, external tape cartridge and the computer itself. The printer will be tagged separately.

All STLWDA procurement of sensitive equipment or procurements having a unit acquisition cost of \$5,000 or more must have prior written approval from TDLWD. The Governor, on behalf of the US Department of Labor (USDOL), reserves the right to claim title to all property purchased with

WIOA, WIA, JTPA, or CETA funds with a current per-unit fair market value in excess of \$5,000.  
***Property Accountability 114S-60.401 Classification Criteria.***

### **Equipment Property Management Procedures**

Property records must be maintained that include a description of the property, a serial number or other identification number, the source of property, information as to who holds title, the acquisition date, and cost of the property, percentage of Federal participation in the cost of the property. These records must also include the location, use and condition of the property, and any ultimate disposition data including the date of disposal and sale price of the property.

1. When property with a current per-unit value in excess of \$5,000 has been stolen or destroyed by fire (or another disaster), is considered obsolete, or is to be traded for new equipment the STLWDB shall notify the State office of the particular event and request approval to remove the property from the Record Inventory.
2. If any property is stolen a copy of a Police Report must accompany the Report of the Survey. If the stolen property has a current per-unit value of \$5,000 or more the Federal Bureau of Investigation must be notified, and a copy of the report must accompany the Report of the Survey.
3. If the property is destroyed by fire a copy of a Fire Marshall's Report must accompany the Report of the Survey. When the STLWDB determines that the property is non-serviceable due to obsolescence, that STLWDB will request the destruction of the equipment through Asset Works (the State system) at which time the State procurement office re-evaluates the condition of the equipment. TDLWD will review the request and approve it with instructions to forward it to the requesting LWDA before the State Procurement Office re-evaluates the condition of the equipment. All property records must be maintained for three years after final disposition of property. For additional information regarding disposition please see Provision 4 Section D of the Supplementary Financial Guide.
4. STLWDB will tag all property with the appropriate tag and the contractor's records must indicate the program under which the property was acquired. Upon request, tags will be provided by the TDLWD to the contractor. After tagging the equipment the contractor should add the new items to its inventory listing. The contractor inventory records must contain the following information:
  - a. Tag number
  - b. Program funding the acquisition
  - c. Percentage federally funded (if not 100%)
  - d. Date of purchase or acquisition
  - e. Condition of the property (Cost or Fair Market Value)
  - f. Location
  - g. Serial number of other identifying number should be added to other pieces of equipment acquired.

New acquisitions must be reported to TDLWD on the Property Record form. All new property should be clearly marked. New property listings must be submitted to TDLWD as soon as possible after tagging the property.

## **Purchase Considerations**

Although Uniform Guidance and DOL Exceptions do not address every possible cost, they serve as the foundation for all grant financial management; for this reason, sub recipients should rely on this guidance to avoid audit findings and potential liability. To ensure that funds are being spent in a fiscally prudent and efficient manner, sub recipients need to consider the following questions prior to requesting approval to direct-charge WIOA funds for the purchase of property:

- Is this purchase reasonable?
- Why is the purchase needed?
- Have the best products been selected?
- What procurement method was used?
- Was a lease option considered in lieu of the purchase?
- Does the State already provide the item, service, or software being considered for rent, purchase, or subscription?
- Can the purchaser show that the purchase and item is allowable under the applicable federal award?

## **Leasing Considerations**

The decision to lease or buy personal property should be governed by considerations of economy. Considerations for leasing may differ by property type and according to market conditions. The length of the contract period of the lease should also be considered. Leasing with an option to purchase is generally preferable to straight leasing. However, for real property, administrative requirements make leasing the only option since the construction or purchase of real property is not allowed under the WIOA program except in limited circumstances which are outlined in the following section.

## **Capital Assets and Construction Costs**

The WIOA Title I funds may not be spent on construction, or may not be used to purchase facilities or buildings, or used for other capital expenditures for improvement to land or buildings (20 CFR 667.260) except with prior written approval by the DOL Secretary. The exceptions to that rule in which WIOA Title I funds can be used for construction include the following:

- Meeting obligations to provide physical and programmatic accessibility and certain repairs, renovations, alterations, and capital improvements to the property.
- For disaster relief projects
- For Youth Build programs under WIOA Section 171(c)(2)(A)(i).
- For any other projects the DOL Secretary determines are necessary to carry out WIOA
- Section 189(b) and (Title 20 CFR Section 683.235).

## **Limitation**

Cost allocable to another Federal grants, WIOA programs, or cost categories may not be shifted to a WIOA grant, sub grant, program or cost categories to overcome fund deficiencies, avoid restrictions imposed by law or grant agreements, or for other reasons (2 CFR 200.405(c)).

## **Real Property**

The Uniform Guidance provides fiscal and administrative guidance for the administration of the WIOA program including requirements for purchasing property. The Uniform Guidance does not permit WIOA program funds to be used to purchase land, or for improvements to land, or to the

structures, or to accessories thereto and excludes the purchase of moveable machinery and equipment (2 CFR 200.85).

### **Rental Costs**

Subject to the limitations described below, rental costs are allowable to the extent that the rates are reasonable in light of such factors as: rental costs of comparable property, if any; market conditions in the area; alternative available; and the type, life expectancy, condition, and value of the property leased. Rental costs under sale and leaseback arrangements are allowable only up to the amount that would be allowed had the governmental unit continued to own the property. Rental costs under less-than-arms-length leases are allowable only up to the amount that would be allowed had title to the property vested in the governmental unit. For this purpose, less-than-arms-length leases include, but are not limited to, those where:

- (1) Only party to the lease is able to control or substantially influence the actions of the other;
- (2) Both parties are parts of the same governmental unit; or
- (3) The governmental unit creates an authority or similar entity to acquire and lease the facilities to governmental unit and other parties.

Rental costs under leases, which are required to be treated as capital leases under GAAP, are allowable only up to the amount that would be allowed had the governmental unit purchased the property on the date the lease agreement was executed. This amount would include expenses such as depreciation (please note depreciation is also addressed in the Supplementary Financial Guide), maintenance, and insurance. The provisions of GAAP shall be used to determine whether a lease is a capital lease. Interest costs related to capital leases are allowable to the extent they meet the criteria in 2 CFR 200.449.

### **Maintenance, Operations, and Repairs**

Unless prohibited by law, the cost of utilities, insurance, security, janitorial services, elevator service, upkeep of grounds, necessary maintenance, normal repairs and alterations, and the like are allowable to the extent that they:

- (1) Keep property (including Federal property, unless otherwise provided for) in an efficient operating condition,
- (2) Do not add to the permanent value of property or appreciably prolong its intended life, and
- (3) Are not otherwise included in rental or other charges for space. Costs which add to the permanent value of property or appreciably prolong its intended life shall be treated as capital expenditures. (See 2 CFR 200.452, Maintenance and Repair Costs, for additional details and requirements.)

### **Costs Allowable With State Office**


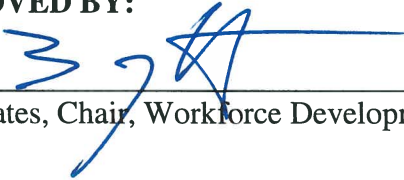
For approval of those selected items of cost, requiring prior approval, the authority to grant or deny approval is delegated to the Governor for programs funded under Sections 127 or 132 of the Act.

### **Rearrangements and Reconversion Costs (2 CFR 200.462)**

Costs incurred for ordinary and normal rearrangement and alteration of facilities are allowable. Special arrangements and alterations costs incurred specifically for a Federal award are allowable with the prior approval of the Federal awarding agency. Costs incurred for rearrangement and alteration of facilities required specifically for the grant program may be approved by the State or the pass-through entity.

**Debarred and Suspended Parties**

In accordance with WIOA regulations at Final Regulation 20 Section 683.200, the STLWDB will not make any award or permit (sub grants or contracts) to any party debarred, otherwise suspended, or otherwise excluded from eligible for participation in Federal assistance programs in accordance with Department of Labor Regulations at 29 CFR Part 98. Recipients and subrecipients shall comply with the applicable requirements of the DOL Regulations at 29 CFR parts 98. State of Tennessee General Services Real Property and Equipment Standards. In addition to adhering to the federal standards set forth in this policy, grant recipients and sub-recipients should also adhere to all property requirements set forth by the State of Tennessee General Services requirements. In the event a conflict arises between State of Tennessee General Service requirements and Federal regulations, please note that Federal regulations will take supremacy over State requirements if the property is utilized to carry out activities associated with a Federal award or purchased with monies from a Federal award.

<b>AUTHORIZED BY:</b>	
	9/12/18
_____ Michele Holt, Director, Workforce Development	_____ Date
<b>APPROVED BY:</b>	
	9-12-18
_____ Tony Cates, Chair, Workforce Development Board	_____ Date
<i>Purchasing and Property Management Policy; Effective 3.14.18, Revised 9.12.18</i>	

The Southeast Tennessee Workforce Development Board (STWDB) and its staff will follow the process outlined herein for provision of services under the **Workforce Innovation and Opportunity Act (WIOA)** requiring a competitive procurement processes following the guidelines set forth in the **Office of Management and Budget 2 CFR 200.319** as follows:

- (a) *All procurement transactions must be conducted in a manner providing full and open competition consistent with the standards of this section. In order to ensure objective contractor performance and eliminate unfair competitive advantage, contractors that develop or draft specifications, requirements, statements of work, and invitations for bids or requests for proposals must be excluded from competing for such procurements. Some of the situations considered to be restrictive of competition include but are not limited to:*
  - (1) *Placing unreasonable requirements on firms in order for them to qualify to do business;*
  - (2) *Requiring unnecessary experience and excessive bonding;*
  - (3) *Noncompetitive pricing practices between firms or between affiliated companies;*
  - (4) *Noncompetitive contracts to consultants that are on retainer contracts;*
  - (5) *Organizational conflicts of interest;*
  - (6) *Specifying only a “brand name” product instead of allowing “an equal” product to be offered and describing the performance or other relevant requirements of the procurement; and*
  - (7) *Any arbitrary action in the procurement process.*
  
- (b) *The non-Federal entity must conduct procurements in a manner that prohibits the use of statutorily or administratively imposed state or local geographical preferences in the evaluation of bids or proposals, except in those cases where applicable Federal statutes expressly mandate or encourage geographic preference. Nothing in this section preempts state licensing laws. When contracting for architectural and engineering (A/E) services, geographic location may be a selection criterion provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract.*
  
- (c) *The non-Federal entity must have written procedures for procurement transactions. These procedures must ensure that all solicitations:*
  - (1) *Incorporate a clear and accurate description of the technical requirements for the material, product, or service to be procured. Such description must not, in competitive procurements, contain features which unduly restrict competition. The description may include a statement of the qualitative nature of the material, product or service to be procured and, when necessary, must set forth those minimum essential characteristics and standards to which it must conform if it is to satisfy its intended use. Detailed product specifications should be avoided if at all possible. When it is impractical or uneconomical to make a clear and accurate description of the technical requirements, a “brand name or equivalent” description may be used as a means to define the performance or other salient requirements of procurement. The specific features of the named brand which must be met by offers must be clearly stated; and*
  - (2) *Identify all requirements which the offerors must fulfill and all other factors to be used in evaluating bids or proposals.*

(d) *The non-Federal entity must ensure that all prequalified lists of persons, firms, or products which are used in acquiring goods and services are current and include enough qualified sources to ensure maximum open and free competition. Also, the non-Federal entity must not preclude potential bidders from qualifying during the solicitation period.*

## **Procedures**

### **Draft RFP Review and Approval**

Prior to public release, the draft RFP will be submitted to the Review Committee for review and approval prior to publication. If there are no comments or changes, the RFP will be released.

### **Committee Appointment**

The Chair of the STWDB reserves the right to appoint a Request for Proposal Review Committee as needed. The committee should consist of at least three (3) members of the STWDB and may include other individuals selected by the Board Chair as long as the individual has the technical expertise in terms of the requirements of workforce development activities pursuant to WIOA.

### **Confidentiality and Evaluator Training**

Prior to the release of the RFP, all members of the committee must review and sign the *Confidentiality Attestation* which includes confirmation that he/she received and understands the *RFP Evaluator Training Guide*. The Guide will be provided via email and will contain all necessary information related to the procurement process.

### **Conflict of Interest**

Once all proposals have been received, Board staff will send a *Conflict of Interest Statement* containing a list of all entities submitting a proposal. Each member must sign and return the acknowledgement and declare whether he/she has a conflict. If no conflicts are declared, the proposals will be release for review to the committee members.

### **Public Notification**

In order to foster competitive procurement in accordance with WIOA guidelines, the STWDB maintains a list of potential bidders who will receive the Request for Proposals either in hard copy or electronic format. That list is updated periodically as the STWDB becomes aware of new/different organizations that could have an interest in providing services. The notice of Request for Proposals will be maintained on the STWDB website at [www.secareercenter.org](http://www.secareercenter.org).

Additionally, the solicitation will be posted for public notification in our local regional publication, The Chattanooga Times Free Press, as well as our website [www.secareercenter.org](http://www.secareercenter.org).

### **Proposal Response Time**

When time permits, the notice of Request for Proposals is posted, and correspondence to potential bidders is sent at a minimum 30 days prior to the submission deadline. With the announcement of solicitation for proposals, we will provide potential bidders a brief background on the service delivery area; the projected amount of funds available for the WIOA program(s) we are soliciting proposals on; instructions for completing the proposal; attachments that must be included with the proposal; the application submission address and deadline; and instructions for questions regarding



the Request for Proposals and/or process. STWDB may require a Pre-Bidder's Conference in order to provide needed clarification for any RFP requirements. This can occur in person or via teleconference with all questions and answers transcribed and posted at [www.secareercenter.org](http://www.secareercenter.org).

**Proposal Evaluation**

The RFP contains the evaluation (score) criteria required for successful performance of the WIOA program. Evaluation factors considered include completeness and timeliness of proposals (all the required elements are addressed/attached and the proposal was received prior to deadline expiration); reasonableness of costs; performance targets; probability of achieving proposed targets; compliance with WIOA; and past performance (if applicable).

**Review and Evaluation**

The Workforce Development Director, or appointed Solicitation Coordinator, receives all proposals at the close of the response time and determines if the proposals meet the minimum requirements outlined in the RFP. If the proposals meet the minimum requirements, the proposals are submitted to the RFP Review Committee with a deadline for required scoring. Committee members review and score each proposal independently without the undue influence of others. All proposals are scored against the proposal evaluation criteria and scoring mechanism detailed in the RFP. Scoring must not be done by comparing one proposal to another. All scoring sections must be completed with no section left blank. All scoring should avoid bias and should be consistent throughout the evaluation process.

**Award Recommendation**

During a scheduled meeting of the RFP Review Committee, the evaluators present the scored RFPs, discuss and review evaluations; a vote is cast in committee to recommend a subrecipient(s) to the Executive Committee and/or Board for contract award vote.

**Award/Non-award Notification**

Each organization that responds to the RFP with a written proposal is notified via letter of award/non-award based on majority vote at the board meeting.

**In the event of no response to a Request for Proposals**

The competitive procurement process identified in 2 CFR 200.318-326 will be followed in every instance of procurement. In the event the STWDB receives no response to a Request for Proposals after following the Uniform Guidance competitive procurement procedures, the proposal will be re-released.

**Attachments**

**Confidentiality and Evaluator Training Attestation**

**Conflict of Interest Statements**

**Conflict of Interest**

In accordance with the Request for Proposal for the One Stop Operator and Career Service Provider, while serving as a member of the Review Committee, I shall conduct my activities and myself in a principled manner to avoid any direct or apparent conflicts of interests in matters that could be construed to constitute a conflict of interest.

As a review committee member, I understand that I shall refrain from voting on and participating in any matter that would provide direct financial benefit to me or my immediate family, or on matters of the provision of services by me or the organization/company I represent.

As a review committee member, I shall avoid even the appearance of a conflict of interest. I will provide to the Board staff, a written declaration of all substantial business interests or relationships that I or my immediate family have with any business or organizations that submit a written response to the One Stop Operator and Career Services Provider Request for Proposal as outlined below.

Prior to discussion, vote, or decision on any matter before the review committee if I, a person in my immediate family, or any individual in which I have a close personal relationship has a substantial interest in or relationship to a business entity, organization, or property that would be affected by any official review committee action, I shall disclose the nature and extent of the interest or relationship and shall abstain from discussion and voting on or in any way participating in the decision on the matter. The abstention shall be recorded in the minutes of the review committee and maintained as part of the official record.

<b>Proposing Entity</b>	<b>Declare the Conflict OR record NO for no conflicts with the entity</b>
(Name of Proposing Entity will be entered)	
(Name of Proposing Entity will be entered)	
(Name of Proposing Entity will be entered)	
(Name of Proposing Entity will be entered)	

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name**



---

Southeast Tennessee Workforce Development Board

### **Confidentiality and RFP Evaluator Training Guide Attestation**

By signing below, I attest, certify, warrant, and assure that I will not disclose any evaluation information, including but not limited to the identity of the evaluators, from the time I am appointed to the Review Committee until the notice of intent to award is publicly released. I further understand that I will be required to sign a Conflict of Interest Statement that lists all entities submitting a proposal. This will be required before I can view any content of the proposals. If I have any conflict(s), I will not be allowed to participate in a review of the proposal in which I have a conflict.

Additionally, I acknowledge that I have received and reviewed the **RFP Evaluator Training Guide** and understand the guidelines.

---

**Signature**

---

**Printed Name**

---

**Date**

ATTACHMENT B

<b>SETDD</b>	<b>Standard Purchasing Procedure</b>
<b>SOUTHEAST TENNESSEE DEVELOPMENT DISTRICT</b>	Date Created: 08/01/2007 Updated: 05/16/2013 06/30/16

### 3.5.2 Purchasing Procedures

#### A. Specifications

1. All-non-recurring purchased, recurring purchases with a unit cost of \$500.00 or more or and/or all capital expenditures (i.e. computers, furniture, telephone) are to be originated by completing a Request for Purchase Approval form and should fall within the purchase guidelines of items and services authorized in the District's adopted budget. Each form must be filled out completely and signed by the Department Manager with a detailed description of products or services, quantity needed, any item numbers or codes necessary and the type of funds being used for the purchase.

All recurring purchases with a unit cost of less than \$500.00 that are *not* capital expenditures (i.e. supplies, manuals) are to be originated by completing a Purchase Order form and should fall within the purchase guidelines of items and services authorized in the District's adopted budget. Each form must be filled out completely and approved by the Department Manager with a detailed description of products or services, quantity needed, any item numbers or codes necessary, and the type of funds being used for the purchase.

All purchases for WIOA must adhere to the guidelines within Provision No. 10, Section A&B in the WIOA Supplementary Financial Guide LWIOA5.

2. If technical in nature the Request for Purchase Approval form should be forwarded to the IT Manager for evaluation and approval.

If non-technical in nature the Request for Purchase Approval form should be forwarded to the Executive Director, or their authorized representative, for approval. Upon approval, the original

form will be forwarded to Finance and a copy will be returned to the Department Manager. The Department Manager

may then proceed with the purchase using the guidelines set forth in this document (see *Purchasing – Bids & Quotations*).

3. If technical in nature, the IT Manager will forward the form to the Executive Director, or their authorized representative, for approval. Upon approval the Request for Purchase Approval form will go to the Administrative Department. The original will be filed and a copy will be given back to the IT Department for use in purchasing.

#### B. Purchasing – Responsibility

The Finance Department shall have the responsibility and authority to administer the policy. Final approval from the Executive Director will provide for central control and accounting concerning purchases and deliveries of materials, supplies, and equipment and services.

#### C. Purchasing – Bids and Quotations

Competitive bidding for the purchase of goods and services, except professional services, shall be accomplished in accordance with this policy.

1. For purchases of goods or services with a unit cost of less than \$500, no bid is necessary. A purchase order must be used for purchases directly from the vendor, using applicable catalogs or price lists, or obtaining informational telephone or writing quotations.
2. For purchases of goods or services with a unit cost that falls within a competitive range of \$500 to \$5,000, three (3) informal bids must be obtained by means of telephone or written quotations from qualified sources.
3. For purchases of goods or services with a unit cost of \$5,000 or more, at least five (5) written bids or quotes must be obtained.

4. Purchases for items with a unit price of \$25,000 or more will be submitted to the Board for approval.

**D. Special Requirements**

In all cases, purchasing must meet any special tests and requirements of the funding source or contract.

## PROVISION NO. 10

### INSTRUCTIONS ON PROPERTY PROCUREMENT AND ACCOUNTABILITY

#### General Instructions:

The Contractor has primary responsibility for exercising reasonable care and control of Federal property in its possession. The Contractor must maintain property records. The use of federally furnished property must be only for the purposes set forth in the contract. The Contractor remains accountable for all Federal property in its possession until relieved of that responsibility in accordance with the terms of the contract by TDLWD.

#### A. Types of Property for which Accountability must be maintained:

1. Tangible personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit. Examples include furniture, machinery, office, operational and educational equipment, etc.
2. Sensitive equipment having a unit cost of \$100 to \$5,000. Examples include typewriters, tape recorders, printers, computers, cameras.
3. Personal computers will be tagged as a unit consisting of monitor, keyboard, external tape cartridge and the computer itself. The printer will be tagged separately.

#### B. Acquisition of Property

1. Funding of property should be previously approved as stated in the contractual agreement.
2. Written approval by the Tennessee Department of Labor and Workforce Development must be obtained prior to any acquisition of nonexpendable property with a unit acquisition cost of \$5,000 or more or sensitive items.

#### C. Transfer of Property between Locations

Whenever property is moved to a new location, or other information about an item change the Contractor's inventory list should be updated. All changes should be reported to TDLWD with an updated inventory listing on which the new locations or other new information is clearly, marked. An updated inventory listing must be submitted to the TDLWD on July 1 of every year. Inventory listing must include a column that specifies what funding source was used for the purchase of this equipment (see Transfer of Property form on page 54).

#### D. Disposition of Property

1. In the event that property is discovered to be missing, stolen, destroyed or damaged, such

property shall be reported to the Tennessee Department of Labor and Workforce Development. The report should be in letter format stating the pertinent details for the situation. In the event that property is stolen, a police report should also be enclosed with the letter to TDLWD.

2. In the event that the property is no longer needed, a letter must be submitted to the Tennessee Department of Labor and Workforce Development requesting the individual items to be surplus. The Tennessee Department of Labor and Workforce Development will complete the appropriate surplus forms and submit them to Tennessee Department of General Services, who will in turn establish a time to pick up unused equipment.
3. All property records must be maintained for a period of three years after final disposition of the property.

The contractor must tag all property listed in paragraph A. above with the appropriate tag and contractor's records must indicate the program under which the property was acquired. Upon request, tags will be provided by the Tennessee Department of Labor and Workforce Development to the contractor. After tagging the equipment, the contractor should add the new items to its inventory listing. The contractor inventory records must contain the following information:

Tag number - Program funding the acquisition - Percentage federally funded, if not 100%  
Date of purchase or acquisition - Condition of the property - Cost or Fair Market Value  
Location - Serial number or other identifying number

New acquisitions must be reported to TDLWD on the Property Record form. All new property should be clearly marked. New property listings must be submitted as soon as possible after tagging to:

Tennessee Department of Labor and Workforce Development  
Program Accountability Review (PAR)  
220 French Landing Drive, Floor 4-B  
Nashville, TN 37243

#### BASIC REQUIREMENTS FOR ADDITION OF ASSETS TO INVENTORY

- A. All items purchased with a total cost of \$5,000.00 or more including any freight and set up costs.
- B. Items purchased that have a cost between \$100.00 and \$5,000.00 and are listed here are considered to be sensitive items.

#### SENSITIVE ITEMS LISTING:

BINOCULARS BOAT MOTORS

BOAT TRAILERS BOATS

CAMERA BODIES CAMERA LENS (200mm OR LARGER) CANOES



CELLULAR PHONES  
COMPUTERS  
COMPUTER PERIPHERALS  
COLOR BAR GENERATORS  
FAX MACHINES  
HAM BAND TRANS/REC (HAND HELD) MARINE  
BAND TRANS/REC  
OSCILLOSCOPE  
PISTOLS  
RADIO SCANNERS  
RIFLES  
SCANNERS SHOTGUNS  
SPECTRUM ANALYZER  
STUN GUNS  
TEARGAS GUNS  
TELEVISIONS  
TWO/WAY RADIO TRANS/REC (HAND HELD)  
TYPEWRITERS  
VECTOR SCOPES  
VIDEO CAMERAS  
VIDEO RECORDERS  
WAVEFORM MONITORS

c. Computer systems comprised of a monitor, keyboard, and central processing unit are (to be) tagged regardless of cost. Each component that comprises the system is considered sensitive. Computer peripherals with a cost between \$100.00 and \$5,000 are considered sensitive items.

1. External Storage Devices (Bernoulli Boxes)
2. External Tape Drives
3. External Modems
4. Printers
5. Scanners

D. Donated equipment items based on the above criteria.

E. Equipment purchased from the State and Federal surplus warehouse that meet the aforementioned criteria.

SCANNERS SHOTGUNS  
SPECTRUM ANALYZER  
STUN GUNS

TEARGAS GUNS  
TELEVISIONS  
TWO/WAY RADIO TRANS/REC (HAND HELD)  
TYPEWRITERS  
VECTOR SCOPES  
VIDEO CAMERAS  
VIDEO RECORDERS  
WAVEFORM MONITORS

- F. Donated equipment items based on the above criteria.
- G. Equipment purchased from the State and Federal surplus warehouse that meet the aforementioned criteria.

For further information regarding Property Procurement and Property Management, please refer to Chapter 11 – 10 and in the One-Stop Financial TAG.

## Minimum Participant Cost Rate (MPCR) Policy

Effective Date: 3.14.18

Revised Date: 12.10.19

Duration: Indefinite

### I. Purpose:

To implement, in accordance with State Workforce Development Board (SWDB) guidance, the Workforce Innovation and Opportunity Act (WIOA) Title I local area formula funds minimum participant cost rate for allowable WIOA funded services.

### II. Background:

Pursuant to WIOA, Section 101(d)(4) the SWDB shall assist in the development and updating of comprehensive State performance accountability measures, including State adjusted levels of performance, to assess the effectiveness of the core programs in the State as required under section 116(b). Under this policy the SWDB establishes a minimum participant cost rate (MPCR) as an additional State identified performance accountability measure (WIOA, Section 116(b)(2)(B)). This policy is designed to set a benchmark for participant expenditures to more effectively focus Federal resources on serving more individuals which impacts performance and outcomes. This will place more of an emphasis on ensuring financial integrity of taxpayer dollars in partnership with our workforce system stakeholders.

### III. Instructions:

Each local workforce development board shall ensure a minimum of 40 percent of their WIOA Title I formula allocations (**WIOA Section 128(a)(1), 128(b)(1), 133(a) and 133(b)(1)**) is expended on allowable participant costs under WIOA funded services per **WIOA Section 129(c)(2), WIOA Section 134, TEGL 19-16 and TEGL 21-16**. For all other types of allowable WIOA funded services not mentioned below, the local WDB or staff should request clarification from the TDLWD staff prior to incurring the cost to ensure the service is allowable and to determine if the costs can be included in the minimum expenditure calculation.

### Qualifying Expenditures under this Policy:

As defined within this policy, certain WIOA funded services (**20 CFR § 681, TEGL 19-16 and 21-16**) will be considered as "qualifying" expenditures toward the minimum expenditure calculation. In all cases, qualifying expenditures are those that represent the cost of services as described below and do not include administrative, personnel staff or operating expenditures of the LWDB, LWDB staff, one-stop operators, and/or contracted service providers.

### Qualifying Youth Expenditures:

LWDBs shall **not** use 100% of youth contract expenditures in the calculation of the 40% MPCR. In order for an expenditure to be considered in the calculation of the MPCR, the service must be considered a direct participant benefit associated with the 14 Youth Elements which are all fundable service in Jobs4TN (See Attachment 2).

In order to determine if the cost of an activity should be considered a direct Youth participant expense (i.e., fundable activity) that will count towards the LWDA's 40% MPCR, please consider the factors below:

1. If the activity is listed on Attachment 2 listed as one of the 14 Youth Elements prescribed in WIOA, the activity qualifies as a direct participant cost to be included in the MPCR calculation.
2. If the activity is not listed, conduct the analysis below:
  - a. In order to receive this service/activity, would the participant have to incur an out of pocket personal expense? If the answer is yes, count the activity as a direct participant expense. (Ex. There are no free or available financial literacy classes offered in the community, if not for the youth program offering the class, the individual would have to incur expenses to participate in a class)

**Qualifying Adult and Dislocated Worker Expenditures:**

1. Career Services defined (20 CFR § 678.430) as costs directly benefiting participants (i.e. assessments) and does not include salaries of staff providing the assessments.
2. Training Services (20 CFR § 680.200 through .230 and 20 CFR § 680.300 through .350).  
Types of training services that may be provided include:
  - a. Occupational skills training, including training for nontraditional employment;
  - b. On-the-job training;
  - c. Programs that combine workplace training with related instruction, which may include cooperative education programs;
  - d. Training programs operated by the private sector;
  - e. Skill upgrading and retraining;
  - f. Entrepreneurial training;
  - g. Job readiness training provided in combination with the training services described in any of clauses (a) through (g) or transitional jobs;
  - h. Adult education and literacy activities, including activities of English Language acquisition and integrated education and training programs, provided concurrently or in combination with services provided in any of clauses (a) through (g); and
  - i. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.
3. Supportive Services (20 CFR § 680.900)

**MPCR Calculation:**

MPCR is calculated by dividing the Total Qualifying Expenditures Incurred by the Total Cumulative Expenditures-Program Only (as reported on the Monthly Expenditure Report). Each quarter, calculate and report the MPCR to TDLWD utilizing the attached MPCR Calculation Template (Attachment 1) This report is to be attached to the Status Report submitted via Grants4TN for the respective quarter end month. Effective July 1, 2019, the Minimum Participant Cost Rate (MPCR) will be calculated following the above formula; however, Incumbent Worker Training (IWT) will be exempted from both Total Qualifying Expenditures Incurred, and the Total Cumulative Expenditures-Program Only.

**Procedures:**

The following provisions address procedures and continuous improvement steps to assist STLWDA in meeting and/or exceeding the MPCR by the end of the Base Program Year 2017 (June 2018):

1. Board Staff, in conjunction with the quarterly reporting required of the Fiscal Agent to TDLWD, will report the current quarterly MPCR to the LWDB during quarterly board meetings utilizing the provided MPCR Calculation Template.
2. In the event the LWDA falls below the 40% MPCR for two consecutive quarters, the LWDB Staff and Fiscal Agent will request an action plan from the Career Service Providers, under the direction of the One Stop Operators, for increasing the MPCR by the next quarterly meeting. The One Stop Operators will compile one detailed and concise report within one week of the conclusion of the board meeting and submit to the Workforce Development Director for review. The report will be submitted to the Operations Committee for monitoring and continuous improvement. The One-Stop Operator will be required to submit bi-weekly progress reports until the deficiency is corrected. At a minimum the plan will include:
  - a. Action steps to meet the minimum required rate;
  - b. Input from AJC Team Leads on how each will provide input in the process to increase expenditures for the local area;
  - c. Any measurable benchmarks or indicators the One Stop Operator has outlined; and
  - d. Other information the One Stop Operator may want to include in action plan that will be beneficial for state review and comment.
3. The 40% expenditure rate will be reviewed quarterly by the SWDB. In the event STLWDA is performing below 40% a brief narrative will be submitted with the quarterly report explaining why the expenditure rate was not attained. In the event STLWDA is performing below 40% for three consecutive quarters a local board approved Corrective Action Plan providing a detailed analysis of the inability to attain a minimum 40% training expenditure rate will be submitted to TDLWD. This Corrective Action must include at a minimum:
  - a. Local Board approved action steps to meet the minimum required rate;
  - b. Timeline for meeting the 40% minimum required rate;
  - c. Any measurable benchmarks or indicators the plan will ensure the LWDA is on track to meet the expected outcome; and
  - d. Acknowledgement by the LWDB that the area is subject to remedies for non-compliance as outlined in 2CFR 200.207 and 200.338 until the MPCR is attained.
  - e. Other information the LWDB may want to include in the Corrective Action Plan that will be beneficial for state review and comment.

**Continuous Improvement:**

1. STLWDA is currently meeting the 40% MPCR and will continue to maintain and/or improve the current rate of participant expenditures in order to meet a State proposed regional MPCR of 50% or greater. It is intended that STLWDA/East Region will meet the regional 50% MPCR no later than the end of Program Year 2019 (June 2020).
2. The 50% standard will be reviewed and reassessed by TDLWD to determine if it continues to be an appropriate standard after reviewing the results from all LWDA's/regions for the Program Year 2019-20. The state will also continue to evaluate the standard to ensure maximum benefit for the participant.

**Reporting and Monitoring:**

WIOA requires that LWDBs track training-related expenditures (**WIOA sec. 116(d)(2)(D)**) and (**WIOA sec. 116(d)(3)(A)**). A review of the requirement to expend 40% of the Workforce

Innovation and Opportunity Act (WIOA) funding that is within their direct board control on training as described in this policy will be incorporated into the Monitoring Guide each Program Year. For the purposes of this policy, the STLWDB will report prior Program Year training expenditure outcomes during Program Accountability Review (PAR) monitoring. For example, Program Year 2019 annualized expenses will be monitored in Program Year 2020 to ensure compliance.

**AUTHORIZED BY:**

  
\_\_\_\_\_  
Michele Holt, Director, Workforce Development 12/12/19  
Date

**APPROVED BY:**

  
\_\_\_\_\_  
John Proffitt, Chair, Workforce Development Board 12.10.19  
Date

*Minimum Participant Cost Rate Policy; Effective Date 3.14.18, Revision Date 12.10.19*

**Attachment 1: Minimum Participant Cost Rate by Program Year**

**MPCR Calculation Methodology:**

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

**Notes:**

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

*Illustration:*

MPCR Threshold		40%			Southeast		
Program	Funding Type	Program Year		2019	Program Year		2020
		Quarter End Monthly Expenditure Report			Quarter End Monthly Expenditure Report		
		Total Qualifying Expenditures (A)	Total Cumulative Expenditures-Program (B)	MPCR by Program (C)	Total Qualifying Expenditures (A)	Total Cumulative Expenditures-Program (B)	MPCR by Program (C)
WIOA Youth	PY	397,429.50	794,859.00	50%	346,580.40	866,451.00	40%
WIOA Adult	PY	33,503.50	67,007.00	50%	58,350.00	145,875.00	40%
	FY	367,378.50	734,757.00	50%	402,421.20	1,006,053.00	40%
WIOA Dislocated Worker	PY	32,447.00	64,894.00	50%	32,510.00	81,275.00	40%
	FY	205,245.50	410,491.00	50%	146,581.20	366,453.00	40%
Grand Total		1,036,004.00	2,072,008.00	50%	986,442.80	2,466,107.00	40%
Was the MPCR Threshold Met?				Yes	Yes		

Two Year Summary		
Total Qualifying Expenditures	Total Cumulative Expenditures (Program)	Combined MPCR
2,022,446.80	4,538,115.00	44.6%

## Attachment 2: List of Qualifying Expenditures (based on fundable activities in VOS)

**Note:** As indicated in state policy (Section 1: Guidance), the local WDB or staff should request clarification from the TDLWD staff prior to incurring the cost to ensure the service is allowable and to determine if the costs can be included in the minimum expenditure calculation.

VOS Service Code	Description	State Policy
180	Support Service - Child/Dependent Care	Section II.B.3
181	Support Service - Transportation Assistance	Section II.B.3
182	Support Service - Medical	Section II.B.3
184	Support Service - Temporary Shelter	Section II.B.3
185	Support Service - Other	Section II.B.3
186	Support Service - Seminar/Workshop Allowance	Section II.B.3
187	Support Service - Job Search Allowance	Section II.B.3
217	Support Service - Relocation Assistance (TAA only)	Section II.B.3
219	Work Experience	Section II.B.1
300	Occupational Skills Training - Approved Provider List (ITA)	Section II.B.2.a
301	On-The-Job Training	Section II.B.2.b
302	Entrepreneurial Training	Section II.B.2.g
303	Distance Learning	Section II.B.a and II.B.e
304	Customized Training	Section II.B.2.j
320	Private Sector Training	Section II.B.2.e
323	Workplace Training & Cooperative Education	Section II.B.2.d
324	Adult Educ w/ Occupational Skills Training - Approved Provider List (ITA)	Section II.B.2.i
325	Employed Worker Skills Upgrading/Retraining	Section II.B.2.f
326	Support Service - Needs Related Payments	Section II.B.3
327	Support Service - Training Allowance	Section II.B.3
406	Youth - Tutoring, Study Skills Training & Instruction	Section II.A.1
416	Youth - Occupational Skills Training - Approved Providers List (ITA)	Section II.A.4
425	Youth - Work Experience - Paid	Section II.A.3
426	Youth - Work Experience - Un-Paid	Section II.A.3
430	Youth - Occupational Skills Training - Non-Approved Providers	Section II.A.4
480	Youth Support Service - Child/Dependent Care	Section II.A.7
481	Youth Support Service - Transportation Assistance	Section II.A.7
482	Youth Support Service - Medical	Section II.A.7
483	Youth Support Service - Temporary Shelter	Section II.A.7
484	Youth Support Service -	Section II.A.7
485	Youth Support Service - Other	Section II.A.7



**SETD**  
**WORKFORCE DEVELOPMENT BOARD**  
**FY'21 Approved Budget**

	<i>FY 2020</i> <u>APPROVED BUDGET</u>	<i>FY 2021</i> <u>APPROVED BUDGET</u>	<u>Increase</u> <u>(Decrease)</u>
<b><u>Revenue and Support</u></b>			
WIOA Grants & Contracts	5,634,307	5,183,386	(450,921)
LWDA CAREER CENTERS PARTNERS	503,481	525,769	22,288
<b>Total revenue and support</b>	<b>6,137,788</b>	<b>5,709,155</b>	<b>(428,633)</b>
Salaries and wages	414,818	418,845	4,027
Employee benefits and payroll taxes	186,668	188,480	1,812
<b>Total personnel expenses</b>	<b>601,486</b>	<b>607,325</b>	<b>5,839</b>
Supplies	17,800	13,800	(4,000)
Dues and Subscriptions	7,600	8,000	400
Telephone and fax	47,000	47,500	500
Postage and shipping	3,600	3,100	(500)
Contract Services	145,500	149,800	4,300
Occupancy expense	447,000	433,450	(13,550)
Equipment - rental and maintenance	168,000	147,000	(21,000)
Printing and publications	8,000	5,000	(3,000)
Insurance (General)	4,000	3,000	(1,000)
Legal Services	7,500	7,500	-
Travel - Conf. & meetings-food & supplies	30,000	24,000	(6,000)
Admin cost	99,688	90,324	(9,364)
<b>Subtotal</b>	<b>985,688</b>	<b>932,474</b>	<b>(53,214)</b>
<b>Total operating expenses</b>	<b>1,587,174</b>	<b>1,539,799</b>	<b>(47,375)</b>
<b>Special Services:</b>			
MCHRA Contract Services	1,376,955	1,724,000	347,045
Participant Services	2,130,604	2,023,019	(107,585)
WIOA Pass-thru Expenses	1,043,055	422,338	(620,717)
<b>Total</b>	<b>4,550,614</b>	<b>4,169,357</b>	<b>(381,257)</b>
<b>Total expenses</b>	<b>\$ 6,137,788</b>	<b>\$ 5,709,156</b>	<b>(428,632)</b>

**LWSE Budget Narrative- SF424A**

**Personnel : \$159,147.26**

- Includes 3 FTE program related staff members working on a 37.5 hour work week. All allocated cost is directly allocable to the relative program activity and is not indirect in nature.

**Fringe Benefits: \$71,616.27**

- Estimated at 45% of personal cost. These costs are computed on an individual basis for staff included under personnel. Includes FICA, health, disability, vision, dental, unemployment, and retirement expenses.

**Travel: \$17,000**

- Travel includes direct travel cost for all staff and is reimbursed in accordance with the state provided travel regulations. Purposes of travel include meetings with clients, contracted providers, and training/conferences at centralized locations.

**Contractual: \$3,134,549.21**

- Includes our competitively procured One stop operator and Career Service provider agreement. Monthly invoices are billed with documented sources related to the cost used to provide such services using various American Job Centers throughout local area.

**Other: \$107,200**

- Cost includes occupancy cost, telephone, postage, Dues/Subscriptions, and regular maintenance on active equipment for the purposes of carrying out direct activities relative to the responsibilities of the program.

**Indirect Charges: \$387,723.63**

- Includes administrative cost budgeted at 10% of the funded allocations to our local area. Admin staff make up 4.75 FTE's. Cost includes, but are not limited to, salaries, benefits, travel, communication, travel, utilities, etc. Cost in this category do not exceed the 10% administrative cap.

Southeast Signature Page

The Southeast Local Plan and the East Region Plan are submitted in accordance with the provisions of the Workforce Innovation and Opportunity Act. We further certify that we will operate the Workforce Development programs in accordance with the plans and applicable federal and state laws and regulations.

Southeast Tennessee Local Workforce Development Board
<hr/>
Signature
<i>John Proffitt</i> Chair
<i>6/30/2020</i>

Chief Local Elected Official
<hr/>
Signature
<i>Mayor Jim Coppinger</i> Hamilton County Mayor
<i>6/30/2020</i>