

MEMORANDUM OF UNDERSTANDING

BETWEEN

Southeast Tennessee Local Workforce Development Board

AND

American Job Center Partners

Michele Holt, Executive Director

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1. CONVENING OF THE PARTIES TO MOU (WIOA SEC. 121(C)(1)) (Tennessee MOU/IFA Instructions Page 4)	
<ul style="list-style-type: none"> • <i>List the required partner providing services in the local area.</i> • <i>List the partner agency providing services of each required partner.</i> 	
REQUIRED PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM TYPED NAME
Title I: Adult, Dislocated Worker, Youth	Southeast Tennessee Development District
Title II: Adult Education and Family Literacy	Cleveland State Community College
	South Central Tennessee Workforce Alliance TCAT - Athens
Title III: Employment Programs under Wagner- Unemployment Insurance	TN Dept of Labor & Workforce Development
Trade Adjustment Assistance (TAA)	TN Dept of Labor & Workforce Development
Jobs for Veterans State Grants (JVSG)	TN Dept of Labor & Workforce Development
National Farmworker Jobs Programs / Migrant and Seasonal Farmworkers	Tennessee Opportunity Programs
Community Services Block Grant (CSBG)	Bradley Cleveland Community Services Agency
	City of Chattanooga, Office of Family Empowerment
	Southeast Tennessee Human Resource Agency
Senior Community Services Employment Program (SCSEP)	South Central Human Resource Agency Urban League of Greater Chattanooga
Second Chance (Reentry)	NA
Title IV: Rehabilitation Services	TN Dept of Human Services
TANF	TN Dept of Human Services
Parties to the MOU	NAME
LWDB Chair	Marshall Graves, Stone Door Group
LWDA Chief Local Elected Official	Weston Wamp, Hamilton County Mayor
TDLWD Regional Director	Shavonne Smith
TDHS, Vocational Rehabilitation Program	Kevin R. Wright

National Farmworker Jobs Programs / Migrant and Seasonal Farmworkers	Leecia Walker	
Community Services Block Grant (CSBG)	Demetrius Ramsey, BCCSA	
	Donnie Walker, City of Chattanooga	
	Rachel Hackworth, SETHRA	
Senior Community Service Employment Program	Pamela Morris, SCTHRA	
	TBD	
Temporary Assistance for Needy Families	Lakecia Peterson, TDHS	
Title II: Adult Education and Family Literacy	Dr. Ray Brooks, Cleveland State CC	
	Stephen Webb, SCTWA	
	Susan Hatto, TCAT Athens	
Perkins/ Postsecondary Career and Technical Education	Susan Hatto, TCAT Athens	
	Bo Drake, TCAT Chattanooga	
Wagner-Peyser Employment Services	Shavonne Smith	
Supplemental Nutrition Assistance Program Employment and Training Programs	Shavonne Smith	
Unemployment Compensation Programs	Rusty Felts	
Jobs for Veterans State Grants	Shavonne Smith	
Trade Readjustment Assistance/Trade Adjustment Assistance	Shavonne Smith	
OTHER PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU		IF MARKED YES, ENTITY ADMINISTERING PROGRAM
Department of Human Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Department of Human Services
TCAT/Tennessee Reconnect	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TCAT Athens, TCAT Chattanooga
Job Corps	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	No facility / See Additional Partners
Youth Build	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NA
Housing and Urban Development Employment and Training Activities	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Chattanooga Housing Authority
Perkins/Post-Secondary Career & Technical Education	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tennessee College of Applied Technology - Athens
		Tennessee College of Applied Technology - Chattanooga
ADDITIONAL PARTNERS AS PARTIES TO MOU		ENTITY ADMINISTERING PROGRAM
Job Corps	Jackson Pierce Public Affairs, Inc	
	Muhlenberg Job Corps Center	
Indian and Native American Programs	Native American Indian Association of TN	
Tennessee Technology Workforce Alliance (GJC)	Persevere	
2. PURPOSE AND SCOPE OF MOU (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.		
<ul style="list-style-type: none"> Describe the general purpose and scope of the "umbrella" MOU 		
The Workforce Innovation and Opportunity Act (WIOA) requires that an MOU/Infrastructure Funding Agreement be developed and executed between the Local WDB and One-Stop Partners, with the agreement of the chief elected official, to establish an agreement concerning operations of the AJC service delivery system. The purpose of the MOU is to define Partner		

roles and responsibilities to achieve policy objectives. The MOU also establishes the framework for providing cohesive, efficient services to meet the needs of employers, employees, job seekers, and others needing workforce services.

All required partners listed in section 1 of the MOU, and any additional partners that enter into an MOU as part of the public workforce system, agree to work closely together to ensure all Comprehensive, Affiliate, and Specialized Centers, Mobile AJC, access points, and community-based services in our ten-county area are high-performing workplaces with staff who deliver quality services. All Partners agree to strive toward system integration by assuming these responsibilities:

- Making appropriate services or referrals available through the AJC network as detailed in this MOU
- Participating in the operation and development of the AJC network consistent with the terms of this MOU and requirements of authorized laws
- Collaborating and reasonably assisting in the development of necessary service delivery protocols
- Continuous partnership building between all Partners, including cross-training to ensure staff develop the knowledge, capacity, and ability to advocate for their customer needs
- Responding to local and regional economic conditions, including employer needs
- Adhering to common data collection and reporting, including modifications
- Sharing in the cost of services, operating costs, and infrastructure costs outlined in this MOU
- Providing representation on the Southeast Local Workforce Development Board and/or its committees

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*

The Southeast LWDB's 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. Southeast's goals to connect individuals to employment opportunities, provide education and training options in high-growth, high-demand sectors, and provide business and industry in our ten-county area with a skilled and sustainable workforce.

Parties to this Agreement commit to taking an integrated approach to achieve this vision by executing on these strategic priorities:

• **Strategic and coordinated business engagement**

In place: Bi-weekly BST meetings (enhancements needed: more partner engagement and a strategic focus)

Needs: Staff training on the local implementation of the state's business engagement plan, cross-agency, cross-program training to all BST staff, standardized outreach materials, establish protocols and processes for responding to business inquiries and follow-up contact, a menu of specialized solutions, contingency plans when business needs cannot be met by AJC, implementation of a business satisfaction survey for continuous improvement

• **Service coordination and co-enrollment of target populations**

In place: Quarterly all-staff trainings, referral mechanism and standard procedures to address customer inquiries timely

Needs: Participant outreach strategy, access points, capacity to mobilize staff to deliver community-based services

• **Expansion of youth employment opportunities**

In place: Referral mechanism to ensure youth are co-enrolled into programs that provide additional supports; partnerships with K-12 system to engage youth at risk of disconnection after high school

Needs: Youth-specific SOP focused on AJC processes and access/equity; better collaboration with community members and required partners to expand potential

This vision demonstrates a commitment to create a cohesive local strategy to operationalize the visions set forth by WIOA, the State of Tennessee, and the Regional Planning Council to advance the delivery system and expand access to the program of services.

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*

The Southeast LWDB and MOU partners work together to develop and implement this MOU to ensure compliance with federal and state requirements; coordinate customer flow, service coordination, referrals, employer services, and staff training to meet employer and individual customer needs; and demonstrate the spirit and intent of WIOA.

The partners to this MOU engage in joint planning, plan development, and modification, working together and in good faith to reach consensus locally on funding the MOU/IFA. If the partners cannot reach a consensus, the state will enact the state-funded mechanism.

The Board convenes local partners to negotiate the MOU along with the Fiscal Agent who is present to provide Infrastructure Funding Agreement budget details. All signatory partners are invited to participate, and documents are sent out for review well in advance for input and feedback. All partners agree to the MOU and IFA budget, which is indicated by signatures at the end of the document.

- May 1, 2024 – Draft documents sent out to Partners
- May 21, 2024 – Partner Meeting
- May 23-31, 2024 – Out for Signatures
- June 1, 2024 – Submission

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

The Southeast LWDA is a ten-county workforce development area that has two comprehensive centers, three affiliate sites, a one specialized center, the Mobile AJC, and Virtual AJC.

Comprehensive Centers: Two Comprehensive Centers with Employment Services, Disabled Veterans' Outreach Program Specialists, Local Veterans' Employment Representative, SNAP Employment and Training, and services.

American Job Center - Chattanooga
 Eastgate Town Center Suite A-5 5600
 Brainerd Road Chattanooga, TN 37411
 (423) 894-5354
 8 am – 4:30 pm Eastern Time

American Job Center - Athens
 410 N. Congress Pkwy
 Athens, TN 37303
 423-745-2028
 8 am – 4:30 pm Eastern Time

Affiliate Centers and Specialized Centers: Three affiliates and one specialized site that provides Adult, Dislocated Worker, and Youth services. Access to other partners provided by direct linkage when necessary.

American Job Center - Cleveland
 PIE Innovation Center
 Unit 209
 2373 Parker St NE
 Cleveland, TN 37311
 423-790-5552
 8 am – 4:30 pm Eastern Time

American Job Center - Dayton
 Regional Skills Center
 200 4th Avenue
 Dayton, TN 37231
 423-570-1107
 8 am – 4:30 pm Eastern Time

American Job Center - Marion County
 5510 US-41
 Jasper, TN 37347
 423-837-9103
 8 am – 4:30 pm Central Time

American Job Center – Tracy City
 South Cumberland Learning and Development
 Center
 14399 US-41
 Tracy City, TN 37387
 931-592-0883
 8:00 am – 4:30 pm Central Time (after 1:00 pm
 by appointment, call to verify staff availability)

The Mobile AJC is used to provide services to towns and communities that do not have an AJC and may be scheduled for dedicated events with community partners as needed throughout the region.

Mobile American Job Center

Available by request: [Book the Bus \(tn.gov\)](http://www.tn.gov)



The virtual AJC allows individuals to explore the services available in the AJCs and matches individuals with services they qualify for. The site will direct you to the nearest AJC and save your information to QR code so staff can assist you when you arrive.

www.tnvirtualajc.com

Southeast seeks to expand the reach of the workforce system by adding additional Access Points to supplement and enhance access to AJC services. The AJC does not staff Access

Points, but make one or more of the one-stop partners' programs, services, and activities available to job seekers and employers, including workforce preparation and other workshops, resources such as computers and internet access, and job search assistance. Additional Access Point partners will be identified in an attachment to this MOU.

The OSO is responsible for ensuring that staff conducting outreach are effectively cross-trained to provide information on the full array of services available in the public workforce system. Training shall be ongoing and will be coordinated with the subject matter experts from each partner program. The schedule of cross-training should be maintained by the OSO and made available to the LWDB and its staff for regular reporting.

For dispersed programs that are not co-located, on-site provision of services might not always be feasible. Access to services may be delivered in one of three ways:

- Option 1. Having a program staff member physically present at the AJC;
- Option 2. Having a staff member from a different partner program physically present at the AJC and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs; or
- Option 3. Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.
 - **Note:** *“Direct linkage” means providing a direct connection at the American Job Center within a reasonable time, by phone or through a real-time Web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute a “direct linkage.”*

All partner referrals may be conducted through the [“CONNECT WITH US”](https://www.securecenter.org) link on www.securecenter.org.

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

WIOA authorizes career services for Adults and Dislocated Workers, including basic career services, individualized career services, and follow-up services. Provision of individualized career services must be based on the employment needs of the individual as determined jointly by the individuals and the case manager through development of an Individual Employment Plan.

Basic career services are universally accessible and must be made available to all individuals seeking employment and training services. This includes services such as eligibility determination, initial skill assessments, labor exchange services, orientations to programs and services, and referrals.

Individualized career services are provided when AJC staff determine that such services are required to retain or obtain employment. This includes services such as specialized assessments, development of an IEP, career counseling, training, and work experience. Staff may use recent evaluations and assessments by partner programs. There is no sequence of service, but assessment of an individual's employability is required. Through the Initial Assessment, an individual will be determined work-ready and provided employment services or will be determined in need of training and provided services to increase employability opportunities for self-sustaining employment.

Follow-up services are provided for Adults and Dislocated Workers who are placed in unsubsidized employment for up to 12-months after the first day of employment or, when appropriate, the last date of service.

Title I Adult and Dislocated Worker staff are present in the comprehensive centers in Athens and Chattanooga, the affiliate sites at Cleveland, Dayton, Marion County, and the specialized site in Tracy City located in distressed Grundy County. Staff are available through direct linkages from affiliated Access Points included in the MOU. Staff may be scheduled at Access Points on an as needed basis.

Title I (Youth)–

The WIOA Youth program is a comprehensive youth workforce development program for serving eligible youth, ages 14-24, who face barriers to education, training, and employment. Local programs provide youth services in partnership with American Job Centers and under the direction of the Southeast Tennessee Local Workforce Development Board (STLWDB).

The WIOA Youth program design requires an objective assessment of academic levels, skills levels, and service needs of each participant, including a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive services need, and developmental needs. Assessments must also consider each youth participants strengths to build on, rather than focusing on opportunities for improvement.

There are 14 required program elements that are available through the WIOA Youth program. All 14 must be made available, but it is not necessary for a youth to receive all 14 elements as this should be determined by assessing the needs of the youth. The Youth elements include the following:

1. 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 certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.

2. Alternative secondary school services, or dropout recovery services.
3. Paid and unpaid work experience that have as a component academic and occupational education that may include:
 - Summer employment and other employment opportunities available year round
 - Pre-apprenticeship programs
 - Internships and job shadowing
 - On-the-job training opportunities
4. Occupational skill training (with priority for training programs that lead to postsecondary credentials aligned with in-demand industry sectors).
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities that may include community service and peer centered activities encouraging responsibility and other positive civic and social behaviors.
7. Supportive services.
8. Adult mentoring for a total of not less than 12 months.
9. Follow-up services for not less than 12 months.
10. Comprehensive guidance and counseling.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market and employment information about in-demand industry sectors, career awareness, career counseling, and career exploration services.
14. Activities that help youth prepare for and transition to postsecondary education and training.

Title I Youth staff are present in the comprehensive centers in Athens and Chattanooga, the affiliated sites at Cleveland, Dayton, Marion County, and the specialized site in Tracy City. Staff are available through technology from affiliated Access Points included in the MOU. Staff may be scheduled at Access Points on an as needed basis.

Youth Case Managers also have flexibility to meet participants in areas where Youth is accessible, such as libraries, schools, partner agencies, and other locations to make services accessible. This list is not exhaustive and will depend on what is appropriate for service delivery.

Note: Youth funds (including staff salaries) **may not** be used for providing meaningful assistance for UI as indicated for the Wagner-Peyser and the Adult and Dislocated Worker programs.

II (Adult Education and Family Literacy) –

The Adult Education and Family Literacy program delivers educational services to adults, over the age of 17 (unless granted an exception), lacking a high school diploma, and no longer under compulsory attendance to a public high school, and who are basic skills deficient and require skills upgrades.

The program is designed to help these individuals become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency. This includes transition to postsecondary education and training through career pathways. Other activities include workforce preparation activities designed to help an individual acquire a combination of:

- Basic skills
- Critical thinking skills

- Digital literacy skills
- Self-management skills, including competencies in using resources and information, working with others, and understanding systems
- Skills necessary for transition into and completion of postsecondary education and training or employment
- Other employability skills that increase an individual's preparation for the workforce, such as Integrated Education and Training (IETs), and Pre-Apprenticeships.

Adult Education staff may proctor basic skills assessment for WIOA partner programs when appropriate, utilizing the Test of Adult Basic Education (TABE), a standardized assessment used in federal and state government agencies providing an initial determination of the learners' aptitude and skill levels in numeracy and literacy.

The CASAS test is used for English Language Learners. Both tests meet WIOA requirements for youth and adult programs and documentation of measured progress. AE staff enter test results into Jobs4TN virtual one stop software with all partners who use VOS for customer MIS having access to customer information.

Adult Education staff is committed to integration and participate in the Skill Development Team for each of the AJCs in support of the integrated and coordinated service delivery.

AE services at each location are detailed below:

AE staff in the Chattanooga AJC provide orientations, administer TABE 11/12, OPT testing, registration for HiSET testing, and written partner referrals for services to eliminate customer barriers. Adult Education instruction is offered for math, reading, science, social studies, and writing. Official HiSET testing is offered every other Saturday at this site administered by certified examiners.

The promising practice of developing integrated education and training programs (IETs) which is a service approach that provides basic education and literacy activities concurrently and contextually with workforce preparation activities and training for a specific occupation or occupational cluster includes the services of AE. These activities are for the purpose of educational and career advancement and may be coordinated with Title I Career and Training, Title III Employment Services, and other appropriate partners. IETs lead to educational and economic mobility for individuals, such as those who are basic skills deficient, justice involved, and low-skill and low-wage workers. AE staff make written referrals to appropriate partners to develop and implement IETs.

AEFLA activities are also designed to assist immigrants and other English language learners in improving reading, writing, speaking and comprehension skills in English and math; and, acquiring an understanding of the American system of government, individual freedom, and the responsibilities of citizenship by local providers. Customers who desire to improve their English language skills will be referred by American Job Center staff to a local Adult Education English-as-a-Second Language (ESL) program.

Integrated English Language and Civics Education (IELCE) programs available in Hamilton County through TCAT Athens enable students to read and communicate in English, improve your math and employability skills, and prepare for American citizenship.

Adult Education services are available in the comprehensive American Job Centers in Athens and Chattanooga, and by direct linkage at affiliate sites through these three (3) grantees:



TCAT Athens: Bledsoe, Hamilton, Marion, Rhea, and Sequatchie Counties

Hamilton County grantee - Integrated English Language and Civics Education (IELCE)



Cleveland State Community College: Bradley, McMinn, Meigs, Polk Counties



South Central Tennessee Workforce Alliance

South Central Tennessee Workforce Alliance: Grundy County

Title III (Employment Services under Wager-Peyser) –

Employment Services under Wagner-Peyser is a labor exchange program designed to connect job seekers and employers. The objective of the program is to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of the employers, reduce the loss of productivity by filling job openings as quickly as possible, and shorten the duration of individuals' unemployment. For job seekers who are not job ready, Employment Services coordinates with other workforce partners to assist clients with access to training, workforce preparation and employability services, and other supportive services needed to attain their employment goals.

Job seeker services include labor exchange activities, labor market information, job search assistance, assessments of career interests, career guidance when appropriate, job search workshops, and job referral and placement assistance.

Employer services include referral of job seekers to available job openings, assistance in development of job order requirements, matching job seeker experience with job requirements and skills, assisting employers with special recruitment needs, arranging job fairs, assisting employers with an analysis on hard-to-fill job orders, assisting with job restructuring, and helping employers deal with layoffs.

ES staff have specific obligations in serving unemployment insurance (UI) claimants and carrying out components of the state's UI program through coordination of basic career services, primarily labor exchange services that include:

- Targeting UI claimants for job search assistance and referrals to employment.
- Administering state UI work test requirements, including obtaining/documenting relevant information for eligibility assessment, and providing job search assistance and referrals to employment.
- Provision of referrals to and application assistance to UI claimants for training and education resources and programs, including PELL Grants, GI Bill, Post 9/11 Veterans Educational Assistance, WIOA Titles I and II, higher education assistance and Vocational Rehabilitation.
- Outreach, intake (including Common Intake and identification through the state's Worker Profiling and Reemployment Services system of UI claimants likely to exhaust benefits and related programs, such as Reemployment services and Eligibility Assessment program) and orientation to information and other services available through the American Job Center.

Employment Services (ES) staff are physically present in the comprehensive centers located in Athens and Chattanooga and provide universal access to all job seekers and employers.

Unemployment Insurance (UI) –

Tennessee's unemployment system is completely online; however, individuals can access resources needed at the American Job Center comprehensive and affiliate sites. Individuals can apply, check the status of their claim, and complete weekly certifications at www.Jobs4TN.gov.

Staff in the AJCs provide information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim, including individuals with language and other program access barriers.

Meaningful assistance means:

- Providing assistance in the AJCs, using staff from Employment Services or the Adult and Dislocated Worker programs who are well trained in UI claims filing activities and, on the rights, and responsibilities of claimants, and information necessary to file a claim, or
- Providing assistance by phone, chat at Jobs4TN.gov, or through a customer service ticket at <https://tdlwd.zendesk.com>

Employment Services, Adult and Dislocated Worker staff providing meaningful assistance with UI should target these individuals with services available in their programs by providing orientations, enrollments, and referrals to other appropriate program services. Services are to be coordinated for seamless service delivery.

Jobs Counseling, Training and Placement Services for Veterans

Title 38, United States Code, Section 4102A (b) 5 (38 U.S.C. §4102A(b)5) authorizes funds provided to each state to staff and support DVOP specialists, LVER staff, and the reasonable costs associated with such representatives, including travel to the National Veterans' Employment and Training Services Institute (NVTI). DVOP and LVER roles and responsibilities are defined in 38 U.S.C. §4103A for DVOP specialists and 38 U.S.C. §4104 for LVER staff.

Veterans and eligible spouses are provided the maximum of employment and training opportunities, with priority given to the needs of disabled veterans and veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized through existing programs, coordination and merger of programs and implementation of new programs, including programs carried out by the Veterans' Employment and Training Service to implement all efforts to ease the transition of servicemembers to civilian careers that are consistent with, or an outgrowth of, the military experience of the servicemembers. This program is supported through two roles in the workforce system, Disabled Veterans Outreach Program Specialists (DVOPS) and Local Veteran's Employment Representatives (LVERs).

All partners will work together to support our plan for a seamless, customer-driven system that will enhance the delivery system and reflect the Governor's vision of effective and efficient governance through the alignment of several programs. This process starts at the initial point of entry into the AJC where the first person the Veteran encounters will be an Intake Specialist who is trained in all aspects of the AJC and the services that are available to the Veteran. TDLWD calls this an "Initial Triage" step.

Disabled Veterans' Outreach Program Specialists (DVOPs), provide maximum emphasis in meeting the employment needs of veterans. Priority is placed on assisting economically or educationally disadvantaged veterans to carry out intensive services and facilitate placements with the following priority in the provision of services:

- Veterans with a compensable disability.
- Homeless (As defined by Section 103(a) of the Stewart B. McKinney Homeless Assistance Act).
- Recently separated service members with 27 or more weeks of unemployment.
- Veterans who have recently been incarcerated along with incarcerated.
- Veterans who are being released soon.
- Veterans needing a high school diploma or equivalent certificate.
- Low income (As defined by WIOA)
- Veterans between the ages of 18-24; and others eligible as defined in the statutes.

DVOPs are required to take an active role in seeking out and assisting these targeted groups by networking with other local, state, and federal government agencies. DVOPs also develop partnerships with Veteran Service Organizations, community service organizations, LWDA partners, faith-based organizations, and any other entities that are dedicated to locating and serving Veterans in need and helping them with the purpose of providing intensive services, so they are able to successfully compete in the job market.

Tennessee notes that homeless Veterans are not likely to seek our services on their own and that an “under the bridge” approach is to be taken by DVOPS, encouraging them to go where these individuals can be found.

In locations where there is access to organizations such as US DOL Homeless Veterans Reintegration Program (HVRP) grantees (Such as Operation Stand Down Tennessee (OSDTN) and Volunteers of America Knoxville), VA facilities, Warrior Transition Units (WTU) etc., direct partnerships have been established where the DVOP will visit the facility weekly (In the case of OSDTN, a DVOPS is available) to provide services as needed. The goal is to help the Veteran become job ready and gain employment in a field of their interest and/or ability.

Veterans who are identified as having significant barriers to employment (SBE) through the initial intake process at the AJC, and need specific Intensive Services, will be referred to appropriate DVOP staff for assistance as required. The DVOPS and the Veteran will work together to complete a career assessment and document any current or potential SBEs, then monitor them through the Case Management process. The Veteran would then, if required, be referred to an appropriate partner for additional services as needed.

In the absence of DVOP staff, Employment Services staff assume responsibility for the career assessment of the individual and assure that appropriate referrals and services are provided. DVOPs are a supplement to the AJC staff and should not be a substitute for providing services.

In facilitating placement of a veteran under this program, DVOPs shall help to identify job opportunities that are appropriate for the veteran’s employment goals and assist that veteran in developing a cover letter and resume that are targeted for those particular jobs.

DVOPs are onsite in the comprehensive centers in Athens and Chattanooga where other supportive services are readily available. In the areas where there are additional organizations such as VA VR&E offices, Homeless Shelters, and other Community Partners, a DVOP from the local AJC has a partnership with them to provide Intensive Services to those who require additional assistance to become job ready. Services will be provided to Veterans who have identified themselves as having Significant Barriers to Employment (SBE). Services can be arranged in affiliated sites by appointment.

Integration into the Workforce System: Integration of the DVOP via the AJC will be accomplished by utilizing in-place procedures for servicing Veterans with SBEs and combining

them with the policies and processes that will support functional alignment within the AJC.

Through the use of a specialized checklist and direct questions, a determination will be made on the level and type of needed service. If the Veteran, or other eligible person, is deemed to have a Significant Barrier to Employment (SBE) and has a need for enhanced services, the Veteran will be referred to a DVOP for assistance. If the initial screener decides that the level of service precludes the need to see a DVOP, the person will be referred to a non-JVSG staff member for the required assistance.

Retention of our Veterans who received case managed services is accomplished through follow - up within 30/60/90 days of initial hire between the individual Veteran and the employer by our DVOP staff. This gives both parties an opportunity to discuss potential issues before they escalate.

NOTE: A full-time disabled veterans' outreach program specialist shall perform only duties related to meeting the employment needs of eligible veterans, as described in subsection (a), and shall not perform other non-veteran-related duties that detract from the specialist's ability to perform the specialist's duties related to meeting the employment needs of eligible veterans.

Local Veterans' Employment Representatives (LVERs)

As a member of the American Job Centers (AJCs) Business Services Team, LVERs will provide an effective conduit to promote Veterans to businesses as a sound and wise investment. Federal contractors and subcontractors are also targeted as companies that not only can benefit from the hiring of Veterans, but they are also informed about their responsibilities under the Office of Federal Contract and Compliance Programs (OFCCP) and Vietnam Era Veterans Readjustment Assistance Act (VEVRAA) guidelines as well.

NOTE: A full time LVER may only perform duties related to the employment, training, and placement services under this chapter, and shall not perform other non-veteran-related duties that detract from the representative's ability to perform the representative's duties related to employment, training, and placement services.

Trade Adjustment Assistance (TAA) – Phase-Out Termination Provisions

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. The TAA program offers a variety of benefits and reemployment services to help unemployed workers prepare for and obtain suitable employment. 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.

Trade Adjustment Assistance (TAA) is considered a work-first program. Therefore, a search for suitable employment is required before some services may be requested. Each service requested has individual requirements that must be met in order for approval under the program and these will be determined through case management. Workers may be eligible for the following:

- Re-employment Services
- Training Services
 - HiSET (High School Equivalency)
 - Basic Skills training to upgrade the worker to the point where he/she may be enrolled in training or college classes.
 - Occupational Skills Training: The TAA Program will cover 100% of the

required occupational training costs if training is approved.

- Tuition, Fees, required textbooks, tools, supplies, uniforms, and travel cost.
- Cost of related training, required books, tools, required uniforms.
- On-the-Job Training (OJT): TAA covers 50% of the participant's earned OJT wage.
- Job Search/Relocation Allowance
- Supplemental Assistance (Travel/Subsistence follows the Federal Travel Requirements)
- Wage Assistance for workers aged 50 and above (ATAA/RTAA) if approved under the certified petition.
- Trade Readjustment Assistance: The TAA program provides income support to workers who are enrolled and participating in approved training and have exhausted unemployment insurance (TRA).

Staff are physically present in the comprehensive centers located in Athens and Chattanooga. Partners recognized that co-enrollment in the Title I Dislocated Worker program is mandatory. A worker may refuse co-enrollment or may be found ineligible which is a rare occurrence; however, either of these must be documented in the electronic case file.

Phase-out Termination took effect on July 1, 2022, and will continue until such time as the TAA Program is reauthorized. Under termination, the USDOL is not conducting new investigations, nor issuing determinations of any petitions submitted. The Department and the states, as agents of the Secretary, are required to continue to operate the program under the sunset provisions explained in TEGL No. 13-21.

National Farmworker Jobs Program (NFJP) –

NFJP serves Migrant and Seasonal Farmworkers (MSFWs), and their dependents, who are disadvantaged and either citizens of the United States or allowed to work in the U.S. on a non-temporary basis.

NFJP grantees provide case management, skills training, and related assistance to aid farmworkers in meeting their employment goals and achieving economic self-sufficiency. The program seeks to provide new skills to farmworkers who wish to leave agriculture for higher paying, more stable occupations, but also provides access to skills upgrades that allow farmworkers who choose to stay in agriculture to do so with higher wages and more stable employment.

Welding, industrial maintenance and even computers have become common practice to keep up to date on the modern farm. Agriculture has evolved to high maintenance equipment with modern skills training needed. Training to work on the farm and training for better employment to leave the farm have become a necessity for job placement with self-sufficient pay. Assistance may include the cost of books, supplies, and other support. Related Assistance Services, which is short-term monetary assistance, is often required due to the loss of employment during training for job placement.

To improve the living and working conditions of those farmworkers and their families who prefer to remain in the farm labor market, the following assistance may be provided:

- Complaint resolution
- Counseling
- Farmworker rights and labor law information

- Job development, job search assistance, and placement
- Referrals to other organizations that serve migrant and seasonal farmworkers
- Referrals to supportive services
- Registration assistance
- Testing
- Training opportunities

Tennessee's State Monitor Advocate ensures migrant and seasonal farmworkers have equitable access to career services, skill development, and workforce protections offered by the American Job Centers, so they may improve their living and working conditions. The State Monitor Advocate collaborates with our National Farmworkers Jobs Program (NFJP) Tennessee Opportunity Program (TOPS).

On intake with the client, a career assessment is completed for direction with the client's training needs. Tennessee Opportunity Program has a long-standing relationship with the Tennessee Colleges of Applied Technology (TCAT) throughout the state, which offer training classes that can be completed in less than a year. TOPS may offer to pay a stipend to those that are eligible for the MSFW program while in training, depending on the availability of funds.

Below is a list of information on applicable services in the program, as well as programs in other organizations where the MSFW may be co-enrolled.

- Career Services – skills assessment, outreach, job search (JOBS4TN), placement assistance, short term vocational training.
- Training Services – occupational skills, work experience, on-the-job training, skills upgrading, and retraining.
- Youth Services – tutoring, paid and unpaid work experience, occupational skills training, financial literacy training, and guidance/counseling.
- Related Assistance Services – short- term direct assistance that helps the MSFW and their family members retain their agricultural employment or to participate in intensive training services.
- Housing, transportation, and financial emergencies.

The Tennessee Monitor Advocate will collaborate with National Farmworker Jobs Program (NFJP) grantees, public agencies, agricultural employer organizations and others in providing services to MSFWs for a cohesive continuum of service.

Outreach activities include but not limited to:

- Coordination with One Stop/AJCs to continue training and explanation of services offered.
- Coordination with the State Monitor Advocate quarterly meeting with staff and case workers.
- Outreach by Case Managers to farm communities to identify potential candidates.

Once Seasonal Farm Workers are identified, and they demonstrate an interest in obtaining new skills and more productive career paths, intake/pre-applications are completed.

Required eligibility documents are needed, such as birth certificates, selective service registration, driver's licenses, and work visas. Then an interview with potential applicants is conducted to assess Adult Basic Education, barriers. Once eligibility is confirmed, an Individual Employment Plan is developed for services needed. If training is required, training service providers are identified.

Tennessee is collaborating with agricultural organizations such as Farm Bureau, UT Extension, Agricultural Workforce Management Association, National Agricultural Consultants LLC, Youngblood & Associates. PLLC, Seasonal Hands LLC, ALS, Inc., and education organizations that reach out to MSFW's in other ways than normal.

Tennessee Opportunities Program, Inc. staff is available by direct linkage - [Tennessee Opportunity Program \(tnopportunityprograms.org\)](http://tnopportunityprograms.org)

Community Service Block Grant (CSBG) –

The goal of the program is to provide services to eligible low-income individuals and families to improve the communities in which they live. Allowable services range from "safety net" emergency services to job development, adult education, and self-sufficiency programs.

Client eligibility for all services is based on income eligibility and need for the service. Income eligibility means that the household income is at or below 125% of the U.S. Department of Health and Human Services' Poverty Guidelines (updated annually). Income eligibility and documentation of the client's need for service must be completed in order to establish client eligibility prior to delivery of services.

The state administers the CSBG program through a network of local agencies, including Bradley-Cleveland Community Services Agency, Chattanooga Youth and Family Development's Office of Family Empowerment, and Southeast Tennessee Human Resources Agency (SETHRA). These agencies conduct annual needs assessments, develop a community action plan, and offer services based on identified local needs. CSBG partners are not co-located but are available by referral.

The Community Services Block Grant (CSBG) is a federally funded grant program created by the Omnibus Reconciliation Act of 1981. The program aims to combat poverty within communities by removing the barriers to self-sufficiency clients may encounter. Applicants meeting the income requirements may be eligible for a variety of services.

Southeast Tennessee LWDA's Community Service Block Grant Recipients are listed below:



**Bradley - Cleveland Community Services Agency – Bradley County,
Cleveland
155 6th Street SE
Cleveland, TN 37311
help@bccsagency.com
423-479-4111**

Bradley Cleveland Community Services Agency (BCCSA) has several programs to help low-income individuals and families become self-sufficient in Bradley County. Resources from various Community Services programs are integrated to build a system of support for low-income individuals, dislocated workers, out-of-school youth, and seniors.

The following goals are a priority for each client:

- Achievement of self-sufficiency
- Increased employment
- Access to childcare
- Maintaining housing
- Access to health care providers

Services provided to achieve these outcomes will include:

- Case management
- Benefit coordination
- Referrals
- Transportation services
- Childcare payments
- Rent assistance
- Utility assistance
- Rapid rehousing
- Temporary shelter placement
- Homeless prevention assistance
- Hotel voucher
- Food assistance programs
- Life skill coaching
- Screening
- Assessment

Bradley Cleveland Community Services Agency offers two additional employment readiness programs, **Jobs for Life** and **Second Chance**.

The Jobs for Life curriculum covers a variety of soft skills to prepare job seekers for the workforce such as resume development, mock interviews, vocational planning, identifying emotional and physical roadblocks, developing confidence and more. Classes last 8 weeks and meet twice a week for about two hours. The classes normally meet at BCCSA or the Cleveland Emergency Shelter.

BCCSA's Second Chance program assists in the transition individuals make from prison, jail, or juvenile residential facilities to the community so that the transition is more successful and promotes public safety. Bradley Cleveland Community Services Agency has strong partnerships with corrections, parole, probation, and other reentry service providers. Second Chance is a 3-month case management program that offers six core comprehensive services that the majority of formerly incarcerated clients need upon release.

Services include employment, housing assistance, education, family reunification, health care and spiritual guidance. By addressing and providing resources in these six key areas, Second Chance hopes to aid and empower those formerly incarcerated to achieve successful reentry and a new lifestyle free of crime.

For low-income residents who are seeking to further their education, BCCSA will provide assistance with:

- HiSET fees – High School Equivalency
- Program supplies
- Textbooks
- Uniforms and tools



City of Chattanooga - Office of Family Empowerment

501 W. 12th St.
Chattanooga, TN 37402
(423)643-6434

OFInfo@chattanooga.gov

www.chattanooga.gov/youthandfamily/office-of-family-empowerment

The Office of Family Empowerment works with families to provide support and coaching to help families achieve economic resilience and well-being. Current programming under the Family Support program provides assistance with rent/mortgage and utilities. Case management is available to families requesting this type of support. Households are eligible to

receive emergency assistance with rental bills, and some household utilities, no more than once every twelve months. To qualify for Family Support assistance, households must be residents of Hamilton County, fall within the income limits set by the grant, be overdue on their rent or mortgage, and provide proof of a qualifying need for the service.

OFE also provides assistance with home energy costs through the Low-Income Home Energy Assistance Program (LIHEAP) and currently has funding for water and sewer costs through the Low-Income Household Water Assistance Program through September 30, 2023. Approval is subject to eligibility based on income guidelines, residency (Hamilton County), and required documentation.

Information and referral services are available by request. Navigation staff will connect those interested to additional partners and resources for other available services that may be needed by the household.



Southeast Tennessee Human Resource Agency (SETHRA)

P.O. Box 909
312 Resource Road
Dunlap, TN 37327
423-949-2191 x142
423-949-4023

www.sethra.us

SETHRA - Bledsoe, Grundy, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie
SETHRA's THRIVE Program will be used to assist able bodied families and individuals who wish to:

- Seek better employment,
- Complete GED,
- Start, continue, or complete their college education, technical training course or certificate program within 12 months
- Complete a volunteer work training internship

SETHRA's THRIVE Program will be used to assist elderly and disabled families and individuals who wish to:

- Remain self-sufficient and independent
- Apply for State and Federal benefits to supplement their income
- Acquire budgeting techniques and money management skills

SETHRA's THRIVE Program will be used to financially assist the elderly and/or disabled as well the work-abled who are:

- Experiencing an unforeseen financial crisis
- Experiencing housing instability

Emergency financial benefits available in the THRIVE Program may include, but are not limited to:

Rent/Mortgage Arrears

Homeless Assistance

- First month's rent-with a copy of the Lease agreement.
- Rent deposit-available only when there is no alternative available to secure Housing
- Utility deposits-available only when there is no alternative available to secure Housing
- Application costs for housing (Background checks, application fee, etc.)

Public utility expenses-benefits

Non-emergency financial benefits available in the THRIVE Program may include, but not limited to:

- Testing Fees
- School Supplies
- Vehicle Repair- Will be assessed on a case-by-case basis with the guidance of a qualified mechanic.
 - Must provide two quotes from qualified mechanics
 - The amount of service cannot go over 50 % of the cars value which will be determined from Kelly Blue Book.
- Tuition/Books
 - Chromebooks can be provided on a case by case basis
 - Client must have exhausted all financial aide options.
- Work/School Clothing and Shoes
- Child or Adult Day Care
- Mileage Reimbursement to or from work or school
- Gas Vouchers
- Bicycles
- Legal Fines and Fees related to Driver's Licenses
- Rent/Mortgage Stabilization
- Job Skills (formerly Soft Skills) Stipend
- Physical/Medical Requirements
- Background Check
- Work or Education Required Tools or Equipment
- Utilities- After LIHEAP/LIHWAP application has been completed
- Diapers for Children
- Dental Care

Non-cash benefits will include:

- Budgeting Classes
- Nutrition classes
- Personal Appearance/Hygiene
- Parenting Classes
- Interviewing Skills
- Job Skills Training

- Assistance applying for Disability
- Assistance applying for SNAP benefits
- Assistance applying for TennCare
- Assistance applying for a social security card or ID

All individuals who are income eligible for the THRIVE program can receive non-cash benefits.

THRIVE Health

- Income eligible; and/or
- Elderly and/or disabled; and/or
- Uninsured or expense not covered by insurance.

Benefits available in the health program include but are not limited to:

- Prescription Medications, (Narcotics may be purchased for clients that have Documented life-threatening illnesses only)
- Durable Medical Supplies
- Assistive devices (grab bars, hand-held shower heads, shower benches)
- Adult diapers
- Nutritional supplements (ensure, Glucerna and Boost)
- Injection Materials (syringes and needles)
- Transportation to medical appointments when not covered by insurance
- Copays to the Department of Health for uninsured
- Child diapers if child is living with a family caretaker, such as a grandparent raising grandchildren.
- Formula assistance for individuals who are not receiving WIC or formula needed is not covered by WIC
- Dental assistance up to \$3000
- Hygiene Pantry if clients have no access to these items.

The Health program is an on-going service. Quarterly contact is made with the client to ensure the need continues to exist. This contact also provides an opportunity to identify any new concerns within the household. After the client is determined eligible for benefits, re-certification is performed in accordance with state policy. Benefits are available to the household members throughout the fiscal year while funding is available

CSBG partners are available by direct linkage through contact with the entities listed in this section of the MOU.

Senior Community Services Employment Program (SCSEP) –


The Senior Community Service Employment Program (SCSEP) is an employment training program for low-income, unemployed individuals aged 55 years and older who are currently unemployed and need to upgrade their skills. The program consists of:

- Assessments to determine individual needs for training.
- Training to upgrade existing skills, developing new skills, providing targeted educational opportunities, job counseling, and assistance in finding and keeping a job.

- Job training assignments that are closely matched with seniors' personal goals when placed in a position in community service (nonprofit, public, or in the private sector through on-the-job education) for approximately 20 hours per week, and
- Participants receiving the federal minimum wage of \$7.25 per hour.

Work experience opportunities are coordinated throughout the community and may include placement at the American Job Centers and partner organizations. Other opportunities include teacher's aides, nurse's aides, clerical work, daycare assistants, maintenance work, and other positions in the community.

The SCSEP program is administered through two agencies in the Southeast. Staff are not co-located in the AJCs, but services are available through referrals to the following agencies:

 <p>South Central Tennessee Development District - Bledsoe, Grundy, Marion, and Sequatchie. Referrals can be made by phone, email or walk in.</p> <p>Pamela Morris SCHRA Central Office 1437 Winchester Highway Fayetteville, TN 37334 Phone: 931-433-7182 ext. 1135 p.morris@schra.us www.schra.us</p>	<p>Service Provider TDB (Formerly Goodwill)</p> <p>Bradley, Hamilton, McMinn, Meigs, Polk, and Rhea.</p>
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Title IV (Vocational Rehabilitation Services) –

The Vocational Rehabilitation (VR) Program provides assessment, training, employment, and specialty rehabilitation services and supports to eligible individuals with disabilities based on the rehabilitation needs of the individual in accordance with the individual's aptitudes, abilities, capabilities, interests, and informed choice, and as identified in an Individualized Plan for Employment with a goal to secure, retain, advance in, or regain competitive integrated employment. VR collaborates with AJC and community partners to meet an individual's rehabilitation needs. VR services are available through VR professionals co-located at AJCs and located throughout the State.

VR services are accessible by direct linkage at the AJC or by contacting local VR offices. A list of VR Regional Offices, counties covered by each office, and the contact information for the office can be found by clicking on this link <https://www.tn.gov/humanservices/ds/office-locator-trc-ttap.html>.

DHS/TANF –

Families First, the state's Temporary Assistance for Needy Families (TANF) program is a workforce development and employment program. The Families First/TANF Program emphasizes work, training, and personal responsibility. It is temporary and has a primary focus on gaining self-sufficiency through employment. The Families First/TANF program helps

participants reach this goal by providing temporary cash assistance, transportation, childcare assistance, educational support, job training, employment activities, and other supportive services.

TANF is accessible by direct linkage. Individuals may initiate an application for Families First/TANF services through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](https://www.tn.gov/consumer-service-portal)

SNAP Employment & Training –

SNAP E&T offers the following components:

- Adult Basic Education
 - Provides supportive services while attending Adult Education for HiSET, ESL or improving skill levels to begin career pathway for CTE
- Career Technical Education
 - Provides unmet needs of approved training cost and supportive services for in-demand training that is two years or less through local training providers to receive an industry recognized credential
- Work Readiness
 - Develops the knowledge, soft skills, attitudes, and aspirations to help participants successfully pursue, obtain, and maintain employment or specialized training leading to employment in the local labor market
- Work Experience
 - Provides an individual an opportunity to gain general skills, knowledge, work habits, work experience, and/or basic certifications necessary to obtain employment
- Job Search Training
 - Provides intensive case management focused around 4 training components related to successfully finding employment
- Job Retention (available to eligible SNAP E&T who have gained employment and/or improved their employment after participating in or completing SNAP E&T components)
 - Provides case management, assistance in obtaining necessary uniforms and/or other employment clothing, equipment, supplies, or tools required to perform the job, testing fees, transportation, and/or other necessities required by the employer.

In addition, childcare assistance is available to all SNAP E&T participants and is provided by the Department of Human Services.

Second Chance (Reentry) – NA, Southeast LWDA currently does not have a Second Chance grant recipient.

HUD Employment and Training Activities –

HUD's Resident Opportunities and Self-Sufficiency - Service Coordinators program (ROSS-SC) supports local, innovative strategies that link housing assistance with public and private resources to enable participating families to increase their earned income; reduce or eliminate the need for welfare assistance; and make progress toward achieving economic independence and housing self-sufficiency. Through needs assessments, case management, and referrals to community and web-based services, Service Coordinators help connect all public housing residents with employment training, financial literacy services, educational opportunities, and health and wellness programs. Service Coordinators help each participant advance towards

these goals in ways that best fit their needs, personal priorities, and interests.

HUD/ROSS-SC staff are not co-located in the AJC but are available through direct linkage at:
College Hill Courts
Chattanooga Housing Authority
Phone: 423.752.4870

Job Corps –

Job Corps is a no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16-24 improve the quality of their lives by empowering them to get great jobs and become independent. Job Corp does not have a training facility in Southeast; however, program staff is co-located in the Chattanooga AJC.

Job Corps assists eligible youth to connect to the labor force by providing them with intensive social, academic, career and technical education, and service-learning opportunities, in order for such youth to obtain secondary school diplomas or recognized postsecondary credentials leading to successful careers, in in-demand industry sectors or occupations, or the Armed Forces, that will result in economic self-sufficiency and opportunities for advancement; or enrollment in postsecondary education (including an apprenticeship program); and support responsible citizenship. Job Corps also includes a statutory requirement to offer English language acquisition, driver's education, and financial literacy.

In addition to free dormitory-style housing and meals at residential sites, participants in Job Corps programs receive free health care and dental services. During training, program benefits also include a monthly stipend, which increases as the participant advances through the program.

The program emphasizes:

- Training for in-demand industry sectors and occupations
- Credential attainment
- Links to employment opportunities in the local area
- Preparation for additional post-secondary education or training, including registered apprenticeship
- Preparation for enlistment in Armed Services

Career Transitions Services – Muhlenberg Job Corps Center

Staff for Muhlenberg Job Corps is located in the Chattanooga AJC and serve individuals who have previously been admitted to a Job Corps center and need assistance with Career Transitions Services such as placement in employment or completion of educational goals. These staff only serve those who are Job Corps participants but may refer to other programs for successful completion of outcomes.

YouthBuild – NA in Southeast Tennessee

Native American Employment and Training Programs –

The Tennessee Native American Indian Association of Tennessee, Inc. provides employment and training programs for Native Americans, Alaskan Natives and Native Hawaiians. In its role of matching jobs with job-seekers, the NAIA Employment and Training helps those American Indians who face various barriers, focusing on the serious economic and employment problems facing Native Americans in the state of Tennessee.

To ensure the program serves the Native Americans, Alaskan Natives and Native Hawaiians, all participants must be able to prove their Native American Heritage or bloodline. Documents which establish proof of this ancestry are crucial first steps for all who participate in the Native American Employment and Training Program. Valid documentation may be a Bureau of Indian Affairs (BIA) or Tribal Card: a letter from the applicant's tribe stating that he or she is a tribal member or related by blood to a member; military records which state the applicant is an American Indian, similar documents verifying an applicant's ancestry will suffice for Alaskan Natives and Native Hawaiians, as well. In addition, the Native American requirements, participants must be 18 years or older (unless granted an exception), economically disadvantaged, unemployed, underemployed, a Tennessee resident and registered for the draft, if required under provisions of the federal Selective Service Act.

The Native American Employment and Training WIOA Program delivers educational services to adults, over the age the age of 18 (unless granted an exception) lacking a high school diploma and no longer under compulsory attendance to a public high school, and who are basic skills deficient and require skills upgrades. The program is designed to help these individuals become literate and obtain knowledge and skills necessary for employment and economic self-sufficiency. This includes transition to post- secondary and training or employment. This includes attaining a secondary school diploma and transition to postsecondary education and training through career pathways.

Other activities include workforce preparation activities designed to help an individual acquire a combination of the following: Basic skills · Critical thinking skills · Digital literacy skills · Self-management skills, including competencies in using resources and information, working with others, and understanding systems · Skills necessary for transition into and completion of postsecondary education and training or employment · Other employability skills that increase an individual's preparation for the workforce

The Native American Employment and Training Program is available by direct linkage. To enroll or learn more contact the NAIA-WIOA program at wia@naia.comcastbia.net or apply on the website at www.naiatn.org.

Perkins/Postsecondary Career & Technical Education--

Career and technical education, or CTE, refers to the rigorous academic, technical, and employability skills or content that is taught through career focused standards and courses in grades K-12 and postsecondary which prepare learners for advanced education, training, and employment in aligned occupations and careers. These programs are funded through the Carl D. Perkins Act, or Perkins V.

At the postsecondary level, these pathways must be built with multiple entry and exit points for learners to train and retrain based on the demands of career opportunities in high skill, high wage, and in-demand occupations. This model ensures we will have the qualified and trained labor force needed to meet the current workforce demand and establish the pipeline to meet the demands of the future.

Tennessee Board of Regents (TBR) institutions seek to provide coordinated services with other Federal programs and seek to meet the needs of their students. Each TBR institution works with their one-stop career center to deliver appropriate educational and training opportunities to clients referred to the college. TBR institutions also work with their local economic development, Chambers of Commerce, and workforce development boards (WDBs) to support economic growth within the college's service area.

Additionally, the department and TBR currently have an interagency agreement that supports the work of Tennessee Pathways. Tennessee Pathways is our state's K-12 strategy to ensure

coordination among K-12, higher education, and workforce so that more Tennesseans obtain industry-valued postsecondary credentials. This contract supports a statewide team of regional coordinators who support K-12 coordination with postsecondary and industry in each of the state's nine economic regions. The Pathways Coordinators work with the cross-sector partnerships that support education and workforce alignment at the regional level.

Perkins/Post-Secondary Career and Technical Education staff is available by direct linkage through two (2) TCAT locations, including TCAT Athens and TCAT Chattanooga which is part of the community college system.

The Southeast Tennessee LWDA may also coordinate with other TCAT locations outside of the ten-county service area; however, only TCAT locations in the Southeast Region are a party to the MOU, Location information for each is provided below:



TCAT Athens
1635 Vo-Tech Drive
Athens, TN 37303
423-744-2834

[Scholarships and Grants | TCAT Athens](#)



TCAT Chattanooga
4801 Amnicola Hwy
Chattanooga, TN 37406
423-697-4404

<https://chattanooga.state.edu/tcat-tnreconnect>

Persevere Tennessee Technology Workforce Alliance -

Tech Alliance is part of the Good Jobs Challenge (GJC) dedicated to help train Americans for good jobs by developing and strengthening regional workforce training systems and sectoral partnerships. The Tech Alliance will provide technology training, career readiness instruction, wraparound case management, job placement, and longtime follow up and support services.

Tech Alliance is co-located on a limited basis in the Chattanooga AJC and accessible by direct linkage.

Information/Application for Individuals: [FOR APPLICANTS - perseverenow.org](https://perseverenow.org)

Information/Application for Businesses: [FOR EMPLOYERS - perseverenow.org](https://perseverenow.org)

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*

The Southeast LWDB has procured **In the Door** to carry out the functions of the One-Stop Operator.

Duties and responsibilities of the One Stop Operator include but are not limited to:

- Oversee management of the One Stop Career Centers and service delivery.
- Coordinate and track partner referrals.
- Develop a reporting system for tracking performance and referrals with regular reporting to partner agencies and the local board.
- Evaluate performance and implement required actions to meet performance standards. This does not include performance negotiations as this is specifically a Board requirement.
- Evaluate various customer experiences (including but not limited to employers, jobseekers, and partner staff) with regular reporting to partner agencies and the local board.
- Ensure coordination of partner programs as outlined in the local MOU/IFA.
- Act as liaison with the Board and One-Stop System.
- Define and provide means to meet common operational needs (e.g., training, technical assistance, additional resources, etc.).
- Oversee full implementation and use of all State systems in the local area.
- Design the system integration and service coordination for the site and partners.
- Coordinate with the Administrative and Fiscal Agent on MOU/IFA updates for the AJCs.
- Plan and report responsibilities to the Local Workforce Development Board.
- Market One-Stop Career services in coordination with the Board and its staff.
- Facilitate the sharing and maintenance of data, with an emphasis on the VOS system, including all related Federal, State, and local policies.
- Ensure integration of available services and coordination of programs for the site with all partners.

Note: OSO will not perform prescribed 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.

The One-Stop Operator, through functional leadership, coordinates the service delivery of required one-stop partners and service providers. To ensure all required services are provided in an integrated manner the AJC system, the OSO:

- Maintains a list of all partner programs, including a brief description of services available by each partner within the AJC.
- Monitors adherence to the MOU and reports changes to the LWDB.
- Manages the online referral mechanism across the AJC system.

The OSO is responsible for the oversight and coordination of each referral across the AJC system by maintaining and managing the spreadsheet of partner referrals, employer inquiries,

and individuals who have requested services. The OSO will track and follow up on each referral submission to ensure AJC delivers appropriate, timely services. The OSO is responsible for measuring both the customer experience and efficiency of the service delivery system. For individuals, especially all Youth, who have been determined ineligible for WIOA services, the OSO is responsible for ensuring that referrals to appropriate services have been made. This list will be maintained and made available indicating to which agency each individual is referred.

The referral process is designed for a no-wrong-door approach to receiving workforce services and serves to integrate partner programs and services for a seamless delivery system by function rather than funding stream. Each of the partner programs listed below will refer to other programs as appropriate, based on the needs of the customer. Individuals who are co-enrolled in multiple partner programs will receive case management from the appropriate program and information on co-enrollments will be managed and shared between partners through the functional teams.

Title I (Adult, Dislocated Worker) –

- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than age.
- Job Corps for individuals aged 18-24 who could benefit from dorm-style living while attaining high school equivalency and/or other postsecondary school credentials.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program and are interested in participating in a SNAP E&T component.
- Vocational Rehabilitation program for individuals with a disability and meet eligibility requirements.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college
- Referral to appropriate organizations for English Language acquisition and integrated civics education.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](http://www.tn.gov)
- National Farmworker Jobs Program for farmworkers or family members of farmworkers who may be eligible to receive services from Tennessee Opportunity Programs

Title I (Youth)

When appropriate, youth participants or ineligible applications will be referred to the following programs:

- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL)
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency (age 17 years and older, or 16 years old with approval)
- Employment Services for individuals who are job ready and seeking placement with employers for individuals, including resume and application assistance
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program and are interested in participating in a SNAP E&T component.
- Vocational Rehabilitation program for individuals with a disability and meet eligibility requirements.

- Job Corps for individuals aged 16-24 who could benefit from dorm-style living while attaining high school equivalency and/or other postsecondary school credentials.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](#)
- Referral to appropriate organizations for English Language acquisition and integrated civics education.
- Senior Community Service Employment Program (SCSEP)
- Community Service Block Grant partners
- National Farmworker Jobs Program for farmworkers or family members of farmworkers who may be eligible to receive services from Tennessee Opportunity Programs

Title II (Adult Education and Family Literacy) –

Other programs for referral:

- Employment Services for individuals who are job-ready and seeking placement with employers for individuals, including resume and application assistance
- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL)
- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than age.
- Job Corps for individuals aged 16-24 who could benefit from dorm-style living while attaining high school equivalency and/or other postsecondary school credentials.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program and are interested in participating in a SNAP E&T component.
- Vocational Rehabilitation program for individuals with a disability and meet eligibility requirements.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college after completion of HiSET
- Referral to appropriate organizations for English Language acquisition and integrated civics education.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](#)
- Senior Community Service Employment Program (SCSEP).
- National Farmworker Jobs Program for farmworkers or family members of farmworkers who may be eligible to receive services from Tennessee Opportunity Programs.

Title III (Employment Services under Wager-Peyser) –

Employment services staff work with individuals coming into the center and serve as the gateway to the public workforce system. After assessment, individuals who are job ready will be referred to employment opportunities that align with their skills and qualifications on a self-service or staff-assisted basis, depending on customer need.

Individuals who need staff-assisted services are provided an initial assessment, and those determined not job ready will receive eligibility determinations and referral to appropriate programs to develop the skills and training necessary for sustainable employment. This includes:

- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL).
- Youth program for eligible youth up to the age of 24 who need the 14 youth elements.

Youth will be referred based on needs rather than age.

- Job Corps for individuals aged 16-24 who could benefit from dorm-style living while attaining high school equivalency and/or other postsecondary school credentials.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program, and are interested in participating in a SNAP E&T component.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](#).
- Senior Community Service Employment Program (SCSEP).
- National Farmworker Jobs Program for farmworkers or family members of farmworkers who may be eligible to receive services from Tennessee Opportunity Programs.

Title IV – Vocational Rehabilitation Services

The Vocational Rehabilitation (VR) Program may receive referrals from any partner program to assess the eligibility and rehabilitation needs of individuals with disabilities. Referrals may be made using the established AJC standard or directly to VR by [on-line](#), email to a VR professional, phone at 833-751-0597, or other appropriate referral method. The Career Services matrix illustrates the collaboration between VR and partner programs for basic, individualized, and follow-up services to ensure the best use of resources in providing services to VR customers. VR tracks referrals and the provision of services through an electronic case management system.

Unemployment Insurance (UI) –

RESEA – One of the key goals of the RESEA program is to improve the employment outcomes of individuals who receive UI compensation and to reduce the average duration of receipt of such compensation through reemployment. A second key goal is to promote alignment of the RESEA program with the broader vision of WIOA and to establish RESEA as an entry point into other ES programs.

ETA requires that RESEA participants be co-enrolled in the ES program as part of the initial RESEA session.

Referrals may also be made to the following:

- Employment Services for individuals who are job ready and seeking placement with employers for individuals, including resume and application assistance
- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL)
- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than age.
- Job Corps for individuals aged 16-24 who could benefit from dorm-style living while attaining high school equivalency and/or other postsecondary school credentials.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program, and are interested in participating in a SNAP E&T component.

- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](#)
- Senior Community Service Employment Program (SCSEP).
- National Farmworker Jobs Program for farmworkers or family members of farmworkers who may be eligible to receive services from Tennessee Opportunity Programs

Jobs Counseling, Training and Placement Services for Veterans –

Using a specialized checklist and direct questions, a determination will be made on the level and type of needed service. If the Veteran, or other eligible person, is deemed to have an SBE and has a need for enhanced services, the Veteran will be referred to a DVOP for assistance.

If the initial screener decides that the level of service precludes the need to see a DVOP, the person will be referred to a non-JVSG staff member for the required assistance.

Other programs for referral include:

- Employment Services for individuals who are job ready and seeking placement with employers for individuals, including resume and application assistance.
- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL)
- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than on age.
- Job Corps for individuals aged 16-24 who could benefit from dorm-style living while attaining high school equivalency and/or other postsecondary school credentials.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program, and are interested in participating in a SNAP E&T component.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](#).
- Senior Community Service Employment Program (SCSEP).
- National Farmworker Jobs Program for farmworkers or family members of farmworkers who may be eligible to receive services from Tennessee Opportunity Programs.

Trade Adjustment Assistance (TAA) –

Referral and co-enrollment in the Title I Dislocated Worker program is mandatory. A worker may refuse co-enrollment or may be found ineligible, which is a rare occurrence. TAA does not have a selective service compliance requirement; therefore, TAA participants who do not meet the Selective Service registration requirement will be exempt from the DW co-enrollment requirement. If a worker refuses co-enrollment or is found to be ineligible, the details must be documented in the electronic case file.

Other programs for referral may include:

- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than age.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or

high school equivalency.

- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.

Eligibility for TAA may not be known at the time rapid response services are being offered. Any dislocated worker who can benefit from, or who has requested, Dislocated Worker program services should be enrolled in Dislocated Worker services while TAA petition determination is being reviewed.

If a customer is found to be TAA eligible and has not been enrolled in Dislocated Worker program services, TAA staff will make a referral for co-enrollment to the appropriate Title I service provider for co-enrollment and to any other appropriate workforce program service.

National Farmworker Jobs Program (NFJP)/ Migrant & Seasonal Farmworkers (MSFW) –

The Tennessee State Monitor Advocate will collaborate with National Farmworker Jobs Program (NFJP) grantees, public agencies, agricultural employer organizations and others in providing services to MSFWs for a cohesive continuum of service. When appropriate the program will refer to the following partners for co-enrollment:

- Employment Services for individuals who are job ready and seeking placement with employers for individuals, including resume and application assistance.
- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL).
- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than by age Title II Adult Education for individuals 17 and older who wish to obtain the high school equivalency diploma.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program, and are interested in participating in a SNAP E&T component.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](https://www.tn.gov/consumer-service-portal).
- Senior Community Service Employment Program (SCSEP).
- Job Corps for individuals aged 16-24 who could benefit from dorm style living while attaining high school equivalency and/or other postsecondary school credentials.

Community Service Block Grant (CSBG) –

When appropriate the CSBG program partners will refer to the following partners for co-enrollment:

- Employment Services for individuals who are job ready and seeking placement with employers for individuals, including resume and application assistance.
- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL)
- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than age.

- Job Corps for individuals aged 16-24 who could benefit from dorm style living while attaining high school equivalency and/or other postsecondary school credentials.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency.
- Vocational Rehabilitation for individuals with a disability.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program, and are interested in participating in a SNAP E&T component.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](http://www.consumer-service-portal.tn.gov).
- Veteran's Employment services.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.
- Senior Community Service Employment Program (SCSEP).
- HUD Employment and Training.
- Job Corps for individuals aged 16-24 who could benefit from dorm style living while attaining high school equivalency and/or other postsecondary school credentials.

Senior Community Services Employment Program (SCSEP) –

When appropriate SCSEP will refer to the following partners:

- Employment Services for individuals who are job ready and seeking placement with employers for individuals, including resume and application assistance.
- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL).
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency.
- Vocational Rehabilitation for individuals with a disability.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program, and are interested in participating in a SNAP E&T component.
- Veteran's Employment services.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.
- HUD Employment and Training.

DHS/TANF –

DHS will make referrals to Title I, Title II, Title III, Title IV, and other core partners to provide workforce development and educational activities to FF/TANF customers. DHS will utilize the referral system the local board has established for receiving partner referrals so that customers can access these services. DHS will also document recorded data in its internal eligibility system.

SNAP Employment & Training –

SNAP E&T co-enrolls with all appropriate partner agencies which includes, but is not limited to: Title I Adult, Dislocated Worker and Youth, Adult Education, Vocational Rehabilitation and SCSEP.

Second Chance (Reentry)– NA in Southeast LWDA

HUD Employment and Training Activities –

The Resident Opportunities and Self-Sufficiency (ROSS) program operated by Chattanooga Housing Authority will refer participating resident families to the appropriate programs that will enable them to increase their earned income, reduce or eliminate the need for welfare assistance, and make progress toward achieving economic independence and housing self-sufficiency. Referrals to AJC partners will be made by utilizing the paper referral form that will be emailed to the One-Stop Operator. Partners includes:

- Employment Services for individuals who are job ready and seeking placement with employers for individuals, including resume and application assistance.
- WIOA Adult, Dislocated Worker programs for individuals who are not job ready and require training and skills development, including on-the-job training (OJT).
- Youth program for youth up to the age of 24 who require assistance prescribed in the 14 youth elements.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program and are interested in participating in a SNAP E&T component.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](http://www.consumer-service-portal.tn.gov).
- Job Corp for youth who are seeking credentials such as high school equivalency and/or industry credentials that are interested in attending campus/dorm style housing while they develop skills.
- Senior Community Service Employment Program (SCSEP).
- Vocational Rehabilitation for individuals with a disability who require vocational training.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.

Perkins/Post-Secondary Career & Technical Education–

- WIOA Adult, Dislocated Worker programs for individuals who are not job ready and require training and skills development, including on-the-job training (OJT).
- WIOA Youth program for youth up to the age of 24 who require assistance prescribed in the 14 youth elements.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades to transition to post-secondary programs.
- Vocational Rehabilitation for individuals with a disability who require vocational training.

Job Corps –

- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL).
- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than age.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program, and are interested in participating in a SNAP E&T component.
- Vocational Rehabilitation for individuals with a disability who require vocational training or assistive technology.

- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](http://www.consumer-service-portal-tn.gov).

YouthBuild – NA in Southeast LWDA

Indian and Native American Programs –

The Native American Employment and Training WIOA Program will be working with the AJC network of partners to help the participants to achieve their goals for education and employment.

TCAT/Tennessee Reconnect–

- Employment Services for individuals who are job ready and seeking placement with employers for individuals, including resume and application assistance.
- Adult, Dislocated Worker programs for individuals who are not job ready and require training and skills development, including on-the-job training (OJT).
- Youth program for youth up to the age of 24 who require assistance prescribed in the 14 youth elements.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades to transition to post-secondary programs.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program, and are interested in participating in a SNAP E&T component.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](http://www.consumer-service-portal-tn.gov).
- Vocational Rehabilitation for individuals with a disability who require vocational training.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.

Persevere Tennessee Technology Workforce Alliance –

- Adult and Dislocated Worker programs for individuals seeking training and skill development, including on-the-job training (OJT) and programs on the Eligible Training Provider List (ETPL).
- Youth program for eligible youth up to the age of 24 who need the 14 youth elements. Youth will be referred based on needs rather than age.
- Job Corps for individuals aged 16-24 who could benefit from dorm-style living while attaining high school equivalency and/or other postsecondary school credentials.
- Adult Education and Family Literacy for individuals seeking basic skills upgrades and/or high school equivalency.
- SNAP E&T program for participants who are receiving SNAP, meet eligibility requirements for the program and are interested in participating in a SNAP E&T component.
- TCAT/Tennessee Reconnect for adults who do not have an associate or bachelor's degree and wish to attend community or technical college.
- TANF - through the following link: [Consumer Service Portal - Customer Service \(tn.gov\)](http://www.consumer-service-portal-tn.gov).

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.*

The parties to this MOU specifically agree that they will comply fully with the non-discrimination and equal opportunity provisions of:

- Section 188 Workforce Innovation and Opportunity Act prohibits discrimination against all individuals in the United States based on race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries based on either citizenship status or participation in any WIOA Title I-financially assisted program or activity.
- Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq).
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination based on race, color, and national origin.
- Section 504 of the Rehabilitation Act of 1973, as amended, prohibits discrimination against qualified individuals with disabilities.
- The Age Discrimination Act of 1975, as amended, prohibits discrimination based on age.
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination based on sex in educational programs.
- Nontraditional Employment for Women Act of 1991.
- 29 CFR part 37-38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

It is the responsibility of the One-Stop Operator to ensure that the AJC system is physically and programmatically accessible. Any outstanding issues will be communicated to LWDB staff and coordinated with the Fiscal Agent when necessary.

The one-stop system layout supports a culture of inclusiveness in the physical layout of the facility. The Chattanooga AJC is accessible through public transportation within reasonable walking distance of the facility, and dedicated parking with spaces closest to the door 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

The (TDHS) Vocational Rehabilitation (VR) Services Program provides ongoing assistance to the Local Workforce Development Board for the American Job Center (AJC) certification process by conducting accessibility and accommodation surveys to ensure that physical and programmatic accessibility of facilities, programs, and services accommodate people with disabilities.

Programmatic accessibility includes an examination of accommodations, and notifications of accommodations, for individuals with physical or sensory disabilities for computers, written or visual communication, and training. Accommodations may include screen readers and magnifiers, larger monitors, alternative keyboards, trackball mouse, Brailled or large print documents, sign language interpreters, adjustable computer workstations, text or video phones, closed captioning, and FM assistive listening systems.

The (TDHS) Vocational Rehabilitation (VR) Services Program provides training on disability awareness; consultation on assessing and employing people with disabilities, employer engagement and education, assistive technology, benefits planning, tax incentives and Ticket-to-Work; and assistance with obtaining Brailled documents and scheduling sign language interpreters.

The (TDHS) Vocational Rehabilitation (VR) Services Program also has an inter-agency agreement within the state to provide on-going assistance to the Local Workforce Development Boards for the American Job Center (AJC) certification process by conducting accessibility and accommodation surveys to ensure that physical and programmatic accessibility of facilities, programs and services accommodates people with disabilities. Physical accessibility includes an examination of external and internal barriers.

External accessibility factors include topography, accessible parking, travel routes to the entrance and entrance accessibility. Internal physical accessibility factors include travel and facility use barriers in reception areas, resource rooms, hallways, class and conference rooms, offices, restrooms and drinking fountains; appropriate room identification signage; and emergency alarms and egress planning.

One-Stop Operators must ensure the AJCs have materials are available in alternative formats, adjustable computer workstations are accessible in the resource room, computers are equipped with Windows Ease of Access features which include magnification, narration, and on-screen keyboards and/or EVAS computer system, which is specifically designed for the visual, physical, hearing or learning disabled.

The Southeast AJCs have installed the Purple Software for persons who are hearing impaired with a Web-Cam available for video/visual interpreter assistance. All AJCs have access to the AVAZA Language Line and Interpreting; HIPAA, ADA, and Title VI compliance; solutions for LEP and/or Deaf and Hard of Hearing Community; and, TDD/TYY Relay 711.

Accommodations are made according to individual needs to ensure the customer receives equal benefits from the program or activity and will be able to compete fairly. Auxiliary aids and

services are available upon request to individuals with disabilities. The AJC staff participates in annual training provided by VR related to providing service to customers with disabilities.

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

Describe data sharing and how the OSO is responsible for managing the performance of the system for all partners, including all common primary indicators of performance for the core program partners, and other key performance indicators (KPIs) collectively.

WIOA aligns the service delivery, planning and performance data within the one-stop delivery system. Data sharing is a key component for performance analysis. Regular data sharing will ensure that performance issues that could result in lower performance on Core Measures are addressed, corrected, and inform technical assistance needs.

This MOU provides assurances that participants' Personally Identifiable Information (PII) will be protected at all times, *especially when sharing data*.

Personally Identifiable Information (PII) is defined as:

Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means. This includes information:

- that directly identifies an individual (e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.) or
- by which an agency intends to identify specific individuals in conjunction with other data elements, i.e., indirect identification. (These data elements may include a combination of gender, race, birth date, geographic indicator, and other descriptors).

Additionally, information permitting the physical or online contacting of a specific individual is the same as personally identifiable information. This information can be maintained in either paper, electronic, or other media.

Each partner provides assurances that employees will:

- Protect confidential data, facilities, and systems against unauthorized disclosure.
- Maintain all computer access codes in the strictest of confidence and immediately change them if secrecy has been compromised.
- Report activity that is contrary to the provisions of the guidelines protecting sensitive data and PII.
- Be accountable for all transactions using computer access codes and permissions.

- Not disclose any confidential information other than to persons authorized to access such information.
- Report any suspicious network activity or breach of security.

Title I (Adult, Dislocated Worker) – (Core Program – Performance TEGL 10-16 Change 1) and KPI related data

Title I Adult and Dislocated Worker programs utilize VOS systems, and data on performance metrics will be shared through VOS reporting. Adult and Dislocated Worker programs are committed to integration.

Title I (Youth) – (Core Program – Performance TEGL 10-16 Change 1) and KPI related data
Title I Youth program utilizes VOS systems, and data on performance metrics will be shared through VOS reporting. Adult and Dislocated Worker programs are committed to integration.

Title II (Adult Education and Family Literacy) – (Core Program – Performance TEGL 10-16 Change 1) and KPI related data

Title III (Employment Services under Wager-Peyser) – (Core Program – Performance TEGL 10-16 Change 1)

Title IV – Vocational Rehabilitation Services – (Core Program – Performance TEGL 10-16 Change 1)

Unemployment Insurance (UI) – (Performance TEGL 19-20)

RESEA –

ETA requires that RESEA participants be co-enrolled in the ES program as part of the initial RESEA session. Using ES program data to assess a state's RESEA and UI program performance will not result in additional reporting burden, since both the WIOA and UI programs will use the same data source and method of assessment to effectively promote both of these goals.

The state currently collects and reports the data needed to calculate both reemployment rates and median earnings as part of the performance reporting requirements under WIOA in Jobs4tn.gov. States submit their data via the Workforce Integrated Performance System (WIPS).

RESEA Core and Program Performance Measures. To support employment goals for UI claimants and the vision of WIOA for a set of primary indicators of performance to be used across workforce development programs, the following measures will assess state performance related to employment and earnings:

- Reemployment Rate in the 2nd Quarter after Program Exit Quarter for RESEA Program Participants.
 - Until specific targets can be established for the RESEA program, ETA will establish performance targets for RESEA that are based on the negotiated levels of performance targets for the ES program.
- Median Earnings in the 2nd Quarter after Program Exit Quarter for RESEA Participants.
 - This measure will be implemented as a Program Performance Measure intended to provide states and ETA with key metrics related to RESEA performance, but no performance targets will be established.
- Reemployment Rate for all UI Eligible Participants in the 2nd Quarter After Program

Exit Quarter.

- This measure will be implemented as a Program Performance Measure intended to provide states and ETA with key metrics related to RESEA performance, but no performance targets will be established.

The performance period for these measures will be the four-quarter period ending September 30. Although the RESEA program performance year is January through December, due to a four-quarter lag (3 quarters for reemployment outcomes to be available and 1 quarter for state reporting), ETA modified the performance period as stated above in order to allow time for necessary data collection and analysis.

Data Source. As noted above, the data to support the performance measures will be derived from the PIRL (ETA 9172 Report). The PIRL framework allows states to organize data in a standardized format within WIPS using the various elements or data points. The following PIRL elements are used in the calculation of the measures described above:

- Wagner-Peyser Employment Service—the participant received services under the Wagner-Peyser Act (Data Element 918 = 1).
- Date of Program Exit—the quarter in which 90 days has passed and a participant has not received staff-assisted services and is exited from the ES program (Data Element 901).
- UI Eligible Participant—an ES participant who meets Unemployment Compensation (UC) Eligible Status Criteria by receiving or exhausting UI benefits (also called a UI claimant) at the point of entry into the ES program.

Unemployment Rates for the Local Area -

Data on UI is shared from the USDOL and TNDLWD on Thursday each week. The One Stop Operator will be responsible for reporting on Unemployment to the LWDB and its staff, and AJC staff on a monthly and quarterly basis. In extraordinary circumstances, Unemployment reports need to be evaluated for program management and response within the public workforce system. The OSO is responsible for coordinating partners to ensure that appropriate services are being delivered.

Job for Veterans State Grants– (Non-Core Program – Performance TEGl 14-18) and KPI related data

Veterans' Employment and Training Services (VETS) is statutorily required to establish and implement a comprehensive performance accountability system to measure the performance of employment service delivery systems, including the Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) providing employment and placement services.

38 U.S.C. 4102A(f) requires DOL to establish performance indicators for the JVSG program that are "consistent with State performance accountability measures applicable under section 116(b) of WIOA. Those same indicators and reporting requirements apply to the JVSG program except where there is noted difference below:

- Employment Rate - 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Effectiveness in Serving Employers

The JVSG Program does not report on the following indicators:

- Credential Attainment

- Measurable Skills Gain

DOL strongly encourages the co-enrollment of all JVSG participants in Title III Employment Services to ensure a more efficient service delivery compliance with reporting requirements. The JVSG program adopts the definition of Title III period of performance.

Note: JVSG participant records are no longer submitted as a subset of participant records for Title III.

Quarterly Manager's Reports - Each local veterans' employment representative shall be administratively responsible to the manager of the employment service delivery system and shall provide reports, not less frequently than quarterly, to the manager located at the central office.

Annual Reports are available through the following website - [State Level Employment Outcomes for Veterans and Disabled Veterans | U.S. Department of Labor \(dol.gov\)](https://www.dol.gov/eis/veterans)

Trade Adjustment Assistance (TAA) – (Non-Core Program – Performance TEGL 14-18) and KPI related data

The recent reauthorization of the TAA program specifies many of the same performance measures as WIOA.

National Farmworker Jobs Program (NFJP)/ Migrant & Seasonal Farmworkers (MSFW) – (Non-Core Program – Performance TEGL 14-18)

Under WIOA, the performance indicators found in WIOA section 116(b) apply to the NFJP (WIOA section 167(c)(3))

Monitor Advocate System –

States have a responsibility under Wagner-Peyser to provide employment services, benefits, and protections to migrant and seasonal farmworkers on a basis that is qualitatively equivalent and quantitatively proportionate to services provided to non-MSFWs. The Monitor Advocate System is a system that protects the standard of services provided to Migrant and Seasonal Farmworkers under the Title III Employment Services program. The Monitor Advocate System is technically not a program, but it is the method by which DOL measures service level indicators and ensures the equitable provision of services to these two populations (MSFWs and Non-MSFWs).

TEGL 14-18 describes the performance accountability indicators of the effectiveness and equity of Title III Employment Services (WP) in serving Migrant and Seasonal Farmworkers (MSFWs). The Monitor Advocate System will track the minimum service level indicators and equity ratio indicators using the data in Title III ES (WP).

- Employment Rate - 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Effectiveness in Serving Employers

The following indicators do not apply to Title III ES/proxy for MAS:

- Credential Attainment
- Measurable Skills Gain

Community Service Block Grant (CSBG) – To be determined

Senior Community Services Employment Program (SCSEP) – (Non-Core Program – Performance TEGL 14-18)

SCSEP was reauthorized through the Older Americans Act Reauthorization Act of 2016 which in great part aligns the SCSEP indicators of performance with those of WIOA with reporting effective July 1, 2018.

Information on participation will be shared through the KPI dashboard and the One-Stop Operator.

DHS/TANF – To be determined

SNAP Employment & Training – performance data on SNAP E&T is agreed upon in KPI negotiations and will be shared through the KPI dashboard and the One-Stop Operator.

Second Chance (Reentry)– NA in Southeast LWDA

HUD Employment and Training Activities – To be determined

Perkins/Post-Secondary Career & Technical Education – To be determined

Job Corps – (Non-Core Program – Performance TEGL 14-18 Attachment III)

Under WIOA, the performance indicators found in WIOA section 116(b) apply to the Job Corps (WIOA section 159(c). Southeast Tennessee LWDA does not have a Job Corp center, but Career Transition Services are contracted through Muhlenberg Job Corps Center and staff are located in the Chattanooga AJC.

WIOA requires the Job Corp program to report on the primary indicators of performance which provide key outcome information on how many students obtained employment, or were placed in education or training, their median wages, whether they attained credentials, their Measurable Skills Gains during training, and the effectiveness of the program in serving employers.

Job Corps provides and tracks follow up Career Transition Services and placements in jobs or academic/training programs. This information is captured in real-time and stored in a comprehensive Management Information System (MIS). Job Corp does not utilize Jobs4tn to record MIS data, therefore this information shall be shared by program staff to the OSO.

As required in WIOA section 159(c)(3) and 20 CFR 686.1030, the primary indicators of eligible Youth, as set forth in WIOA 116(b)(2)(A)(ii) – the six primary indicators of performance for the Title I Youth program also apply to the Job Corp CTS program. DOL will calculate exit-based outcomes on behalf of contractors for the following measures:

- Employment Rate - 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Credential Attainment (Secondary School Diploma or Recognized Equivalent)
- Effectiveness in Serving Employers – Retention with the Same Employer

Job Corps collects information regarding status of education and training via a post-separation follow up survey and uses this information to assist in reporting (and to supplement primary indicators) on the following additional performance information required under WIOA section 159(d)(1).

- Number of graduates who entered the Armed Forces
- Number of graduates who entered apprenticeship programs
- Number of graduates who entered who received a regular secondary school diploma
- Number of graduates who entered who received a state recognized equivalent of a secondary school diploma
- Number of graduates who entered unsubsidized employment related to the career and technical education and training received through the Job Corp program
- Number of graduates who entered unsubsidized employment not related to the education and training received
- Percentage and number of graduates who enter post-secondary education; and
- Average wage of graduates who enter unsubsidized employment
 - On the first day of such employment; and
 - On the day six months after such first day

Note: If a participant does not complete the Quarter 2 or Quarter 4 post-exit survey by the reporting deadline, the participant record will initially be counted as negatives or a zero in the denominator unless positive information is obtained through UI wage records.

YouthBuild – NA

TCAT/Tennessee Reconnect– NA

Persevere Tennessee Technology Workforce Alliance –

Tech Alliance will share information on co-enrollments through the One-Stop Operator and annual reports at HOME - perseverenow.org.

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 II and the Infrastructure Funding Agreement – Attachment III.*
- *For the purposes of this section (12), only provide a narrative explanation of cost sharing services.*
- *In the event that an agreement cannot be reached among partners, 20 CFR 678.750 will apply:*
 - a. *The Governor must establish a process, described under sec. 121(h)(2)(E) of WIOA, for a one-stop partner administering a program described in §§ 678.400 through 678.410 to appeal the Governor's determination regarding the one-stop partner's portion of funds to be provided for one-stop infrastructure costs. This appeal process must be described in the Unified State Plan.*
 - b. *The appeal may be made on the ground that the Governor's determination is inconsistent with proportionate share requirements in § 678.735(a), the cost contribution limitations in § 678.735(b), the cost*

contribution caps in § 678.738, consistent with the process described in the State Plan.

- c. The process must ensure prompt resolution of the appeal in order to ensure the funds are distributed in a timely manner, consistent with the requirements of § 683.630 of this chapter.*
- d. The one-stop partner must submit an appeal in accordance with State's deadlines for appeals specified in the guidance issued under § 678.705(b)(3), or if the State has not set a deadline, within 21 days from the Governor's determination.*

All partners will be involved in the negotiation of how One-Stop costs will be allocated among the partners based on proportionate use and relative benefit. Negotiations must be conducted in good faith and in an open and transparent environment. Details are outlined in Training and Employment Guidance Letter (TEGL) 17-16 Infrastructure Funding of the One-Stop Delivery System.

Partners identified in this MOU have participated in the negotiations and agree to the Infrastructure Funding Agreement (IFA) as presented as an attachment to this document. The IFA serves as the operating budget of the one-stop system and contains a set of individual budgets consisting of the following:

The partners participating in the IFA use full-time equivalents (FTEs) to allocate for printing, utilities, communications, internet, maintenance, professional services, One Stop Operator, Supplies, Equipment, and rent to allocate costs with the most efficient and effective allocation bases. This allocation base distributes costs based on proportionate use, selected to determine the relative benefit for each partner. Determining relative benefit does not require partners to conduct an exact or absolute measurement of benefit, but instead measures a partner's benefit using reasonable methods that are agreed to by all partners.

In addition to the FTE allocation methodology, a "Shared Cost Waiver Adjustment" has been offered to present opportunities for qualifying partners to participate in expanding our mission of creating an effective one-stop center that offers multiple services to all. With state funding limitations for certain partners, approved proposals from qualifying partners are acceptable and should demonstrate an inability to pay their current FTE allocated shared cost assigned to them. A written and signed formal letter will need to be submitted that provides relevant examples and/or sufficient justification for their funding limitations. Once proposals have been submitted, they will be reviewed and approved accordingly. Approved waiver adjustments will be shared and allocated accordingly to all other partners based on FTE numbers. This allows additional partners to be part of the AJC IFA initiative where otherwise they could not. It directly lowers all participating partners' shared cost by allowing qualifying partners to participate in the IFA funding agreement.

In-kind, non-cash contributions from a required partner are comprised of expenditures incurred by partners on behalf of the AJCs, non-cash goods or services contributed by the partner and used by the AJCs, and must be valued consistent with 2 CFR 200.306 to ensure they are fairly valued and meet the partner's proportionate share.

The Partners consider the One-Stop operating budget the primary budget that is necessary to maintain the functionality of the American Job Centers (AJCs). It includes the following cost categories as required by WIOA and its implementing regulations: infrastructure costs, additional costs, shared direct costs and non-shared direct costs. Shared direct costs consist of partner-specific costs for staff and overhead, while non-shared direct costs are participant costs and wages. Infrastructure costs are non-personnel costs that are necessary for the

general operation of the one-stop center, including Rent, Utilities, Maintenance, Supplies, Equipment, and Technology to facilitate access to the one-stop center. Additional costs may include shared operating costs and shared services that are related to the operation of the one-stop delivery system but do not constitute infrastructure cost.

This IFA shall be effective from July 1, 2024, through June 30, 2025. A periodic reconciliation will occur quarterly to determine if any of the measures used in the allocation bases have changed for the partners.

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 to 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

This Agreement becomes effective upon acceptance by all parties for execution of activities authorized by this MOU and shall remain in force until one party calls for a modification, amendment, or alteration of the terms or conditions contained herein or a maximum of three (3) years from the latest fully executed agreement.

All amendments must be in writing. When a party wishes to modify the MOU, the party must first provide written notification thirty (30) days in advance of the proposed change to the Fiscal Agent and outline the proposed modification(s). Upon notification, parties must ensure that discussions and negotiations related to the proposed modification take place promptly and as appropriate.

Amendment or modification of the MOU only requires the parties to review and agree to the elements of the MOU that changed. Depending upon the type of modification, this can be accomplished through email communications of all the parties. If the proposed modification is extensive and is met with opposition, any party may call a meeting of the parties to resolve the issue. Upon the agreement of all parties, a modification will be processed.

If an impasse should arise between the parties regarding the terms and conditions, the performance, or the administration of this Agreement, the parties agree to attempt to resolve disputes by mutually satisfactory negotiations. To this effect, they shall consult and negotiate

with each other in good faith, and recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to all parties. Continued performance during disputes is assured.

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

This Agreement shall be reviewed each quarter and renewed as long as there are no substantial changes. Changes to the operating budget warrant a renewal. The MOU must be renewed at least once every three (3) years to ensure appropriate funding and delivery of services.

All modifications must be in writing. When a party wishes to modify the MOU, the party must first provide written notification thirty (30) days in advance of the proposed change to the other party and outline the proposed modification(s). Upon notification, parties must ensure that discussions and negotiations related to the proposed modification take place promptly and as appropriate. Amendment or modification of the MOU only requires the parties to review and agree to the elements of the MOU that changed.

Depending upon the type of modification, this can be accomplished through email communications of all the parties. If the proposed modification is extensive and is met with opposition, any party may call a meeting of the parties to resolve the issue. Upon the agreement of all parties, a modification will be processed.

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.

The MOU may contain any other provisions agreed to by the parties that are consistent with WIOA Title I, the authorizing statutes and regulations of one-stop partner programs, and WIOA regulations. There are no additional local provisions in Southeast LWDA.

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.

Per WIOA 121 (b)(2), an additional partner is an entity that carries out a program not identified as required under WIOA, that is approved by the LWDB and the CLEO.

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.*

The MOU must also include contributions made to the One-Stop Service Delivery system by a non-Partner entity, such as donations made by a local business donating computers for a learning lab. Third-party in-kind contributions made to supplement the operation of the One-Stop Service Delivery system must also be documented. At this time, there are no other contributions to report.

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.*

The parties to this MOU agree that they will comply fully with the nondiscrimination and equal opportunity provisions of: (1) Workforce Innovation and Opportunity Act Section 188, (2) Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq), (3) Nontraditional Employment for Women Act of 1991, (4) Civil Rights of 1964 Title VI (as amended), (5) Rehabilitation Act of 1973 Section 504 (as amended), (6) Age Discrimination Act of 1967 (as amended), and (7) Education Amendments of 1972 Title IX (as amended). Parties must also adhere to requirements imposed by, or pursuant to, regulations implementing these laws – including but not limited to 29 CFR 37-38.

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 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. All partners will cooperate with compliance monitoring that is conducted to ensure that all AJC 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, comprehension, or education level.

To ensure that the AJC system is physically and programmatically accessible, VR provides on-site ADA reviews of all facilities, Comprehensive, Affiliate, and Specialized Centers to ensure services are accessible to individuals with disabilities; staff was ready to accommodate individuals with disabilities; signage was posted to make individuals aware of accommodations for individuals with disabilities. VR makes recommendations and provides follow-up visits if recommendations are required.

AJCs ensure materials are available in alternative formats, adjustable computer workstations are accessible in the resource room, and computers are equipped with Windows Ease of Access features which include magnification, narration, and on-screen keyboards and/or EVAS computer system, which is specifically designed for the visual, physical, hearing or learning disabled.

The Southeast AJCs have installed the Purple Software for persons who are hearing impaired with a Web-Cam available for video/visual interpreter assistance. All AJCs have access to the AVAZA Language Line and Interpreting; HIPAA, ADA, and Title VI compliance; solutions for LEP and/or Deaf and Hard of Hearing Community; and, TDD/TYY Relay 711.

Accommodations are made according to individual needs to ensure the customer receives equal benefits from the program or activity and will be able to compete fairly. Auxiliary aids and services are available upon request to individuals with disabilities. The AJC staff participates in annual training provided by VR related to providing service to customers with disabilities.

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)*

All parties to this MOU certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service for qualified U.S. Department of Labor job training programs, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the Title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance.

Southeast Tennessee LWDA Partners will target recruitment of special populations that receive a focus for services under WIOA, such as veterans, individuals with disabilities, low-income individuals, basic skills deficient individuals, and English language learners. The priority of service policy is posted within the American Job Centers and on the system's website at [Board Policies | American Job Center \(secareercenter.org\)](http://BoardPolicies|AmericanJobCenter(secareercenter.org))

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*

By signing their name below, the signatory certifies they have read the information contained within this MOU and its attachments, if applicable, and all questions have been discussed and answered satisfactorily.

By signing this document, the signatory certifies that they have the legal authority to bind the respective agency the terms of the above-named documents, and that this MOU expires either within three (3) years from execution or upon amendment, modification, or termination.

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

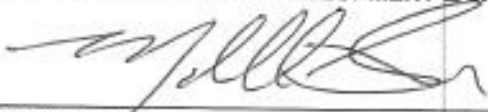
Attachment I - Services Matrix

Attachment II - Other Program Activities/Services Available through Local Comprehensive One-Stop

Attachment III - Service Delivery Method through Local One-Stop

Attachment IV - Individual AJC Budget Templates and Individual AJC Budget Instructions

LOCAL WORKFORCE DEVELOPMENT BOARD CHAIR



Signature

Marshall Graves

Printed Name

Local Workforce Development Board Chair

Title

Date

30 MAY 2024

Stone Door Group

Organization

CHIEF LOCAL ELECTED OFFICIAL


Signature

The Honorable Weston Wamp
Printed Name

Hamilton County Mayor
Title

5/30/2024
Date

Hamilton County, Tennessee
Organization

TITLE IB – ADULT, DISLOCATED WORKER, YOUTH



Signature

Chuck Hammonds

Printed Name

Executive Director

Title

May 21, 2024

Date

Southeast Tennessee Development District

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

Susan L Hatto

Susan L Hatto (May 30, 2024 14:50 EDT)

Signature

Susan Hatto

Printed Name

President

May 30, 2024

Title

Date

Tennessee College of Applied Technology -
Athens

Organization

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

Signature

Printed Name

Title

Date

Organization

TITLE II – ADULT EDUCATION AND FAMILY LITERACY

John Squires
John Squires (May 28, 2024 09:38 EDT)

Signature

VP, Economic & Community Development

Title

John Squires
Printed Name

May 28, 2024
Date

Cleveland State Community College

Organization

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

Signature

Director, Cleveland State Adult Education

Title

Angela Cooper
Printed Name

Date

Cleveland State Community College

Organization

TITLE III – EMPLOYMENT PROGRAMS UNDER WAGNER-PEYSER

<i>Shavonne Smith</i>	Shavonne Smith
_____ Signature	_____ Printed Name
Regional Director	05/24/2024
_____ Title	_____ 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	

TITLE IV – REHABILITATION SERVICES

Julie Johnson Digitally signed by Julie Johnson
Date: 2024.05.30 10:42:43 -05'00'

Julie Johnson

Signature

Printed Name

Director of Operations

Title

Date

TDHS – Vocation Rehabilitation

Organization

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

Signature

Printed Name

Title

Date

Organization

POST-SECONDARY CAREER AND TECHNICAL EDUCATION UNDER PERKINS

DocuSigned by:
Rebecca Ashford _____ Dr. Rebecca Ashford
B57B7948A9874E0... Printed Name

President 2024-06-17 | 5:36 AM PDT

Title Date
Chattanooga State/Tennessee College of
Applied Technology Chattanooga

Organization

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

DocuSigned by:
Bo Drake _____ Bo Drake
6B02EEAFCDEF419... Printed Name

Vice President, TCAT 2024-06-17 | 6:43 AM CDT

Title Date
Chattanooga State/Tennessee College of
Applied Technology Chattanooga

Organization

DocuSigned by:
Flora W. Tydings _____ ^{DS} *ATJ* _____
15B44CDEEAC7429...
Flora W. Tydings, Chancellor
Tennessee Board of Regents

2024-06-17 | 8:26 AM CDT

POST-SECONDARY CAREER AND TECHNICAL EDUCATION UNDER PERKINS

Susan L Hatto

Susan L Hatto (May 30, 2024 14:50 EDT)

Signature

Susan Hatto

Printed Name

President

May 30, 2024

Title

Date

Tennessee College of Applied Technology -
Athens

Organization

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

Signature

Printed Name

Title

Date

Organization

UNEMPLOYMENT INSURANCE

_____ Signature	Rusty Felts _____ Printed Name
_____ Title	_____ Date
_____ Organization	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR UNEMPLOYMENT INSURANCE IF DIFFERENT THAN THE SIGNATORY ABOVE

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

JOBS FOR VETERANS STATE GRANTS

Shavonne Smith
Signature

Shavonne Smith
Printed Name

Regional Director

05/24/2024

Title
Tennessee Department of Labor and
Workforce Development

Date

Organization

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

Signature

Printed Name

Title

Date

Organization

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

Pamela J Morris

Pamela J Morris (May 31, 2024 12:12 CDT)

Signature

Pamela Morris

Printed Name

SCSEP Program Director

Title

May 31, 2024

Date

South Central Tennessee Human Resource Agency

Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE

Signature


Printed Name

Title

Date

Organization

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM


Signature

Candy Johnson
Printed Name

President and CEO
Title

5-31-24
Date

Urban League of Greater Chattanooga
Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE

Signature

Printed Name

Title

Date

Organization

TRADE ADJUSTMENT ASSISTANCE (TAA)

<i>Shavonne Smith</i>	Shavonne Smith
_____ Signature	_____ Printed Name
Regional Director	05/24/2024
_____ Title	_____ Date
Tennessee Department of Labor and Workforce Development	
_____ Organization	

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

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

NATIONAL FARMWORKER JOBS PROGRAM

Leecia Walker

Leecia Walker

Signature

Printed Name

Executive Director

Title

Date

Tennessee Opportunities 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

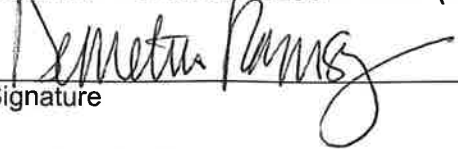
SUPPLEMENTAL NUTRICIAN ASSISTANCE – EMPLOYMENT & TRAINING

<i>Shavonne Smith</i>	Shavonne Smith
Signature	Printed Name
Regional Director	05/24/2024
Title	Date
Tennessee Department of Labor and Workforce Development	
Organization	

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

Signature	Printed Name
Title	Date
Organization	

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM



Signature

Demetrius Ramsey

Printed Name

Executive Director

Title

5/28/24

Date

Bradley – Cleveland Community Services

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR COMMUNITY SERVICES
BLOCK GRANT (CSBG) PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM

Donnie Walker

Donnie Walker (May 31, 2024 08:00 EDT)

Signature

Administrator, Department of Community
Development

Title

City of Chattanooga

Organization

Donnie Walker

Printed Name

May 31, 2024

Date

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR COMMUNITY SERVICES
BLOCK GRANT (CSBG) PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE**

Rachel Howard

Rachel Howard (May 30, 2024 13:15 EDT)

Signature

Director, Office of Family Empowerment

Title

City of Chattanooga

Organization

Rachel Howard

Printed Name

May 30, 2024

Date

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM

Chris Kleehammer

Chris Kleehammer (May 30, 2024 11:02 EDT)

Signature

Assistant Executive Director

Title

Chris Kleehammer

Printed Name

May 30, 2024

Date

Southeast Tennessee Human Resource Agency

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR COMMUNITY SERVICES
BLOCK GRANT (CSBG) PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

Lakecia Peterson
Digitally signed by Lakecia Peterson
Date: 2024.05.29 13:37:40 -05'00'

Signature

Lakecia Peterson

Printed Name

Program Director

5/29/2024

Title

Date

Tennessee Department of Human Services

Organization

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

Signature

Rebecca Walker

Program Director, Division of Family Assistance
and Child Support, Families First

Printed Name

Title

Date

Tennessee Department of Human Services

Organization

HOUSING AND URBAN DEVELOPMENT EMPLOYMENT AND TRAINING ACTIVITIES

<u>Elizabeth F. McCright</u>	<u>Elizabeth McCright</u>
Signature	Printed Name
<u>Executive Director</u>	<u>5-28-2024</u>
Title	Date
<u>Chattanooga Housing Authority</u>	
Organization	

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

<u></u>	<u></u>
Signature	Printed Name
<u></u>	<u></u>
Title	Date
<u></u>	
Organization	

JOB CORPS

Troy Fitzhugh
Troy Fitzhugh (May 28, 2024 11:25 CDT)

Signature

Director of Finance and Administration

Title

Muhlenberg Job Corps Center

Organization

Troy Fitzhugh

Printed Name

May 28, 2024

Date

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

Signature

Career Transition Lead

Title

Muhlenberg Job Corps Center

Organization

Thressa Green-Bradley

Printed Name

Date

INDIAN AND NATIVE AMERICAN PROGRAMS:


Turja Enloe (May 21, 2024 14:21 CDT)

Shakela Clinton

Signature

Printed Name

Program Director

Title

Date

Native American Indian Association of Tennessee, Inc. (NAIA)

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR INDIAN AND
NATIVE AMERICAN PROGRAMS IF DIFFERENT THAN THE SIGNATORY
ABOVE**

Signature

Printed Name

Title

Date

Organization

PERSEVERE TENNESSEE TECHNOLOGY TECH ALLIANCE:

Stacey Books
Signature

Stacey Books
Printed Name

Regional Director
Title

5/6/2024
Date

Persevere
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR PERSEVERE
TECH ALLIANCE IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

SNAP E&T	<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	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
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	Tennessee Promise and Tennessee Reconnect
Unemployment Insurance	
Job Counseling, Training and Placement Services for Veterans	
Trade Adjustment Assistance (TAA)	Trade Readjustment (Sunset)
National Farmworker Jobs Program	
Community Services Block Grant (CSBG)	
Senior Community Services Employment Program (SCSEP)	
TANF	
Housing and Urban Development Employment and Training Activities	
Job Corps	
Persevere	

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

PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
Title I (Adult, Dislocated Worker, Youth)	Physically present at all AJC locations	Services:	Services:	Services:
		Partner:	Provider:	Method:
Title II: Adult Education and Family Literacy	Physically present at comprehensive centers	Services:	Services:	Services:
		Partner:	Provider:	Method: Phone, email, electronic referral
Title III: Employment Programs under Wagner- Peyser	Physically present at comprehensive centers	Services: Employment Services	Services:	Services:
		Partner: Title I Adult and Dislocated	Provider:	Method: Phone, email, electronic referral
Title IV: Rehabilitation Services	Direct Linkage	Services:	Services:	Services:
		Partner:	Provider:	Method: Phone, email, electronic referral
Post-secondary Career and Technical Education under Perkins	Direct Linkage	Services:	Services:	Services:
		Partner:	Provider:	Method: Phone, email, electronic referral
Unemployment Insurance	Direct Linkage	Services: Meaningful Assistance	Services:	Services:
		Partner: Title I A/DW and Title III	Provider:	Method: Online, Zendesk, phone
Job Counseling, Training and Placement Services for Veterans	Physically present at comprehensive centers	Services:	Services:	Services:
		Partner:	Provider:	Method: Phone, email, electronic referral
Trade Adjustment Assistance (TAA)	Physically present at comprehensive centers	Services:	Services:	Services:
		Partner:	Provider:	Method: Phone, email, electronic referral
National Farmworker Jobs Program	Physically present at comprehensive centers	Services:	Services:	Services:
		Partner:	Provider:	Method: Phone, email, electronic referral
Community Services Block Grant (CSBG)	Direct Linkage	Services:	Services:	Services:
		Partner:	Provider:	Method: Phone, email, electronic referral
Senior Community Services Employment Program (SCSEP)	Direct Linkage	Services:	Services:	Services:
		Partner:	Provider:	Method: Phone, email, electronic referral

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

BUDGET INFORMATION

SECTION A - BUDGET SUMMARY				
Office (Site) Location	Overall Budget Total by Cost Category			(4) Budget Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1. Athens AIC	\$ 155,109.12	\$ 71,902.20	\$ 1,256,396.36	\$ 1,483,407.68
SECTION B - BUDGET CATEGORIES				
2. Line Item Categories	Line Item Costs by Cost Category			Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Infrastructure Costs	Additional Costs	Direct Costs	
a. Personnel		\$ -	\$ 358,236.00	\$ 358,236.00
- Administrative		\$ -		\$ -
- Program		\$ -		\$ -
b. Fringe Benefits		\$ -	\$ 157,939.08	\$ 157,939.08
- Administrative		\$ -		\$ -
- Program		\$ -		\$ -
c. Travel		\$ -	\$ 28,074.45	\$ 28,074.45
d. Equipment	\$ -	\$ -		\$ -
e. Supplies	\$ -	\$ 580.73	\$ (64.94)	\$ 515.79
f. Contractual	\$ 103,962.29	\$ 71,321.47	\$ 420,886.36	\$ 596,170.12
g. Other	\$ 51,146.83	\$ -	\$ 223,511.24	\$ 274,658.07
h. Sub-Total (sum of 2a-2g)	\$ 155,109.12	\$ 71,902.20	\$ 1,188,582.19	\$ 1,415,593.51
i. Indirect Charges		\$ -	\$ 67,814.17	\$ 67,814.17
j. TOTALS (sum of 2h and 2i)	\$ 155,109.12	\$ 71,902.20	\$ 1,256,396.36	\$ 1,483,407.68
k. (Over) / Under	\$-	\$-	\$-	\$ -
SECTION C - BUDGET NARRATIVE				
<p>Infrastructure Cost: Contractual- Includes Rent/Lease and IT services. Other- Includes Utilities, Maintenance, Printing, Communications (Phone/Internet)</p> <p>Additional Cost: Contractual- Includes One Stop Operator budget</p> <p>Direct Cost: Contractual- Includes Educational Data Systems Inc budget Other- Includes direct participant cost, Utilities, Maintenance, Communications</p>				

BUDGET INFORMATION

SECTION A - BUDGET SUMMARY				
Office (Site) Location	Overall Budget Total by Cost Category			(4) Budget Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1. Chattanooga AIC	\$ 460,322.37	\$ 164,987.36	\$ 2,552,051.30	\$ 3,177,361.03
SECTION B - BUDGET CATEGORIES				
2. Line Item Categories	Line Item Costs by Cost Category			Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Infrastructure Costs	Additional Costs	Direct Costs	
a. Personnel		\$ -	\$ 619,141.91	\$ 619,141.91
- Administrative		\$ -		\$ -
- Program		\$ -		\$ -
b. Fringe Benefits		\$ -	\$ 243,739.83	\$ 243,739.83
- Administrative		\$ -		\$ -
- Program		\$ -		\$ -
c. Travel		\$ -	\$ 40,628.20	\$ 40,628.20
d. Equipment	\$ -	\$ -		\$ -
e. Supplies	\$ -	\$ 1,332.55	\$ 2,942.14	\$ 4,274.69
f. Contractual	\$ 381,866.88	\$ 163,654.81	\$ 804,277.26	\$ 1,349,798.95
g. Other	\$ 78,455.49	\$ -	\$ 727,775.15	\$ 806,230.64
h. Sub-Total (sum of 2a-2g)	\$ 460,322.37	\$ 164,987.36	\$ 2,438,504.49	\$ 3,063,814.22
i. Indirect Charges		\$ -	\$ 113,546.81	\$ 113,546.81
j. TOTALS (sum of 2h and 2i)	\$ 460,322.37	\$ 164,987.36	\$ 2,552,051.30	\$ 3,177,361.03
k. (Over) / Under	\$-	\$-	\$-	\$ -
SECTION C - BUDGET NARRATIVE				
<p>Infrastructure Cost: Contractual- Includes Rent/Lease and IT services. Other- Includes Utilities, Maintenance, Printing, Communications (Phone/Internet)</p> <p>Additional Cost: Contractual- Includes One Stop Operator budget</p> <p>Direct Cost: Contractual- Includes Educational Data Systems Inc budget Other- Includes direct participant cost, Utilities, Maintenance, Communications</p>				

BUDGET INFORMATION

SECTION A - BUDGET SUMMARY				
Office (Site) Location	Overall Budget Total by Cost Category			(4) Budget Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1. Cleveland AIC	\$ 21,637.07	\$ 18,388.99	\$ 501,216.28	\$ 541,242.34
SECTION B - BUDGET CATEGORIES				
2. Line Item Categories	Line Item Costs by Cost Category			Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Infrastructure Costs	Additional Costs	Direct Costs	
a. Personnel		\$ -	\$ -	\$ -
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
b. Fringe Benefits		\$ -	\$ -	\$ -
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
c. Travel		\$ -	\$ -	\$ -
d. Equipment	\$ -	\$ -	\$ -	\$ -
e. Supplies	\$ -	\$ 148.52	\$ -	\$ 148.52
f. Contractual	\$ 18,225.78	\$ 18,240.47	\$ 266,685.10	\$ 303,151.35
g. Other	\$ 3,411.29	\$ -	\$ 234,531.18	\$ 237,942.47
h. Sub-Total (sum of 2a-2g)	\$ 21,637.07	\$ 18,388.99	\$ 501,216.28	\$ 541,242.34
i. Indirect Charges		\$ -	\$ -	\$ -
j. TOTALS (sum of 2h and 2i)	\$ 21,637.07	\$ 18,388.99	\$ 501,216.28	\$ 541,242.34
k. (Over) / Under	\$-	\$-	\$-	\$-
SECTION C - BUDGET NARRATIVE				
<p>Infrastructure Cost: Contractual- Includes Rent/Lease and IT services. Other- Includes Utilities, Maintenance, Printing, Communications (Phone/Internet)</p> <p>Additional Cost: Contractual- Includes One Stop Operator budget</p> <p>Direct Cost: Contractual- Includes Educational Data Systems Inc budget Other- Includes direct participant cost, Utilities, Maintenance, Communications</p>				

BUDGET INFORMATION

SECTION A - BUDGET SUMMARY				
Office (Site) Location	Overall Budget Total by Cost Category			(4) Budget Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1. Dayton AIC	\$ 383,973.24	\$ 23,717.96	\$ 272,070.64	\$ 679,761.84
SECTION B - BUDGET CATEGORIES				
2. Line Item Categories	Line Item Costs by Cost Category			Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Infrastructure Costs	Additional Costs	Direct Costs	
a. Personnel		\$ -	\$ -	\$ -
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
b. Fringe Benefits		\$ -	\$ -	\$ -
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
c. Travel		\$ -	\$ -	\$ -
d. Equipment	\$ -	\$ -	\$ -	\$ -
e. Supplies	\$ -	\$ 191.56	\$ -	\$ 191.56
f. Contractual	\$ 103,962.29	\$ 23,526.40	\$ 144,762.24	\$ 272,250.93
g. Other	\$ 280,010.95	\$ -	\$ 127,308.40	\$ 407,319.35
h. Sub-Total (sum of 2a-2g)	\$ 383,973.24	\$ 23,717.96	\$ 272,070.64	\$ 679,761.84
i. Indirect Charges		\$ -	\$ -	\$ -
j. TOTALS (sum of 2h and 2i)	\$ 383,973.24	\$ 23,717.96	\$ 272,070.64	\$ 679,761.84
k. (Over) / Under	\$-	\$-	\$-	\$-
SECTION C - BUDGET NARRATIVE				
<p>Infrastructure Cost: Contractual- Includes Rent/Lease and IT services. Other- Includes Utilities, Maintenance, Printing, Communications (Phone/Internet)</p> <p>Additional Cost: Contractual- Includes One Stop Operator budget</p> <p>Direct Cost: Contractual- Includes Educational Data Systems Inc budget Other- Includes direct participant cost, Utilities, Maintenance, Communications</p>				

BUDGET INFORMATION

SECTION A - BUDGET SUMMARY				
Office (Site) Location	Overall Budget Total by Cost Category			(4) Budget Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1. Grundy AIC	\$ 8,173.15	\$ 10,572.43	\$ 77,497.08	\$ 96,242.66
SECTION B - BUDGET CATEGORIES				
2. Line Item Categories	Line Item Costs by Cost Category			Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Infrastructure Costs	Additional Costs	Direct Costs	
a. Personnel		\$ -	\$ -	\$ -
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
b. Fringe Benefits		\$ -	\$ -	\$ -
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
c. Travel		\$ -	\$ -	\$ -
d. Equipment	\$ -	\$ -	\$ -	\$ -
e. Supplies	\$ -	\$ 85.39	\$ -	\$ 85.39
f. Contractual	\$ 6,618.50	\$ 10,487.04	\$ 45,214.30	\$ 62,319.84
g. Other	\$ 1,554.65	\$ -	\$ 32,282.78	\$ 33,837.43
h. Sub-Total (sum of 2a-2g)	\$ 8,173.15	\$ 10,572.43	\$ 77,497.08	\$ 96,242.66
i. Indirect Charges		\$ -	\$ -	\$ -
j. TOTALS (sum of 2h and 2i)	\$ 8,173.15	\$ 10,572.43	\$ 77,497.08	\$ 96,242.66
k. (Over) / Under	\$-	\$-	\$-	\$ -
SECTION C - BUDGET NARRATIVE				
<p>Infrastructure Cost: Contractual- Includes Rent/Lease and IT services. Other- Includes Utilities, Maintenance, Printing, Communications (Phone/Internet)</p> <p>Additional Cost: Contractual- Includes One Stop Operator budget</p> <p>Direct Cost: Contractual- Includes Educational Data Systems Inc budget Other- Includes direct participant cost, Utilities, Maintenance, Communications</p>				

BUDGET INFORMATION

SECTION A - BUDGET SUMMARY				
Office (Site) Location	Overall Budget Total by Cost Category			(4) Budget Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1. Jasper AJC	\$ 22,597.05	\$ 10,431.06	\$ 150,553.26	\$ 183,581.37
SECTION B - BUDGET CATEGORIES				
2. Line Item Categories	Line Item Costs by Cost Category			Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Infrastructure Costs	Additional Costs	Direct Costs	
a. Personnel		\$ -	\$ -	\$ -
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
b. Fringe Benefits		\$ -	\$ -	\$ -
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
c. Travel		\$ -	\$ -	\$ -
d. Equipment	\$ -	\$ -	\$ -	\$ -
e. Supplies	\$ -	\$ 84.25	\$ -	\$ 84.25
f. Contractual	\$ 19,188.81	\$ 10,346.81	\$ 73,270.58	\$ 102,806.20
g. Other	\$ 3,408.24	\$ -	\$ 77,282.68	\$ 80,690.92
h. Sub-Total (sum of 2a-2g)	\$ 22,597.05	\$ 10,431.06	\$ 150,553.26	\$ 183,581.37
i. Indirect Charges		\$ -	\$ -	\$ -
j. TOTALS (sum of 2h and 2i)	\$ 22,597.05	\$ 10,431.06	\$ 150,553.26	\$ 183,581.37
k. (Over) / Under	\$-	\$-	\$-	\$-
SECTION C - BUDGET NARRATIVE				
<p>Infrastructure Cost: Contractual- Includes Rent/Lease and IT services. Other- Includes Utilities, Maintenance, Printing, Communications (Phone/Internet)</p> <p>Additional Cost: Contractual- Includes One Stop Operator budget</p> <p>Direct Cost: Contractual- Includes Educational Data Systems Inc budget Other- Includes direct participant cost, Utilities, Maintenance, Communications</p>				

a. Personnel	This amount will be the combined total of Administrative and Program wages. As infrastructure costs are non-personnel costs. This line item for infrastructure should be blank.
-Administrative	Enter the amount of wages for Administrative staff only
-Program	Enter the amount of wages of Program staff only
b. Fringe Benefits	This amount will be the combined total of Administrative and Program fringe benefits. As infrastructure costs are non-personnel costs, this line item for infrastructure should be blank.
-Administrative	Enter the amount of Fringe benefits for Administrative staff only
-Program	Enter the amount of Fringe benefits for Program staff only
c. Travel	Enter the amount for staff-related travel.
d. Equipment	Enter the amount of funds expended on equipment. Expenditures must meet the prescribed threshold outlined in 2 CFR 200.33
e. Supplies	Enter the amount of funds expended on supplies. Expenditures must meet the prescribed threshold outlined in 2 CFR 200.94
f. Contractual	Enter the amount of contractual obligations. For example One-Stop Operator costs would be an Additional Costs contractual item.
g. Other	Subrecipients are required to submit supporting documentation detailing the amount reflected here as Other Costs.
h. Sub-Total	This amount is the total of line items a. through g.
i. Indirect Charges	Provide Indirect Costs. Indirect costs are attributable to an organization or entity and would not be reflected as shared costs, nor would they be allocated.
j. TOTALS	Amount reflects the total line-item costs by cost category
SECTION C - BUDGET NARRATIVE	
Budget Narrative	Provide a brief narrative in support of the One-Stop Operating Budget