

MEMORANDUM OF UNDERSTANDING

BETWEEN

Southeast Tennessee Local Workforce Development Board

AND

American Job Center Partners

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1. CONVENING OF THE PARTIES TO MOU (WIOA SEC. 121(C)(1)) (Tennessee MOU/IFA Instructions Page 4)

- List the required partner providing services in the local area.
- List the partner agency providing services of each required partner.

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-	TN Dept of Labor & Workforce Development
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	Blake Markham, Nokian Tyres
LWDA Chief Local Elected Official	Weston Wamp, Hamilton County Mayor
TDLWD Regional Director	Shavonne Smith
TDHS, Vocational Rehabilitation Program	Julie Johnson, TDHS, Vocation Rehabilitation

National Farmworker Jobs Programs / Migrant and Seasonal Farmworkers	Amber Alford	
Community Services Block Grant (CSBG)	Demetrius Ramsey, BCCSA	
	Cedric Henson, Veronica McGraw City of Chattanooga	
	Rachel Hackworth, SETHRA	
Senior Community Service Employment Program	Pamela Morris, SCTHRA	
Temporary Assistance for Needy Families	Lakecia Peterson, TDHS	
Title II: Adult Education and Family Literacy	Dr. Rebecca Ashford, Chattanooga State/TCAT Chattanooga	
	Leslie Travis, TCAT Athens	
	Susan Hatto, TCAT Athens	
Perkins/ Postsecondary Career and Technical Education	Susan Hatto, TCAT Athens	
	Dr. Rebecca Ashford, TCAT Chattanooga	
Wagner-Peyser Employment Services	Shavonne Smith	
Supplemental Nutrition Assistance Program	Shavonne Smith	
Employment and Training Programs		
Unemployment Compensation Programs	Rusty Felts	
Jobs for Veterans State Grants	Shavonne Smith	
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	☒ Yes ☐ No	Department of Human Services
TCAT/Tennessee Reconnect	☒ Yes ☐ No	TCAT Athens, TCAT Chattanooga
Job Corps	☐ Yes ☒ No	No facility / See Additional Partners
Youth Build	☐ Yes ☒ No	NA
Housing and Urban Development Employment and Training Activities	☒ Yes ☐ No	Chattanooga Housing Authority
Perkins/Post-Secondary Career & Technical Education	☒ Yes ☐ 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
Indian and Native American Programs		Native American Indian Association of TN
2. PURPOSE AND SCOPE OF MOU (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.		
Describe the general purpose and scope of the "umbrella" MOU		
This Memorandum of Understanding (MOU) is required by the Workforce Innovation and Opportunity Act (WIOA). It sets the terms for how the Southeast Tennessee Local Workforce Development Board (LWDB), local elected officials, and all one-stop (AJC) partners will work together to operate the workforce system in our ten-county area. This includes both in-person and virtual American Job Centers (AJCs), mobile services, and other community access points. The MOU:		

- Defines each partner's role and responsibilities for delivering services in our local workforce system
- Ensures all partners collaborate to meet the needs of job seekers, workers, and businesses
- Lays out a shared plan for delivering services that are aligned, accessible, and high-quality
- Outlines how partners will share infrastructure and operating costs
- Commits all partners to following state and federal laws and local agreements

All required and additional partners agree to:

- Make their services available through the AJC system or refer customers directly to the right provider
- Help manage and improve how services are delivered across the region
- Work together to develop shared processes and referral protocols
- Ensure staff are trained to understand the services each partner provides
- Respond to changing local workforce and employer needs
- Share customer data where permitted and participate in joint reporting
- Share the cost of delivering services and operating the AJC system
- Be active participants on the 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 Tennessee Local Workforce Development Board and its partners share a common vision:

To create a strong, inclusive, and innovative workforce system that connects people to good jobs and helps businesses grow.

This vision supports federal, state, and regional goals, and follows the guidance provided by the Governor of Tennessee.

Current efforts in place:

- Business engagement: Partners meet bi-weekly to coordinate outreach and support for employers.
- Service coordination: Staff receive quarterly training, and there's a common referral process to make sure job seekers get help quickly.
- Youth employment: We partner with schools to support students at risk of dropping out and co-enroll youth into programs with extra support.

Steps still needed:

- Train all business service staff together and create a toolkit of materials to use when reaching out to employers.
- Set up clearer processes for following up with employers and offering specialized services.
- Create a marketing and outreach plan to reach more individuals in the community and bring services to where people live.
- Write standard operating procedures (SOPs) for serving youth, with a focus on equity and access.

- Build stronger local partnerships to increase youth job opportunities, especially for those who face barriers.

Timeline for implementation:

- Cross training, updated outreach materials, and youth SOPs will be developed over the next program year.
- Access points and mobile service expansion will be coordinated with quarterly reviews and partner feedback.

This shared vision and action plan ensure that we are delivering services as one team, committed to high-quality outcomes for both employers and job seekers.

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 create this MOU through planning meetings and document review. The fiscal agent supported this process by developing the infrastructure funding agreement.

All required partners were invited to participate and provide input. Draft documents were shared in advance to allow time for review and feedback. The final MOU and budget were approved by all partners, as shown by their signatures.

If consensus is not reached: If all partners cannot agree, the State of Tennessee will implement a funding formula to ensure the MOU is still put into place.

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

Our area has two full-service AJCs, a Mobile AJC, and a Virtual AJC.

Comprehensive Centers:

- Chattanooga AJC: Chattanooga State CBIH-240, 4501 Amnicola Highway, Chattanooga, TN 37406
- Athens AJC: TCAT Athens, 1635 Technology Way, Athens, TN 37303

Mobile AJC: Used for outreach events and services in rural areas. Partners can schedule the Mobile AJC for community visits.

Virtual AJC: www.tnvirtualajc.com — allows individuals to explore services, find their nearest AJC, and save their information for staff assistance.

Access Points: AJC services are also available at partner sites across the region. These sites

provide public access to job search tools, referrals, and workshops, though AJC staff are not based there full-time.

Outreach Activities: The One-Stop Operator (OSO) will work with community partners in counties where there is no brick-and-mortar center to ensure AJC staff can meet job seekers where they are comfortable and familiar. The cadence of outreach activities in each county will be determined by ability to benefit numbers and community partner referrals. All outreach activities will provide direct linkages to comprehensive center staff as needed.

Staff Training: The OSO ensures staff are trained regularly to help customers understand and access services across all partner programs. Training schedules are tracked and reported.

Access to Partner Services: Services can be offered in three ways:

1. A program's staff member is physically at the AJC
2. A trained staff member from another partner provides info about that program
3. A direct linkage is made using phone or video to a staff member who can help

Note: Just giving out a phone number or flyer is not considered "direct linkage." All referrals can also be made through the "Connect With Us" link at www.secareercenter.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

Title I (Adult, Dislocated Worker)–

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. Staff will be scheduled to deliver services through outreach activities and field-based case management as needed.

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 work remotely and in the field and are available through technology, field-based case management, and in areas where Youth are 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 (age 16 if granted an exception), lacking a high school diploma, and no longer under compulsory attendance to a public high school, are basic skills deficient and those with a traditional high school diploma who require skills upgrades- to enter the workforce or post-secondary education. High school equivalent attainment preparation offered to all public school system “attendance diploma” graduates.

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
- Workplace soft 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 are certified to proctor basic skills assessment for WIOA partner programs when appropriate, utilizing the Test of Adult Basic Education (TABE 13/14 version), a standardized assessment used in federal and state government agencies providing an initial determination of the participants’ aptitude and skill levels in numeracy and literacy.

The Comprehensive Adult Student Assessment System (CASAS) test is used for English

Language Learners to determine levels of understanding the English language only. Both tests meet WIOA requirements for youth and adult programs and documentation of measured progress. AE staff enter test results into the Title II newly adopted software LACES for those enrolling in AE services. Those who do not require AE services will not be entered into LACES. AE staff can provide hard copies of results to any partners whether the test-taker requires AE services or not.

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 the Test of Adult Basic Education (TABE 13/14), Official Practice Test (OPT) testing, administering test-taker registration for HiSET and GED testing, and written partner referrals for services to eliminate customer barriers. Adult Education instruction is offered for math, reading, science, social studies, and writing both virtually and face to face in a physical classroom. Official HiSET testing is offered every other Saturday at this site administered by certified examiners. Adult Education services include pre-paid vouchers for those enrolled in AE to cover costs of HSE tests (HiSET and GED). These services are also available at all justice centers in the Southeast TN area.

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,

low-skill and low-wage workers and those interested in IET training. AE staff make written referrals to appropriate partners to assist with additional needs of participants in IET training. All IET courses may not be available to participants within the justice system due to justice center accessible restrictions for outside services. Instead, Orijin Tablets are provided for IET's and other training for those incarcerated in the corrections systems. The Tennessee Department of Labor and Workforce Development recently implemented a Tablet Employment & Reentry Project, utilizing jail tablets to deliver industry-recognized training and certificates of completion to eligible incarcerated individuals. This project represents an important step in expanding access to workforce development opportunities and improving reentry outcomes statewide.

The Tablet Employment and Reentry Project program offerings now include three comprehensive categories of programs delivered on the Orijin tablets: IT & Digital Skills, Manufacturing and Industrial Technical Training, and Interplay Premium Pathways (10 expert-led vocational trade programs via Interplay in fields like HVAC, construction, electrical, and plumbing).

EFLA's Integrated English language & Civics Education (IELCE) activities 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) only offered in Rhea County or IELCE program only offered in Hamilton County.

The (IELCE) program is only available in 5 chosen state metropolitan areas which includes Hamilton County through TCAT Athens provide the same services as ESL with the addition of preparation for American citizenship.

Adult Education referral 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: Grundy County
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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 through phone and virtual meetings and outreach activities in counties without a brick-and-mortar center.

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.

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).

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.

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 2 years. 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
- Textbooks
- Program supplies
- Uniforms and tools



City of Chattanooga - Office of Family Empowerment

6098 Debra Rd
Chattanooga, TN 37411
(423)643-6434

OFEinfo@chattanooga.gov

<https://chattanooga.gov/government/community-development/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. Under the Family Support Program, participants engage in a six-month partnership to build stability and long-term wellbeing. Participants choose their goals, and a Family Support Specialist supports them through coaching, skill-building, and connections to resources. 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 an essential household expense, 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).

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 are current SETHRA Justice Services clients 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.

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 car's 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 aid options.
- Work/School Clothing and Shoes
- Child or Adult Day Care
- Mileage Reimbursement to or from work or school
- Bicycles
- Legal Fines and Fees related to Driver's Licenses
- Rent/Mortgage Stabilization
- Physical/Medical Requirements
- Background Check
- Work or Education Required Tools or Equipment

- Utilities- After LIHEAP 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 expenses 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.
- Co-pays 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 purchases if clients have no access to these items.

The Thrive Health program is an ongoing 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 to be 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.

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:



South Central Tennessee Development District - Bledsoe, Grundy, Marion, and Sequatchie.

Referrals can be made by phone, email or walk in.

Pamela Morris
SCHRA Central Office
1437 Winchester Highway
Fayetteville, TN 37334
Phone: 931-433-7182 ext. 1135
p.morris@schra.us
www.schra.us

Urban League of Greater Chattanooga - Bradley, Hamilton, McMinn, Meigs, Polk, and Rhea.

Referrals can be made by phone, email, or walk in.

401 E ML King Blvd Suite 301
Chattanooga, TN 37403

Title IV (Vocational Rehabilitation Services) –

The Vocational Rehabilitation Program (VR) provides a variety of services 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 to prepare an individual for competitive integrated employment. VR collaborates with AJC partners, community rehabilitation service providers, educational institutions, other State Agencies providing services for individuals with disabilities, and employers to ensure that eligible individuals receive the services necessary for them to obtain competitive integrated employment in their communities. The local service matrix illustrates the collaboration between VR and the partners to ensure the best use of resources in providing services to customers.

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 supports, job training, employment activities, and other supportive services.

The TDHS TANF Case Managers refer work mandatory customers to our Work Activity Placement and Monitoring (WAPM) provider to place customers in a work activity and monitor for compliance. The TANF Case Managers and the WAPMs are not onsite at the AJCs, however, individuals may initiate an application for Families First/TANF services through the following link: Consumer Service Portal - Customer Service (<https://onedhs.tn.gov/csp>).

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.

The ROSS Service Coordinator works with the residents of East Lake Courts and Emma Wheeler Homes and may be reached at 423.752.4870.

Additionally, in conjunction with the One Westside Revitalization Project, the CHA serves as the People Implementation Entity. The CHA has hired nine staff members to provide services similar to the work of the ROSS Service Coordinator to residents of College Hill Courts.

HUD/ROSS-SC staff member is not co-located in the AJC but are available through direct linkage at:

Chattanooga Housing Authority
Emma Wheeler Homes
(423.752.4883)

East Lake Courts
(423.752.4885)

Choice staff members are not co-located in the AJC but are available through direct linkage at College Hill Courts (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.

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

Job Corps staff are not co-located at AJCs but are available through direct linkage:

Carley Harvey-Olivier
Outreach and Admissions Manager
Admissions and Career Services Program for JPPA
(Operated under contract with the US Forest Service, USDA)
Cell: 865.712.1751
harvey.carley@jobcorps.org

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 jobseekers, 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 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 post-secondary 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 Chattanooga State 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:



**TENNESSEE COLLEGE
OF APPLIED TECHNOLOGY**
ATHENS

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

[Scholarships and Grants | TCAT Athens](#)



**TENNESSEE COLLEGE
OF APPLIED TECHNOLOGY**
CHATTANOOGA

TCAT Chattanooga
4501 Amnicola Hwy
Chattanooga, TN 37406
423-697-4404

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

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 Tennessee Local Workforce Development Board (SELWDB) was authorized, by written approval from the Governor's designee and the Tennessee Department of Labor and Workforce Development, to serve as its own One-Stop Operator. This exception allows SELWDB to directly manage the One-Stop system in accordance with federal and state guidelines.

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 proscribed functions that create conflicts of interest. (§ 678.620(b))

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 (OSO) coordinates referrals across the AJC system to ensure that individuals are connected quickly to the right services. The OSO maintains a referral tracking system that monitors each referral, ensures timely follow-up, and identifies service gaps.

OSO responsibilities:

- Keep an updated list of partner programs and what each offers.
- Track referrals between programs to make sure services are provided without delay.
- Monitor how well the system is working and resolve any issues, reporting improvements to the SELWDB.

Referral tracking:

- The OSO maintains MS Forms survey and spreadsheet that tracks all referrals, employer inquiries, and service requests.
- The OSO follows up on each referral to ensure the customer receives timely help.
- For youth or anyone found ineligible for WIOA services, the OSO ensures they are connected to other available programs and keeps a record of where they were referred.

How referrals work:

- All AJC staff use a shared referral process, inputting information through the "Connect With Us" link on www.secareercenter.org, and reporting referral outcomes to the OSO.
- Referrals are based on the customer's needs, not just which program they started with
- When customers are enrolled in more than one program, partner staff coordinate case management together.

Examples of common referrals:

- Title I staff may refer someone to Adult Education, SNAP E&T, or Wagner Peyser
- Youth staff might refer to TANF, Vocational Rehabilitation, or other supportive programs.
- Vocational Rehabilitation may refer customers to SNAP E&T, Wagner Peyser, or SCSEP

This ensures a "no wrong door" system where every customer can access the full range of available services no matter where they start.

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 \(tn.gov\)](https://www.tn.gov/consumer-service-portal)
- National Farmworker Jobs Program for farm workers 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 \(tn.gov\)](https://www.tn.gov/consumer-service-portal)
- 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 farm workers 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 \(tn.gov\)](https://www.tn.gov/consumer-service-portal)
- Senior Community Service Employment Program (SCSEP).
- National Farmworker Jobs Program for farm workers or family members of farm workers 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 farm workers or family members of farm workers who may be eligible to receive services from Tennessee Opportunity Programs.

Title IV – Vocational Rehabilitation Services

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

The Vocational Rehabilitation Program (VR) considers an individual to have applied for VR services when the individual or, as appropriate, the individual's representative has completed and signed a common intake form at an American Job Center and has been referred to a VR Counselor. The Tennessee Department of Human Services (TDHS) - Vocational Rehabilitation (VR) Services Program refers individuals who are not eligible for VR services or are not seeking employment or whose case is closed unsuccessful to a local American Job Center to address their employment needs.

The VR Services Program provides AJCs electronic and face-to-face links to the VR program statewide. VR ensures that all affiliate and comprehensive AJCs are aware of how to contact VR and make referrals of people with disabilities. 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>.

Co-located VR staff at comprehensive AJCs work together with all co-located partners to provide seamless services for people with disabilities through collaboration on referrals, program eligibility, program planning, available services, and shared funding, when appropriate.

Other programs for referral include:

- Title I 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).
- Title I 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.
- Title II Adult Education for individuals 17 and older who wish to obtain the high school equivalency diploma.
- 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).
- Some services, because of their unique nature, are best provided by Community Rehabilitation Providers (CRP). A list of approved CRPs working with VR can be found by clicking on this link <https://www.tn.gov/humanservices/ds/vocational-rehabilitation/dhs-vr-loa1.html> and selecting *Combined CRP List*.

The Vocational Rehabilitation Program (VR) may receive and make referrals from or to any AJC partner program to meet the vocational rehabilitation needs of eligible individuals. The referral method and processes will meet the VR or AJC partner standard. The local service matrix illustrates the collaboration between VR and the AJC partners to ensure the best use of resources in providing services to customers. VR tracks referrals via 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 \(tn.gov\)](http://www.tn.gov/customer-service)
- Senior Community Service Employment Program (SCSEP).
- National Farmworker Jobs Program for farm workers or family members of farm workers who may be eligible to receive services from Tennessee Opportunity Programs

Jobs Counseling, Training and Placement Services for Veterans –

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 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 \(tn.gov\)](https://www.tn.gov/consumer-service-portal).
- Senior Community Service Employment Program (SCSEP).
- National Farmworker Jobs Program for farm workers or family members of farm workers 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 \(tn.gov\)](#).
- 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 \(tn.gov\)](#).
- 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 –

The Work Activity Placement and Monitoring (WAPM) providers 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. The WAPM providers will utilize the referral system the local board has established for receiving partner referrals so that customers can access these services. The WAPM providers will 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 \(tn.gov\)](#).
- 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 \(tn.gov\)](#).

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.tn.gov/consumer-service-portal).
- 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.

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.*

All parties to this MOU agree to the non-discrimination and equal opportunity provisions of federal and state laws so that all customers, regardless of ability, can safely and comfortably access services at our comprehensive one-stop centers, including:

- Section 188 of WIOA
- Americans with Disabilities Act (ADA)
- Civil Rights Act (Title VI)
- Rehabilitation Act (Section 504)
- Age Discrimination Act
- Title IX of the Education Amendments
- Other applicable federal and state civil rights regulations

How physical accessibility is ensured:

- Inclusive layout: AJCs are designed to be easy to navigate for everyone, including individuals using wheelchairs or other mobility aids.
- Public transportation: The Chattanooga AJC is located near public transit stops and is within walking distance for most users.
- Accessible parking: Each AJC has designated parking spaces close to the entrance for individuals with disabilities.

The One-Stop Operator is responsible for oversight and enforcement of accessibility requirements. If any issues are found, they are reported to the Workforce Board and Fiscal Agent for follow-up and resolution.

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 comprehensive American Job Centers (AJCs) provide access to all required career services in inclusive, participant-centered settings, both onsite and through the Mobile AJC.

All AJCs ensure individuals with barriers to employment, including those with disabilities, can access services. Outreach is conducted intentionally to reach these populations.

The Tennessee Department of Human Services (TDHS) Vocational Rehabilitation (VR) Services Program supports AJC certification by conducting regular surveys to evaluate physical and programmatic accessibility and to recommend needed accommodations.

AJCs provide accessible technology and materials to support equal participation.

Accommodations may include:

- Screen readers and magnifiers.
- Large monitors
- Alternative keyboards and trackballs
- Braille or large-print materials
- Adjustable workstations
- Sign language interpreters.
- Video phones, text phones, and closed captioning
- FM assistive listening devices

VR also provides:

- Staff training on disability awareness
- Consultation on hiring and serving individuals with disabilities.
- Assistive technology support
- Benefits planning and tax incentive education.
- Help securing Braille materials and interpreter services.

AJC computers are equipped with Windows Ease of Access tools and/or the EVAS system for individuals with disabilities. Adjustable workstations are available in all resource rooms.

Each AJC also offers:

- Purple Software with webcams for visual interpreter support
- AVAZA Language Line for spoken language and sign language interpreting.
- TDD/TTY Relay 711
- HIPAA, ADA, and Title VI–compliant services for Limited English Proficiency and Deaf/Hard of Hearing customers

Accommodations are provided based on individual needs to ensure equal benefit and fair access to all services. Auxiliary aids are available upon request. AJC staff complete annual VR-provided training on serving individuals with disabilities.

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

Core program partners agree to share data and collaborate to achieve all WIOA common primary indicators of performance and other locally defined key performance indicators (KPIs). The One-Stop Operator (OSO) is responsible for coordinating system-wide performance management and ensuring data is used to drive continuous improvement across all partner programs.

WIOA aligns service delivery, planning, and performance reporting across partners. Regular and structured data sharing allows for proactive identification and resolution of performance issues, informs technical assistance needs, and supports integrated service delivery. Partners commit to sharing relevant data to monitor outcomes, inform planning, and meet collective goals.

Jobs4TN is the state's primary case management and performance reporting system. It will be used by all applicable partners to track participant services, outcomes, and performance metrics. Partner programs not using Jobs4TN will coordinate with the OSO and state agencies to ensure consistent data collection and reporting procedures are in place.

All partners will safeguard participants' Personally Identifiable Information (PII) in accordance with federal and state laws. PII includes:

- Direct identifiers such as names, addresses, Social Security numbers, phone numbers, and email addresses
- Combinations of indirect identifiers (e.g., gender, birthdate, race, and geographic indicators) that could reasonably be used to identify an individual
- Any information that permits physical or digital contact with an individual

This MOU affirms that all partners will:

- Protect confidential data, systems, and facilities from unauthorized access.
- Keep access codes secure and report any compromise.
- Report suspicious activity or breaches immediately.
- Disclose confidential data only to authorized individuals.
- Ensure all staff are trained and held accountable for data security practices.

Each partner further agrees to comply with data-sharing protocols and coordinate with state agency data teams, as needed, to clarify responsibilities and maintain compliance.

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/2016/state-level-employment-outcomes-for-veterans-and-disabled-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 farm workers 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 is 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

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 have participated in good faith negotiations and agree to the terms outlined in the Infrastructure Funding Agreement (IFA) attached to this MOU. The IFA serves as the operating budget for the local one-stop delivery system and includes individual partner budgets based on proportionate use and relative benefit.

Partners use a Full-Time Equivalent (FTE) model to fairly allocate shared costs across the following categories:

- Rent and utilities
- Maintenance and janitorial services
- Technology and internet
- Communications
- Printing and supplies
- One-Stop Operator services
- Equipment
- Professional services

Cost allocations are based on agreed-upon, reasonable methods that reflect each partner's relative benefit from the services and infrastructure. Precise measurement is not required, but the methodology must be consistently applied and documented.

To promote full participation, a Shared Cost Waiver Adjustment is available to qualifying partners with limited funding. Eligible partners may submit a written request, including justification and documentation of financial limitations. If approved, the adjusted costs are redistributed among other partners based on FTEs, reducing overall shared costs and allowing broader participation in the IFA.

Partners may contribute in-kind, non-cash support (e.g., goods, services, or direct expenditures on behalf of the AJC), provided these contributions are valued in accordance with 2 CFR 200.306 and align with the partner's proportionate share.

The One-Stop operating budget includes the following required cost categories:

- Infrastructure costs: Non-personnel costs necessary for basic operation (e.g., rent, utilities, equipment, and technology)
- Shared direct costs: Staff and operational overhead directly tied to partner program delivery.
- Non-shared direct costs: Participant costs (e.g., wages, training expenses)
- Additional costs: Shared services or operational costs beyond infrastructure, as agreed upon.

If a partner disagrees with the cost allocation and no local agreement is reached, the dispute will follow the appeals process described in **20 CFR 678.750** and the State Unified Plan. Appeals must be submitted within 21 days of the Governor's determination unless otherwise specified by the State.

This IFA is effective July 1, 2026, through June 30, 2026, with quarterly reconciliations to adjust for any changes in allocation factors or partner participation.

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 MOU is effective upon full execution by all parties and remains in effect for up to three (3) years or until a party requests a modification or termination.

Amendments to this MOU must be made in writing. To propose changes, a partner must:

- Submit written notice at least 30 days in advance to the Fiscal Agent
- Clearly outline the proposed changes
- Participate in timely discussions and negotiations with the other parties.

Only the sections of the MOU affected by the proposed changes need to be reviewed and agreed upon. Minor modifications may be approved via email consensus. For significant or disputed changes, any partner may request a formal meeting to reach resolution. Once consensus is reached, the amendment is finalized and appended to the MOU.

Annual amendments are required to incorporate the final approved Infrastructure Funding Agreement (IFA) budget and any updates to shared system costs.

Any partner may withdraw from the MOU by providing written notice and following local procedures for transition. Withdrawal does not absolve a partner of financial obligations incurred prior to withdrawal.

In the event of a dispute regarding MOU terms, performance, or administration:

- Partners agree to engage in good faith negotiations to reach a mutually satisfactory resolution.
- Services and responsibilities will continue during dispute resolution.
- If resolution cannot be achieved locally, the matter may be escalated following the appeals process in 20 CFR 678.750 and the procedures outlined in the State Plan

All amendments and their effective dates must be documented and reflected in the current version of the MOU.

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*

The MOU will be reviewed quarterly to monitor for changes that may trigger early renewal. Any substantial changes, such as updates to the operating budget, infrastructure costs, or partner responsibilities, will require early renewal of the MOU. A full renewal process is required every three years, even if no substantial changes have occurred, to ensure alignment with WIOA requirements, funding agreements, and service delivery goals.

Amendment Process for Substantial Changes

- Modifications must be submitted in writing with 30 days' notice to all parties.
- The written request must clearly outline the proposed changes.
- Only the affected sections of the MOU need to be reviewed and approved.
- Minor changes may be approved via email consensus.
- If there is disagreement or the change is significant, any partner may request a meeting to discuss and resolve the issue.
- Once agreed upon, the modification is finalized and incorporated into the MOU.

All renewals and modifications must be documented with updated execution dates to ensure the MOU remains current and compliant.

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.*

All parties to this MOU affirm full compliance with applicable non-discrimination and equal opportunity laws, including:

- Workforce Innovation and Opportunity Act (WIOA) Section 188
- Americans with Disabilities Act of 1990 (ADA)
- Civil Rights Act of 1964, Title VI (as amended)
- Rehabilitation Act of 1973, Section 504 (as amended)
- Age Discrimination in Employment Act of 1967 (as amended)
- Education Amendments of 1972, Title IX (as amended)
- Nontraditional Employment for Women Act of 1991
- Implementing regulations, including 29 CFR Parts 37 and 38

All partners agree not to discriminate in employment practices or service delivery based on race, color, national origin, religion, sex, gender identity or expression, age, disability, veteran status, or any other protected classification under state or federal law.

Each partner affirms that:

- Policies and procedures are in place to enforce non-discrimination.
- Policies are shared with staff and publicly posted as required.
- Staff are trained annually on serving individuals of all abilities, backgrounds, and learning styles.
- They will cooperate fully with monitoring to ensure compliance.

To ensure AJC accessibility, Vocational Rehabilitation (VR) conducts on-site ADA reviews at all enters. These reviews assess:

- Facility accessibility
- Staff readiness to support individuals with disabilities.
- Signage and accommodation awareness
- Required follow-up and remediation efforts.

All AJCs provide:

- Alternative formats for printed materials
- Adjustable computer workstations in resource rooms
- Computers equipped with Windows Ease of Access tools or EVAS assistive systems.
- Purple Software with webcams for visual interpreting
- AVAZA Language Line for spoken language and sign language interpreting.
- TDD/TTY Relay 711 services
- Compliance with HIPAA, ADA, Title VI, and LEP requirements

Accommodations are provided based on individual needs to ensure equitable access and fair competition for services. Auxiliary aids and services are available upon request. AJC staff receive annual training from VR on serving individuals 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*

<i>set forth in the Veteran Priority of Service Policy as well as priority of service outlined in WIOA section (c)(3)(E)</i>
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)
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.
• <i>Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA</i>
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)
<i>Attachment I - Services Matrix</i> <i>Attachment II - Other Program Activities/Services Available through Local Comprehensive One-Stop</i> <i>Attachment III - Service Delivery Method through Local One-Stop</i> <i>Attachment IV - Individual AJC Budget Templates and Individual AJC Budget Instructions</i>

ATTACHMENT I - CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

BASIC CAREER SERVICES											
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education
Title I: Adult, Dislocated Worker, Youth	✓	✓	✓	☐	✓	✓	✓	✓	✓	☐	✓
Title II: Adult Education and Family Literacy	☐	✓	☐	☐	✓	☐	☐	☐	☐	☐	☐
Title III: Employment Programs under Wagner-Peyser	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Title IV: Rehabilitation Services	✓	☐	☐	☐	✓	✓	☐	☐	✓	☐	☐
Post-secondary Career and Technical Education under Perkins	✓	☐	☐	☐	✓	☐	☐	☐	☐	☐	✓
Unemployment Insurance	☐	☐	☐	☐	✓	☐	☐	☐	☐	☐	☐
Job Counseling, Training and Placement Services for Veterans	☐	☐	☐	☐	✓	✓	☐	☐	✓	☐	☐
Trade Adjustment Agreement (TAA)	☐	☐	☐	☐	✓	✓	☐	☐	✓	☐	☐
National Farmworker Jobs Program	☐	☐	☐	☐	✓	☐	☐	☐	☐	☐	☐
Community Services Block Grant (CSBG)	☐	☐	☐	☐	✓	☐	☐	☐	☐	☐	☐
TANF	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	☐
HUD E&T	☐	☐	☐	☐	✓	☐	☐	☐	☐	☐	☐
SNAP E&T	☐	☐	☐	☐	✓	☐	☐	☐	☐	☐	☐
Job Corps	☐	☐	☐	☐	✓	☐	☐	☐	☐	☐	☐
Persevere	☐	☐	☐	☐	✓	☐	☐	☐	☐	☐	☐

[illegible]

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)	
Community Services Block Grant (CSBG)	
Senior Community Services Employment Program (SCSEP)	
TANF	
Housing and Urban Development Employment and Training Activities	
Job Corps	

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
Migrant Seasonal Farmworker Program		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:

Blake Markham

[Blake Markham \(May 14, 2026 15:41:11 EDT\)](#)

Signature

Local Workforce Development Board Chair

Title

Nokian Tyres

Organization

Blake Markham

Printed Name

May 14, 2026

Date

CHIEF LOCAL ELECTED OFFICIAL

Weston Wamp Digitally signed by Weston Wamp

Signature

Hamilton County Mayor

Title

Hamilton County, Tennessee

Organization

The Honorable Weston Wamp

Printed Name

May 28, 2026

Date

TITLE IB – ADULT, DISLOCATED WORKER, YOUTH



Chuck Hammonds

Signature

Printed Name

Executive Director

5/28/2026

Title

Date

Southeast Tennessee Development District

Organization

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

Signature

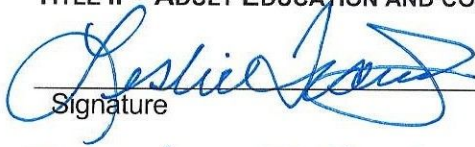
Printed Name

Title

Date

Organization

TITLE II – ADULT EDUCATION AND COMMUNITY EDUCATION


Signature

Leslie Travis

Printed Name

Director - Adult Education
Title

5-28-26
Date

TCAT Athens
Organization

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

Signature

Printed Name

Title

Date

Organization

POST-SECONDARY CAREER AND TECHNICAL EDUCATION UNDER PERKINS

Signature

Printed Name

Title

Date

Organization

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

Signature

Printed Name

Title

Date

Organization

TITLE II – ADULT EDUCATION AND FAMILY LITERACY

 <u>John Squires (Jun 5, 2026 09:03:51 EDT)</u>	John Squires
Signature	Printed Name
VP, Community and Economic Development	Jun 5, 2026
Title	Date
Cleveland State Community College	
Organization	

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

Signature	Printed Name
Title	Date
Organization	

MOU Southeast PY26-27_T2 Cleveland State AE

Final Audit Report

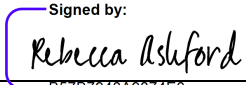
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Created:	2026-05-15
By:	Christi Chapman (cchapman@sedev.org)
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-  Document created by Christi Chapman (cchapman@sedev.org)
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-  Document emailed to John Squires (john.squires@cscctn.edu) for signature
2026-05-15 - 12:46:54 PM GMT
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-  New document URL requested by Christi Chapman (cchapman@sedev.org)
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Signature Date: 2026-06-05 - 1:03:51 PM GMT - Time Source: server - Signature Appearance Selected: MOBILE_DRAW
-  Agreement completed.
2026-06-05 - 1:03:51 PM GMT

POST-SECONDARY CAREER AND TECHNICAL EDUCATION UNDER PERKINS

Signed by:  B67B7848A9874E0...	Dr. Rebecca Ashford
Signature	Printed Name
President	5/28/2026
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

Signature	Printed Name
Title	Date
Organization	

TITLE II – ADULT EDUCATION AND FAMILY LITERACY

Linda Maddox
Linda Maddox (May 15, 2026 09:25:43 CDT)

Signature

Program Director

Title

Linda Maddox

Printed Name

5/15/2026

Date

Southern Middle TN Adult Education

Organization

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

Signature

Printed Name

Title

Date

Organization

TITLE III – EMPLOYMENT PROGRAMS UNDER WAGNER-PEYSER

Shavonne Smith

Signature

Printed Name

Date

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

Signature

Director of Operations

Title

TDHS – Vocation Rehabilitation

Organization

Julie Johnson

Printed Name

5/15/2025

Date

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

Signature

Printed Name

Title

Date

Organization

UNEMPLOYMENT INSURANCE



Signature

Rusty Felts

Printed Name

Assistant Commissioner

Title

Date

TLWD

Organization

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

Signature

Printed Name

Title

Date

Organization

TRADE ADJUSTMENT ASSISTANCE (TAA)

Shavonne Smith

Shavonne Smith

Signature

Printed Name

Regional Director

Date

TNDLW

Organization

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

Signature

Printed Name

Title

Date

Organization

JOBS FOR VETERANS STATE GRANTS

Shavonne Smith

Signature

Printed Name

Date

Organization

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

Signature

Printed Name

Title

Date

Organization

NATIONAL FARMWORKER JOBS PROGRAM

Amber Alford

[Amber Alford \(May 29, 2026 08:20:32 CDT\)](#)

Signature

Executive Director

Title

Tennessee Opportunities Programs, Inc.

Organization

Amber Alford

Printed Name
May 29, 2026

Date

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

Signature

Printed Name

Title

Date

Organization

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM

Rachel Howard

Signature

Rachel Howard

Printed Name

Chattanooga Department of Community Development / Office of Family Empowerment
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

HOUSING AND URBAN DEVELOPMENT EMPLOYMENT AND TRAINING ACTIVITIES

 <u>Elizabeth McCright (May 15, 2026 16:29:36 GMT+2)</u> Signature	Elizabeth McCright _____ Printed Name
Executive Director _____ Title	_____ Date
Chattanooga Housing Authority _____ Organization	

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

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM

Rachel C. Hackworth

[Rachel C. Hackworth \(May 15, 2026 14:19:14 CDT\)](#)

Signature

Rachel Hackworth

Printed Name

5/15/2026

Executive Director

Title

Date

Southeast Tennessee Human Resource

Organization

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

Signature

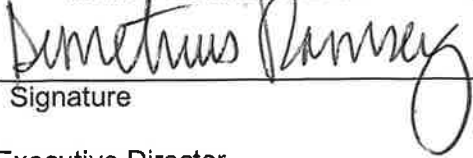
Printed Name

Title

Date

Organization

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM


Signature

Demetrius Ramsey

Printed Name

Executive Director

5/15/26
Date

Title

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

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM – EMPLOYMENT & TRAINING

Shavonne Smith

Signature

Regional Director

Shavonne Smith

Printed Name

05/22/2026

Date

TNDLW

Organization

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

Signature

Printed Name

Title

Date

Organization

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)



[Lakecia Peterson \(May 22, 2026 10:56:32 CDT\)](#)

Signature

Lakecia Peterson

Printed Name

TANF Program Director

Title

May 22, 2026

Date

Tennessee Department of Human Services

Organization

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

Signature

Printed Name

Title

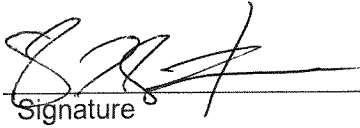
Date

Organization

 Signature	Pamela Morris Printed Name
SCSEP Director	Date
South Central HRA Organization	

Signature	Printed Name
Title	Date
Organization	

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM


Signature

Dr. Reginald Smith II

Printed Name

5/29/2026

Date

Urban League of Greater Cincinnati
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

INDIAN AND NATIVE AMERICAN PROGRAMS:

<u>Jenny Strasser</u> Signature	<u>Jenny Strasser</u> Printed Name
<u>Program Director</u> Title	<u>Jun 11, 2026</u> Date
<u>Native American Indian Association of Tennessee, Inc. (NAIA)</u> Organization	

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

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

JOB CORPS

<u>Christine Rudolph</u> Christine Rudolph (May 18, 2026 17:16:40 EDT)	Christine Rudolph
Signature	Printed Name
	May 18, 2026
Vice President	
Title	Date
Jackson Pierce Public Affairs, Inc	
Organization	

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

Signature	Printed Name
Title	Date
Organization	

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	\$ 139,760.15	\$ 62,119.59	\$ 2,735,878.10	\$ 2,937,757.84
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		\$ 50,300.19	\$ 948,610.34	\$ 998,910.53
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
b. Fringe Benefits		\$ 5,049.82	\$ 445,602.30	\$ 450,652.12
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
c. Travel		\$ 6,769.58	\$ 27,871.48	\$ 34,641.06
d. Equipment	\$ -	\$ -	\$ 13,176.02	\$ 13,176.02
e. Supplies	\$ -	\$ -	\$ 20,759.78	\$ 20,759.78
f. Contractual	\$ 25,000.00	\$ -	\$ 52,828.84	\$ 77,828.84
g. Other	\$ 114,760.15	\$ -	\$ 1,124,626.79	\$ 1,239,386.94
h. Sub-Total (sum of 2a-2g)	\$ 139,760.15	\$ 62,119.59	\$ 2,633,475.55	\$ 2,835,355.29
i. Indirect Charges		\$ -	\$ 102,402.55	\$ 102,402.55
j. TOTALS (sum of 2h and 2i)	\$ 139,760.15	\$ 62,119.59	\$ 2,735,878.10	\$ 2,937,757.84
k. (Over) / Under	\$-	\$-	\$-	\$ -
SECTION C - BUDGET NARRATIVE				
Infrastructure Cost: Contractual- Includes Rent/Lease and IT services. Other- Includes Utilities, Maintenance, Printing, Communications (Phone/Internet) Additional Cost: Contractual- Includes One Stop Operator budget Direct Cost: Other- Includes direct participant cost, Utilities, Maintenance, Communications				

Line Item Instructions for the WIOA One-Stop Operating Budget

Note: Each American Job Center Partner will be required to complete a budget sheet individual budgets for each site they have a presence in. These budgets will be consolidated into a master budget indicative of the One-Stop Operating Budget and Costs (TEGL 17-16).

SECTION A - BUDGET SUMMARY	
Line Item	Instructions
Office (Site) Location	Enter name of the AJC (i.e., AJC Nashville)
Total Infrastructure Costs	Sum of all line item Infrastructure Cost indicated in Section B-Budget Categories. As provided in TEGL 17-16 Infrastructure costs of AJCs are defined as non-personnel costs that are necessary for the general operation of the one-stop center, including: rental of the facilities; utilities and maintenance; equipment (including assessment-related and assistive technology for individuals with disabilities); and technology to facilitate access to the one- stop center, including technology used for the center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). This list is not exhaustive.
Total Additional Costs	Sum of all line item Additional Cost indicated in Section B-Budget Categories. As provided in TEGL 17-16 One- stop partners must share in additional costs, which must include applicable career services, and may include shared operating costs and shared services that are necessary for the general operation of the one-stop center. <i>Career Services</i> . One-stop partners must ensure that at least some career services, described in WIOA sec. 134(c)(2), are provided at the one-stop center. Shared Operating Costs and Shared Services. One-stop partners also may share other costs that support the operations of the one-stop centers, as well as the costs of shared services. The costs of shared services may include initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to other one- stop partners, and business services (WIOA sec. 121(i)(2), 20 CFR 678.760, 34 CFR 361.760, and 34 CFR 463.760).
Total Direct Costs	Sum of all line item Direct Cost indicated in Section B-Budget Categories. Direct Costs are attributable to a single grant program or partner (i.e., WIOA staff providing ITA assistance only). These are non-shared costs.
SECTION B - BUDGET CATEGORIES	
Line Item	Instructions
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 met 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 brief narrative in support of the One-Stop Operating budget

BUDGET INFORMATION

SECTION A - BUDGET SUMMARY				
Office (Site) Location	Overall Budget Total by Cost Category			(4)
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1. Athens A/C	\$ 54,527.30	\$ 30,582.42	\$ 1,250,731.09	\$ 1,335,840.81
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		\$ 24,774.72	\$ 374,162.08	\$ 398,936.80
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
b. Fringe Benefits		\$ 2,261.11	\$ 201,365.63	\$ 203,626.74
- Administrative		\$ -	\$ -	\$ -
- Program		\$ -	\$ -	\$ -
c. Travel		\$ 3,546.59	\$ 7,022.74	\$ 10,569.33
d. Equipment	\$ -	\$ -	\$ -	\$ -
e. Supplies	\$ -	\$ -	\$ 10,295.89	\$ 10,295.89
f. Contractual	\$ -	\$ -	\$ 7,369.29	\$ 7,369.29
g. Other	\$ 54,527.30	\$ -	\$ 609,821.97	\$ 664,349.27
h. Sub-Total (sum of 2a-2g)	\$ 54,527.30	\$ 30,582.42	\$ 1,210,037.60	\$ 1,295,147.32
i. Indirect Charges		\$ -	\$ 40,693.49	\$ 40,693.49
j. TOTALS (sum of 2h and 2i)	\$ 54,527.30	\$ 30,582.42	\$ 1,250,731.09	\$ 1,335,840.81
k. (Over) / Under	\$-	\$-	\$-	\$ -
SECTION C - BUDGET NARRATIVE				
Infrastructure Cost: Contractual- Includes Rent/Lease and IT services. Other- Includes Utilities, Maintenance, Printing, Communications (Phone/Internet) Additional Cost: Contractual- Includes One Stop Operator budget Direct Cost: Other- Includes direct participant cost, Utilities, Maintenance, Communications				

Line Item Instructions for the WIOA One-Stop Operating Budget

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SECTION A - BUDGET SUMMARY	
Line Item	Instructions
Office (Site) Location	Enter name of the AJC (i.e., AJC Nashville)
Total Infrastructure Costs	Sum of all line item Infrastructure Cost indicated in Section B-Budget Categories. As provided in TEGL 17-16 Infrastructure costs of AJCs are defined as non-personnel costs that are necessary for the general operation of the one-stop center, including: rental of the facilities; utilities and maintenance; equipment (including assessment-related and assistive technology for individuals with disabilities); and technology to facilitate access to the one- stop center, including technology used for the center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). This list is not exhaustive.
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Total Direct Costs	Sum of all line item Direct Cost indicated in Section B-Budget Categories. Direct Costs are attributable to a single grant program or partner (i.e., WIOA staff providing ITA assistance only). These are non-shared costs.
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Line Item	Instructions
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- 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 met 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 brief narrative in support of the One-Stop Operating budget