

Date Certified to Serve	Board Member Name	County Member Represents	Board Member Employer, Organization	Special Requirement	Nominator Name	Nominator Organization	Begin Date of Appointment	End Date of Appointment	Conflict of Interest Date	Conflict of Interest Expiration [1]	Northwest Local Board Summary		
6/3/2019	Rita Alexander	Gibson	Gibson Electric Membership Corp	WIOA Section 107(b)(2)(A)	Libby Wickersham	Gibson Co C of C	7/1/2019	6/30/2023	1/27/2020	1/26/2021	Total LWDB Members		27
6/3/2019	Neely Ashby	Henry	Henry County Medical Center	WIOA Section 107(b)(2)(A)	Travis McLeese	Paris-Henry County C of C	7/1/2019	6/30/2023	2/28/2020	2/27/2021	Total Business [2]		14 1.9% [3]
6/3/2019	John G. Castellaw	Crockett	Farmspace Systems LLC	WIOA Section 107(b)(2)(A)	Charlie Moore	Crockett Co C of C	7/1/2019	6/30/2023	1/27/2020	1/26/2021	Total Labor [4]		6 2.2% [5]
6/3/2019	R. Keith Cursey	Weakley	MTD Products	WIOA Section 107(b)(2)(A)	Barbara Virgin	Weakley Co C of C	7/1/2019	6/30/2023	3/12/2020	3/12/2021	Total Education [6]		2 7.4%
6/3/2019	Bedford Dunavant	Obion	Union City Insurance	WIOA Section 107(b)(2)(A)	Lindsay Frilling	Obion Co Joint Econ. Dev. Council	7/1/2019	6/30/2023	3/2/2020	3/2/2021	Total Government, Economic Development [7]		5 18.5%
6/3/2019	Brad Hurley	Carroll	Carroll County Trophies	WIOA Section 107(b)(2)(A)	Stan Sanders	Carroll Co C of C	7/1/2019	6/30/2023	1/27/2020	1/26/2021	WIOA Section 107(b)(2)(B)(i) [8]		2 3
9/13/2019	Randy S. Shannon	Benton	Shannon Office of Law	WIOA Section 107(b)(2)(A)	Stephanie Harcelroad	Benton Co C of C	10/1/2019	6/30/2023	1/6/2020	1/5/2021	WIOA Section 107(b)(2)(B)(ii) [9]		1
6/3/2019	Ben Marks	Benton	Mark's Building Materials	WIOA Section 107(b)(2)(A)	Sara Kilgore	Benton Co C of C	7/1/2019	6/30/2023	1/29/2020	1/28/2021	WIOA Section 107(b)(2)(C)(i) [10]		1 2
6/3/2019	Kristy Mercer	Gibson	Ceco Door	WIOA Section 107(b)(2)(A)	Julie Allen-Burke	Milan C of C	7/1/2019	6/30/2023	3/18/2020	3/18/2021	WIOA Section 107(b)(2)(C)(ii) [11]		1
6/3/2019	Ted Piazza	Gibson	Rack - IT Industries	WIOA Section 107(b)(2)(A)	Libby Wickersham	Gibson Co C of C	7/1/2019	6/30/2023	1/27/2020	1/26/2021	WIOA Section 107(b)(2)(D)(i) [12]		2 4
10/23/2020	Tommie St. John	Henry	Sweet Jordan's	WIOA Section 107(b)(2)(A)	Travis McLeese	Paris-Henry County C of C	10/29/2020	6/30/2023	9/28/2020	9/28/2021	WIOA Section 107(b)(2)(D)(ii) [13]		1
6/3/2019	Gayanne Williams	Lake	Citizens of Lake County for Healthcare, Inc.	WIOA Section 107(b)(2)(A)	Marcia Perkins Mills	Lake Co C of C	7/1/2019	6/30/2023	3/12/2020	3/12/2021	WIOA Section 107(b)(2)(D)(iii) [14]		1
6/3/2019	Jimmy Williamson -- BOARD CHAIR --	Dyer	Aztec Pest Control	WIOA Section 107(b)(2)(A)	Allen Hesler	Dyer Co C of C	7/1/2019	6/30/2023	3/13/2020	3/13/2021	Counties Represented [16]		24 Financial Liability
5/8/2019	Lana C. Hammons	Dyer	Develey Mustard & Condiments Corp.	WIOA Section 107(b)(2)(A)	Tim Climer	Develey Mustard & Condiments Corp.	5/21/2019	6/30/2023	3/18/2020	3/18/2021	Benton		2 8.3%
10/29/2019	William Eddie White	Henry	United Auto Workers Local 9025	WIOA Section 107(b)(2)(B)(i)	Anthony Phifer	United Auto Workers Local 9025	11/1/2019	6/30/2023	6/15/2020	6/15/2021	Carroll		4 16.7%
6/3/2019	Jon Dougherty	Dyer	Amteck	WIOA Section 107(b)(2)(B)(ii)	David Wagner	Amtek	7/1/2019	6/30/2023	3/18/2020	3/18/2021	Dyer		4 16.7%
2/4/2020	Amy McDonald	Dyer	Tennessee Homeless Solutions	WIOA Section 107(b)(2)(B)	Debbie Todd	Tennessee Homeless Solutions	2/1/2020	6/30/2023	1/3/2020	1/2/2021	Gibson		3 12.5%
10/30/2018	John Penn Ridgeway	Carroll	TCAT - McKenzie	WIOA Section 107(b)(2)(B)	Margaret Prater	NWTN WB	7/1/2017	6/30/2021	1/27/2020	1/26/2021	Henry		4 16.7%
10/30/2018	Lindsey Frilling	Obion	Union City Boys and Girls Club	WIOA Section 107(b)(2)(B)			7/1/2017	6/30/2021	1/9/2020	1/8/2021	Lake		1 4.2%
7/29/2019	Angela Hollingsworth	Weakley	Weakley County Schools	WIOA Section 107(b)(2)(C)(i)	Mark Maddox	Weakley County Schools	7/29/2019	6/30/2023	2/18/2020	2/17/2021	Obion		2 8.3%
6/3/2019	Landy Fuqua	Weakley	University of TN at Martin Reed Center	WIOA Section 107(b)(2)(C)(ii)	Jake Bynum	Mayor of Weakley County	7/1/2019	6/30/2023	1/7/2020	1/6/2021	Weakley		4 16.7%
10/30/2018	John Bucy	Weakley	Northwest TN Development District	WIOA Section 107(b)(2)(D)(i)	Margaret Prater	NWTN WB	7/1/2017	6/30/2021	2/25/2020	2/24/2021			
10/19/2020	Jordan Spraggins	Crockett	Crockett County Chamber of Commerce	WIOA Section 107(b)(2)(D)(i)	Tyler Gamble	Crockett County Chamber of Commerce	10/15/2020	6/30/2021	9/22/2020	9/22/2021			
10/30/2018	Kristie Bennett	Carroll	Tennessee Department of Labor and Workforce Development	WIOA Section 107(b)(2)(D)(ii)	Deniece Thomas	Tennessee Department of Labor and Workforce	7/1/2017	6/30/2021	1/27/2020	1/26/2021			
10/30/2018	David Parrish	Henry	Tennessee Department of Human Services	WIOA Section 107(b)(2)(D)(iii)	Cherrell Champbell-Street	Tennessee Department of Human Services	7/1/2019	6/30/2023	1/27/2020	1/26/2021			
10/30/2018	Cliff Sturdivant	Carroll	Carroll County Chamber of Commerce	WIOA Section 107(b)(2)(D)	Kenny McBride	Carroll Co Mayor	7/1/2017	6/30/2021	2/25/2020	2/24/2021			
9/14/2020	Brendan Powell	Shelby	United Food and Commercial Workers Union Local 1529	WIOA Section 107(b)(2)(B)(i)	Rick Slayton	UFCW Local 1529	9/15/2020	6/30/2021	8/31/2020	8/31/2021			

[1] Workforce Services Policy - Local Governance, page 6

[2] WIOA Section 107(b)(2)(A)

[3] Workforce Services Policy - Local Governance, page 7

[4] WIOA Section 107(b)(2)(B)

[5] Workforce Services Policy - Local Governance, page 7

[6] WIOA Section 107(b)(2)(C)

[7] WIOA Section 107(b)(2)(D)

[8] shall include representatives of labor organizations (for a local area in which employees are represented by labor organizations), who have been nominated by local labor federations, or (for a local area in which no employees are represented by such organizations) other representatives of employees

[9] shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists

[10] shall include a representative of eligible providers administering adult education and literacy activities under title II

[11] shall include a representative of institutions of higher education providing workforce investment activities (including community colleges)

[12] shall include a representative of economic and community development entities

[13] shall include an appropriate representative from the State employment service office under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) serving the local area

[14] shall include an appropriate representative of the programs carried out under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), other than section 112 or part C of that title (29 U.S.C. 732, 741), serving the local area

[15] WIOA Section 107(b)(3)

[16] Workforce Services Policy - Local Governance, page 7

[17] 20 CFR 683.710(b)(2) and
Workforce Services Policy - Local Governance, Section I(E) (page 4)

**Northwest Tennessee Workforce Board and
Consortium of Local Elected Officials
February 23, 2021 –11:30 am
Zoom Meeting**

Minutes

Board Members Attending: Rita Alexander, Kristie Bennett, Glad Castellaw, Jon Dougherty, Melinda Goode, Willie Huffman, Lindsay Frilling, Landy Fuqua, Lana Hammons, Angela Hollingsworth, Brad Hurley, Ben Marks, Kristy Mercer, David Parrish, Ted Piazza, Brendan Powell, Dr. Randy Shannon, Jimmy Williamson

Local Elected Officials Attending: Mayor Brett Lashlee, Mayor Gary Reasons, Mayor John Ridgeway

Committee Members Attending: Mark Chandler, Justin Crice, Ronnie Gunnels, Janna Hellums, Blake Swaggert

Staff and Contractors Attending: Jennifer Bane, Lana Burchfiel, Maleia Evans, Gina Johnson, Ginger Powell, Laura Speer, Lana Wood, Connie Stewart (CSP), Erica Nance (OSO), James Starnes (OSO)

Other Guest Attending: Gina Abbott

Welcome: Mayor Gary Reasons welcomed all members and guests to the meeting, including new members Willie Huffman (Vice-President TCAT Paris), replacing John Penn Ridgeway and Melinda Goode (Executive Director NW Development District/HRA), replacing John Bucy.

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

Approval of Minutes: The minutes of the November 17, 2020 meeting were presented for review.

- **MOTION:** A motion to approve the November 17, 2020 minutes as presented was made by Ben Marks and seconded by Ted Piazza. All were in favor and the motion carried.

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

- **American Job Center Committee Meeting (1/25/21):** A report of the meeting is attached. Rita Alexander stated the Committee reviewed and recommended approval of the attached Supportive Services Policy Changes:
 - **MOTION:** A motion to approve Supportive Services Policy changes as presented was made by Rita Alexander and seconded by Mayor Gary Reasons. All were in favor and the motion carried.
- **Outreach and Opportunities Committee Meeting (1/25/21):** A report of the meeting is attached. Ben Marks stated the Committee reviewed and recommended approval of the attached new programs at Dyersburg State and Bethel, along with the attached programs due for renewal. The graduate programs submitted by Bethel could not be approved since they do not meet the WIOA definition of a credential:
 - a. **MOTION:** A motion to approve the existing programs as listed in the handouts, Dyersburg State's new programs as listed in the handouts, and Bethel University's new undergraduate certificate programs (not the graduate certificate programs), as listed in the handouts for the Eligible Training Provider List was made by Ben Marks and seconded by Landy Fuqua. All were in favor and the motion carried with Willie Huffman abstaining from voting and discussion.
- **Executive Committee Meeting (1/27/21):** A report of the meeting is attached. Ted Piazza stated the Committee reviewed and recommended approval of the attached changes to the Monitoring Policy and Grievance & Complaints Policy.
 - **MOTION:** A motion to approve the changes to the Monitoring Policy and the Grievance & Complaints Policy as presented was made by Ted Piazza and seconded by Rita Alexander. All were in favor and the motion carried.

Other Business and Updates:

- **Regional Planning Update:** A report is attached. No additional items were presented.
- **State Workforce Board Draft Policies:** Report is attached. Jennifer Bane highlighted the new Local Workforce Boards Hiring Procedures policy and the proposed changes to the Priority of Service Policy. State staff received several comments regarding the Hiring policy and are looking at making several changes to provide local areas more flexibility than what the original policy allowed. They do plan to leave in the requirement that a standing

committee be utilized and that it include the core partners. It is possible the final version will be issued as guidance rather than a policy. The Priority Policy changes are the result of a new Training and Employment Guidance Letter (TEGL) issued by USDOL which requires that at least 50.1% and preferably 75% of Adult participants served meet the priority categories. The state's draft policy indicated that the 75% must be met through the first four priority categories, but in discussions with the state staff, it appears it may actually be limited to the first two categories. This would limit the number of individuals who qualify as Adults. Currently we are able to serve individuals who are above low income but below self-sufficiency under the fourth category. Once approved by the State Workforce Board, our local policies will be reviewed and updated accordingly.

- **Other:** Jennifer Bane stated that staff and contractors have been working to promote the youth program to all high schools in our areas to help meet the new requirement that at least 35% of 2020 Youth program funds be spent on in-school youth. After an informative webinar in January, each school was asked to enter into an Access for Services Agreement and identify a School Ambassador to serve as liaison between students and AJC staff. So far, 21 schools have agreed to participate and about 15 Ambassadors participated in additional training this morning.

Future Meeting Dates & Upcoming Events: Jennifer Bane reviewed the following upcoming meetings and events:

- Conflict of Interest Renewals Due: February 26th
- State Workforce Development Board Meeting: March 26th (YouTube)
- Regional Planning Council Meeting: April 20th, 10:00 am
- AJC Committee Meeting: April 26th, 10:00 am
- Outreach & Opportunities Committee Meeting: April 26th, 1:00 pm
- Executive Committee Meeting: April 28th, 10:00 am
- Remaining 2021 Board Meeting Dates: May 18th, August 24th, November 16th

Respectfully submitted,
Lana Burchfiel, Public Information Specialist

**Northwest Tennessee Workforce Board and
Consortium of Local Elected Officials for
Northwest TN Workforce Development Area
February 23, 2021 –11:30 am**

[Join Zoom Meeting](#)

Meeting ID: 818 2703 5381

Passcode: 566525

Agenda

Welcome

Mayor Gary Reasons, CLEO

- New Members:
 - o Willie Huffman – Vice-President, TCAT McKenzie (*replacing John Penn Ridgeway*)
 - o Melinda Goode – Executive Director, NW Development District / HRA (*replacing John Bucy*)

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

Jimmy Williamson
Chair, NWTNWB

Approval of Minutes of November 17, 2020 Meeting (Vote Required)

Meeting Reports

American Job Center Committee Meeting (January 25th)

Rita Alexander, Chair

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

Outreach and Opportunities Committee Meeting (January 25th)

Ben Marks, Chair

- **Eligible Training Provider List (ETPL) Programs Renewals (Vote Required)**
- **ETPL New Programs – Dyersburg State Community College (Vote Required)**
- **ETPL New Programs – Bethel University (Vote Required)**

Executive Committee Meeting (January 27th)

Ted Piazza, Chair

- **Monitoring Policy Changes (Vote Required)**
- **Grievance & Complaints Policy Changes (Vote Required)**

Other Business & Updates

Jennifer Bane

- Regional Planning Update
- State Workforce Board Draft Policies
- Other

Future Meeting Dates & Upcoming Events

- Conflict of Interest Renewals Due: February 26th
- State Workforce Development Board Meeting: March 26th (YouTube)
- Regional Planning Council Meeting: April 20th, 10:00 am
- AJC Committee Meeting: April 26th, 10:00 am
- Outreach & Opportunities Committee Meeting: April 26th, 1:00 pm
- Executive Committee Meeting: April 28th, 10:00 am
- Remaining 2021 Board Meeting Dates: May 18th, August 24th, November 16th

**Northwest Tennessee Workforce Board and
Consortium of Local Elected Officials for
Northwest TN Workforce Development Area
November 17, 2020 –11:30 am
Webinar Meeting ID: 842 8454 1633; Passcode: 583754**

Minutes

Members Attending: Neely Ashby, Kristie Bennett, Glad Castellaw, Jon Dougherty, Landy Fuqua, Brad Hurley, Ben Marks, Ted Piazza, David Parrish, Jimmy Williamson, Dr. Randy Shannon, Jordan Spraggins, John Penn Ridgeway, Rita Alexander

CLEOs Attending: Mayor Jake Bynum, Mayor Gary Reasons, Mayor Brett Lashlee, Mayor Tom Witherspoon

Committee Members: Ronnie Gunnels, Mark Chandler, Justin Crice, Sherry Fowler, Melinda Goode, Janna Hellums,

Staff and Contractors: Jennifer Bane, Lana Burchfiel, Maleia Evans, Gina Johnson, LeAnn Lundberg, Ginger Powell, Laura Speer, Lana Wood, Terry Williams, Erica Nance (OSO), Jennifer Eppley (OSO)

Other Guests: Jack Laser, Tyra Copas, Vicki Bunch

Welcome: Mayor Gary Reasons welcomed all members and guests to the meeting, including new members Brendan Powell of United Food & Commercial Workers Union, Local 1529 (Gibson County, replacing Sandra Woods), Jordan Spraggins – Executive Director of Crockett County Chamber of Commerce (Crockett County, replacing Charlie Moore), and Tommie St. John – Owner, Sweet Jordan's (Henry County, replacing Jennifer Starks). Mayor Reasons also welcomed guest speakers Tyra Copas, State Director of ApprenticeshipTN, and Jack Laser, West TN Director, who made a presentation on apprenticeships and the ApprenticeshipTN department.

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

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

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

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

- Board of Directors Meeting (9/14/20): A report of the meeting is attached. No items were presented for a vote.
- American Job Center Committee Meeting (10/26/20): A report of the meeting is attached. No items were presented for a vote.
- Outreach and Opportunities Committee Meeting (10/26/20): A report of the meeting is attached. Ben Marks stated the Committee reviewed and recommended approval of the attached new programs at Dyersburg State and the attached programs due for renewal:
 - **MOTION:** A motion to approve new and existing programs to the Eligible Training Provider List as presented was made by Ben Marks and seconded by Ted Piazza. All were in favor and the motion carried with John Penn Ridgeway abstaining from voting and discussion.
- Executive Committee Meeting (10/28/20): A report of the meeting is attached. No items were presented for a vote.
- State Workforce Board Meeting (11/13/20): A report of the meeting is attached. Jennifer Bane said all policies were approved so we will be looking at our local policies to make sure they comply. The Board also reviewed all plans approved with conditions at the August meeting and all are now approved without any remaining conditions. Jennifer also reviewed a fiscal update provided at the meeting which is included in the handouts.

Local & Regional Planning Update: A report is attached. No additional items were presented.

Other Business and Updates: A report is attached. No additional items were presented.

Future Meeting Dates & Upcoming Events: Jennifer Bane reviewed the upcoming meetings and events as listed on the attached agenda.

Respectfully submitted,
Lana Burchfiel, Public Information Specialist

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

The AJC Committee met on January 25th with 15 members along with staff, contractors, and one guest participating. The committee received an update on various TN Department of Labor and Workforce Development (TDLWD) programs from Gina Abbott, Assistant Regional Director for West TN. In December 2020, the TDLWD launched the Virtual American Job Center (www.tnvirtualajc.com) which can be utilized to match available services with participants' needs. Premier Virtual is also now available to provide employers the option to have a virtual job fair.

Erica Nance, One-Stop Operator, shared very detailed reports including the Employer Services Report, Target Populations report, Referral and Co-Enrollment reports, and VOS Greeter reports showing traffic counts across all offices since July 1st. On-site services continue to be limited due to COVID-19, so there have only been 2,103 visits to the American Job Centers since July 1st with 2,879 services provided. Traffic count by AJC is listed on the Performance Dashboard included with the handouts. There were 39 surveys completed this quarter with 100% indicating they were completely satisfied with their visit. The enrollment summary report showed that our area has served 1,829 individuals for the quarter including 703 carryover participants and 1,126 new enrollments across the Wagner Peyser, Title I, TAA, SNAP, and Adult Education programs. The Target Populations report showed 550 total enrolled including 45 new enrollments, 24 who are youth-aged individuals, and 31 individuals with barriers to employment, including 3 individuals with disabilities, and 26 low income individuals. The Employer Services report showed a total of 407 employers served and 1,614 services provided through December.

The Career Services report provided an overview of current job openings including a full-time temporary Career Advisor to serve the In-School Youth population across all counties and a Financial Coordinator. Youth enrollments have improved quite a bit in the last few months. Since July, 279 individuals have been enrolled, about 57% of the goal for the program year. There were 117 people enrolled in occupational skills training, mostly in healthcare, followed by transportation, then manufacturing, and most are at TCATs and community colleges. There were also 38 people enrolled in Youth work experience--27 Out-of-School Youth and 11 In-School Youth (ISY). While we are striving to increase ISY enrollments and expenditures, because most ISY who meet our eligibility requirements qualify for Pell and other federal and state financial aid, there is usually very little cost for our programs to cover for training. On-the-Job Training (OJT) enrollments also picked up last quarter with 94 enrolled through December.

The Business Services report showed we have had 133 individuals participating in On-the-Job Training since July 1st with 20 employers. Of those, 69 had completed training as of December 31st with \$166,646.69 expended, 46 were still in training, and 18 did not complete. Over \$233,300 has been expended of the nearly \$247,000 obligated to 20 employers for Incumbent Worker Training since mid-September. The contracts, funded through CARES Act funds, trained 548 of the 563 individuals proposed. Staff also continue to coordinate job fairs and hiring events with four events being held this quarter, including two events for individuals being dislocated from the closure of Dura Automotive in Gibson County. A mass meeting was also held for the dislocated workers. Staff also continue to provide labor market information and to participate in speaking engagements and marketing events, particularly to promote apprenticeships. The state hosted a Discover Apprenticeship TN conference and Jon Dougherty with Amteck presented. We submitted an application with Alliance Staffing to register their Production Technician position. The apprenticeship will include the Certified Production Technician (CPT) class being taught at the Gibson County jail for the inmates as the related technical instruction. The class will likely be taught at The Orchard House where inmates are furloughed for work release rather than at the jail due to COVID restrictions. As part of work release or upon release they can work full-time and begin their on-the-job learning component of the apprenticeship. Alliance has about 17 individuals ready to begin the apprenticeship once approved. Staff also developed a virtual Manufacturing Day videos which reached about 2,000 more students this year with 3,383 students viewing the videos. Staff also continue to work towards meeting Work Ready Community goals. ACT has completely revamped how counties reach the maintaining phase. The new system should be better for our area as the goals will be more attainable. Staff will be working on getting each county to maintaining status.

The committee also reviewed the proposed changes to the Supportive Services policy as outlined in red in the attachments. Under the Supplies, Uniforms, Accommodations, and Testing section, laptops and tablets have been added as an allowable cost, up to \$400. With so many students needing to meet virtually now, the TN Department of Labor staff provided guidance allowing laptops and tablets to be purchased under supportive service policies if desired. **The committee recommends approval of the policy changes as outlined in red in the attachments (VOTE).**

- (k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in secondary or postsecondary education classes; and
- (l) Payments and fees for employment and training-related applications, tests, and certifications.

The allowable support services as described below will be made available in the following manners:

Referral and Coordination

The One-Stop Operator and Service Provider(s) shall ensure procedures are in place to coordinate support services through linkages to community services and through partner referral to avoid duplication and ensure Title I funds are last-dollar and are only used to provide supportive services when the services / funds are not available elsewhere.

Payments on Behalf of / to Participants

The following support services will be paid on behalf of the participant, directly to the service provider, unless otherwise noted. As noted below, in certain cases (e.g. Child or Dependent Care or Housing, Legal, and Medical Services) payments must be made directly to the participant as a reimbursement. If the participant has a support service need but cannot afford to make the payment to be reimbursed, the Career Service Provider may submit a request to the One-Stop Operator who will submit it for approval by the Northwest TN Workforce Board Executive Director for payments to be made directly to the participant as an advance. Participants must complete a written request and sign an agreement stating that the funds will only be used for the identified purpose and that receipts of purchases / services obtained must be provided by the participant and maintained by staff. The agreement must also acknowledge that failure to provide appropriate receipts / documentation will result in all funding being suspended for the participant until such documentation is provided. The agreement must be maintained by staff and the purpose of the payment and the approval must be documented in case notes. Duration, unless otherwise noted, is limited to approved terms of participation in programs with activities authorized in WIOA Section 134(c)(1)(A)(ii) or WIOA Section 134(c)(1)(A)(iii); or have exited and need post-program support services as follow-up (i.e. support services for occupational skill training would be limited to up to two years). Amounts are limited to actual cost, subject to a combined \$1,500 maximum, unless other limitations are set out in this policy. Documentation of support service costs, issued by the training provider and / or vendor, must be maintained in the participant's case file.

Supplies, Uniforms, Accommodations, and Testing

*****Payments for these supportive services should be made to the vendor, preferably, or to the participant as a reimbursement, unless otherwise approved.***

- assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear needed to be successful in occupational skills training, on-the-job training, transitional jobs, pre-vocational services, or work experience activities;
- assistance with books, fees, school supplies, and other necessary items, such as drug screens and background checks, for students enrolled in secondary or postsecondary education classes, subject to the maximum ITA amount for required postsecondary books, fees, and supplies, and up to the \$1,500 combined maximum for other basic supplies that are not mandatory but may be necessary such as **laptops, tablets**, calculators, backpacks, printing / copying fees, and parking passes;
 - **Laptops, tablets, or other similar items identified as a needed tool/supply for a participant to successfully take part in WIOA activities, may be purchased one time at a cost of no more than \$400.**
- assistance with educational testing;
- payments and fees for employment and training-related applications, tests and certifications.

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

The committee met on January 25th with 11 members plus staff, contractors, and one participating. The committee reviewed the Target Populations report and heard updates on Youth Services, including a presentation from the grandfather of a current Youth Work Experience participant who expressed the importance of the youth program and about the need for young adults to have mentors to provide guidance and to demonstrate work ethic and set goals—preferably before they graduate or drop out of high school. The committee also heard an update on the Registered Electrical Apprenticeship Preparation (REAP) program. Jon Dougherty with Amteck recorded his presentation he normally makes in person at the schools each year to promote the program. The video and other recruitment materials will be rolling out soon in classrooms and on social media. Like last year, we will also recruit out of school youth up to age 24. Of the five who completed the two-week class last year, four are still employed with Amteck and of the eight who completed the class in 2019, four are still employed with Amteck.

The committee also received an update on the Rural Initiative Grant projects. In Benton County, which has been using their funds for paid work experience, most of the program funds being expended already. Due to COVID restrictions, remaining funds are being repurposed for work experience, like in Benton County, in Carroll, Lake, and Weakley counties instead of for the Re-Entry Advanced Manufacturing Program (RAMP). Lake County was able to complete one class but Carroll County's class was suspended last spring due to COVID. Since outside visitors are still not allowed, we are attempting to change the class to a virtual setting. We are working through a variety of logistical and connectivity issues, as well as trying to identify more eligible females for the class since only two of the original class are still incarcerated in the jail. Weakley County had not yet started prior to the onset of the pandemic, so all of their funding will be repurposed for work experience. The Obion County class recently completed but unfortunately lost several due to release and transfer. Of the five students remaining, four passed the last two credentials and three earned all four credentials to become Certified Production Technicians. They are considering one more class which will be partially funded with remaining rural initiative funds, and partly with youth funds for youth participants, but they are not currently allowing anyone to leave on work release. Staff are also working on resuming classes in Dyer and Gibson counties with regular funding. Dyer County will soon offer the Safety component as an individual credential, which should hopefully help participants complete since the length of class will be much shorter. The total numbers served and performance results for this year can be seen in the attached performance dashboard.

The Committee also heard updates on several ongoing special grant programs:

- RESEA: Services were suspended in March but have been slowly restarting since November. Since July 1st there have been 136 first scheduled RESEA services, and 101 completing subsequent visits. There were 94 deemed job-ready and referred to reemployment, and 9 referred to training in order to become job-ready. There were only two referred to Title I and no co-enrollments. There were 85 individuals who completed the program.
- National Dislocated Worker Grant: We have only had four individuals placed in disaster-relief positions so far, and have another 12 receiving career and training services. We need to serve an additional 107 participants to reach the number we proposed over the two-year grant. Ten percent of each area's original request was reserved at the state level since expenditures have been low in many areas. The funds may be redistributed to areas who have the greatest need.
- Apprenticeship Grants (DRA & TDLWD): We are still on track to meet our goals. As of December, we have served 56 apprentices under the DRA grant, exceeding our goal of 24. We have also registered four new apprenticeships towards our goal of six, and have submitted another for Alliance Staffing to register their Production Technician position that is still pending approval from USDOL.
- GIVE Partnership with DSCC: Staff are working with Dyersburg State to offer a virtual healthcare event as part of their GIVE grant. There will be an employer panel including staff from a hospital, primary clinic, nursing home, and home health agency and an education panel with Dyersburg State, TCAT Ripley, and UT Martin. Since this will be virtual, the schools will be able to share the videos with all students. The videos will also be on our YouTube channel and shared on our Facebook page.

The committee also reviewed the list of programs due for renewal included in the handouts. Performance information is included on the handout to ensure programs have met the state's required performance measures. All programs have met the requirements. The included labor market information indicates that all programs either have expected growth or plenty of annual openings.

The committee also reviewed four new programs at Dyersburg State – (1) Pharmacy Technician, (2) Mental Health Technician, (3) Veterinary Assistant, and (4) Paralegal, as well as ten new programs at Bethel University:

1. Business Management Undergraduate Certificate
2. Pre-Criminal Justice Undergraduate Certificate
3. Customer Relationship Undergraduate Management Certificate
4. Emergency Services Undergraduate Management Certificate
5. Healthcare Management Undergraduate Certificate
6. Information Undergraduate Technology Certificate
7. Business Administration **Graduate** Certificate
8. Post Criminal Justice **Graduate** Certificate
9. Healthcare Administration **Graduate** Certificate
10. Human Resource Management **Graduate** Certificate

The committee reviewed the definition of a credential from a Training and Employment Guidance Letter from the USDOL, which clarifies that graduate programs do not meet that definition, except for Vocational Rehabilitation programs. Since graduate programs do not meet the definition for our performance, we would not be able to fund them through our programs and therefore do not recommend approval of the four graduate programs noted above.

The committee recommends approval of the existing programs, Dyersburg State's new programs, and Bethel University's new undergraduate certificate programs (not the graduate certificate programs) for the Eligible Training Provider List (VOTE).

ETPL Program Renewals

Provider Name	ProgramTitle	Completion Level	Subsequent Review Due Date	Total # of Students	Overall Completion Rate	Overall Related Placement Rate	# of WIOA Participants	WIOA Completion Rate	WIOA Related Placement Rate	Occupation Title	2021 Jobs	2025 Jobs	2021 - 2025 Change	Annual Openings	Avg. Hourly Earnings
Tennessee College of Applied Technolog-Newbern (Main Campus)	Computer Information Technology	An industry-recognized certificate or certification	04/28/2021	20	n/a - started May 2020	n/a	0	n/a	n/a	Computer User Support Specialists	133	145	12	14	\$ 21.65
TENNESSEE COLLEGE OF APPLIED TECHNOLOGY AT MCKENZIE	Major Appliance Repair	An industry-recognized certificate or certification	05/21/2021	0	n/a	n/a	0	n/a	n/a	Heating, Air Conditioning, and Refrigeration Mechanics and	209	215	6	23	\$ 19.06
										Home Appliance Repairers	14	14	0	2	\$ 16.50
BETHEL UNIVERSITY	Pharmacy Technician	An industry-recognized certificate or certification	06/10/2021	3	100%	0% (licensure pending)	0	n/a	n/a	Pharmacy Technicians	240	244	4	22	\$ 15.60
DYERSBURG STATE COMMUNITY COLLEGE	CERTIFIED CLINICAL MEDICAL TECHNICIAN (CCMA)	An industry-recognized certificate or certification	06/10/2021	5	100%	100%	0	n/a	n/a	Medical Assistants (NW)	248	239	-9	29	\$ 13.70
										Medical Assistants (60 minutes from Dyersburg)	163	170	7	21	\$14.31

Dyersburg State Community College
New Certificate Programs for
the Eligible Training Provider List

Program Title	Program Description	Type of Program	Cost	Occupation Title	Typical Entry-Level Education Required	2021 Jobs	2025 Jobs	2021 - 2025 Change	Avg. Annual Openings	Avg. Hourly Earnings	Staff Recommendation
Pharmacy Technician	Full-Time Online, 1 semester / 30 Weeks, 555 Hours A program that prepares individuals, under the supervision of a pharmacist, to prepare medications, provide medications and related assistance to patients, and manage pharmacy clinical and business operations.	Certified Pharmacy Technician by the Pharmacy Technician Certification Board	\$ 3,595.00	Pharmacy Technicians*	High school diploma or equivalent	240	244	4	22	\$15.60	Approve
Certified Mental Health Technician	Part-Time Online, 2 semesters / 30 Weeks, 645 Hours Assist patients that are dealing with psychosocial or psychological problems that include: • Substance use conditions • Developmental delays and disabilities • Medical illnesses • Sources of social stress like domestic violence, homelessness, poverty....	Certified Mental Health Technician by the National Career Certification Board.	\$ 3,895.00	Mental Health and Substance Abuse Social Workers*	Master's degree	46	51	5	6	\$17.82	Approve
				Psychiatric Technicians	Postsecondary nondegree award	24	27	3	3	\$8.42	
				Psychiatric Aides	High school diploma or equivalent	138	147	9	18	\$13.37	
Certified Veterinary Assistant	Part-Time Online, 2 semesters / 30 Weeks, 685 Hours Designed to help people who love animals and have no experience working or caring for them to learn how to do exactly that. Therefore, this program can help both aspiring professionals and existing professionals in this field increase their knowledge and sharpen their skills.....	Certified Animal Worker by the National Career Certification Board	\$ 3,995.00	Veterinary Assistants and Laboratory Animal Caretakers*	High school diploma or equivalent	14	18	4	4	\$12.70	Approve
Certified Paralegal	Part-Time Online, 2 semesters / 32 Weeks, 950 Hours Designed to prepare students for certification. Therefore, you don't need to have any prior experience in the law. This program will take care of that for you. Our program aims to prepare students to sit for the Certified Paralegal exam by NALA.....	National Association of Legal Assistants (NALA) Certified Paralegal	\$ 3,995.00	Paralegals and Legal Assistants*	Associate's degree	39	40	1	5	\$14.53	Approve

Bethel University
New Certificate Programs for
the Eligible Training Provider List

Program Title	Program Description	Type of Program	Cost	Occupation Title	Typical Entry-Level Education Required	2021 Jobs	2025 Jobs	2021 - 2025 Change	Avg. Annual Openings	Avg. Hourly Earnings	Staff Recommendation	Denial Reason
Business Administration Certificate	18 Credit Hours, 48 Weeks, 1 Night / Week A program that generally prepares individuals to plan organize direct and control the functions and processes of a firm or organization. Includes instruction in management theory human resources management and behavior accounting and other quantitat....	Graduate	\$ 11,034.00	See Below							Deny	Graduate Program - does not meet credential definition (see below)
Business Management Certificate	18 Credit Hours, 30 Weeks, 1 Night / Week A program that generally prepares individuals to plan organize direct and control the functions and processes of a firm or organization. Includes instruction in management theory human resources management and behavior accounting and other quantitat....	Under-graduate Certificate	\$ 6,714.00	General and Operations Managers*	Bachelor's degree	1,208	1,269	61	123	\$38.45	Approve	
				Administrative Services Managers*	Bachelor's degree	108	114	6	11	\$46.52		
				Managers, All Others*	N/A	606	641	35	56	\$29.87		
				First-Line Supervisors of Office and Administrative Support Workers	H.S. diploma or equivalent	888	884	(4)	94	\$22.68		
				Office and Administrative Support Workers, All Other	H.S. diploma or equivalent	111	115	4	14	\$15.34		
Post Criminal Justice Certificate	18 Credit Hours, 48 Weeks, 1 Night / Week Any instructional program in corrections and criminal justice not listed above. Pre-Criminal Justice	Graduate	\$ 9,180.00	See Below							Deny	Graduate Program - does not meet credential definition (see below)
Pre Criminal Justice Certificate	18 Credit Hours, 30 Weeks, 1 Night / Week Any instructional program in corrections and criminal justice not listed above. Pre-Criminal Justice	Under-graduate Certificate	\$ 6,714.00	First-Line Supervisors of Correctional Officers*	H.S. diploma or equivalent	55	56	1	4	\$28.30	Approve	
				First-Line Supervisors of Police and Detectives*	H.S. diploma or equivalent	111	115	4	8	\$27.71		
				Correctional Officers and Jailers*	H.S. diploma or equivalent	724	735	11	68	\$16.24		
				Police and Sheriffs Patrol Officers	H.S. diploma or equivalent	587	611	24	48	\$18.68		
Customer Relationship Management Certificate	18 Credit Hours, 30 Weeks, 1 Night / Week A program that prepares individuals to supervise and monitor customer service performance and manage frontline customer support services call centers help desks and customer relations. Includes instruction in customer behavior specialized information	Under-graduate Certificate	\$ 6,714.00	First-Line Supervisors of Office and Administrative Support Workers*	H.S. diploma or equivalent	888	884	(4)	94	\$22.68	Approve	
				Customer Service Representatives	H.S. diploma or equivalent	899	900	1	123	\$15.02		
Emergency Services Management Certificate	18 Credit Hours, 30 Weeks, 1 Night / Week A program focusing on the application of the incident command system model to formulating and implementing effective response to natural and man-made disasters. Includes instruction in contingency planning hazard and risk assessment joint operations law and ethics emergency response and recovery event mitigation emergency rescue and medical operations incident command terrorism and national security issues law enforcement relief administration volunteer and citizen coordination public relations and applications to specific types of incidents.	Under-graduate Certificate	\$ 6,714.00	First-Line Supervisors of Police and Detectives*	H.S. diploma or equivalent	111	115	4	8	\$27.71	Approve	
				Public Safety Telecommunicators	H.S. diploma or equivalent	132	137	5	14	\$14.51		
Healthcare Administration Certificate	18 Credit Hours, 48 Weeks, 1 Night / Week A program that prepares individuals to develop plan and manage health care operations and services within health care facilities and across health care systems. Includes instruction in planning business management financial management public relation....	Graduate	\$ 11,034.00	Medical and Health Services Managers*	Bachelor's degree	203	208	5	18	\$38.56	Deny	Graduate Program - does not meet credential definition (see below)
Healthcare Management Certificate	18 Credit Hours, 30 Weeks, 1 Night / Week A program that prepares individuals to develop plan and manage health care operations and services within health care facilities and across health care systems. Includes instruction in planning business management financial management public relation....	Under-graduate Certificate	\$ 6,714.00	Medical and Health Services Managers*	Bachelor's degree	203	208	5	18	\$38.56	Approve	
				Healthcare Support Workers, All Other	H.S. diploma or equivalent	46	47	1	6	\$19.13		
				Medical Secretaries and Administrative Assistants	H.S. diploma or equivalent	260	256	(4)	30	\$13.85		

Bethel University
New Certificate Programs for
the Eligible Training Provider List

Information Technology Certificate	18 Credit Hours, 48 Weeks, 1 Night / Week A program that prepares individuals to apply principles of information technology computer systems management and business operations to the planning management and evaluation of information services in organizations. Includes instruction in telecomm....	Under-graduate Certificate	\$ 6,714.00	Computer and Information Systems Managers*	Bachelor's degree	65	69	4	7	\$48.87	Approve	
				Computer Network Support Specialists	Associate's degree	45	46	1	4	\$24.39		
				Computer User Support Specialists	Some college, no degree	133	145	12	14	\$21.60		
Human Resource Management Certificate	18 Credit Hours, 30 Weeks, 1 Night / Week A program that generally prepares individuals to manage the development of human capital in organizations and to provide related services to individuals and groups. Includes instruction in personnel and organization policy human resource dynamics and f....	Graduate	\$ 11,034.00	Compensation and Benefits Managers*	Bachelor's degree	<10	<10	Insf. Data	0	Insf. Data	Deny	Graduate Program - does not meet credential definition (see below)
				Human Resources Managers*	Bachelor's degree	84	86	2	8	\$33.50		
				Training and Development Managers*	Bachelor's degree	<10	<10	Insf. Data	1	Insf. Data		
				Human Resources Specialists*	Bachelor's degree	237	247	9	27	\$23.90		
				Labor Relations Specialists*	Bachelor's degree	71	68	(3)	7	\$17.98		
				Compensation, Benefits, and Job Analysis Specialists*	Bachelor's degree	41	41	1	4	\$26.06		
				Training and Development Specialists*	Bachelor's degree	74	82	7	10	\$24.83		
				Business Teachers, Postsecondary*	Doctoral or professional degree	801	727	(73)	68	\$33.12		

*per application

Credential Definition from TEGL 10-16, Change 1

A recognized postsecondary credential is defined as a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or Federal government, or an associate or baccalaureate degree, as well as **graduate degrees for purposes of the VR program** as required by section 103(a)(5) of the Rehabilitation Act of 1973, as amended by title IV of WIOA. A recognized postsecondary credential is awarded in recognition of an individual's attainment of measurable technical or industry/occupational skills necessary to obtain employment or advance within an industry/occupation. These technical or industry/occupational skills generally are based on standards developed or endorsed by employers or industry associations.

Certificates awarded by workforce development boards (WDBs) and work readiness certificates are not included in this definition because neither type of certificate is recognized industry-wide, nor documents the measurable technical or industry/occupational skills necessary to gain employment or advancement within an occupation. Likewise, such certificates must recognize technical or industry/occupational skills for the specific industry/occupation rather than general skills related to safety, hygiene, etc., even if such general skills certificates are broadly required to qualify for entry-level employment or advancement in employment.

A variety of different public and private entities issue recognized postsecondary credentials. Below is a list of the types of organizations and institutions that award recognized postsecondary credentials (not all credentials by these entities meet the definition of recognized postsecondary credential).

- A State educational agency or a State agency responsible for administering vocational and technical education within a State;
- An institution of higher education described in Section 102 of the Higher Education Act of 1965 (20 USC sec. 1002) that is qualified to participate in the student financial assistance programs authorized by title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in Federal student financial aid programs;
- An institution of higher education that is formally controlled, or has been formally sanctioned or chartered, by the governing body of an Indian tribe or tribes.
- A professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification, National Institute for Metalworking Skills, Inc., Machining Level I credential) or product manufacturer or developer (e.g., recognized Microsoft Information Technology certificates, such as Microsoft Certified IT Professional (MCITP), Certified Novell Engineer, a Sun Certified Java Programmer, etc.) using a valid and reliable assessment of an individual's knowledge, skills and abilities;
- ETA's Office of Apprenticeship or a recognized State Apprenticeship Agency;
- A public regulatory agency, which awards a credential upon an individual's fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g., Federal Aviation Administration aviation mechanic license, or a State-licensed asbestos inspector);
- A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons; or
- Job Corps, which issues certificates for completing career training programs that are based on industry skills standards and certification requirements.

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

The Executive Committee met on January 27th with five members plus staff participating. The committee received updates on accessible parking needs at the Dyer and Obion AJCs. Dyersburg State will paint the lines for a van accessible spot at the Dyersburg AJC. In Union City, Union City Paving will complete the painting when weather permitting.

Quarterly monitoring results and estimated performance were also reviewed. Monitoring is on schedule and there have not been any issues. Estimated performance results for the second quarter of the current program year showed all goals are exceeding 100% of the target except for wages for Dislocated Workers, which was still above the required 90% threshold. Estimated results are listed on the Performance Dashboard included in the handouts. Final results for the quarter from TDLWD are still pending.

The committee also heard an update on the annual Performance Accountability Review (PAR). We are awaiting a final report and an exit conference, but there were two items that were questioned during the review, including the use of the Language Line for interpretation services, instead of the state's contracted provider, and the purchase of pens, notepads, USB drives, and plastic bags for the career exploration events funded through the state's Youth demonstration grants. We have used Language Line for at least 15 years and were under the impression that the state contract could only be used by state staff. Prior to submitting a request for career exploration funds, we asked if the questioned items could be purchased and were told it was allowable. The request for funds clearly stated the items to be purchased and the purpose for those items. The request was approved by the state Workforce Services staff, who think the purchases were allowable, but the PAR staff are questioning if they should have been allowed costs. Our annual data validation review is also being held virtually this year and is expected to be completed by February 26th.

The financial status report as of December was also reviewed and fiscal performance results are listed on the Performance Dashboard. Although the requirement was waived for this year and next year, we are still tracking and striving to meet the 40% minimum participant cost rate (MPCR). The rate as of December was 43.19%. Out-of-School Youth expenditures exceeded the required 75% for program year (PY) funds at over 93%, and total Work Experience expenditures exceeded the required 20% at nearly 42%. In-School Youth expenditure rate for PY 20 funds must be at least 35%, and we are currently at about 26%. This is a huge increase from last year when we had about 6% for the whole year.

The committee also received a budget update. We've had several additional grants including the CARES Reemployment funds and Consolidated Business Grants. The grants were set to expire at the end of December, but the state extended these funds through the end of April. So far our formula participant and operating expenses are coming in under budget. Our RESEA was 77% expended but the grant, which was originally supposed to end in September, was extended to December 31st and now June 30, 2021. We have requested additional funds to sustain operations through June 30th. Our administration expenses are slightly over-budget so far with 55% expended.

The committee also received an update on Key Performance Indicators (KPIs), including the estimated results for the 2020 KPIs, the West TN goals for the 2021 KPI goals for various AJC programs, primarily for new or co-enrollments, the original proposed NW share of the goals, and the revised targets after negotiations with the state staff. After the state staff completed negotiations with all areas, we received final goals which are included in the handouts. Since this past year was the first year we had KPI goals, and COVID hit before the first quarter was over, most programs struggled to meet their goals, which was common across the state. Many programs saw decreased goals for 2021 because of this.

The committee also reviewed changes to two policies:

- Monitoring Policy Changes: There are a few minor changes such as title changes, and the policy has been updated to include information regarding data validation and the state's new process for quarterly monitoring. All changes are noted in red in the attachment included in the handouts.
- Grievance & Complaints Policy Changes: The state added several different kinds of complaints to their policy, so we added their policy changes to ours. All changes are noted in red in the attachment included in the handouts.

The committee recommends approval of the policy changes as outlined in red in the attachments (VOTE).

West TN & NW Proposed Targets for KPIs

Program	2020 West TN Goal	2020 NW Target	2020 NW Actual (estimated)	2021 West TN Goal	2021 NW Proposed Target	2021 NW Negotiated Target	Q1	Q2	Q3	Q4	% of Regional 2021 Goal	Difference
Adult and Dislocated Worker New Enrollments	1,877	380	382	1,542	236	296	51	66	110	69	19%	60
Youth New Enrollments	857	107	54	584	89	78	17	27	20	14	13%	-11
Wagner Peyser New Enrollments	9,410	2,007	871	4,687	989	989	272	206	239	272	21%	0
RESEA Co-Enrollments	170	15	1	84	28	33	4	9	11	9	39%	5
SNAP E&T New Enrollments	570	103	112	814	124	124	36	25	30	33	15%	0
TAA Co-Enrollments	50.0%	50.0%	25.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	0.0%
Jobs for Veterans State Grants New Enrollments	100	25	1	73	13	19	4	5	5	5	26%	6
Re-Entry New Enrollments (all partners)	707	309	98	416	104	104	22	30	30	22	25%	0
SCSEP -TNSCA (Unsubsidized Employment)	n/a	n/a	6	31	10	10	2	2	3	3	32%	0
Adult Ed. - Jackson State Community College	n/a	265	524	3,250	292	278	50	70	90	68	16%	-14
Adult Ed. - Weakley County Schools	n/a	333	481		361	248	44	62	80	62		-113
Integrated English Language / Civics Ed. (Memphis only)	n/a	n/a	0	328	0	0	0	0	0	0	0%	0

Monitoring and Oversight

Effective Date: February 23, 2021 ~~October 30, 2019~~

Duration: Indefinite

Purpose: To establish a policy for the conduct of monitoring of sub-recipients and the engagement of the local board in monitoring and oversight activities

Policy: Monitoring is a joint responsibility of Compliance staff and each of the administrative-level staff who are responsible for performing desktop review and monitoring of their respective area and reporting deficiencies to the appropriate Director. Fiscal and Compliance staff monitor all fiscal aspects of the programs. The Northwest Tennessee Workforce Board (NWTNWB Staff) and Tennessee Department of Labor and Workforce Development (TDLWD) staff, or their agents, monitor subcontractors and in-house operations. The State Comptroller's Office may also conduct an audit.

The Northwest Tennessee Workforce Board will conduct monitoring and oversight of its' contractors and sub-recipients in receipt of WIOA funds. A pre-award financial review and / or on-site post-award monitoring of recipients that have little or no workforce program experience will be conducted no later than one hundred twenty (120) days after the award of a contract. All activities conducted and records maintained will be subject to monitoring and evaluation, including from both a fiscal, including procurement, and programmatic aspect. The NWTNWB Director of Performance and Compliance shall be responsible for overseeing the monitoring of each program activity and for ensuring corrective actions are taken when problems are found.

Programmatic, fiscal, and procurement monitoring may be completed through desktop review, on-site review, including reviews of policies, plans, and procedures governing all segments of program activities and program operations at least once during the program year, or a combination of the two processes. The review may include examining program records, questioning employees, interviewing participants, policy reviews, and entering any site or premise which receives WIOA funds. Participant files may be reviewed through random sampling. Monitoring will also determine compliance with the general procurement standards outlined in 2 CFR 200.318: "The non-Federal entity must use its own documented procurement procedures which reflect applicable State and local laws and regulations, provided that the procurements conform to applicable Federal law and the standards identified in this section." The monitoring review is designed to help reduce possible audit exceptions, sanctions and unallowable costs. Monitoring at the Northwest TN Workforce Board, State, and Federal level will include a sample review of the Service Provider(s) and One-Stop Operator monitoring, oversight and quality control of participant training and corresponding employer payroll records, as well, as a sample review of how work-based activities align with and are facilitating the progress of career pathway strategies outlined in the local plan.

Monitoring and Oversight Functions by Staff

Compliance Coordinator - Responsible for developing and maintaining a schedule that will ensure one or more monitoring reviews per year of all aspects of the WIOA program. Write systematic procedures for monitoring of all service components for compliance with WIOA regulations and policies. Monitor all adult, dislocated worker, and youth training activities to assure compliance with local, state, and federal WIOA guidelines. Perform a fiscal review of source documents of contractors and/or vendors to assure compliance. Produce written report (s) of all monitoring findings on contractor and/or vendors to the Director of Performance and Compliance, Executive Director and Contractor and the NWTNWB. Work with appropriate staff/contractors to remedy any findings. Conduct follow-up visit to affirm corrective

action is taken in a timely manner. Monitor participant eligibility information and training documents. Performance related issues including monitoring for proper documentation, appropriate dates, allowable activities, etc. Serve as a contact for state monitors and auditors during their monitoring activities in NWTNWB. Provide input to and participate in the review/evaluation process for Requests for Proposal process.

Fiscal Staff – Responsible for desktop review of subcontracts, invoices, support service contracts and reimbursements on a monthly basis, as well as grant budget and expenditure rates.

Director of Performance and Compliance - Provide policy and direction to Career Service Provider, Business Services **staff Coordinators**, Compliance **Coordinators**, and subcontractors regarding eligibility and record keeping. Responsible for reviewing program objectives and preparing participant status reports on a monthly basis.

EO Officer - Responsible for on-site review of facilities to assure compliance with state and federal regulations.

Monitoring and Oversight by Function

PROCUREMENT – Procurement of goods and services are monitored on an ongoing basis by the Northwest Tennessee Workforce Board Staff. Staff prepare requisitions for purchase and secure approval of the Director of Finance & Administrative Services and/or Executive Director or his/her designee. The Financial Coordinator reviews purchases prior to approval by the Director of Finance

FISCAL – Budgets and expenditures of all grants are monitored on a monthly basis by the Director of Finance and reported to the Executive Director and reported quarterly to the Northwest Tennessee Workforce Executive Committee. Monthly reports are prepared based on the organization's accounting system and approved prior to submission to the TDLWD. A review of expenditure and budget levels is made on a periodic basis dependent upon the particular grant.

Every subcontract must be fiscally monitored during the contract period. The Compliance Coordinator will keep a file for each individual contract and keep the monitoring report updated. The fiscal monitoring process is as follows:

- One Stop Operator and Career Service Providers contract invoices are reviewed monthly.
- For On the Job Training and Incumbent Worker Training Contracts, if the contract allows for contractors to bill at the end of the participant's training, the invoice is monitored once received for payment. A minimum of one invoice must be monitored per contract.
- Back-up documentation supporting the invoice must be included. Back-up documentation is defined as supporting documents for amounts on the invoice.

PROGRAM OBJECTIVES – Program Objectives are monitored on a monthly basis. The Executive Director and Director of Performance and Compliance review internal reports submitted by the Career Service Provider and One Stop Operator Staff and/or contractor and prepares summary reports to be reviewed by the Northwest Tennessee Workforce Board.

GRIEVANCE PROCEDURES – Monitoring includes a review of a sample of participant files to assure that the participant has acknowledged receipt of a registrant handbook and grievance procedures.

RECORD KEEPING – All contracts, participant and fiscal records are to be maintained for a minimum of five years, unless subject to audit which are kept until the audit is concluded.

EQUAL EMPLOYMENT OPPORTUNITY – On-site visits to subcontractors and in-house operations include an interview with participants regarding their knowledge of Equal Employment Opportunity and a viewing of appropriate equal opportunity posters.

AMERICANS WITH DISABILITIES ACT – On-site visits to subcontractors and in-house operations include discussions with subcontractors and a review of the property.

On-Site Program Evaluation

The purpose of the on-site evaluation process is for the Compliance Coordinator to observe each program, to see how the program is being implemented, meet and interview some of the participants to assess their satisfaction/success with the program and to observe that funds are being spent according to the contract. There are specific monitoring questions to be utilized during the on-site review according to the program. The current contracts that require on-site evaluation (subject to change) are On-the-Job Training contracts and may include the One Stop Operator and Career Service Provider. **Site reviews may be conducted virtually as needed.**

One-Stop Operator Monitoring & Oversight

The Northwest TN Workforce Board will monitor the activities of the One-Stop Operator at least once annually during the contract period, no less than sixty (60) days prior to the expiration date of the contract. The monitoring process will determine compliance with the contractual agreement, federal, state and NWTNWB policies.

Additionally, all invoices will be monitored prior to payment, including review of source documents supporting payments. In the event of inappropriate or undocumented requests for reimbursement, the Authorized Signatory Authority will be notified and given an opportunity to provide additional documentation and/or explanation. The Director of Performance and Compliance will consult with the **Director of Finance & Administrative Services Chief Operating Officer** regarding any final adjustments to the invoice.

Upon completion of a monitoring, the Performance and Compliance staff will develop a formal, written, monitoring report, detailing the results of the monitoring, including any necessary corrective action. The report is forwarded to the Executive Director for review prior to issuing the final report to the One-Stop Operator Signatory Authority. The final report will be issued within thirty (30) days of the completion of the review. Continued monitoring will occur if the Correction Action Plan is deemed inadequate. Results of the monitoring will be reported to the Executive Committee of the NWTNWB, who will then report results to the full NWTNWB, which includes the Consortium of Local Elected Officials as ex-officio members.

Service Provider(s) Monitoring & Oversight

The Northwest TN Workforce Board will monitor the activities of the Service Provider(s) at least once annually during the contract period, no less than sixty (60) days prior to the expiration date of the contract. The monitoring process will determine compliance with contractual agreements, federal, state and NWTNWB policies.

In addition, a minimum of a 20% sample of the newly enrolled participants will be monitored on an on-going basis for eligibility and other compliance factors, including but not limited to, providing appropriate service strategies, proper documentation, accurate recording of data, and timely case notes. The NWTNWB will utilize the TDLWD Program Accountability Review form, Data Validation

guidelines, policies of the Board, policies of the TN Department of Labor and Workforce Development, the WIOA, federal regulations and guidance, and other relevant information as the basis of the review of the following areas:

- Date of WIOA Application in Jobs4TN
- Eligibility Date in Jobs4TN
- Contact Information (Social Security Number, Address, Phone Numbers)
- Demographic Information (DOB, Gender, US Citizenship, Selective Service if applicable, Race, Disability)
- Veteran Information
- Employment Information
- Education Information
- Public Assistance Information
- Barriers
- Household and Income
- Federal Initiatives
- Eligibility Summary
- Eligibility correctly entered in Jobs4TN with supporting documentation in the electronic file verifying how they were made eligible. The income table for Adult/DW/Youth should be attached to support the time-period of eligibility if making eligible based on income.
- If the participant was made eligible as a youth (family of one) based on a disability, supporting documentation showing proof of the disability must be in the file.
- Data has been keyed and documents uploaded to VOS within 10 days.
- Assessment used and uploaded to documents in VOS
- Objective Assessment keyed for Youth – Dates should match activities keyed in VOS
- Individual Employment Plan/Service Strategy (goals to be in line with the participants plan) – Dates should match activities keyed in VOS
- Appropriate Activities keyed in VOS with documentation to back up dates: for Youth – 14 Elements reflected accordingly
- Case Notes are required monthly and should be detail oriented and clearly explain what is actively occurring with the participant. It is crucial that staff is obtaining direct contact with the participant or school/institution to determine their current progress in school.
- EO statement/Grievance complaint procedure.
- Proof of other grant coordination in the file (SAR showing they are getting pell, lottery, etc. The EAS form can be used to show proof of the SAR).
- Review all ITAs and travel authorizations with back up documentation.

Identification of significant compliance issues may result in expansion of the sample. A sample of participant files identified to close/exit will be reviewed for compliance with closure/exit data and documentation. Further, all invoices will be monitored prior to payment, including review of source documents supporting payments. In the event of inappropriate or undocumented requests for reimbursement, the Authorized Signatory Authority will be notified and given an opportunity to provide additional documentation/explanation. The Director of Performance and Compliance will consult with the Director of Finance & Administrative Services regarding any final adjustments to the invoice.

Upon completion of a monitoring, the Performance and Compliance staff will develop a formal, written, monitoring report, detailing the results of the monitoring, including any necessary corrective action. The report is forwarded to the Executive Director for review prior to issuing the final report to the

Service Provider Signatory Authority. The final report will be issued within thirty (30) days of the completion of the review. Continued monitoring will occur if the Correction Action Plan is deemed inadequate. Results of the monitoring will be reported to the Executive Committee of the NWTNWB, who will then report results to the full NWTNWB, which includes the Consortium of Local Elected Officials as ex-officio members.

Data Validation

In accordance with TDLWD policy, each local workforce development board (LWDB) will also be responsible to conduct quarterly data validation review of each program for which they are a sub-recipient of program funds. The results of the data validation must be submitted quarterly to the State Workforce Development Board (SWDB) along with LWDB's quarterly monitoring report. The LWDB must conduct the number of data validation reviews based on the sample size established by the TDLWD Workforce Services (WFS) staff. Notification of sample size will be sent to the LWDBs through a 'Notice of Data Validation.' During the validation process, any files that contain data errors will be expected to be corrected within 30 business days after the submission of the quarterly monitoring report.

Service Provider Monitoring (as Contracting Authority)

It is the responsibility of the Service Provider to monitor (fiscal/programmatic and desktop/onsite) their subcontracts at least annually, as well as a sample of participant files. The Service Provider will submit a plan/schedule of monitoring to the Northwest TN Workforce Board. A copy of any completed monitoring reports will be due by the 10th of the month for the previous month.

The Service Provider is also responsible for monitoring a sample of all other participants (non-work-based training) for eligibility, service strategy, expenditures and data validation elements.

One-Stop Operator Oversight

It is the responsibility of the One-Stop Operator to provide quality control checks on services provided through the American Job Center on behalf of participants and employers. This **may** includes a review of new enrollments to determine that appropriate services were provided and review of potential exits to determine if additional services are required. Additionally, the One-Stop Operator will conduct surveys with individual and employer customers of the American Job Center.

Other Subcontractor(s) Monitoring

It is the responsibility of the Director of Performance & Compliance to monitor (fiscal/programmatic and desktop/onsite) other subcontracts at least annually. Contracts for Work-Based Training must be monitored at least once by the contracting authority. Monitoring will be based on the contract agreement and may be performed by the contract manager or another position. If the Work-Based Training is for reimbursement of wages, the employer must submit the following for review:

- Invoice form;
- Payroll records showing the gross wages paid to the trainee;
- Time records showing actual hours worked;

Onsite monitoring visits should be conducted shortly after the trainee begins work, and include additional visits at appropriate intervals (determined by the length of the training plan). Effective monitoring also includes desk review of correspondence from the employer, including payment invoices and required documentation to support those invoices.

Monitoring must also include regular review of each trainee's progress in meeting program and service strategy objectives. Such strategies should include the trainee's acquisition of basic/occupational skills and the adequacy of supportive services provided as related to work-based training. Any deviation from the work-based training contract should be dealt with and documented promptly. A sample of participant files engaged in work-based training should be monitored for eligibility, service strategy, expenditures, and data validation elements.

Additional Monitoring

The NWTNWB Board and its staff reserve the right to conduct additional monitoring outside the established procedures in this policy. Additional monitoring will only take place when there is reason to suspect that there are non-compliant practices occurring by the subcontractor. If additional monitoring is conducted, the subcontractor will be notified in writing to identify the reason and timeline to be established.

Monitoring Reports & Resolution Process

Written monitoring reports are comprised of five basic areas:

1. Scope of Contract
2. Timeliness of Invoice Submission
3. Adequacy of Documentation
4. Proper Completion of Invoice
5. Compliance within Budget Limits

A finding in a monitoring report is any specific violation of program authorization/statute, other applicable Federal, State, or local statutes, policies, or procedures, applicable appropriations, implementing regulations, Executive Orders, OMB Circulars (including 2 CFR part 200 & 2 CFR part 2900), DOL-ETA Directives, or terms and conditions of the award. Findings always require action to correct the violation and documentation of non-compliance is required. Observations or areas of concerns are not specific compliance violations but may have negatively impacted program or could lead to a finding in the future. They may include activities related to effectiveness objectives or indicators that have not been met and could possibly result in a finding at some later point if not addressed. Typically, no corrective action is specified but suggestion for improvement may be made.

Additionally, if necessary, reports will include instructions to the subcontractor for:

1. Developing a Corrective Action Plan, such as instruction on how, where, and when to submit a corrective action plan. Corrective action plans must typically be received within 30 business days of the issued monitoring report unless otherwise stated.
2. Addressing Questioned Costs such as providing missing documentation, making repayments, or transferring costs to another source.

NWTNWB Compliance staff will track issues until the corrective action is completed and may verify on-site if appropriate. If action is not completed within the required timeframe, additional actions may be taken if needed and may include:

1. Temporarily withhold cash payments;
2. Disallow all or part of the cost of the activity or action not in compliance;
3. Wholly or partly suspend or terminate the award; or
4. Take other remedies that may be legally available.

Submission of Quarterly Monitoring Reports

Each LWDB must submit a quarterly report that outlines the results of their monitoring to WFS staff by the designated deadline in the format prescribed by WFS. The submitted reports will be reviewed to ensure compliance, track progress, identify concerns, and locate best practices. A report for each LWDB and planning region will be compiled and WFS staff will address concerns or offer technical assistance as needed.

Appeals Process

In the event of a disagreement resulting from the monitoring process, the contractor and / or sub-recipient may choose to file an appeal. A disagreement is considered to have reached the level of an appeal when an issue arises that is not easily coming to a point of resolution. It is the responsibility of the LWDB Chair (or designee) to coordinate the dispute resolution to ensure that issues are being resolved appropriately through the appeal process:

- (1) Any disputes shall first be attempted to be resolved informally.
- (2) Should informal resolution efforts fail, the appeal process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the LWDB Chair (or designee) regarding the conflict within 10 business days.
- (3) The LWDB Chair (or designee) shall place the dispute on the agenda of a special meeting of the LWDB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a 2/3 majority consent of the Executive Committee members present.
- (4) The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the contractor and / or sub-recipient agencies.
- (5) The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure.
- (6) The Executive Committee must provide a written response and dated summary of the proposed resolution to all parties.
- (7) The LWDB Chair (or designee) will contact the petitioner and the appropriate parties to verify that all are in agreement with the proposed resolution.

Reference: 2 CFR 200.331

Related TDLWD Policy: Monitoring ~~Guide~~

Vetted and Approved by the Northwest Tennessee Workforce Board: February 23, 2021 ~~October 30, 2019~~

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

Grievance and Complaint Resolution

Effective Date: February 23, 2021 ~~May 22, 2018~~

Duration: Indefinite

Purpose: To establish a complaint and grievance policy for participants and other interested parties to address alleged violations of the requirements of Title I of the WIOA.

Policy: The Northwest Tennessee Workforce Board Grievance and Complaint resolution is as follows:

Non-Discriminatory Complaints

This complaint procedure is limited to complaints and/or grievances that are non-discriminatory in nature, ~~such as unjust denial of WIOA services that are not discriminatory in nature, hostile work environment experienced during participation in a WIOA-funded program, other complaints against employers that relate to a WIOA-funded program, and complaints made by staff within the Local Workforce Development Area (LWDA) against either other staff or against a sub-recipient entity.~~ This procedure applies to ~~staff~~, program participants, applicants, service/training providers, and other interested parties. In cases where discrimination is alleged, a different process is used, and the LWDA's Equal Opportunity Officer handles the complaint. ~~Complaints made by LWDA staff against other LWDA staff or a sub-recipient entity may also follow the Employee complaints will be addressed through~~ procedures prescribed by the Employer of Record for Staff to the Board, Partners and Providers. One-on-one assistance is available for individuals with disabilities when necessary.

~~Informal procedures and a hearing will be initiated to resolve the applicant/participant's complaint within 60 days. If these procedures do not resolve the issue to the applicant/partisan's satisfaction, the Executive Director will advise the individual of the formal complaint procedure as follows:~~

- 1) All complaints must be submitted in writing to the Executive Director at the Northwest Tennessee Workforce Board in the form of a letter via certified U.S. Mail to: Executive Director, ~~208 N. Mill Ave. 708 E. Court St.,~~ Dyersburg, TN 38024.
- 2) All complaints must include:
 - Name and address of complainant;
 - A description of the allegations, including any supporting documentation;
 - Settlement or corrective action desired by complainant;
 - If there are any witnesses, their names are included; and
 - Date of the incident (or time frame, if there is an occurrence over a period of time), and date of filing;
 - Describe attempts to resolve the issue of complaint;
 - Complaints must be submitted within 180 days of the date of the incident.
- 3) The Executive Director will provide written acknowledgement of receipt of complaint to complainant.
- 4) The Executive Director will launch an investigation.
- 5) The Executive Director will hold a formal verbal discussion with complainant within fifteen (15) working days of receipt of complaint.
- 6) The Executive Director will communicate a written decision to the complainant within ten (10) working days of the verbal discussion.
- 7) Should the complainant not be satisfied, the complainant may file a written appeal, prepared consistent with item #2 above, with the Board Chairman.
- 8) Upon receipt of an appeal, the Chairman will convene an ad hoc committee to review the appeal. The hearing will be limited to the original complaint and the complainant can choose to be represented by another individual, including legal counsel.

- 9) The committee will render a written decision to the complainant within five (5) working days of the hearing. If more time is required to reach a decision, the complainant will be notified in writing of the time by which a decision will be made.
- 10) For issues covered under this procedure, the decision of this committee may be appealed to the Tennessee Department of Labor and Workforce Development (TDLWD). If a decision has not been made within sixty (60) days, an appeal may also be made to the TDLWD.
- 11) Copies of all appeals will be forwarded to ~~the Employment and Training Administrator at~~ the Tennessee Department of Labor and Workforce Development.
- 12) All files pertaining to complaints will be maintained not less than five (5) years, and will be available to all federal and state monitors.
- 13) An individual party to a collective bargaining agreement, alleging a labor standards violation, may also submit the grievance to a binding-arbitration procedure.

The Executive Director must maintain documentation throughout the complaint process which must include, at a minimum, the Employment and Training Administration (ETA) Complaint/Apparent Violation Form, correspondence related to the complaint, and meeting minutes regarding any in-person adjudication between LWDA staff and the complainant, if applicable.

Hostile Work Environment Complaints, Unrelated to American Job Center Staff

The One-Stop Operator (OSO) must ensure complaints alleging a hostile work environment or other unfair treatment by an employer are appropriately forwarded to either the Labor Standards Unit or the Tennessee Occupational Safety and Health Administration (TOSHA).

- A. Complaints to the Labor Standards Unit: inspections of child-labor and non-smoker protection, claims for unpaid wages, and investigations of allegations of unlawful hiring practices related to illegal aliens and whether workers are lawfully authorized to work.

More information can be accessed through the following link:

<https://www.tn.gov/workforce/employers/safety---health/regulationscompliance/regulations---compliance-redirect/labor-standards-unit.html>

- B. Complaints to TOSHA: inspections of possible existence of safety and health hazards.

More information can be accessed through the following link:

<https://www.tn.gov/workforce/employees/safety-health/tosha-redirect/file-a-safetycomplaint.html>

The OSO must assist the complainant to file a complaint with the organizations listed above, to include follow up with the customer to confirm that transfer between organizations. This process must be reflected in AJC Complaint Log and documentation must be maintained at the AJC.

Discriminatory Complaints

The Workforce Innovation and Opportunity Act must comply with Title VI and VII of Civil Rights Act of 1964, Title IX of the Education Amendment of 1972, section 504 of the Rehabilitation Act of 1973, Executive Order 11, 246 and the related regulations to each. The Northwest Tennessee Workforce Board (NWTNWB) assures that it will not discriminate against any individual because of race, religion, creed, color, sex, age, disability, national origin, political affiliation, or belief. Additionally:

- It is against the law for the NWTNWB, a recipient of Federal financial assistance, to discriminate on the following basis;
- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA) on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his/her participation in any WIOA Title I - financially assisted program or activity.

The NWTNWB must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with such a program or activity.

Further, the NWTNWB agrees to take affirmative action to ensure that applicants are employed and the employees are treated equally during their employment without regard to race, religion, creed, color, sex, disability, or national origin and that such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection available to employees and applicants for employment.

Applicants/participants, or other interested parties, who feel that they have received unequal treatment should contact the Northwest Tennessee Workforce Board, Equal Opportunity Officer, 731-286-3585, TDD ~~7-1-1 731-286-8383~~. Informal procedures **and a hearing** will be initiated to resolve the applicant/participant's complaint **within 60 days**. One-on-one assistance is available for individuals with disabilities when necessary. If these procedures do not resolve the issue to the applicant/partisan's satisfaction, the Equal Opportunity Officer will advise the applicant/participant of the formal complaint procedure as follows:

If an individual thinks he / she has been subjected to discrimination under WIOA Title I – financially assisted program or activity, the individual may file a complaint within 180 days from the date of the alleged violation with either:

U.S. Department of Labor
Director, Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, D.C. 20210
202-693-6500
(TTY) 202-693-6516

TN Dept. of Labor & Workforce Development
Equal Opportunity Officer
220 French Landing Drive
Nashville, TN 37243
615-253-1331
(TDD) 615-532-2879

Northwest TN Workforce Board
Equal Opportunity Officer
~~208 N. Mill Ave. 708 E. Court Street~~
Dyersburg, TN 38024
731-286-3585
(TDD) ~~7-1-1 731-286-8383~~

To file a complaint with the NWTNWB Equal Opportunity Officer (EOO), all complaints must be submitted in writing to the EOO at the Northwest Tennessee Workforce Board in the form of a letter via certified U.S. Mail to: EOO, ~~208 N. Mill Ave. 708 E. Court St.~~, Dyersburg, TN 38024.

- 1) All complaints must include:
 - Name and address of complainant;
 - A description of the allegations, including any supporting documentation;
 - Settlement or corrective action desired by complainant;
 - If there are any witnesses, their names are included; and
 - Date of the incident (or time frame, if there is an occurrence over a period of time), and date of filing;
 - Describe attempts to resolve the issue of complaint;
 - Complaints must be submitted within 180 days of the date of the incident.
- 2) The EOO will provide written acknowledgement of receipt of complaint to complainant.
- 3) The EOO will launch an investigation.
- 4) The EOO will hold a formal verbal discussion with complainant within fifteen (15) working days of receipt of complaint.

- 5) The EOO will communicate a written decision to the complainant within ten (10) working days of the verbal discussion.
- 6) For issues covered under this procedure, the decision may be appealed to the Tennessee Department of Labor and Workforce Development (TDLWD). If a decision has not been made within sixty (60) days, an appeal may also be made to the TDLWD.

The EOO must maintain documentation throughout the complaint process which must include, at a minimum, the Employment and Training Administration (ETA) Complaint/Apparent Violation Form, correspondence related to the complaint, and meeting minutes regarding any in-person adjudication between LWDA staff and the complainant, if applicable.

If a complaint is filed with the Northwest Tennessee Workforce Board, the individual must wait either until the Workforce Board issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the NWTNWB does not give a written Notice of Final Actions within 90 days of the day on which the individual filed a complaint, the individual does not have to wait for the Workforce Board to issue that Notice before filing a complaint with the CRC. However, the individual must file CRC complaint within 30 days of the 90-day deadline.

If the NWTNWB does give written Notice of Final Action for the complaint, but the individual is dissatisfied with the decision or resolution, a complaint may be filed with CRC. An individual must file a CRC complaint within 30 days of the date on which he / she received the Notice of Final Action.

The NWTNWB is an Equal Opportunity Employer/Program; Auxiliary Aides are services are available upon request to individuals with disabilities. An individual party to a collective bargaining agreement, alleging a labor standards violation, may also submit the grievance to a binding-arbitration procedure.

Complaint Logs

A complaint log will be maintained for each American Job Center and submitted to the TDLWD in accordance with their policy. The log must contain sufficient detail to identify who filed the complaint, who received the complaint, what the complaint alleges, where the complaint was filed, and when the complaint was filed.

Reporting Fraud, Waste, and Abuse

Information and complaints involving criminal fraud, abuse, or other criminal activity must be reported immediately in one of the following three ways:

Atlanta Regional Office, Office of
Investigations, U.S. Dept. of Labor
61 Forsyth Street Southwest,
Room 6T1
Atlanta, GA 30303

Tennessee Comptroller of
Treasury
Fraud, Waste, and Abuse
Hotline:
1-800-232545.

Inspector General Office of
Investigations, Room S5514
U.S. Department of Labor
200 Constitution Ave.
Washington, DC 20210

Reference: 20 CFR 683.600(b)(1); 20 CFR 683.600(c); 29 CFR 38.1

Related TDLWD Policy: Grievance and Complaint Resolution Policy ~~(pages 3 and 7)~~

Vetted and Approved by the Northwest Tennessee Workforce Board: February 23, 2021 ~~May 22, 2018~~

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

Other Business & Updates – Jennifer Bane, Executive Director

Regional Planning Update

The West TN Regional Planning Council met January 19th and the group heard a presentation from Mark Herbison, Director of HTL Advantage, on the status of the Mega Site and current workforce studies in progress. The group also reviewed performance and KPI results, each area's local dashboard, regional's strengths and weaknesses, and updates from economic and community development partners, and the three sub-committees – Jobseeker Services, Business Services, and Career Pathways. The next meeting is scheduled for 10:00 am on Tuesday, April 20th and will be hosted virtually by our area. Vanessa Presson, HR Complex Manager for the Tyson Humboldt Complex, is scheduled to present to the group.

State Workforce Development Board Draft Policies

Five policies will be reviewed at the March 26th meeting:

1. Local Workforce Development Boards Hiring Procedures: Each Local Workforce Development Board (LWDB) must carry out the thirteen (13) responsibilities described in WIOA Sec. 107(d). To carry out these duties the LWDB may elect to do so amongst the board members or to hire a director and staff. This policy establishes the requirements that a LWDB must take in order to hire, replace, or terminate a director or additional staff. Several local board staff and chairs provided feedback on the policy, including ours. The state Workforce Services staff are reviewing the feedback and considering changes to the proposed policy. Some of the concerns noted are:
 - The membership of a required standing committee being specified, rather than left to the local board's discretion, and the requirement that core partners must serve on the committee.
 - The qualifications of an Executive Director being specified, rather than left to the local board's discretion, and being seemingly too restrictive which could eliminate potentially worthy candidates.
 - The very broad requirements under the Non-Compliance section makes it difficult to determine what actions would be considered unallowable if taken by the staff without consent or knowledge of the local board. An Executive Director is hired by the volunteer board with the expectation that this individual act on behalf of the board on a daily basis to oversee the day-to-day operations of the board's staff and their duties. **As the policy currently reads, it appears that the local board could be sanctioned, and required to repay funds, for any action taken by its staff without its consent**, even something as simple as staff person responding to an email without the approval of the board.
2. Priority of Service: This policy provides guidance on the requirements for providing priority of service to all covered persons and identified populations:
 - (1) Veterans and eligible spouses who are recipients of public assistance, low-income individuals, or individuals who are basic skills deficient.
 - (2) Individuals who are not veterans or eligible spouses but who are recipients of public assistance, low-income individuals, and individuals who are basic skills deficient (including English language learners).
 - (3) Veterans and eligible spouses who meet Title I Adult program eligibility.
 - (4) Other individuals who do not meet the statutory priority, but do meet discretionary criteria established by the Local Workforce Development Board (LWDB), and meet Title I Adult eligibility.**The policy also implements the expectation that 75% of individuals enrolled in the Title I Adult program will meet one of those top four priority levels. Any LWDB who does not meet this metric will be placed under sanctions per the State Workforce Development Board's policy.**
3. Auxiliary Aids and Americans with Disabilities Act: This policy sets forth guidance to ensure compliance with Americans with Disabilities Act (ADA) requirements, as well as ensuring access to auxiliary aids and other communication assistance. The policy also addresses the use of service dogs within American Job Centers.
4. Allowable and Unallowable Costs: This policy provides guidance on allowable and disallowed WIOA program costs (including food and beverage expenses in the context of a "working lunch", at conferences, and during travel). This policy will also define, and differentiate between, external and internal customers and provide instances where state employees, sub-grantee employees, and service providers fall into both categories. The policy also outlines guidance for employment generating activities under WIOA.
5. Senior Community Service Employment Program (SCSEP): The purpose of this policy is to outline the SCSEP program. This policy explains in detail different aspects of the program such as: Participants Wages, Duration limits, Grievances, Termination reason etc. The policy explains the different aspects of the SCSEP program, what they mean and how they are administered to program participants.

Northwest Local Workforce Development Area PY 20 Performance Dashboard

Dec-20

Fiscal Measures	Goal	Actual	Difference from Goal	% of Goal Met
Minimum Participant Cost Rate*	40%	43.19%	3%	108%
PY 19 Out-of-School Youth Expenditures	75%	93.40%	18%	125%
PY 20 In-School Youth Expenditures	35%	26.42%	-9%	75%
Youth Work Experience	20%	41.82%	22%	209%
Formula Funds Obligation Rates	80%	83.14%	3%	104%
Adult	80%	100.00%	20%	125%
Dislocated Worker	80%	61.54%	-18%	77%
Youth	80%	87.88%	8%	110%
Apprenticeship Expansion Grant	80%	86.45%	6%	108%
Rural Funding Obligation Rate	60%	63.22%	3%	105%

Adult Performance Measures	Goal	Actual	Difference from Goal	% of Goal Met
Employment Rate 2nd Quarter after Exit	82%		-82.0%	0.0%
Employment Rate 4th Quarter after Exit	82%		-82.0%	0.0%
Median Earnings 2nd Quarter after Exit	\$6,650.00		-\$6,650.00	0.0%
Credential Attainment within 4 Quarters after exit	63%		-63.0%	0.0%
Measurable Skills Gains	52%		-52.0%	0.0%

Dislocated Worker Performance Measures	Goal	Actual	Difference from Goal	% of Goal Met
Employment Rate 2nd Quarter after Exit	82%		-82.0%	0.0%
Employment Rate 4th Quarter after Exit	82%		-82.0%	0.0%
Median Earnings 2nd Quarter after Exit	\$7,600.00		-\$7,600.00	0.0%
Credential Attainment within 4 Quarters after exit	66%		-66.0%	0.0%
Measurable Skills Gains	48%		-48%	0.0%

Youth Performance Measures	Goal	Actual	Difference from Goal	% of Goal Met
Employment Rate 2nd Quarter after Exit	76.0%		-76.0%	0.0%
Employment Rate 4th Quarter after Exit	75%		-75.0%	0.0%
Median Earnings 2nd Quarter after Exit	\$3,300.00		-\$3,300.00	0.0%
Credential Attainment within 4 Quarters after exit	69%		-69.0%	0.0%
Measurable Skills Gains	45%		-45.0%	0.0%

Key Performance Indicators (January - December 2020)	Goal	Actual	Difference from Goal	% of Goal Met
Adult / Dislocated Worker New Enrollments Goal		382	382	#DIV/0!
Youth New Enrollments Goal		54	54	#DIV/0!
Wagner Peyser New Enrollments		871	871	#DIV/0!
RESEA Co-Enrollments		1	1	#DIV/0!
SNAP E&T New Enrollments		112	112	#DIV/0!
TAA Co-Enrollments		25.8%	26%	#DIV/0!
Jobs for Veterans State Grants New Enrollments		1	1	#DIV/0!
Migrant and Seasonal Farmworker New Enrollments		53	53	#DIV/0!
Re-Entry New Enrollments (all partners)		98	98	#DIV/0!
SCSEP -TNSCA (Exits)		6	6	#DIV/0!
Adult Ed. - Jackson State Community College (7/1/19-6/30/20)		524	524	#DIV/0!
Adult Ed. - Weakley County Schools (7/1/19-6/30/20)		481	481	#DIV/0!

Career Service Provider Enrollments	Goal	Actual	Difference from Goal	% of Goal Met
Adult / Dislocated Worker New Enrollments Goal	380	224	-156	59%
Youth New Enrollments Goal	107	55	-52	51%
Total New Enrollments	487	279	-208	57%

Social Media Presence	Goal	Actual	Difference from Goal	% of Goal Met
Number of Page Likes	6,912	6,559	-353	95%

American Job Center Visits	Goal	Actual	Difference from Goal	% of Goal Met
Benton	72	20	-52	28%
Carroll	386	47	-339	12%
Crockett	46	6	-40	13%
Dyer	561	77	-484	14%
Gibson	282	63	-219	22%
Henry	255	67	-188	26%
Lake	22	7	-15	32%
Obion	251	28	-223	11%
Weakley	211	37	-174	18%
Average	232	39	-193	17%

Business Services	Goal	Actual	Difference from Goal	% of Goal Met
Number of Employers Served	620	377	-243	61%
Number of Services Provided	3,890	1,811	-2,079	47%
Employers Receiving On-the-Job Training Grants	26	20	-6	76%
Number of Job Fairs / Recruitment Services	135	43	-92	32%

RESEA Services	Goal (estimated)	Actual	Difference from Goal	% of Goal Met
Completed First Scheduled Visits	580	136	-444	23%
Completed Subsequent Visit	635	101	-534	16%
Referred to Title I	10%	1%	-9%	15%
Co-Enrolled in Title I	15	0	-15	0%
Placed in Employment	12%	17%	5%	140%

Re-Entry Advanced Manufacturing (RAMP)	Goal	Actual	Difference from Goal	% of Goal Met
Number Served*	53	20	-33	38%
Completing Safety Module	46	15	-31	33%
Completing Quality Module	39	3	-36	8%
Completing Manufacturing Module	34	4	-30	12%
Completing Maintenance Module	30	4	-26	13%
Certified Production Technicians	30	3	-27	10%

*PY 20 Goals, rev. 12/2020: Carroll = 18; Dyer = 10, Gibson = 10; Obion = 15

Rural Initiative Numbers Served* (Oct. 2019 - Sept. 2021)	Goal*	Actual	Difference from Goal	% of Goal Met
Benton - Work-Based Learning (Young Adults)	11	12	1	109%
Carroll - RAMP (10) / Work-Based Learning (6 Young Adults)	16	10	-6	63%
Lake - RAMP (9) / Work-Based Learning (23 Young Adults)	32	9	-23	28%
Obion - RAMP	15	10	-5	67%
Weakley - Work-Based Learning (Young Adults)	8	0	-8	0%
Total	82	41	-41	50%

*Revised effective 11/4/2020

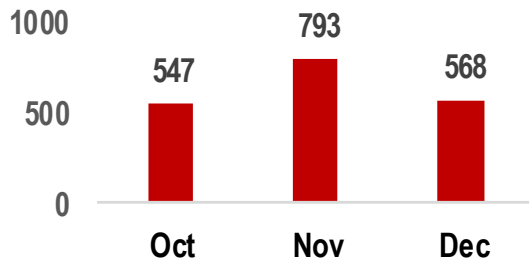
State Apprenticeship Expansion Grant (Sept. 2019 - June 2020)	Goal	Actual	Difference from Goal	% of Goal Met
Individuals Trained (new apprentices)	89	28	-61	31%

DRA Workforce Grant (Dec. 2019 - Sept. 2021)	Goal	Actual	Difference from Goal	% of Goal Met
Individuals Trained (pre-apprenticeship)	24	56	32	233%
Industry Recognized Certificates (pre / interim apprenticeship)	20	22	2	110%
Jobs Created (New Hire Apprentices)	8	7	-1	88%
Jobs Retained (Incumbent Apprentices)	8	49	41	613%
Employer Outreach Events	18	9	-9	50%
Registered Apprenticeship Occupations Developed	6	4	-2	67%
Registered Apprenticeship Occupations Supported	6	2	-4	33%
Pre-Apprenticeships	2	2	0	100%
Jobseeker Recruitment Events	12	10	-2	83%
WIOA Funding Support	\$45,000.00	\$ 58,984.61	\$13,984.61	131%

NORTHWEST TN

Serving the counties of Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, & Weakley

NW TN American Job Center (AJC) Visits



2,879

Number of visits
PY20 to date

**Virtual Services offered
whenever possible*

PY20Q2 Top 10 Reasons for Visits

1. Job Search/Resource Room
2. Unemployment Insurance
3. Career Coaching/WIOA/Title I
4. Networking Event
5. Job Search Assistance
6. Adult Education
7. Career Coaching/WFE
8. Employer Check-In
9. TAA/TRA
10. HiSet

AJC Surveys Results

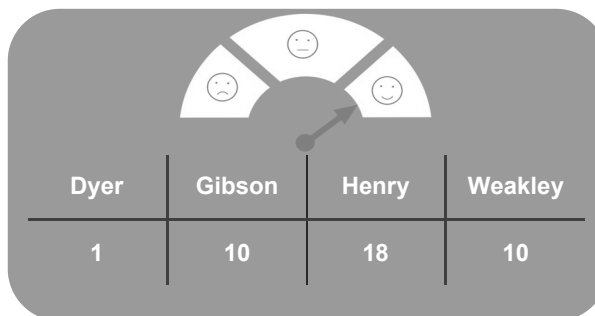
Overall, how satisfied were you with our services?

95%

37 out of 39 answered
"Completely Satisfied"

**From Oct-Dec 2020*

Number of Completed AJC Surveys by County for PY20Q2



Business Services

20

Total On-the-Job
Training Contracts as of
9/30/20

133

Enrolled in Training*

69 (52%)

Completed

18 (13%)

Did not complete*

46 (35%)

Still in Training*

20

Total
Incumbent
Worker
Training
Contracts as of
12/31/20

563

Proposed to train

548

Trained (97%)

114

Job seekers attended
Job Fairs

4

Total Job Fairs hosted

4

New Registered
Apprenticeships

56

Apprentices Trained

**From October-December 2020*

Things to Note

- New Board Member Orientation: Tuesday, February 2nd at 1:30 pm
- School Ambassador Training, February 16th or 17th at 8:30 am (Zoom)
- Next Board Meeting: Tuesday, February 23rd at 11:30 am (Zoom)
- State Board Meeting: March 26th (TBD)
- Visit us online to view upcoming job fairs, workshops, and other events:



@NWtnJobs



@nwtnjobs



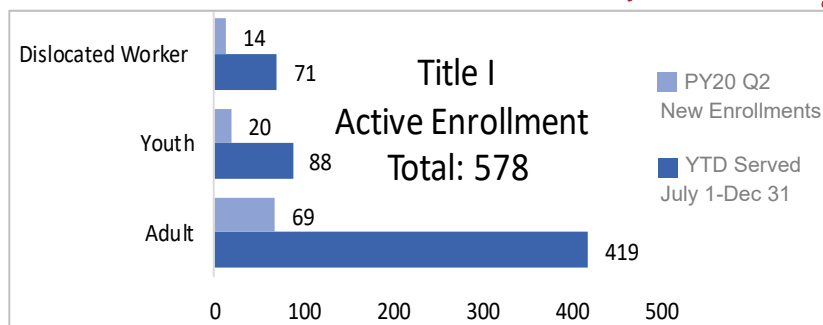
www.nwtnjobs.org

JOBS4TN.GOV

Current Unemployment Rate by County (December 2020)

Benton 7.6% | Carroll 6.9% | Crockett 5.9% | Dyer 6.6% | Gibson 6.6% | Henry 7.0% | Lake 10.6% | Obion 7.3% | Weakley 5.8%

Title I Career & Training Services



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

Title II Adult Education

County	Students	Graduates
Benton	13	0
Carroll	9	0
Crockett	1	0
Dyer	9	1
Gibson	12	1
Henry	22	4
Lake	1	0
Obion	13	0
Weakley	9	0
Totals	89	6

Temporary Assistance for Needy Families

In TANF District 7, the average wage for closed cases is \$11.04. Average Caseload per county:

Benton (3)	Carroll (12)
Crockett (5)	Dyer (15)
Gibson (13)	Henry (13)
Lake (1)	Obion (9)
Weakley (6)	

Title IV Vocational Rehabilitation

Vocational Rehabilitation served 563 customers in Northwest Tennessee, including 70 new enrollments during the last quarter. 42 were closed in successful employment.

Special Projects

The Tennessee Department of Labor and Workforce Development (TDLWD) recently launched the **Tennessee Virtual American Job Center**, bringing information about job services and programs to Tennesseans anytime, anywhere.



The unique website guides users to not only the employment assistance available to them but also other services offered by multiple state agencies.

The Service Matcher guides the user through a short series of questions to determine what assistance is available to them. The Service Matcher then populates the programs they are eligible to participate in and creates a QR code for the user that contains all the information needed to start their AJC journey.

The Tennessee Virtual American Job Center is located at www.TNVirtualAJC.com. Users can visit the site on their schedule and at their own pace. Once they find the information they are looking for, they can take the next steps needed to improve their employment situation and their future.

Title III Employment Services

Individuals that Registered	2,257
Individuals that Logged In	8,033
Distinct Individuals Receiving Services	4,438
Services Provided to Individuals	29,750
Individual Virtual Recruiters Created	378
Resumes Added	555
Internal Job Orders Created	420
Internal Job Referrals	2,778
External Job Referrals Created	8,540
Services Provided Employers	1,451
Completed Wagner Peyser (WP) Applications	6,097
Partial WP Applications	0
WP Participants	204
WP Exits	308