Meeting of the
Northwest TN Local Elected Officials Consortium
May 18, 2021 – 12:15 p.m.
Zoom Meeting

Minutes

Local Elected Officials Attending: Mayors Brett Lashlee, Joseph Butler, Gary Reasons, Chris Young, John Penn Ridgeway, Benny McGuire, Jake Bynum
Staff Attending: Jennifer Bane, Lana Burchfiel
Others Attending: Kristie Bennett, Nicole Briley, Melinda Goode, Jimmy Williamson

Welcome and Call to Order: Mayor Gary Reasons called the 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.
**Materials for all items listed below for consideration were provided to the members ahead of time, presented in the preceding board and CLEO meeting, and are included in the attached handouts. Mayor Reasons opened the meeting for discussion and questions for each item prior to voting.

Approval of Minutes:
- **MOTION: A motion to approve the June 10, 2020 minutes was made by Mayor John Penn Ridgeway and seconded by Mayor Brett Lashlee. All were in favor and the motion carried.**

Approval of the Northwest TN Workforce Board Budget:
- **MOTION: A motion to approve the program year 2021 budget as presented was made by Mayor Tom Witherspoon and seconded by Mayor Benny McGuire. All were in favor and the motion carried.**

Review of July 1, 2021 Northwest TN Workforce Board Membership Roster: Jennifer Bane reviewed the roster included in the handouts. There have been a few changes to the board roster this year, (highlighted names have been added in the past year). Since terms are 4 years, and anyone in good standing automatically renews, several members will renew for new terms effective July 1st as indicated on the handout. Cliff Sturdivant of Carroll County resigned and the vacancy was filled by Monica Heath, Director of the McKenzie Industrial Board and Chamber.

Contractor Updates: Jennifer Bane reviewed the attached monitoring reports for the One-Stop Operator (OSO) and Career Service Provider (CSP) contracts. There are no major concerns or findings. The OSO is focusing on getting more customers in the centers. The ones we see in the centers are typically the ones who don't have the resources or skills to access us virtually. Over the last year the CSP has worked on increasing youth enrollments, particularly In-School Youth (ISY) to meet the requirement that 35% of Program Year 2020 funds be spent on ISY, and have made significant progress on both. The OSO and CSP contracts will be extended for another year due to satisfactory performance.

Special Projects Updates: Jennifer Bane provided an update on the following grants:
- National Dislocated Worker Grant: We received this grant to assist with COVID relief, and this grant goes through next year. We had planned on putting two people in each county for cleaning offices or screening but have made adjustments between counties based on need. Our total enrollments are at about 50% of our goal so we are on track to meet the proposed goals. The grant includes staffing money which helped alleviate the burden of the cut to formula allocations.
- Rural Initiative Funding Projects: Due to COVID-19 restrictions and obstacles, we are repurposing the funding for RAMP for work experience. We are actively recruiting for summer work experience to utilize the funding by September 30, 2021 when the grant ends.

Other: Jennifer Bane stated that we will submit a request today for an additional $370,000 in statewide funds to use on participants to make up for the formula funding we lost, and to continue with RAMP classes as they are able to resume.

Motion to Adjourn:
- **MOTION: A motion to adjourn was made by Mayor Jake Bynum and seconded by Mayor Benny McGuire. All were in favor and the motion carried.**

Respectfully submitted,
Lana Burchfiel, Public Information Specialist

Northwest PY 2021 Budget - DRAFT
April 2021

	PY 2019	Total	Admin. (all)	Adult Prg (w/ AT)	DW Prg (w/o AT)	Youth Prg	Prg Total	Other Admin.	RESEA	DRA	DWG	Total Budget
Estimated Carryover	*$ 624,476.87*	$ 261,282.44	$ 42,245.44	$ 123,383.58	$ 46,756.39	$ 48,897.02	$ 219,036.99	$ 72,091.62	$ -	$ 26,346.52	$ 586,539.81	**$ 946,260.39**
PY 21 / FY 22 Funds	*$ 1,995,408.21*	$ 1,750,867.66	$ 175,086.77	$ 617,404.67	$ 346,679.45	$ 611,696.77	$ 1,575,780.89	$ 20,212.77	$ 164,593.56	$ -	[redacted]	**$ 1,935,674.00**
Total Budget	***$ 2,619,885.08***	**$ 2,012,150.10**	**$ 217,332.21**	**$ 740,788.25**	**$ 393,435.84**	**$ 660,593.79**	**$ 1,794,817.89**	**$ 92,304.40**	**$ 164,593.56**	**$ 26,346.52**	**$ 586,539.81**	**$ 2,881,934.39**
PY 20 Budget	*$ 2,619,885.08*	*$ 2,619,885.12*	*$ 309,377.89*	*$ 950,235.35*	*$ 583,318.60*	*$ 776,953.28*	*$ 2,310,507.23*	[redacted]	*$ 232,165.00*	[redacted]		*$ 2,852,050.12*
Difference	*$ (607,734.98)*	*$ (607,735.02)*	*$ (92,045.68)*	*$ (209,447.10)*	*$ (189,882.76)*	*$ (116,359.49)*	*$ (515,689.34)*		*$ (67,571.44)*			*$ 29,884.27*
IFA Expenses (including OSO)	*$ 164,244.14*	**$ 170,900.63**	$ 6,311.37	$ 100,399.45	$ 21,396.60	$ 42,793.21	$ 164,589.26	$ 2,798.83	$ 67,462.43	[redacted]		$ 241,161.89
Career Service Provider	*$ 806,282.00*	**$ 675,937.71**	[redacted]	$ 412,322.00	$ 87,871.90	$ 175,743.80	$ 675,937.71	[redacted]	$ 90,280.05	[redacted]	$ 130,344.33	$ 896,562.09
Board / Fiscal Agent Expenses	*$ 807,874.26*	**$ 832,483.59**	$ 291,794.38	$ 297,379.06	$ 75,696.49	$ 167,613.65	$ 540,689.20	[redacted]	$ 6,851.08	$ 26,346.52	[redacted]	$ 865,681.19
Total Operating Expenses*	*$ 1,778,400.40*	**$ 1,679,321.92**	**$ 298,105.75**	**$ 810,100.51**	**$ 184,964.99**	**$ 386,150.67**	**$ 1,381,216.17**	**$ 2,798.83**	**$ 164,593.56**	**$ 26,346.52**	**$ 130,344.33**	$ 2,003,405.17
Board changes		*$ 24,609.33*	*$ 47,329.50*			*$ (22,720.18)*	*$1,512,496.96 = PY 19 actual* *$1,245,956.26 = PY 20 estimated*					
Remaining Balance	*$ 713,469.70*	$ 332,828.17	$ 8,732.02	$ (69,312.26)	$ 208,470.85	$ 274,443.13	$ 413,601.72	$ 89,505.57	$ -	$ -	$ 456,195.48	
Adult Transfer		$ -	[redacted]	$ 204,228.53	$ (204,228.53)	[redacted]	$ -	[redacted]				$ 2,417,006.88
Revised Balance	***$ 713,469.70***	**$ 332,828.17**	**$ 8,732.02**	**$ 134,916.27**	**$ 4,242.32**	**$ 274,443.13**	**$ 413,601.72**					
Participant Formula Balance*		**$ 331,183.86**	[redacted]	**$ 52,498.41**	**$ 4,242.32**	**$ 274,443.13**	**$ 331,183.86**	*Adult Participant Budget reduced to ensure carryover funding for July - September 2022*				
Original PY 20 Formula Budget	*$ 650,411.05*	*$ 650,411.05*		*$ 203,186.55*	*$ 73,500.00*	*$ 373,724.50*	*$ 650,411.05*					
Difference	*$ (319,227.19)*	*$ (319,227.19)*		*$ (150,688.14)*	*$ (69,257.68)*	*$ (99,281.37)*	*$ (319,227.19)*					
Rural Funds, DWG	*$ 361,704.97*	**$ 456,195.48**		**$ 155,520.63**	**$ 300,674.85**	[redacted]	**$ 456,195.48**	*$1,230,712.68 = PY 19 actual (all grants)*				
Total Participant Budget	***$ 692,888.83***	**$ 787,379.33**		**$ 208,019.03**	**$ 304,917.17**	**$ 274,443.13**	**$ 787,379.33**	*$709,497.87 = PY 20 actual (all grants) as of 3/31/21*				$ 2,790,784.50
PY 20 Total Participant Budget	*$ 94,490.51*	*$ 1,012,116.02*	**$ -**	*$ 440,558.71*	*$ 197,832.81*	*$ 373,724.50*	*$ 1,012,116.02*	*$ 945,997.16*	*(estimated PY 20 actual)*			
Difference		*$ (224,736.69)*	**$ -**	*$ (232,539.68)*	*$ 107,084.36*	*$ (99,281.37)*	*$ (224,736.69)*					
July - Sept. 2021 Operating Budget												
Carryover Funds		$ 91,149.88	$ 8,732.02	$ 82,417.86	$ -	$ -	$ 82,417.86					$ 91,149.89
April / July 2021 Funding		$ 864,494.77	$ 86,449.48	$ 103,044.85	$ 63,303.67	$ 611,696.77	$ 778,045.29					
Total Funding		**$ 955,644.65**	**$ 95,181.50**	**$ 185,462.71**	**$ 63,303.67**	**$ 611,696.77**	**$ 860,463.15**					
July - Sept. Operation Costs		$ 419,830.48	$ 74,526.44	$ 202,525.13	$ 46,241.25	$ 96,537.67	$ 345,304.04					
Remaining Balance		$ 535,814.17	$ 20,655.06	$ (17,062.42)	$ 17,062.42	$ 515,159.11	$ 515,159.11					
Adult Transfer		$ (115,983.69)	$ -	$ 17,062.42	$ (17,062.42)	$ -	$ (169,855.07)					
Revised Balance		**$ 651,797.87**	**$ 20,655.06**	**$ 0.00**	**$ -**	**$ 515,159.11**	**$ 685,014.18**					

NWTNWB Budget Items	Detailed Explanation / Purpose	Total (all grants)	IFA Share	RESEA Share	DRA Share	Rural Share	DWG Share	Admin Share	Program Share
Personnel	Executive Director, Deputy Director, Director of Facilities/IT, Director of Performance/Compliance, Director of Admin. Services, Business Services Representative (2), Compliance Coordinator, Fiscal Coordinator, Public Information Specialist	$ 538,917.86	$ 81,439.20	$ 4,555.42	$ 18,215.24			$ 167,085.73	$ 349,061.47
Fringe	Social Security, Medicare, FUTA, SUTA, Health Insurance, 401K, Annual Leave	$ 229,213.33	$ 23,333.97	$ 1,782.36	$ 5,162.92			$ 77,629.53	$ 144,638.52
Travel	Board staff travel costs for the purpose of fulfilling daily responsibilities, and may include overnight costs, when appropriate. Subject to State of TN Travel Regulations.	$ 10,000.00	$ -	$ -	$ 2,856.99			$ 3,857.23	$ 3,285.78
Equipment	Replacement laptops, printers / copiers, hard drives, etc. - as needed	$ 2,000.00	$ -	$ -	$ -			$ 516.00	$ 1,484.00
Supplies	Office supplies for board staff	$ 5,000.00	$ -	$ 30.00	$ 111.38			$ 1,290.00	$ 3,568.62
Contractual									$ -
Printer / Copier Rental	*Konica Minolta for board staff, AJC flyers & brochures, annual reports*	$ 4,500.00	$ -	$ 27.00	$ -			$ 1,161.00	$ 3,312.00
OJTs	*On-the-Job Training Grants to Employers for Title I Participants*	$ 163,175.37	$ -	$ -	$ -		$ 7,518.96		$ 194,392.81
CSP: Staffing & Operations	*Title I Adult, Dislocated Worker, and Youth services*	$ 896,562.09	$ -	$ 90,280.05	$ -		$ 130,344.33		$ 675,937.71
CSP: Participant Costs	*ITAs, including those used to support RAMP, REAP, and other Registered Apprenticeships, Supportive Services, Work Experience, and Transitional Jobs*	$ 624,203.96	$ -	$ -	$ -	$ 155,520.63	$ 293,155.89	$ -	$ 136,791.05
IFA (including OSO)	*Title I and RESEA portions of shared infrastruture and additional costs*	$ 241,161.89	$ 59,816.09	$ 67,462.43	$ -			$ 9,110.20	$ 164,589.26
Other									
3rd Party Services	*Insurance Policies (D&O, workers comp, contents), Audit, Tax Services, Shredding, Memberships & Dues, Subscriptions (EMSI, Career Ready 101, Career Coach), QuickBooks*	$ 52,000.00	$ -	$ 312.00	$ -			$ 34,050.00	$ 17,638.00
Rent	*Administrative Office ($650 per month)*	$ 7,800.00	$ -	$ 46.80	$ -			$ 2,012.40	$ 5,740.80
Printing & Publications	*AJC Flyers & Brochures, Annual Reports, etc.*	$ 1,000.00	$ -	$ 6.00	$ -			$ 258.00	$ 736.00
Communications	*Postage, Verizon Data Plans, Vonage Phones, Internet, Conference Calls, Zoom*	$ 12,000.00	$ -	$ 72.00	$ -			$ 3,096.00	$ 8,832.00
Building Maintenance	*Repair costs, security and building items, etc. - as needed*	$ 250.00	$ -	$ 1.50	$ -			$ 64.50	$ 184.00
Staff Training	*Estimated training costs for 10 board staff*	$ 3,000.00	$ -	$ 18.00	$ -			$ 774.00	$ 2,208.00
Total Budget		**$ 2,790,784.50**	**$ 164,589.26**	**$ 164,593.56**	**$ 26,346.52**	**$ 155,520.63**	**$ 431,019.18**	**$ 300,904.58**	**$ 1,712,400.03**
		Total	**IFA**	**RESEA**	**DRA**	**Rural**	**DWG**	**Admin**	**Program**

CSP Budget Items	Detailed Explanation / Purpose	Total	IFA	RESEA	DRA	Rural	DWG	Admin	Program
Personnel	Executive Director, Financial Coordinator, Career Services Coordinator (2), Quality Advisor, Career Advisor (7), Employment Specialists (7)	$ 491,145.59		$ 57,869.51					$ 433,276.07
Fringe	DSCC provides State of TN benefits including Medical Insurance, Retirement, 401K Match, Longevity and FICA/FICA Med.	$ 206,112.58		$ 24,285.33					$ 181,827.24
Travel	CSP staff travel costs for the purpose of fulfilling daily responsibilities, and may include overnight costs, when appropriate. Subject to State of TN Travel Regulations.	$ 27,583.84		$ 3,250.08					$ 24,333.76
Supplies	Office supplies for CSP staff	$ 4,597.31		$ 541.68					$ 4,055.63
Contractual	Registered Electrical Apprenticeship Preparation (REAP) Program	$ 30,000.00							$ 30,000.00
Other									$ -
Participant Costs	ITAs (including RAMP), Supportive Services, Work Experience, Transitional Jobs	$ 594,203.96				$ 155,520.63	$ 293,155.89		$ 145,527.44
Indirect	Negotiated indirect not to exceed approved indirect cost rate	$ 36,778.45		$ 4,333.44					$ 32,445.01
Total Budget		$ 1,390,421.72	$ -	$ 90,280.05					$ 851,465.15

IFA Budget Items	Detailed Explanation / Purpose	Total	IFA	RESEA	DRA	Rural	DWG	Admin	Program
Personnel	Public Information and IT / Facilities Staff	$ 28,880.65		$ 8,414.31					$ 20,466.34
Fringe	Public Information and IT / Facilities Staff	$ 5,415.16		$ 1,577.68					$ 3,837.48
Travel	Travel for IT / Facilities Staff	$ 1,805.06		$ 525.89					$ 1,279.16
Supplies	Shared office and cleaning supplies	$ 906.73		$ 264.17					$ 642.56
Contractual	One-Stop Operator Contract	$ 80,834.46		$ 23,550.75					$ 57,283.71
Other									
Rent	Benton, Carroll, Crockett, Dyer, Gibson, Lake, Obion, and Weakley AJCs	$ 93,528.55		$ 27,249.11					$ 66,279.43
Utilities	Henry and Weakley AJCs	$ 1,679.59		$ 489.34					$ 1,190.25
Communications	Printing & Publications, Postage, Internet, Copier Rentals, Telephone & Fax (across all nine AJCs)	$ 13,899.14		$ 4,049.45					$ 9,849.69
3rd Party Services	Dues, Subscriptions, Advertising, Janitorial, Secuirty, Maintenance, and Repair Services (across all nine AJCs)	$ 8,963.37		$ 2,611.44					$ 6,351.93
Indirect	Included in OSO Contract	$ 5,249.18		$ 1,529.32				$ 3,719.86	$ -
Total Budget		$ 241,161.87	$ -	$ 70,261.46	$ -	$ -	$ -	$ 3,719.86	$ 167,180.55

Northwest Tennessee Workforce Board Roster, 7/1/2021

LWDB Member Name	Date Approved by Program Integrity Staff	Member Demographic Information		LWDB Member Organization	Representation Category	LWDB Member County	Nominator Name	Nominator Organization	Start of LWDB Member Term	End of LWDB Member Term
Rita Alexander*	6/3/2019	Female	White	Gibson Electric Membership Corp	Business	Gibson	Libby Wickersham	Gibson Co Chamber of Commerce	7/1/2019	6/30/2023
Neely Ashby*	6/3/2019	Female	White	Henry County Medical Center	Business	Henry	Travis McLeese	Paris-Henry Co Chamber of Commerce	7/1/2019	6/30/2023
John G. Castellaw*	6/3/2019	Male	White	Farmspace Systems LLC	Business	Crockett	Charlie Moore	Crockett Co Chamber of Commerce	7/1/2019	6/30/2023
R. Keith Cursey	6/3/2019	Male	White	MTD Products	Business	Weakley	Barbara Virgin	Weakley Co Chamber of Commerce	7/1/2019	6/30/2023
Bedford Dunavant	6/3/2019	Male	White	Union City Insurance	Business	Obion	Lindsay Frilling	Obion Co. Economic Development District	7/1/2019	6/30/2023
Brad Hurley*	6/3/2019	Male	White	Carroll County Trophy	Business	Carroll	John Sanders	Carroll Co Chamber of Commerce	7/1/2019	6/30/2023
Randy S. Shannon	9/13/2019	Male	White	Shannon Office of Law	Business	Benton	Stephanie Harcleroad	Benton Co. Chamber of Commerce	10/1/2019	6/30/2023
Ben Marks*	6/3/2019	Male	White	Mark's Building Materials	Business	Benton	Sara Kilgore	Benton Co. Chamber of Commerce	7/1/2019	6/30/2023
Kristy Mercer	6/3/2019	Female	White	Ceco Door	Business	Gibson	Julie Allen-Burke	Milan Chamber of Commerce	7/1/2019	6/30/2023
Ted Piazza*	6/3/2019	Male	White	Rack-IT Industries	Business	Gibson	Libby Wickersham	Gibson Co Chamber of Commerce	7/1/2019	6/30/2023
Tommie St. John	10/23/2020	Female	White	Sweet Jordan's	Business	Henry	Travis McLeese	Henry Co. Chamber of Commerce	10/29/2020	6/30/2023
Gayanne Williams	6/3/2019	Female	White	Citizens of Lake Co for Healthcare, Inc	Business	Lake	Marcia Perkins Mills	Lake Co Chamber of Commerce	7/1/2019	6/30/2023
Jimmy Williamson*	6/3/2019	Male	White	Aztec Pest Control	Business	Dyer	Allen Hester	Dyersburg/Dyer Co Chamber of Commerce	7/1/2019	6/30/2023
Lana Hammons	5/8/2019	Female	White	Develey Mustard & Condiments Corp	Business	Dyer	Tim Climer	Dyersburg/Dyer Co Chamber of Commerce	5/21/2019	6/30/2023
William Eddie White	10/29/2019	Male	White	United Auto Workers Local 9025	Labor	Henry	Anthony D. Phifer	United Auto Workers	11/1/2019	6/30/2023
Brendan Powell	9/2/2020	Male	Black	United Food & Commercial Workers Union, Local 1529	Labor	Other	Rick Slayton	United Food & Commercial Workers Union, Local 1529	7/1/2021	6/30/2025
Jon Dougherty	6/3/2019	Male	White	Amteck	Labor	Dyer	David Wagner	Amteck	7/1/2019	6/30/2023
Amy McDonald	2/4/2020	Female	White	Tennessee Homeless Solutions	Labor	Dyer	Debbie Todd	TN Homeless Solutions	2/1/2020	6/30/2023
Willie Huffman	12/2/2020	Male	Black	TCAT-Paris (Youth)	Labor	Henry	Dr. Brad White	TCAT Paris	7/1/2021	6/30/2025
Lindsay Frilling	10/30/2018	Female	White	Union City Boys and Girls Club (Youth)	Labor	Obion	Mayor Benny McGuire	Obion County	7/1/2021	6/30/2025
Angela Hollingsworth	7/29/2019	Female	White	Weakley County Schools	Adult Education	Weakley	Mark Maddox	Weakley Co Schools	7/29/2019	6/30/2023
Landy Fuqua	6/3/2019	Female	White	University of TN at Martin Reed Center	Higher Education	Weakley	Robert Smith	UT Martin	7/1/2019	6/30/2023
Melinda Goode	1/29/2021	Female	White	Northwest TN Development District	Economic/Community Dev.	Weakley	Mayor Tom Witherspoon	NWTN HRA / DD Chair	7/1/2021	6/30/2025
Kristie Bennett	10/30/2018	Female	White	Tennessee Department of Labor and Workforce Development	Wagner-Peyser	Carroll	Deniece Thomas	Workforce Services	7/1/2021	6/30/2025
David Parrish	10/30/2018	Male	White	Tennessee Department of Human Services, Vocational Rehabilitation	Vocational Rehabilitation	Henry	Cherrell Cambell-Street	TN Dept Human Services	7/1/2019	6/30/2023
Jordan Spraggins	10/19/2020	Male	White	Crockett County Chamber	Economic/Community Dev.	Crockett	Tyler Gamble	Crockett Co Chamber of Commerce	7/1/2021	6/30/2025
Monica Heath	5/4/2021	Female	White	McKenzie Chamber of Commerce & Industrial Board	Economic/Community Dev.	Carroll	Gary Simmons	McKenzie Chamber of Commerce & Industrial Board	7/1/2021	6/30/2025
**Executive Committee Member*										

NW Northwest Tennessee WORKFORCE BOARD

Administrative Office
208 N. Mill Ave.
Dyersburg, TN 38024
Phone: (731)286-3585
TDD 7-1-1
www.nwtnjobs.org

April 27, 2021

Ms. Jane Hamrick, Executive Director
Mid-Cumberland Human Resource Agency
1101 Kermit Drive, Suite 300
Nashville, TN 37217

Dear Ms. Hamrick:

The Northwest Tennessee Workforce Board completed a six-month monitoring review of contract number 1909-2009-OSO-62-09-0923487-SHARE. The purpose of the review was to verify the following:

- Compliance with the Roles of the One-Stop Operator
- Timeliness of invoices submission
- Adequacy of documentation
- Proper completion of invoices
- Compliance within budget limits
- Performance Goals

We are pleased to report all areas of review were in accordance with the contract with the exception of the following items needing improvement in order to meet the Performance Goals:

1. Promoting the AJCs and maintaining a log of outreach activities conducted. Traffic counts continue to be down, indicating a need for additional outreach.
2. Maintaining a professional office atmosphere, professional staff appearance, conduct and service to customers, and customer flow/meaningful access across all AJCs
3. Submit immediate notification of staffing changes, including partner staff, resulting in the need for VOS access to be terminated. Notification of a Title I staff's last date to work was not received timely in February.
4. Ensuring Data Validation requirements are met. As of the February 2021 Data Validation review, preliminary results indicate 7% of Dislocated Workers and 10% of Youth files selected had elements fail.
5. Coordinating referrals and co-enrollments between partner programs to include a minimum of 10% of RESEA participants referred to the Title I program. At this time, 4.3% have been referred.

Additionally, average monthly traffic count goals are not being met. The Northwest Tennessee Workforce Board recognizes this has been negatively impacted by COVID-19 and that virtual rather than in-person services have been prioritized. Goals have been adjusted accordingly but are still not being met.

We look forward to continue our relationship during this contract. If you have, any questions please feel free to contract me.

Sincerely,

Laura Speer

Laura Speer
Director of Performance & Compliance

Cc: Jennifer Bane, Derrick Quinn, Erica Nance, Jennifer Eppley
Documents attached: Fiscal Requests and Corrections, Performance Evaluation

One-Stop Operator (OSO) Performance Evaluation

October 2020 - March 2021

The following performance goals, per the contract, are utilized to evaluate performance of the OSO provider.

(1) Compliance with the Scope of Work and Roles of the One-Stop Operator Provider

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
Maintain a presence in the Comprehensive Centers two days per week each and rotating visits to the Affiliate / Specialized Centers one day per week.	N/A	In-person visits suspended due to COVID and changed to virtual. In-person visits need to be resumed as of April 2021 due to AJCs reopening to the public.
Compile and submit monthly reports to the NWTNWB in regards to progress towards identified objectives such as partner coordination, traffic counts, referrals, co-enrollments, jobseekers and employers served, customer satisfaction results, and results of quality reviews conducted.	Pass	
Gather and submit various VOS reports monthly as requested such as Traffic Counts, Visit Reasons, Registrations, Enrollments, Co-Enrollments, Referrals, Job Orders, Placements, etc.	Pass	
Gather partner reports and data, including success stories, at minimum of quarterly, for development of a Quarterly Dashboard and Annual Report.	Pass	
Promote the AJCs and maintain a log of outreach activities conducted.	Needs Improvement	AJC traffic counts continue to be down, indicating a need for additional outreach.
Maintain complaint logs for each AJC, reporting complaints immediately and submitting logs quarterly to the NWTNWB in accordance with state guidelines.	Pass	
Maintain professional office atmosphere, professional staff appearance, conduct and service to customers, and customer flow/meaningful access across all AJCs.	Needs Improvement	OSO has received areas for improvement and is working towards resolution.
Maintain building maintenance logs, report issues to the appropriate landlord and / or Director of Facilities & Computer Services as needed, and submit logs monthly to track any facilities issues.	Pass	
Maintain understanding of the Memorandum of Understanding (MOU), including the Infrastructure Funding Agreement (IFA) and report staffing or office usages changes which affect the MOU/IFA to the NWTNWB upon notification of changes.	Pass	
Maintain current listing of partner programs,	Pass	

staff, and contact information to ensure direct linkage and ease of referrals.		
Conduct monthly quality reviews of partner programs with a minimum sample size of 10 customers (e.g. selecting a sample of Intake Forms to follow the customer through the AJC system and ensure appropriate referrals and / or services were provided, selecting a sample of enrolled participants in various programs to ensure participant needs are being met, tracking referrals to identify if co-enrollment resulted, etc.).	Pass	
Verify VOS Vouchers are attributed to the appropriate grant through the monthly reconciliation process.	Pass	
Arrange and / or conduct trainings quarterly, at a minimum, and other periodic meetings for all AJC staff to ensure continuous improvement.	Pass	
Request access to VOS for new staff, including partner staff, from the Director of Facilities & Computer Services and submit immediate notification to the NWTNWB of staffing changes resulting in the need for access to be terminated.	Fail	Notification of a Title I staff's last date to work was not received timely in February.

(2) Compliance with all Federal, State, and Local legislation, policies, and regulations in regards to the role of the One-Stop Operator and One-Stop Delivery and Design

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
Workforce Innovation and Opportunity Act and related Federal Regulations and Guidance	Pass	
Data Validation requirements	Needs improvement	Projected results indicate 7% of Dislocated Workers and 10% of Youth files selected had elements fail during the 2021 review.
Performance Accountability Review requirements	Pass	
Tennessee Department of Labor and Workforce Development Policies and Guidance	Pass	
Northwest Tennessee Workforce Board Policies and Guidance	Pass	

(3) American Job Center Customer Visits

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
The contractor is responsible for maintaining average traffic flow as shown below. Targets were adjusted due to COVID-19 and re-designation of several AJCs to part-time centers.	Fail	Individual visit goals are not being met, except for Benton County.

Individual Visit Monthly Average Goal												
PY 20 Actual	**22**	**5**	**52**	**53**	**5**	**21**	**30**	**188**	**64**	**52**	**116**	**303**
New Revised Goal	24	15	94	85	7	83	70	**378**	187	128	**315**	**693**
% of Goal Met	**92%**	**33%**	**55%**	**62%**	**65%**	**25%**	**42%**	**50%**	**34%**	**40%**	**37%**	**44%**

Due to COVID-19, Northwest Tennessee Workforce Board staff reviewed goals and adjusted them accordingly.

(4) Local Performance Measures

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
The contractor is responsible for partner coordination to meet the local performance measures as outline below.	Pass	Title I enrollment goals are on track to be met as shown below. KPI Goals for the remainder of the year still need to be met.
Referrals and Co-Enrollments between partner programs to include a minimum of 10% of RESEA participants referred to the Title I program.	Fail	Of the 327 individuals completing a first scheduled RESEA appointment as of March 2021, only 14, or 4.3%, were referred to Title I.

Enrollments in Training (Classroom, OJT and Work Experience) July 2020 – June 2021	Projected Enrollments	Enrolled (July 20 – Mar. 21)	Percentage of Contract Goal
Adult	311	254	104.2%
Dislocated Worker		70	
Youth	79	75	94.9%
Total	390	399	102.3%

(5) Federal Performance Measures

Component/Benchmark	Pass / Fail / Needs Improvement	Improvements Needed
The contractor is responsible for partner coordination to meet the local performance measures as outline below.	Pass	

Adult Measures	Goals	Results
Employment Rate 2nd Quarter After Exit	82%	88.4%
Employment Rate 4th Quarter After Exit	82%	81.9%
Median Earnings 2nd Quarter After Exit	$6,650	$6,758.98
Credential Attainment Within 4 Quarters After Exit	63%	87.3%
Measurable Skills Gain	52%	65.2%

Dislocated Worker Measures:

Employment Rate 2nd Quarter After Exit	82%	93.2%
Employment Rate 4th Quarter After Exit	82%	86.8%
Median Earnings 2nd Quarter After Exit	$7,600	$7,076.57
Credential Attainment Within 4 Quarters After Exit	66%	95.5%
Measurable Skills Gain	48%	57.4%

Youth Measures:

Employment Rate 2nd Quarter After Exit	76%	85.1%
Employment Rate 4th Quarter After Exit	75%	76.1%
Median Earnings 2nd Quarter After Exit	$3,300	$3,822.22
Credential Attainment Within 4 Quarters After Exit	69%	79%
Measurable Skills Gain	45%	68.3%

Note: Program Year (PY) 19 goals were met. Official performance results through March 2021 are still pending. Estimated results indicate all measures continue to be met.

Employer Measures:
Employer Penetration Rate (percentage of employers using services in the State): TBD
Repeat Business Customer Rate (percentage of employers who receive core services more than once in the last three recording periods): TBD

Other State Required Measures:
Facilitate enrollments and services with the Title I Provider to meet the following:
75% expenditure rate on out-of-school youth: 92% (PY 2019 funds only)
20% expenditure rate on Youth Work Experience: 42.41%
40% expenditure rate on direct participant cost: 43.38% (currently waived by the TN Dept. of Labor & Workforce Development for PY 20)

Northwest Tennessee
WORKFORCE BOARD

Administrative Office
208 N. Mill Ave.
Dyersburg, TN 38024
Phone: (731)286-3585
TDD 7-1-1

May 04, 2021

Dyersburg State Community College
Attn: Dr. Karen Bowyer
1510 Lake Road
Dyersburg, TN 38024

Dear Dr. Bowyer:

The Northwest Tennessee Workforce Board has completed a Performance review for the Career Service Provider, contract number 1909-2009-CSP-62-0800930-MULTI.

The purpose of the performance review (fiscal and programmatic) was to verify the following:

- Compliance with Roles of Title I Provider
- New Enrollments in accordance with the number submitted
- Exits meeting the performance measures
- Enrollment and expenditure levels

The purpose of the fiscal monitoring review was to verify the following:

- Timeliness of invoice submission
- Adequacy of documentation
- Proper completion of invoice
- Compliance with budget limits

The purpose of the programmatic monitoring was to review:

- Adequacy of documentation
- Proper completion of paperwork and entry into State System, VOS
- Compliance of state and local policies
- Goals

Please see attached report for the performance review. Due to the process we have for the monitoring of fiscal and programmatic reviews there were no finds, observations or corrective actions at this time.

Thank you for your cooperation. We look forward to continuing to work with Dyersburg State Community College in the future.

Sincerely,
Laura Speer
Laura Speer
Director of Performance & Compliance

Cc: Jennifer Bane
Derrick Quinn
Connie Stewart

Career Services Provider Performance
April 2021

The purpose of the performance review (fiscal and programmatic) was to verify the following:

- Compliance with the Roles of Title I Provider
- New Enrollments in accordance with the number submitted
- Exits Meeting the performance measures
- Enrollment and Expenditure levels

Compliance with the Roles of the Title I Provider

There were Monthly reports completed for the last 6 months. A 20% sample of participant (ITA & OJT) applications were reviewed after the 10th of the following month for eligibility/data validation/training documents. The OJT applications not included in the 20% sample were reviewed for eligibility/data validation only. All reports were shared with the CSP Quality Advisor and Executive Director of Workforce Services.

Due to the process we have for the monitoring of fiscal and programmatic reviews, any findings, observations or corrective actions have already been addressed. Please find below the results of the monthly monitoring review:

Summary:	October	November	December	January	February	March	Totals	%
Number of Participants Reviewed:	17	23	16	13	19	11	99	
Number / Percentage of Participants with Findings:	9	5	5	10	2	6	37	37.37%
1. Eligibility Findings:	4	1	1	1	2	5	14	37.84%
2. Data Validation Findings:	3	3	2	6	0	4	18	48.65%
3. Data Entry Findings:	0	0	1	4	4	0	9	24.32%
4. Case Management	2	1	1	6	0	2	12	32.43%
Number / Percentage of Participants with Observations:	16	22	11	12	13	10	84	84.85%
Number / Percentage of Participants with No Monitoring Issues:	3	1	5	8	4	1	22	22.22%

** Of the 37 Eligibility Findings, there were 0 of these which would cause money to have to be returned.

The low-to-moderate risk findings included:

- Incomplete and / or errors on paperwork
- Documents not uploaded to VOS
- Incomplete and / or errors on VOS keying
- Additional documentation needed

Projected Enrollments

Program	July - Sept. 20	Oct. - Dec. 20	Jan. - Mar. 21	Apr. - June 21	Total
Adult / Dislocated Worker	123	71	51	66	**311**
Youth	21	14	17	27	**79**
Total	**144**	**85**	**68**	**93**	**390**

Actual Enrollments

Program	July - Sept. 20	Oct. - Dec. 20	Jan. - Mar. 21	Apr. - June 21	Total
Adult / Dislocated Worker	144	94	89		**327**
Youth	31	13	24		**68**
Total	**175**	**107**	**113**		**395**

Percentage of Goal Met

Program	July - Sept. 20	Oct. - Dec. 20	Jan. - Mar. 21	Apr. - June 21	Total
% of A/DW Goal Met	**117%**	**132%**	**175%**		**105%**
% of Youth Goal Met	**148%**	**93%**	**141%**		**86%**
% of Total Goal Met	**122%**	**126%**	**166%**		**101%**

TAA Co-Enrollment Goal

Goal = 100% of new TAA enrollments since 9/1/20.
There have been no new TAA enrollments.
As of 3/31/21, 28.1% of active TAA participants are co-enrolled.

Adult Measures	Goals	Results
Employment Rate 2nd Quarter After Exit	82%	88.4%
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Measurable Skills Gain	45%	68.3%

Note: Program Year (PY) 19 goals were met. Official performance results through March 2021 are still pending. Estimated results indicate all measures continue to be met.

Enrollment and expenditure level to meet State required fiscal measures:

- **75% expenditure rate on out-of-school youth: 92% (PY 2019 funds only)**
- **20% expenditure rate on Youth Work Experience: 42.41%**
- **40% expenditure rate on direct participant cost: 43.38% (currently waived by the TN Dept. of Labor & Workforce Development for PY20)**

Comments:

Overall the CSP within the contract agreement. Enrollment goals and performance measure are on track to be met.

National Dislocated Worker Grant for COVID Relief

July 1, 2020 -
June 30, 2022

DWG for COVID Relief Overview

Our original proposal and budget provided for 18 individuals (two per county) to participate in disaster-relief jobs and 105 individuals to participate in training services.

	Current Total	Full Ask	Difference
Disaster-Relief Jobs	$ 224,532.35	$ 252,000.00	$ (27,467.65)
Training Services	$ 200,475.31	$ 225,000.00	$ (24,524.69)
Staffing Costs	$ 222,750.34	$ 250,000.00	$ (27,249.66)
Total Program	$ 647,758.00	$ 727,000.00	$ (79,242.00)

We've adjusted our disaster-relief participants to 13-15 and increased the hours per person to expend the current funding.

DWG for COVID Relief Overview

DWGs address federally-declared disasters by providing:

1. Disaster-relief and humanitarian assistance employment at public (e.g. county, city, etc.) places.
   - Our positions are targeted towards cleaning, sanitizing, and screening customers and employees.

2. Employment and training services, such as ITAs, Supportive Services, OJTs, and transitional jobs and work experience.

Individuals eligible to participate in the grant include:

1. A dislocated worker as defined in WIOA & the regs
2. Individuals temporarily or permanently laid off due to the disaster (i.e. COVID);
3. A long-term unemployed worker (27+ consecutive weeks)
4. A self-employed individual who became unemployed or significantly underemployed as a result of the disaster.

Action Plan to Increase Enrollments

- Providing detailed information on the grant opportunities to our partners in the AJCs in order to increase the number of referrals.
- Developing educational outreach materials to promote career opportunities and related training for occupations with wages exceeding $14.37 per hour, the estimated hourly wage earned while drawing $575 per week in unemployment benefits ($575 divided by 40 hours per week).
- Utilizing a communication service, such as Remind, to build a database of individuals interested in being notified of upcoming job fairs and other events.
- Conducting an informational webinar meeting for County Mayors, community organizations, and / or other interested parties to increase community awareness of the AJCs and the opportunities available through the DWG, as well as potential eligible applicants.
- Increasing short-term training programs - we are pursuing additional truck driving classes and a short-term welding class at TCAT Newbern to allow prospective participants to complete training in high demand occupations within two to four months.
- Planning a regional job fair targeted to dislocated workers and other eligible applicants for May 11th from 1:30-4:30 pm. It will include on-site options at the comprehensive Dyersburg and Huntingdon AJCs, as well as a simultaneous virtual option using Premier Virtual.

NW National Dislocated Worker Grant Report, March 2021

Local Area Number and Name	Total Funding Awarded	Participants to Serve Disaster Relief Employment	Funding Awarded Disaster Relief	Participants to Serve Career & Training Services	Funding Awarded Career & Training	Participants to Receive Support Services	Funding Support Services
Benton	$ 34,225.98	2	$ 28,000.00	3	$ 5,589.55	2	$ 636.43
Carroll	$ 37,857.80	2	$ 28,000.00	5	$ 8,850.12	2	$ 1,007.69
Crockett	$ 32,842.43	2	$ 28,000.00	2	$ 4,347.43	1	$ 495.00
Dyer	$ 96,485.78	2	$ 28,000.00	32	$ 61,485.01	18	$ 7,000.77
Gibson	$ 62,588.78	2	$ 28,000.00	16	$ 31,053.04	9	$ 3,535.74
Henry	$ 71,581.86	2	$ 28,000.00	20	$ 39,126.83	11	$ 4,455.03
Lake	$ 32,150.65	2	$ 28,000.00	2	$ 3,726.36	1	$ 424.29
Obion	$ 63,799.39	2	$ 28,000.00	17	$ 32,139.89	9	$ 3,659.49
Weakley	$ 45,467.33	2	$ 28,000.00	8	$ 15,681.78	4	$ 1,785.55
	$ -		$ -	0	$ -		$ -
Total Participant Funding	$ 477,000.00	18	$ 252,000.00	105	$ 202,000.00	57	$ 23,000.00
Staffing	$ 250,000.00			123			
Admin	$ 80,777.78						
Total Budget Request	**$ 807,777.78**						

Local Area Number and Name	**Participants Served (Actual)**	**Participants DRE**	**Participants C&T**	**DRE %**	**C&T %**	**Cumulative Quarterly Expenditures**	**CQE %**
Benton	6	2	4	100.00%	133.33%	$ 27,402.57	80.06%
Carroll	4	2	2	100.00%	40.00%	$ 10,349.67	27.34%
Crockett	1	1	0	50.00%	0.00%	$ 2,099.73	6.39%
Dyer	13	2	11	100.00%	34.38%	$ 23,404.00	24.26%
Gibson	8	2	6	100.00%	37.50%	$ 17,504.27	27.97%
Henry	13	1	12	50.00%	60.00%	$ 10,886.81	15.21%
Lake	0	0	0	0.00%	0.00%	$ -	0.00%
Obion	11	3	8	150.00%	47.06%	$ 8,019.48	12.57%
Weakley	5	1	4	50.00%	50.00%	$ 21,502.19	47.29%
				#DIV/0!	#DIV/0!		#DIV/0!
Total Program	61	14	47	77.78%	44.76%	$ 121,168.72	25.40%
	50%						

By County Quarterly Expenditure Report for Rural Initiative Funding - Mar. 2021

			Expenditures*				Participant Outomes			
LWDA	County	Funding Amount	Admin	Program	Total	% Expended	Goal**	Actual	% Towards Goal	
Northwest	Weakley	$ 46,119	$ 2,793.80	$ -	$ 2,793.80	6.06%	8	0	0.00%	
Northwest	Obion	$ 50,045	$ 3,031.62	$ 23,020.00	$ 26,051.62	52.06%	15	10	66.67%	
Northwest	Carroll	$ 50,865	$ 3,081.30	$ 19,000.00	$ 22,081.30	43.41%	16	10	62.50%	
Northwest	Benton	$ 54,420	$ 3,296.65	$ 48,978.24	$ 52,274.89	96.06%	21	14	66.67%	*Note: original BC goal based on PT, but most worked FT.*
Northwest	Lake	$ 171,698	$ 10,401.12	$ 47,897.50	$ 58,298.62	33.95%	32	9	28.13%	
Northwest	*All Counties*	*$ 373,147.00*	*$ 22,604.49*	*$ 138,895.74*	*$ 161,500.23*	*43.28%*	*92*	*43*	*46.74%*	

**Expenditures are through 2/28/2021.*

***Revised effective 11/4/20/20 - WBL projects will likely begin in May.*

The original Rural Initiative proposal focused on enhancing the workforce pipeline through technical education, work-based learning, and re-entry services. In Carroll, Lake, Obion, and Weakley counties, we proposed to implement either the technical training component and / or the work-based learning component of the Re-Entry Advanced Manufacturing Program (RAMP). Unfortunately, the COVID-19 pandemic has hindered our plans as local jails have experienced COVID cases preventing classes form taking place or placed restrictions on visitors, including instructors, from entering the jails and on incarcerated individuals being able to leave for work-release programs. Due to these complications and delays, the original goals proposed, which were on a tight timeframe, will no longer be feasible during the grant period.

In order to fully utilize the remaining Rural Initiative funds, we proposed to repurpose some or all of the remaining funds for these counties to implement the Work Opportunities for Rural Kids (WORK) Program, and other work-based learning opportunities, such as OJT, as originally proposed for Benton County. The WORK program, branded as #WORKlife, is a paid Work Experience program allowing participants to work up to 40 hours for up to 6 months. In addition to gaining valuable hands-on experience and learning general work skills (i.e. soft-skills), participants earn the higher of $8.00 per hour or up to 100% of the typical wage paid for the position.