

NORTHWEST TN WORKFORCE BOARD

ANNUAL REPORT

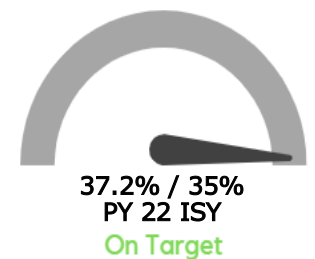
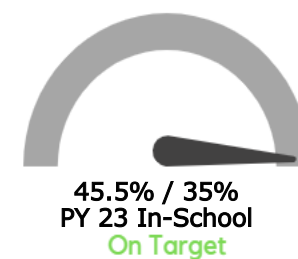
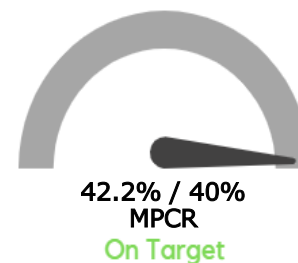
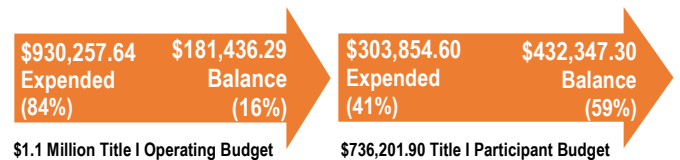
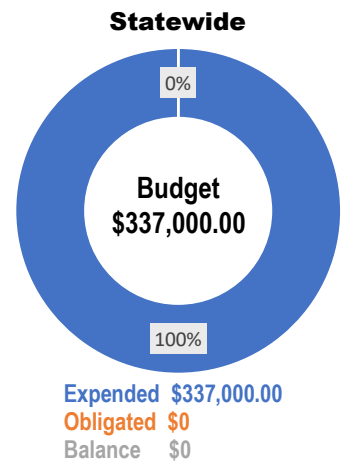
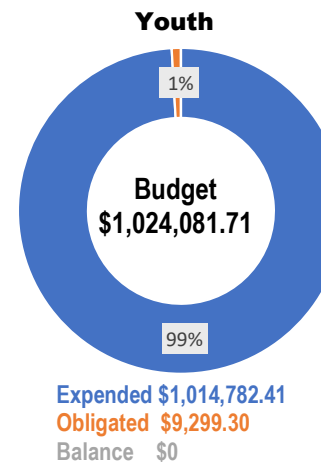
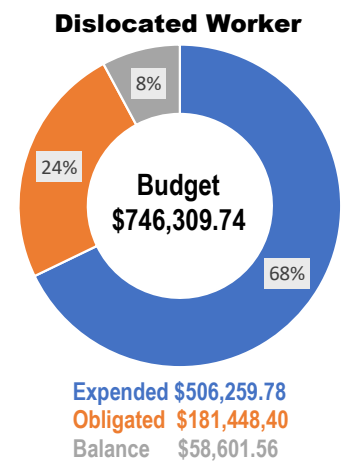
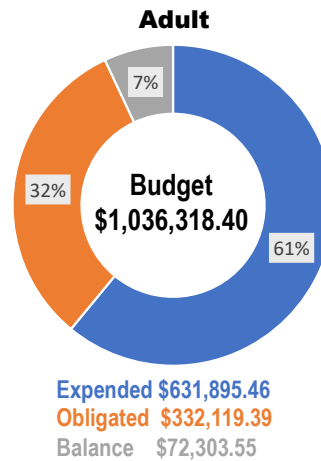
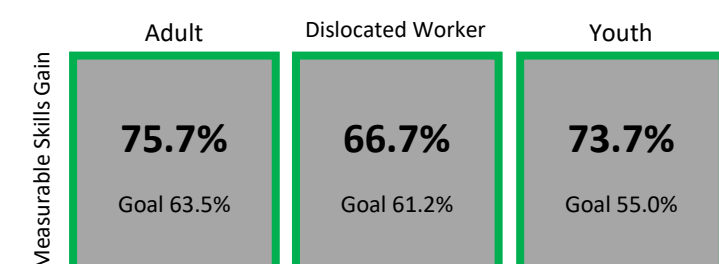
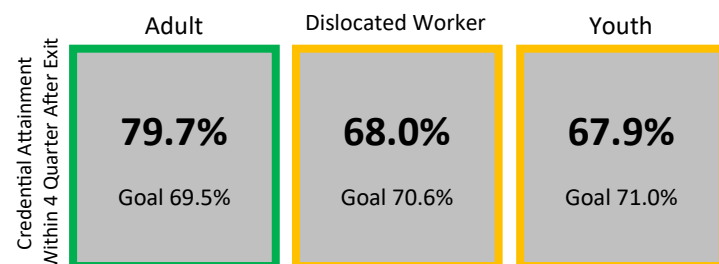
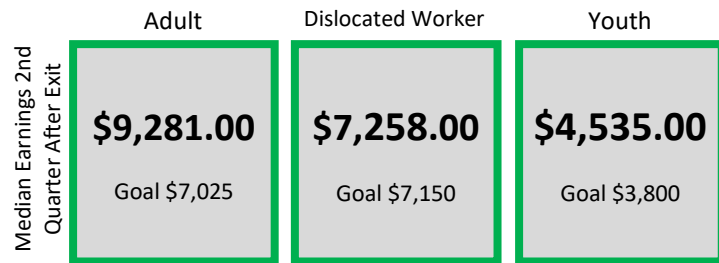
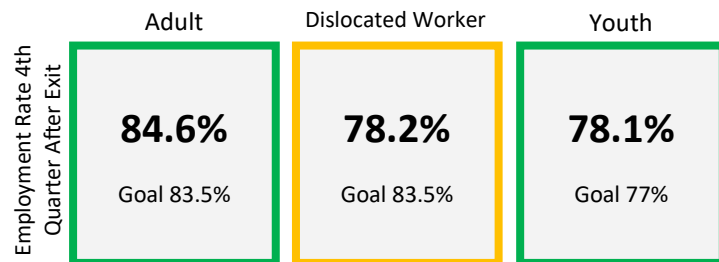
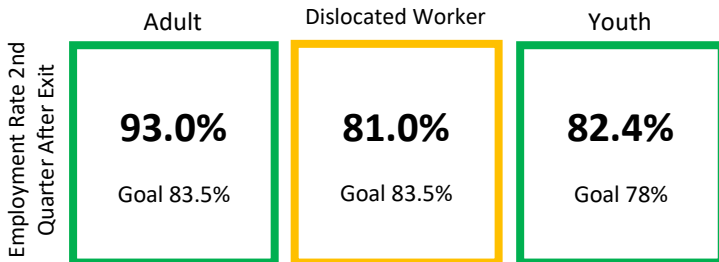
2023-2024



American **JobCenter**[®]
TENNESSEE

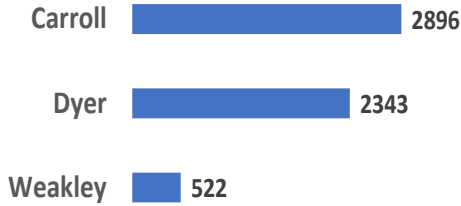
*Serving the counties of Benton, Carroll, Crockett,
Dyer, Gibson, Henry, Lake, Obion, & Weakley*

Performance & Fiscal



American Job Center Services

Customer Visits



5,761

Visitors to Date PY23

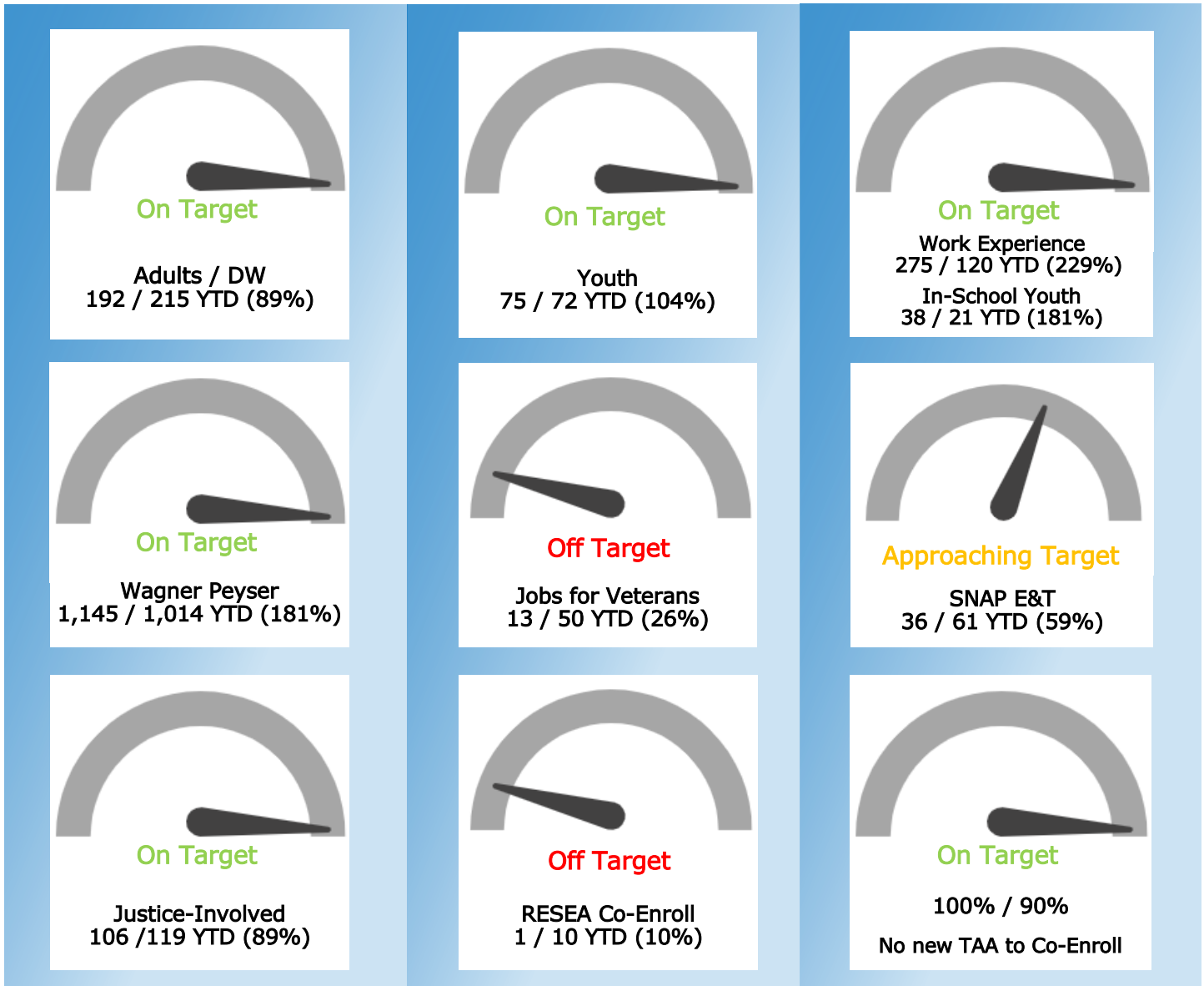


TOP 5 REASONS FOR VISIT

1. Job Search/Resource Room
2. Unemployment
3. Networking Event
4. Job Search Assistance
5. Title I Career Coaching

10,823 Services Provided

Key Performance Indicator Results



Training Services

Total Enrollments by Service

Individual Training Accounts (ITAs)



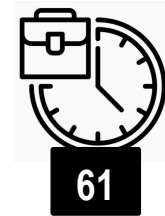
Work Experience



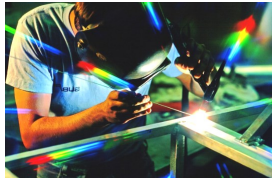
Youth Incentives



On-the-Job Training



Pre-Apprenticeship (REAP)



National Dislocated Worker Grant

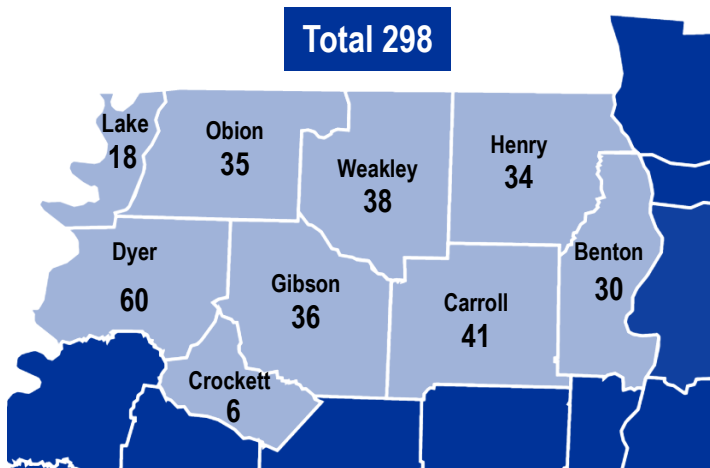


48 / 100 Enrolled

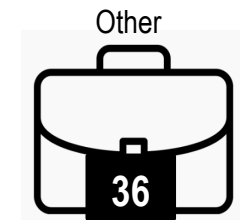


\$168,991.19 of \$615,977.62 Expended

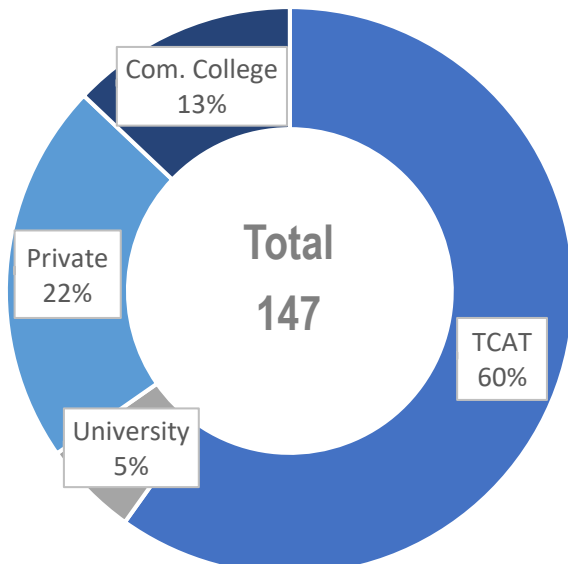
Total Enrollments by County



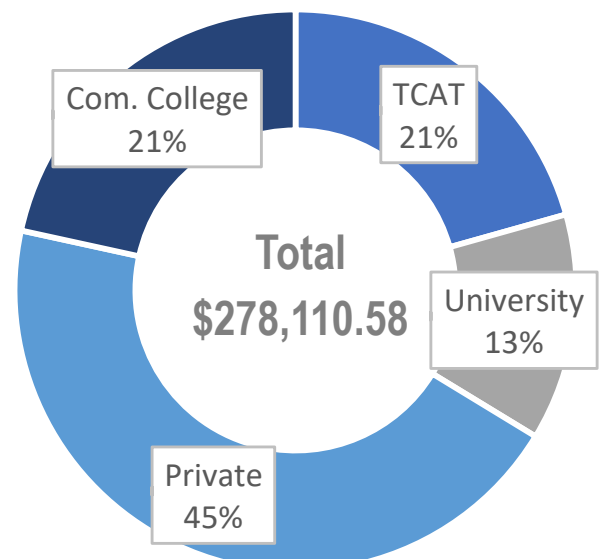
ITAs By Sector



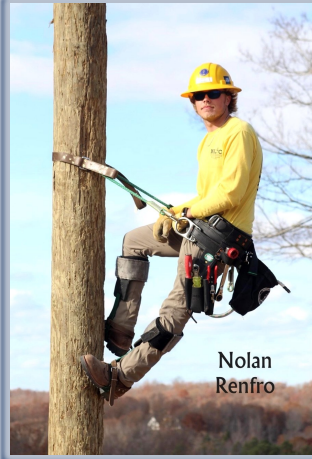
New ITAs By Provider



Total ITA Investment by Provider



Training Services



Nolan Renfro

Nolan Renfro, a recent high school graduate with minimal work experience, knew he needed specialized training to enter the workforce and improve his earning potential. With guidance from Career Advisor Connie Wright at the American Job Center-Huntington, Nolan secured the WIOA/Title I Needs-Based Scholarship, which allowed him to enroll in the Pre-Apprentice Lineman program at North American Lineman Training Center in McEwan, Tennessee.

During his training, Nolan earned certifications in Pole Top Rescue, Bucket Truck Operation, Digger-Derrick Truck Operation, Wood Pole-Climbing, OSHA 11.5 Hour ET&D, and CPR/First Aid. Despite completing his program in December 2023, Nolan faced initial challenges finding a lineman apprentice position and took a job as a pest technician while he awaited a position in his trained field. Shortly after, his persistence paid off when he was hired by Weakley County Municipal Electric. Nolan is now working in his trained field, enjoying his new role, and looking forward to further career growth.

Chloe Jackson graduated high school at just 17-years-old with a mixture of excitement and confusion. Unsure about her next steps, Chloe enrolled at a local community college, earning her Associate's degree in General Studies. Despite her success in college, she felt an underlying sense of dissatisfaction in her various jobs at a bank and a university billing office. "I did well wherever I went, but something always felt 'off.' I felt lost in my career," she said.

In October 2022, Chloe made a decisive move. "I made a quick decision out of nowhere, I wanted to be a nurse! This had been in my heart for a long time, but I let fear and doubt rule the decision in the past. Now, I was determined to follow my dreams." Within a month, Chloe was accepted into the LPN program at the Tennessee College of Applied Technology. With her motivation in place, Chloe faced a new challenge: financial support.

That's when Chloe reached out to Rhonda Mitchum at the American Job Center in Henry County. "With the support from WIOA (Workforce Innovation Opportunity Act), I was able to fully focus on school without having to worry about a full-time job or have the stress on how I was going to be able to afford tuition, books, and gas." Rhonda was able to further assist Chloe with other training needs including her scrubs, jacket, and shoes, and finding financial assistance for essential expenses before her clinical training began. "Ms. Rhonda is very attentive; and it was because of her that I chose to move forward with this program. Simply, because I felt that I could trust her." Additionally, Chloe appreciates Rhonda acting as an accountability partner, regularly checking in and providing access to various support resources.



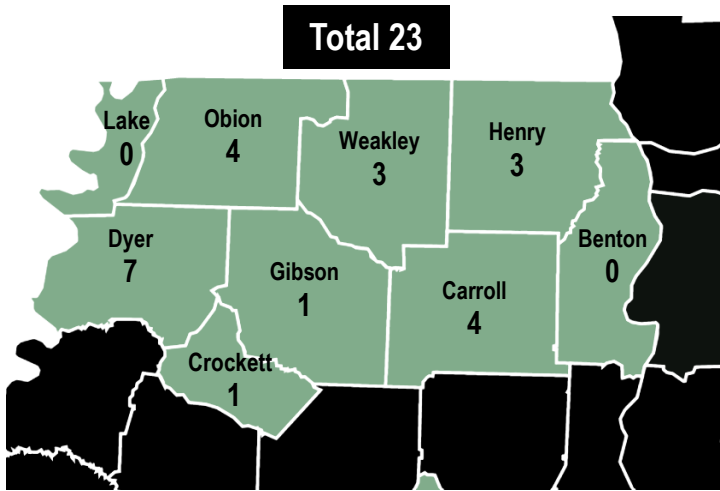
Durell Littleton is one of eight individuals who completed **Amteck's Registered Electrical Apprenticeship Preparation (REAP)** in June 2023. Since being hired as part of Amteck's apprenticeship program, Durell's training has taken him to worksites such as Kansas and Arkansas. Connie Stewart, Executive Director of Workforce Services at Dyersburg State Community College, stated the biggest barrier for most REAP participants is working and living away from home so soon after high school graduation. Durell agreed that while the distance was definitely challenging, the paychecks made up for it! "I've loved my whole experience," he said.

Amteck Instructor Jesse Contreras, who served as the Kansas Job site Safety Manager, shared that working closely with Durell for three months revealed Durell as coachable, attentive, willing to ask questions as needed, and not shying away from physical work. "These qualities are becoming hard to find in today's youth, so I admired seeing this in him," said Contreras. Durell's job duties under Contreras included assisting with the inspection and documentation of safety equipment to comply with the monthly inspection program.

The apprenticeship experience has enabled Contreras to not only instruct Durell on the worksite, but has evolved into a true mentorship relationship with mutual respect. "I believe he will quickly show progress in his work on his second semester of his first year in the apprenticeship," said Contreras. "I wish him luck and intend to keep him on track until the day I'm shaking his hand, and he has a diploma in the other."

Business Services

OJT Employers by County



On-the-Job Training Participants



Trained by Sector



Virtually Speaking Webinars

VIRTUALLY SPEAKING
Workforce Webinar Series for West TN Workforce Boards & their Special Guests

- ✓ Strengthening Your Talent Pipeline Using the GROWWTH Program Graduates
- ✓ Work Opportunity Tax Credit: What it is and How Employers Benefit
- ✓ Funding & Training Resources for Your Business
- ✓ Workers' Compensation in 2024: What Employers Need to Know

All webinars are recorded, and may be found when you Scan the QR code or visit our YouTube page at @NWSWTNAJC

Lightcast 83 Reports Produced

- Economy Overviews
- Industry Reports
- Education Reports
- Occupation Reports

Apprenticeship Grant

37 / 35 Apprentices

\$92,449 of \$92,449 Expended

Apprenticeship TN

Consolidated Business Grant

18 IWT, 1 OJT Employers Participating

212 IWT, 2 OJT Proposed Number to Train

\$339,323 Expenditures / \$339,323

Business Services

“Big Bore LLC, located in Henry, TN, is an example of a company who uses all our services!” stated Northwest Tennessee Workforce Board Business Services Representative, Maleia Evans. Specializing in the manufacturing and restoration of domestic and Foreign Artillery and Armor, Big Bore is a small and very specialized company. Training opportunities were constantly limited by availability and budget. Highly specialized manufacturing processes are almost always performed by larger companies due to equipment and training constraints. With the ever-growing increase in regulatory requirements, even keeping up with required training for compliance can be very time-consuming and costly.

In 2022, Maleia met with Big Bore to discuss any and all programs available to add employees and properly train them during the onboarding process. Since then, they have utilized the WIOA Work Experience program, On-the-Job Training (OJT) program, Incumbent Worker Training (IWT) program, labor market research reports provided by the Northwest TN Workforce Board, attended specialized training opportunities made available through the American Job



Centers and the Virtually Speaking webinar service, as well as taking advantage of the Job Search program through Jobs4TN.

Thanks to their partnership with the American Job Center and Northwest Tennessee Workforce Board, the company has been able to provide specialized training to each of their employees. The knowledge they gained has helped their employees become more efficient in their processes by incorporating a Quality Management System and having a goal of Continual Improvement. Job efficiency has

increased by 40%, which increases with each training employees attend.

Big Bore has successfully hired more employees due to OJT, and Incumbent Worker programs assisted with the financial burden of training employees. Owner Ira Sellers and Business Manager Jennea Jenkins both expressed how excited they are to continue working with the American Job Center and Northwest Tennessee Workforce Board. “It is only with their help that we have been able to push through some current barriers that hinder small business and remain a leader in this market. Thank You ,TEAM!”

When **Tristen Trevathan** made the decision to move back to West TN, she worried about finding a career to fit her skillset in graphic design and interest in marketing. At the same time, **Twin Oaks Technology**, a business-to-business provider of technology solutions and digital marketing services located in Union City, was looking for assistance to hire and train a new full-time employee. Northwest TN Workforce Board Business Services Representative, Lana Wood, was able to provide help in the form of On-the-Job Training (OJT) and the Tennessee Youth Employment Program (TYEP).

Twin Oaks knew immediately when they saw Tristen’s resume that she was a great fit, but they realized she would require additional training in some areas that the job required. “We were fortunate to receive the OJT TYEP Grant from the Tennessee Youth Employment Program for this training period,” said Twin Oaks Technology Marketing Director, Suzanne Harper. “We were able to hire Tristen full-time immediately and get her started on various graphic design projects while simultaneously training her in the other needed digital marketing areas. Within the first three weeks, she was trained to use our IT software, our CRM software, and began her Facebook Meta training. After the first month, she was ready to start managing customer social media accounts and has been equipped to do a fantastic job.



The grant money gave Twin Oaks management the funding needed to properly train Tristen so that she could confidently operate Twin Oaks’ software and take over customer accounts with the knowledge needed to be successful. Since her training, she has assumed management over all customer social media accounts with over 150,000 collective followers.

Harper states that they are thrilled to have been connected with this grant program that allowed Twin Oaks to confidently take the time to properly train a new team member. “Sometimes it is difficult to find local talent in our niche areas, so I am very excited that we were able to give this opportunity to a recent UT Martin graduate. The challenge with recent grads is them not having the opportunity to show a certain level of experience on their resume, but with these grant programs, we are able to take the time to prepare employers in the areas needed and fill those experience gaps. Tristen has been wonderful!”

Tristen felt fortunate to find her place as a Graphic Designer/Social Media Manager with Twin Oaks Technology and to be properly trained in areas she had not had an opportunity to gain experience in yet. She said, “Over three months in, I can confidently tackle digital marketing projects using the tools and platforms needed to be successful. I love working with the Twin Oaks team!”

Talent Pipelines

GROWTH

GROWING RELATIONAL AND OCCUPATIONAL WEALTH IN WEST TENNESSEE HOUSEHOLDS



Number Enrolled:

96 / 200

Tennessee Youth Employment Program



233 / 216

New Enrollments

\$463,662.78 / \$687,094

Expended

Reemployment Services and Eligibility Assessments (RESEA)



\$19,475.58
out of
\$47,092.28
Expended

146
New Orientations

101
Subsequent Visits

Rural Public Health Workforce Training Network Grant

Members of the West Tennessee Public Health Workforce Training Network include Baptist Memorial Hospitals in Union City and Huntingdon; Dyersburg State Community College; Jackson State Community College; Priority Ambulance; and the Northwest Tennessee Workforce Board.

Events Held



4 / 4

Students Participating



419

High Schools Participating



9

Total Funds Expended



\$18,000 / \$18,000



Talent Pipelines



Emily Burton is proud to share how the GROWWTH program transformed her career and life. She had initially enrolled in the program while working as a temporary contract employee at the American Job Center. Her goal was to enhance her skills and secure high-quality employment to build a successful career.

Through the GROWWTH program, Emily participated in the GROWWTH Academy, where she acquired invaluable skills and insights into career development. The knowledge she gained was not only practical but also instrumental in shaping her professional journey. Emily proudly added the GROWWTH Academy certification to her resume, which proved to be a game-changer. Within a month of completing the program, Emily applied for a position with the State of Tennessee. To her delight, she was offered the job, achieving the career milestone she had set for herself. An added benefit of the GROWWTH program was the financial reward associated with each milestone Emily reached, which was a fantastic bonus.

“This program has changed my life for the better and I cannot thank the GROWWTH staff enough for informing me about this program and helping me through every step of the process,” said Emily. “I would like to thank Joy Cooper and Marcia Fields for working with me and giving me such a wonderful opportunity!”

TRANSFR Virtual Reality Headsets

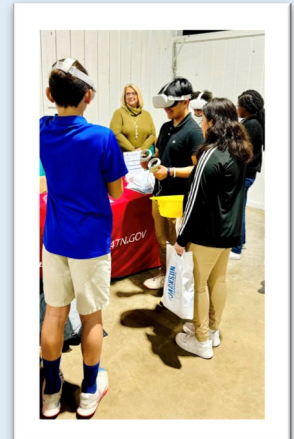
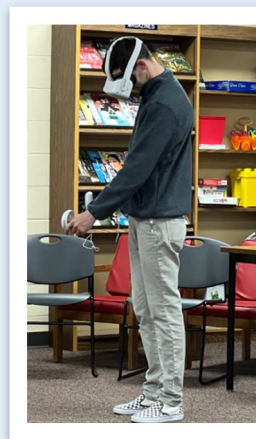
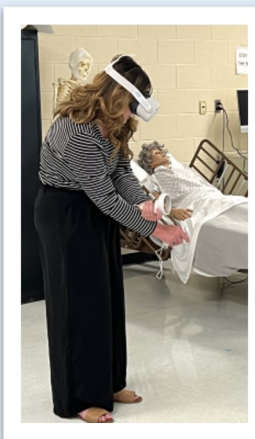
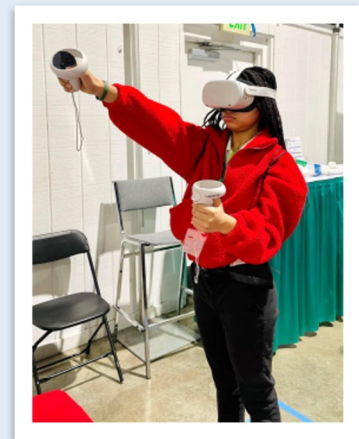


The TRANSFR software, a virtual reality-based education and training workforce development platform, helps students and job seekers get on a path to a good job. TRANSFR VR helps educators, workforce development professionals, economic development organizations, and employers provide simulations that allow students and job seekers to explore career pathways and get hands-on training experience. TRANSFR engages subject matter experts when designing its virtual reality training simulations to ensure every simulation is authentic, efficient, engaging, effective, and aligned with industry standards.

10
High Schools/
Organizations
Participating

637 / 225
Active Explorers

1,008
Careers
Explored



Talent Pipelines: Youth



High Schools
Participating



Students
Participating



Employers
Participating



Talent Pipelines: Reentry



On August 29, 2023, the Tennessee Department of Labor’s Office of Reentry, in partnership with the Northwest Tennessee Workforce Board and the Tennessee Human Resource Agency/Development District, offered a Reentry Simulation to allow participants to gain an understanding of the significant obstacles faced by men and women attempting to navigate the system upon their release from incarceration and returning home to their communities. This activity helped immerse participants into the perspectives of the returning citizens who we are tasked to help. By experiencing these complex obstacles and barriers that these individuals must navigate, we not only gain visibility into the individuals’ perspectives, but also discover innovative ways to help these individuals succeed.



SECOND CHANCE APPRECIATION LUNCHEON

WITH SPEAKER
DR. WILLIAM ARNOLD, Reentry Director

On Tuesday, April 9, 2024, stakeholders gathered to celebrate the success of justice-involved individuals across West Tennessee who recently participated in occupational skills training programs offered inside county jail facilities. The Second Chance Appreciation Luncheon hosted Sheriffs, Jail Administrators and corrections staff, along with County Mayors, TN Department of Labor Representatives, Tennessee Office of Reentry Director, Workforce Development Board members and staff, and University of Tennessee instructors and administrators.



The Manufacturing Skills for Success Bootcamps and OSHA 10 General Industry courses were made possible through grant funding from The Tennessee Department of Labor and Workforce Development’s Tennessee Office of Reentry (TOOR). Instruction, provided by The University of Tennessee Center for Industrial Services, was tailored to meet the occupational demand of the manufacturing sectors

Through the grant, 112 individuals incarcerated in Dyer, Gibson, Henry, Obion, and Weakley County jails had the opportunity to participate in training. “Our goal is to assist the justice involved population to reenter the workforce into high quality jobs, reducing the risk of recidivism and increasing long-term career success” said Jennifer Bane, Executive Director of the Northwest Tennessee Workforce Board. “In turn, we are positively impacting the labor participation rate and preparing a skilled workforce for our second chance manufacturing employer partners.”



112 / 118
Individuals Served

\$162,000 / \$162,000
Expended



THE NORTHWEST TN WORKFORCE BOARD



208 N. Mill Avenue
Dyersburg, TN 38024
(731) 286-3585

The Northwest Tennessee Workforce Board (NWTNWB) is designated by the local elected officials and charged with administering workforce development services in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA) in nine counties in Northwest Tennessee: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, and Weakley.

LOCAL ELECTED OFFICIALS

Mayor John Penn Ridgeway - Chair, Henry	Mayor David Quick, Dyer
Mayor Jake Bynum - Vice-Chair, Weakley	Mayor Nelson Cunningham, Gibson
Mayor Mark Ward, Benton	Mayor Danny Cook, Lake
Mayor Joseph Butler, Carroll	Mayor Steve Carr, Obion
Mayor Gary Reasons, Crockett	

NORTHWEST TENNESSEE WORKFORCE BOARD MEMBERS

Board Chair Jimmy Williamson (Dyer) Aztec Pest Control	R. Keith Cursey (Weakley) Stanley Black & Decker	John Lanigan (Henry) United Auto Workers Local 9025	Randa Hardin (Crockett) Crockett Co Chamber of Commerce
Vice-Chair Ted Piazza (Gibson) Rack-IT Industries	Randy S. Shannon (Benton) Shannon Office of Law	Jon Dougherty (Dyer) Amteck	Sabra Bledsoe (Carroll) TN Dept of Labor & Workforce Development
Secretary Brad Hurley (Carroll) Carroll County Trophies	Ben Marks (Benton) Marks Farms	Amy McDonald (Dyer) Tennessee Homeless Solutions	David Parrish (Henry) TN Dept of Human Services
Rita Alexander (Gibson) Gibson County Electric	Kristy Mercer (Gibson) Ceco Door	Lindsay Theobald (Obion) Union City Boys & Girls Club	Rachel Cates (Carroll) IBEW Local 474
Janet James (Henry) Henry County Medical Center	Kelly Buffington (Henry) Four Seasons Sales & Service	AJ Douglas (Weakley) Weakley County Schools	Monica Heath (Carroll) McKenzie Chamber of Commerce & Industry
John G. Castellaw (Crockett) Farmospace Systems LLC	JD Cantu (Lake) Fast Pace Health/Reelfoot Family Walk-In Clinic	Landy Fuqua (Weakley) University of TN at Martin Reed Center	Willie Huffman (Carroll) TCAT McKenzie
	Lori Burdine (Dyer) ERMCO Inc.	Melinda Goode (Weakley) Northwest Tennessee HRA	Sam Sinclair (Obion) Excel Boats

NORTHWEST TENNESSEE WORKFORCE BOARD STAFF

Jennifer Bane Executive Director	Ariel McGahey Director of Operations	Laura Speer Director of Performance & Compliance/EEO
Lana Burchfiel Public Information Specialist	Aneadra Pearson GROWWTH Coordinator	Asia Tatum Finance Clerk
Maleia Evans Business Services Representative	Ginger Powell Deputy Director	Terry Williams Assistant Director of Finance
Gina Johnson Director of Finance & Administrative Services	Margaret Prater Workforce Consultant	Lana Wood Business Services Representative
LeAnn Lundberg Manager of Computer Services	Derrick Quinn Asst. Director of Performance & Compliance	

