

Date Certified to Serve	Board Member Name	County Member Represents	Board Member Employer, Organization
10/16/2018	Gemtraius Bell --VICE CHAIR--	Haywood	Teknor Apex
10/16/2018	Dawn G. Bramblett	Chester	Bramblett Group
8/16/2024	Marlita White	Hardeman	Hardeman County Community Health Center
10/16/2018	Ben P. Ferguson --BOARD CHAIR--	Madison	Personnel Placements Holdings, LLC
8/22/2024	Randall Renfroe	Madison	West TN Healthcare
9/1/2022	Linda Beaulieu	Hardin	Design Team Sign Company LLC
5/31/2023	Christina Rhea	McNairy	Monogram
10/16/2018	Joe E. Stephens	Haywood	Backyard BBQ
1/30/2025	Lee Isable	Hardeman	TK Elevator
5/22/2024	Shane Turany	Decatur	Good Sportsman Marketing (GSM), LLC
10/16/2018	Roger Adren Crawford	Madison	Jackson Central Labor Council
4/8/2024	Jill Taylor	Madison	ReNew Biomedical Services, LLC (RA)
6/14/2024	Alfredo Peña III	Regional	International Union of Painters and Allied Trades
10/16/2018	Stewart Stanfill	Regional	Henderson County School District
11/12/2024	Dr. Jacquene Rainey	Madison	TCAT Jackson
10/17/2024	Sabra Bledsoe	Regional	Tennessee Department of Labor and Workforce Development
2/4/2020	Mandy White	Madison	Greater Jackson Chamber of Commerce
1/10/2024	Ashley Roberts	Regional	Tennessee Department of Human Services
10/20/2023	Dr. Carol Rothstein	Madison	Jackson State Community College
10/4/2024	Jeff Boyd	Hardin	The Wise Company
11/12/2024	Danielle Shanklin	Henderson	ARCH Medical Solutions
12/12/2024	Gary Williams	Henderson	Young Touchstone / Wabtec

Effective 1/31/25

Southwest Tennessee Workforce Board

March 13, 2025 – 11:00 am

Jackson American Job Center, 1124 Whitehall Street, Suite 100, Jackson, TN / Zoom

Minutes

Board Members Attending in Person: Shane Turany, Gem Bell, Sabra Bledsoe, Dawn Bramblett, Joe Stephens, Dr. JacQuene Rainey, Randall Renfroe, Danielle Shanklin, Linda Beulieu, Gary Williams, Marlita White; **via Zoom:** Adren Crawford, Lee S. Isable, Stewart Stanfill, Mandy White, Christina Rhea

Committee Members Attending in Person: Tracey Exum; **via Zoom:** Pat Ross

Local Elected Officials Attending in Person: Mayor AJ Massey; **via Zoom:** Mayor Barry Hutcherson

Staff and Contractors Attending in Person: Jennifer Bane, LeAnn Lundberg, Ariel McGahey, Laura Speer, Holly Wood, Kena Hamm, Catherine Vandyke, Ashley Mayton (OSO), Erica Nance (OSO), Angela Spann (OSO); **via Zoom:** Lana Burchfiel, Gina Johnson, Derrick Quinn, Terry Williams, Asia Tatum, Margaret Prater, James Starnes (OSO),

Guests Attending in Person: Dr. Tom Pigg (JSCC), Madison Naylor (TDLWD), Shalondria Shaw (TDLWD), Roderick Woody (TDLWD), Deputy Commissioner Dewayne Scott (TDLWD), Madeline Mays (United Way), DJ Traylor (Barber School 1), Shalayia Warren (Barber School 1), Aaron March (Barber School 1), Corlione Brooks (Barber School 1), Antony Santos (Barber School 1), Kendarius Gaines (Barber School 1), Travis Horton (Barber School 1), Hadeel Alkiswani (Barber School 1), Lamar Hobson (Barber School 1, owner), Harrell Carter (NAACP); **via Zoom:** Karen Grigsby (TDLWD), Amy Mayberry (TDLWD), Chuck Marquis (TVA), Heather Skelton (TDLWD), Jaime Perz (Lightcast), Angela Hollingsworth (TDLWD), Mike Thorne (SMART Local Union 4), Trish Bugg (TDLWD), Haley Fox (TDLWD), Lorna Wright (TDLWD), Jeremy Colbert (TDLWD), Georgena P. Wilson (TDLWD), Jacob Pease (TDLWD), **via Phone:** Reggie Carter (All-Star Training Academy)

Welcome: Gem Bell welcomed all members and guests to the meeting and introduced new board members. He also welcomed TN Dept. Of Labor and Workforce Development Deputy Commissioner Scott.

Call to Order & Acknowledgement Quorum/Conflict of Interest: Gem Bell called the business meeting to order and acknowledged that a quorum was present, reminding members to abstain from discussion and voting in the event of a conflict of interest. It was noted that Dr. Rainey was to abstain from discussion and voting regarding ETPL renewals.

Public Comments: Gem asked if there were any public comment requests received and reminded everyone that public comments must be kept to three minutes or less and all comments must be related to agenda items for the meeting. He informed the group that moving forward, requests to make public comments at meetings must be submitted at least 48 hours in advance of the meeting and those who wish to make public comments must indicate to which agenda items their comments will pertain.

- Lamar Hobson, owner of Barber School 1, brought several students with him to attend the meeting. He acknowledged new board members and said he has been asking for more representation on the board. Mr. Hobson said he was at the meeting to represent his students. He said he understands the data the board is reviewing to make decisions regarding his school's eligibility, but he believes data can be manipulated to show whatever someone wants it to show. He stated he is the only barber school in the SW region, and really the NW region as well. He expressed frustration with the reduction of the number of Individual Training Account (ITA) slots for his school and the removal of his program from the Eligible Training Provider List. He said that his program produces and has a high graduation and placement rate for students. He said he is helping create productive citizens. He stated that he believes there are conflicts of interest for board members. He stated that he doesn't have problem with other tuition assistance programs, only the American Job Center. He said that when he refers his students for assistance, "It's not just a no, but a hell no." He stated that with the growth in the area his program should be considered in-demand.
- Harrell Carter (NAACP) asked if the Board's records are public, and staff confirmed that information can be found on the board's website or via public information request.
- Reggie Carter, owner of All Star Forklift Training Academy, spoke via a phone call to a Barber School 1 student who was attending the meeting. He said he was told that there were police officers in attendance at the meeting and that it was a disgrace and embarrassment that they were there. He said he and Mr. Hobson have never threatened violence so there was no reason for officers to be at the meeting. He stated the board should be ashamed of themselves and that he would be filing another complaint due to police presence. He addressed Gem Bell and stated that he "better be careful who he talked to" and called Mr. Bell a "puppet" and said it "is a disgrace how you are doing your own kind." He stated he and Mr. Hobson are trying to get the same funding that other schools "especially

white schools” are receiving. He claimed that he and Mr. Hobson have a cap on the number of students that can receive ITAs, and other schools do not. He stated that he has filed an appeal with the Federal Department of Labor and changes will be coming soon. He addressed Deputy Commissioner Scott and said that he has been dealing with discrimination and retaliation. He stated that he “was not going to stop.” He said what his school does is important for the community and his students are excited about the program because a lot of companies do not train forklift drivers. He claimed that the Board treats him and Mr. Hobson like they are bringing drugs, guns, or negativity into the community, but all they are trying to do is bring positive change and hope. He mentioned a student who went to work for Pictsweet and claimed that the Board’s policies and procedures were aimed at deterring and denying his and Mr. Hobson’s programs. He stated that Jennifer Bane and Ben Ferguson are the “ringleaders.”

Guest Presentation- Lightcast Overview: Jaime Perz of Lightcast presented the strengths of Developer and the advantages of traditional and real-time labor market information. Jaime also described the ways that Developer can be useful for current, consistent, complete, and granular data presented at a level that is more local and regionalized so that we can make decisions about our funding, etc. She also showed some example reports to show top industries, the occupations driving them, and then see if we are on track to meet our employment needs. We can choose counties and a time frame to see very detailed real time and projections for job data in our area. Jobs can be sorted by highest growth, etc. Then we can see what occupations/staffing patterns (job roles) drive those industries. The program will also show us median salary, work experience needed, etc. We can even see if we have individuals completing the education levels needed to fulfill these jobs, how many in these jobs are due to retire soon, etc. There is also an advanced region selection, where you can put in a radius by drive time or miles away from a certain address, so that we can capture data from surrounding counties.

Approval of Minutes: The minutes of the 12/5/24 Board Meeting were presented for review.

- o **MOTION: A motion to approve the 12/5/24 Board minutes as presented was made by Joe Stephens and seconded by Mayor Massey. All were in favor and the motion carried.**

Committee Reports & Action Items: All 2/13/25 committee reports were provided to the Board ahead of time and are included in the attached handouts.

American Job Center (AJC) Committee Report: Linda Beaulieu provided an overview of the attached report and related dashboards. The below action item was presented for discussion and questions prior to voting.

- Work-Based Training Policy Changes: Proposed changes are indicated in red in the attached policy. EMSI now reflects the name change to Lightcast and the link to the State’s website for Incumbent Worker Training grant has been updated. Most changes are in the OJT section, which added details about maximum wages and the number of hours covered that have been the standard for many years but haven’t been formally added to the policy. This policy applies to Title I funds, and when we receive other funding (ex. Reentry) that allows for more flexibility there may be some slight differences. A requirement that starting wages must be at least at the self-sufficiency threshold set by the Board was also added. Salary is based on 200% of the poverty level for the year (currently \$14.48/hour). There is also a change for work experience for in-school youth to clarify that we will allow participants who have limited availability to work longer than the typical 6-month time period, as long as they do not work more than 975 hours. The committee recommends approval of the proposed changes to the Work-Based Training Policy as presented.
 - o **MOTION: A motion to approve the ITA Policy Changes as presented was made by Linda Beaulieu and seconded by Joe Stephens. All were in favor and the motion passed.**

Executive Committee Report: Gem Bell provided an overview of the attached report and the related dashboards. There were no action items. He encouraged new board members to review meeting materials and reach out to staff and other board members as they are learning more about what the board does. Jennifer Bane noted that updated performance results are listed in the committee report to reflect changes made by staff since the committee met. Staff are continuing to work on improvements to increase results.

Outreach and Opportunities Committee Report: Joe Stephens provided an overview of the attached report and related dashboards. The following action items were presented for discussion and questions prior to voting.

- Eligible Training Provider (ETPL) Program Renewals: The committee reviewed the attached list of programs due for renewal, including corresponding labor market information and performance data:

- TCAT Crump’s Electrical & Plumbing Construction Technology Program: Based on the attached data, staff recommend renewal of this program to the local SW and State ETPL.
- TCAT Jackson’s Building Construction Technology Program: This program will not be renewed at this time to the local SW or State ETPL. The program was formerly offered at the Henderson County Jail and is now dual enrollment only.
- TCAT Jackson’s Surgical Technology Program: Based on attached data, staff recommend renewal of this program to the local SW and State ETPL.

The committee recommends the renewal of TCAT Crump’s Electrical & Plumbing Construction Technology program and TCAT Jackson’s Surgical Technology program for both the State and SW ETPL, and to remove TCAT Jackson’s Building Construction Technology from the State and local ETPL.

- **MOTION: A motion to remove TCAT Jackson’s Building Construction Technology Program from the SW ETPL AND State ETPL, and to renew TCAT Crump’s Criminal Justice Program and TCAT Jackson’s Surgical Technology Program for the SW ETPL and State ETPL was made by Joe Stephens and seconded by Linda Beaulieu. All were in favor and the motion passed. Dr. Rainey abstained from discussion and voting.**

Barber School 1 Appeal Committee Report: Linda Beaulieu noted that based on the review of documentation provided and the presentation by Mr. Hobson at the January 16th Hearing, the committee did not feel that Barber School 1 provided proof of meeting the Southwest TN Workforce Board’s In-Demand Occupation Criteria. The Barber School 1 Appeal Committee voted unanimously to uphold the decision of the Southwest TN Workforce Board to remove Barber School 1 Master Barber, full-time and part-time options, from the Southwest TN Eligible Training Provider List. Sabra Bledsoe asked which of the criteria were not met and Jennifer Bane noted the report lists three criteria that were not met which included:

Criteria #3. Has positive growth of at least 4 in the planning period (2024 – 2027), or 1 per year.

Criteria #4. Has at least 4 more jobs/openings than resident workers, 1 per year.

Criteria #7. Aligns with regional priority sectors.

Gem Bell asked whether Board members served on the committee and Jennifer noted there were two Board members and one staff person on the committee who were not involved in the prior discussion and voting. Marlita White asked where the priority sectors came from and Jennifer explained they were based on the West TN Regional Strategic Plan and data provided by the TDLWD’s WIRED Unit. Gem asked what the next steps would be if the Board voted to uphold the original decision to remove the program from the SW ETPL. Jennifer said that the training provider will be notified in writing of the decision and will be given the information on the opportunity to appeal the decision to the TN Department of Labor and Workforce Development.

- **MOTION: Linda Beaulieu moved to uphold the decision of the Southwest TN Workforce Board to remove Barber School 1 Master Barber, full-time and part-time options from the Southwest TN Eligible Training Provider list and the motion was seconded by Mayor Massey. All were in favor and the motion passed.**

Other Business & Updates:

- State Workforce Board (SWDB) Report: Jennifer Bane reviewed the attached SWDB Report that details policy changes approved by the SWDB at their 02/28/2025 meeting. Special attention was drawn to the Minimum Participant Cost Rate policy changes, which now allow state funds and incumbent worker training funds to count towards MPCR. Jennifer also noted other policies allowed for more flexibility in AJC classifications and procurement of OSOs and CSPs. All policy changes were effective as of 02/28/2025.
- Sabra Bledsoe shared some updates from Commissioner Thomas and highlighted three main focuses for the TN Department of Labor and Workforce Development that will be supported with funding, if everything passes through legislature. Budgets amendments should be going out at the end of March for approval.
 - TN Youth Employment Program (TYEP): Proposing some one-time and recurring funding.
 - Investment in the SWDB to oversee the state’s workforce strategies. Part of this funding will support hiring staff to the board and part will go to strategizing. This will broaden the scope of the SWDB and allow them to do research, order studies, and grants, etc.
 - Micro-credentialing for individuals who need to enter the workforce quickly. Micro-credentials may be a solution to spending funding that has historically been used for Individual Training Accounts (ITAs) for TCAT programs since the Governor has proposed new scholarships for TCATs.
 - TN will also be moving to a common workforce brand to be shared across departments, “TN Works.”

- Estimated 2025 Allocations: Jennifer Bane reviewed the attached letter from TN Dept. Of Labor and Workforce Development Commissioner Deniece Thomas, detailing estimated 2025-2026 WIOA Title I allotments. The blue column shows the current year's allocations and the red column shows the amount of proposed reduction for the 2025-2026 program year. Most of the reduction is in the Adult and Youth budgets. The proposed allocations add up to about a \$277,000 reduction in funding, or about an 18% cut. We will still have the option to request to move funding from Dislocated Worker (DW) to Adult and will most likely do so since we have thankfully not had a lot of DWs for the past few years. We also have the National Dislocated Worker grant to help cover the DWs we do see. Staff will be working on the budget and hope that other funding such as state grants will help make up for some of the loss.

Future Meeting Dates & Upcoming Events: Upcoming meeting dates and events were listed on the agenda included in the handouts.

Joe Stephens motioned to adjourn the meeting and Mayor Massey seconded the motion.

Respectfully submitted,

Lana Burchfiel,
Public Information Specialist

Southwest Tennessee Workforce Board

March 13, 2025 – 11:00 am

American Job Center
1124 Whitehall St.
Jackson, TN

Join Zoom Meeting
Meeting ID: 828 2581 4342
Passcode: 891135

Agenda

Welcome & Call to Order

Gem Bell, Vice-Chair

Welcome New Board Members Gary Williams, Plant Manager - Young Touchstone, and Lee Isable, Director of Human Resources - TK Elevator (replacing Keena Clark)

Welcome Dewayne Scott, Deputy Commissioner, TN Department of Labor & Workforce Development

- Acknowledge Quorum/Conflict of Interest
- Opportunity for Public Comment (limit three minutes per speaker regarding agenda items only)

Guest Presentation – Lightcast Overview

Jaime Perz and Jason George, Lightcast

Approval of Minutes of December 5, 2024 Meeting (Vote Required)

Committee Reports & Action Items

American Job Center (AJC) Committee Report

Linda Beaulieu, Chair

- Work-Based Training Policy Changes **(Vote Required)**

Executive Committee Report

Gem Bell, Chair

Outreach and Opportunities Committee Report

Joe Stephens, Chair

- Eligible Training Provider (ETPL) Program Renewals **(Vote Required)**

Barber School 1 Appeal Committee Report **(Vote Required)**

Committee Members

Other Business & Updates

Jennifer Bane, Executive Director

- State Workforce Development Board Report
- Estimated 2025 Allocations
- Other Business

All

Future Meeting Dates & Upcoming Events

<i>Meeting / Event</i>	<i>Date and Time</i>	<i>Location</i>
State Workforce Development Board	May 16 th , 9:00 am	Nashville / YouTube
Virtually Speaking Webinar	June 5 th , 9:00 am	Zoom
Remaining 2025 Board Meeting Dates	11:00 am on Thursday, June 12 th Sept. 11 th (Annual Meeting) Dec. 2 nd (with Northwest)	AJC - Jackson / Zoom

Southwest Tennessee Workforce Board



Lightcast.io

1

What is **Developer** and why use it?

- Developer is an interface that provides comprehensive labor market data in one user friendly tool.

TWO TYPES OF LMI

Traditional LMI



Real Time LMI



2

Traditional LMI



Strengths

- Highly Structured
- Projections and Trends
- Total Coverage



Weaknesses

- Lack of Detail
- No Localized Skills Information
- Lag / Outdated
- No Employer Data



3

Real-Time LMI



Strengths

- Provides Details on Job Descriptions
- Connects Jobs to Specific Businesses
- Reflects Current Outlook and Demand



Weaknesses

- Non-Standardized Structure
- Unable to Produce Projections
- Not Every Job is Posted Online



4



Traditional LMI

Weaknesses

- Lack of Detail
- No Localized Skills Information
- Lag / Outdated
- No Employer Data



Real-Time LMI

Strengths

- Provides Details on Job Descriptions
- Provides information on the Skills Employers need
- Connects Jobs to Specific Businesses
- Reflects Current Outlook and Demand



5

Why use **Developer?**

Problems with data we solve:

- What data source should you use when there are multiple choices, and why?
- Classifications Systems (ONET, NAICS, etc.)
- Some data is not granular enough
- Lag time & how to keep a project fresh
- Supressions
- Difficult interfaces; hard to learn & navigate
- Data wrangling; easy to make errors

Lightcast Keeps the Data:

- **Current:** We keep all our datasets up to date. (Quarterly data runs)
- **Consistent:** You won't find conflicting numbers.
- **Complete:** We fill in the suppressed data.
- **Granular:** We offer data at a level of granularity that is useful for our clients and generally more useful than what you can get at a government source.



6



Developer Reports

One example of a workflow for strategic decision making and projecting employment needs

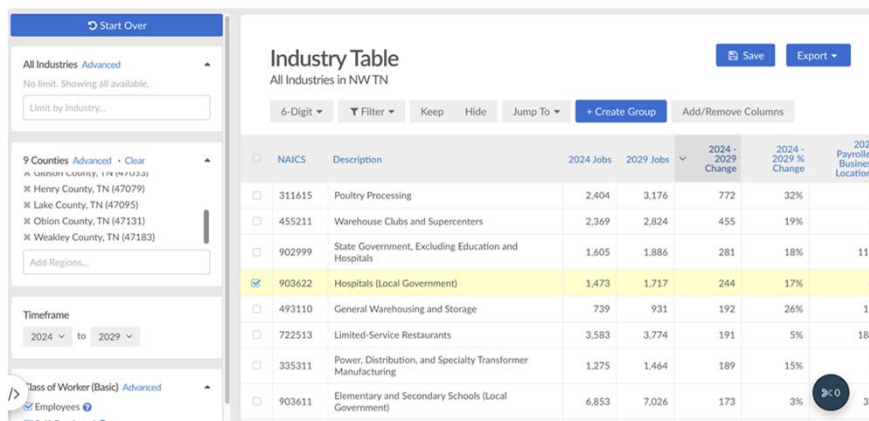


7

Strategic Decision Making

Developer will help you to:

- **Identify your top industries**
- Identify what occupations are driving those industries
- Determine if you're on track to meet employment needs



Industry Table
All Industries in NWTN

6-Digit Filter | Filter | Keep | Hide | Jump To | + Create Group | Add/Remove Columns

NAICS	Description	2024 Jobs	2029 Jobs	2024 - 2029 Change	2024 - 2029 % Change	2024 Payrolled Business Locations
311615	Poultry Processing	2,404	3,176	772	32%	1
455211	Warehouse Clubs and Supercenters	2,369	2,824	455	19%	8
902999	State Government, Excluding Education and Hospitals	1,605	1,886	281	18%	118
<input checked="" type="checkbox"/>	903622 Hospitals (Local Government)	1,473	1,717	244	17%	6
493110	General Warehousing and Storage	739	931	192	26%	17
722513	Limited-Service Restaurants	3,583	3,774	191	5%	182
335311	Power, Distribution, and Specialty Transformer Manufacturing	1,275	1,464	189	15%	7
903611	Elementary and Secondary Schools (Local Government)	6,853	7,026	173	3%	38

8

Strategic Decision Making

Developer will help you to:

- Identify your top industries
- **Identify what occupation are driving those industries**
- Determine if you're on track to meet employment needs

SOC	Description	Employed in Industry (2024)	Employed in Industry (2024)	Employed in Industry (2029)	Change (2024 - 2029)	% Change (2024 - 2029)	% of Total Jobs in Industry (2024)	Median Hourly Earnings	Typical Entry Level	Work Experience Required
29-1141	Registered Nurses	334	334	389	55	16%	22.7%	\$31.64	Bachelor's degree	None
31-1131	Nursing Assistants	96	96	111	15	16%	6.5%	\$15.49	Postsecondary nondegree award	None
29-2061	Licensed Practical and Licensed Vocational Nurses	74	74	85	11	15%	5.0%	\$22.62	Postsecondary nondegree award	None
43-6013	Medical Secretaries and Administrative Assistants	54	54	62	8	15%	3.6%	\$15.79	High school diploma or equivalent	None
31-9092	Medical Assistants	45	45	54	9	20%	3.0%	\$15.62	Postsecondary nondegree award	None

9

Strategic Decision Making

Developer will help you to:

- Identify your top industries?
- Identify what occupations are driving those industries
- **Determine if you're on track to meet employment needs**

SOC	Description	2024 Jobs	2029 Jobs	2024-2029 Change	2024 % Change	2029 % Change	Regional Completions (2023)	2024 Resident Workers	2024 Net Commuters	Median Hourly Earnings	Median Annual Earnings
29-1141	Registered Nurses	1,208	1,291	83	7%	7%	202	1,895	-687	\$31.64	\$65,804.55
29-2061	Licensed Practical and Licensed Vocational Nurses	893	910	17	2%	2%	185	988	-95	\$22.62	\$47,047.00
29-2052	Pharmacy Technicians	333	356	23	7%	7%	4	441	-108	\$17.33	\$36,038.46
29-1171	Nurse Practitioners	203	238	35	17%	17%	202	349	-146	\$50.38	\$104,795.76
29-2053	Psychiatric Technicians	170	202	32	19%	19%	0	199	-29	\$13.85	\$28,807.21
29-2043	Paramedics	160	169	9	6%	6%	163	196	-36	\$21.35	\$44,408.00
29-1051	Pharmacists	158	165	7	4%	4%	0	231	-73	\$61.22	\$127,128.00

10

Data Sources

Where does the data
come from?



11

Job Postings



- 3.4 million job posting gathered daily
- 65,000 sources
- Over 1 million business represented
- Over 1 billion historical job market records
- Ability to see emerging skills and jobs

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- 80% Deduplication
- Dynamic Labor Market Taxonomy
- Time series Tracking

W) \$14) 99) 9:

- Inconsistent format
- Not every job is online
- Limited predictive abilities



12

QCEW

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- Crucial dataset
- County level data
- Captures 95% of US wage and salary jobs
- Includes:
 - Job Counts
 - Annual Earnings
 - Number of Establishments

S: 8) 4+ : .p

- Backbone of our employment data due to job counts and annual earnings data

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- Lots of suppressions
- Doesn't cover the self-employed



13

OEWS formerly known as OES

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- Publishes estimates for employment and wages for most occupations by industry sector at national level and occupations at the MSA level
- Accounts for 1.1 million establishments and 57% of national employment
 - Excludes:
 - Military
 - Agriculture, fishing, forestry
 - Self-employed

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- Helps regionalize staffing patterns
- Publishes wages

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- Survey data
- Doesn't match industry employment
- Weak time-series



14

QWI



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- Unique data set that links workers to employers to identify worker movement through hires, separations, and turnovers
- Provides data on:
 - Worker Age
 - Gender
 - Educational Attainment
 - Race/Ethnicity

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- Compatible with QCEW
- Accurate counts of hires and separations by industry
- Demographic breakouts of industries

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- Significant lag time (9 mo)
- Suppressions



15

SPI and LPI



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- Earnings Data
- Employment Estimates
- Provides data not covered by QCEW Class of Worker
 - Primarily Military employment

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- Unemployment Counts
- Labor Force Participation data

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- Based on CPS (Current Population Survey)



16

CBP

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- Annual Series for Industries
 - Number of Establishments
 - Employment Ranges
 - Annual Payroll

- Helps us unsuppress QCEW data

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- Ranges provide a starting point in dealing with suppressions in other data

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- Not entirely consistent with QCEW
- Numbers are ranges



17

ACS

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- Collects information such as age, race, ethnicity, income, commute time, home values, veteran status, educational attainment, etc.
- ACS is published every year
 - Only 3.5 million housing unit addresses are selected annually for the survey.
- Used for Self-Employment and Extended Proprietor Class of Worker job counts and hourly earnings.
- Used for Industry and Occupation Diversity data

S: 8) 4+ : . p

- Publishes industry and occupation demographics
- Responding to survey is mandatory

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- Sample-size survey
- Historical data only goes back to 2005
- Methodology and survey changes make it so you can't compare data over time



18

NIOEM

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- National table of what industries employ which occupations – Staffing Patterns
- Published every two years
- Projected out 10 years into the future

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- Starting Point for translating Industry data into occupations

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- National Data



19

NES

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- Annual series that provides subnational economic data for businesses that have:
 - No paid employees and
 - Are subject to federal income taxes.
- Most are self-employed or sole proprietorships

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- Data consists of the number of businesses and total receipts by industry

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- Published approx. 17 months after each reference year.



20

EP

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- Updated Annually
- Provides many datasets including:
 - Occupation Separations and Openings
 - Educational Attainment for workers over 25 years and older by occupation at the national level
 - Education and training by occupation at national level

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- Measure total employment as a jobs count

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- Lag
- Education and Training is what is typically needed and doesn't consider specialized programs.



21

RRB

R\$/2R5\$(R) :/8)3)4: B5\$8 (



- Created in the 1930s
- Published Annually
 - Usually in July
- Provides Job counts for the Railroad Industry.
- Independent Agency in the executive branch of the Federal Government

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- Measures total railroad jobs counts
- Not Suppressed, even at County level

W) \$14)99)9:

- Lag



22

POP

P56;2\$/54 E9:/3\$:)9



- Produces estimates of the population
- Available for:
 - Nation;
 - States,
 - MSAs,
 - Counties; and
 - Zips

S: 8) 4+ : .p

- Released annually

W) \$14) 99) 9:

- It's an estimate, not an actual count of the population.



23

Birth/Mortality Data

C) 4:) 8 *58 D/9) \$9) C54:852



- Aids in the creation of Population Demographics data
- Available at the National level

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- Used to model population projections

W) \$14) 99) 9:

- Data Lag



24

CPS

C;88)4: P56;2\$:/54 S;8<)? T\$&;2\$:/549



- Monthly survey of households
 - Surveys 60,000 eligible households monthly
- Collects data for:
 - Employment;
 - Labor Force Participation;
 - Labor Force Characteristics; and
 - Earnings

S:8)4+:.p

- Most comprehensive measure of national employment

W) \$14)99)9:

- Active Military and institutionalized individuals are excluded



25

LAUS

L5' \$2 A8) \$ U4)3625?3)4: S:\$:/9:/'9



- Monthly and annual employment, unemployment and labor force data.
- LAUS provides U3 unemployment
- Provides data by:
 - States
 - Counties
 - MSAs

S:8)4+:.p

- Unemployment Counts
- Labor Force Participation data

W) \$14)99)9:

- Based on CPS (Current Population Survey)



26

LODES



LEHD O8/+ /4iD) 9:/4\$/54 E3625?3)4: S:\$:/9:/'9

- Used to form Occupation by Residence data and build Commuting data
- Provides data on:
 - Origin Destination
 - Resident Area Characteristics
 - Work Area Characteristics

S:8) 4+ : .p

- Shows where workers live

W) \$14) 99) 9:

- Significant lag time (2-3 yrs)



27

NIPA



N\$/54\$2 I4'53) \$4 (P85 (; ' : A' '5;4:9

- Covers a wide variety of US economic measures
- Updates Quarterly
- Tables include:
 - Gross Domestic Product
 - Gross Domestic Income
 - National Income
 - Government receipts and expenditures

S:8) 4+ : .p

- Comprehensive picture of the US economy at the national level
- Features many macroeconomic statistics

W) \$14) 99) 9:

- Lacks granularity



28

CEX

C549;3)8 E>6)4(/:;8) S;8<)?



- Publishes 12 month estimates twice a year
- Collected for the BLS by the US Census
- Provides data on consumers regarding:
 - Expenditures;
 - Incomes; and
 - Demographics characters

S:8)4+:.p

- Covers complete range of consumer expenditures

W) \$14)99)9:

- Lag
- Survey data



29

GSP

G8599 D53)9:/' P85(;': &? S:\$:)



- Value of goods and services produced in the economy
- Updates Annually
- Data includes breakdowns of industries' contributions to each state economy.

S:8)4+:.p

- Comprehensive measure of each state and the District of Columbia's economy
- Estimates the value of good and services produced

W) \$14)99)9:

- Only available at the state level
- GSP numbers don't match to GMP or GCP numbers



30

MUTs



M\$1) \$4 (U9) T\$&2) 9

- Basis for Input-Output Modeling
- Updates Annually
- Make table describes the amount of each commodity made by each industry in a given year.
- Use table describes the amount of each commodity used by each industry in a given year.

S:8) 4+: .p

- Comprehensive picture of the US economy

W) \$14) 99) 9:

- Lags
- Lacks granularity



31

COG



S:\$:) \$4 (L5' \$2 F/4\$4') 9 ¥C) 49;9 5* G5<) 843) 4:f

- Used in Input-Output Modeling
- Updates Annually
- Provides statistics on revenue, expenditure, debt and assets for all 50 states and DC.
- Utilized in calculating our government earnings

S:8) 4+: .p

- Comprehensive information on local government finances

W) \$14) 99) 9:

- Lags
- Lacks granularity



32

IPEDES



I4:.)+8\$:.) (P59:9) '54 (\$8? E (;' \$:/54 D\$: \$ S?9:) 3

- Annual counts of completions by programs for each technical and vocational institution, college, and university
- Demographic data of enrolled students
- Crosswalk of programs and the occupations they typically train for

S:8) 4+:.p

- Only source for enrollments, completions, graduation rates, finances, institution prices and financial aid

W) \$14) 99) 9:

- Lag time
- Self-reported by institution



33

COLI



C59: 5* L/</4+ I4 () >

- Comes from C2ER
- Available at MSA and County levels
- Updated Quarterly
- Index is comprised of six categories
 - Grocery items
 - Housing
 - Utilities
 - Transportation
 - Healthcare
 - Miscellaneous Goods and Services

S:8) 4+:.p

- Very consistent
- Only source in the US
- Widely recognized by BLS and US Census

W) \$14) 99) 9:

- Does not measure price change over time (inflation)



34

UCRP

U4/*583 C8/3) R) 658:/4+ P85+8\$3



- Annual crime statistics
 - Released quarterly on the Crime Data Explorer
- Available at the County level
- Captures different types of crimes

S: 8) 4+ : .p

- Reliable statistics for use in law enforcement research

W) \$14) 99) 9:

- Participation is voluntarily



35

Migration

SOI T\$> S:\$:9 k M/+8\$:/54 D\$:\$



- Based on filed tax returns
- Available for inflow and outflow migration
- Available at the State or County level

S: 8) 4+ : .p

- Reliable statistics for year-to-year individual and household migration

W) \$14) 99) 9:

- Large lag time
- Only captures individuals/households that file tax returns



36

Lightcast Q & A

Jaime Perz

Professional Service | Workforce Development

Account Manager

216.926.8761 | LIGHTCAST.IO



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Southwest Tennessee Workforce Board
December 5, 2024 – 11:00 am
Jackson American Job Center, 1124 Whitehall Street, Suite 100, Jackson, TN / Zoom

Minutes

Board Members Attending in Person: Shane Turany, Gem Bell, Joe Stephens, Stewart Stanfill, Dr. JacQuene Rainey, Ben Ferguson, Marlita White, Randall Renfroe, Danielle Shanklin, Alfredo Peña; **via Zoom:** Adren Crawford, Sabra Bledsoe, Mandy White, Christina Rhea; **via Proxy:** Linda Beulieu by proxy to Christina Rhea

Committee Members Attending via Zoom: Pat Ross

Local Elected Officials Attending in Person: Mayors Mike Creasy, AJ Massey

Staff and Contractors Attending in Person: Jennifer Bane, LeAnn Lundberg, Ariel McGahey, Ginger Powell, Kena Hamm, Erica Nance (OSO), Melissa Blankenship (OSO) Angela Spann (OSO), Holly Wood; **via Zoom:** Gina Johnson, Derrick Quinn, James Starnes (OSO), Terry Williams, Asia Tatum

Guests Attending in Person: Dr. Tom Pigg (JSCC), Dominic Wolfe (All Star), Georgena Wilson (TDLWD), Mallory Quarles (Chester County Mayor's Office), Jackie Nance (Barber School 1), DJ Traylor (Barber School 1), Corlione Brooks (Barber School 1), Reggie Carter (All Star), Lamar Hobson (Barber School 1), **via Zoom:** Lydia Bennet-Carnes, Karen Grigsby, Matthew Spinella, Chuck Marquis, Heather Skelton

Welcome / Public Comment: Ben Ferguson welcomed all members and guests to the meeting and introduced new board members. He asked if there were any public comments and reminded everyone that public comments must be kept to three minutes or less and all comments must be related to agenda items for the meeting.

- Lamar Hobson (Barber School 1) expressed frustration with the board regarding the scholarship funding available for his program and lack of representation on the board, and asked for contact information for all new board members. He stated that he receives interest in his program from individuals in multiple areas. He also stated he brought data to show the need for barbers in the SW area and passed out copies of emails from students expressing completion from his program and some employment outcomes to board members. He also stated that he wanted to know why his programs were added to the agenda for committee meetings on November 5th and that he would like the minutes from the meeting. Mr. Hobson welcomed anyone with questions to call him.
- Reggie Carter (All Start Training Academy) stated that he has been in business in Jackson for three years, and in Memphis for 10 years and has not experienced issues in Memphis. He stated that he felt that other training providers such as TCAT and JSCC having representation on the board was a conflict of interest and claimed that his program is the only training provider for forklift certification in the area. He stated that comments from board members in a newspaper article were untrue and accused the board of discrimination. After three minutes, Ben Ferguson alerted Mr. Carter that his time was up. Mr. Carter continued to speak despite multiple reminders that his time was up.
- Dominic Wolfe (All Star Training Academy) stated that he echoed Mr. Carter's statements. He said that there is lots of interest in forklift training but feels that there are too many hoops for students to jump through for funding. He said that the number of students being turned away does not match the amount of work they are putting in and said that Memphis does not have these issues. He said this program and funding is for the community and if the funds are not being allocated appropriately, then something needs to change. Mr. Wolfe also noted that Mr. Reggie is one of the most relentless people he knows and that he is not going to stop.

Call to Order & Acknowledgement Quorum/Conflict of Interest: Hearing no more public comments, Ben Ferguson called the business meeting to order and acknowledged that a quorum was present, reminding members to abstain from discussion and voting in the event of a conflict of interest.

Approval of Minutes: The minutes of the 9-12-2024 Board Meeting were presented for review.

- **MOTION: A motion to approve the 9-12-24 Board minutes as presented was made by Joe Stephens and seconded by AJ Massey. All were in favor and the motion carried.**

Committee Reports & Action Items: All committee reports were provided to the Board ahead of time and are included in the attached handouts.

American Job Center (AJC) Committee Report: Christina Rhea presented the attached report of the meeting on 11-5-2024 and the related dashboards.

- Individual Training Account Policy Change- Appeals Process: The committee reviewed the proposed ITA Appeal Policy with changes noted in red. Our previous policy lacked detail on how a participant could appeal for an ITA based on demand and / or the need to go above the approved number on the In-Demand Occupation list, so detail has been added on what will be reviewed during an appeal process. Appeals will need to show documentation to support the need for the occupation, such as active job postings, benefits, evidence of workforce shortages such as sign on bonuses, and employer statements of need.
 - **MOTION: A motion to approve the ITA Policy Changes as presented was made by Christina Rhea and seconded by AJ Massey. All were in favor and the motion passed.**

Outreach and Opportunities Committee Report: Joe Stephens presented the attached report of the 11-5-24 meeting and related dashboards. While attempting to present the item to the Board, Mr. Reggie Carter repeatedly interrupted and spoke over Board members, despite being asked to refrain from disrupting the meeting as the public comment period had ended. Mr. Carter repeatedly refused to stop speaking and asked what we were going to do about it. He became increasingly agitated, left his seat to approach the Board and staff, used profanity during the meeting, called staff and board members liars, devils, and puppets, made accusations of discrimination and racism, and expressed that he would not ever go away but would continue to send emails and come to meetings. The Jackson Police Department was called and when police officers arrived, Mr. Carter left the meeting to speak with them and Joe proceeded with the report.

- Eligible Training Provider (ETPL) Program Renewals: The committee reviewed the attached list of four programs from Barber School 1 and TCAT Crump that are due for renewal. The committee recommends approving TCAT Crump's Diesel Powered Equipment Technology Program and Truck Driving Technology program for both the Southwest (SW) ETPL and the State ETPL. Barber School 1's Master Barber- Part Time program is not recommended for renewal for the SW ETPL due to not aligning with priority sectors, not having growth of at least one job per year, and not having at least one more job than resident workers. TCAT Crump's Farming Operations Technology program is not recommended for renewal for the SW ETPL due to not aligning with priority sectors. Both programs are recommended to remain on the State ETPL for use by other local areas if desired.
 - **MOTION: A motion to remove Barber School 1's Master Barber Part-Time program and TCAT Crump's Farming Operations Technology program from the SW ETPL, but not the State ETPL, and to renew TCAT Crump's Diesel Powered Equipment Technology and Truck Driving Technology programs for the SW ETPL and State ETPL was made by Joe Stephens and seconded by Alfredo Peña. All were in favor and the motion passed.**
- ETPL New Program Applications from TCAT Jackson: The committee reviewed the attached new program application for TCAT Jackson's Electric Vehicle Production Technology Program, including corresponding labor market information and recommends that the program be approved.
 - **MOTION: A motion to approve TCAT Jackson's Electric Vehicle Production Technology Program was made by Joe Stephens and seconded by Stewart Stanfill. All were in favor and the motion passed. Dr. Rainey abstained from discussion and voting.**
- ETPL Program Revisions: The committee reviewed the attached list of programs on the proposed revisions to existing ETPL programs handout that are recommended to be removed from the SW ETPL due to not meeting the in-demand criteria. Programs would remain on the State ETPL to allow other areas to utilize them. The program list also shows the number of individuals that have enrolled in the program through Title I in the past two years, and most of the programs have had 0 enrollments.
 - **MOTION: A motion to remove the programs listed on the attached handout from the SW ETPL as presented was made by Joe Stephens and seconded by Alfredo Peña. All were in favor and the motion passed. Dr. Rainey abstained from discussion and voting.**
- ETP Policy Changes: The committee reviewed the attached ETP Policy with changes noted in red. The recommended changes set a timeline of one calendar year for when a training provider can reapply for a program to be included on the ETPL after being denied and completing the local and state appeal processes. The reference to the state appeal process was also updated to reference Tennessee Department of Labor and Workforce Development guidelines instead of THEC guidelines.
 - **MOTION: A motion to approve the ETP Policy changes as presented was made by Joe Stephens and seconded by Gem Bell. All were in favor and the motion carried.**

Stewart Stanfill noted that after concerns were expressed at the last meeting regarding the lack of funding for barbering, he requested additional data from Jennifer Bane. Stewart noted that he inquired about our funding in comparison to Memphis and asked Jennifer Bane to confirm and explain the allocations. Jennifer stated that our

allocation for Title I Adult, Dislocated Worker (DW), and Youth funding is about \$1.4 million, with 10% of that designated for administrative costs such as fiscal staff, and the remainder for program has to cover all operating and staffing costs, as well as services to participants. Jennifer also stated that she believes Memphis' allocation is around \$9 million and that allocations are based on population size and demographics such as poverty rates. Stewart also inquired about the amount of funding spent by Memphis on training for barbers and cosmetologists. Jennifer stated that it is her understanding from the Executive Director of that area that Memphis does not spend any dollars on ITAs, but they do provide supportive services for individuals who have chosen to participate in those trainings. Stewart asked why that is and Jennifer stated that she did not specifically ask but would assume it is based on the demand as it is here.

Executive Committee Report: Gem Bell provided an overview of the attached report of the meeting on 11/5/24 and the related dashboards noting the budget looks good but performance measures in red are currently below 90% of the goal required for passing. Staff are working towards improving these items. Gem also noted the State completed their review of All Star Training Academy's grievance and Mr. Carter now has the opportunity to appeal as listed in the attached report. He also encouraged board members to attend the committee meetings and said that these meetings allow time for members to dig deeper into the work the board does.

Other Business: Jennifer Bane provided the following updates:

- State Workforce Board Updates: Amy Mayberry has been appointed as the Executive Director for the State Workforce Board. The State Workforce Board has completed the board certification process in partnership with UT Center for Industrial Services and the Baldrige Excellence Framework. There will be an opportunity for Local Workforce Boards to complete a similar certification process soon. The State Workforce Board redesignated several policies as guidance at the last meeting and will be reviewing several policies in the coming months, including the Minimum Participant Cost Rate Policy, One-Stop Design Policy, and the policy around contracting Career Service Providers and One-Stop Operators.
- Conflict of Interest Forms: Updated forms are due for all board members by 12-31-2024.
- Other Business: Workforce Innovations, Inc. applied for the TDLWD Rural Healthcare Grant for \$250,000 to be shared between the Northwest and Southwest areas. If our application is approved, funding will start in July of 2025 and will focus on apprenticeships, on-the-job training, ITAs, and supportive services.
 - Ben Ferguson noted that on the Training Services report included in the attached handouts, 36 new ITAs have been enrolled for the quarter, and that he believed that was around 100 last program year, so the funding available is limited to cover a large number of programs. Marlita White inquired about the data used to determine the demand for programs. Ben stated that the primary source is Lightcast (formerly EMSI). Marlita asked if she could have a copy and Jennifer stated she would email her the information directly out of Lightcast as well as the narrowed down list to show those in-demand in the SW area, which is also posted on the website.

Stewart Stanfill also asked to discuss the number of allotted training slots. After Reggie Carter interrupted to express that he believes logistics and transportation are in the same category as forklift and that there is no cap on CDL training, Stewart inquired about the number of slots available for forklift. Jennifer noted that the approved list of in-demand occupations shows nine for forklift, but there is only one remaining for the year. Stewart then noted that there are over 60 occupations on the list limited to less than 10 per year and only a few occupations with more than 10 approved. Jennifer stated that is correct and that the number allotted per year is primarily based on the growth in jobs between 2024 and 2027, as well as the workforce already available for those positions, not just the number of jobs. Dr. Rainey noted that although TCAT Jackson does not offer barbering or cosmetology, TCAT NW does, and during her time there they had inquired about funding from Memphis and were informed the programs were not approved due to lack of demand, but that the programs have good placement rates.

Future Meeting Dates & Upcoming Events: Upcoming meeting dates and events were listed on the agenda included in the handouts.

AJ Massey motioned to adjourn the meeting and Alfredo Peña seconded the motion.

Respectfully submitted,

Ariel McGahey, Director of Operations

American Job Center Committee- Linda Beaulieu, Chair / Christina Rhea, Co-Chair

The committee met on February 13th with 7 members, staff, contractors, and 9 guests participating.

Public comment: Five guests made public comments regarding Barber School 1 and All-Star Forklift Training Academy.

American Job Center Services Report: Assistant One-Stop Operator (OSO), Angela Spann, provided the attached AJC Services Report for October-December 2024 which details AJC traffic counts, visit reasons, customer survey results, and estimated KPI results for the quarter. Of the 158 individuals who completed a survey, 85% of customers marked “completely satisfied” on customer surveys. Angela pointed out that the percentage of completely satisfied individuals is lower due to over 20 customers skipping that question on the survey, not because they stated that they were unsatisfied with their visit. Title I and Title III co-enrollment is a new KPI this year and staff are working to increase the number of co-enrollments. The OSO team is also tracking all referrals to try and help make sure appropriate co-enrollments are made. Angela also summarized the attached program highlights discussing the new TCAT Stanton/Blue Oval City Outreach Center, a SNAP E&T success story, and a summary of Manufacturing Day events.

Career & Training Services Report: The committee reviewed the attached Career and Training Services Report detailing the 75 cumulative enrollments as of December by service type and county, a breakdown of new Individual Training Account (ITA) enrollments by sector and provider, and total ITA investments by provider for all participants this program year. The majority of the 61 ITA enrollments were in healthcare, with most ITA participants enrolling in TCATs. Most funds, 72%, continue to be spent on private training providers that are typically more expensive. The National Dislocated Worker Grant has 70 enrollments out of a goal of 100 for the three-year grant period. The 75 enrollments by county shows Madison highest, followed by Hardeman, then Haywood.

Business Services Report: The committee reviewed the attached Business Services Report detailing the cumulative On-the-Job Training (OJT) contracts and enrollments as of December, the completion rate, and the breakdown of number trained by sector. The report shows 7 OJT participants completed across all formula and special grants, 8 were still in training, and 3 unsuccessful completions for the year. Some of the non-completes for OJT are due to participants leaving for another job. Our average cost is about \$2,000 per person and total expended was \$14,145.44. Most OJT participants are in Manufacturing. Apprenticeship enrollments are at 18 out of a goal of 37 with \$17,500 expended. We have almost expended this grant since December. Several apprentices did not start until January so there was a slight delay in enrollments. Staff also continue issuing Lightcast reports with 63 reports issued last quarter.

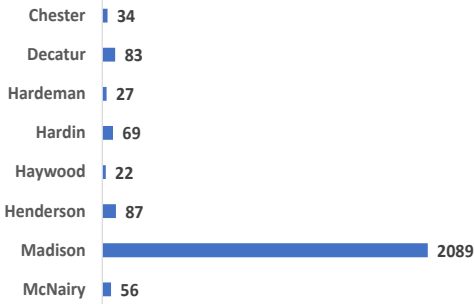
Labor Force Participation Rate (LFPR) Strategic Priorities—Skills & Career Advancement: The committee discussed effective and innovative strategies to assist employers regarding job security and working conditions. Committee members shared that workplace regulations change rapidly, so being kept up to date on policy changes is very important for employers and any help with this is appreciated. The committee mentioned the following potential topics for Virtually Speaking: Health insurance compliance, I-9 requirements, E-Verify, salary requirements for exempt employees, and helping employees understand changes with W-4/tax withholding and best way to complete the form.

Other: The committee discussed potential changes to several SWDB policies posted for public comment to be voted on at the February 28th SWDB meeting. Staff also shared that the State has issued a response to the appeal hearing for Mr. Carrick with All Star Training Academy (included in packet). Mr. Carrick has 60 days to submit an appeal to USDOL.

Work-Based Training Policy Change: Jennifer Bane reviewed proposed changes as indicated in red in the attached policy. EMSI now reflects the name change to Lightcast and the link to the State’s website for Incumbent Worker Training grants has been updated. Most changes are in the OJT section which added details about the maximum wages and the number of hours covered that have been the standard for many years but haven’t been formally added to the policy. This policy applies to Title I funds, and when we receive other funding (ex. Reentry) that allows for more flexibility there may be some slight differences. A requirement that starting wages must be at least at the self-sufficiency threshold set by the Board was also added. There is also a change for work experience for in-school youth to clarify that we will allow participants who have limited availability to work longer than the typical 6-month time period, as long as they do not work more than 975 hours. **The committee recommends approval of the proposed changes to the Work-Based Training Policy as presented (VOTE REQUIRED).**

American Job Center Services

Customer Visits



2,467
Visitors Received
PY24 Q2

4,756 / 9,252
Visitors to Date
PY24



TOP 5 REASONS FOR VISIT

1. Resource Room
2. Job Search Assistance
3. Unemployment Insurance
4. Job Fairs
5. Networking Events

3,628 Services Provided

Key Performance Indicator Results

Title I Adult / Dislocated Worker (DW) / Youth Enrollments

PY24 Q2

12 / 33
36.4%
Off Target

Year to Date PY24

39 / 133 YTD (29.3%)

Title I / Title III Co-Enrollments

PY24 Q2

17.5% / 70%
25.0%
Off Target

Year to Date PY24

17.5% / 90% YTD (19.4%)

Title III Wagner Peyser New Enrollments

PY24 Q2

721 / 249
289.6%
On Target

Year to Date PY24

1,150 / 996 YTD (115.5%)

Program Highlights

American Job Centers



On August 16, 2024, Belinda Potter, a Career Specialist, was contacted by Brooks Young, Workforce Development Director for TDLWD, with an opportunity to represent the state at the new Stanton Outreach Center inside the TCAT Stanton/Blue Oval site. Belinda accepted the role and began splitting her time between the Stanton Outreach Center and the Dyersburg American Job Center (AJC).

She started at the new site on September 17, 2024, and quickly made an impact, meeting with a professor and three students in her first few days. “As we continue to network, collaborate, and create successful partnerships, I am honored and grateful to have been chosen for this exciting adventure. The word ‘forge’ kept coming to my mind, so I googled it, and ‘What does

‘forge in life’ mean?’ popped up. It said, ‘Forging is consciously choosing to do good, to create beauty and abundance for the ones you care about, and to become a better person every day.’ I truly believe that we will be able to ‘forge in life’ here at this new facility and overcome any challenges that arise with our amazing team,” Belinda said.

Belinda also emphasized the value of teamwork, saying, “TEAM = Together Everyone Achieves More,” and highlighted the strong collaboration among the staff. “We have an exceptional team here, who go above and beyond to serve others well.”

Since the AJC Outreach Center was co-located at TCAT Stanton, Belinda and the AJC team have participated in outreach events, helping students and community members access AJC services. The center has become an important resource for workforce development, thanks to the ongoing collaboration and dedication of the staff.

Training Services



Siobhan Hall was ready for a fresh start. After recently completing probation and navigating a divorce, she knew she needed a change to achieve her goals. Siobhan had always dreamed of obtaining her CDL license but was concerned about how to cover the cost of school. That’s when a co-worker mentioned the American Job Center and suggested they might be able to help with training expenses.

Siobhan reached out to the AJC and connected with Aaliyah Melton, a SNAP E&T Career Specialist. Initially, Siobhan felt embarrassed about receiving SNAP benefits, but Aaliyah reassured her that through the SNAP E&T program, she could access tuition assistance. With Aaliyah’s support, Siobhan enrolled in training at Drive-Train and successfully completed the program, earning her CDL license.

During the program, Siobhan received both tuition and transportation assistance, easing her financial concerns. Upon graduation, she was immediately hired as a bus operator for the Jackson Transit Authority, securing full-time employment.

Siobhan expressed her gratitude, saying, “I was in the middle of losing everything, and just by the grace of God, He sent me two strangers that changed my life for the greater good. So, I would like to say thank you to the American Job Center of Jackson, Tennessee for helping me. I especially want to show my appreciation to Aaliyah Melton.”

High Schools Participating

16

Students Participating

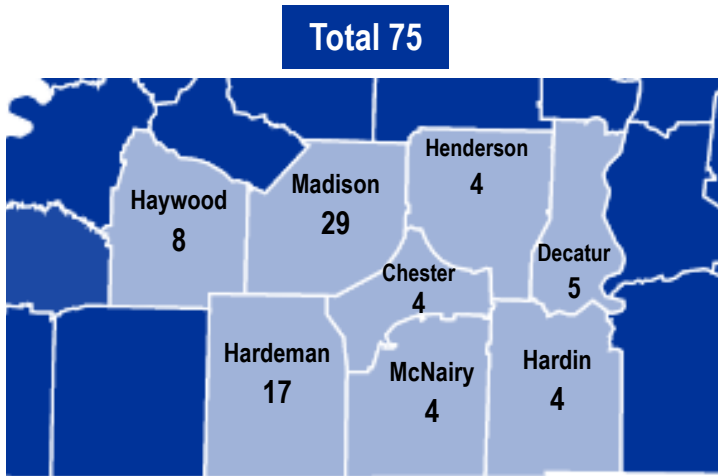
269

Employers Participating

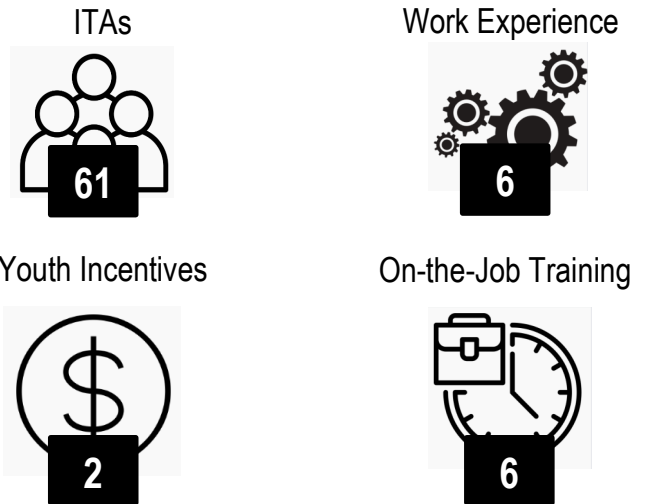
25

Training Services

Total Enrollments by County



Total Enrollments by Service



National
Dislocated
Worker
Grant



70 / 100
Enrolled

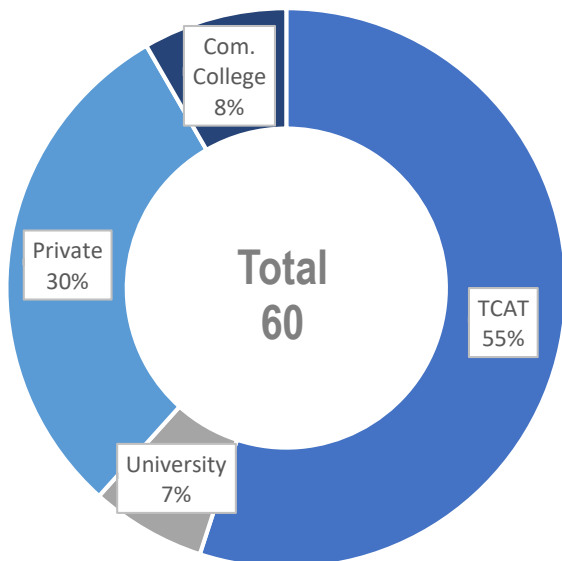


\$241,919 of
\$615,978
Expended

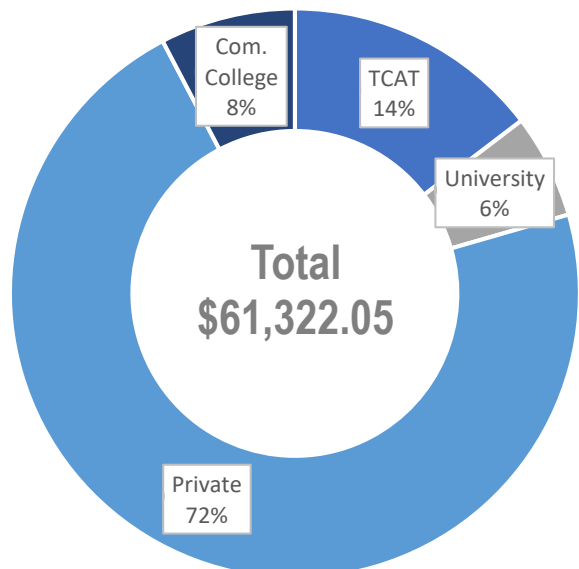
Individual Training Accounts (ITAs) By Sector



New ITAs By Provider Type



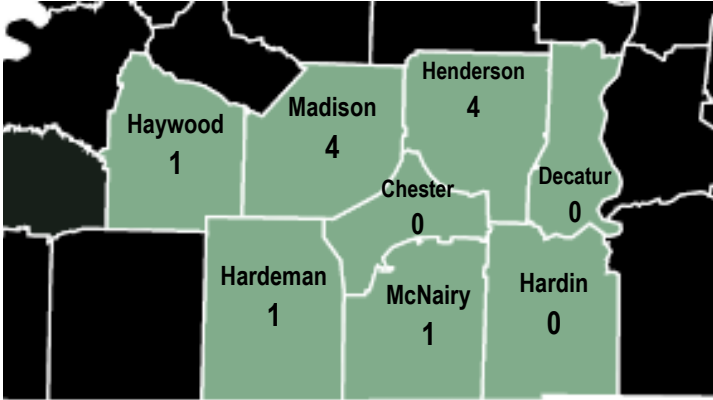
Total ITA Investment by Provider



Business Services

OJT Employers by County

Total 11



On-the-Job Training Participants



Number Trained by Sector

Healthcare & Social Assistance



Manufacturing



Skilled Trades



Transportation



Information & Professional, Scientific, & Technical Services



Apprenticeship Grant



Virtually Speaking Webinars

VIRTUALLY SPEAKING

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



- Unemployment Insurance Updates for Tennessee Employers
- Artificial Intelligence (AI) in the Workplace

All webinars are recorded and may be found when you scan the QR code or visit our YouTube page at



Lightcast

63 Reports Produced



Economy Overviews



Industry Reports



Education Reports



Occupation Reports

Work-Based Training

Effective Date: ~~June 1, 2023~~ March 13, 2025

Duration: Indefinite

Purpose: To establish policy and guidance for the offering of work-based learning activities with WIOA funding.

Policy: The Local Workforce Development Board (LWDB) offers various opportunities for Work-Based Learning, including On-the-Job Training, Work Experience, Transitional Jobs, Apprenticeships and Incumbent Worker Training. The Regional Planning Council, which includes members of the core partners as well as other partners, identifies regional and local in-demand and emerging sectors using available labor market data, strategy meetings, and other data gathering methods. Workforce efforts, including Work-Based Learning, are then focused on identified sectors through services available in the AJC. For instance, manufacturing and healthcare are two of the most prominent sectors in the area, therefore On-the-Job Training (OJT) and Incumbent Worker Training (IWT) grants are heavily concentrated in these areas. The LWDB strives to continually increase employer penetrations rates and will serve as many employers as possible based on employer hiring needs and availability of funding.

The LWDB strives to utilize a significant amount of funding allocated to local area through formula program funds and / or specialized funding such as Consolidated Business Grants (CBGs) to provide work-based learning opportunities. Appropriate support services, as described in the Supportive Services policy in this document, may be used in combination with work-based training as prescribed below and in accordance with the needs of participants.

Outreach to Employer Community

In order to promote and strategize the availability of Work-Based Training, understanding and meeting the needs of employers is given the utmost importance and is achieved through a collaboration of partners serving on the Business Services Team, such as Labor Exchange, Veterans Programs, Trade Act, Re-Employment Services, Unemployment Insurance, Economic Development, Temporary Assistance for Needy Families, Vocational Rehabilitation, and staff to the LWDB. The Business Services Team is responsible for connecting with companies in the targeted industry sectors and occupations, and other employers that have hiring needs, in order to understand and meet their needs through a variety of employer-driven initiatives and services under the umbrella of Work-Based Training.

In order to understand and meet the needs of employers, Business Services Team members connect with area employers by participating in regional economic development groups comprised of training providers, Chambers of Commerce, plant managers, and economic developers to determine high-growth jobs and industries that are adding substantial jobs to the local economy. Local employers also serve on the local workforce development board and a standing committee of the board. Labor market information (LMI) is also utilized to identify and meet employers' needs. LMI is available through Jobs4TN and [Lightcast Economic Modeling Systems, Inc. \(EMSI\)](#) and can be used to help employers identify average wages for jobs in an area, which occupations are predicted to have the most future job openings, as well as unemployment rates in an area. The Executive Director of the LWDB and/or his/her designee, also supports and promotes work-based learning with existing and prospective industry, when appropriate. Interested employers are referred to a Business Services Team member for specific details and services.

General Employer Eligibility Criteria

Employers who are classified as a Tennessee (TEGL 25-15) for-profit business or, not-for-profit business with a presence, in accordance with Federal, State and Local law, and in business for at least 120 days that meets the following requirements:

- Be registered with Internal Revenue Service (IRS), have an account with Unemployment Insurance, and carry workers' compensation insurance (Federal Register Vol. 81, No. 161, Page 56117) and be current on all local, state and federal tax obligations.

- Be financially solvent and have an adequate payroll recordkeeping system that tracks hours worked, gross pay, deductions, and net pay.
- Must not appear on any federal suspension or debarment list.
- Be able to enter into agreements that will not displace any currently employed worker (WIOA Section 181[b][2][A]).
- Be able to enter into agreements that will not result in termination of any regular employee, or otherwise reduced the workforce, in order to hire an OJT a work-based training employee.
- Verify relocation (for the first 120 days after beginning operations) has not resulted in any employee job losses at the original location (WIOA Section 181[d][2]). To verify that the relocation has not resulted in a loss of employment, WIOA program staff and the work-based training employer must complete a Standardized Pre-Award Review.
- Not currently be involved in a labor dispute (20 CFR 680.840) or have workers currently in a layoff status for the work-based training position.
- Assure employees do not work on construction, maintenance, or operation of any facility that is used for sectarian activities (WIOA Section 188[a][3]).
- Must not meet the existing “pattern of failing to provide OJT specific work-based training participants with continued long-term employment as regular employees with wages and employment benefits” (20 CFR 680.700[b]).
- Must not illegally discriminate in training or hiring practices because of race, color, sex, national origin, religion, disability, political beliefs or affiliation, or age.
- Assure training for employees must be in an in-demand industry as determined by the Local Workforce Development Board (LWDB) and/or its’ Service Provider.
- Assure training will benefit employees by increasing opportunity for learning new skills, gaining experience, retention, advancement, credentials or wages.
- Assure training will benefit the employer by providing assistance with training employees, which may result in saving jobs or preventing layoffs, enhance process improvement, or improve the overall competitiveness of the employer.
- Per WIOA regulations (10 CFR 638.200(g), assure “no individual may be placed in an employment activity if a member of that person’s immediate family is directly supervised by or directly supervises that individual.” For the purpose of this policy, the term “immediate family” includes a spouse, child, son-in-law, daughter-in-law, parent, mother-in-law, father-in-law, sibling, bother-in-law, sister-in-law, aunt, uncle, niece, nephew, step-parent, step-child, grandparent or grandchild
- Comply with all contract/agreement provisions in accordance with the local workforce development board, Tennessee Department of Labor and Workforce Development and the Workforce Innovation Opportunity Act guidance and regulations.

General Participant Eligibility

Work-based training opportunities must be identified as an appropriate activity for program participants on the Individual Employment Plan (IEP) or Individual Service Strategy (ISS). IEPs or ISSs, and/or case notes, will specify goals of the work-based training activity by identifying the purpose of the activity and expected outcomes.

The Local Workforce Development Area Priority of Service Policy will be adhered to in determining participants eligible to participate in work-based training. In order to maximize services to populations with barriers, agencies serving these populations are targeted for outreach efforts such as distribution of marketing materials, participation in events, and invitations to participate in AJC events and strategy meetings. The AJC displays marketing materials for core and community partners and provides materials to be displayed at the partners’ sites. Social media accounts are also used to connect with customers and other agencies and inform them of the services available through the AJC.

The Business Services Team conducts rapid response meetings in order to serve workers dislocated through closures or layoffs. Outreach to unemployment claimants regarding AJC services is also conducted when contact

information is available. Specialized programs such as RESEA, serving unemployment claimants, and SNAP Employment & Training, serving SNAP (i.e. food stamp recipients) are also incorporated into services at the AJC. The Outreach and Opportunities committee of the local workforce board provides guidance for reaching and serving such populations.

In addition, the participant must be:

- A U.S. citizen or individual legally entitled to work in the U.S.
- Age 18 or older* (exception may be made for Eligible WIOA Youth)
- Registered for the Selective Service unless an exception is justified (Selective Service requires registration of all males who are 18 or older and born on or after January 1, 1960)

Work-Based Training Components

Incumbent Worker Training

The term “incumbent worker training” (IWT) means training that is — 1. Designed to meet the specific requirements of an employer (including a group of employers); and 2. Conducted with a commitment by the employer to continue to employ an individual upon successful completion of training. IWT may be used to help avert potential layoffs, or to increase the skill levels of employees so they can be promoted within the company and create backfill opportunities for the employers.

- ***ITW Funding:*** The LWDB may provide incumbent worker training using statewide discretionary funds provided by the Governor and/or under WIOA Section 134(d)(4)(A)(i) of WIOA, LWDBs can use up to twenty percent (20%) of their adult and dislocated worker formula funds to provide for the Federal share of the cost of providing incumbent worker training.
- ***Eligibility Requirements for Employers for IWT Grant:*** An employer must meet all the following criteria in order to qualify for an Incumbent Worker Training Grant:
 - Grantee must be classified as a TN for-profit business (or a not-for-profit business in healthcare)
 - Be in an in-demand industry as determined by Jobs4TN labor market information; OR
 - Be in an in-balance industry as determined by Jobs4TN labor market information
 - Be in a declining industry, but with compelling reasons (e.g., evidence of long-term viability of the employer) justifying investment in incumbent worker training
 - Must be in operation for at least one year
 - Must employ at least five full-time employees
 - Must be current on all local, state, and federal tax obligations
 - Must be a financially viable business not currently or recently experiencing, nor expecting to experience, a bankruptcy
 - Must not appear on any federal suspensions or debarment list
 - The Employer must be able to match requested training costs. Percentage of match is based on the size of the company, in accordance with Tennessee Department of Labor and Workforce Development policy (see Employer Share and Qualifying Costs below).
 - Must agree to submit reimbursement requests in the timely manner agreed upon with the LWDA, with required support documentation.
 - Must agree to complete an online monthly status report if required by the TDLWD.
 - Additional factors considered when determining employer eligibility include
 - The characteristics of the incumbent workers to be trained and how they would benefit from retention or advancement – consideration should be given to employers who propose to train individuals with barriers to employment as defined in WIOA Section 3(24).
 - The quality of training – whenever possible the training should allow the participant to gain industry-recognized training experience and/or lead to industry-recognized credentials and/or an increase in wages.
 - The number of participants the employer plans to train or retrain
 - The wage and benefit levels of participants both before and after training

- The occupation(s) for which incumbent worker training is being provided must be in demand for that industry

Each of the above factors leading to the approval of an incumbent worker training project with an employer must be documented and placed in the contract file.

- **Delivery of IW Training Services:** Training can be provided through Tennessee's public or private educational institutions, private training organizations, trainers employed by the business, or a combination of training providers. Training can be conducted at the business's own facility, at the training provider's facility, or at a combination of sites. All training must be completed by the last day of the specific program period in the grant contract agreement.
- **Employer Match Share and Qualifying Costs:** Employers participating in incumbent worker training are required to pay the non-WIOA (non-federal) share of the cost to provide training to their incumbent workers (WIOA Sections 134(d)(4)(C)-(D) and 20 CFR 680.820). The employer share is based on the size of the workforce as follows:
 - At least 10% of the cost for employers with 50 or fewer employees
 - At least 25% of the cost for employers with 51 to 100 employees
 - At least 50% of the cost for employers with more than 100 employees

Employer cost share contributions must be tracked and documented in the contract file. Wages paid to the participant while in training can be included as part of the employer match share. Other expenses can be provided as cash or in-kind, as long as they are fairly evaluated. The methodologies for determining the value of in-kind contributions must be documented in the contract file and conform to cost sharing requirements at 2 CFR 200.306.

Reimbursable Training Expenses are as follows:

- Instructors'/Trainers' salaries capped at actual amount or \$50/hour if company trainers are used (whichever is less)
- Curriculum development not to exceed 5% of total State obligation (curriculum development is defined as the time necessary for company officials to determine training needs or the actual development of a curriculum)
- Textbooks and manuals
- Materials and supplies
- Tuition expense (tuition is defined as instruction provided by an institution regulated by the Tennessee Higher Education Commission)

Non-Reimbursable Costs, include but are not limited to:

- Trainee's wages
- Purchases of capital equipment
- Purchase of any item or service that may possibly be used outside of the training project
- Travel expenses of trainers or trainees
- Assessment, testing, or certification fees
- Language training unless specific terms of employment
- Advertisement or recruitment
- Any costs not approved in the final sub-recipient agreement

The Employer will be reimbursed for documented allowable costs at 100% of the maximum authorized instructional component cost when at least 90% of Eligible Trainees enroll in the specific training component. If less than 90% of eligible trainees enroll in the specific training component, the reimbursement will be prorated based on the percentage enrolled of the 90% minimum number. The Incumbent Worker Training program will be evaluated for completion of training and placement in employment based on federal performance measures prior to subsequent programs being funded.

- **Incumbent Worker (Participant) Eligibility:** In order to qualify as an Incumbent Worker Participant, the following is required:
 - Must be a U.S. citizen or individual legally entitled to work in the U.S.
 - Must be 18 years of age or older
 - All males age 18 or older and born on or after January 1, 1960 must be registered for the Selective Service unless an exception is justified
 - Must be employed
 - Must meet the Fair Standards Act requirements for an employer-employee relationship (information regarding this requirement can be found at <http://www.dol.gov/whd>)
 - Must have an established employment history with the employer receiving the grant for at least six months (which may include time spent as a temporary or contract worker performing work for the employer receiving IWT funds), or, in the event that incumbent worker training is being provided to a cohort of employees, not every employee in the cohort must have an established employment history with the employer for six months or more as long as a majority of those employees being trained meet the employment history requirement per TEGL 19-16.

An incumbent worker does not have to meet eligibility requirements for career and training services through WIOA Title I Adult and Dislocated Worker Programs unless they are enrolled in the Adult or Dislocated Worker Program.

- **ITW Grant Application Process:** Businesses may submit the application, along with all required documents, online at www.TN.gov/workforce ~~<https://www.tn.gov/workforce/article/incumbent-worker-training>~~. ~~The application is found at <https://www.tn.gov/workforce/article/apply-for-iwt>~~ where the responses will then be forwarded to the appropriate LWDA. Local Workforce Development Boards must determine the eligibility of applications for each LWDA that is representative (based on county and grouped by region) of the company or business. All grants for Incumbent Worker Training will be awarded and operated in accordance with Tennessee Department of Labor and Workforce Development policy and the Workforce Innovation and Opportunity Act law and regulations.

On-the-Job Training

On-the-job Training (OJT) is a form of work-based training provided to an eligible WIOA participant upon entry into employment and while engaged in paid work. OJTs address specific gaps in the trainee's knowledge or skills that are inhibiting their ability to perform assigned duties fully and adequately and provides reimbursement to the employer of up to 50 percent of the wage rate of the participant for the extraordinary costs of providing the training and additional supervision related to the training. An OJT may take place with an employer in the public, private non-profit, or private for-profit sectors. Generally, in order to participate in OJT a participant must be a new hire in the employer position (some exceptions may be made for employee upgrades). The Employer will be reimbursed up to 50% of participant wages **up to \$25 per hour, or a maximum reimbursement of \$12.50 per hour** (and not to exceed the established State wage cap for OJT, **if applicable**) upon completion of a designated training period not to exceed the Specific Vocational Preparation (SVP) level, taking in to account the prior education, training, work experience and the service strategy of the participant, as appropriate. **The training period shall be limited to a maximum of 320 hours unless otherwise approved by the Executive Director for extenuating circumstances deemed to be in the best interest of the applicant and the WIOA program.** The OJT wage rate will be evaluated for appropriate level for self-sufficiency **to include a minimum starting wage of at least the Board's approved self-sufficiency threshold and / or the opportunity for** wage progression prior to entering into the OJT agreement. Employers will be required to agree to all provisions in the WIOA On-the-Job Training Program Employer/Grantee Assurances and other guidance issued by the Grantor. Further, the Employer must not have exhibited a "pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages and employment benefits."

Registered Apprenticeships

A Registered Apprenticeship (RA) is an "earn and learn" training model that combines structured learning with on-the-job training from an assigned mentor. The goal is to provide workers with advanced sets of skills that meet the specific needs of employers. Upon completion of a RA program, participants receive an industry issued, postsecondary credential that certifies occupational proficiency. This credential is also portable (see WIOA Section 122[a][2][A]). Local areas may also include support services, in coordination with career and or training services, to participants in an RA program in accordance with supportive services consistent with WIOA Section 134(d)(2), TEGL 19-16, and local policies. To be eligible, a participant must be selected by the employer to participate in a Registered Apprenticeship program (included on the WIOA Eligible Training Provider List), which may include participation in a pre-apprenticeship program.

- o A Pre-apprenticeship is a program or set of strategies designed to prepare individuals to enter, and succeed in, registered apprenticeship programs. These programs have a documented partnership with at least one registered apprenticeship program sponsor. Pre-apprenticeship programs expand the participant's career pathway opportunities by combining industry-based training and classroom instruction. Adult, Dislocated Workers, or Youth participating in pre-apprenticeship may receive funding through paid work experience positions, and associated support services, in accordance with the guidelines listed in the Work Experience section of this policy.

To qualify for local LWDB WIOA funding for a pre-apprenticeship program, the company must be approved as a Tennessee Certified Pre-Apprenticeship Program by the TN Department of Labor and Workforce Development and training must meet the criteria established in the LWDB Training Provider Approval policy – Program of Training including leading to at least one (1) of the following:

- An industry-recognized certificate or certification, a certificate of completion of a Registered Apprenticeship, a license recognized by the State involved or the Federal government, an associate or baccalaureate degree;
- A secondary school diploma or its equivalent;
- Employment; or
- Measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards a credential or employment.

In accordance with United States Department of Labor (USDOL) Training Employment Guidance Letter (TEGL) 13-16 a pre-apprenticeship program may be included on the Eligible Training Provider List for use of WIOA Title I Individual Training Accounts (ITAs) funding for eligible individuals, by going through the same vetting process and performance reporting requirements as all other training providers in the State. Programs may also contract directly with the LWDB under the Training Provider Approval policy – ETPL Exceptions.

When utilizing a contract versus an ITA for pre-apprenticeship programs, the costs will be on a reimbursement basis and are limited to:

- Instructors'/Trainers' salaries capped at actual amount or \$50/hour if company trainers are used (whichever is less),
- Textbooks and manuals,
- Materials and supplies,
- Tuition expense, defined as instruction provided by an institution regulated by the Tennessee Higher Education Commission

All costs must be supported by documentation and occur within the terms of the contract. Contracts will be negotiated based on instructional hours and minimum number of participants. The Contractor will be reimbursed for documented allowable costs at 100% of the maximum authorized instructional component cost when at least 90% of eligible trainees enroll in the specific training component. If less than 90% of eligible trainees enroll in the specific training component, the reimbursement will be prorated based on the percentage enrolled of the 90% minimum number. The pre-apprenticeship program will be evaluated

for completion of training and placement in employment based on federal performance measures prior to subsequent programs being funded.

Transitional Jobs

The local area may use up to 10% of their combined total of Adult and Dislocated Worker allotments for transitional jobs as described in WIOA Sec. 134(d)(5). A transitional job is one that provides a time-limited work experience, that is subsidized in the public, private, or non-profit sectors with eligible employers for those individuals with barriers to employment who are chronically unemployed or have an inconsistent work history. Transitional jobs must be combined with comprehensive career and support services and are designed to enable an individual to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to entry into and retention in unsubsidized employment. Unlike an On-the-Job Training (OJT) contract, there is no expectation that the individual will continue his or her hire with the employer after the work experience is complete; however, employers are encouraged to consider establishing an OJT contract and ultimately employment for individuals participating in transitional jobs as part of a *Ready, Set, Hire* approach to hiring job seekers to fulfill their human resource needs.

- ***Ready, Set, Hire:*** The *Ready, Set, Hire* approach allows a job seeker and employer to mutually benefit from the combined offerings of:

- ***Ready - Transitional Job*** Up to 320 hours of subsidized employment through a transitional job based on the job seeker's needs as documented on the Individual Service Strategy (ISS). The job seeker's employment is subsidized through the WIOA Adult or Dislocated Worker program at no cost to the employer. The job seeker will be paid through the program at the higher of 100% of the starting rate of the position being performed or a minimum of \$8.00 per hour.

Note: The LWDB Director may approve work experience through a transitional job beyond 320 hours on a case-by-case basis as needed based on the job seeker's need as documented on the ISS.

- ***Set - OJT Position*** Up to 320 hours of employment through an OJT grant, based on the job seeker's needs as documented on the ISS and the training needs of the position as demonstrated by the Specific Vocational Preparation (SVP) level of the position. Employers may be reimbursed up to 50% of an eligible OJT participant's wages for the completion of the specified training period in accordance with the guidelines set forth in the Business Services Manual, OJT Assurances, and OJT Needs Assessment.
- ***Hire!*** Employers are encouraged to consider hiring participants who successfully complete a Transitional Job, with or without an OJT contract. Participants on an OJT contract are employees of the business and are expected to be retained upon the successful completion of the training period. Employers may qualify for a Work Opportunity Tax Credit ranging from \$1,200 to \$9,600 for hiring individuals with barriers who are considered a member of a qualified targeted group.
- ***Eligibility Criteria:*** In order to be eligible for a transitional job, applicants must:
 - Be determined eligible as an Adult or Dislocated Worker in accordance with the guidelines set forth in the Adult and Dislocated Worker Eligibility section of this Manual; and
 - Have a barrier(s) to employment as documented by being a member of 1 or more of the following populations in accordance with the guidelines set forth in this Manual:
 - Displaced homemakers.
 - Low-income individuals.
 - Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166.
 - Individuals with disabilities, including youth who are individuals with disabilities.
 - Older individuals.
 - Ex-offenders.

- Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or homeless children and youths (as H. R. 803—10 defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))).
- Youth who are in or have aged out of the foster care system.
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers.
- Eligible migrant and seasonal farmworkers, as defined in section 167(i).
- Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).
- Single parents (including single pregnant women).
- Long-term unemployed individuals (i.e. individuals who have been unemployed 27 weeks or longer).
- Such other groups as the Governor involved determines to have barriers to employment; and
- Be chronically unemployed or have an inconsistent work history, as defined by the LWDB in accordance with § 680.190, and documented in the work history section of the Application. Taking into consideration an individual’s labor market history, unemployment status, durations of unemployment, and long-term unemployment status, the LWDB has determined individuals to be chronically unemployed or to have an inconsistent work history if they meet one or more of the following items:
 - Currently unemployed and have been unemployed for 27 weeks or longer (long-term unemployed).
 - Currently unemployed for less than 27 weeks but have had at least one period of unemployment for 27 weeks or longer within the last 5 years.
 - Two or more significant (10 weeks or longer) gaps in employment within the last five years.
 - Three or more position changes within the last three years.
 - Three or more gaps in employment within the last three years.
 - Have been incarcerated within the last 10 years; and
- Receive appropriate Basic and / or Individualized Career Services to prepare for a successful entry into and retention in a transitional job and ultimately unsubsidized employment as documented on the ISS; and
- Receive support services, as described in the Supportive Services section of this Manual, in order to be able to participate in a transitional job and ultimately unsubsidized employment.

Work Experience - In-School and Out-of-School Youth

WIOA and 20 CFR § 681.590(a) require that a minimum of 20 percent of local area funds for the Title I Youth program be spent on work experience. As explained in 20 CFR § 681.590(b), local area administrative costs are not subject to the 20 percent minimum work experience expenditure requirement.

According to 20 CFR § 680.180, for the purposes of WIOA sec. 134(c)(2)(A)(xii)(VII), an internship or work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Internships and other work experience may be paid or unpaid, as appropriate and consistent with other laws, such as the Fair Labor Standards Act. An internship or other work experience may be arranged within the private for profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists. This experience provides participants with opportunities for career exploration and skill development. Work experience must include academic and occupational education (20 CFR 681.600[a-b]).

WIOA identifies four categories of work experience: (1) summer employment opportunities and other employment opportunities available throughout the school year; (2) pre-apprenticeship programs; (3) internships and job shadowing; and (4) on-the-job training (OJT) opportunities as defined in WIOA Section 3(44) and in 20 CFR § 680.700. Eligible WIOA youth program participants may participate in more than one work experience program (i.e. summer employment, job shadowing, pre-apprenticeship) over the duration of their program participation (20 CFR 681.600[c]). Work experience will enhance employability of youth through the

development of work readiness and basic work skills including, but not limited to communication, punctuality, attendance, dependability, teamwork, completing a task, time management, decision making, motivation and conflict resolution.

Job shadowing is a work experience option where youth learn about a job by “walking through the work day as a shadow” to become competent workers. The job shadowing work experience is temporary, unpaid exposure to the workplace in an occupational area of interest to the youth.

Paid Work Experiences will be paid through the program at the higher of 100% of the starting rate of the position being performed or a minimum of \$8.00 per hour wage. Participants may work up to 40 hours per week for up to six (6) months, not to exceed 975 total hours as designated by the contract/agreement and individual employment plan. **In-School Youth who have limited availability to work during the school year may be allowed to participate for longer than 6 months, if needed, to attain the 975 hours allotted.**

Per TEGL 21-16, Operating Guidance for the Workforce Innovation and Opportunity Act, the required academic and occupational education component of work experience refers to contextual learning that accompanies a work experience. It includes the information necessary to understand and work in specific industries and/or occupations. For example, if a youth is in a work experience in a hospital, the occupational education could be learning about the duties of different types of hospital occupations such as a phlebotomist, radiology tech, or physical therapist. Whereas, the academic education could be learning some of the information individuals in those occupations need to know such as why blood type matters, the name of a specific bone in the body, or the function of a specific ligament. The educational component may occur concurrently or sequentially with the work experience. The academic and occupational education component may occur inside or outside the work site. The work experience employer can provide the academic and occupational component or such components may be provided separately in the classroom or through other means. The Career Service Provider must document the academic and occupational education components of the work experience on a training plan to be maintained in the participant’s electronic file in Jobs4TN / VOS.

Work Experience - Adult and Dislocated Worker

In the event that an individual between the ages of 18 and 24 does not qualify as a Youth to be able to participate in a Youth Work Experience position, the individual may be enrolled in the Work Experience position as an Adult or Dislocated Worker as described above. Per WIOA sec. 134(c)(2)(A)(xii)(VII), Adults and Dislocated Workers may receive Individualized Career Services, if determined to be appropriate in order for an individual to obtain or retain employment, that may consist of internships and work experience that are linked to careers. Adults and Dislocated Workers participating in paid work experiences will be paid at the higher of 100% of the starting rate of the position being performed or a minimum of \$8.00 per hour wage.

Eligible Adults and Dislocated Workers over the age of 24 may be served through the Transitional Job component. Transitional jobs are a type of work experience, as described in §§ 680.190 and 680.195 and addressed separately in this policy. When applicable, under discretionary grants, such as National Dislocated Worker Grants awarded to assist with disaster and / or employment recovery efforts related to covered events, any Adults and Dislocated Workers aged 18 and over may participate in work experience.

Contracts and Agreements for Work-Based Training

Work-based opportunities will include an agreement (contract) with the employer and a training plan for the employee. The contract must include the requirements of WIOA rules and regulations, the type of occupation and skills, the competencies to be learned, and the length of training that will be provided. Contracts / agreements vary based on the type of work-based learning, but will be in an approved format in accordance with LWDB guidance, Tennessee Department of Labor and Workforce Development, and WIOA policy guidance and regulations and include the following:

- Basic Program description
- Cost Per Participant (varies by activity; subject to LWDB policy)
- Appropriate goals for the participant and/or employer.

- The contract awarded will be cost reimbursement. No expenses are reimbursable until a contract has been fully executed (signed by all parties) and, all participant data has been submitted and deemed eligible.

Additionally, work-based learning activities will comply with the following:

- All necessary information about a work-based participant and employer must be properly recorded in the Jobs4TN (VOS) system. Work-based training expenses must be reported by Service Providers on a timely basis to ensure the LWDB can properly report the expenditures in the Grants4TN system.
- Contracts for Work-based training must be monitored at least once by the contracting authority.

Monitoring for Work-Based Training

Work-based training expenditures are tracked accordingly in the accounting system of record and reported monthly on internal documents as well as required State reports. Expenditures and obligations are monitored monthly to ensure compliance with appropriate expenditure and obligation requirements. 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. The Service Provider must regularly review 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. Monitoring at the LWDB, State, and Federal level will include a review of the Service Provider's monitoring and oversight of participant training and corresponding employer payroll records, as well, as a review of how work-based activities align with and are facilitating the progress of career pathway strategies outlined in the local plan.

Upon completion of the monitoring review (both program and fiscal), a letter of the results will be sent to the OJT Contractor noting any findings. The OJT Contractor may be asked to respond to the monitoring report with a corrective action plan regarding any issues noted in the report. If no issues/concerns are noted in the report, a response from the OJT Contractor will not be necessary. Should it be necessary, follow-up and technical assistance will be given by LWDB staff to the contractor in order to bring them into compliance with WIOA Regulations and LWDB policies.

Reference: 20 CFR 680.700(b); 20 CFR 680.840; Federal Register Vol. 81, No. 161, Page 56117; TEGLs 03-15 (specifically "Training Contracts" on pages 9-10) and 19-16; WIOA Section 181(b)(2)(A); WIOA Section (d)(2); WIOA Section 188(a)(3); WIOA sec. 134(c)(2)(A)(xii)(VII); 20 CFR § 680.180.

Related TDLWD Policy: Incumbent Worker Training Grants Policy; Work-Based Training Guidance (pages 3 & 10)

Vetted and Approved by the Local Workforce Development Board: ~~June 1, 2023~~ March 13, 2025

Ben Ferguson, Chair
Southwest Tennessee Workforce Board

January 15, 2025

Complainant: Reginald Carrick
All-Star Training Academy
44 Warehouse Courtyard, Bldg O
Suite 120
Jackson, TN 38301

Respondent: TN Southwest LWDB
Workforce Innovations, Inc.
Attorney Becky Dykes
208 N. Mill Ave., Suite B
Dyersburg, TN 38024

DECISION OF THE HEARING OFFICER

PROCEDURAL HISTORY

On or about August 15, 2024, the Complainant, Reginald Carrick, owner of All Star Training Academy, (hereinafter referred to as ‘Mr. Carrick’ and ‘All Star’) contacted Oversight to file a complaint for denial of Workforce Innovation and Opportunity Act (WIOA) services.

On or about August 26, 2024, an official complaint was filed. The official complaint stated, “Mr. Carrick wishes to file a complaint against Workforce Innovations, Inc., which serves as the fiscal agent to both the Northwest and Southwest Local Workforce Development Boards. The complaint alleges that Mr. Carrick, an eligible training provider, is receiving limited funding for training with Title I Adult, Dislocated Worker and Youth funds whereas other eligible training providers are not receiving the same limitations. Based upon Labor Market Information, Mr. Carrick argues that he should not be limited to only 7 students per year.”

On or about October 11, 2024, an Oversight Grievance Committee was assembled and after receiving submissions by Mr. Carrick, and the Southwest Labor Workforce Development Board (hereinafter referred to as ‘the SW Board’), the Grievance Committee determined that Mr. Carrick’s complaint was unsubstantiated. On or about October 28, 2024, Mr. Carrick requested an appeal and a hearing.

On January 9, 2025, a video hearing was held wherein, the Complainant, Mr. Carrick, appeared on behalf of All Star. The SW Board appeared and was represented by Attorney Becky Dykes, BPR #32695. Jennifer Bane, Executive Director, appeared and testified on behalf of the SW Board.

STATUTORY REFERENCE

Workforce Innovation and Opportunity Act of 2014

20 CFR §§ 675 et seq

29 USC §§ 3101 et seq

ISSUE PRESENTED

Whether the Complainant, All Star Training Academy, an eligible training provider, was improperly limited in receiving Workforce Innovation and Opportunity Act (WIOA) funding and services by the Tennessee Southwest Workforce Development Board in violation of the requirements of Title I of WIOA.

FINDINGS OF FACT

After reviewing all relevant documents provided by both parties prior to the hearing, and considering all testimony provided during the video hearing conducted on January 9, 2025, the Hearing Officer hereby makes the following findings of fact.

The Complainant, All Star, is a forklift logistics training company with locations in Memphis, Tennessee and Jackson, Tennessee. The owner/director is Reginald Carrick. Mr. Carrick established the Jackson, Tennessee location in or around January 2022. All Star became an eligible training provider for the SW Board under WIOA in March or April 2023. All Star had been on the eligible provider training list (EPTL) in Memphis, Tennessee, which is under the Greater Memphis Board, for a number of years prior to being added to the list of providers for the SW Board. All Star did not apply for the Northwest Local Workforce Development Board list of providers. All Star is the only eligible provider for forklift training for the SW Board.

The SW Board, through its fiscal agent, Workforce Innovations, Inc., is responsible for administering workforce development services in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA). The SW Board follows federal, state and local policies and guidelines in carrying out its responsibilities. The SW Board offers

a wide variety of services including but not limited to helping qualified individuals receive training to access employment. Potential candidates must meet certain qualifications to be eligible for individual training accounts (ITA). Once approved for an ITA, the individual may obtain training from the eligible provider training list. The eligible training providers are tied to in-demand sectors and occupations. Due to limited funding, the SW Board must place caps on each sector based primarily on projected new growth in each particular sector. Each in-demand sector has a cap on the number of students for which ITAs can be used. The number of students allowed correlates to the number of projected new job growth in the area.

At the time All Star became an eligible training provider for the SW Board, the SW Board used a third party contractor to administer the services for the Board. Specifically, beginning in June 2021, the third party contractor was Dynamic Workforce Solutions. It is unclear what cap if any Dynamic Workforce Solutions had placed on the job sectors. After going through four or five contractors from 2017 and having continuing issues such as not meeting goals, mismanaging funds, not following the Board's policy and procedures, and monitoring issues, the SW Board decided to become the direct service provider in December 2023 with Workforce Innovations Inc., the fiscal agent, being the provider of services.

The SW Board developed criteria to determine in-demand jobs within the local community. The occupation criteria include: 1) typically requires no higher than a bachelor's degree; 2) has a minimum of 10 positions in the local area; 3) has positive growth of at least 4 in the planning period(2024-2027) or 1 per year; 4) has at least 4 more jobs/openings than resident workers (1 per year); 5) has median wages above the self-sufficiency threshold (\$14.48); 6) typically requires no work experience at entry; 7) aligns with regional priority sectors: a) healthcare and social assistance; b) manufacturing; c) transportation and skilled trades; d) information; e) professional, scientific and technical services; 8) related to postsecondary training opportunities.

The Board's goal is to get people to work. To determine the demand of a job, the Board primarily focuses on new job growth, but the total number of jobs and number of available workers is also considered. The SW Board determined that forklift jobs, which fall within the transportation sector, were an in-demand job based upon the criteria list. During the strategic planning period of 2024-2027, labor market information obtained through the Jobs4TN website and Lightcast's Developer database indicated new job growth for forklift jobs as 36 new jobs or 9 per year. For the year 2023, the labor market indicated a growth of 7 new forklift positions. Scholarship enrollments are limited each

program year to the number of new job openings; therefore, the cap on the number of students wanting forklift training that the SW Board can pay for is 9 students per year for the years 2024-2027. It does not matter who the provider is for the training as long as the provider is on the ETPL, and currently, All Star is the only forklift training provider on the SW Board ETPL.

All employment sectors have caps on the number of students for which the ITAs can pay for training. For 2024-2027, the cap on commercial driver's licenses (CDLs), which is also part of the transportation logistics sector, is 42 total students per year based upon the new job growth labor market information from Jobs4TN and Lightcast's Developer database. Most job sectors do not reach their cap each year; however, the forklift cap has been or is near being met for the 2024-2025 fiscal year due to All Star actively referring students to the SW Board.

DETERMINATION

In the appeal, the Complainant asserts that forklift jobs are high demand jobs, that All Star should not be capped to 7 or 9 students per year, that the SW Board has steered students away from his training, and that CDLs, which are in the same category as forklift jobs, are not capped. The Complainant also alleged racial discrimination by the SW Board against him and his business; however, this issue had already been addressed by the State Equal Opportunity Officer in a decision dated April 12, 2024, and the Complainant was advised that the issue could not and would not be addressed in the hearing.

The issue is whether the Complainant, All Star Training Academy, an eligible training provider, was improperly limited in receiving Workforce Innovation and Opportunity Act (WIOA) funding and services by the Tennessee Southwest Workforce Development Board in violation of the requirements of Title I of WIOA. Based upon a review of the evidence and testimony presented, the Hearing Officer finds that the Complainant has not met the burden of proof in this case.

The Workforce Innovation and Opportunity Act of 2014 (WIOA) is designed to help certain job seekers access employment, education, training, and support services to succeed in the labor market while also being responsive to the demands of the local employers. WIOA authorizes various funding mechanisms for allowable participant training including individual training accounts (ITAs). An ITA is a payment agreement with the local workforce development board on behalf of a participant with a training

provider on the ETPL. ITAs are restricted to programs that address the skills needed for occupations in-demand. Eligible training providers must be tied to in-demand job sectors to be eligible for inclusion on the ETPL. Additionally, the student must meet the requirements to be eligible for an ITA, and it is the student who applies for the training. Further, pursuant to WIOA, local boards may add additional requirements for providers to remain eligible for the ETPL.

Under WIOA, an in-demand industry sector or occupation is defined as “an industry sector that has a substantial or potential impact (including through jobs that lead to economic self-sufficiency and opportunities for advancement) on the state, regional or local economy as appropriate and that contributes to the growth or stability of other supporting business or the growth of other industry sectors or an occupation that currently has or is projected to have a number of positions in an industry sector so as to have a significant impact on the state, regional, or local economy as appropriate. The determination of whether an industry sector or occupation is in-demand under this paragraph shall be made by the state board or local board, as appropriate, using state and regional business and labor market projections, including the use of labor market information.”

The Complainant argued that the SW Board did not find that forklift jobs were in-demand jobs and seemed to misinterpret some of the in-demand criteria list. In this case, the SW Board determined that forklift jobs are in-demand per their criteria requirements, and that based upon labor market information, including the total number of forklift jobs in the area plus the number of available forklift workers, that the projected job growth for the strategic planning period of 2024-2027 is 36 forklift jobs or 9 new forklift jobs per year, which equates to 9 allowable ITAs for forklift training per year. All Star is the only forklift trainer on the EPTL and as such has been approved for the available forklift ITA funds. Although the claimant provided numbers which indicate that there are current job openings for forklift workers, the claimant did not provide evidence to refute the labor market information regarding new job growth for forklift jobs for the years 2024-2027. Further, there was no evidence presented that the SW Board steered students away from forklift training but instead informed the students that the ITA funds for forklift training had been exhausted for the 2023-2024 fiscal year.

Additionally, the Complainant asserted that other job sectors, such as CDLs did not have caps on the ITA training; however, due to limited funding, the SW Board has placed caps on all in-demand job sectors for the ITA training funds. The labor market information indicates that CDLs are in higher demand based upon future new growth than forklift

jobs; therefore, the CDL cap is higher than the forklift cap. The SW Board does not reallocate funds once the cap on the individual job sector has reached the maximum students, as the goal is to fill the employment needs of the community. Mr. Carrick asserts that he cannot make a living on the cap of 7 or 9 students; however, All Star does not have any restrictions on finding alternate funding for its students. The ITA accounts through the WIOA funding are to assist adults, dislocated workers, and youth. The Complainant, as an eligible training provider, has failed to establish that he or his business have been improperly limited from receiving WIOA funding or services by the SW Board.

Sincerely,

J. Songer

Hearing Officer Songer

APPEAL RIGHTS

Pursuant to 20 CFR §683.610, if you disagree with this decision, you may appeal to the Secretary of the U.S. Department of Labor. **You must do so within 60 days of receiving this letter.** To appeal this decision, send the appeal by certified mail, return receipt request to:

Secretary, U.S. Department of Labor
200 Constitution Avenue NW
Washington DC 20210
Attention: ASET

A copy of the appeal must be simultaneously provided to the appropriate ETA Regional Administrator and the opposing party.

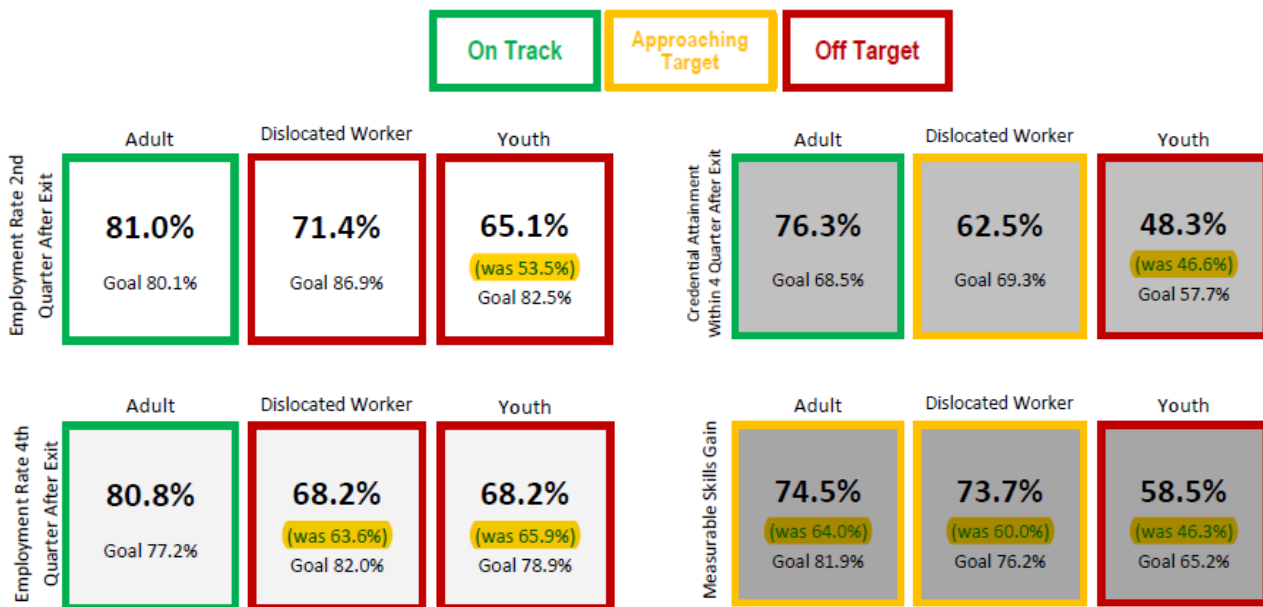
Executive Committee- Gem Bell, Chair / Ben Ferguson, Vice-Chair

The committee met on February 13th with 9 members, staff, and contractors participating. In addition to the following reports, the committee discussed potential changes to State Workforce Development Board policies.

Facilities and Technology Update: Staff are working on getting our texting service back up by updating the policy on our website to be in compliance with recent legal changes. We are still waiting for approval from our texting provider. Staff are also in the process of getting quotes to replace Surface Pros for staff.

Performance & Compliance: No formal complaints have been received and the Monitoring Status Report, detailing the monitoring that has occurred, was also reviewed. There have not been any concerning findings. Data validation was held in January, and we are still waiting to receive the official report for our area from the State. The State plans to hold Data Validation again in September and staff are hoping that it will be held in Jackson for West Tennessee, which will save money on hotels and allow more staff to participate.

The committee also reviewed the attached estimated federal performance results that show 9 measures in red due to being below 90% of the goal – Dislocated Worker (DW) and Youth Employment Rate for 2nd and 4th Quarter After Exit, DW Wages, Youth Credential Attainment, and Adult, DW, and Youth Measurable Skills Gain (MSG). Based on predictive reports staff have run, they believe we will be okay on most measures by the end of the program year. Staff are working with CSP staff on improving as much performance as possible and sending case corrections to the state. Staff believe the failure of the measurable skills gain measures, and possibly Youth credential attainment, is due to keying errors and we should be able to bring these measures up. Updated performance results based on changes to date are shown below and include MSG for Adults and DWs moving from failing to passing:



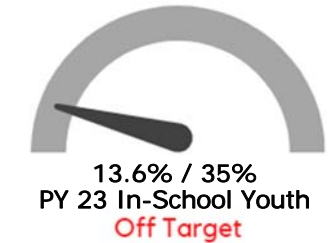
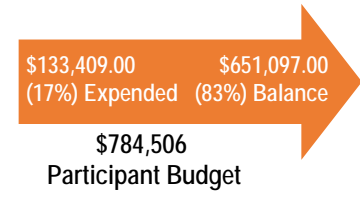
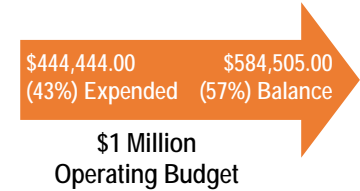
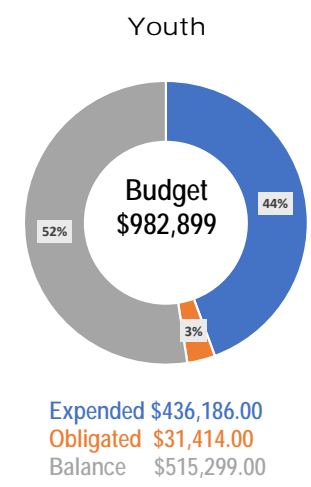
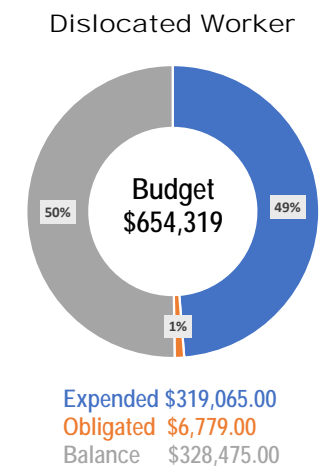
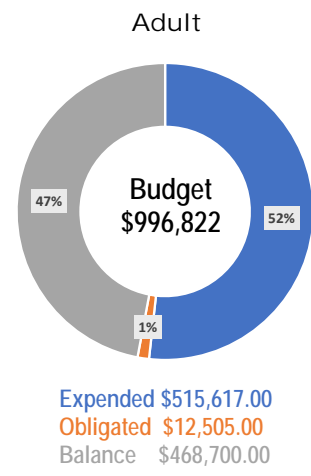
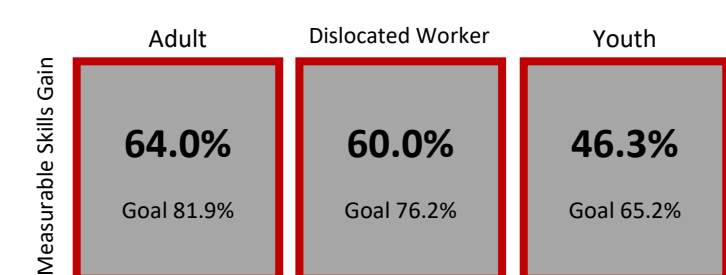
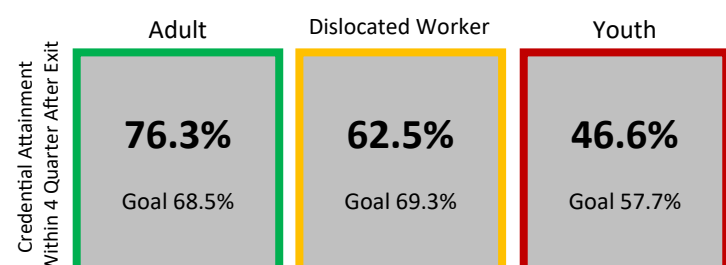
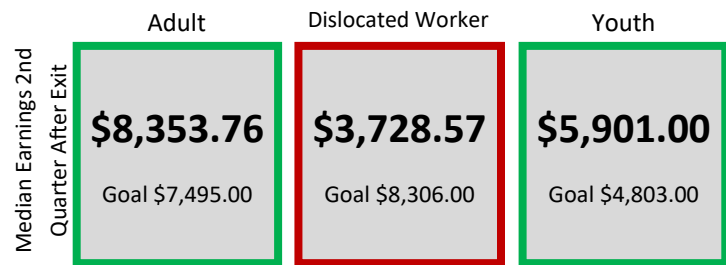
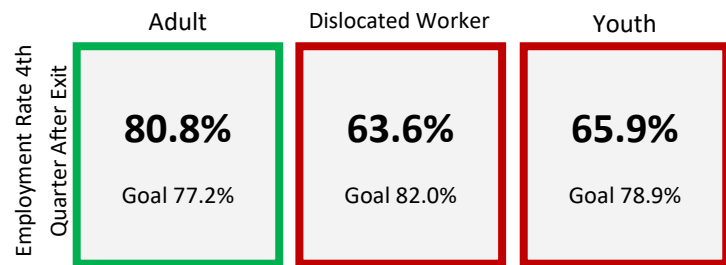
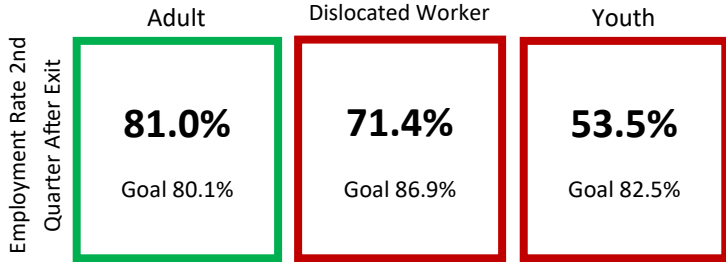
Budget & Administration: The committee reviewed the attached Fiscal Report detailing expenditure and obligation rates as of December, as well as fiscal performance results. We are on track with our current Adult and DW budgets. The Minimum Participant Cost Rate (MPCR) is approaching the target with 27.7% out of a goal of 40%, and Work Experience is exceeding our goal of 20% at 40.7%. We are off target with our in-school youth (ISY) expenditures and have not yet spent much of the 2024 budget and are putting all ISY expenses to the 2023 budget before it ends in June.

- **PY24 Budget Update:** The committee also reviewed the detailed PY 24 budget update. We are under budget on administrative, operating, and participant costs. Other grants help offset costs and will help us have carry over Title I funding for next program year. We should receive more TN Youth Employment Program (TYEP) funding this year, and the state hopes to get it to the local areas sooner than previous years. A process is in place to ensure youth from all 8 counties in our service area are enrolled, and staff are looking at potentially setting aside a

specific number of slots per county. We also received an additional \$100,000 in statewide participant funds to be spent by June, allowing for other funding to be carried into the next program year. Our Rural Healthcare grant application of \$250,000 was approved to share between SW and NW, but the State required that the contract be with one specific area, so it will be under SW. The state also offered seed money so we will be receiving an additional \$90,000 to go towards startup of the grant. The seed money will be effective in February and will receive the rest of the funding in July. We are also continuing to work with Ford/Blue Oval SK on state training grants, but there has not been much activity so far. Ford submitted one invoice in June and recently submitted the second invoice for reimbursement of training costs.

Program Oversight: Staff are currently working on completing 6-month monitoring reports for Mid Cumberland Human Resource Agency (One-Stop Operator) and for the Career Service Provider (CSP) staff for July 2024—December 2024. There are no major concerns with our One-Stop Operator. The CSP staff needs to make some improvements in performance and enrollments, but staff are already working to address the issues. Additional monitoring was implemented in January and social media outreach is ongoing.

Performance & Fiscal



Southwest PY 2024 Budget - Revised Aug. 2024
vs. YTD Expenditures as of 12/31/24

	Budget	July - Sept. 2024 Expenses	Percentage of Budget	Oct. - Dec. 2024	Percentage of Budget	PY 24 YTD Total	Percentage of Budget
Administrative Budget (all grants)	\$ 387,732.38	\$ 75,246.89	19%	\$ 75,481.76	19%	\$ 150,728.65	39%
Formula Participant Budget	\$ 784,505.90	\$ 90,778.96	12%	\$ 42,629.77	5%	\$ 133,408.73	17%
						Participant YTD = 23.09%	
Operating Budget	\$ 1,028,948.84	\$ 257,237.21	25%	\$ 257,237.21	25%	\$ 1,028,948.84	100%
IFA Expenses (including OSO)	\$ 118,948.84	\$ 28,118.32	24%	\$ 28,765.14	24%	\$ 56,883.46	48%
Career Service Provider (w/o DWG)	\$ 560,000.00	\$ 135,138.13	24%	\$ 130,245.01	23%	\$ 265,383.14	47%
Board / Fiscal Agent Expenses	\$ 350,000.00	\$ 64,071.04	18%	\$ 58,105.92	17%	\$ 122,176.96	35%
Total Operating Expenses	\$ 1,028,948.84	\$ 227,327.49	22%	\$ 217,116.07	21%	\$ 444,443.56	43%
<i>Remaining Balance</i>	\$ -	\$ 29,909.72	3%	\$ 40,121.14	4%	\$ 584,505.28	57%
						Operations YTD = 76.91%	
Adult & DW Part. & Program	\$ 985,836.52	\$ 157,396.40	16%	\$ 139,568.10	14%	\$ 296,964.50	30%
Youth Part. & Program	\$ 827,618.22	\$ 160,710.05	19%	\$ 120,177.74	15%	\$ 280,887.79	34%
Total Part. & Program	\$ 1,813,454.74	\$ 318,106.45	18%	\$ 259,745.84	14%	\$ 577,852.29	32%
<i>Remaining Balance</i>	\$ -	\$ 1,495,348.29	82%	\$ 1,235,602.45	68%	\$ 1,235,602.45	68%
Adult & DW Program Only	\$ 621,147.69	\$ 132,886.19	21%	\$ 124,197.13	20%	\$ 257,083.32	41%
Youth Program Only	\$ 407,801.15	\$ 94,441.30	23%	\$ 92,918.94	23%	\$ 187,360.24	46%
Total Program	\$ 1,028,948.84	\$ 227,327.49	22%	\$ 217,116.07	21%	\$ 444,443.56	43%
<i>Remaining Balance</i>	\$ -	\$ 801,621.35	78%	\$ 584,505.28	57%	\$ 584,505.28	57%

Outreach & Opportunities Committee- Joe Stephens, Chair / Alfredo Peña III, Co-Chair

The committee met on February 13th with 11 members, staff, contractors, and 1 guest participating. In addition to the following reports, the committee discussed Labor Force Participation Rate (LFPR) strategic priorities for Job Security and Working Conditions and potential changes to State Workforce Development Board policies.

Target Populations Reports:

Youth Services Report: Kena Hamm, CSP Director of Program Services, provided an update on youth services noting that 204 individuals of the goal of 183 have been enrolled in the Youth Employment Program. Several high school career fairs are coming up and staff are registered for events in several counties. Staff are focusing on youth outreach to try and increase enrollments and expenditures. She also on-boarded a new youth staff person in Jackson in February. In September, youth work experience participants were transitioned to WorkEasy, a digital timekeeping software through our work experience employer of record (PPL) and that has been a great help and allows youth to be paid weekly.

- Youth Participant/Parent Report: Erica Pepper spoke on her experience as the mother of a Youth Work Experience participant, Robin Pepper. Robin has faced several health challenges, but Erica said Robin's work experience placement at a local library has helped her daughter gain more confidence and acquire needed workplace skills. She has seen Robin's confidence grow and is excited to see her passion for a field she never even considered. Erica said, "It's made a world of difference."

Adult Education (AE) Report: No report.

Vocational Rehabilitation (VR) Report: Ashley Roberts reported they are still on track for applications for SW. They are currently hiring a counselor for McNairy and Hardin Counties, and recently hired a new counselor to cover Haywood County. She is currently in training and learning the onboarding process. Ashley said she will be working with the VR transition team to see if there are youth outreach opportunities they can assist with.

Talent Pipelines Report: The Committee reviewed the attached Talent Pipelines report detailing career exploration and talent pipelines efforts and programs. As of December, there have been 275 / 265 GROWWTH enrollments. TYEP met enrollment goals, and we have nearly expended the funds. Staff have been very busy with the TRANSFR Virtual Reality headsets, including working with 11 organizations to serve 170 individuals, who have experienced 261 simulations. The Senior Community Service Employment Program (SCSEP) expenditures are on track. The Justice-Involved grant shows 16/60 served. We may also offer a manufacturing bootcamp in county jails, but we are on-track to expend all funds. We are trying to work with more released individuals, but we have enough funds to consider the classes in the jails.

ETPL Program Renewals: The committee reviewed the attached list of programs due for renewal, including corresponding labor market information and performance data:

- TCAT Crump's ^{typo} Criminal Justice: Electrical & Plumbing Construction Technology Program: Based on the attached data, staff recommend renewal of this program to the local SW and State ETPL.
- TCAT Jackson's Building Construction Technology Program: This program will not be renewed at this time to the local SW or State ETPL. The program was formerly offered at the Henderson County Jail and is now dual enrollment only.
- TCAT Jackson's Surgical Technology Program: Based on attached data, staff recommend renewal of this program to the local SW and State ETPL.

The committee recommends the renewal of TCAT Crump's Electrical & Plumbing Construction Technology program and TCAT Jackson's Surgical Technology program for both the State and SW ETPL, and to remove TCAT Jackson's Building Construction Technology from the State and local ETPL (VOTE REQUIRED).

Talent Pipelines

Number Enrolled to Date:
275 / 265

Tennessee Youth Employment Program

204 / 183
New Enrollments

\$538,749 / \$568,238
Expended

TRANSFR Virtual Reality Headsets

11 High Schools/ Organizations Participating	170 / 225 Explorers	261 Number of Careers Explored
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Senior Community Service Employment Program (SCSEP) Grant

Total Served	17 / 17
Expenditures	\$62,685 / \$141,866

Justice Involved Individuals

16 / 60
Individual Served

\$14,345 / \$90,000
Expended

Labor Force Update

110,780 ▲
Number in the Labor Force

106,328 ▲
Number Employed

4,452 ▼
Number Unemployed

4.0% ▼
Unemployment Rate Dec 2024

Provider Name	Program Name	SOC / Occupation	Duration	Total Cost	2024 Jobs	2027 Jobs	2024-2027 Change	Median Hourly Earnings	In-Demand Criteria Met? *	Overall Completion Rate*	Overall Employment 2nd QTR after Exit*	WIOA Total Enrolled	WIOA Completion Rate*	Overall Employment 2nd QTR after Exit*	Performance Criteria Met? **	Recommened for Renewal?
TCAT AT CRUMP	Electrical & Plumbing Construction Technology	47-2111 Electricians	12 Months	\$5334.00	686	735	49	\$26.76	Yes	55%	63%	26	65%	69%	Completion rate not met.	Yes
TCAT AT JACKSON	Building Construction Technology <i>Now Dual Enrollment only; formerly offered at Henderson County Jail</i>	47-2061 Construction Laborers	750 Hours	\$2500.00	1218	1252	33	\$18.29	Yes	37%	66%	33	73%	64%	Completion rate not met, but appears to only include WIOA students.	Yes
TCAT AT JACKSON	SURGICAL TECHNOLOGY	29-2055 Surgical Technologists	12 Months	\$5303.18	85	91	5	\$25.17	Yes	63%	85%	1	0%	100%	N/A- Less than 10 WIOA students	Yes

*In-Demand Criteria

Minimum of 10 jobs in the local area

Positive job growth of at least 1 new job per year

At least 1 more job than resident worker per year, Median wage is above the self-sufficiency wage (\$14.48), Aligns with one of the regional priority sectors listed below:

Healthcare & Social Assistance

Skilled Trades & Transportation

Manufacturing

Information

Professional, Scientific, & Technical Service

**Performance Criteria: For programs with at least 10 WIOA-funded students.

All student completion and employment rate greater than or equal to 60% (PY 2022). WIOA student completion and employment rate greater than or equal to 40%

Appeal Committee Report

Mr. Lamar Hobson of Barber School 1 appealed the Board's decision made at the 12/5/24 meeting to remove the following programs to the Southwest (SW) Eligible Training Provider List (ETPL):

- Master Barbering (full-time program)
- Master Barbering (part-time program)

Per the Board's appeal policy, an appeal committee was formed of three impartial appeal officers (i.e. any staff or board members uninvolved in the initial decision) including Board members Linda Beaulieu and Dawn Bramblett and staff member Asia Tatum. Margaret Prater facilitated the appeal process. The purpose of the appeal committee was to re-evaluate the programs and the information used by the Committee and Board in making the decision to remove the programs from the SW ETPL and to make a recommendation as to whether the decision should be upheld, overturned, or if the Board needs more information to consider before another vote.

The Committee met on January 10th to review the documentation from previous workforce board meetings/communication regarding Barber School 1 – Master Barber, both full-time and part-time options, removal from the SW ETPL on 12/5/24. The review included minutes from the January 31, 2023 Outreach and Opportunities Committee Meeting where the programs were first reviewed and March 9, 2023 Southwest TN Workforce Board Meeting where the programs were initially approved. Minutes for both meetings indicated that Jobs4TN and Lightcast data showed low demand for jobs. Approval cited funding would be limited and approved on a case-by-case basis. Further, the minutes stated labor market information and performance would be reviewed again after the one-year initial period of eligibility (after March 2024).

The notification of removal sent to Barber School 1 stated the programs were removed “due to lack of occupational demand and lack of alignment with the following target sectors for the Southwest area: Healthcare and Social Assistance; Manufacturing; Skilled Trades; Transportation; Information. The Committee reviewed documentation from July of 2023, submitted by Mr. Lamar Hobson with Barber School 1, consisting of 6 emails from businesses employing barbers. Two indicated they depend on or contact schools when employees are needed while the remainder used word of mouth or social media. No specific employment needs were cited. An email was submitted from Hub City Luxury Barbershop in December 2024 indicating the need for 1 or 2 barbers. In December 2024, Mr. Hobson also submitted a list of 5 and emails from 5 (10 total) past non-WIOA graduates indicating they are working. There was no indication of when they graduated or went to work.

The committee also reviewed supplemental data from an Indeed job search for “barber” within a 50-mile radius of Jackson. Seven (7) jobs emerged as follows: 2 Stylists - weekend/evening as needed; 1 Stylist - part-time; 2 Stylist – part-time or full-time; 1 Licensed Cosmetologist or Barber; and 1 Licensed Salon Manager. It should be noted that there is no information indicating if these are new growth jobs, or replacement jobs. Data provided by Mr. Hobson July 2024 indicated he had 14 students enrolled at the time. The committee agreed the supplemental data provided by Mr. Hobson and Indeed still only establishes a limited demand for barbers.

The Committee met again on January 16th to hear directly from Mr. Hobson regarding the Board's decision to remove the Barber School 1 – Master Barber, both full-time and part-time options, from the SW ETPL. During his approximately 15-minute presentation, Mr. Hobson did not provide any new information to contradict lack of occupational demand or lack of alignment with the Board's target sectors, the reasons cited for the removal. In general, Mr. Hobson commented/questioned issues the committee was not prepared to address, including the number of enrollments Barber School 1 was previously allowed in relation to funds available; data to justify enrollments for another provider; and timeliness of the payment process. Ms. Prater

offered to look into the payment process and advise him of her findings, which have been completed. He did mention the labor market data (Lightcast) provided in the removal notification citing 43 jobs in 2024 and 43 jobs in 2027 with 0 change; however, it appears Mr. Hobson may be confusing this job data with student training slots as he mentioned he was the only school in the southwest area and does not submit his numbers until July, so he didn't know where the 43 is coming from. He also disagreed with the Median Hourly Earnings cited by Lightcast of \$23.09, indicating barbers start out making \$75 per hour (Note: The jobs listed in Indeed with wage data were \$17-\$23 per hour and \$19 - \$30 per hour, except for the Salon Manager which was \$27-\$40 per hour). In closing, Mr. Hobson mentioned that in the last year he had over 300 inquiries that he did not submit; however, it appeared his "demand" was in reference to student interest, not that of employers. He asked that the removal be reconsidered.

In review of the In-Demand Occupations Criteria vetted and approved by the Southwest TN Workforce Board on September 12, 2024:

Barber School 1 MEETS the following:

- #1. Typically requires no higher than a bachelor's degree
- #5. Has median hourly wages above the self-sufficiency threshold (\$14.48 per hour). (All data and supplemental data indicate a higher wage.)
- #6. Typically requires no work experience at entry
- #8. Related to postsecondary training opportunities

Barber School 1 MAY/COULD meet the following:

- #2. Has a minimum of 10 positions in the local area. (Supplemental Data from Indeed (7) and Hub City Luxury Barbershop 1 or 2. Criteria could be met with 1 additional job documented).

Barber School 1 does NOT meet the following:

- #3. Has positive growth of at least 4 in the planning period (2024 – 2027), or 1 per year. (Lightcast data shows 43 jobs 2024 and 43 job 2027- no growth; Supplemental Data does not specify new jobs or replacement jobs).
- #4. Has at least 4 more jobs/openings than resident workers, 1 per year. (Lightcast data shows 43 resident workers, same as jobs; supplemental data show 14 students currently in training with only 7-9 jobs through Indeed and local employers).
- #7. Aligns with regional priority sectors: a. Healthcare & Social Assistance, b. Manufacturing, c. Transportation, d. Information, e. Professional, Scientific & Technical Services. (Barbering is considered part of the Personal Care Service sector).

Recommendation: Based on the review of documentation provided and the presentation by Mr. Hobson at the January 16th Hearing, the committee did not feel that Barber School 1 provided proof of meeting the Southwest TN Workforce Board's In-Demand Occupation Criteria. The Barber School 1 Appeal Committee voted unanimously to uphold the decision of the Southwest TN Workforce Board to remove Barber School 1 Master Barber, full-time and part-time options, from the Southwest TN Eligible Training Provider List (VOTE REQUIRED).

State Workforce Development Board (SWDB) Report

The SWDB met on February 28th and approved changes to several policies:

- **Minimum Participant Cost Rate (MPCR)**: requires that a minimum of forty percent (40%) of programmatic funds managed by each Board must be used for direct participant benefit. The revised policy adds State funding (like TYEP, Re-entry, etc.) into the calculation, as well as Incumbent Worker Training. This should increase the MPCR and provide a more accurate representation of the funds spent directly on participants.
- **One-Stop Design**: communicates the minimum standards and expectations of the One-Stop System Network operating within those LWDA's. The revised policy adds flexibility for Affiliate American Job Centers (AJCs), including that they can be part-time, access points, etc.
- **One-Stop Certification**: establishes a clear framework for one-stop certification by detailing criteria and procedures used to evaluate and certify one-stop centers in alignment with the State Workforce Development Board Policy. The revised policy adds a requirement that local Boards have to re-certify an AJC that is re-located. Currently, only an ADA survey is required unless the AJC classification type is changed.
- **OSO and CSP Procurement**: requires that each Local Workforce Development Board (LWDB) competitively procure the One-Stop Operator (OSO) and Career Service Provider (CSP) for the American Job Center (AJC) System. The revised policy adds information on how Boards can bid to be an OSO, joint procurement for OSO/CSP, which was previously not allowed, and adds an option for the State to do a statewide OSO procurement. Information on how Boards can be approved to be, and remain, a CSP was also added. Separate procurement for Youth services is still required.
- **Title I Grievance and Complaint Resolution**: outlines the process and requirements for the Title I program across four separate categories:
 - Complaints alleging discrimination or denial of equal opportunity;
 - Complaints alleging unjust denial of WIOA services;
 - Complaints alleging hostile work environment against employers that are not related to WIOA-funded programs or training; and
 - Complaints made by staff within the LWDA against other LWDA staff or a sub-recipient entity.
- **Title III Employment Service and Employment-Related Law Complaint System**: outlines the establishment, operation, and maintenance of the Complaint System to ensure effective handling of complaints and apparent violations within the Employment Service (ES) and State Workforce Agency (SWA) system.
- **Sanctions**: sets criteria and procedures for State action to ensure sub-recipient compliance after TDLWD monitoring results in Findings of Non-Compliance.
- **Referral Process for Serving Veterans**: provides guidance regarding referral of services to veterans and other eligible persons, including eligible spouses, widows, and widowers, throughout the One-Stop Center network.

Staff will review local policies and identify recommended changes to align with changes to the State policies.



STATE OF TENNESSEE
 DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
 220 French Landing Drive
 Nashville, TN 37243
 (615) 741-6642

Bill Lee
 GOVERNOR

Deniece Thomas
 COMMISSIONER

February 13, 2025

Jennifer Bane, Executive Director
 Workforce Innovations, Inc.
 208 North Mill Avenue
 Dyersburg, TN 38024

Dear Ms. Bane:

I am pleased to inform you that the United States Department of Labor has released the Workforce Innovation and Opportunity Act (WIOA) Program Allotments for the Youth, Adult, and Dislocated Worker for Program years PY25/FY26 as outlined in Training and Employment Guidance Letter (TEGL) No. 17-24. PY25 Youth contracts will have an effective date of April 1, 2025. Adult and Dislocated Worker Base funds will be available for obligation effective July 1, 2025, and Adult and Dislocated Advanced funds will be available for obligation effective October 1, 2025. The Local Workforce Development Area (LWDA) allotments were based on formula provisions defined in WIOA. This letter is to inform you of the approximate PY25/FY26 Youth, Adult, and Dislocated Worker allocations specific to your LWDA.

<i>Southwest</i>								
		PY25		FY26		Total	Prior Year	Difference
Youth	\$	457,377.00	\$	-	\$	457,377.00	\$577,385	(\$120,008)
Adult	\$	91,660.00	\$	374,587.00	\$	466,247.00	\$587,504	(\$121,257)
Dislocated Worker	\$	72,328.00	\$	262,867.00	\$	335,105.00	\$370,769	(\$35,664)
Total	\$	621,275.00	\$	637,454.00	\$	1,258,729.00	\$1,535,658	(\$276,929)

Workforce Innovations, Inc. agrees to comply with all reporting requirements in the manner specified by the State and under all applicable laws, regulations, and instruction in order to account for all funds expended by the Grantee.

Should you have any questions, please contact Chandra Pleas, Fiscal Services Director, at Chandra.E.Pleas@tn.gov.

Sincerely,

Deniece Thomas
 Commissioner, TDLWD

CEP/DF/LV