

Northwest Tennessee Workforce Board

September 9, 2025—10:00 am

NW Development District/HRA, 124 Weldon Dr., Martin, TN / Zoom

Minutes

Board Members Attending in Person: Sabra Bledsoe, Jon Dougherty, Landy Fuqua, Lori Burdine, Monica Heath, John Penn Ridgeway, Brad Hurley, Jimmy Williamson, Ira Sellars; **Via Zoom:** Blake Arnold, A.J. Belyew, Lindsay Theobald, Kristy Mercer, Rita Alexander, Kelly Buffington Gardner, John Glad Castellaw, Rachel Cates, Ashley Roberts

Local Elected Officials Attending via Zoom: Mayor Randy Geiger

Committee Members Attending in Person: Tessa Kyle, Janna Hellums; **via Zoom:** Justin Crice

Staff and Contractors Attending in Person: Jennifer Bane, Gina Johnson, LeAnn Lundberg, Ginger Powell, Ariel McGahey, Connie Stewart (CSP), Ashley Mayton (OSO); **Via Zoom:** Lana Burchfiel, Derrick Quinn, Terry Williams, Asia Tatum, Dr. Scott Cook (CSP), James Starnes (OSO), Erica Nance (OSO)

Other Guests Attending in Person: Shaun Moon (Amteck); **Via Zoom:** Roderick Woody (TDLWD), Matthew Spinella (TDOE), Amy Maberry (SWDB Executive Director), Simone Stewart (Wellpoint)

Welcome and Call to Order: Jimmy Williamson welcomed all members and guests to the meeting, and introduced new board members: Loretta Mealer, Auston Mealer's Restaurant Equipment Services, LLC (replacing Lori Burdine as Dyer Co. private sector rep.); Lori Burdine, NWTN HRA/Development District (replacing Melinda Goode); Blake Arnold, Arnold's Fabricating & Machine, Inc. (replacing Ben Marks), and Ira Sellars, Big Bore, LLC (replacing Janet James). Jimmy then asked if there were any public comments. Hearing no public comments, he 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 6/10/25 Board meeting were presented for review.

- o **MOTION:** A motion to approve the 6/10/25 Board minutes as presented was made by Brad Hurley and seconded by John Penn Ridgeway. All were in favor and the motion carried.

Officer Elections: The following individuals were presented as nominees:

Chair Nominee: Jimmy Williamson; Vice-Chair Nominee: Ted Piazza; Secretary Nominee: Brad Hurley

- o **MOTION:** A motion to approve the above nominations was made by Brad Hurley and seconded by John Penn Ridgeway. All were in favor and the motion carried.

Presentation of the 2024-2025 Annual Report: Jennifer Bane, Executive Director, noted the 2024–2025 Northwest Annual Report highlights key accomplishments, success stories, and service levels over the past year. She extended her appreciation to the mayors, board members, and staff for their dedication and hard work. Special recognition was given to Lana Burchfiel for her work on creating the annual report. Jimmy Williamson also expressed his appreciation for everyone's efforts throughout the year.

- **American Job Center:** Ariel McGahey shared the American Job Center (AJC) performance pages for One-Stop Operator, Erica Nance, noting that visit goals were nearly met. Ariel also reviewed success stories related to partnerships with Compudopt, the GROWWITH Job Fair, and Carroll Academy.
- **Training Services:** Connie Stewart presented the Training Services section, noting that National Dislocated Worker (DWG) funding was instrumental in serving additional Dislocated Workers and long-term unemployed Adults. Total Title I / DWG enrollments reached 319, with notable gains in Weakley County, thanks to partnerships with the high schools and TCAT Henry-Carroll. Efforts are underway to target Gibson County, which had historically high service levels when a center was located there. Youth incentives were credited to youth participants passing the HiSET. Healthcare remained the top sector for Individual Training Accounts (ITAs), while truck driver training participation declined. Connie highlighted a success story featuring Blake Reed. TCATs continued to have the highest enrollments, while most community college participants were enrolled in nursing programs. Private training enrollments focused largely on lineman and dental schools, with high demand for limited lineman school slots.

- Business Services & Talent Pipelines: Ginger Powell provided updates on the Obion County Jail Welding Program and expressed gratitude to TCAT Northwest for their customized training. She reviewed On-the-Job Training (OJT) data, clarifying that other funding sources, such as reentry grants, supplement OJT figures and may not align directly with Title I / DWG training numbers shared by Connie. The average cost per OJT completion was higher due to some grants allowing for increased reimbursement above the normal 50% rate. OJT placements are in full-time, permanent positions, predominantly in the manufacturing and skilled trades sectors (e.g., welding, HVAC). Ginger also reported that 31 participants were served through the apprenticeship grant, exceeding the target of 30 due to unutilized funds being reallocated. Lightcast reports continue to support employers with wage data, schools with labor market information, and prospective industry insights. Ginger highlighted successful apprenticeship partnerships with Auston Mealer's Restaurant Equipment Services and Amteck, noting six standout participants. The Youth Employment Program served 352 individuals. Ginger explained the program aims to align youth with careers of interest and covers or reimburses wages at 100%.
- Talent Pipeline continued: Jennifer reviewed the Talent Pipeline initiatives, including the "Mock It 'Til You Rock It" event, the use of TRANSFR VR headsets, and the ongoing Rural Public Health Workforce Training Network Grant, which will continue for another year. She also shared photos from Manufacturing Day and provided updates on the GROWTH program and the Community Reentry Reinvestment Grant.
- Fiscal and Performance: Gina Johnson expressed appreciation to Terry Williams and Asia Tatum for their work on fiscal matters. She reported that performance measures were on target or approaching target across the board, and all fiscal goals were exceeded.

Committee Reports and Action Items: All 8/5/25 committee reports were provided to the Board ahead of time and are included in the attached handouts.

American Job Center (AJC) Committee Report: Lori Burdine provided an overview of the attached report. The following items were presented for discussion and questions prior to voting.

- Grievance & Complaint Resolution Policy Changes: The committee reviewed the proposed changes noted in red on the attached policy. Changes align with updates to the state policy and include requiring the ETA Complaint / Apparent Violation Form, updating the links to Labor Standards Unit and TOSHA, and adding that discrimination complaints against Employment Services or the State Workforce Agency must immediately be referred to the State Level EO office. The committee recommends approval of the policy change as listed in red on the attached handout.
 - **MOTION: A motion to approve the changes to the Grievance & Complaint Resolution Policy was made by Brad Hurley and seconded by Landy Fuqua. All were in favor and the motion carried.**
- Veterans & Eligible Spouse Priority of Service Policy Changes: The committee reviewed the proposed changes noted in red to the attached policy. Changes align with updates to the state policy and include replacing the prior Form LB1118 with the DVOP Eligibility Screening Tool. The committee recommends approval of the policy change as listed in red on the attached handout.
 - **MOTION: A motion to approve the changes to the Veterans & Eligible Spouse Priority of Service Policy was made by John Penn Ridgeway and seconded by Sabra Bledsoe. All were in favor and the motion carried.**
- In-Demand Occupations List: The committee reviewed the proposed changes to the In-Demand Criteria and Occupations List. Changes to the criteria include:
 - Requiring at least 50 annual openings if the positive growth criterion is not met.
 - Raising the median hourly wage to \$15.05 to remain above self-sufficiency threshold.
 - Aligning sector names to official industry titles, including changing transportation to "transportation & warehousing" and skilled trades to "construction."
 - Adding "hospitality and tourism" as a priority sector to be in alignment with state and regional priority sectors. Occupations added for this industry are listed on a separate page.
 - Specifying that additional ITAs can be approved by the CSP Director for occupations with a deficit of resident workers, up to the projected deficit.

The committee also reviewed the revised list of in-demand occupations, noting those listed in purple were not on the previous list. The two highlighted positions were included due to the change in the criteria to include occupations with less than growth of four in the period, but at least 50 annual openings. The Hospitality and Tourism In-Demand

Occupations are listed on a separate page. The occupations that were previously included in the last list but did not meet the new criteria are listed on a separate page as well. Most were only approved for one or two per year. The committee recommends approval of the In-Demand Occupations List as presented on the attached handouts. Brad Hurley asked for clarification on the construction sector and Jennifer explained that this had previously been listed as “skilled trades” but that is not an official sector title, so it has been changed to “construction” to better align with sector titles. She also clarified that the numbers listed in parentheses next to the sectors are the corresponding sector codes.

- o **MOTION: A motion to approve the changes to the In-Demand Occupations List was made by Landy Fuqua and seconded by Sabra Bledsoe. All were in favor and the motion carried.**

Executive Committee Report: Jimmy Williamson provided an overview of the attached report. The following items were presented for discussion and questions prior to voting.

- Monitoring Policy Changes: The committee reviewed the proposed policy changes noted in red on the attached handout to align with the state’s recent changes to their policies. A section has been added for corrective actions and sanctions for non-compliance. Corrective action allows us to minimize risk. The Committee recommends approving the proposed changes as noted in red on the attached handout.
 - o **MOTION: A motion to approve the changes to the Monitoring Policy as presented was made by Brad Hurley and seconded by John Penn Ridgeway. All were in favor and the motion carried.**
- MPCR Policy Changes: The committee reviewed the proposed changes to the MPCR Policy as outlined in red in the attachment, to reflect that the state now takes additional grants besides just Title I funding into account to determine the Minimum Participant Cost Rate (MPCR). The committee recommends approving the proposed changes to the MPCR Policy as presented.
 - o **MOTION: A motion to approve the revisions to the MPCR Policy as presented was made by John Penn Ridgeway and seconded by Landy Fuqua. All were in favor and the motion carried.**

Outreach and Opportunity Committee Report: Jon Dougherty provided an overview of the attached report. The following action items were presented for discussion and questions prior to voting.

- Program Renewals-NW Local ETPL: The committee reviewed the attached list of six programs due for renewal for the NW Local ETPL and State ETPL, including corresponding labor market information and performance data. The committee recommends approving renewal of the attached ETPL programs as presented to the NW Local ETPL and State ETPL, including Dyersburg State’s Certified Veterinary Assistant and Pharmacy Technician programs, TCAT Henry / Carroll’s Administrative Office Technology, Automotive Technology, and HVAC/Refrigeration programs, and UT Martin’s Health and Human Performance program.
 - o **MOTION: A motion to approve the list of programs to the NW ETPL as presented was made by Lori Burdine and seconded by Sabra Bledsoe. All were in favor and the motion carried. Landy Fuqua and John Penn Ridgeway abstained from discussion and voting.**
- State ETPL Program Renewals: The committee reviewed the attached list of three programs due for renewal and recommended for the State ETPL only, including corresponding labor market information and performance data. There is either not enough growth, or wages are below our threshold to be considered for inclusion on the NW Local ETPL. The committee recommends approving renewal of the attached ETPL programs as presented to the State ETPL only, including Dyersburg State’s Certified Mental Health Technician and Paralegal programs and TCAT Henry / Carroll’s Criminal Justice – Corrections Officer program.
 - o **MOTION: A motion to approve the list of programs to the State ETPL only as presented was made by Sabra Bledsoe and seconded by Lori Burdine. All were in favor and the motion carried. Landy Fuqua and John Penn Ridgeway abstained from discussion and voting.**
- New Program Application- Performance Beauty Academy- Cosmetology: The committee reviewed the attached information for the Cosmetology program at Performance Beauty Academy, including corresponding review of labor market information and performance data. This program is not recommended to the Local ETPL. The program is not associated with a priority sector for the NW area. Additionally, LMI data does not show at least 1 more job than resident workers per year, and median hourly wages are below the self-sufficiency threshold of \$15.05/hour. The committee recommends approval of this program as presented for the State ETPL only. Brad Hurley asked why the local board is approving this program for the state ETPL, but not the local ETPL. Jennifer explained that the local

board for the area the training provider is located in must review and approve it for inclusion on the state ETPL. A program may not have demand in the local area, but if there is demand somewhere in the state it is eligible for inclusion on the state ETPL, and other areas may have demand and approve the program for their local ETPL. Brad also asked if there are any cosmetology programs on the NW ETPL and staff stated that there are none since it is not a target sector and associated occupations do not show growth in the NW area.

- **MOTION: A motion to approve the cosmetology program at Performance Beauty Academy to the State ETPL only as presented was made by Lori Burdine and seconded by Landy Fuqua. All were in favor and the motion carried.**
- **New Program Application- TCAT Northwest – Hospitality, Tourism, & Retail Technology:** The committee reviewed the attached information for the Hospitality, Tourism, & Retail Technology program at TCAT NW, including corresponding review of labor market information and performance data. The committee recommends approval of this program as presented for the State and NW Local ETPL.
 - **MOTION: A motion to add the Hospitality, Tourism, & Retail Technology Program at TCAT Northwest to the State & NW Local ETPLs as presented was made by Landy Fuqua and seconded by Sabra Bledsoe. All were in favor and the motion carried.**
- **New Program Application- TCAT Henry/Carroll Telecommunications Technology:** The committee reviewed the attached information for the Telecommunications Technology program at TCAT Henry/Carroll including corresponding review of labor market information and performance data. The committee recommends approval of this program as presented for the State and NW Local ETPL.
 - **MOTION: A motion to add the Telecommunications Technology Program at TCAT Henry/Carroll to the State & NW Local ETPLs as presented was made by Brad Hurley and seconded by Lori Burdine. All were in favor and the motion carried. John Penn Ridgeway abstained from discussion and voting.**

New Business:

- **ETPL Program Renewal- TCAT Northwest, Building Construction Technology:** This program is already on the Local and State ETPLs, and is due for renewal. This program was mistakenly left off the ETPL renewal list reviewed by the O&O committee, so it is being brought before the full board today. Staff recommend approval of the program for renewal to both the State and NW Local ETPLs.
 - **MOTION: A motion to renew the Building Construction Technology program at TCAT Northwest for the State & NW Local ETPLs as presented was made by Lori Burdine and seconded by Jon Dougherty. All were in favor and the motion carried.**

Executive Director Report:

- **State Workforce Development Board (SWDB) Report:** Jennifer Bane thanked Amy Maberry for compiling the State Workforce Board Meeting Executive Summary included in the handouts.
- **Strategic Plan Updates and Board Certification:** Jennifer noted that guidance on Regional and Local Plan updates will be coming this spring since we are halfway through the four-year planning period. Jennifer also reminded everyone that West Tennessee will be the 2nd cohort to complete the local board certification process after Middle is finished. More information will be shared as it becomes available.

Future Meeting Dates & Upcoming Events: Upcoming meeting dates and events are listed on the attached agenda. Jennifer mentioned the combined meeting in December will be in Jackson at the AgResearch Center, noting that the Northwest and Southwest board meetings will be separate this time, with a time for the two areas to come together to hear a guest speaker in between the business meetings.

Respectfully submitted,
Lana Burchfiel, Public Information Specialist

**Northwest Tennessee Workforce Board
September 9, 2025 –10:00 am**

NW Development District / HRA
124 Weldon Drive
Martin, TN

[Join Zoom Meeting](#)
Meeting ID: 892 1630 3951
Passcode: 139461

Agenda

Welcome & Call to Order

Jimmy Williamson, Chair

Welcome New Board Members Loretta Mealer, Auston Mealer's Restaurant Equipment Services, LLC (replacing Lori Burdine as Dyer Co. private sector rep.), Lori Burdine, NWTN HRA/Development District (replacing Melinda Goode), Blake Arnold, Arnold's Fabricating & Machine, Inc. (replacing Ben Marks), Ira Sellars, Big Bore, LLC (replacing Janet James)

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

Approval of Minutes of June 10, 2025 Meeting (Vote Required) (Pg. 3)

Officer Elections (Vote Required)

Nominees: Chair- Jimmy Williamson, Vice-Chair- Ted Piazza, Secretary- Brad Hurley

Presentation of the 2024-2025 Annual Report

Board Staff

Committee Reports & Action Items

American Job Center Committee Report (Pg.5)

Lori Burdine, Vice Chair

- Grievance and Complaint Resolution Policy **(Vote Required)** (Pg. 7)
- Veterans & Eligible Spouse Priority of Service Policy **(Vote Required)** (Pg. 12)
- In-Demand Occupations List **(Vote Required)** (Pg. 17)

Executive Committee Report (Pg. 24)

Jimmy Williamson, Vice Chair

- Monitoring Policy **(Vote Required)** (Pg. 30)
- MPCR Policy **(Vote Required)** (Pg. 33)

Outreach and Opportunities Committee Report (Pg. 34)

Jon Dougherty, Chair

- Northwest Eligible Training Provider (ETPL) Program Renewals **(Vote Required)** (Pg. 35)
- State ETPL Program Renewals **(Vote Required)**
- New Program Application: Performance Beauty Academy- Cosmetology **(Vote Required)** (Pg. 36)
- New Program Application: TCAT NW- Hospitality, Tourism, & Retail Technology **(Vote Required)** (Pg. 41)
- New Program Application: TCAT Henry/Carroll- Telecommunication Technology **(Vote Required)** (Pg. 47)

New Business

Jennifer Bane, Executive Director

- ETPL Program Renewal: TCAT Northwest, Building Construction (Pg. 52)

Executive Director Report

Jennifer Bane

- State Workforce Development Board Report (Pg. 53)
 - Strategic Plan Updates and Board Certification

Future Meeting Dates & Upcoming Events

<i>Meeting / Event</i>	<i>Date and Time</i>	<i>Location</i>
Virtually Speaking Webinar	December 4, 9:00 am	Zoom
State Workforce Development Board	November 14, 10:00 am	Nashville / YouTube
Remaining 2025 Board Meeting Dates	11:00 am on Tues., Dec. 2 nd (with Southwest)	West TN AgResearch & Education Center (Jackson)/ Zoom

Developing a quality workforce system to meet the needs of area employers and jobseekers.

Current NW Local Workforce Development Board Roster

Date Certified to Serve	Board Member Name	County Member Represents	Board Member Employer, Organization
6/3/2019	Rita Alexander	Gibson	Gibson Electric Membership Corp
8/13/2025	Ira Sellars	Henry	Big Bore, LLC
6/3/2019	(John) Glad Castellaw	Crockett	Farmspace Systems LLC
6/3/2019	R. Keith Cursey	Weakley	Stanley, Black & Decker
6/3/2019	Brad Hurley	Carroll	Carroll County Trophies
9/13/2019	Randy S. Shannon	Benton	Shannon Office of Law
8/4/2025	Blake Arnold	Benton	Arnold's Fabricating & Machine, Inc.
6/3/2019	Kristy Mercer	Gibson	Ceco Door
6/3/2019	Ted Piazza --VICE CHAIR--	Gibson	Rack - IT Industries
1/14/2022	Kelly Buffington	Henry	Four Seasons Sales and Service
11/22/2024	Avonnti Reddick	Lake	Fast Pace Health/Reelfoot Family Walk-In Clinic
6/3/2019	Jimmy Williamson -- BOARD CHAIR --	Dyer	Aztec Pest Control
7/2/2025	Loretta Mealer	Dyer	Auston Mealer's Resturant Equipment Services, LLC
2/13/2024	John Lanigan	Henry	United Auto Workers Local 9025
6/3/2019	Jon Dougherty	Dyer	Amteck
2/4/2020	Amy McDonald	Dyer	Tennessee Homeless Solutions
10/30/2018	Lindsay (Frilling) Theobald	Obion	Union City Boys and Girls Club
3/28/2022	AJ (Douglas) Belyew	Weakley	Weakley County Schools
6/3/2019	Landy Fuqua	Weakley	University of TN at Martin Reed Center
7/2/2025	Lori Burdine	Regional	Northwest Tennessee HRA
	Vacant	Crockett	
10/6/2023	Sabra Bledsoe	Regional	Tennessee Department of Labor and Workforce Development
11/22/2024	Ashley Roberts	Henry	Tennessee Department of Human Services
7/8/2024	Rachel Cates	Gibson	IBEW Local 474
8/27/2024	John Penn Ridgeway	Carroll / Henry	TCAT Henry / Carroll
5/4/2021	Monica Heath	Carroll	McKenzie Chamber of Commerce and Industry
11/18/2021	Sam Sinclair	Obion	Excel Boats

Effective 08-13-2025

Northwest Tennessee Workforce Board

June 10, 2025—10:00 am

Martin Event Center / Martin Library, 89 Central Street, Martin, TN / Zoom

Minutes

Board Members Attending in Person: Jon Dougherty, Landy Fuqua, Melinda Goode, Monica Heath, John Lanigan, Ted Piazza, John Penn Ridgeway, Lindsay Theobald, Jimmy Williamson; **Via Zoom:** A.J. Belyew, Rita Alexander, Sabra Bledsoe, Kelly Buffington Gardner, John Glad Castellaw, Rachel Cates, Brad Hurley

Local Elected Officials Attending: Mayors David Quick, Randy Geiger, Dale Hutcherson; **via Zoom:** Mayor Gary Reasons
Committee Members Attending via Zoom: Tessa Kyle (TNECD), Justin Crice (Weakley Co. EDB), Lori Burdine

Staff and Contractors Attending in Person: Jennifer Bane, LeAnn Lundberg, Ariel McGahey, Erica Nance (OSO), Ashley Mayton (OSO); **Via Zoom:** Lana Burchfiel, Ginger Powell, Laura Speer, Lana Wood, Gina Johnson, Terry Williams, Connie Stewart (CSP), Dr. Scott Cook (CSP)

Other Guests Attending in Person: Georgena P. Wilson (TDLWD); **Via Zoom:** Heather Skelton (TDLWD), Matthew Spinella (TDOE), Trish Bugg (TDLWD), Amy Maberry (SWDB Executive Director)

Welcome/Business Meeting: Jimmy Williamson welcomed all members and guests to the meeting, and asked if there were any public comments, reminding the group of the three minute per speaker limit regarding agenda items only. Hearing no public comments, he 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 3/11/25 Board meeting were presented for review.

- **MOTION:** A motion to approve the 3/11/25 Board minutes as presented was made by John Penn Ridgeway and seconded by Landy Fuqua. All were in favor and the motion carried.

Committee Reports and Action Items: All 5/6/25 committee reports were provided to the Board ahead of time and are included in the attached handouts.

American Job Center (AJC) Committee Report: Rita Alexander provided an overview of the attached report. There were no action items.

Executive Committee Report: Ted Piazza provided an overview of the attached report and the related dashboards. The following items were presented for discussion and questions prior to voting.

- Program Year 2025 Budget: The committee reviewed the attached proposed budget for Program Year 2025. The estimated carryover amount is based on spending every dollar available in the current budget, so that is the bare minimum we would carry over, and it will likely be more as noted at the bottom. Our allocations did not decrease much. Overall, our Title I budget is down, but when we get the real carryover figures, it will likely look better. Carryover for the National Dislocated Worker Grant and one more year of the GROWWTH grant is included, and the addition of the new Rural Health grant. There are several other potential grants such as the Youth Employment Program, apprenticeship, justice-involved, etc. that will help if received. A new potential Micro-credentialing grant is also supposed to be released in the new year. The Committee recommends approving the proposed PY25 Budget as presented.
 - **MOTION:** A motion to approve the Program Year 2025 Budget as presented was made by Jimmy Williamson and seconded by John Penn Ridgeway. All were in favor and the motion carried.
- Revisions to the Bylaws: The committee reviewed the proposed changes to the Bylaws as outlined in red in the attachment. More details were added to the open meeting requirements section, including detailed rules regarding public comment, and requests for public records and charges for providing those records. The committee recommends approving the proposed changes to the Bylaws as presented.
 - **MOTION:** A motion to approve the revisions to the Bylaws as presented was made by Mayor Hutcherson and seconded by Melinda Goode. All were in favor and the motion carried.

Outreach and Opportunity Committee Report: Jon Dougherty provided an overview of the attached report and related dashboards. The following action items were presented for discussion and questions prior to voting. Landy Fuqua abstained from discussion and voting.

- ETPL Program Renewals: The committee reviewed the attached list of programs due for renewal for the NW Local ETPL and State ETPL, including corresponding labor market information and performance data. The programs listed in red will not be renewed as Dyersburg State Community College has elected to remove them from the ETPL. The committee recommends approving renewal of the attached ETPL programs as presented to the NW and State ETPL.
 - **MOTION: A motion to approve the list of programs to the NW ETPL as presented was made by Ted Piazza and seconded by Jimmy Williamson. All were in favor and the motion carried.**
- State ETPL Program Renewals: The committee reviewed the attached list of programs due for renewal for the State ETPL only, including corresponding labor market information and performance data. The programs will not be eligible for funding from the Northwest area but will be available if other areas elect to provide funding. The committee recommends approving renewal of the attached ETPL programs as presented to the State ETPL.
 - **MOTION: A motion to approve the list of programs to the State ETPL only as presented was made by Melinda Goode and seconded by Ted Piazza. All were in favor and the motion carried.**
- New Program Application: UT Chattanooga, Medical Coding: The committee reviewed the attached information for the Medical Billing and Coding Program at UT Chattanooga, including corresponding review of labor market information and performance data. The program is already approved for the State ETPL list, so this vote is to add the program to the Northwest ETPL list due to a request from an applicant.
 - **MOTION: A motion to add the Medical Billing and Coding Program at UT Chattanooga to the NW ETPL as presented was made by Melinda Goode and seconded by John Penn Ridgeway. All were in favor and the motion carried.**

Other Business and Updates:

State Workforce Development Board (SWDB) Report: Jennifer Bane thanked Amy Maberry, SWDB Executive Director, for developing the Executive Summary included in the handouts. Amy was asked to highlight any details she wanted to share as well as provide more information on the Board Certification project.

- Board Certification: Amy reviewed the attached PowerPoint presentation and explained that the SWDB recently underwent a year-long board certification process that will now be shared with Local Boards. This is a one-of-a-kind board certification process in partnership with UT Center for Industrial Services (UTCIS) using Baldrige Excellence Framework criteria. This is not a monitoring process but an opportunity for continuous improvement. Through the process, UTCIS created a rubric to rate the board's competency in specific areas. The SWDB received an overall rating of competent, approaching role model level. This certification process is now being rolled out to local workforce development boards as a cohort process. The Middle region will be the first cohort, starting July 1st, and the West region will be the second, beginning in the fall. The attached LWDB Cohort Timeline illustrates the expected phases during the one-year period. After each cohort and upon completion of the process, UTCIS will provide a report to suggest best practices and innovations and a summary of resources that could be used to address recommendations to build consistency throughout all the regions in the state so all customers receive similar services. The SWDB has been tasked by Governor Lee to be a premier leader in workforce development, not just meeting WIOA requirements and programs, and will be issuing an Executive Order for this.
- Other Business: Jennifer Bane reminded everyone that officer elections will be held at the annual meeting in September and asked that anyone who would like to volunteer or nominate someone let her know. Jennifer also reported we have already gone through three state complaints from All Star Forklift Training with no findings, followed by an appeal to the US Dept. Of Labor, in which they upheld the state's findings. Jennifer received notice late last week that the Civil Rights Center has recently accepted a complaint from All Star alleging discrimination from the Jackson American Job Center. An investigator will be appointed, and Jennifer will keep the group informed of the results. Jennifer believes this is the last option for an appeal.

Future Meeting Dates & Upcoming Events: Upcoming meeting dates and events are listed on the attached agenda.

Respectfully submitted,
Lana Burchfiel, Public Information Specialist

American Job Center Committee- Rita Alexander, Chair / Lori Burdine, Vice Chair

The committee met on August 5th, with nine committee members, one guest, and staff and contractors attending. Rita Alexander was voted to serve as the committee chair and Lori Burdine was voted to serve as vice chair. In addition to the reports below, the committee also discussed upcoming officer elections.

American Job Center Services Report: One-Stop Operator (OSO), Erica Nance, presented the AJC Services Report for April – June 2025 which details AJC traffic counts, visit reasons, customer survey results, and estimated results for the quarterly Key Performance Indicator (KPI) goals. The OSO team also described other goals they have set not related to KPIs, such as asking each center to hold more job fairs and to also focus on certain sectors and populations, such as veterans and justice-involved individuals in months other than those designated for those two populations. During the job fairs, the AJCs will offer workshops such as resume and interview assistance.

Career & Training Services Report: Connie Stewart presented the attached Training Services Report detailing cumulative enrollments as of June by service type and county, and a breakdown of Individual Training Account (ITA) enrollments by sector and provider, and total ITA investments by provider for all participants this program year.

Business Services Report: Ginger Powell, Deputy Director, presented the attached Business Services Report detailing the cumulative On-the-Job Training (OJT) contracts and enrollments as of June, the completion rate, and the breakdown of the number trained by sector. OJT referrals are up, as is the average cost per participant due to higher wages and special grants allowing a higher reimbursement rate.

Labor Force Participation Rate (LFPR) Strategic Priorities— Employee Empowerment: The committee discussed effective and innovative strategies and what the Board and AJCs can / should do to assist employers regarding employee empowerment and representation. The handout describes what is meant by empowerment and representation. Members can email Jennifer any feedback.

Grievance & Complaint Resolution Policy Changes: The committee reviewed the proposed changes noted in red on the attached policy. Changes align with updates to the state policy and include requiring the ETA Complaint/Apparent Violation Form, updating the links to Labor Standards Unit and TOSHA, and adding that discrimination complaints against Employment Services or the State Workforce Agency must immediately be referred to the State Level EO office.

The committee recommends approval of the policy change as listed in red on the attached handout (VOTE REQUIRED).

Veterans & Eligible Spouse Priority of Service Policy Changes: The committee reviewed the proposed changes noted in red to the attached policy. Changes align with updates to the state policy and include replacing the prior Form LB1118 with the DVOP Eligibility Screening Tool.

The committee recommends approval of the policy change as listed in red on the attached handout (VOTE REQUIRED).

In-Demand Occupations List: The committee reviewed the proposed changes to the In-Demand Criteria and Occupations List. Changes to the criteria include:

- Requiring at least 50 annual openings if the positive growth criterion is not met.
- Raising the median hourly wage to \$15.05 to remain above self-sufficiency threshold.
- Aligning sector names to office industry titles, including changing transportation to “transportation & warehousing” and skilled trades to “construction.”
- Adding “hospitality and tourism” as a priority sector to be in alignment with state and regional priority sectors. Occupations added for this industry are listed on a separate page.
- Specifying that additional ITAs can be approved by the CSP Director for occupations with a deficit of resident workers, up to the projected deficit.

The committee also reviewed the revised list of in-demand occupations, noting those listed in purple were not on the previous list. Similar occupations were removed last time, but not this time to ensure we capture the full demand. The two highlighted positions were included due to the change in the criteria to include occupations with less than growth of four in the period, but at least 50 annual openings. The Hospitality and Tourism In-Demand Occupations are listed on a separate page. The occupations that were previously included in the last list but did not meet the new criteria are listed on a separate page as well. Most were only approved for one or two per year.

The committee recommends approval of the In-Demand Occupations List as presented on the attached handouts (VOTE REQUIRED).

Grievance and Complaint Resolution

Effective Date: ~~November 15, 2022~~ September 9, 2025

Duration: Indefinite

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

Policy: The Local Workforce Development Board (LWDB) Grievance and Complaint resolution is as follows:

Information will be provided regarding the content of the grievance and complaint procedures required by this guidance to participants and other interested parties affected by the local workforce development system (20 CFR 683.600). Each sub-recipient of funds under Title I of WIOA will provide information about the content of the grievance and complaint procedures required by this guidance to participants and other interested parties affected by the local workforce development system, including One-Stop partners and service providers (20 CFR 683.600). Reasonable efforts will be made to assure that the information provided will be understood by the affected participants including youth and those with limited English-speaking ability (29 CFR 37.35). One-on-one assistance is available for individuals with disabilities when necessary. All processes regarding grievance and complaint procedures will be made available in hard copy and posted on the LWDB website. Procedures will be posted and accessible in all American Job Center offices. All contracts, plans, and agreements will contain equal opportunity policies including, but not limited to a) Provision of equitable services across all substantial population segments; and b) Programmatic and physical access will be provided to those with physical, mental, or sensory disabilities.

Non-Discriminatory Complaints

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

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

- 1) All complaints must be submitted in writing to the Executive Director at the Workforce Innovations, Inc. in the form of a letter via certified U.S. Mail to: Executive Director, 208 N. Mill Ave. Dyersburg, TN 38024.
- 2) All complaints must include:
 - Name and address of complainant.
 - The identity of the individual or entity that the complainant alleges is responsible;
 - A description of the allegations in enough detail to allow an initial determination, establish jurisdiction, encourage timeliness, and determine the apparent merit of the complaint, including any supporting documentation;
 - Settlement or corrective action desired by complainant;
 - If there are any witnesses, their names and contact information are included; and
 - Date of the incident (or time frame, if there is an occurrence over a period of time), and date of filing;
 - Describe attempts to resolve the issue of complaint;

- The complainant's signature or the signature of the complainant's authorized representative.
 - Complaints must be submitted within 180 days of the date of the incident.
- 3) The Executive Director will provide written acknowledgement of receipt of complaint to complainant.
 - 4) The Executive Director will launch an investigation.
 - 5) The Executive Director will hold a formal verbal discussion with complainant within fifteen (15) working days of receipt of complaint.
 - 6) The Executive Director will communicate a written decision to the complainant within ten (10) working days of the verbal discussion.
 - 7) Should the complainant not be satisfied, the complainant may file a written appeal, prepared consistent with item #2 above, with the Board Chairman.
 - 8) Upon receipt of an appeal, the Chairman will convene an ad hoc committee to review the appeal. The hearing will be limited to the original complaint and the complainant can choose to be represented by another individual, including legal counsel.
 - 9) The committee will render a written decision to the complainant within five (5) working days of the hearing. If more time is required to reach a decision, the complainant will be notified in writing of the time by which a decision will be made.
 - 10) For issues covered under this procedure, the decision of this committee may be appealed to the Tennessee Department of Labor and Workforce Development (TDLWD). If a decision has not been made within sixty (60) days, an appeal may also be made to the TDLWD.
 - 11) Copies of all appeals will be forwarded to the Tennessee Department of Labor and Workforce Development.
 - 12) All files pertaining to complaints will be maintained not less than five (5) years and will be available to all federal and state monitors.
 - 13) An individual party to a collective bargaining agreement, alleging a labor standards violation, may also submit the grievance to a binding-arbitration procedure.

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

Hostile Work Environment Complaints, Unrelated to American Job Center Staff

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

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

More information can be accessed through the following link:

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

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

More information can be accessed through the following link:

~~<https://www.tn.gov/workforce/employees/safety-health/tosha-redirect/file-a-safetycomplaint.html>~~
<https://www.tn.gov/content/tn/workforce/employees/safety-health/tosha-redirect/file-a-safety-complaint/file-safety-health-complaint.html#18>

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

Discriminatory Complaints

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

- It is against the law for the LWDB, a recipient of Federal financial assistance, to discriminate on the following basis;
- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA) on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his/her participation in any WIOA Title I - financially assisted program or activity.

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

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

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

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

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

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

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

Workforce Innovations, Inc.
 Equal Opportunity Officer
 208 N. Mill Ave.
 Dyersburg, TN 38024
 731-286-3585
 (TDD) 7-1-1

To file a complaint with the Workforce Innovations, Inc. Equal Opportunity Officer (EOO), all complaints must be submitted in writing to the EOO in the form of a letter via certified U.S. Mail to: EOO, 208 N. Mill Ave., Dyersburg, TN 38024.

- 1) All complaints must include:

- Name ~~and~~, address, and contact information of complainant.
 - The identity of the individual or entity that the complainant alleges is responsible;
 - A description of the allegations in enough detail to allow an initial determination, establish jurisdiction, encourage timeliness, and determine the apparent merit of the complaint, including any supporting documentation;
 - A description of the allegations, including any supporting documentation;
 - Settlement or corrective action desired by complainant;
 - If there are any witnesses, their names and contact information are included; and
 - Date of the incident (or time frame, if there is an occurrence over a period of time), and date of filing;
 - Describe attempts to resolve the issue of complaint;
 - The complainant's signature or the signature of the complainant's authorized representative.
 - Complaints must be submitted within 180 days of the date of the incident.
- 2) The EOO will provide written acknowledgement of receipt of complaint to complainant.
 - 3) The EOO will launch an investigation.
 - 4) The EOO will hold a formal verbal discussion with complainant within fifteen (15) working days of receipt of complaint.
 - 5) The EOO will communicate a written decision to the complainant within ten (10) working days of the verbal discussion.
 - 6) For issues covered under this procedure, the decision may be appealed to the Tennessee Department of Labor and Workforce Development (TDLWD). If a decision has not been made within sixty (60) days, an appeal may also be made to the TDLWD.

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

If a complaint is filed with the LWDB Fiscal Agent/Staff to the Board, Workforce Innovations, Inc. EOO, the individual must wait either until the EEO issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). **Discrimination complaints against Employment Services or the State Workforce Agency system must be immediately referred to the State Level EO office.**

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

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

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

Complaint Logs

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

Reporting Fraud, Waste, and Abuse

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

61 Forsyth Street Southwest,
Room 6T1
Atlanta, GA 30303

Hotline:
1-800-232-5454
Inspector General Office of
Investigations, Room S5514
U.S. Department of Labor
200 Constitution Ave.
Washington, DC 20210

Atlanta Regional Office, Office of
Investigations, U.S. Dept. of Labor

Tennessee Comptroller of
Treasury
Fraud, Waste, and Abuse

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

Related TDLWD Policies: [Title I Grievance and Complaint Procedures Policy & Employment Service and Employment-Related Law Complaint System Policy](#)

Vetted and Approved by the Local Workforce Development Board: ~~November 15, 2022~~ September 9, 2025

Jimmy Williamson, Chair
Northwest Tennessee Workforce Board

Veterans and Eligible Spouse Priority of Services

Effective Date: ~~November 15, 2022~~ September 9, 2025

Duration: Indefinite

Purpose: To establish policy and guidelines to ensure that veterans and eligible spouses are identified at the “point of entry” and informed of their entitlement to priority of AJC services.

Policy: American Job Centers, under the direction of the One-Stop Operator, must ensure that veterans and eligible spouses are identified at the “point of entry” (reception area, resource area, web-sites, Self-Services and Informational bulletin boards, etc.), and informed of their entitlement to priority of services.

Procedure to ensuring the priority of service

- Displaying signs that clearly describe the priority of services and the registration process. This information must also be conveyed when veteran and eligible spouse access services electronically or by telephone .
- If a person self identifies as a veteran, or other eligible person, immediate priority of service is required.
- Identifying veterans and other covered persons using ~~Military Service Form LB-1118 (April 2016)~~ DVOP Eligibility Screening Tool when they visit service delivery points.
 - It is neither necessary nor appropriate to require verification of the status of a veteran or other eligibility at the point of entry. Verification as a veteran must be done ONLY when determining eligibility for enrollment (e.g. in WIOA Program). ~~Military Service Form LB-1118~~ DVOP Eligibility Screening Tool will be used as an initial screening tool to establish eligibility.
- Coordinating employer outreach development activities with related responsibilities of the Local Veterans Employment Representative (LVER) staff.
- Identifying employers who are interested in hiring veterans.
- Promoting job fairs for veterans and eligible spouses.
- Monitoring the priority of services will be done at the point of entry and during training and employment services.

The LWDA Priority of Services Policy identifies veterans and eligible spouses as category #1 and #3 for priority of services in accordance with the following definitions (~~TDLWD 17-5~~):

- A Veteran is a person who has served at least one day of active duty in the military, naval or air service, and who was discharged or released under conditions other than a dishonorable discharge.
- An Eligible Spouse (must meet one qualification):
 - A spouse of any veteran who died of a service-connected disability
 - A spouse of any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action
 - Captured in the line of duty by a hostile force, or
 - Forcibly detained or interned in the line of duty by a foreign government or power
 - A spouse of a veteran who has a total disability resulting from a service-connected disability, as evaluated by the department of Veterans Affairs
 - A spouse of any veteran who died while a disability was in existence.

NOTE: A spouse will lose eligibility if it is derived from a living veteran, or a service member, who loses their status which made them eligible. Such a situation would be: if a veteran, with a total service-connected disability, were to receive a revised-disability rating at a lower level. Similarly, a spouse whose eligibility is derived from a living veteran or service member, would lose that eligibility upon a divorce from that veteran or service member. To further clarify, the spouse of a veteran who died of a service-connected disability, or died while a disability was in existence, would not lose covered status through subsequent remarriage.

Attachment: ~~Military Service Form~~ DVOP Eligibility Screening Tool

Reference: 20 CRF 680.650

Related TDLWD Policy: ~~Veterans and Eligible Spouse Priority of Service Policy 17-5 (pages 3 and 4)~~ Priority of Services for Adults, Veterans, and Eligible Spouses Policy & Referral Process for Serving Veterans and other Eligible Persons by American Job Center Staff Policy

Vetted and Approved by the Local Workforce Development Board: ~~November 15, 2022~~ September 9, 2025

Jimmy Williamson, Chairman
Northwest Tennessee Workforce Board

DVOP Eligibility Screening Tool

Are you interested in receiving one-on-one career planning or help finding employment? ☐ Yes ☐ No

If **Yes**, please complete this tool to determine whether you are eligible for DVOP specialist services.

If **No**, please stop here; you may be eligible for priority of service from another staff member.

Section A: Current Service Members

If you are currently serving on active duty, select any statements that apply to you.

- ☐ I am wounded, ill, or injured AND I am receiving treatment at a military treatment facility or soldier recovery unit.
- ☐ I am within 1 year of separation or 2 years of retirement, AND I have participated in a part of the Transition Assistance Program (TAP).

If you checked any of these, a DVOP specialist can serve you, pending availability; please skip to **Section E: Customer Signature**. Otherwise, please continue to **Section B**.

Section B: Eligible Veterans

If you have ever served in the military, select any statements that apply to your service:

- ☐ I served on active duty for more than 180 consecutive days and was discharged with other than a dishonorable discharge. (For National Guard/Reserve, active-duty training does not count toward the 180 days.)
- ☐ I was released from active duty because of a service-connected disability.
- ☐ I was released from active duty by reason of a sole survivorship discharge.
- ☐ I was a member of a Guard/Reserve component; AND served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized AND was discharged or released from such duty with other than a dishonorable discharge.

If you checked any of these, you are considered an Eligible Veteran; please skip to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please continue to **Section C**.

Section C: Eligible Persons

If you are the spouse, family caregiver, or widow(er) of someone who served or is serving in the Armed Forces, select any of the following statements that apply to you:

- ☐ I am the spouse or family caregiver of a wounded, ill, or injured current service member who is receiving care at a military treatment facility.

If you checked the box above, a DVOP specialist can serve you; skip to **Section E**. Otherwise, please continue:

- ☐ My spouse was a veteran who died because of a service-connected disability.
- ☐ My spouse has (or my deceased spouse had) a total and permanent service-connected disability rating from the Department of Veterans Affairs.
- ☐ My active-duty spouse is listed as one of the following and has been for more than 90 days: 1) missing in action; 2) captured in the line of duty by a hostile force; or 3) forcibly detained or interned in line of duty by a foreign government power.

If you checked any of the boxes in this part of Section C, you are an Eligible Person; please continue to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please stop here; you may be eligible for priority of service from another staff member.

Notice To Our Customers: We are requesting this information to best meet your employment and training needs. We will keep all information you provide to us confidential to the greatest extent allowed by law. If you do not provide this information, you will not be subjected to any adverse treatment.

DVOP Eligibility Screening Tool

Section D: Qualifying Situations

Only complete this section if directed by either **Section B: Eligible Veterans** or **Section C: Eligible Persons**. Select any of the statements that apply to you.

- ☐ I have a disability, which may include any of the following:
- I am entitled to compensation for a service-connected disability from the U.S. Department of Veterans Affairs (VA), or I currently have a disability claim pending with the VA.
 - I was released from active duty due to a service-connected disability.
 - I have another disability, meaning a physical or mental impairment that substantially limits one or more major life activities.
- ☐ I am an Eligible Veteran and part of my active military, naval, or air service was during the Vietnam era, which means either:
- I served in the Republic of Vietnam at any time between November 1, 1955, and May 7, 1975, or
 - Any part of my active-duty service was between August 5, 1964, and May 7, 1975.
- ☐ I am an Eligible Veteran, and I was discharged or released from active duty within the last three years.
- ☐ I have been referred for employment services by a representative of the U.S. Department of Veterans Affairs.
- ☐ I am experiencing homelessness, including any of the following:
- I do not have (and cannot obtain) a fixed, regular, adequate, permanent place to live.
 - I will soon lose my housing and do not have anywhere else to go.
 - I am attempting to flee domestic violence and have no safe residence or resources to obtain safe permanent housing
- ☐ I have been subjected to any stage of the criminal justice process, and/or I need assistance overcoming employment barriers resulting from a record of arrest or conviction.
- ☐ I am between 18–24 years of age.
- ☐ I do not have a high school diploma or equivalent certificate.
- ☐ I receive (or have in the last 6 months received) public assistance through SNAP, TANF, SSI, or state or local income-based programs.
- ☐ My total family income does not exceed the higher of the poverty line, or 70% of the lower living standard income level.
(Please ask for assistance if you think it might apply to you.)
- ☐ I am unemployed and am available to work.
- ☐ I am the head of a single-parent household.

If you checked any of these, you are eligible for DVOP specialist services; please continue to **Section E**. Otherwise, you may be eligible for priority of service by other staff.

If directed here from a previous section, you are eligible for DVOP specialist services based on your responses. By completing these fields, you certify that your answers are true to the best of your

Name

Phone:

Email:

Signature:

Branch of Service

Dates of Service: From:

To:

Character of Discharge:

AJC Use Only Date:

☐ DVOP specialist:

☐ Other AJC staff:

Referred to:

Intake by:



MILITARY SERVICES FORM

Priority of service is the right of every qualifying individual who served in the military or eligible military spouses to receive employment, training, and placement services before non-eligible persons, as long as other provisions of the law are met. Please complete this questionnaire so we can determine your eligibility for services.

SERVED IN THE MILITARY (Section A)	
Date: _____	
Full Name: _____ SSN: _____	
Branch of Service: _____ Discharge Type: _____ Dates of Service: _____ Rank/Rate: _____	
Contact Information: (_____) _____ Home ☐ Cell Phone ☐ E-Mail: _____	
How can we help you today? _____	
Have you ever served on active duty in any branch of the Armed Forces, or are you a Transitioning Service Member, Wounded Warrior, Spouse or Family Caregiver of a service member or veteran? If so you may be entitled to additional services if you can attest to at least one of the criteria below;	
1. Are you a special disabled or disabled veteran whereas you are; Entitled to compensation (or who but for the receipt of military retired pay would be entitled to Compensation)? or _____ Have a claim pending with the VA; or _____ Were discharged or released from active duty because of a service-connected disability? _____ 2. Are you homeless or without a permanent residence? _____ 3. A recently-separated service member, (Within 3 years of End of Active Service) who at any point in the previous 12 months has been unemployed for 27 or more weeks? _____ 4. An offender, who is currently incarcerated or has been released from custody? _____ 5. Are you in need of a high school diploma or equivalent certificate? _____ 6. Low-income (as defined by the State. (See attached chart)? _____ 7. Are you between the ages of 18 and 24? _____ ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	
OTHER ELIGIBLE (Section B)	
1. Are you a Transitioning Service Member with any of the criteria as defined in section A? _____ 2. Do you have a letter from the VA stating you are an eligible spouse? _____ 3. Does your spouse have a total disability from a service-connected disability? _____ 4. Has your spouse been listed as forcibly detained or interned by a foreign government or power, missing in action, or captured in line of duty for a total or more than 90 days? _____ 5. Are you the surviving spouse of a veteran who died of a service-connected disability as evaluated by the VA or while having a total permanent service-connected disability? _____ 6. Are you a "Wounded Warrior" currently in a treatment Facility or a Caregiver of one? _____ ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	
MILITARY DOCUMENTS	
1. Do you need to obtain a DD214? _____ 2. Did you receive a DD2958 Service Member Career Readiness Standard/Individual Transition Plan? _____ ☐ Yes ☐ No ☐ Yes ☐ No	

In-Demand Occupations Criteria

1. Typically requires no higher than a Bachelor's degree.

- * WIOA Title I does not count anything above a bachelor's degree as a credential in federal performance measures.
- * Individuals must be able to immediately enter the workforce.

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), or if less, has at least 50 annual openings.

4. Has median hourly wages above the self-sufficiency threshold. (\$15.05; was previously \$14.48)

5. Typically requires no work experience at entry.

6. Aligns with regional priority sectors:

- Healthcare & Social Assistance (62)
- Manufacturing (31-33)
- Transportation & Skilled Trades - Warehousing (48-49)
- Construction (23)
- Information (51)
- Professional, Scientific, & Technical Services (54)
- Hospitality & Tourism: Arts, Entertainment & Recreation (71) and Accommodation & Food Services (72)

7. Related to postsecondary training opportunities.

Approved number to fund per year determined based on change between 2024 - 2027 divided by four years.

Additional ITAs can be approved by the CSP Director for occupations with a deficit of resident workers in comparison to projected 2027 jobs, up to the projected deficit.

All criteria can be appealed through the ITA appeals process.

In-Demand Occupations

SOC	Description	2024 Jobs	2027 Jobs	2024 Resident Workers	Avg. Annual Openings	2024 - 2027 Change	Per Year	2024 - 2027 % Change	Median Hourly Earnings	Median Annual Earnings	Typical Entry Level Education
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	965	968	1,174	111	3	28	0%	\$18.36	\$38,186.49	High school diploma or equivalent
53-3032	Heavy and Tractor-Trailer Truck Drivers	1,664	1,752	2,018	206	88	22	5%	\$23.08	\$48,006.54	Postsecondary nondegree award
49-9071	Maintenance and Repair Workers, General	1,190	1,263	1,415	134	73	18	6%	\$22.23	\$46,228.45	High school diploma or equivalent
29-2061	Licensed Practical and Licensed Vocational Nurses	824	824	946	69	(1)	17	(0%)	\$23.28	\$48,427.61	Postsecondary nondegree award
49-9041	Industrial Machinery Mechanics	454	520	567	59	66	16	15%	\$31.89	\$66,332.02	High school diploma or equivalent
47-2061	Construction Laborers	629	686	780	75	57	14	9%	\$18.23	\$37,923.86	No formal educational credential
51-2028	Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers	106	162	109	32	56	14	53%	\$25.94	\$53,952.02	High school diploma or equivalent
29-1141	Registered Nurses	1,225	1,278	1,925	87	53	13	4%	\$32.99	\$68,626.32	Bachelor's degree
51-4121	Welders, Cutters, Solderers, and Brazers	695	747	797	87	52	13	8%	\$21.79	\$45,320.48	High school diploma or equivalent
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	474	523	668	60	49	12	10%	\$27.11	\$56,384.96	High school diploma or equivalent
43-4051	Customer Service Representatives	1,051	1,100	1,504	160	49	12	5%	\$17.80	\$37,018.07	High school diploma or equivalent
15-1252	Software Developers	158	206	239	25	48	12	30%	\$47.79	\$99,411.35	Bachelor's degree
13-2011	Accountants and Auditors	402	441	547	45	39	10	10%	\$32.06	\$66,684.31	Bachelor's degree
17-2112	Industrial Engineers	190	224	242	22	34	9	18%	\$45.75	\$95,157.05	Bachelor's degree
47-2031	Carpenters	234	267	287	31	33	8	14%	\$21.40	\$44,507.66	High school diploma or equivalent
13-1082	Project Management Specialists	289	321	399	31	32	8	11%	\$36.22	\$75,341.22	Bachelor's degree
43-9061	Office Clerks, General	1,411	1,443	1,752	181	31	8	2%	\$16.27	\$33,846.37	High school diploma or equivalent
47-2111	Electricians	406	433	591	46	27	7	7%	\$23.07	\$47,984.05	High school diploma or equivalent
51-9199	Production Workers, All Other	1,008	1,035	1,171	120	27	7	3%	\$17.99	\$37,423.46	High school diploma or equivalent
13-1071	Human Resources Specialists	309	335	444	35	27	7	9%	\$28.80	\$59,912.24	Bachelor's degree
51-4041	Machinists	270	297	336	36	27	7	10%	\$23.39	\$48,661.59	High school diploma or equivalent
51-9198	Helpers--Production Workers	399	425	421	73	25	6	6%	\$17.45	\$36,305.80	High school diploma or equivalent
13-1161	Market Research Analysts and Marketing Specialists	152	176	223	23	24	6	16%	\$29.09	\$60,507.36	Bachelor's degree
43-3031	Bookkeeping, Accounting, and Auditing Clerks	841	863	1,088	106	23	6	3%	\$20.38	\$42,381.16	Some college, no degree
49-3023	Automotive Service Technicians and Mechanics	450	472	594	46	22	6	5%	\$21.04	\$43,757.81	Postsecondary nondegree award
13-1199	Business Operations Specialists, All Other	150	170	242	20	21	5	14%	\$29.22	\$60,780.16	Bachelor's degree
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	261	281	320	30	20	5	8%	\$22.86	\$47,546.84	Postsecondary nondegree award
47-2073	Operating Engineers and Other Construction Equipment Operators	312	331	366	35	20	5	6%	\$22.28	\$46,346.67	High school diploma or equivalent
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	231	250	311	26	19	5	8%	\$21.96	\$45,666.79	Bachelor's degree
47-2152	Plumbers, Pipefitters, and Steamfitters	209	228	270	26	19	5	9%	\$23.55	\$48,983.94	High school diploma or equivalent
17-2141	Mechanical Engineers	90	108	109	11	18	5	21%	\$46.21	\$96,119.22	Bachelor's degree
17-2071	Electrical Engineers	81	99	80	10	17	4	22%	\$47.09	\$97,956.68	Bachelor's degree
49-9051	Electrical Power-Line Installers and Repairers	113	129	134	15	16	4	14%	\$40.03	\$83,252.95	High school diploma or equivalent
11-9021	Construction Managers	179	195	223	18	15	4	9%	\$42.84	\$89,098.38	Bachelor's degree

13-1081	Logisticians	76	91	117	11	15	4	19%	\$25.55	\$53,145.23	Bachelor's degree
13-1028	Buyers and Purchasing Agents	255	270	345	28	15	4	6%	\$28.99	\$60,306.71	Bachelor's degree
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	199	214	239	22	15	4	7%	\$23.69	\$49,277.55	High school diploma or equivalent
31-2021	Physical Therapist Assistants	153	168	165	27	15	4	10%	\$28.09	\$58,424.89	Associate's degree
29-2052	Pharmacy Technicians	331	346	442	35	15	4	4%	\$18.31	\$38,083.14	High school diploma or equivalent
43-6013	Medical Secretaries and Administrative Assistants	693	708	974	78	15	4	2%	\$16.61	\$34,549.10	High school diploma or equivalent
15-1232	Computer User Support Specialists	163	178	227	16	15	4	9%	\$23.01	\$47,869.53	Some college, no degree
51-9011	Chemical Equipment Operators and Tenders	68	82	121	12	14	4	20%	\$34.16	\$71,062.18	High school diploma or equivalent
21-1021	Child, Family, and School Social Workers	211	224	273	21	13	3	6%	\$27.28	\$56,738.61	Bachelor's degree
17-3026	Industrial Engineering Technologists and Technicians	154	167	181	19	13	3	8%	\$25.44	\$52,918.47	Associate's degree
21-1093	Social and Human Service Assistants	102	114	150	15	12	3	12%	\$17.39	\$36,171.96	High school diploma or equivalent
51-9161	Computer Numerically Controlled Tool Operators	99	110	120	13	12	3	12%	\$22.66	\$47,126.33	High school diploma or equivalent
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	44	56	77	8	11	3	25%	\$25.30	\$52,614.62	High school diploma or equivalent
31-1131	Nursing Assistants	923	934	1,074	142	11	3	1%	\$16.28	\$33,871.98	Postsecondary nondegree award
31-9092	Medical Assistants	318	329	500	45	11	3	3%	\$16.50	\$34,315.33	Postsecondary nondegree award
15-1299	Computer Occupations, All Other	112	123	166	11	11	3	10%	\$29.20	\$60,726.40	Bachelor's degree
29-2056	Veterinary Technologists and Technicians	54	64	49	9	10	2	18%	\$17.48	\$36,364.62	Associate's degree
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	99	109	165	12	10	2	10%	\$38.32	\$79,707.44	Bachelor's degree
15-1211	Computer Systems Analysts	94	104	149	9	10	2	10%	\$36.10	\$75,091.33	Bachelor's degree
49-9099	Installation, Maintenance, and Repair Workers, All Other	153	162	175	18	9	2	6%	\$21.32	\$44,355.10	High school diploma or equivalent
13-1041	Compliance Officers	113	123	171	12	9	2	8%	\$27.79	\$57,800.59	Bachelor's degree
17-3023	Electrical and Electronic Engineering Technologists and Technicians	84	93	87	11	9	2	11%	\$27.65	\$57,504.69	Associate's degree
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	44	53	40	12	9	2	20%	\$16.90	\$35,148.14	High school diploma or equivalent
19-5011	Occupational Health and Safety Specialists	53	62	72	9	9	2	17%	\$36.24	\$75,369.56	Bachelor's degree
31-9091	Dental Assistants	148	156	190	24	9	2	6%	\$21.21	\$44,125.39	Postsecondary nondegree award
17-2051	Civil Engineers	99	107	126	9	8	2	8%	\$39.64	\$82,457.62	Bachelor's degree
47-2221	Structural Iron and Steel Workers	38	46	55	6	7	2	19%	\$23.91	\$49,735.81	High school diploma or equivalent
13-1051	Cost Estimators	76	83	103	9	7	2	9%	\$31.99	\$66,531.42	Bachelor's degree
29-1292	Dental Hygienists	130	136	149	11	7	2	5%	\$40.79	\$84,853.15	Associate's degree
49-2094	Electrical and Electronics Repairers, Commercial and Industrial Equipment	77	84	83	9	7	2	9%	\$29.54	\$61,447.10	Postsecondary nondegree award
15-2051	Data Scientists	26	32	34	4	6	2	24%	\$42.44	\$88,274.62	Bachelor's degree
47-2211	Sheet Metal Workers	54	60	65	7	6	2	12%	\$25.06	\$52,121.45	High school diploma or equivalent
45-2091	Agricultural Equipment Operators	138	144	143	23	6	2	4%	\$17.25	\$35,884.67	No formal educational credential
25-2011	Preschool Teachers, Except Special Education	154	161	182	20	6	2	4%	\$18.30	\$38,065.55	Associate's degree
17-2072	Electronics Engineers, Except Computer	64	70	57	6	6	2	9%	\$45.08	\$93,775.95	Bachelor's degree
27-1024	Graphic Designers	51	57	75	6	6	2	12%	\$19.47	\$40,489.26	Bachelor's degree
49-3042	Mobile Heavy Equipment Mechanics, Except Engines	53	59	71	6	6	1	11%	\$26.38	\$54,877.18	High school diploma or equivalent

29-2042	Emergency Medical Technicians	87	92	118	9	6	1	7%	\$17.70	\$36,819.43	Postsecondary nondegree award
31-9011	Massage Therapists	36	42	40	7	6	1	16%	\$24.00	\$49,914.93	Postsecondary nondegree award
17-2199	Engineers, All Other	64	70	90	6	6	1	9%	\$45.08	\$93,768.17	Bachelor's degree
49-9043	Maintenance Workers, Machinery	48	53	67	6	6	1	12%	\$31.33	\$65,162.23	High school diploma or equivalent
15-1244	Network and Computer Systems Administrators	92	98	123	7	6	1	6%	\$34.58	\$71,926.93	Bachelor's degree
51-4122	Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders	120	125	137	14	6	1	5%	\$19.30	\$40,133.88	High school diploma or equivalent
29-1126	Respiratory Therapists	64	69	98	5	5	1	9%	\$28.89	\$60,086.87	Associate's degree
31-2011	Occupational Therapy Assistants	55	61	57	10	5	1	10%	\$29.56	\$61,478.36	Associate's degree
19-4031	Chemical Technicians	40	45	54	6	5	1	12%	\$22.92	\$47,665.90	Associate's degree
49-9052	Telecommunications Line Installers and Repairers	42	47	51	6	5	1	11%	\$27.03	\$56,225.33	High school diploma or equivalent
13-2051	Financial and Investment Analysts	42	47	63	4	5	1	11%	\$44.85	\$93,286.98	Bachelor's degree
17-3012	Electrical and Electronics Drafters	32	37	26	4	5	1	14%	\$31.77	\$66,082.83	Associate's degree
31-9097	Phlebotomists	53	58	89	9	4	1	8%	\$17.06	\$35,480.18	Postsecondary nondegree award
15-1253	Software Quality Assurance Analysts and Testers	25	29	28	3	4	1	18%	\$39.02	\$81,151.20	Bachelor's degree
13-1121	Meeting, Convention, and Event Planners	44	49	62	6	4	1	10%	\$18.27	\$37,999.62	Bachelor's degree
29-2018	Clinical Laboratory Technologists and Technicians	118	122	212	9	4	1	4%	\$25.58	\$53,199.16	Bachelor's degree
49-9098	Helpers--Installation, Maintenance, and Repair Workers	93	97	106	12	4	1	5%	\$17.67	\$36,744.35	High school diploma or equivalent
29-2043	Paramedics	107	111	144	8	4	1	4%	\$22.28	\$46,336.90	Postsecondary nondegree award
27-3031	Public Relations Specialists	39	43	54	4	4	1	9%	\$24.01	\$49,936.52	Bachelor's degree
17-1011	Architects, Except Landscape and Naval	28	32	29	3	4	1	13%	\$36.72	\$76,374.86	Bachelor's degree
29-2072	Medical Records Specialists	51	54	84	5	4	1	7%	\$20.73	\$43,114.75	Postsecondary nondegree award

Hospitality & Tourism* In-Demand Occupations

SOC	Description	2024 Jobs	2027 Jobs	2024 Resident Workers	Avg. Annual Openings	2024 - 2027 Change	Per Year	2024 - 2027 % Change	Median Hourly Earnings	Median Annual Earnings	Typical Entry Level Education	Work Experience Required	Typical On-The-Job Training
27-2022	Coaches and Scouts	101	104	132	14	4	1	4%	\$18.63	\$38,740.06	Bachelor's degree	None	None
53-3031	Driver/Sales Workers	195	211	247	26	16	4	8%	\$17.95	\$37,336.07	High school diploma or equivalent	None	Short-term on-the-job training
39-9031	Exercise Trainers and Group Fitness Instructors	36	47	53	11	11	3	30%	\$19.79	\$41,162.02	High school diploma or equivalent	None	Short-term on-the-job training
51-3093	Food Cooking Machine Operators and Tenders	607	642	547	100	35	9	6%	\$17.05	\$35,465.93	High school diploma or equivalent	None	Moderate-term on-the-job training
37-3011	Landscaping and Groundskeeping Workers	524	587	585	91	63	16	12%	\$17.17	\$35,722.86	No formal educational credential	None	Short-term on-the-job training
41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	257	288	374	35	30	8	12%	\$22.53	\$46,853.20	High school diploma or equivalent	None	Moderate-term on-the-job training
33-9032	Security Guards	235	249	474	37	15	4	6%	\$16.27	\$33,841.90	High school diploma or equivalent	None	Short-term on-the-job training
51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	156	164	177	18	9	2	6%	\$22.09	\$45,937.34	High school diploma or equivalent	None	Moderate-term on-the-job training

*Arts, Entertainment & Recreation (71)
*Accommodation & Food Services (72)

Occupations Removed from Updated In-Demand Occupations List

SOC	Description	2024 Jobs	2027 Jobs	2024 - 2027 Change	Approved per Year (AVG)	2024 - 2027 % Change	Avg. Hourly Earnings	Median Hourly Earnings	Median Annual Earnings	Avg. Annual Openings	Annual Replacement Jobs	Typical Entry Level Education	Typical On-The-Job Training	Work Experience Required
17-3011	Architectural and Civil Drafters	24	27	4	1	16%	\$27.23	\$25.05	\$52,101.61	3	Insf. Data	Associate's degree	None	None
17-3022	Civil Engineering Technologists and Technicians	138	145	7	2	5%	\$22.24	\$21.05	\$43,776.12	15	13	Associate's degree	None	None
51-9162	Computer Numerically Controlled Tool Programmers	16	20	4	1	28%	\$28.31	\$26.61	\$55,340.95	3	Insf. Data	Postsecondary nondegree award	Moderate-term on-the-job training	None
49-3041	Farm Equipment Mechanics and Service Technicians	157	172	15	4	10%	\$24.36	\$22.88	\$47,581.27	18	13	High school diploma or equivalent	Long-term on-the-job training	None
15-2031	Operations Research Analysts	43	47	4	1	10%	\$37.16	\$31.09	\$64,675.48	4	Insf. Data	Bachelor's degree	None	None
13-2052	Personal Financial Advisors	59	65	5	1	9%	\$58.15	\$32.84	\$68,314.00	6	4	Bachelor's degree	Long-term on-the-job training	None
21-1092	Probation Officers and Correctional Treatment Specialists	95	102	7	2	7%	\$25.31	\$25.35	\$52,720.36	10	7	Bachelor's degree	Short-term on-the-job training	None
31-1133	Psychiatric Aides	22	26	4	1	19%	\$15.16	\$14.86	\$30,912.57	5	3	High school diploma or equivalent	Short-term on-the-job training	None
29-2034	Radiologic Technologists and Technicians	132	136	4	1	3%	\$25.69	\$24.14	\$50,220.82	10	7	Associate's degree	None	None



Empowerment & Representation

Ensure that workers have a meaningful voice, without fear of retaliation. Enable workers to contribute to decisions about their work, how it is performed, and organizational direction.

Strategies and Actions

Communicate with—and listen to—your workers systemically and frequently.

- Develop regular, repeatable processes for communicating, conversing, actively listening, and providing feedback on worker inputs.
- Communicate important messages more than once and in more than one way.
- Senior leaders should provide data on organizational performance and operations regularly and predictably.

Give your workforce a meaningful voice through formal structures that protect workers.

- Establish and promote clear worker complaint and investigation policies and procedures that include robust protection from retaliation.
- Create systems that receive and implement worker input on process improvements and innovation. Inform workers how their input was used.

Ensure that workers can organize and/or be represented by spokespeople with access to senior leaders.

- Support workers' rights to organizing and collective bargaining.
- Inform employees of their rights to form a union. Remain neutral during organizing activity.
- Ensure that barriers to workers' organizing or collective bargaining are removed.
- Encourage and support employee resources groups.

Assess workforce satisfaction and engagement.

- Regularly assess workforce satisfaction, dissatisfaction, and engagement. Solicit feedback directly from the workforce.
- Examine key drivers of workforce engagement by group (e.g., based on race/gender/age) and segment (e.g., frontline, technical, administrative staff).
- Openly track and use indicators of workforce satisfaction and engagement in decision making.



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

The committee met on August 5th with four committee members, one guest, and staff participating. In addition to the reports below, the committee also discussed upcoming officer elections.

Facilities and Technology Update: Staff recently completed inventory and feels that we are in a good place for both NW and SW. Surface Pros have been purchased and dispersed for board staff and staff are still planning to update the resource room computers. LeAnn Lundberg is looking at refurbished ones as an alternative.

- **Potential Relocation of Dyersburg AJC:** The plan to relocate the Dyersburg AJC to the Vocational Rehabilitation (VR) building is no longer possible. The City of Dyersburg, which owns the building, has decided to use the space to store materials for the Dyersburg Police Department, making the location unavailable at this time. Currently, the AJC is operating on a month-to-month lease, and the property owner has indicated that a rent increase is likely. Several repairs are underway or needed, including work on the roof, HVAC system, and water damage. Staff informed the landlord that if they increase the rent for a total cost of more than \$50,000/year, the request for space would have to go out for bid, which may force us to move. In response, the landlord suggested the AJC could take over utilities instead. If all necessary repairs are completed, staying in the current location may still be an option. Other possible solutions are also being investigated. One idea is for VR to move in with the AJC instead; however, they have several moves currently taking place and likely could not move for at least a year. Another is to relocate the WFI administrative office to the current AJC building. Staff believe this might work if the firewall can be kept in place. Staff could potentially be placed on the right side of the building, and the back entrance could be used to manage access. The current office only costs about \$15,000 per year, so the savings may not be enough to absorb the increased costs. Downsizing the AJC is also an option, which would mean finding a smaller space for about five staff members. An update will be provided at a future meeting.

Performance & Compliance: No formal complaints have been received, and the attached Monitoring Status Report was reviewed and there have not been any concerning findings. The state wants to hold another data evaluation training in September in Nashville. Jackson was previously suggested, which would be more convenient given staff were already required in Nashville for a week earlier this year for data validation. The last training was in February, and final results are still pending. The committee also reviewed the estimated federal performance results included in the packet.

Budget & Administration: The committee reviewed the attached Fiscal Report detailing expenditure and obligation rates as of June, as well as fiscal performance results. The attached program year 2024 budget update details expenditures by category and shows all expenses are under budget. Because of this, we have more Title I funding to rollover into the new program year. The savings are primarily due to receiving Statewide funds and other special grants which help offset costs.

The committee also reviewed the attached Program Year 2025 budget updates which reflect final allocations and final carryover totals. The budget reflects approximately \$1.2 million in carryover, mostly Title I and about \$130,000 in National DW grant, which is entering its final 15 months. Title I allocations changed slightly, totaling \$1.4 million. The operating budget is about \$2 million with changes due to updated partner shares through the IFA. Statewide funding may help if we have the opportunity to request more, but the budget should be good regardless. YEP funds have also since been awarded and added. Justice involved and apprenticeship funds are still pending and not included. GROWWTH is also entering its final 15 months.

Program Oversight: Staff are in the process of completing the six-month monitoring reports for January-June 2025 for Dyersburg State Community College, Career Service Provider (CSP), and Mid-Cumberland Human Resource Agency, One-Stop Operator (OSO). There are no major concerns for either. Copies of the reports will be provided at the next meeting.

Career Services Provider (CSP) Procurement: We are due to procure the CSP again, and staff recommend using a third party to manage the process as we have done in the past. The committee reviewed the attached draft CSP

procurement process and timeline. The committee also discussed possible procurement of a separate employer of record for work experience participants. The current CSP, DSCC, only provides monthly payroll, which work experience participants and worksites often dislike. It also makes it harder for worksites hosting participants from both NW and SW, since SW participants are paid weekly. Using a third-party to manage NW payroll would require a separate RFP and additional costs. A third-party could handle hiring and payroll for work experience, allowing participants to be paid more frequently than once a month. DSCC can also only hire participants aged 16 and up, limiting younger youth work experience participants. Jennifer Bane will look at the budget and provide more information at the next meeting for the committee's consideration.

Monitoring Policy Changes: The committee reviewed the proposed policy changes noted in red on the attached handout. We are reviewing our policies to make sure they align with the state's recent changes to their policies. A section has been added for corrective actions and sanctions for non-compliance. Corrective action allows us to minimize risk. **The Committee recommends approving the proposed policy changes as noted in red on the attached handout (VOTE REQUIRED).**

MPCR Policy Changes: The committee reviewed the proposed changes to the MPCR Policy, as outlined in red in the attachment, to reflect that the state now takes additional grants besides just Title I funding into account to determine the Minimum Participant Cost Rate (MPCR). **The Committee recommends approving the proposed changes to the MPCR Policy as presented (VOTE REQUIRED).**

Northwest TN Workforce Board MONITORING STATUS REPORT					
Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Corrective Action Needed	Letter Mailed:
2411-2510-OJT-54-2139412 Allegion/Republic Doors and Frames Monte Bowers or Chad Brawner 155 Republic Drive McKenzie, TN 38201 (731) 352-1945 chad.brawner@allegion.com	On-the-Job Training: 11-06-24 to 10-01-25	Scheduled: 01-27-25	Phone Interview: 01-27-25 Fiscal: 04-03-25	N/A	Letter Mailed: 04-04-25
2411-2511-OJT-26-2730204 Excel Boat Company, LLC Attn: Tiffinie Mosley-Hix, HR Manager 601 Sherwood Drive Union City, TN 38261 (731) 507-0390 tiffinie@excelboats.net	On-the-Job Training: 11-18-24 to 11-17-25	Scheduled: 12-04-24	Phone Interview: 12-04-24 Fiscal: 04-23-25	N/A	Letter Mailed: 04-23-25
2412-2504-OJT-62-1576561 Hornsby's Garage Inc. Terry Hornsby 820 West Main Street Union City, TN 38261 (731) 335-2020 hornsby@bellsouth.net	On-the-Job Training: 12-03-24 to 04-01-25	Scheduled: 01-29-2025	Phone Interview: 01-29-25 Fiscal: 05-14-2025	N/A	Letter Mailed: 05-15-2025
2407-2507-OJT-47-3701669 Auston Mealer's Restaurant Equipment Service 1865 US Highway 51 By-Pass North Dyersburg, TN 38024 Loretta Mealer, Administration (731) 445-4380 loretta@austonmealer.com	On-the-Job Training: 07-30-24 to 07-29-25	Scheduled: 08-13-24	Phone Interview: 08-13-24 Fiscal: 05-20-25	N/A	Letter Mailed: 05-20-25
RFP CONTRACTACTS					
2206-2306-CSP-62-0800930-MULTI Dyersburg State Community College 1510 Lake Road Dyersburg, TN 38024 Dr. Cook, President	Career and Business Services	Dates: 06-27-22 to 06-30-26		Invoices Checked Monthly per Executive Director	
2306-2406--OSO-62-0923487-SHARE Mid-Cumberland Human Resource Agency 1101 Kermit Drive, Suite 300 Nashville, TN 37217 jhamrick@mehra.com (615) 850-3907	One-Stop Operator Services:	Expires: 06-30-26		Invoices Checked Monthly per Executive Director	

Northwest PY 2024 Budget - Revised Aug. 2024
vs. YTD Expenditures as of 6/30/25

	Budget	July - Sept. 2024 Expenses	Percentage of Budget	Oct. - Dec. 2024	Percentage of Budget	Jan. - Mar. 2025	Percentage of Budget	Apr. - June 2025	Percentage of Budget	PY 24 YTD Total	Percentage of Budget	Estimated Carryover
Administrative Budget (all grants)	\$ 381,527.06	\$ 70,493.98	18%	\$ 66,754.52	17%	\$ 85,758.36	22%	\$ 88,627.24	23%	\$ 311,634.10	82%	\$ 69,892.96
Formula Participant Budget	\$ 748,554.46	\$ 84,485.00	11%	\$ 114,063.24	15%	\$ 36,879.46	5%	\$ 21,753.85	3%	\$ 257,181.55	34%	\$ 491,372.91
Participant YTD = 24.46%												
Operating Budget	\$ 1,020,337.63	\$ 255,084.41	25%	\$ 255,084.41	25%	\$ 255,084.41	25%	\$ 255,084.41	25%	\$ 1,020,337.63	100%	\$ -
IFA Expenses (including OSO)	\$ 86,162.63	\$ 18,710.98	22%	\$ 17,768.98	21%	\$ 17,393.38	20%	\$ 20,748.07	24%	\$ 74,621.41	87%	\$ 11,541.22
Career Service Provider (w/o DWG)	\$ 580,000.00	\$ 99,242.08	17%	\$ 116,950.85	20%	\$ 105,863.28	18%	\$ 102,061.84	18%	\$ 424,118.05	73%	\$ 155,881.95
Board / Fiscal Agent Expenses	\$ 354,175.00	\$ 73,916.43	21%	\$ 69,148.55	20%	\$ 81,088.98	23%	\$ 71,519.89	20%	\$ 295,673.85	83%	\$ 58,501.15
Total Operating Expenses	\$ 1,020,337.63	\$ 191,869.49	19%	\$ 203,868.38	20%	\$ 204,345.64	20%	\$ 194,329.80	19%	\$ 794,413.31	78%	\$ 225,924.32
Remaining Balance	\$ -	\$ 63,214.92	6%	\$ 51,216.03	5%	\$ 50,738.77	5%	\$ 60,754.61	6%	\$ 225,924.32	22%	\$ 225,924.32
Operations YTD = 75.54%												
Adult & DW Part. & Program	\$ 1,277,889.39	\$ 195,202.09	15%	\$ 210,726.26	16%	\$ 195,811.90	15%	\$ 141,786.75	11%	\$ 743,527.00	58%	\$ 534,362.39
Youth Part. & Program	\$ 491,002.70	\$ 81,152.40	17%	\$ 87,205.36	18%	\$ 65,413.20	13%	\$ 74,296.90	15%	\$ 308,067.86	63%	\$ 182,934.84
Total Part. & Program	\$ 1,768,892.09	\$ 276,354.49	16%	\$ 297,931.62	17%	\$ 261,225.10	15%	\$ 216,083.65	12%	\$ 1,051,594.86	59%	\$ 717,297.23
Remaining Balance	\$ -	\$ 1,492,537.60	84%	\$ 1,194,605.98	68%	\$ 933,380.88	53%	\$ 717,297.23	41%	\$ 717,297.23	41%	\$ 41%
Adult & DW Program Only	\$ 695,235.43	\$ 120,951.70	17%	\$ 133,591.09	19%	\$ 147,389.20	21%	\$ 143,970.75	21%	\$ 545,902.74	79%	\$ 149,332.69
Youth Program Only	\$ 325,102.20	\$ 70,917.79	22%	\$ 70,277.29	22%	\$ 56,956.44	18%	\$ 50,359.05	15%	\$ 248,510.57	76%	\$ 76,591.63
Total Program	\$ 1,020,337.63	\$ 191,869.49	19%	\$ 203,868.38	20%	\$ 204,345.64	20%	\$ 194,329.80	19%	\$ 794,413.31	78%	\$ 225,924.32
Remaining Balance	\$ -	\$ 828,468.14	81%	\$ 624,599.76	61%	\$ 420,254.12	41%	\$ 225,924.32	22%	\$ 225,924.32	22%	\$ 22%

Northwest PY 25 Budget Revised July 2025	Admin. (Title I + State \$)	Adult Prg (w/ Adult Transfer)	DW Prg (w/o AT)	Youth Program	Title I Program Total	Total Title I Budget	QUEST DWG	YEP	Rural Health	GROWWTH	Total Budget
Estimated PY 24 Carryover	\$ 174,238.05	\$ 611,156.58	\$ 100,149.29	\$ 182,664.14	\$ 893,970.01	\$ 1,068,208.06	\$ 129,936.24	\$ -		\$ -	\$ 1,198,144.30
PY 25 Allocations*	\$ 140,694.20	\$ 504,108.90	\$ 277,555.50	\$ 484,583.40	\$ 1,266,247.80	\$ 1,406,942.00	\$ -	\$ 342,222.00	\$ 86,000.00	\$ 506,887.28	\$ 2,342,051.28
Total PY 24 Funding Available	\$ 314,932.25	\$ 1,115,265.48	\$ 377,704.79	\$ 667,247.54	\$ 2,160,217.81	\$ 2,475,150.06	\$ 129,936.24	\$ 342,222.00	\$ 86,000.00	\$ 506,887.28	\$ 3,540,195.58
Difference from PY 24	\$ (146,277.61)	\$ 85,229.15	\$ (47,781.18)	\$ 176,244.84	\$ 213,692.81	\$ 67,415.20	\$ (317,050.19)		\$ 86,000.00	\$ (276,884.85)	\$ (124,169.07)
IFA Expenses (including OSO)	\$ 2,328.22	\$ 42,050.70	\$ 4,029.86	\$ 33,524.51	\$ 79,605.07	\$ 81,933.29	\$ 11,525.21	\$ -	\$ -	\$ 50,814.15	\$ 144,272.65
Career Service Provider	\$ -	\$ 368,000.00	\$ 71,000.00	\$ 105,000.00	\$ 544,000.00	\$ 544,000.00	\$ 63,739.83	\$ 45,000.00	\$ 6,250.00	\$ 386,621.50	\$ 1,000,611.33
Board / Fiscal Agent Expenses	\$ 312,604.03	\$ 249,210.00	\$ 66,328.20	\$ 67,861.80	\$ 383,400.00	\$ 696,004.03	\$ 5,607.49	\$ 6,333.00	\$ 6,250.00	\$ 69,451.63	\$ 777,313.15
Total Operating Expenses*	\$ 314,932.25	\$ 659,260.70	\$ 141,358.06	\$ 206,386.31	\$ 1,007,005.07	\$ 1,321,937.32	\$ 80,872.53	\$ 51,333.00	\$ 12,500.00	\$ 506,887.28	\$ 1,922,197.13
*May be adjusted between line items / programs						\$ 0.90					
Balance for Participants (Minus PY 26 Q1 Expenses)*		\$ 389,296.81	\$ 236,346.73	\$ 460,861.23	\$ 1,086,504.77		\$ 49,063.71	\$ 290,889.00	\$ 73,500.00	\$ -	\$ 1,160,004.77
Participant % of Program Funds					55.4%						
Difference from PY 24		\$ (249,177.66)	\$ (61,157.82)	\$ 277,099.20	\$ (33,236.27)	\$ -	\$ (43,608.91)		\$ 73,500.00		\$ (52,408.89)

DRAFT CSP Procurement Process and Timeline

Workforce Board Approval of RFP Process	September 9, 2025
Procure / Select Third-Party Procurer	December 15, 2025
RFP Release	January 30, 2026
Deadline for Bidders Questions	February 15, 2026
Response to Bidder Questions Posted Online	February 22, 2026
Proposal Deadline (email only)	March 31, 2026
Third-Party RFP Committee Review	April 1-13, 2026
Executive Committee Review & Recommendation	May 5(?), 2026
Workforce Board & LEOs Review & Selection	June 9(?), 2026
Notification to all Bidders	June 12, 2026
Contract Begin Date	June 22, 2026

adequate firewalls as an internal control to ensure integrity in decision making, compliance with WIOA, corresponding regulations, and relevant OMB circulars:

Board / Fiscal Agent Staff

The Executive Director, hired and supervised by the President of the Board of Directors for the entity serving as staff to the Board / Fiscal Agent shall supervise, either directly or indirectly, staff designated as staff to the Board / Fiscal Agent to fulfill the following responsibilities:

As outlined in 20 CFR 679.400, staff to the board may assist with fulfilling the LWDB's required functions as outlined in 20 CFR 679.370 which may include:

- In partnership with the CLEO, develop and submit a local plan.
- Conduct workforce research and regional labor market analysis.
- Convene local workforce development system stakeholders to develop local plan.
- Lead efforts to engage with a diverse range of employers and entities.
- With secondary and postsecondary education programs, lead efforts to develop and implement career pathways.
- Identify and promote proven and promising strategies for meeting employer and jobseekers' needs.
- Develop strategies for using technology to maximize accessibility and effectiveness of the workforce system.
- Conduct program oversight activities.
- Negotiate and reach agreement on local performance accountability measures.
- Select one-stop operators to fulfill duties outlined in 20 CFR 678.660 and service provider staff / contractor(s) to fulfill the duties described below **in accordance with TDLWD procurement policies**.
- Coordinate with education and training providers.
- Develop a budget for the board's activities.
- Assess annually the physical and programmatic accessibility of all one-stop centers in the local area.

As outlined in 20 CFR 679.420, and in an agreement with the CLEO, Board / Fiscal Agent staff shall also fulfill the responsibilities of the Fiscal Agent to include:

- Receive funds and ensure sustained fiscal integrity and accountability for expenditures of funds.
- Respond to audit financial findings.
- Maintain proper accounting records and adequate documentation.
- Prepare financial reports.
- Provide technical assistance to subrecipients regarding fiscal issues.
- At the direction of the LWDB, procure contracts or obtain written agreements, conduct financial monitoring of service providers, and ensure independent audit of all employment and training programs.

Service Provider Staff

The Director of Program Services, hired and supervised by the Vice-President of the Board of Directors, shall supervise, either directly or indirectly, staff designated as Service Provider staff to fulfill the responsibilities outlined in 20 CFR 680.140 and 20 CFR 680.160, which may include:

- Provide direct services including but not limited to participant intake, orientation, initial assessments, employment services, and referrals to other partners and services.
- Provide individualized direct services including but not limited to comprehensive and specialized assessments, case management, individual employment plans, career planning and vocational counseling.

correct the violation and documentation of non-compliance is required. Observations or areas of concerns are not specific compliance violations but may have negatively impacted program or could lead to a finding in the future. They may include activities related to effectiveness objectives or indicators that have not been met and could possibly result in a finding at some later point if not addressed. Typically, no corrective action is specified but suggestion for improvement may be made.

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

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

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

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

Submission of Quarterly Monitoring Reports

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

Corrective Actions and Sanctions for Non-Compliance

Not all actions or inaction result in non-compliance with federal and state regulations. However, there may be times when actions or inaction could create an increased risk for non-compliance. In these instances of increased risk, the Board will issue a "Notice of Risk" to help prevent or mitigate risk to avoid instances of non-compliance. Actions that warrant a "Notice of Risk" could include loss of key personnel, complaints from participants, external fraudulent activity (i.e. system hacking), etc. The "Notice of Risk" will not place service providers or subcontractors into a sanction level, but will require certain corrective actions. Actions that can be required from a "Notice of Risk" could include increased monitoring, submission of documents, change in procedures/policy, etc. Inability to adhere to the requirements listed in the "Notice of Risk" will lead to sanctions as indicated in this policy.

The Board may also issue a notice of non-compliance ranging from category 1 to category 4, depending on the severity of an infraction, in accordance with TDLWD policy. Noncompliance will generally be addressed by the Corrective Action Plan process; however, the Board may impose sanctions when necessary. In such circumstances, the Board may issue a Notice of Sanctions containing the sanctionable act(s) upon which the sanctions are based, the sanction level, the actions and deadlines necessary to remove the sanction, and instructions detailing rights to an appeal. Sanctions will be imposed in accordance with TDLWD policy based on the category of the infraction. Sanctions may also be imposed for debts owed beyond 90 days.

Subcontractor debt is established when the Board determines either through project management, fiscal or performance monitoring, or audit review that a previously reimbursed expense is unreasonable or unallowable in accordance with applicable federal and state requirements and guidelines. Once a debt is established, the subcontractor is required to make repayment in full of those costs. Debts may be paid by a reduction in future payments when possible. In instances where repayment by payment reduction is not feasible, debts may be paid to the Board from non-federal resources. An installment agreement, not to exceed 36 months, may be negotiated if payment cannot be made within 30 calendar days. The use of stand-in costs may be considered as a substitute for disallowed costs in audit or other debt resolution situations. Stand-in costs must be from non-federal sources that may be substituted for WIOA expenditures questioned or disallowed costs.

Appeals Process

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

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

Reference: 2 CFR 200.331

Related TDLWD Policy:

[WFSPolicyMonitoring.pdf \(tn.gov\)](#) (effective 11-13-20)

[WFSGuidanceLocalWorkforceDevelopmentBoardMonitoringActivities.pdf \(tn.gov\)](#) (effective 3-20-18)

[WFSPolicyDataValidation.pdf \(tn.gov\)](#) (effective 11-13-20)

~~[2022-2023 WIOA Monitoring Guidance \(tn.gov\)](#) (effective 10-1-22)~~

[Workforce Services Policy: Corrective Actions and Sanctions for Non-Compliance](#) (effective 2/28/25)

Vetted and Approved by the Local Workforce Development Board: ~~June 4, 2024~~ September 9, 2025

Jimmy Williamson, Chair, Northwest Tennessee Workforce Board

Minimum Participant Cost Rate

Effective Date: ~~February 28, 2023~~ September 9, 2025

Duration: Indefinite

Purpose: To establish a policy to ensure a minimum of 40% of ~~WIOA Title I formula allocation~~ qualifying ~~Federal, State, or local funds~~ are expended on allowable ~~direct~~ participant costs by the end of each program year.

Policy: In accordance with Workforce Services Policy – Minimum Participant Cost Rate (MPCR), the LWDB adopts this State Policy and all subsequent updates as its local performance accountability measure (WIOA, Section 116(b)(2)(B)). Link below.

Further, the LWDB ensures a minimum of 40 percent of their ~~WIOA Title I formula~~ qualifying allocations will be expended on allowable participant costs ~~under WIOA funded services~~. Qualifying expenditures are those that represent direct benefit to participants and do not include administrative, personnel staff, or operating costs of the LWDB, one-stop operators, and/or contracted service providers. For all other types of allowable ~~WIOA-funded~~ services not mentioned in TDLWD WFS Policy Minimum Participant Cost Rate, the LWDB or staff will request clarification from the TDLWD staff to determine if the costs can be included in the minimum expenditure calculation. ~~The MPCR will be calculated and recorded monthly to ensure compliance by the end of the program year.~~

Reference: WIOA, Section 116(b)(2)(B)

Related TDLWD Policy: Minimum Participant Cost Rate (MPCR) Link below.

~~[https://www.tn.gov/content/dam/tn/workforce/documents/wfs/WFSPolicy-MinimumParticipantCostRate\(MPCR\).pdf](https://www.tn.gov/content/dam/tn/workforce/documents/wfs/WFSPolicy-MinimumParticipantCostRate(MPCR).pdf)~~ ~~(effective 11-8-19)~~

~~<https://www.tn.gov/content/dam/tn/workforce/documents/contact-02/Minimum-Participant-Cost-Rate-Policy.pdf>~~ (effective 2/28/2025)

Vetted and Approved by the Local Workforce Development Board: ~~February 28, 2023~~ September 9, 2025

Jimmy Williamson, Chair
Northwest Tennessee Workforce Board

Outreach & Opportunities Committee: Jon Dougherty, Chair / Glad Castellaw, Co-Chair

The committee met on August 5th with nine committee members, two guests, staff, and contractors attending. Jon Dougherty was voted to serve as the committee chair. In addition to the reports below, the committee also discussed Labor Force Participation Rate strategic priorities, and upcoming officer elections.

Target Populations Report: Connie Stewart reported that the TN Youth Employment Program (TYEP) has served around 80 youth this summer in roles such as lifeguards, PT, and landscaping. Staff are also working on partnerships with high schools to enroll additional youth this school year and possibly next summer, with several to be co-enrolled in Title I.

- **Youth Participant Report:** Amelia Yeager was referred to work experience through Vocational Rehabilitation. She shared that this opportunity has provided valuable experience for her future career. Amelia has been working at the front desk of the American Job Center in Huntingdon, assisting customers and managing check-ins. She is about to start school at TCAT for an Administrative Office Technology Accounting Assistant degree and plans to attend UT Martin to become a CPA. With Vocational Rehabilitation, WIOA funding, and travel assistance, she expects to attend school tuition-free.

Talent Pipelines Report: The committee reviewed the attached Talent Pipelines report detailing career exploration and Talent Pipelines efforts and programs.

Eligible Training Provider List (ETPL) Report:

Program Renewals-NW Local ETPL: The committee reviewed the attached list of six programs due for renewal for the NW Local ETPL and State ETPL, including corresponding labor market information and performance data. The committee recommends approving renewal of the attached ETPL programs as presented to the NW Local ETPL and State ETPL, including Dyersburg State's Certified Veterinary Assistant and Pharmacy Technician programs, TCAT Henry / Carroll's Administrative Office Technology, Automotive Technology, and HVAC/Refrigeration programs, and UT Martin's Health and Human Performance program (VOTE REQUIRED).

Program Renewals-State ETPL Only: The committee reviewed the attached list of three programs due for renewal and recommended for the State ETPL only, including corresponding labor market information and performance data. There is either not enough growth, or wages are below our threshold to be considered for inclusion on the NW Local ETPL. The committee recommends approving renewal of the attached ETPL programs as presented to the State ETPL, including Dyersburg State's Certified Mental Health Technician and Paralegal programs and TCAT Henry / Carroll's Criminal Justice – Corrections Officer program (VOTE REQUIRED).

New Program Application- Performance Beauty Academy- Cosmetology: The committee reviewed the attached information for the Cosmetology program at Performance Beauty Academy, including corresponding review of labor market information and performance data. This program is not recommended to the Local ETPL. The program is not associated with a priority sector for the NW area. Additionally, LMI data does not show at least 1 more job than resident workers per year, and median hourly wages are below the self-sufficiency threshold of \$15.05/hour. The committee recommends approval of this program as presented for the State ETPL only. (VOTE REQUIRED).

New Program Application- TCAT Northwest – Hospitality, Tourism, & Retail Technology: The committee reviewed the attached information for the Hospitality, Tourism, & Retail Technology program at TCAT NW, including corresponding review of labor market information and performance data. The committee recommends approval of this program as presented for the State and NW Local ETPL (VOTE REQUIRED).

New Program Application- TCAT Henry / Carroll- Telecommunications Technology: The committee reviewed the attached information for the Telecommunications Technology program at TCAT Henry / Carroll, including corresponding review of labor market information and performance data. The committee recommends approval of this program as presented for the State and NW Local ETPL (VOTE REQUIRED).

Eligible Training Provider List (ETPL) Renewals

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?	Current Approval Status	Recommended for Renewal?
DSCC	Certified Mental Health Technician- Continuing Education	29-2053- Psychiatric Technicians	2 Semes/Terms	\$3895.00	136	147	11	\$ 14.96	No- below self-sufficiency wage; requires work experience	0%	0%	0	0%	0%	N/A- Less than 10 WIOA students.	State & Local ETPL	State ETPL Only- median wages for occupation are below self sufficiency rate of \$15.05 for the NW area and work experience is
DSCC	Certified Paralegal- Continuing Education	23-2011- Paralegals and Legal Assistants	2 Semes/Terms	\$3995.00	90	92	1	\$ 23.36	No- positive growth of less than 1 new job per year	0%	0%	0	0%	0%	N/A- Less than 10 WIOA students.	State ETPL	State ETPL Only- associated occupation does not have new job growth of at least 1 job per year for the NW area
DSCC	Certified Veterinary Assistant- Continuing Education	31-9096- Veterinary Assistants and Laboratory Animal Caretakers	2 Semes/Terms	\$3995.00	54	64	9	\$ 17.48	Yes - pending Board approval of updated data.	0%	0%	0	0%	0%	N/A- Less than 10 WIOA students.	State ETPL	Yes- State & Local ETPL (pending Board approval of new sector)
DSCC	Pharmacy Technician Online- Continuing Education	29-2052- Pharmacy Technicians	1 Semes/Terms	\$3595.00	331	346	15	\$ 18.31	Yes	0%	0%	0	0%	0%	N/A- Less than 10 WIOA students.	State & Local ETPL	Yes- State & Local ETPL
TCAT at Henry/Carroll	Criminal Justice: Corrections Officer	33-3012- Correctional Officers and Jailers	2 Semes/Terms	\$3408.00	698	720	22	\$ 23.22	No- not part of a target sector	44%	0%	0	0%	0%	N/A- Less than 10 WIOA students.	State ETPL	State ETPL Only- associated occupation is not in a target sector for the NW area
TCAT at Henry/Carroll	Administrative Office Technology	43-9061 Office Clerks, General	12 Months	\$5420.00	1,411	1,443	31	\$ 16.27	Yes	0%	0%	0	0%	0%	N/A- Less than 10 WIOA students.	State & Local ETPL	Yes- State & Local ETPL
TCAT at Henry/Carroll	Automotive Technology	49-3023- Automotive Service Technicians and Mechanics	14 Months	\$5714.00	450	472	22	\$ 21.04	Yes	0%	0%	0	0%	0%	N/A- Less than 10 WIOA students.	State & Local ETPL	Yes- State & Local ETPL
TCAT at Henry/Carroll	HVAC/Refrigeration	49-9021- Heating, Air Conditioning, and Refrigeration Mechanics and Installers	16 Months	\$7810.00	261	281	20	\$ 22.86	Yes	67%	83%	5	80%	100%	N/A- Less than 10 WIOA students.	State & Local ETPL	Yes- State & Local ETPL
UT Martin	HEALTH&HUMAN PERFORMANCE	19-5011-Occupational Health and Safety Specialists	8 Semes/Terms	\$46832.00	53	62	9	\$ 36.24	Yes	65%	75%	6	80%	100%	N/A- Less than 10 WIOA students.	State & Local ETPL	Yes- State & Local ETPL

Eligible Training Provider New Program Review Form

Training Provider Name: Performance Beauty Academy

Training Program Name: Performance Beauty Academy

A. Requirements for Consideration of Initial Eligibility for State ETPL:

	Yes	No
1. Is the ETP's information in Jobs4TN complete and accurate?	<u> x </u>	<u> </u>
2. Does the ETP possess current approval or exemption from the appropriate State or federal licensing agency?	<u> x </u>	<u> </u>
3. Is the program's information in Jobs4TN complete and accurate, including cost and performance information?	<u> x </u>	<u> </u>
4. Does the program lead to a WIOA-recognized credential? If yes, specify: Licensed Cosmetologist, Manicurist, Aesthetician, Instructor	<u> x </u>	<u> </u>
5. Is there a process in place for tracking the number of students and WIOA participants, and their progress, completion, placement, and earnings for required performance measures?	<u> x </u>	<u> </u>
6. If an existing program, are the required performance metrics of at least 60% completion and placement rates met?	<u> N/A </u>	<u> </u>
a. <u>Completion Rate:</u>		
b. <u>Placement Rate:</u>		
8. Is the program offered in partnership with a business?		
a. <u>If yes, business name(s):</u>	<u> </u>	<u> x </u>
9. Does the program align with in-demand industry sectors and occupations in the State?	<u> x </u>	<u> </u>
Recommended for addition to the State ETPL? If no, provide justification for recommended denial:	<u> x </u>	<u> </u>
VOS notes some bright outlook locally (not nationally).		

B. Requirements for Consideration of Initial Eligibility for Local ETPL:

	Yes	No
1. Does the program meet the requirements for inclusion on the State ETPL as described above?	<u>x</u>	<u></u>
2. Is the program cost comparable to similar training programs, particularly in the local area, or region?	<u></u>	<u>x</u>
a. Program Cost: <u>\$15,200.00</u>		
b. Comparable Program Cost: <u>\$9,104.00 TCAT Northwest- Cosmetology</u>		
3. Is the program length comparable to similar training programs, particularly in the local area, or region?	<u>x</u>	<u></u>
a. Program Length: <u>12 months</u>		
b. Comparable Program Length: <u>14 months</u>		
4. Does the program align with in-demand industry sectors and lead directly to high-quality jobs in in-demand occupation in the local area?		<u>x</u>

a. Related occupation(s): Hairdressers, Hairstylists, & Cosmetologists

b. Documentation of labor market demand (all must be met):

- o Minimum of 10 jobs in the local area? x
- o Positive job growth of at least 1 new job per year? x
- o At least 1 more job than resident worker per year? x
- o Median wage is above the self-sufficiency wage? x
- o Aligns with one of the regional priority sectors listed below?
 - Healthcare & Social Assistance x
 - Manufacturing x
 - Skilled Trades & Transportation x
 - Information x
 - Professional, Scientific, & Technical Services x
 - Hospitality & Tourism* (pending board approval) x

SOC	Description	2024 Jobs	2027 Jobs	2024 Resident Workers	Avg. Annual Openings	2024 - 2027 Change	2024 - 2027 % Change	Median Hourly Earnings	Median Annual Earnings	Typical Entry Level Education	Work Experience Required	Typical On-The-Job Training
39-5012	Hairdressers, Hairstylists, and Cosmetologists	86	96	122	15	10	11%	\$14.83	\$30,852.64	Postsecondary nondegree award	None	None

Recommended for addition to the Local ETPL? If no, provide justification for recommended denial:

Program is not associated with a priority sector for the NW area. Additionally, LMI data for the NW area does not show at least 1 more job than resident workers per year, and median hourly wages are below the self-sufficiency threshold of \$15.05/hour.

 x

ETPL Application

Education Program Information		
Provider: Performance Beauty Academy	Program: Performance Beauty Academy	Program ID: 1012555
CIP Code:		
General Information		
Status: Active	Purpose for adding program: Submit for ETPL Approval and accept participants	Education Program Type: PS - Approved Provider Training - ITA
Associated Services Code(s): 300 - Occupational Skills Training - Approved Provider List (ITA); 303 - Distance Learning; 314 - Enrolled In Apprenticeship Training; 324 - Adult Educ w/ Occ. Skills Training - Approved Provider List (ITA); 416 - Youth-Occupational Skills Training - Approved Provider List; 607 - WTP Vocational Education- Training Approved Provider List; 630 - SNAP-Enroll in Voc/Tech training- Approved ETPL provider	Apprenticeship: No	Education Program is a Registered Apprenticeship : No
Industry Recognized Apprenticeship Program (IRAP)? No	CIP Code: 120499 - Cosmetology and Related Personal Grooming Arts, Other	Education Program Name: Performance Beauty Academy
Education Program Description: Any instructional program in cosmetology and related personal grooming services not listed above.		
Potential Outcome(s): A license recognized by the State involved or the Federal Government	This program leads to a credential or degree: Yes	Name of Associated Credential: Licensed Cosmetologist, Manicurist, Aesthetician, Instructor
Completion Level:	Attain Credential:	Other, Specify
Certification/License Title:	Certification/License Type:	Green Job Training: No
Partner Business: No		
Description of the partnership or plans to develop partnership:		
LWDB Submitted:		
Apprenticeship		
Apprenticeship Registration Date:	Apprenticeship Description:	Number of active apprentices:
Instruction Methods:	Instruction Length in Weeks:	Tech, Instruction is provided by another provider:
Instruction Provider Name:	Address 1:	Address 2:
Zip:	City:	State:
Program Model:	Apprenticeship program sponsored by another organization:	
Program Sponsor Name:	Address 1:	Address 2:
Zip:	City:	State:

ETPL Application

Additional Details		
Financial Aid Available:	URL of Training Program:	Program Prerequisites: High School Diploma or Equivalent
Date and Program First Offered: 10/29/2024	Please provide a reasonable explanation regarding why this is a new program: Successful members of the Cosmetology, Manicuring, and Aesthetic Industry for more than 30 years open new school to provide opportunities for the next generation of beauty professionals and workforce development.	Minimum Class Size:
Maximum Class Size:	Number of Instructors:	
Describe the minimum entry level requirements or prerequisites:	Drug/Alcohol Screening Required:	Accessibility:
Describe any equipment used in this program and its adequacy and availability:	Grievance Procedure:	Grievance Procedure URL:
Refund Policy:	Refund Policy:	Quality Pre-Apprenticeship:
State Use 1:	State Use 2:	State Use 3:
State Use 4::	State Use 5:	

Related Training and Instruction						
Provider Name:	Location:	Organization Type:	Provider for Profit:	Leads to Credential/Degree	CIP Code:	Status:
Code						
Occupation Titles	Occupation Title	Providers' Alternate Occupation Title				
39501200	Hairdressers, Hairstylists, and Cosmetologists					
Selected Occupation is not noted as in local bright outlook – provide evidence that it is in demand VOS notes bright outlook locally.					Bright Outlook	

Occupation Skills		
Skill Description:		
Completion Expectation		
Number of Credits:	Credit Earned Duration: Semester	Hourly wage :
Scheduling		
Class Time: 1500	Lab Time:	Other Time:
Class Frequency:		
Clock/Contact Hours: 39	Full-time weeks: 39	Program Format: In-person 39

ETPL Application

Duration		
Duration Title: Cosmetology	Primary Duration: True	Duration: 1500
Schedule Intensity: Full-Time	Weekly Schedule: 39 hours per week	Class Offered: Day
Location		
Location Name: Performance Beauty Academy	Address: 80 East Main St, , Camden, TN, 38320	Billing Address: 80 East Main St, , Camden, TN, 38320
External Approvals		
State Approving Agency: Board of Cosmetology/Barber Examiners	State Approving Agency Status:	Approval Expiration Date: 01/01/1900
Other State Approving Agency Approved Programs: No	DOE Approved: No	Community College Chancellor's Office Approved: No
Community College ID: NO	Listed on another state's ETPL? NO	
Cost Details		
Cost Structure(s)	Amount	
Total CRS Training Costs	\$15,200.00	
Tuition/Fee	\$13,075.00	
Books	\$2,000.00	
Tools	\$0.00	
Other Costs	\$125.00	
Comments		
Total Amount of Cost Structures	\$15,200.00	
Line Item(s)	Amount	
No records found		

Training Provider Name: TCAT Northwest

A. Requirements for Consideration of Initial Eligibility for State ETPL:

	Yes	No
1. Is the ETP's information in Jobs4TN complete and accurate?	<u>x</u>	
2. Does the ETP possess current approval or exemption from the appropriate State or federal licensing agency?	<u>x</u>	
3. Is the program's information in Jobs4TN complete and accurate, including cost and performance information?	<u>x</u>	
4. Does the program lead to a WIOA-recognized credential? If yes, specify: Retail Professional Certificate, Hospitality & Tourism Certificate, and Retail, Hospitality, & Tourism Professional Diploma	<u>x</u>	
5. Is there a process in place for tracking the number of students and WIOA participants, and their progress, completion, placement, and earnings for required performance measures?	<u>x</u>	
6. If an existing program, are the required performance metrics of at least 60% completion and placement rates met? a. Completion Rate: _____ b. Placement Rate: _____	<u>N/A</u>	
8. Is the program offered in partnership with a business? a. If yes, business name(s): _____		<u>x</u>
9. Does the program align with in-demand industry sectors and occupations in the State?	<u>x</u>	
Recommended for addition to the State ETPL? If no, provide justification for recommended denial:	<u>x</u>	
Hospitality & Tourism is noted as a target sector by the TN Department of Labor and Workforce Development.		

	Yes	No
1. Does the program meet the requirements for inclusion on the State ETPL as described above?	<u> x </u>	<u> </u>
2. Is the program cost comparable to similar training programs, particularly in the local area, or region?	<u> x </u>	<u> </u>
a. Program Cost: <u> \$7,660.00 </u>		
b. <u>Comparable Program Cost: \$5,697.90 TCAT Jackson- Retail, Hospitality, & Tourism Technology</u>		
3. Is the program length comparable to similar training programs, particularly in the local area, or region?	<u> x </u>	<u> </u>
a. <u>Program Length: 12 months </u>		
b. <u>Comparable Program Length: 12 months </u>		
4. Does the program align with in-demand industry sectors and lead directly to high-		

quality jobs in in-demand occupation in the local area?

x*

a. Related occupation(s): See list below.

b. Documentation of labor market demand (all must be met):

- o Minimum of 10 jobs in the local area?
- o Positive job growth of at least 1 new job per year?
- o Median wage is above the self-sufficiency wage?
- o Aligns with one of the regional priority sectors listed below?
 - Healthcare & Social Assistance
 - Manufacturing
 - Skilled Trades & Transportation
 - Information
 - Professional, Scientific, & Technical Services
 - Hospitality & Tourism* (pending board approval)

x

x

x

x

x

x

x

x

x

SOC	Description	2024 Jobs	2027 Jobs	2024 Resident Workers	Avg. Annual Openings	2024 - 2027 Change	Per Year	2024 - 2027 % Change	Median Hourly Earnings	Median Annual Earnings	Typical Entry Level Education	Work Experience Required	Typical On-The-Job Training
41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	257	288	374	35	30	8	12%	\$22.53	\$46,853.20	High school diploma or equivalent	None	Moderate-term on-the-job training
51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	156	164	177	18	9	2	6%	\$22.09	\$45,937.34	High school diploma or equivalent	None	Moderate-term on-the-job training

x

Recommended pending Board approval to add Hospitality and Tourism as an approved sector.

ETPL Application

Education Program Information		
Provider: Tennessee College of Applied Technology Northwest	Program: Retail, Hospitality and Tourism Technology	Program ID: 1012614
CIP Code:		
General Information		
Status: Active	Purpose for adding program: Submit for ETPL Approval and accept participants	Education Program Type: PS - Approved Provider Training - ITA
Associated Services Code(s): 300 - Occupational Skills Training - Approved Provider List (ITA); 303 - Distance Learning; 314 - Enrolled In Apprenticeship Training; 324 - Adult Educ w/ Occ. Skills Training - Approved Provider List (ITA); 416 - Youth-Occupational Skills Training - Approved Provider List; 607 - WTP Vocational Education- Training Approved Provider List; 630 - SNAP-Enroll in Voc/Tech training- Approved ETPL provider	Apprenticeship: No	Education Program is a Registered Apprenticeship : No
Industry Recognized Apprenticeship Program (IRAP)? No	CIP Code: 520904 - Hotel/Motel Administration/Management	Education Program Name: Retail, Hospitality and Tourism Technology
Education Program Description: A program that prepares individuals to manage operations and facilities that provide lodging services to the traveling public. Includes instruction in hospitality industry principles supplies purchasing storage and control hotel facilities design and planning hospitality industry law personnel management and labor relations financial management marketing and sales promotion convention and event management front desk operations and applications to specific types of hotels and motel operations.		
Potential Outcome(s): An industry-recognized certificate or certification; A measurable skills gain leading to a credential; A measurable skills gain leading to employment	This program leads to a credential or degree: Yes	Name of Associated Credential: Retail, Hospitality and Tourism Professional Diploma
Completion Level:	Attain Credential:	Other, Specify
Certification/License Title:	Certification/License Type:	Green Job Training: No
Partner Business: No		
Description of the partnership or plans to develop partnership:		
LWDB Submitted:		
Apprenticeship		
Apprenticeship Registration Date:	Apprenticeship Description:	Number of active apprentices:
Instruction Methods:	Instruction Length in Weeks:	Tech, Instruction is provided by another provider:
Instruction Provider Name:	Address 1:	Address 2:
Zip:	City:	State:

ETPL Application

Program Model:	Apprenticeship program sponsored by another organization:	
Program Sponsor Name:	Address 1:	Address 2:
Zip:	City:	State:

Additional Details		
Financial Aid Available: Institutional Scholarship; Other; Pell Grant	URL of Training Program: https://tcatnorthwest.edu/programs/retail-hospitality-and-tourism-technology	Program Prerequisites: None
Date and Program First Offered: 05/01/2025	Please provide a reasonable explanation regarding why this is a new program: According to the 2023 THEC Supply & Demand Report, the leisure & hospitality sector has grown by 7.3% in the last five years.	Minimum Class Size: 1
Maximum Class Size: 25	Number of Instructors: 1	
Describe the minimum entry level requirements or prerequisites:	Drug/Alcohol Screening Required: No	Accessibility: Disabled Student Access; On-Site Parking
Describe any equipment used in this program and its adequacy and availability:	Grievance Procedure: https://tcatnorthwest.edu/about/policies-and-guidelines	Grievance Procedure URL: https://tcatnorthwest.edu/about/policies-and-guidelines
Refund Policy: https://tcatnorthwest.edu/about/policies-and-guidelines	Refund Policy: https://tcatnorthwest.edu/about/policies-and-guidelines	Quality Pre-Apprenticeship:
State Use 1:	State Use 2:	State Use 3:
State Use 4::	State Use 5:	

Related Training and Instruction						
Provider Name:	Location:	Organization Type:	Provider for Profit:	Leads to Credential/Degree	CIP Code:	Status:
Code						
Occupation Titles	Occupation Title	Providers' Alternate Occupation Title				
11908100	Lodging Managers					
Selected Occupation is not noted as in local bright outlook – provide evidence that it is in demand					Bright Outlook	

Occupation Skills

ETPL Application

Skill Description:	1393, provide clients with travel information, 1430, obtain travel information for clients, 1528, schedule guest recreational activities, 1547, sell merchandise, 3014, monitor lodging or dining facility operations to ensure regulation, 3065, resolve customer or public complaints, 3125, provide customers with travel assistance, 4183, provide travel suggestions, 5333, arrange merchandise display, 5350, maintain customer records, 6887, provide information about facilities, 6902, describe points of interest to tour group, 6914, provide directions or other information to visitors, 6926, supply guests with information or services, 7098, confer with customer to determine material or garment style desired	
Completion Expectation		
Number of Credits:	Credit Earned Duration: Semester	Hourly wage :
Scheduling		
Class Time: 6	Lab Time:	Other Time:
Class Frequency: Daily		
Clock/Contact Hours: 30	Full-time weeks: 44	Program Format: In-person
Duration		
Duration Title: Full-Time	Primary Duration: True	Duration: 12
Schedule Intensity: Full-Time	Weekly Schedule: Monday-Friday from 7:30 a.m. to 2 p.m.	Class Offered: Day
Location		
Location Name: Tennessee College of Applied Technology Northwest	Address: 340 Washington Street, , Newbern, TN, 38059	Billing Address: 340 Washington Street, , Newbern, TN, 38059
External Approvals		
State Approving Agency: Tennessee Board of Regents	State Approving Agency Status: Approved	Approval Expiration Date: 01/01/1900
Other State Approving Agency Approved Programs: No	DOE Approved: No	Community College Chancellor's Office Approved: No
Community College ID: NO	Listed on another state's ETPL? NO	
Cost Details		
Cost Structure(s)	Amount	
Total CRS Training Costs	\$7,660.00	
Tuition/Fee	\$4,320.00	
Books	\$3,340.00	
Tools	\$0.00	
Other Costs	\$0.00	
Comments		
Total Amount of Cost Structures	\$7,660.00	

ETPL Application

Line Item(s)	Amount
No records found	

**Eligible Training Provider
New Program Review Form**

Training Provider Name: TCAT Henry/Carroll

Training Program Name: Telecommunications Technology

A. Requirements for Consideration of Initial Eligibility for State ETPL:

	Yes	No
1. Is the ETP's information in Jobs4TN complete and accurate?	<u> x </u>	<u> </u>
2. Does the ETP possess current approval or exemption from the appropriate State or federal licensing agency?	<u> x </u>	<u> </u>
3. Is the program's information in Jobs4TN complete and accurate, including cost and performance information?	<u> x </u>	<u> </u>
4. Does the program lead to a WIOA-recognized credential? If yes, specify: Telecommunications Diploma and multiple industry recognized certifications	<u> x </u>	<u> </u>
5. Is there a process in place for tracking the number of students and WIOA participants, and their progress, completion, placement, and earnings for required performance measures?	<u> x </u>	<u> </u>
6. If an existing program, are the required performance metrics of at least 60% completion and placement rates met?	<u> N/A </u>	<u> </u>
a. <u>Completion Rate:</u>		
b. <u>Placement Rate:</u>		
8. Is the program offered in partnership with a business?		
a. If yes, business name(s):	<u> </u>	<u> x </u>
9. Does the program align with in-demand industry sectors and occupations in the State?	<u> x </u>	<u> </u>
Recommended for addition to the State ETPL? If no, provide justification for recommended denial:	<u> x </u>	<u> </u>

B. Requirements for Consideration of Initial Eligibility for Local ETPL:

	Yes	No
1. Does the program meet the requirements for inclusion on the State ETPL as described above?	<u> x </u>	<u> </u>
2. Is the program cost comparable to similar training programs, particularly in the local area, or region?	<u> x </u>	<u> </u>
a. <u>Program Cost:</u> <u>\$5,019.04</u>		
b. <u>Comparable Program Cost:</u> <u>\$4,908.00 TCAT Hohenwald- Telecommunications</u>		
3. Is the program length comparable to similar training programs, particularly in the local area, or region?	<u> x </u>	<u> </u>
a. <u>Program Length:</u> <u>12 months</u>		
b. <u>Comparable Program Length:</u> <u>12 months</u>		
4. Does the program align with in-demand industry sectors and lead directly to high-quality jobs in in-demand occupation in the local area?	<u> x </u>	<u> </u>
a. <u>Related occupation(s):</u> <u>See occupations listed below.</u>		
b. <u>Documentation of labor market demand (all must be met):</u>		
o <u>Minimum of 10 jobs in the local area?</u>	<u> x </u>	<u> </u>

- o Positive job growth of at least 1 new job per year? x
- o Median wage is above the self-sufficiency wage? x
- o Aligns with one of the regional priority sectors listed below?
 - Healthcare & Social Assistance x
 - Manufacturing x
 - Skilled Trades & Transportation x
 - Information x
 - Professional, Scientific, & Technical Services x
 - Hospitality & Tourism* (pending board approval) x

SOC	Description	2024 Jobs	2027 Jobs	2024 Resident Workers	Avg. Annual Openings	2024 - 2027 Change	Per Year	2024 - 2027 % Change	Median Hourly Earnings	Median Annual Earnings	Typical Entry Level Education
49-9052	Telecommunications Line Installers and Repairers	42	47	51	6	5	1	11%	\$27.03	\$56,225.33	High school diploma or equivalent
17-3023	Electrical and Electronic Engineering Technologists and Technicians	84	93	87	11	9	2	11%	\$27.65	\$57,504.69	Associate's degree

Recommended for addition to the Local ETPL? If no, provide justification for recommended denial:

 x

ETPL Application

Education Program Information		
Provider: TENNESSEE COLLEGE OF APPLIED TECHNOLOGY at Henry/Carroll	Program: Telecommunications Technology	Program ID: 1012620
CIP Code:		
General Information		
Status: Active	Purpose for adding program: Submit for ETPL Approval and accept participants	Education Program Type: PS - Approved Provider Training - ITA
Associated Services Code(s): 300 - Occupational Skills Training - Approved Provider List (ITA); 303 - Distance Learning; 314 - Enrolled In Apprenticeship Training; 324 - Adult Educ w/ Occ. Skills Training - Approved Provider List (ITA); 416 - Youth-Occupational Skills Training - Approved Provider List; 607 - WTP Vocational Education- Training Approved Provider List; 630 - SNAP-Enroll in Voc/Tech training- Approved ETPL provider	Apprenticeship: No	Education Program is a Registered Apprenticeship : No
Industry Recognized Apprenticeship Program (IRAP)? No	CIP Code: 150305 - Telecommunications Technology/Technician	Education Program Name: Telecommunications Technology
Education Program Description: A program that prepares individuals to apply basic engineering principles and technical skills to help design and implement telecommunications systems. Includes instruction in communications protocol data networking digital compression algorithms digital signal processing Internet access object-oriented and relational databases and programming languages.		
Potential Outcome(s): An industry-recognized certificate or certification; Institution of Higher Education certificate of completion; Employment; A measurable skills gain leading to a credential; A measurable skills gain leading to employment	This program leads to a credential or degree: Yes	Name of Associated Credential: Diploma
Completion Level:	Attain Credential:	Other, Specify
Certification/License Title:	Certification/License Type:	Green Job Training: No
Partner Business: No		
Description of the partnership or plans to develop partnership:		
LWDB Submitted:		
Apprenticeship		
Apprenticeship Registration Date:	Apprenticeship Description:	Number of active apprentices:
Instruction Methods:	Instruction Length in Weeks:	Tech, Instruction is provided by another provider:
Instruction Provider Name:	Address 1:	Address 2:
Zip:	City:	State:

ETPL Application

Program Model:	Apprenticeship program sponsored by another organization:	
Program Sponsor Name:	Address 1:	Address 2:
Zip:	City:	State:

Additional Details		
Financial Aid Available: Other; Pell Grant	URL of Training Program: http://www.tcathenrycarroll.edu	Program Prerequisites: None
Date and Program First Offered: 01/06/2025	Please provide a reasonable explanation regarding why this is a new program: New program approved by TBR and COE	Minimum Class Size:
Maximum Class Size:	Number of Instructors:	
Describe the minimum entry level requirements or prerequisites:	Drug/Alcohol Screening Required: No	Accessibility: Disabled Student Access; On-Site Parking
Describe any equipment used in this program and its adequacy and availability:	Grievance Procedure:	Grievance Procedure URL:
Refund Policy:	Refund Policy:	Quality Pre-Apprenticeship:
State Use 1:	State Use 2:	State Use 3:
State Use 4:	State Use 5:	

Related Training and Instruction						
Provider Name:	Location:	Organization Type:	Provider for Profit:	Leads to Credential/Degree	CIP Code:	Status:
Code						
Occupation Titles	Occupation Title	Providers' Alternate Occupation Title				
17302300	Electrical and Electronic Engineering Technologists and Technicians					
Selected Occupation is not noted as in local bright outlook – provide evidence that it is in demand					Bright Outlook	

Occupation Skills		
Skill Description:		
Completion Expectation		
Number of Credits:	Credit Earned Duration: Semester	Hourly wage :
Scheduling		

ETPL Application

Class Time: 6	Lab Time:	Other Time:
Class Frequency: Daily		
Clock/Contact Hours: 30	Full-time weeks: 44	Program Format: In-person
Duration		
Duration Title: 1 year	Primary Duration: True	Duration: 12
Schedule Intensity: Full-Time	Weekly Schedule: Mon-Fri 8:00 am - 2:30 pm	Class Offered: Day, Summer
Location		
Location Name: TENNESSEE COLLEGE OF APPLIED TECHNOLOGY at Henry/Carroll	Address: 312 South Wilson Street, , Paris, TN, 38242	Billing Address: 312 South Wilson Street, , Paris, TN, 38242
External Approvals		
State Approving Agency:	State Approving Agency Status:	Approval Expiration Date: 01/01/1900
Other State Approving Agency Approved Programs: No	DOE Approved: No	Community College Chancellor's Office Approved: Yes
Community College ID: NO	Listed on another state's ETPL? NO	
Cost Details		
Cost Structure(s)	Amount	
Total CRS Training Costs	\$5,019.04	
Tuition/Fee	\$4,320.00	
Books	\$699.04	
Tools	\$0.00	
Other Costs	\$0.00	
Comments		
Total Amount of Cost Structures	\$5,019.04	
Line Item(s)	Amount	
No records found		

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?	Recommended for Renewal?	Eligibility Type
TCAT Northwest	Building Construction Technology	47-2061- Construction Laborers	20 Months	\$9349.00	629	686	57	\$ 18.23	Yes	30%	50%	7	0%	0%	N/A- Less than 10 WIOA Students	Yes	Continued
		49-9099- Installation, Maintenance, and Repair Workers, All Other			153	162	9	\$ 21.32	Yes								
		49-9098- Helpers-- Installation, Maintenance, and Repair Workers			93	97	4	\$ 17.67	Yes								
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?	Recommended for Renewal?	Eligibility Type

***In-Demand Criteria**

Minimum of 10 jobs in the local area

Positive job growth of at least 1 new job 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%



Executive Summary

To: SWDB Members, LWDA CLEOs, and Local Board Chairs
From: Amy Maberry, SWDB Executive Director
Date: September 3, 2025

Subject: Tennessee State Workforce Development Board Quarterly Meeting

The Tennessee State Workforce Development Board convened its quarterly meeting on August 22, 2025, in Nashville, Tennessee, to review statewide progress in workforce development initiatives, assess strategic planning updates, and discuss ongoing partnerships, organizational changes, and innovation efforts to support Governor Bill Lee's workforce vision.

Opening Remarks- Chairman Tim Berry opened the meeting by sharing insights from two recent events:

- **National Governors Association (NGA) Summer Meeting:** Chairman Berry and Commissioner Deniece Thomas represented Tennessee in Billings, Montana, where other states expressed interest in Tennessee's empowerment of the SWDB through Governor Lee's Executive Order 109.
- **Board Strategic Planning Session:** The SWDB held a dedicated work session to discuss board goals, recent federal changes and state responses, and prepare for the 2026 calendar year.

Consent Agenda- The board unanimously approved the minutes from the May 16, 2025, meeting.

Workforce System Updates- Commissioner Deniece Thomas provided a briefing of recent federal updates and announced organizational changes within TDLWD, including:

- Creation of a Business Engagement Division to better serve Tennessee's industries.
- Appointment of Tyler Asher as Assistant Commissioner for Business Services & Workforce Programs and Kenneth Neely as Assistant Commissioner for Apprenticeship & Business Consulting.

Connecting the Workforce Ecosystem- Briana Thomas (TDLWD) highlighted the department's continued partnership with the Tennessee Board of Regents (TBR), TN Score and Tennessee Higher Education Commission (THEC) through the TN Works initiative, emphasizing alignment between education and career pathways.

Advancing Careers Benefits Cliff: Potential Barriers to Economic Mobility- Brittney Birken (Federal Reserve Bank of Atlanta) provided information on their partnership to provide actionable tools, training, and data resources designed to help workers, service providers, and policymakers address the "benefits cliff"—a barrier to workforce participation caused by loss of public assistance when income rises.

- Tennessee's Department of Human Services is participating through a TANF-funded pilot, with data collection underway.
- The Martha O'Bryan Center shared on-the-ground perspectives from its role in the pilot.



Executive Summary

The SWDB requested follow-up from the TDLWD in proposing a plan to incorporate the Benefits Cliff tool into the state's service delivery system.

Committee Updates

Oversight Committee

- **WIOA Regional & Local Plan Progress:** Amy Maberry (TDLWD) presented an overview of progress towards the 2024-2027 plans. 85% of initiatives are on track; 15% were delayed but now advancing, and 0% of initiatives were at direct risk. However, federal-level changes present indirect risk and will be a factor in upcoming plan modifications in Spring 2026. Key milestones include:
 - 1.18% growth in Labor Force Participation Rate since May 2024
 - 11.8% Increase in active apprentices since last fiscal year
 - 100% Local Boards increased their Minimum Participant Cost Rate; Average increase was 25.8%
- **Bylaws Revisions:** Chance Deason (TDLWD) proposed updates to the SWDB Bylaws to align Board responsibilities with state vision, support TN Works, and clarify procedural language. The Committee submitted the recommendation to the full Board for consideration, where it received unanimous approval.
- **Fiscal Update:** Brian Eardley (TDLWD) reported that Tennessee is meeting all federal performance measures and surpassing several state performance measures intent on increasing participation in WIOA Title I and Wagner Peyser programs. State investment in workforce development programs has increased by 219% from FY2023 to FY2026. As a result of this state investment, annual authorized funding has seen a slight increase with operational expenditures remaining steady, mitigating current consequences of declining federal funding. The committee requested follow-up from TDLWD to provide a matrix of all workforce funding across state agencies.

Operations Committee

- **Early Childhood Apprenticeship Project:** Brandon Phinx (TDLWD) and Dr Leslie Cowell (Lipscomb University), informed the committee of a collaboration between Lipscomb University and TDLWD to address the growing shortage of early childhood educators by building an apprenticeship program to strengthen the educator pipeline. Apprentices earn progressive and stackable credentials beginning with a Child Development Associate (CDA), the most widely recognized entry-level industry credential, and moving all the way to a bachelor's degree in integrated early childhood.
- **SNAP Employment & Training Consultation:** Michelle Joyner (SNAP) and Lisa Johnson (TDLWD) presented a summary of the annual SNAP strategic plan. Focus areas include cost reduction via third-party reimbursement, online training expansion, and increased awareness of childcare resources.
- **Program Performance Dashboard:** Jeremy Colbert (TDLWD) reviewed an operational performance dashboard of Program Year 2025 Annual Statewide Key Performance Indicators. Wagner-Peyser and the Youth Employment Program surpassed targets (110%+). Focus will shift toward improving co-enrollment in Wagner-Peyser and WIOA Title I programs.



Executive Summary

Innovation Committee

- **Rural Healthcare Grant Program:** Teresa Smith (TDLWD) provided program updates: \$7.47M awarded to 38 grantees supporting 58 healthcare occupations; Across 52 counties, 267 participants have been early enrolled during the seeding phase.
- **Work-Based Learning Success & Participation-TN SCORE:** Bryce Warden and Mary Cypress Metz (TN SCORE) presented findings from their research on work-based learning, industry credential attainment, and strategic priorities for strengthening education-workforce partnerships. Their research demonstrates that students who participate in work-based learning are 24.8% less likely to drop out of high school and earn \$3,000 to \$13,000 more annually than their peers who do not. TN SCORE's vision is to transform the high school experience by expanding access to pathways that lead to high-impact credentials and long-term economic independence. In partnership with TDLWD, TN SCORE will continue to develop a framework to identify and scale effective models that enhance postsecondary and workforce readiness for Tennessee students.
- **Future Ready TN Platform:** Deborah Knoll (TNDOE) presented the Future Ready TN platform, a statewide framework aimed at evaluating the quality and workforce relevance of industry credentials offered in Tennessee high schools. Built on four strategic pillars—Credentials of Value, Seamless Transitions, Individualized Advising, and Work-Based Learning—the platform is designed to align secondary education with workforce and military pathways. By integrating with Tennessee high schools and the TN Works initiative, Future Ready TN equips students, educators, and policymakers with tools to navigate education and career planning, ultimately supporting a more competitive and prepared workforce for Tennessee's long-term economic growth.

Closing Remarks

Chairman Berry concluded the meeting with a reminder that the next quarterly board meeting will be held on **Friday, November 14, 2025**. Full meeting minutes will be made available on the **SWDB website**.