

Northwest Tennessee Workforce Board
March 10, 2026—10:00 am
NW Development District / HRA, 124 Weldon Drive, Martin, TN

Minutes

Board Members Attending in Person: Jimmy Williamson, Brad Hurley, Ted Piazza, Sabra Bledsoe, Landy Fuqua, Claudette McCullough, John Penn Ridgeway; **Via Zoom:** Jon Dougherty, Rita Alexander, John Glad Castellaw, Rachel Cates, Amy McDonald, Kristy Mercer, Lindsay Theobald, Kelly Buffington Gardner, Derek Holyfield, AJ Belyew

Local Elected Officials Attending: Mayors Mark Ward, Gary Reasons; **via Zoom:** Mayor David Quick

Committee Members Attending in Person: Tessa Kyle

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

Other Guests Attending in Person: Georgena Porter Wilson (TDLWD), Jessica Cannon-Macklin (TDLWD); **Via Zoom:** Tamera Fields Parsons (UTCIS), Amy Maberry (SWDB Executive Director), Chuck Marquis (TVA), Roderick Woody (TDLWD), Matt Spinella (TDLWD), Heather Skelton (TDLWD)

Welcome and Call to Order: Jimmy Williamson welcomed all members and guests to the meeting, and introduced new board members: Claudette McCullough, Sinova Silicon, LLC (Lake County), and Michael Turnbow, United Auto Workers Local 9025 (Henry County). Jimmy 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. He then asked if there were any public comments. There were none.

Approval of Minutes: The minutes of the 12/2/25 Board meeting were presented for review.

- **MOTION:** A motion to approve the 12/2/25 Board minutes as presented was made by Brad Hurley and seconded by John Penn Ridgeway. All were in favor, and the motion carried.

Board Assessment & Certification Results: Tamara Fields Parsons, UTCIS Performance Consultant, presented the attached summary of findings for the NW Local Workforce Board certification process. The findings are based on surveys and interviews with board members and Executive Director, Jennifer Bane, as well as a review of related documents. Tamera noted there was great participation from board members, with 23 responses to the survey submitted, however, not each respondent answered every question, so the total responses per question does not necessarily always add up to 23. Tamera also stated that though some questions appear to indicate a respondent selecting “not at all like us” as a response, that was not the case but rather only a formatting issue with the graphs. Tamera provided the following response selection per question:

- | | |
|--|---|
| 1. Very much like us / like us: 20. | 7. Very much like us / like us: 20; Somewhat like us: 2. |
| 2. Very much like us / like us: 17; Somewhat like us: 5. | 8. Very much like us / like us: 19; Somewhat like us: 3. |
| 3. Very much like us / like us: 100%. | 9. Very much like us / like us: 18; Somewhat like us: 3. |
| 4. Very much like us / like us: 19; Somewhat like us: 3. | 10. Very much like us / like us: 100%. |
| 5. Very much like us / like us: 18; Somewhat like us: 3; | 11. Very much like us / like us: 100%. |
| Not like us: 1. | 12. Very much like us / like us: 17; Somewhat like us: 5. |
| 6. Very much like us / like us: 15; Somewhat like us: 7. | |

The board was evaluated on the following metrics: Structure, Roles, Relationships, and Responsibilities, Legal and Ethical Behavior, Governance System, Strategic Insight, and Performance Management. There were three possible levels of achievement for each metric- functional, effective, and role model- with each metric being weighted and giving the board an overall level of achievement. The governance metric was weighted more than the structural and legal metrics, and the strategic and performance metrics were weighted more heavily than all others. The board received an “Effective” rating for the Structure, Roles, Relationships, and Responsibilities and Governance System metrics, and a “Functional” rating for all other areas. This led to overall achievement level of “Functional,” with the board moving towards an overall rating of “Effective.” The attached presentation also identifies some key improvement opportunities and strengths. Tamera concluded by asking if there were any questions or comments from the board and noted that of

the local board certifications that have been completed so far, NW was the easiest in terms of identifying local policies and procedures as they relate to the operation of the board. Jimmy Williamson stated that the board is fortunate to have very effective staff leadership, and that the board will take these recommendations and review and implement recommended improvements as possible.

Committee Reports and Action Items: All 2/3/26 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, highlighting KPI attainment, customer survey results, and services provided, as well as the Training & Business Services reports, program highlights, and Labor Force Participation Rate strategic priorities. There were no action items.

Executive Committee Report: Ted Piazza provided an overview of the attached report, highlighting the facilities and technology update regarding Vocational Rehabilitation's move to the American Job Center-Dyersburg and the Career Service Provider (CSP) procurement process. He noted that the committee was interested to see if AI has an impact on the bids for the CSP contractor. There were no action items.

Outreach and Opportunity Committee Report: Jon Dougherty provided an overview of the attached report, highlighting successful progress in the TN Youth Employment Program, GROWWTH program, career exploration activities and events, programming for justice-involved individuals, and the Rural Health Workforce Initiative. The following action items were presented for discussion and questions prior to voting.

- **Program Renewals-State Eligible ETPL:** The committee reviewed the TCAT Northwest program due for renewal for the State ETPL only, including corresponding labor market information and performance data. The committee recommends approving renewal of the attached TCAT Northwest Farming Operations Technology program as presented to the State ETPL only.
 - **MOTION: A motion to renew TCAT Northwest's Farming Operations Technology program to the State ETPL Only as presented was made by Jon Dougherty and seconded by Brad Hurley. All were in favor, and the motion carried.**
- **New Program Application- TCAT Jackson-Lexington-Information and Infrastructure Technology:** The committee reviewed the attached application for TCAT Jackson's Information & Infrastructure Technology, recommended for addition to the local NW ETPL, including corresponding labor market information and performance data. This program is already approved for the State ETPL, and we have had some interest from NW area participants.
 - **MOTION: A motion to approve TCAT Jackson-Lexington's Information & Infrastructure Technology program to the NW ETPL as presented was made by Ted Piazza and seconded by Glad Castellaw. All were in favor, and the motion carried.**

Executive Director Report:

TCAT Northwest Industrial Maintenance Mechatronics Cost Increase: Jennifer Bane reviewed the attached information for the TCAT Northwest Industrial Maintenance Mechatronics program cost increase from \$8,759 to \$11,324. Jennifer explained the cost increase results from our ability to include full-and part-time options into one program. The part-time program has a higher cost, and the cost is above the 25% threshold for us to automatically approve the increase, thus the need for the board to review and vote. John Penn Ridgeway asked if the increased cost is due to the part-time program taking more trimesters to complete, and staff confirmed this.

- **MOTION: A motion to approve the cost increase to TCAT Northwest's Industrial Maintenance Mechatronics program as presented was made by John Penn Ridgeway and seconded by Mayor Reasons. All were in favor, and the motion carried.**

Certification Renewal of American Job Centers: Jennifer reported that AJC partner staff have completed the required AJC certification visits and Vocational Rehabilitation has completed ADA surveys for the NW American Job Center offices. The One-Stop Certification Checklists, as well as the ADA survey reports for the Dyersburg and Huntingdon Comprehensive AJCs and the Dresden Specialized AJC are included in the packet. There were no issues on the certification checklists. The ADA survey includes some recommendations including parking signage and simple restroom modifications for Dyersburg and Dresden, and staff are working to correct these issues in the Dyersburg comprehensive

AJC and are providing a copy of the recommendations for Dresden to the Weakley County Government since they manage the building there.

- **MOTION: A motion to approve renewals of the three American Job Centers as presented was made by Mayor Ward and seconded by Mayor Reasons. All were in favor, and the motion carried.**

State Workforce Development Board Report: The Executive Summary for the 02/27/2026 State Workforce Board is included in the meeting materials. Jennifer noted that there were several great presentations at the meeting, including one from the Department of Economic and Community Development, an Early Childhood Workforce Presentation, and an update from Commissioner Deniece Thomas. A recording of the meeting is available on YouTube if anyone would like to review it.

- Strategic Plan Updates: Jennifer highlighted that it is time for strategic planning updates, and we are awaiting guidance from the state on what the updates need to be focused on. These updates will be made to the NW Local Plan that was developed for 2024-2027, and will be presented to the State Workforce Development Board (SWDB) on May 8th, so we have a very tight timeline to complete the updates, post for the required 15 days of public comment, and have the updates approved by the board. We will likely have to call a special Executive Committee meeting to approve the plan updates since the deadline does not align with any of our scheduled board meetings. Ted Piazza asked if there is anything the board can do to assist while we are waiting for the guidance. Jennifer noted that she is working on reviewing the current plan to see how it aligns with new Federal guidance as well as items brought up in the high-quality job discussions. She would like to have the board involved in the plan update process as much as possible, but the tight timeframe and not having the guidance yet makes it difficult to work ahead on updates and know what feedback is needed from the board and partners. Sabra Bledsoe noted that the “America’s Talent Strategy” document has been referenced as a part of the plan updates. Jennifer will share this document with the board, and asked for the board to let her know if there are any strong opinions or areas to address from the board’s perspective. Brad Hurley clarified that Jennifer is expected to present the plan updates on May 8th, but we have not received guidance or details on what is expected to be included in these updates. Staff confirmed that this is correct. John Penn Ridgeway asked where the plan modification guidance is coming from, and Jennifer said it is coming from the TN Department of Labor/Amy Maberry, SWDB Executive Director. Amy Maberry added that the state guidance has been delayed due to the Federal Department of Labor guidance/plan being released. She said she has been doing everything possible to make the guidance/required local plan updates as concise as possible. She noted that the biggest thing is these are plan modifications, not brand-new strategies and initiatives. Most of the questions that are typically included are required questions under WIOA that read more like compliance questions rather than strategic, but the State tries to add in strategic initiatives. State strategy has to come first before it goes out to the local areas and Amy hopes to get the local plan guidance out today or tomorrow. Jennifer thanked Amy for the information and noted that she will keep the board updated as the process progresses.

Other Business: Brad Hurley said he attended a tourism meeting recently, and there was a 1.5-hour presentation from the TN Department of Labor & Workforce Development on sector strategies that did not reference the local workforce boards but referenced industry task forces. He asked for more information about these task forces. Jennifer said that Sabra has been leading a hospitality and tourism task force for West TN and noted that the state wants to develop industry task forces related to TN’s high demand industries. Sabra said all grand divisions started with hospitality and tourism task forces, and if there’s something already existing for other sectors such as manufacturing or healthcare, they will try to partner with those. Sabra noted the goal is for the task forces to be very employer driven, and Jennifer noted that they have really tried to keep the West TN Hospitality & Tourism task force focused on the workforce side of tourism, since there are existing groups focused on other areas of tourism, so there is not a duplication of efforts. Staff said they are hoping to have some more direction and guidance on these taskforces soon and will share additional information as it is received.

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

Respectfully submitted,
Lana Burchfiel, Public Information Specialist

**Northwest Tennessee Workforce Board
March 10, 2026, 10:00 AM**

NW Development District / HRA
124 Weldon Drive
Martin, TN

[Join Zoom Meeting](#)
Meeting ID: 892 1630 3951
Passcode: 367640

Agenda

Welcome & Call to Order

Jimmy Williamson, Chair

Welcome new board members, Claudette McCullough, Sinova Silicon, LLC (Lake County), and Michael Turnbow, United Auto Workers Local 9025 (Henry County).

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

Approval of Minutes of December 2, 2025 Meeting (Vote Required) Pg. 3-4

Board Assessment & Certification Results

Tamera Fields Parsons, UTCIS Performance Consultant

Committee Reports & Action Items

American Job Center Committee Report Pg. 5-11

Rita Alexander, Chair

Executive Committee Report Pg. 12-22

Ted Piazza, Chair

Outreach and Opportunities Committee Report Pg. 23-32

Jon Dougherty, Chair

- State Eligible Training Provider List (ETPL) Program Renewal **(Vote Required)** Pg. 30
- New Program Application: TCAT Jackson: Information & Infrastructure Technology **(Vote Required)** Pg. 31-32

Executive Director Report

Jennifer Bane

- TCAT Northwest Industrial Maintenance Mechatronics Cost Increase **(Vote Required)** Pg. 33
- Certification Renewal of American Job Centers **(Vote Required)** Pg. 34-56
- State Workforce Development Board Report Pg. 57-60
 - Strategic Plan Updates

Future Meeting Dates & Upcoming Events

<i>Meeting / Event</i>	<i>Date and Time</i>	<i>Location</i>
CSP Proposals Due	March 31, 4:00 pm	procurement@tpma-inc.com
State Workforce Development Board Meeting	May 8, 10:30 am	Nashville / YouTube
Virtually Speaking Webinar	June 4, 9:00 am	Zoom
2026 Board Meeting Dates	10:00 am on Tuesday, June 9 th Sept. 15 th (annual) Dec. 1 st (with Southwest)	NW HRA/DD, Martin / Zoom

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

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
2/24/2026	Claudette McCullough	Lake	Sinova Silicon, LLC
6/3/2019	Jimmy Williamson -- BOARD CHAIR --	Dyer	Aztec Pest Control
7/2/2025	Loretta Mealer	Dyer	Auston Mealer's Resturant Equipment Services, LLC
2/24/2026	Michael Turnbow	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
11/25/2025	Derek Holyfield	Crockett	West TN Pharms, LLC
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
			Updated 02.24.26

Northwest Tennessee Workforce Board

December 2, 2025—11:00 am

West TN AgResearch Center, 605 Airways Blvd., Jackson, TN / Zoom

Minutes

Board Members Attending in Person: Jon Dougherty, Brad Hurley, Derek Holyfield, Lori Burdine, Ted Piazza, Sabra Bledsoe, Monica Heath; **Via Zoom:** John Penn Ridgeway, Rita Alexander, Landy Fuqua, AJ Belyew, Ira Sellars, Ashley Roberts, John Glad Castellaw, Rachel Cates

Local Elected Officials Attending via Zoom: Mayors Gary Reasons, Dale Hutcherson, Mark Ward

Staff and Contractors Attending in Person: Jennifer Bane, Gina Johnson, LeAnn Lundberg, Laura Speer, Ginger Powell, Ariel McGahey, Lana Burchfiel, Derrick Quinn, Asia Tatum, Terry Williams, Lana Wood, Maleia Evans, Holly Wood, Erica Nance (OSO); **Via Zoom:** James Starnes (OSO)

Other Guests Attending in Person: Tamera Parsons; **Via Zoom:** Amy Maberry (SWDB Executive Director), Georgena Wilson, Allison Parker, Heather Skelton (TDLWD), Chuck Marquis (TVA), Faye Waldrum (Performance Beauty Academy)

Welcome and Call to Order: Ted Piazza welcomed all members and guests to the meeting, and introduced new board member Derek Holyfield, Owner / Pharmacist with West TN Pharms. Ted then asked if there were any public comments. Hearing no public comments, he called the business meeting to order, acknowledged that a quorum was present, and reminded members to abstain from discussion and voting in the event of a conflict of interest.

Approval of Minutes: Ted Piazza presented the minutes of the 9/9/25 Board meeting for review.

- **MOTION:** A motion to approve the 9/9/25 Board minutes as presented was made by Brad Hurley and seconded by Lori Burdine. All were in favor and the motion carried.

Committee Reports and Action Items: All 11/4/25 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, highlighting the committee's decision to move to virtual meetings starting in February. There were no action items.

Executive Committee Report: Ted Piazza provided an overview of the attached report, highlighting a change in the Career Service Provider (CSP) procurement process to include an option to serve only as the employer of record for work experience participants. There were no action items.

Outreach and Opportunity Committee Report: Jon Dougherty provided an overview of the attached report, noting the committee received reports on Target Populations, Adult Education, Vocational Rehabilitation, Talent Pipelines, and the results of the Barber School 1 Appeal to the TN Department of Labor and Workforce Development (TDLWD). TDLWD upheld the local Board's decision not to add Barber School 1's programs to the local Eligible Training Provider List (ETPL). The following ETPL action items were presented for discussion and questions prior to voting.

- **ETPL Program Renewals:** The committee reviewed the attached list of three programs due for renewal for the Northwest (NW) Local ETPL and State ETPL, including corresponding labor market information and performance data. The committee recommends approving renewal of the attached programs as presented to the NW Local ETPL and State ETPL, including Dyersburg State's AAS-Health Sciences, Advanced Emergency Medical Technician Certificate, and Emergency Medical Technician Certification programs.
 - **MOTION:** A motion to approve the list of programs to the NW Local and State ETPLs as presented was made by Brad Hurley and seconded by Sabra Bledsoe. All were in favor and the motion carried.
- **New ETPL Program Application, TCAT Jackson-Electrical Vehicle Production Technology:** The committee reviewed the attached information for TCAT Jackson's Electric Production Technician program, recommended for addition to the local NW ETPL, including corresponding review of labor market information and performance data. This program is already approved for the State ETPL, and we have had some interest from NW area participants. The committee recommends approval of this program as presented for the NW Local ETPL. Brad Hurley inquired if the program was already approved by the Southwest Board, and Jennifer Bane stated that it is approved by Southwest.
 - **MOTION:** A motion to approve TCAT Jackson's Electrical Vehicle Production program for the NW ETPL as presented was made by Lori Burdine and seconded by Derek Holyfield. All were in favor and the motion carried.

ETPL Appeal Committee Report, Performance Beauty Academy: Ted Piazza provided an overview of the attached report on the appeal committee's actions to review the information utilized by the Outreach and Opportunities

Committee and the Northwest TN Workforce Board in making their decision to deny inclusion of the Cosmetology program on the Local ETPL. The Appeal Committee conducted a hearing on November 12, 2025 and heard from Ms. Faye Waldrum, Director of Education for Performance Beauty Academy. Ted noted that Ms. Waldrum made some compelling arguments, but that the primary reason the program was denied was due to the occupation not fitting within the Board's in-demand occupations criteria. Therefore, the consensus of the committee was to uphold the denial to add Performance Beauty Academy's Cosmetology Program to the local ETPL. The committee encouraged Performance Beauty Academy to apply to the Board again if there were a change in the policy that would include cosmetology. Additional opportunities, such as registered apprenticeships, were also discussed with Ms. Waldrum. Brad Hurley asked to confirm that any occupations considered part of the personal care occupations group would also be denied for that reason, and Ted confirmed that is correct. Ms. Waldrum with Performance Beauty Academy then gave a statement highlighting the importance of cosmetology careers to individuals and local communities, such as necessity of the services for individuals and healthcare facilities, flexible education and work environments, alignment with small business opportunities, and earnings potential. Ms. Waldrum stated that earnings are often underreported and may not include tips, thus hourly wage statistics are lower than actual hourly earnings. Brad Hurley stated that while Ms. Waldrum made great points and highlighted the importance of these careers, since the Board has denied another barber school based on the in-demand criteria, we need to be consistent by not approving this program. The Board could potentially revisit the in-demand list in the future, but the program does not fit within the board's current policy and should be denied. Ted added that the Board has very limited resources and that the denial is not saying there is no demand for these careers, but that the program does not meet the local priority / in-demand requirements set by the Board to maximize limited resources. Ted agreed with the need to be consistent. Sabra Bledsoe asked to confirm that the school was provided information about other funding opportunities such as apprenticeship, and Ted confirmed that they were. Ms. Waldrum said she has been approved as an apprenticeship program and as a training provider for the Vocational Rehabilitation program, but that registered apprenticeship requirements are often not feasible for training providers and small shop owners to meet. Ted thanked Ms. Waldrum and reported again that the consensus of the committee was to uphold the denial to add Performance Beauty Academy's Cosmetology Program to the local ETPL.

- **MOTION: A motion to uphold the denial to add Performance Beauty Academy's Cosmetology Program to the local NW ETPL as presented was made by Brad Hurley and seconded by Lori Burdine. All were in favor and the motion carried.**

Executive Director Report: Jennifer Bane provided the following reports:

- The State Workforce Development Board (SWDB) met before Thanksgiving, and the recording for that meeting is available on YouTube. There was a very interesting presentation on AI and jobs that may be most affected by the growth of AI. There was also a presentation on a partnership with the Federal Reserve regarding the benefits cliff and a pilot program in Northern Middle to integrate benefits cliff counseling into Tennessee's American Job Centers (AJCs). The pilot is tentatively scheduled to be expanded into all AJCs next summer. Governor Lee and Commissioner Thomas both talked about the new TN Works initiative that will be rolled out over the next few months to provide a central location for employer customers to find services through the AJCs and partners.
- An example conflict of interest form is included in the handouts. Forms are due back by the end of the month.
- Staff received notice of Incumbent Worker Training (IWT) funds becoming available and sent the information out to employers right before Thanksgiving. The deadline to apply is next week and all funds must be spent by June.
- The next Virtually Speaking Webinar is December 4th on the Big Beautiful Bill and what employers should know.

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

Ted Piazza adjourned the meeting for lunch and a strategic planning session with the Southwest Local Workforce Development Board.

Respectfully submitted, Lana Burchfiel, Public Information Specialist

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

The committee met virtually due to weather conditions on February 3, 2026, with 10 committee members, staff and contractors, and one guest attending. In addition to the reports below, the committee discussed the on-going board certification process.

American Job Center Services Report: One-Stop Operator (OSO), Erica Nance presented the attached AJC Services Report for October-December which details AJC traffic counts, visit reasons, customer survey results, and estimated results for the quarterly Key Performance Indicator (KPI) goals. The committee also reviewed the attached program highlights for this past quarter.

Career & Training Services Report: CSP Executive Director, Connie Stewart, presented the attached Training Services Report detailing cumulative enrollments as of December by service type and county, a breakdown of new Individual Training Account (ITA) enrollments by sector and provider, and total ITA investments by provider. Gibson County enrollments have increased slightly, primarily among youth, but Connie would like to see this number increase more. Total enrollments are on track to meet annual KPI goals.

Business Services Report: Deputy Director Ginger Powell presented the attached Business Services Report outlining cumulative On-the-Job Training (OJT) contracts and enrollments as of December, completion rates, and the number trained by sector. OJT enrollments have picked up some, and the cost per participant is increasing due to higher wages and greater reimbursements through Justice-Involved and other grants. There were no apprenticeship enrollments at the time of the report, but enrollments will be updated next quarter, and staff expect to fully expend the grant. The “Virtually Speaking” series continues to have strong attendance, and 56 Lightcast reports were provided for employers and community partners through December.

Labor Force Participation Rate (LFPR) Strategic Priorities— High Quality Jobs Recap: Jennifer Bane requested feedback on effective and innovative strategies the Board and AJCs can use to help employers create and support high-quality jobs. She reviewed notes and discussion highlights from the past two years and prepared the handout using both NW and SW minutes. Some action items have been addressed, and she asked the committee to review the list and let her know if any topics were missing, or if certain categories should be prioritized. Staff hope to be able to secure a speaker from EDA on the high-quality jobs criteria for a future Virtually Speaking webinar.

American Job Center Services

Customer Visits



TOP 5 REASONS FOR VISIT

1. Job Search/Resource Room
2. Unemployment Insurance
3. Job Search Assistance
4. Job Fair
5. Networking Event

2,523 Services Provided

Key Performance Indicator Results

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

PY25 Q2

47 / 65 (72.3%)
Approaching Target

Year to Date PY25

133 / 280 (48%)

Title I / Title III Co-Enrollments

PY25 Q2

56.8% / 90% (63.1%)
Off Target

Year to Date PY25

57% / 90% (63%)

Title III Wagner Peyser New Enrollments

PY25 Q2

416 / 319 (130%)
On Target

Year to Date PY25

832 / 1,277 (65%)

Labor Force Update for Northwest TN

109,299 ▲
Number in the Labor Force

105,350 ▲
Number Employed

3,949 ▼
Number Unemployed

3.6% ▼
Unemployment Rate December 2025

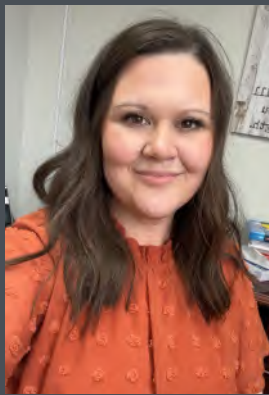
Program Highlights

American Job Centers



The Multi-Employer Job Fair held on October 2, 2025, at the American Job Center–Dyersburg was a successful collaborative effort by core partners and AJC staff. Thanks to coordinated outreach and partner engagement, the event attracted 243 job seekers. Planning and execution were handled efficiently, including the requirement for two forms of identification, which was completed smoothly with no complaints reported. Erica Nance, One-Stop Operator, noted, “It was truly a team effort, and I am incredibly proud of what we accomplished together.”

Training Services



Brittani Brown enrolled in GROWTH Academy last year feeling unsure of herself and lacking a clear sense of purpose, but the experience marked a turning point in how she viewed her potential. Through the online classes, she realized that her biggest obstacle wasn’t who she was, but how she thought, sharing, “I would count myself out before I would even begin.” As she learned to shift her mindset, Brittani began setting meaningful goals, including pursuing a career change, completing her undergraduate education, and building financial stability. Now working at a child advocacy center supporting children in traumatic situations, she discovered a calling to help others and enrolled at City Vision University to pursue a bachelor’s degree in Addiction Counseling. Brittani said, “What I’ve discovered about myself is that I can do hard things.”



High Schools
Participating



Students
Participating



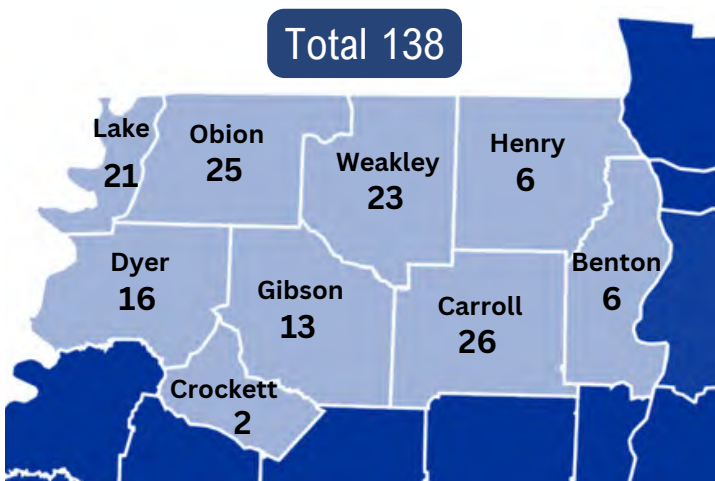
Employers
Participating

Manufacturing Day 2025 (MFG DAY) was celebrated on Friday, October 3, 2025 as part of a nationwide initiative to showcase modern manufacturing careers, with our local manufacturing tours occurring throughout the month to inspire students about the high-tech, innovative aspects of the industry. In Northwest TN, 22 area high schools toured 21 local manufacturing facilities who opened their doors to 1,061 students to continue building a pipeline for skilled workers and highlight manufacturing’s vital role in the economy.

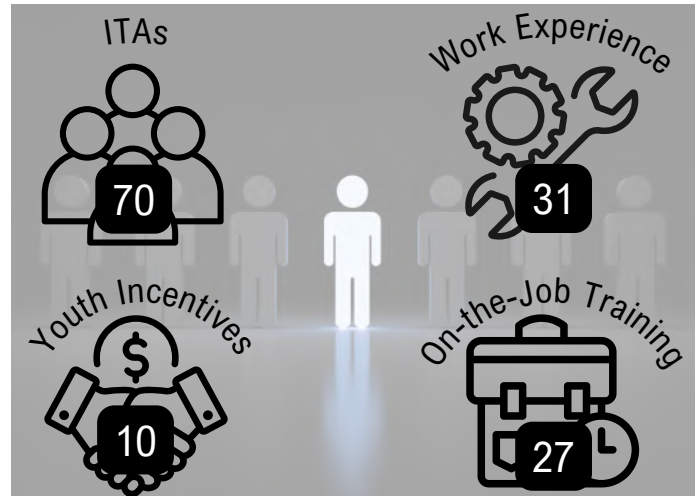


Training Services

Total Enrollments by County



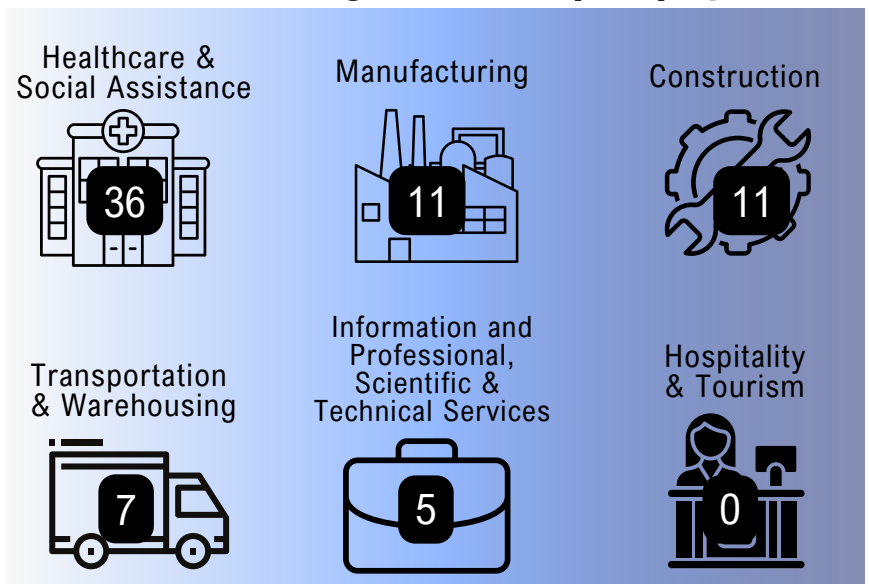
Total Enrollments by Service



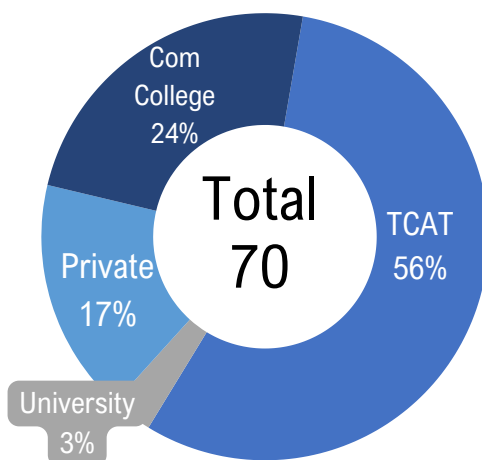
National Dislocated Worker Grant



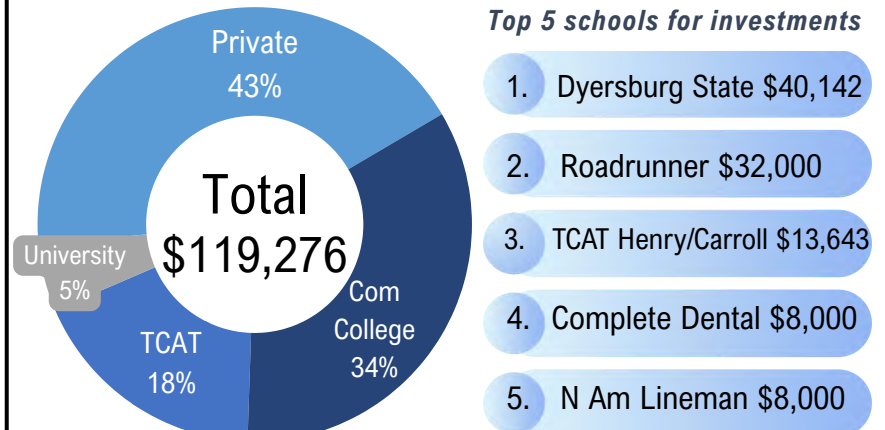
Individual Training Accounts (ITAs) By Sector



New ITAs by Provider Type

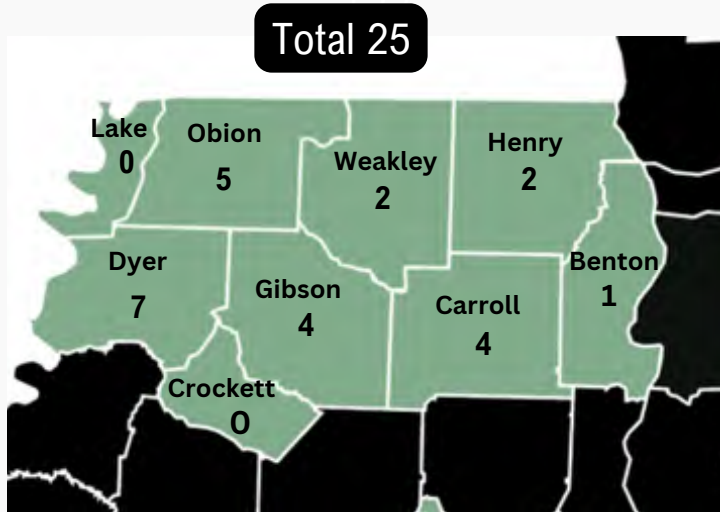


Total ITA Investment by Provider



Business Services

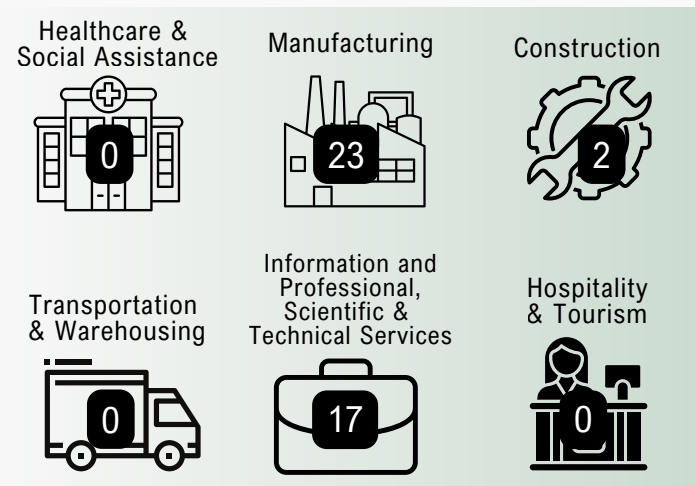
OJT Employers by County



On-the-Job Training Participants



Number Trained By Sector



Apprenticeship Grant



Virtually Speaking Webinars



- “Who is ALICE & Do They Work for You? Assessing the challenges of the asset limited, income constrained, but employed workforce in West Tennessee”

Number Attended: 82

- “The One Big Beautiful Bill: What it Means for Employers”

Number Attended: 95

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



56
Reports
Produced



Economy Reviews



Education Reports



Industry Reports



Occupation Reports

Recruitment and Hiring

Actively recruit a diverse pool of applicants. Implement skills based hiring that only requires the education, credentials, and experience needed to do the job. Be intentional about onboarding and retaining workers.

- *Applicants and existing employees failing drug screens. Vaping noted as a particular concern since individuals may not realize it can cause a failed drug screen.
- *Can be difficult to recruit, hire, and train (e.g. safety) non-English speakers.
- *Flexibility in hiring justice-involved individuals.
- *Addressing the benefits cliff (loss of benefits due to income).

Action Items

- *A webinar for jobseekers and maybe high school students was noted as a possible way to educate individuals on drug screening.*
- *Outreach for Veterans.*
- *Education on financial abuse / scamming of elders.*
- *Partner with Vocational Rehabilitation to serve individuals with disabilities.*

Benefits

Seek workers' input on needed and desired benefits, such as paid leave, health insurance, and a retirement plan. Provide them and encourage their use.

- *Incentives for attendance; bonuses for job performance.
- *Assistance with transportation and childcare barriers.
- *Work-life balance / flexibility in work hours such as accommodating slight changes to allow time for children to be dropped off at school, longer hours and fewer days per week, or remote work.
- *Healthcare and retirement benefits are of high importance. Small and medium size employers may need assistance.
- *Communication, workplace culture, and staff onboarding are key.

Action Items

- *Assist with filling / backfilling positions.*
- *Continued work with youth and young adults to promote career opportunities.*
- *Assist employers with connections to training providers to facilitate specialized training.*
- *Obtain / provide data on why individuals aren't participating in the workforce to be able to better address those issues.*
- *Education / training for employers on retirement plans for employees.*
- *Offer pre-hire workshops for employers.*

Job Security & Working Conditions

Ensure a safe, healthy, and accessible workplace and offer job security. Minimize temporary or contractor labor solutions, using such workers mainly to adjust for short-term needs. Assess and schedule hours that are adequate and predictable.

- *Workplace regulations change rapidly, so being kept up to date on policy changes is very important.

Action Items

- *Possible future Virtually Speaking webinar topics:*
 - *TOSHA or other workplace regulations divisions on any recent updates and requirements.*
 - *Health insurance compliance.*
 - *Helping employees understand the W-4 / tax withholdings.*
 - *Salary requirements for exempt employees.*
 - *I-9 and E-Verify compliance.*

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.

- *See Organizational Culture below.

Organizational Culture

Demonstrate through explicit behaviors and norms of leadership that all workers belong, are valued, and contribute meaningfully to the organization. Assess workers' engagement and feelings of respect.

- *Developing effective recognition programs such as leadership training, recognition on social media for work anniversaries, birthdays, etc.
- *Direct communication with senior leadership, meeting with employees individually and asking the right questions to gather feedback, and learning what your employees want via surveys.
- *Analyze the data and implement change based on results. Utilizing a third party can help staff feel more comfortable sharing their opinions and can bring a fresh perspective to recommend changes.
- *Giving employees the opportunity to be innovative and make 'good mistakes.'
- *Offering employee resource programs.
- *Workplace engagement and support such as care funds that employees can contribute to assist employees when they are struggling.
- *Community engagement and support such company matched funds to help stock care closets in local schools, hosting Christmas parties for special needs students, partnering with other area employers to host community events such as softball tournaments to foster community involvement and raise money for charity.
- *Focusing on company culture during the hiring process.

Action Items

- *Better define what business services can do, identify business needs, and which services to focus on when speaking to employers.*
- *Seek additional grant opportunities and options for help in writing grant applications.*

Pay

Provide an equitable living wage to all workers and ensure fair compensation practices.

- *Wage fluctuation overall is slowing down, but pay is still often a reason for employees leaving.
- *Turnover also seems to be declining and retention increasing in general. Still competition among licensed / skilled positions.
- *It is hard for smaller businesses to sometimes compete with wages of larger companies.
- *Apprenticeships can help employees see wage progression through training.
- *It can be difficult to get younger workers to understand that the dollar amount of pay isn't their entire package, so they may be more likely to leave for a higher hourly pay rate even when it might not be in their best interest due to benefits.
- *Inflation causes people to focus mostly on pay/week-to-week rather than benefits/long-term.

Action Items

- *Continue providing wage reports for comparisons.*
- *Defining a living wage - utilizing ALICE data from United Way.*

Skills & Career Advancement

Provide opportunities and tools for workers' self-realization and advancement in their current jobs, within the organization, and outside it.

- *Cross training current employees; resources such as time and funding are a challenge.
- *Additional pay for employees who provide cross-training.
- *Upskilling current workforce, including partnering with Upskill Midsouth for training.
- *Lack of space can be a hinderance for offering training for employees.
- *Funding for employees to complete external training would be helpful.
- *Recruiting and hiring current students.
- *Internal promotions.

Action Items

- *Continue Virtually Speaking Webinar series, especially on new information / changes, such as new labor laws, unemployment system changes, etc.*
- *Helpful if state UI staff could come on-site and help all employees create accounts on the new system.*

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

The committee met virtually due to weather conditions on February 3, 2026, with 7 committee members, staff and contractors, and 3 guests attending.

Facilities and Technology Update: LeAnn Lundberg, Director of Facilities and Technology, reported that the state picked up the surplus inventory in November. Vocational Rehabilitation has completed their move into the Dyersburg AJC building. She also noted that staff are reviewing a possible issue with one of the heating units at that location. Jennifer Bane reported a request from Manpower to place staff in some centers, starting with Dyersburg and shared concerns about Manpower's limited budget and the potential appearance of a conflict of interest. The committee recommended denying the request, noting that allowing Manpower space could appear as favoritism given the number of other temporary agencies and employers in our area.

Performance & Compliance: No formal complaints have been received, and the attached Monitoring Status Report was reviewed, noting no concerning findings. Staff noted that we are still waiting for the final report from Data Validation that was held in September. The attached estimated performance reports were also reviewed. Since the committee met, quarterly performance score cards have been received from the state and are included in the attached meeting materials. NW is below 90% to be considered passing our goal for one measure- Youth Employment 2nd quarter after exit. Current predictive reports show us passing this measure by the end of the program year. Staff will continue to monitor attainment and work to improve this measure.

Budget & Administration: Director of Finance & Administrative Services, Gina Johnson, presented the attached Financial Status Report detailing expenditure and obligation rates as of December, as well as fiscal performance results for the minimum participant cost rate (MPCR), Youth Work Experience expenditures, and In-School Youth (ISY) expenditures. We are about 46% expended for Title I Operating Budget and 28% expended for Participant Budget. PY25 In-School Youth spending is at 71.2%, exceeding the 50% threshold. Staff will continue to add participants to the Out-of-School Youth program to balance the measure prior to the grant ending in June 2027. A detailed Title I budget and expenditure breakdown is also included in the handouts.

Program Oversight: Ariel McGahey, Director of Operations, noted that staff are working on the six-month monitoring reports for the Career Services Provider and One Stop Operator contractors for July-December 2025, and it will be shared with the committee at the next meeting. There are no major concerns with either contractor at this time.

Career Services Provider (CSP) Procurement: Jennifer Bane reported that staff are working with TPMA on the procurement process, with the request for proposals (RFP) released January 30th. Questions were due by February 16th, and proposals are due by March 31st. The RFP includes three components: Title I Adult and Dislocated Worker Career Services Provider, Title I Youth Career Services Provider, and Work Experience Employer of Record. Applicants may apply for one, two, or all three components. The only identified issue with Dyersburg State Community College as our current Career Services Provider is that payroll is monthly for work experience participants, while many programs would benefit from weekly or bi-weekly payments. Staff revised the questions in the RFP to hopefully get more information from bidders with specific details of how they will provide services, while maintaining required state policies. Ted Piazza noted concerns about potential issues related to AI use in RFP responses. TPMA will make a recommendation at the next committee meeting.

NORTHWEST TN WORKFORCE BOARD MONITORING STATUS REPORT

Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Corrective Action Needed	Letter Mailed:
REAP					
2505-2507-MULTI-61-1350626 Amteck John Dougherty, License Manager 1387 New Circle Road Suite 130 Lexington, KY 40505 JDougherty@Amteck.com (859)551-3336	05-01-25 to 07-31-25		\$25,000.00	\$19,198.55	Letter Mailed: 10-06-25
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@mchra.com (615) 850-3907	One-Stop Operator Services:	Expires: 06-30-26		Invoices Checked Monthly per Executive Director	

NORTHWEST TN WORKFORCE BOARD MONITORING STATUS REPORT

OJT

Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Corrective Action Needed	Letter Mailed:
2510-2610-OJT-62-0916675 Traf-Mark Industries, LLC 12575 Lexington Street Huntingdon, TN 38344 Mark Hartmann - Outsource HR or Mike Tabor Authorized Signatory (731) 986-9035 mhartman@gulfingt.com or mike@traf- mark.com	On-the-Job Training: 10-27-25 to 10-01-26	Scheduled: 11-11-25	Phone Interview: 11-11-25 Fiscal:	N/A	Letter Mailed:
2507-2607-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: 07-30-25 to 07-29-26	Scheduled: 11-04-25	Phone Interview: 11-04-25 Fiscal:	N/A	Letter Mailed:
2507-2609-OJT-81-0970339 Performance Heating and Cooling, Inc. Attn: Michelle Alexander, President 3096 Kefauver Drive Milan, TN 38358 (731) 613- 1500 michelle.performance@gmail.com	On-the-Job Training: 07-14-25 to 07-07-26	Scheduled: 11-04-25	Phone Interview: 11-04-25 Fiscal:	N/A	Letter Mailed:

NORTHWEST TN WORKFORCE BOARD MONITORING STATUS REPORT

OJT

Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Corrective Action Needed	Letter Mailed:
2507-2607-OJT-62-6000282 City of Dyersburg Mayor John Holden/ Sue Teague 425 West Court Street Dyersburg, TN 38024 (731) 288-7607 stegue@dyersburgtn.gov	On-the-Job Training: 07-02-25 to 07-01-26	Scheduled: 08-21-2025	Phone Interview: 08-21-25 Fiscal: 12-15-25	Programmatic: Invoice due by the 20th of the month following payroll	Letter Mailed: 12-15--25
2505-2511-OJT-61-1350626 Amteck John Dougherty, License Manager 1387 New Circle Road Suite 130 Lexington, KY 40505 JDougherty@Amteck.com (859)551-3336	On-the-Job Training: 05-29-25 to 11-01-25	Scheduled: 08-18-25	Phone Interview: 08-18-25 Fiscal: 01-07-26	Programmatic: Invoice due by the 20th of the month following payroll	Letter Mailed: 01-07-26
2503-2511-OJT-26-2726861 Discovery Park of America Attn: Lisa Love, HR Director 830 Everett Blvd. Union City, TN 38261 (731) 885-5455 llove@discoveryparkofamerica.com	On-the-Job Training: 03-04-25 to 11-01-25	Scheduled:	Phone Interview: Fiscal:	N/A	No One On Contract
2501-2512-OJT-99-2482641 Miles Industrial Services Attn: Scott Miles (731) 665-0010 scottmiles@milesindustrial.net 103 North Trenton Street Rutherford, TN 38369	On-the-Job Training: 01-29-25 to 12-21-25	Scheduled:	Phone Interview: Fiscal:	N/A	No One On Contract

NORTHWEST TN WORKFORCE BOARD MONITORING STATUS REPORT

OJT

Subcontractor	Purpose of Subcontract	Scheduled	Date of Review (s)	Corrective Action Needed	Letter Mailed:
2412-2510-OJT-62-0881105 Titan Thermal Allison Grooms 2050 Kefauver Drive Milan, TN 38358 (731) 267-8899 agrooms@titan-thermal.us	On-the-Job Training: 12-02-24 to 10-01-25	Scheduled:	Phone Interview: Fiscal:	N/A	NO Formula Funds spent on this grant. Re- Entry Participant's enrolled: Jesse Gaspen, Jonathan Hughes, Benjamin Lindsey, and Mark West

PY25 Q2 WIOA Core Performance Measures	Tennessee						
Adult Measures	Pass/Fail		Pass	Dislocated Worker	Pass/Fail		Pass
	Negotiated	Actual	% of Goal		Negotiated	Actual	% of Goal
Exiters	NA	3,440	NA	Exiters	NA	793	NA
Participants Served	NA	7,318	NA	Participants Served	NA	1,332	NA
EER 2nd Qtr after exit	84.1%	78.7%	93.6%	EER 2nd Qtr after exit	85.0%	83.5%	98.2%
EER 4th Qtr after exit	83.0%	78.7%	94.8%	EER 4th Qtr after exit	84.0%	82.3%	98.0%
Med. Earnings	\$ 8,000	\$ 7,829	97.9%	Med. Earnings	\$ 8,749	\$ 9,796	112.0%
Cred. Attainment	72.9%	72.6%	99.6%	Cred. Attainment	70.4%	75.5%	107.2%
MSG	72.8%	74.7%	102.6%	MSG	74.4%	74.2%	99.7%
Youth	Pass/Fail		Pass	Wagner-Peyser	Pass/Fail		Pass
	Negotiated	Actual	% of Goal		Negotiated	Actual	% of Goal
Exiters	NA	1,698	NA	Exiters	NA	49,795	NA
Participants Served	NA	3,755	NA	Participants Served	NA	52,596	NA
EER 2nd Qtr after exit	83.0%	77.4%	93.3%	EER 2nd Qtr after exit	68.0%	66.7%	98.1%
EER 4th Qtr after exit	82.0%	79.4%	96.8%	EER 4th Qtr after exit	66.0%	66.5%	100.8%
Med. Earnings	\$ 5,548	\$ 5,266	94.9%	Med. Earnings	\$ 6,900	\$ 7,065	102.4%
Cred. Attainment	65.0%	67.7%	104.2%				
MSG	60.8%	54.7%	89.97%				
Reporting Cohort Dates							
Number Served (Participant)	1/01/25 to 12/31/25			Median Earnings Second Quarter After Exit		1/01/24 to 12/31/24	
Number Exited (Participant)	10/01/24 to 9/30/25			Credential Attainment Rate		7/01/23 to 6/30/24	
Employment Rate Second Quarter After Exit	1/01/24 to 12/31/24			Measurable Skill Gains (not exit based)		1/01/25 to 12/31/25	
Employment Rate Fourth Quarter After Exit	7/01/23 to 6/30/24			https://www.dol.gov/agencies/eta/advisories/tegl-10-16-change-3			

PY25 Q2 WIOA Core Performance Measures	West Tennessee Region								
	47130 Greater Memphis			47145 Northwest Tennessee			47160 Southwest Tennessee		
Adult Measures	Pass/Fail		Fail	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual		Negotiated	Actual	% of Goal
Exiters	NA	740	NA	NA	188	NA	NA	52	NA
Participants Served	NA	1938	NA	NA	292	NA	NA	246	NA
EER 2nd Qtr after exit	88.50%	73.2%	83%	94.20%	92.10%	98%	81.90%	93.1%	113.7%
EER 4th Qtr after exit	90.00%	75.2%	84%	87.10%	91.30%	105%	77.70%	82.3%	106%
Med. Earnings	\$ 8,177	\$ 7,614	93%	\$ 9,000	\$ 8,911	99%	\$ 7,597	\$ 8,860	117%
Cred. Attainment	64.20%	79.1%	123.2%	79.60%	78.70%	99%	69.80%	85.7%	123%
MSG	79.00%	73.3%	93%	80.10%	89.80%	112%	84.20%	85.8%	102%
Dislocated Worker	Pass/Fail		Fail	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual		Negotiated	Actual	% of Goal
Exiters	NA	145	NA	NA	11	NA	NA	10	NA
Participants Served	NA	288	NA	NA	18	NA	NA	20	NA
EER 2nd Qtr after exit	88.50%	76.8%	87%	86.40%	100.00%	116%	87.50%	85.70%	98%
EER 4th Qtr after exit	88.10%	81.0%	92%	79.20%	89.50%	113%	84.40%	100.00%	118%
Med. Earnings	\$ 8,076	\$ 7,830	97%	\$ 8,700	\$ 8,637	99%	\$ 8,356	\$ 10,076	121%
Cred. Attainment	64.30%	75.8%	117.9%	71.30%	78.60%	110%	71.50%	80.00%	111.9%
MSG	80.40%	70.9%	88%	90.60%	94.40%	104%	76.70%	78.60%	102.5%
Youth	Pass/Fail		Fail	Pass/Fail		Fail	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	NA	429	NA	NA	31	NA	NA	27	NA
Participants Served	NA	1421	NA	NA	93	NA	NA	62	NA
EER 2nd Qtr after exit	87.50%	72.7%	83%	88.50%	77.90%	88%	85.60%	66.70%	78%
EER 4th Qtr after exit	84.50%	74.6%	88%	81.10%	82.10%	101%	80.10%	77.10%	96%
Med. Earnings	\$ 5,725	\$ 4,725	83%	\$ 4,209	\$ 3,939	94%	\$ 4,969	\$ 3,774	76%
Cred. Attainment	50.40%	61.2%	121.4%	71.40%	87.50%	123%	60.80%	70.80%	116.4%
MSG	49.90%	29.0%	58.1%	77.80%	81.50%	105%	69.90%	73.30%	105%

PY25 Q2 WIOA Core Performance Measures	Middle Tennessee Region								
	47140 Northern Middle			47155 Southern Middle			47165 Upper Cumberland		
Adult Measures	Pass/Fail		Pass	Pass/Fail		Fail	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	NA	869	NA	NA	116	NA	NA	267	NA
Participants Served	NA	2241	NA	NA	244	NA	NA	621	NA
EER 2nd Qtr after exit	85.00%	78.40%	92.2%	88.50%	75.50%	85.3%	84.10%	84.90%	101.0%
EER 4th Qtr after exit	84.50%	83.60%	98.9%	86.80%	77.90%	89.7%	80.00%	83.20%	104.0%
Med. Earnings	\$ 8,600	\$ 9,363	108.9%	\$ 8,650	\$ 8,237	95.2%	\$ 8,300	\$ 7,485	90.2%
Cred. Attainment	75.00%	76.70%	102.3%	80.00%	77.40%	96.8%	72.50%	74.90%	103.3%
MSG	73.50%	73.50%	100.0%	61.00%	70.20%	115.1%	66.00%	74.60%	113.0%
Dislocated Worker	Pass/Fail		Pass	Pass/Fail		Fail	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	NA	412	NA	NA	59	NA	NA	33	NA
Participants Served	NA	664	NA	NA	90	NA	NA	62	NA
EER 2nd Qtr after exit	87.00%	89.30%	102.6%	84.40%	70.70%	83.8%	82.00%	83.60%	102.0%
EER 4th Qtr after exit	86.50%	85.80%	99.2%	82.70%	76.30%	92.3%	82.50%	80.40%	97.5%
Med. Earnings	\$ 10,600	\$ 11,967	112.9%	\$ 8,749	\$ 8,722	99.7%	\$ 8,350	\$ 7,704	92.3%
Cred. Attainment	69.60%	75.90%	109.1%	73.80%	77.80%	105.4%	72.20%	76.90%	106.5%
MSG	74.40%	86.30%	116.0%	65.00%	61.90%	95.2%	63.00%	64.30%	102.1%
Youth	Pass/Fail		Fail	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	NA	451	NA	NA	113	NA	NA	102	NA
Participants Served	NA	904	NA	NA	190	NA	NA	246	NA
EER 2nd Qtr after exit	88.00%	83.00%	94.3%	82.90%	74.30%	89.6%	78.00%	81.20%	104.1%
EER 4th Qtr after exit	85.80%	83.20%	97.0%	81.30%	78.30%	96.3%	82.50%	87.30%	105.8%
Med. Earnings	\$ 6,200	\$ 5,351	86.3%	\$ 6,034	\$ 5,943	98.5%	\$ 5,850	\$ 6,266	107.1%
Cred. Attainment	75.80%	78.00%	102.9%	75.00%	76.00%	101.3%	60.00%	64.20%	107.0%
MSG	62.00%	70.50%	113.7%	53.00%	61.70%	116.4%	61.50%	64.80%	105.4%

PY25 Q2 WIOA Core Performance Measures	East Tennessee Region								
	47125 East Tennessee			47135 Northeast Tennessee			47150 Southeast Tennessee		
Adult Measures	Pass/Fail		Fail	Pass/Fail		Pass	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	NA	785	NA	NA	165	NA	NA	256	NA
Participants Served	NA	1102	NA	NA	319	NA	NA	313	NA
EER 2nd Qtr after exit	83.40%	79.90%	95.8%	86.50%	79.70%	92.1%	86.30%	71.40%	82.7%
EER 4th Qtr after exit	81.20%	76.90%	94.7%	90.00%	82.70%	91.9%	87.60%	70.90%	80.9%
Med. Earnings	\$ 8,054	\$ 6,777	84.1%	\$ 8,500	\$ 7,893	92.9%	\$ 8,573	\$ 6,247	72.9%
Cred. Attainment	70.70%	67.70%	95.8%	80.00%	77.60%	97.0%	83.30%	60.10%	72.1%
MSG	75.60%	70.60%	93.4%	69.00%	83.10%	120.4%	62.70%	54.50%	86.9%
Dislocated Worker	Pass/Fail		Fail	Pass/Fail		Fail	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	NA	63	NA	NA	27	NA	NA	33	NA
Participants Served	NA	110	NA	NA	35	NA	NA	45	NA
EER 2nd Qtr after exit	81.90%	82.50%	100.7%	86.00%	86.80%	100.9%	85.60%	91.30%	106.7%
EER 4th Qtr after exit	86.10%	79.50%	92.3%	82.20%	85.20%	103.6%	83.80%	86.50%	103.2%
Med. Earnings	\$ 8,940	\$ 8,617	96.4%	\$ 7,850	\$ 10,557	134.5%	\$ 8,956	\$ 9,316	104.0%
Cred. Attainment	87.80%	74.40%	84.7%	87.00%	66.70%	76.7%	78.80%	73.30%	93.0%
MSG	85.80%	70.00%	81.6%	71.50%	82.40%	115.2%	74.50%	57.70%	77.4%
Youth	Pass/Fail		Fail	Pass/Fail		Pass	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters	NA	280	NA	NA	#REF!	NA	NA	164	NA
Participants Served	NA	428	NA	NA	101	NA	NA	210	NA
EER 2nd Qtr after exit	81.30%	75.70%	93.1%	87.50%	78.00%	89.1%	83.30%	76.40%	91.7%
EER 4th Qtr after exit	83.90%	79.80%	95.1%	86.50%	79.60%	92.0%	81.30%	75.50%	92.9%
Med. Earnings	\$ 6,842	\$ 5,200	76.0%	\$ 5,000	\$ 5,813	116.3%	\$ 6,918	\$ 5,683	82.1%
Cred. Attainment	68.70%	64.60%	94.0%	61.30%	74.30%	121.2%	73.20%	53.40%	73.0%
MSG	72.80%	72.30%	99.3%	65.00%	66.20%	101.8%	57.10%	61.70%	108.1%

Performance & Fiscal

On Target

Approaching Target

Off Target

Employment Rate 2nd Quarter After Exit

Adult

91.1%

Goal 94.2%

Dislocated Worker

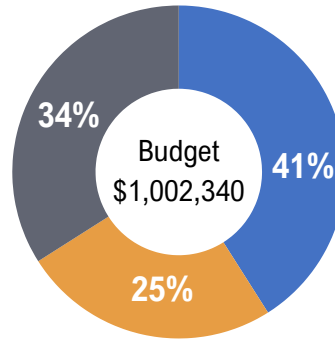
100.0%

Goal 86.4%

Youth

77.9%

Goal 88.5%



Adult

Expended **\$413,583**

Obligated **\$244,374**

Balance **\$344,383**

Employment Rate 4th Quarter After Exit

Adult

89.1%

Goal 87.1%

Dislocated Worker

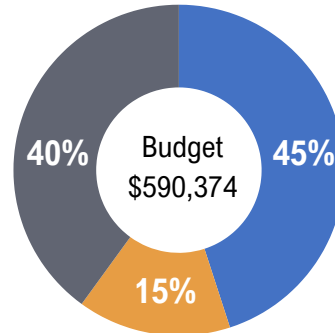
89.5%

Goal 79.2%

Youth

80.4%

Goal 81.1%



Dislocated Worker

Expended **\$265,028**

Obligated **\$88,553**

Balance **\$236,793**

Median Earnings 2nd Quarter After Exit

Adult

\$8,904

Goal \$9,000

Dislocated Worker

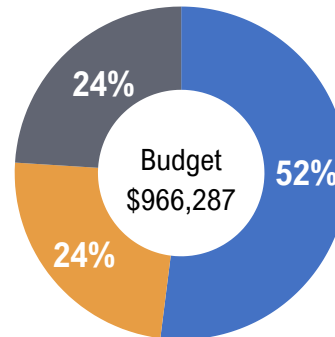
\$8,637

Goal \$8,700

Youth

\$3,939

Goal \$4,209



Youth

Expended **\$500,308**

Obligated **\$232,543**

Balance **\$233,436**

Credential Attainment Within 4 Quarters After Exit

Adult

78.7%

Goal 79.6%

Dislocated Worker

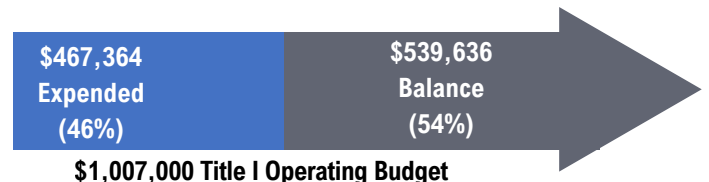
78.6%

Goal 71.3%

Youth

87.5%

Goal 71.4%



Measurable Skills Gain

Adult

77.4%

Goal 80.1%

Dislocated Worker

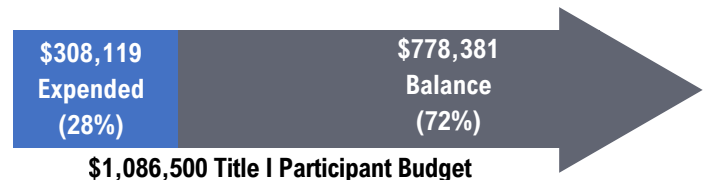
94.4%

Goal 90.6%

Youth

78.5%

Goal 77.8%



**Northwest PY 2025 Budget - Revised July 2025
vs. YTD Expenditures as of 12/31/25**

	Budget	July - Sept. 2025	Percentage of Budget	Oct. - Dec. 2025	Percentage of Budget	PY 25 YTD Total	Percentage of Budget
Administrative Budget (all grants)	\$ 408,376.36	\$ 102,727.30	25%	\$ 95,494.01	23%	\$ 198,221.31	49%
Formula Participant Budget	\$ 1,086,504.77	\$ 116,196.31	11%	\$ 191,923.10	18%	\$ 308,119.41	28%
Participant YTD = 39.73%							
Operating Budget	\$ 1,014,095.00	\$ 253,523.75	25%	\$ 253,523.75	25%	\$ 1,014,095.00	100%
IFA Expenses (including OSO)	\$ 86,695.00	\$ 21,841.32	25%	\$ 31,399.38	36%	\$ 53,240.70	61%
Career Service Provider (w/o DWG)	\$ 544,000.00	\$ 95,683.09	18%	\$ 142,598.99	26%	\$ 238,282.08	44%
Board / Fiscal Agent Expenses	\$ 383,400.00	\$ 91,430.90	24%	\$ 84,410.45	22%	\$ 175,841.35	46%
Total Operating Expenses	\$ 1,014,095.00	\$ 208,955.31	21%	\$ 258,408.82	25%	\$ 467,364.13	46%
<i>Remaining Balance</i>	\$ -	\$ 44,568.44	4%	\$ (4,885.07)	0%	\$ 546,730.87	54%
Operations YTD = 60.27%							
Adult & DW Part. & Program	\$ 1,426,262.30	\$ 245,155.38	17%	\$ 330,288.35	23%	\$ 575,443.73	40%
Youth Part. & Program	\$ 667,247.54	\$ 79,996.24	12%	\$ 120,043.57	18%	\$ 200,039.81	30%
Total Part. & Program	\$ 2,093,509.84	\$ 325,151.62	16%	\$ 450,331.92	22%	\$ 775,483.54	37%
<i>Remaining Balance</i>	\$ -	\$ 1,768,358.22	84%	\$ 1,318,026.30	63%	\$ 1,318,026.30	63%
Adult & DW Program Only	\$ 800,618.76	\$ 163,790.46	20%	\$ 207,664.17	26%	\$ 371,454.63	46%
Youth Program Only	\$ 206,386.31	\$ 45,164.85	22%	\$ 50,744.65	25%	\$ 95,909.50	46%
Total Program	\$ 1,007,005.07	\$ 208,955.31	21%	\$ 258,408.82	26%	\$ 467,364.13	46%
<i>Remaining Balance</i>	\$ -	\$ 798,049.76	79%	\$ 539,640.94	54%	\$ 539,640.94	54%

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

The committee met virtually due to weather conditions on February 3, 2026, with 9 committee members and staff and contractors attending. In addition to the reports below, the committee also discussed the Labor Force Participation Rate strategic priorities and the on-going board certification process.

Target Populations Report: Connie Stewart reported that the TN Youth Employment Program (TYEP) has been going well, and we should be able to fully expend all current funds. We have been notified that we will receive additional TYEP funds soon that must be spent by June 30th. Connie has a waiting list of students interested in TYEP, so she hopes to be able to quickly allocate the additional funds. The committee asked about the new TYEP funding period, which ends on June 30. Additional funds will be available after July 1, though future allocation amounts beyond June are unknown at this time

- **Adult Education (AE) Report:** No report. Staff shared that AJ Belyew announced they are starting their 2nd cohort for the 19-week CVS Pharmacy Technician pre-apprenticeship program. Once completed, participants will have the opportunity to interview with CVS. AJC staff are working with this program to identify employers who are hiring pharmacy techs to help the completed participants find employment if they are not hired by CVS.
- **Vocational Rehabilitation (VR) Report:** Ashley Roberts reported a counselor vacancy in Carroll County.

Talent Pipelines Report: The committee reviewed the attached Talent Pipelines report detailing career exploration and Talent Pipelines efforts and programs. As of December 30th, there was a total of 386/350 GROWWTH enrollments. GROWWTH will end in October 2026, but staff are continuing to enroll new participants and assist existing participants in reaching their goals. There have been a total of 169/188 TYEP enrollments. The TRANSFR VR simulations included 330 active explorers. Career Exploration Events included 463 students participating in these events, with additional events scheduled in the coming months. The Rural Health Initiative grant had 62/92 Enrollments. The grant includes some OJT, apprenticeships, and some individual training-- all supporting health care careers. We have a lot of the funding obligated, so expenditures will continue to increase as invoices are received and staff expect to fully expend the grant by the June 30th deadline. The Justice-Involved grant numbers will go up since we have some upcoming classes in local jails, including one in Dyer County and two in Crockett County, who has not participated in past grants. Jennifer Bane mentioned that we will be applying for additional Rural Healthcare funds for the program year beginning July 1, 2026. She also clarified that the listed TYEP expenditures and budget do not include the new money coming.

State ETPL Appeal Results: Jennifer Bane reported that at the last committee meeting it was mentioned that Barber School I was appealing the denial of their program for the NW ETPL and removal from the SW ETPL. There was an option for them to appeal the committee's decision through an appeal officer, which is detailed in the attached letter. This hearing was the final appeal option for Barber School I. Final findings show the provider failed to establish the business was improperly removed from the SW ETPL and not properly added to the NW ETPL and the boards' decisions were upheld.

Eligible Training Provider List (ETPL) Report:

Program Renewals-NW Local ETPL: The committee reviewed the attached list of one program due for renewal for the State ETPL, including corresponding labor market information and performance data. The committee recommends approving renewal of the TCAT NW Farming Operations Technology Program as presented to the State ETPL (VOTE REQUIRED).

New Program Application- TCAT Jackson- Information & Infrastructure Technology: The committee reviewed the attached application for TCAT Jackson's Information & Infrastructure Technology, recommended for addition to the local NW ETPL, including corresponding labor market information and performance data. This program is already approved for the State ETPL, and we have had some interest from NW area participants. The committee recommends approval of this program as presented for the NW Local ETPL (VOTE REQUIRED).

Talent Pipelines

GROWTH

GROWING RELATIONAL AND OCCUPATIONAL WEALTH IN WEST TENNESSEE HOUSEHOLDS



**Number
Enrolled to Date:**
386 / 350

Tennessee Youth Employment Program



169 / 188
New Enrollments

\$230,665 / \$390,889
Expended

TRANSFR Virtual Reality Headsets

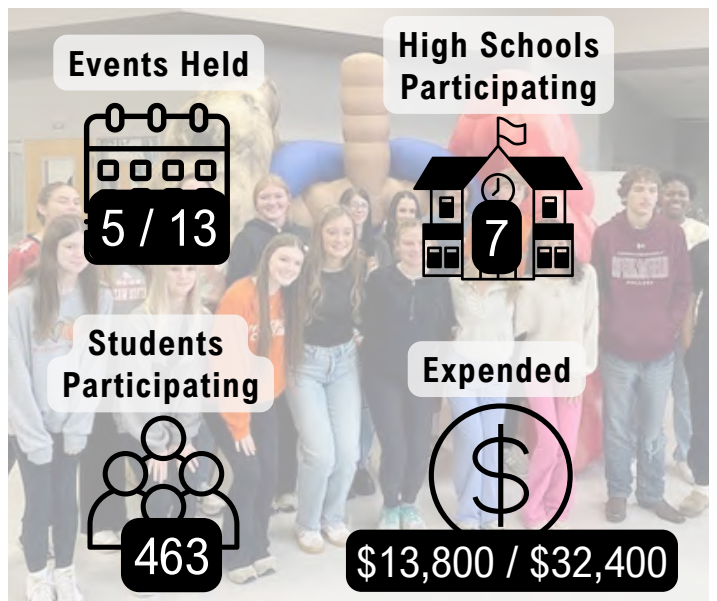


5
High Schools/
Organizations
Participating

330 / 225
Active Explorers

402
Careers Explored

Career Exploration Events



Justice Involved Individuals

24 / 35
Individuals Served
\$21,886 /
\$127,500
Expended



Rural Health Workforce Initiative



62 / 92
Enrollments

\$29,916 / \$225,000
Expended

December 18, 2025

Provider: Lamar Hobson
Barber School 1 Inc.
77 Carriage House Drive
Jackson, TN 38301

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

DECISION OF THE HEARING OFFICER

PROCEDURAL HISTORY

On or about September 12, 2024, the Northwest TN Workforce Development Board (hereinafter referred to as “the NW Board”) voted not to approve Barber School 1’s programs for the local Eligible Training Provider List (hereinafter referred to as “ETPL”). On or about September 23, 2024, Barber School 1 filed an appeal, and an appeal committee was formed to address the appeal. On December 3, 2024, the appeal committee recommended that the NW Board’s decision be upheld.

On or about December 5, 2024, the Southwest TN Workforce Development Board (hereinafter referred to as “the SW Board”) voted to remove Barber School 1’s programs from the local ETPL. The programs were approved to stay on the State ETPL. On or about December 6, 2024, Barber School 1 filed an appeal of the decision, and an appeal committee was formed to address the appeal. On or about March 13, 2025, the appeal committee recommended the SW Board’s decision be upheld.

On or about August 29, 2025, Barber School 1 appealed the NW and SW Board’s decisions to the ETPL State Appeal Committee. On or about September 15, 2025, the ETPL State Appeal Committee upheld the NW and SW Board’s decisions. Thereafter, Barber School 1 requested an appeal and a hearing.

On December 10, 2025, a video hearing was held wherein, the Provider, Lamar Hobson, appeared on behalf of Barber School 1. The NW Board and the SW Board appeared and was represented by Attorney Becky Dykes, BPR #32695. Jennifer Bane, Executive Director, appeared and testified on behalf of the NW Board and the SW Board.

STATUTORY REFERENCE

Workforce Innovation and Opportunity Act of 2014
20 CFR §§ 675 et seq
29 USC §§ 3101 et seq

ISSUE PRESENTED

Whether the Provider, Barber School 1, was improperly removed from or not added to the Local Workforce Board Eligible Training Provider List for the NW and SW Local Boards.

FINDINGS OF FACT

After reviewing all relevant documents provided by both parties and considering all testimony provided during the video hearing conducted on December 10, 2025, the Hearing Officer hereby makes the following findings of fact.

The Provider, Barber School 1, is a barber training school. The owner/director is Lamar Hobson. Barber School 1 became an eligible training provider for the SW Board under WIOA in March 2023. Barber School 1 has never been an eligible training provider for the NW Board.

The NW and SW Boards, through the fiscal agent, Workforce Innovations, Inc., are responsible for administering workforce development services in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA). The NW and SW Boards follow federal, state and local policies and guidelines in carrying out their responsibilities. The NW and SW Boards offer a wide variety of services including but not limited to helping qualified individuals receive training to access employment. Potential candidates must meet certain qualifications to be eligible for individual training accounts (ITA). Once approved for an ITA, the individual may obtain training from the eligible provider training list. The eligible training providers are tied to in-demand sectors and occupations. Local Workforce Development Boards may add additional requirements for providers on the local ETPL than what is required for inclusion on the State ETPL.

In September 2024, the NW Board and the SW Board developed criteria to determine in-demand jobs within the local community. The occupation criteria include: 1) typically requires no higher than a bachelor's degree; 2) has a minimum of 10 positions in the local area; 3) has positive growth of at least 4 in the planning period(2024-2027) or 1 per year; 4) has at least 4 more jobs/openings than resident workers (1 per year); 5) has median wages above the self-sufficiency

threshold (\$14.48); 6) typically requires no work experience at entry; 7) aligns with regional priority sectors: a) healthcare and social assistance; b) manufacturing; c) transportation and skilled trades; d) information; e) professional, scientific and technical services; 8) related to postsecondary training opportunities.

The Boards' goal is to get people to work. To determine the demand of a job, the Boards primarily focus on new job growth, but the total number of jobs and number of available workers is also considered. Pursuant to the Boards' approved priority sectors, the NW Board and the SW Board determined that barber jobs, which fall under the personal care services sector, were not in-demand jobs based upon the criteria list and did not have positive growth of at least 1 per year.

Based upon the lack of positive job growth within the planning period of 2024 to 2027, and not aligning with the priority sectors, the SW Board voted to remove Barber School 1 from the ETPL along with the TCAT barber programs as well as several other programs that did not align with the priority sectors. Barber School 1 was not added to the NW Board ETPL for the same reasons. Barber School 1 remains on the State ETPL.

DETERMINATION

In the appeal, the Provider, Barber School 1, asserts that the SW Board's use of data differs from the standards employed by other AJCs across Tennessee. The Provider further asserts that the NW and SW Boards are the only boards that use the Lightcast's Developer database which Mr. Hobson states did not contact the barbershops in the SW region for its data.

The issue is whether the Provider, Barber School 1, was improperly removed from the SW Board ETPL and not properly added to the NW Board ETPL. Based upon a review of the evidence and testimony presented, the Hearing Officer finds that Barber School 1 has not met the burden of proof in this case.

The Workforce Innovation and Opportunity Act of 2014 (WIOA) is designed to help certain job seekers access employment, education, training, and support services to succeed in the labor market while also being responsive to the demands of the local employers. WIOA authorizes various funding mechanisms for allowable participant training including individual training accounts (ITAs). An ITA is a payment agreement with the local workforce development board on behalf of a participant with a training provider on the ETPL. ITAs are restricted to programs that address the skills needed for occupations in demand. Eligible training providers must be tied

to in-demand job sectors to be eligible for inclusion on the ETPL. Additionally, the student must meet the requirements to be eligible for an ITA, and it is the student who applies for the training. Further, pursuant to WIOA, local boards may add additional requirements for providers to remain eligible for the ETPL.

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

The Provider argued that the Boards’ use of the Lightcast’s Developer database was improper and that it is not used in other parts of Tennessee. The Provider further argued that the Boards were inputting data into the Lightcast’s database to get the results they wanted. The NW Board has used Lightcast for 10 years, and the SW Board has used Lightcast since 2022. The Board testified that it does not input data but retrieves data from the database by setting parameters such as the area that the local boards serve. Under WIOA, the local boards are allowed to use labor market information.

Pursuant to 20 CFR § 680.460, local boards may require additional criteria and information from local providers as criteria to become or remain eligible in that local area and may set higher levels of performance than those required by the State as criteria for local providers to become or remain eligible to provide services in the local area, except with respect to registered apprenticeship programs. In this case, the local boards developed and approved an in-demand occupations criteria in September 2024, which set out the criteria for priority job sectors and barbering was not a priority for either board.

Although Barber School 1 provided some information regarding the barbering industry, it did not provide evidence to refute the labor market information regarding new job growth for barber jobs for the years 2024-2027 in the Northwest and Southwest areas, nor was any evidence presented to establish that barber jobs fell within the priority sectors.

The Provider further asserted that Barber School 1 was the only provider removed from the

ETPL; however, the Board testified that all barber programs had been removed from the ETPL lists including the TCAT barber programs as well as many other programs that did not align with the priority sectors under the in-demand occupations criteria set by the NW and SW Boards. As stated, Barber School 1 remains on the State ETPL.

The Provider, Barber School 1, has failed to establish that the business was improperly removed from the SW Board ETPL and not properly added to the NW Board ETPL; therefore, the prior decisions of the ETPL State Appeal Committee are affirmed.

J. Songer

Hearing Officer Songer

Provider Name	Program Name	SOC/Occupation	Duration	Total Cost	2024 Jobs	2027 Jobs	2024-2027 Change	Median Hourly Earnings	In-Demand Criteria Met?**	Overall Completion Rate*	Overall Employment 2nd QTR after Exit*	WIOA Total Enrolled	WIOA Completion Rate*	Overall Employment 2nd QTR after Exit*	Performance Criteria Met?**	Recommened for Renewal?
TCAT Northwest	Farming Operations Technology	Farm/Farm and Ranch Management	16 Months	\$6620.00	204	223	19	\$19.84	No- Associated occupation is not part of an in-demand sector	0%	0%	0	0%	0%	N/A	State ETPL only
Provider Name	Program Name	SOC/Occupation	Duration	Total Cost	2024 Jobs	2027 Jobs	2024-2027 Change	Median Hourly Earnings	In-Demand Criteria Met?**	Overall Completion Rate*	Overall Employment 2nd QTR after Exit*	WIOA Total Enrolled	WIOA Completion Rate*	Overall Employment 2nd QTR after Exit*	Performance Criteria Met?**	Recommened for Renewal?

*Aligns with one of the regional priority sectors listed below:

Healthcare & Social Assistance

Information

Construction

Manufacturing

Professional, Scientific, & Technical Services

Hospitality & Tourism

Transportation & Warehousing

**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%

**Eligible Training Provider
New Program Review Form**

Training Provider Name: TCAT Jackson- Lexington Campus

Training Program Name: Information & Infrastructure Technology

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

Yes

No

1. Is the ETP's information in Jobs4TN complete and accurate?

x

2. Does the ETP possess current approval or exemption from the appropriate State or federal licensing agency?

x

3. Is the program's information in Jobs4TN complete and accurate, including cost and performance information?

x

4. 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?

x

5. If an existing program, are the required performance metrics of at least 60% completion and placement rates met?

N/A

a. Completion Rate:

b. Placement Rate:

6. Is the program offered in partnership with a business?

a. If yes, business name(s):

x

7. Does the program align with in-demand industry sectors and occupations in the State?

X

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

N/A

Already approved for the State ETPL by the SW Workforce Board.

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?

x

2. Is the program cost comparable to similar training programs, particularly in the local area, or region?

x

a. Program Cost: \$6,522.00

b. Comparable Program Cost:	\$6,141.00	(TCAT Murfreesboro)
-----------------------------	------------	---------------------

3. Is the program length comparable to similar training programs, particularly in the local area, or region?

x

a. Program Length: 32 weeks

b. Comparable Program Length:	32 weeks
-------------------------------	----------

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): Network & Computer Systems Administrators

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

- o Minimum of 10 jobs in the local area?

X

Positive job growth of at least 1 new job per year, or if less, has at least 50

o annual openings?

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

X

Professional, Scientific, & Technical Services

X

Hospitality & Tourism

X

SOC	Description	2024 Jobs	2027 Jobs	2024 - 2027 Change	Median Hourly Earnings
15-1244	Network and Computer Systems Administrators	92	98	6	\$34.58

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

x

[General Information](#)
[Additional Details](#)
[Apprenticeship Occupations](#)
[Occupational Skills](#)
[Completion Expectations](#)
[Scheduling](#)

[Duration](#)
[Locations](#)
[External Approvals](#)
[Cost Details](#)
[Performance](#)
[Confirmation](#)
[Review](#)

Provider: 380 - Tennessee College of Applied Technology Northwest
 Program: 97604 - INDUSTRIAL MAINTENANCE MECHATRONICS

Note: \$0.00 is permitted for cost fields in the Education and Training Programs cost details screen.

Cost Structure(s)	Amount	Action
Total CRS Training Costs	\$11,324.00	Edit Delete
Tuition/Fee	\$10,200.00	
Books	\$1,124.00	
Tools	\$0.00	
Other Costs	\$0.00	
Comments	Final amount is determined by the elective chosen in the final term.	
Total Amount of Cost Structures	\$11,324.00	

[Add Cost Structure]

Former Cost = \$8,759

No additional Cost Structures are currently available.

Line Item(s)	Amount	Action
No records found		

[Add Line Item]

Total Amount : \$11,324.00

Exit Wizard

One-Stop Certification Checklist			
Date: 02/10/2026		Type of AJC: Comprehensive	
American Job Center Address: 313 West Cedar Street, Dyersburg, TN 38025			
Contact Name: Erica Nance	Contact Phone: 731-501-1127	Contact Email: erica.nance@mchra.com	
CRITERIA	MET	NOT MET	N/A
REQUIRED PARTNERS			
Title I Adult Services	☒	☐	☐
Title I Dislocated Worker Services	☒	☐	☐
Wagner-Peyser Title III	☒	☐	☐
Adult Education	☒	☐	☐
Vocational Rehabilitation	☒	☐	☐
Title V SCSEP	☒	☐	☐
TANF	☒	☐	☐
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act	☒	☐	☐
Trade Adjustment Assistance	☒	☐	☐
Veterans Employment Services	☒	☐	☐
Community Services Block Grant	☒	☐	☐
Housing & Urban Development Employment & Training	☐	☐	☒
Unemployment Insurance	☒	☐	☐
Services of one or more core partners are available	☒	☐	☐
ONE-STOP OPERATIONS			
The MOU between the LWDB and required One-Stop partners is signed and in place	☒	☐	☐
The MOU reflects the name and location of the AJC and the way in which required core partners will integrate services within the center	☒	☐	☐
The center is implementing the MOU specifications	☒	☐	☐
The One-Stop Operator (OSO) is competitively selected and is in compliance with state and federal guidelines	☒	☐	☐
Roles and responsibilities of the OSO are clearly identified	☒	☐	☐
Roles and responsibilities of the Career Services Provider (CSP) are clearly identified	☒	☐	☐
At least one Title I staff member and one Wagner-Peyser staff member will be on-site during operating hours, and have the capacity to provide services to all individuals	☒	☐	☐
The AJC is operating in a cost-efficient manner	☒	☐	☐
The AJC actively conducts outreach and provides services such as participation in workshops, job fairs and recruitment events	☒	☐	☐
Marketing materials provide an overview of all core partner services, and are available to customers	☒	☐	☐
The AJC connects with the community through multiple community partnerships and access points	☒	☐	☐

The AJC staff view themselves as part of the One-Stop system, and views all customers as shared customers, creating a positive customer experience	☒	☐	☐
The AJC strives to increase the percentage of customers placed in economically sustainable employment	☒	☐	☐
The AJC strives to increase the percentage of customers receiving education and training services	☒	☐	☐
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	☒	☐	☐
The AJC has identified ways to support the changing role as TANF as a one-stop partner, including coordination of services and enrollment	☒	☐	☐
The AJC staff view themselves as part of the One-Stop systems, and view all customers as shared customers, creating a positive customer experience	☒	☐	☐
FOCUS ON PARTICIPANT SERVICE			
The AJC operates during required business hours	☒	☐	☐
The AJC provides flexible operating hours, including evenings and weekends	☒	☐	☐
The AJC is established to provide services tailored to the needs of a specific group	☒	☐	☐
The AJC provides employer meetings tailored to the needs of a specific group being serviced	☒	☐	☐
The AJC provides initial assessment of skill level, aptitudes, abilities, and supportive service needs	☒	☐	☐
The AJC utilizes labor market employment statistics information, relating to local, regional, and national labor market areas, including job vacancy listings, information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	☒	☐	☐
All AJC staff members can identify regional targeted sector pathways, and understands those terms in implementation of providing services to customers	☒	☐	☐
The AJC has available, and provides when applicable, education and training opportunities for customers at multiple skill and experience levels	☒	☐	☐
The AJC has intensive menu of training opportunities, and staff is available to assist customers with enrollment, including career pathways to middle class jobs, education and training, work-based learning, OJT, and registered apprenticeships	☒	☐	☐
The AJC staff are competent and proficient in establishing eligibility for programs, or financial aid assistance for education and training	☒	☐	☐
The AJC provides ease of access to credentialed education and training	☒	☐	☐
The AJC uses LMI to actively promote targeted sector and high-demand occupations to customers, including job search and placement services, and career counseling	☒	☐	☐
The local plan identifies ways in which core partners will integrate services and referrals among partner programs	☒	☐	☐
Core partners support integrated intake, case management, and reporting outcomes	☒	☐	☐
There is a customer feedback process in place, including regularly addressing issues	☒	☐	☐
The AJC provides information and assistance regarding filing claims for unemployment compensation	☒	☐	☐
FOCUS ON BUSINESS SERVICE			
The AJC establishes and develops relationships and networks with large and small employers and their intermediaries	☒	☐	☐

The AJC develops, convenes, and implements industry or sector partnerships	☒	☐	☐
The AJC has a defined strategy for capturing employer input on design and delivery of job-seeker services	☒	☐	☐
The AJC provides employer services, including qualified candidate referral, on-site recruitment events, pre-employment testing, employee aptitude verification, and subsidies for hiring and training	☒	☐	☐
The AJC identifies technical assistance needs for improving business results and utilization of available resources	☒	☐	☐
The local plan specifies the ways in which core partners will identify and respond to local area economic needs	☒	☐	☐
The local plan and/or MOU define specific ways in which the AJC will match existing business relationships and new business relationships with skilled workers	☒	☐	☐
There is a business customer feedback in place, including regularly addressing issues	☒	☐	☐
There is a cooperatively functioning Business Services Team (BST) in place	☒	☐	☐
The local plan clearly outlines how business services will be conducted	☒	☐	☐
SITE SPECIFIC			
The American Job Center (AJC) identifier is highly visible inside and outside the center	☒	☐	☐
The AJC is easily identified in the community, with signage clearly visible to the public	☒	☐	☐
The AJC conveys a professional and welcoming environment, both inside and outside	☒	☐	☐
The AJC is within reasonable distance and accessibility of public transportation	☐	☐	☒
Adequate parking, including accessible, is available at the AJC	☒	☐	☐
Interior signage results in easy navigation for customers	☒	☐	☐
Conference space sufficiently meets partner and customer needs	☒	☐	☐
Adequate safety and security measures are in place to protect customers and staff	☒	☐	☐
There is an up-to-date, easily accessible Emergency Action plan	☒	☐	☐
Center hours are easily identifiable, and meet the requirement of 8:00am – 4:30pm	☒	☐	☐
The AJC is accessible, as required by the Americans with Disabilities Act's (ADA) standards	☒	☐	☐
not required There is a written procedure for accommodation of customer requests for services to be provided outside of normal operating hours	☐	☐	☒
PERFORMANCE			
The AJC contributes to the achievement of WIOA Performance Indicators for all core partners	☒	☐	☐
Core partners track and periodically report performance outcomes to the LWDB, and reflects such in meeting minutes	☒	☐	☐
The policies, processes, and actions of the AJC support of local levels of performance	☒	☐	☐
RESOURCE AREAS			
There is technology available to assist all customers, including customers with disabilities and non-English speaking customers	☒	☐	☐
Up-to-date information about services and supportive services is provided within the Resource areas	☒	☐	☐
There are precautions in place for preventing abuse of internet access	☒	☐	☐
Staff is readily available for assistance in the resource areas	☒	☐	☐

There is sufficient, accessible work space and computer stations for customer use	☒	☐	☐
A calendar of services and events is easily visible and available	☒	☐	☐
EQUAL OPPORTUNITY ASSURANCE			
The Equal Opportunity Officer (EOO) regularly reviews the AJC's policies, procedures, and facility for accessibility and equal opportunity	☒	☐	☐
The EOO provides recommendations and technical assistance as a result of reviews	☒	☐	☐
The AJC implements veteran's priority of service requirements	☒	☐	☐
Core program partner staff are periodically trained on EO practices	☒	☐	☐
AJC staff demonstrate knowledge and use of assistive technologies	☒	☐	☐
Reasonable accommodations are provided in order to avoid discrimination and meet individual's needs	☒	☐	☐
AJC staff demonstrate appropriate and effective communication with individuals with disabilities	☒	☐	☐
There is a Corrective Action Plan (CAP) in the event partners or customers identify barriers to services	☒	☐	☐
PROGRAMMATIC ACCESSIBILITY			
The AJC provides basic and individualized career services in person or via technology	☒	☐	☐
The AJC provides access to training, education, employment, supportive, and business services	☒	☐	☐
Consistent with the "direct linkage" requirement, all services are available through a direct connection with the AJC, either via on-site staff or via real-time technology	☒	☐	☐
The AJC identifier is highly visible inside and outside the facility, and appears on all products, programs, services information, and facilities and properties	☒	☐	☐
The core partners have documented the referral and direct linkage system, and define both how referrals are tracked and that CAPs are in place	☒	☐	☐
All program services are made available and accessible to all individuals	☒	☐	☐
The AJC has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	☒	☐	☐
The core partners have identified the services applicable to their program, and the AJC staff has developed methods for integrated delivery of those services	☒	☐	☐
Duplicate enrollment information is not requested via application or assessment across multiple programs	☒	☐	☐
The AJC staff are able to make knowledgeable referrals across partner programs	☒	☐	☐
The AJC staff are able to demonstrate that modified services provided to individuals with disabilities are ensured to be as effective as non-modified services provided	☒	☐	☐
Assistive technology devices or auxiliary aids are available	☒	☐	☐
There is a written policy in place that defines how partners make reasonable accommodations and handle requests for accommodations	☒	☐	☐
The AJC's resources include bilingual materials or translation services, when necessary	☒	☐	☐
There is an organizational chart that reflects and ensures staff work in functional teams, rather than program specific teams, to coordinate programs, service delivery, and referrals	☒	☐	☐
CONTINUOUS IMPROVEMENT			
The AJC provides labor market information (LMI)	☒	☐	☐

The core partners and OSO utilize performance reports and customer satisfaction survey results to identify methods for improvement	☒	☐	☐
The AJC has regular staff meetings with all staff to build relationships, provide updates on center activities, and discuss strategies for AJC improvement	☒	☐	☐
The AJC seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services	☒	☐	☐
The AJC staff have received customer service training	☒	☐	☐
All AJC staff have received training on how to use LMI to help customers identify career pathways, develop in-demand skills and credentials, and find jobs	☒	☐	☐
There is a professional development plan for all AJC staff	☒	☐	☐
LWDB meeting minutes reflect discussions about strategic improvements	☒	☐	☐
Customer satisfaction surveys allow customers to provide comments	☒	☐	☐
Customer satisfaction survey results are periodically reported to the LWDB and used to identify continuous improvement efforts	☒	☐	☐
The AJC has a process in place for customers to provide feedback or complaints outside of the customer feedback survey, identifying how complaints are tracked and CAPs are implemented	☒	☐	☐
The AJC has internal systems in place to identify and track operational efficiency and effectiveness	☒	☐	☐
Training on new policies, procedures, or guidance is available to AJC staff in a timely manner	☒	☐	☐
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	☒	☐	☐
The AJC has an established process for examining how the center will identify and respond to technical assistance needs of customers	☒	☐	☐

Notes:

-Dyersburg does not have a public transportation system. NWTN Human Resource Agency provides transportation for eligible individuals and can provide transportation to the AJC if needed/applicable.

-While there is not a formalized written policy for providing accommodation of customer requests for services to be provided outside of normal operating hours, staff coordinate with the OSO to provide after-hour services/events as needed.



TENNESSEE DEPARTMENT OF HUMAN SERVICES - VOCATIONAL REHABILITATION PROGRAM
ACCESSIBILITY AND ACCOMMODATION SURVEY

AMERICAN JOB CENTER AT DYERSBURG, TN

Location: 313 W. Cedar Street
Dyersburg, TN 38024

Date of Survey: February 27, 2026

Survey conducted by: Raven Robinson, Vocational Rehabilitation Program
Assisted by AJC staff

The Tennessee Vocational Rehabilitation (VR) Program is authorized to provide information and technical assistance to individuals and entities that are covered by the Americans with Disabilities Act (ADA) and Workforce Innovation and Opportunity Act (WIOA) Section 188. However, VR is not responsible for enforcement of the ADA or WIOA requirements. The information and/or technical assistance in this report are intended solely as informational guidance and are neither a determination of legal rights or responsibilities under the ADA or WIOA nor binding on any agency enforcement responsibilities under the ADA or WIOA.

Following are the survey findings and recommendations.

1.0 Parking

- 1.1 The topography of the parking area is relatively level with no hazards or obstructions.
- 1.2 The parking area has 25 parking spaces.
- 1.3 There are two accessible parking spaces with appropriate accessible parking signage painted on the pavement, which includes one van accessible parking space, but there is no signpost showing the symbol of accessibility.
- 1.4 There is an appropriate curb cut to allow access to the sidewalk level.

Recommendations:

- a. Consider posting the signpost showing the symbol of accessibility in parking area, to include the van accessible signpost.

2.0 Entrance

- 2.1 The building entrance is fully accessible with accessible signage posted and a doorbell is present for an individual to request assistance. The entrance is also in the line of sight of the receptionist.

Recommendations: None

3.0 Reception

- 3.1 The reception area is wheelchair accessible. Staff are aware of how to greet and serve an individual in a wheelchair, including the use of a clipboard.

Recommendations: None

4.0 Public Areas

- 4.1 All public areas are accessible with no hazards.

Recommendations: None

5.0 Accessible Restrooms

- 5.1 The accessible restroom is properly identified by the International Symbol of Accessibility.
- 5.2 The bottom edge of the mirror in the restroom does not meet the requirement of no higher than 40 inches from the floor.

Recommendations:

- a. Consider lowering the mirror so that the bottom edge of the mirror above the counter is no higher than 40 inches from the floor.

6.0 Resource Room

- 6.1 The resource room can accommodate individuals with disabilities.
- 6.2 Staff are available to accommodate the use of computers, printers, faxes and copiers when needed.

Recommendations: None

7.0 Communication

- 7.1 Staff are aware of how to use the phone relay service for the deaf and computers to communicate with the deaf and hard of hearing.
- 7.2 Staff are aware of contacting VR for assistance with obtaining documents in Braille.
- 7.3 Staff are aware of how to contact and schedule a sign language interpreter.

Recommendations: None

8.0 Signage

- 8.1 Room identification signage is present and with Braille.

Recommendations: None

9.0 Drinking Fountains

9.1 The drinking fountain is not accessible.

Recommendations:

- a. Consider providing drinking cups for individuals who cannot access the drinking fountain, and/or bottled water to customers upon request.

10.0 Fire Alarms

10.1 The building should meet the requirements set forth by the local fire marshal.

Recommendations: None

11.0 Emergency Egress Planning

11.1 There is a general knowledge of emergency egress planning.

11.2 Staff understand that in the event of an emergency that all rooms within the building, including restrooms, need to be cleared of customers and that individuals with disabilities may require additional assistance to exit the building.

Recommendations: None

In general, staff are ready to accommodate individuals with disabilities if accommodations are not available. For example, staff are ready to provide personal assistance for individuals with visual impairments; can make height adjustments to tables for persons in wheelchairs; are able to rearrange furniture for persons in wheelchairs; are able to provide accommodations upon request; etc.

One-Stop Certification Checklist				
Date: 02/10/2026		Type of AJC: Comprehensive		
American Job Center Address: 470 Mustang Drive, Huntingdon, TN 38344				
Contact Name: Erica Nance		Contact Phone: 731-501-1127	Contact Email: Erica.nance@mchra.com	
CRITERIA		MET	NOT MET	N/A
REQUIRED PARTNERS				
Title I Adult Services	☒	☐	☐	
Title I Dislocated Worker Services	☒	☐	☐	
Wagner-Peyser Title III	☒	☐	☐	
Adult Education	☒	☐	☐	
Vocational Rehabilitation	☒	☐	☐	
Title V SCSEP	☒	☐	☐	
TANF	☒	☐	☐	
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act	☒	☐	☐	
Trade Adjustment Assistance	☒	☐	☐	
Veterans Employment Services	☒	☐	☐	
Community Services Block Grant	☒	☐	☐	
Housing & Urban Development Employment & Training	☐	☐	☒	
Unemployment Insurance	☒	☐	☐	
Services of one or more core partners are available	☒	☐	☐	
ONE-STOP OPERATIONS				
The MOU between the LWDB and required One-Stop partners is signed and in place	☒	☐	☐	
The MOU reflects the name and location of the AJC and the way in which required core partners will integrate services within the center	☒	☐	☐	
The center is implementing the MOU specifications	☒	☐	☐	
The One-Stop Operator (OSO) is competitively selected and is in compliance with state and federal guidelines	☒	☐	☐	
Roles and responsibilities of the OSO are clearly identified	☒	☐	☐	
Roles and responsibilities of the Career Services Provider (CSP) are clearly identified	☒	☐	☐	
At least one Title I staff member and one Wagner-Peyser staff member will be on-site during operating hours, and have the capacity to provide services to all individuals	☒	☐	☐	
The AJC is operating in a cost-efficient manner	☒	☐	☐	
The AJC actively conducts outreach and provides services such as participation in workshops, job fairs and recruitment events	☒	☐	☐	
Marketing materials provide an overview of all core partner services, and are available to customers	☒	☐	☐	
The AJC connects with the community through multiple community partnerships and access points	☒	☐	☐	

The AJC staff view themselves as part of the One-Stop system, and views all customers as shared customers, creating a positive customer experience	☒	☐	☐
The AJC strives to increase the percentage of customers placed in economically sustainable employment	☒	☐	☐
The AJC strives to increase the percentage of customers receiving education and training services	☒	☐	☐
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	☒	☐	☐
The AJC has identified ways to support the changing role as TANF as a one-stop partner, including coordination of services and enrollment	☒	☐	☐
The AJC staff view themselves as part of the One-Stop systems, and view all customers as shared customers, creating a positive customer experience	☒	☐	☐
FOCUS ON PARTICIPANT SERVICE			
The AJC operates during required business hours	☒	☐	☐
The AJC provides flexible operating hours, including evenings and weekends	☒	☐	☐
The AJC is established to provide services tailored to the needs of a specific group	☒	☐	☐
The AJC provides employer meetings tailored to the needs of a specific group being serviced	☒	☐	☐
The AJC provides initial assessment of skill level, aptitudes, abilities, and supportive service needs	☒	☐	☐
The AJC utilizes labor market employment statistics information, relating to local, regional, and national labor market areas, including job vacancy listings, information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	☒	☐	☐
All AJC staff members can identify regional targeted sector pathways, and understands those terms in implementation of providing services to customers	☒	☐	☐
The AJC has available, and provides when applicable, education and training opportunities for customers at multiple skill and experience levels	☒	☐	☐
The AJC has intensive menu of training opportunities, and staff is available to assist customers with enrollment, including career pathways to middle class jobs, education and training, work-based learning, OJT, and registered apprenticeships	☒	☐	☐
The AJC staff are competent and proficient in establishing eligibility for programs, or financial aid assistance for education and training	☒	☐	☐
The AJC provides ease of access to credentialed education and training	☒	☐	☐
The AJC uses LMI to actively promote targeted sector and high-demand occupations to customers, including job search and placement services, and career counseling	☒	☐	☐
The local plan identifies ways in which core partners will integrate services and referrals among partner programs	☒	☐	☐
Core partners support integrated intake, case management, and reporting outcomes	☒	☐	☐
There is a customer feedback process in place, including regularly addressing issues	☒	☐	☐
The AJC provides information and assistance regarding filing claims for unemployment compensation	☒	☐	☐
FOCUS ON BUSINESS SERVICE			
The AJC establishes and develops relationships and networks with large and small employers and their intermediaries	☒	☐	☐

The AJC develops, convenes, and implements industry or sector partnerships	☒	☐	☐
The AJC has a defined strategy for capturing employer input on design and delivery of job-seeker services	☒	☐	☐
The AJC provides employer services, including qualified candidate referral, on-site recruitment events, pre-employment testing, employee aptitude verification, and subsidies for hiring and training	☒	☐	☐
The AJC identifies technical assistance needs for improving business results and utilization of available resources	☒	☐	☐
The local plan specifies the ways in which core partners will identify and respond to local area economic needs	☒	☐	☐
The local plan and/or MOU define specific ways in which the AJC will match existing business relationships and new business relationships with skilled workers	☒	☐	☐
There is a business customer feedback in place, including regularly addressing issues	☒	☐	☐
There is a cooperatively functioning Business Services Team (BST) in place	☒	☐	☐
The local plan clearly outlines how business services will be conducted	☒	☐	☐
SITE SPECIFIC			
The American Job Center (AJC) identifier is highly visible inside and outside the center	☒	☐	☐
The AJC is easily identified in the community, with signage clearly visible to the public	☒	☐	☐
The AJC conveys a professional and welcoming environment, both inside and outside	☒	☐	☐
The AJC is within reasonable distance and accessibility of public transportation	☐	☐	☒
Adequate parking, including accessible, is available at the AJC	☒	☐	☐
Interior signage results in easy navigation for customers	☒	☐	☐
Conference space sufficiently meets partner and customer needs	☒	☐	☐
Adequate safety and security measures are in place to protect customers and staff	☒	☐	☐
There is an up-to-date, easily accessible Emergency Action plan	☒	☐	☐
Center hours are easily identifiable, and meet the requirement of 8:00am – 4:30pm	☒	☐	☐
The AJC is accessible, as required by the Americans with Disabilities Act's (ADA) standards	☒	☐	☐
not required There is a written procedure for accommodation of customer requests for services to be provided outside of normal operating hours	☐	☐	☒
PERFORMANCE			
The AJC contributes to the achievement of WIOA Performance Indicators for all core partners	☒	☐	☐
Core partners track and periodically report performance outcomes to the LWDB, and reflects such in meeting minutes	☒	☐	☐
The policies, processes, and actions of the AJC support of local levels of performance	☒	☐	☐
RESOURCE AREAS			
There is technology available to assist all customers, including customers with disabilities and non-English speaking customers	☒	☐	☐
Up-to-date information about services and supportive services is provided within the Resource areas	☒	☐	☐
There are precautions in place for preventing abuse of internet access	☒	☐	☐
Staff is readily available for assistance in the resource areas	☒	☐	☐

There is sufficient, accessible work space and computer stations for customer use	☒	☐	☐
A calendar of services and events is easily visible and available	☒	☐	☐
EQUAL OPPORTUNITY ASSURANCE			
The Equal Opportunity Officer (EOO) regularly reviews the AJC's policies, procedures, and facility for accessibility and equal opportunity	☒	☐	☐
The EOO provides recommendations and technical assistance as a result of reviews	☒	☐	☐
The AJC implements veteran's priority of service requirements	☒	☐	☐
Core program partner staff are periodically trained on EO practices	☒	☐	☐
AJC staff demonstrate knowledge and use of assistive technologies	☒	☐	☐
Reasonable accommodations are provided in order to avoid discrimination and meet individual's needs	☒	☐	☐
AJC staff demonstrate appropriate and effective communication with individuals with disabilities	☒	☐	☐
There is a Corrective Action Plan (CAP) in the event partners or customers identify barriers to services	☒	☐	☐
PROGRAMMATIC ACCESSIBILITY			
The AJC provides basic and individualized career services in person or via technology	☒	☐	☐
The AJC provides access to training, education, employment, supportive, and business services	☒	☐	☐
Consistent with the "direct linkage" requirement, all services are available through a direct connection with the AJC, either via on-site staff or via real-time technology	☒	☐	☐
The AJC identifier is highly visible inside and outside the facility, and appears on all products, programs, services information, and facilities and properties	☒	☐	☐
The core partners have documented the referral and direct linkage system, and define both how referrals are tracked and that CAPs are in place	☒	☐	☐
All program services are made available and accessible to all individuals	☒	☐	☐
The AJC has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	☒	☐	☐
The core partners have identified the services applicable to their program, and the AJC staff has developed methods for integrated delivery of those services	☒	☐	☐
Duplicate enrollment information is not requested via application or assessment across multiple programs	☒	☐	☐
The AJC staff are able to make knowledgeable referrals across partner programs	☒	☐	☐
The AJC staff are able to demonstrate that modified services provided to individuals with disabilities are ensured to be as effective as non-modified services provided	☒	☐	☐
Assistive technology devices or auxiliary aids are available	☒	☐	☐
There is a written policy in place that defines how partners make reasonable accommodations and handle requests for accommodations	☒	☐	☐
The AJC's resources include bilingual materials or translation services, when necessary	☒	☐	☐
There is an organizational chart that reflects and ensures staff work in functional teams, rather than program specific teams, to coordinate programs, service delivery, and referrals	☒	☐	☐
CONTINUOUS IMPROVEMENT			
The AJC provides labor market information (LMI)	☒	☐	☐

The core partners and OSO utilize performance reports and customer satisfaction survey results to identify methods for improvement	☒	☐	☐
The AJC has regular staff meetings with all staff to build relationships, provide updates on center activities, and discuss strategies for AJC improvement	☒	☐	☐
The AJC seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services	☒	☐	☐
The AJC staff have received customer service training	☒	☐	☐
All AJC staff have received training on how to use LMI to help customers identify career pathways, develop in-demand skills and credentials, and find jobs	☒	☐	☐
There is a professional development plan for all AJC staff	☒	☐	☐
LWDB meeting minutes reflect discussions about strategic improvements	☒	☐	☐
Customer satisfaction surveys allow customers to provide comments	☒	☐	☐
Customer satisfaction survey results are periodically reported to the LWDB and used to identify continuous improvement efforts	☒	☐	☐
The AJC has a process in place for customers to provide feedback or complaints outside of the customer feedback survey, identifying how complaints are tracked and CAPs are implemented	☒	☐	☐
The AJC has internal systems in place to identify and track operational efficiency and effectiveness	☒	☐	☐
Training on new policies, procedures, or guidance is available to AJC staff in a timely manner	☒	☐	☐
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	☒	☐	☐
The AJC has an established process for examining how the center will identify and respond to technical assistance needs of customers	☒	☐	☐

Notes:

-Huntingdon does not have a public transportation system. NWTN Human Resource Agency provides transportation for eligible individuals and can provide transportation to the AJC if needed/applicable.

-While there is not a formalized written policy for providing accommodation of customer requests for services to be provided outside of normal operating hours, staff coordinate with the OSO to provide after-hour services/events as needed.



TENNESSEE DEPARTMENT OF HUMAN SERVICES - VOCATIONAL REHABILITATION PROGRAM
ACCESSIBILITY AND ACCOMMODATION SURVEY

AMERICAN JOB CENTER AT HUNTINGDON, TN

Location: 470 Mustang Drive
Huntingdon, TN 38344

Date of Survey: February 27, 2026

Survey conducted by: Raven Robinson, Vocational Rehabilitation Program
Assisted by AJC staff

The Tennessee Vocational Rehabilitation (VR) Program is authorized to provide information and technical assistance to individuals and entities that are covered by the Americans with Disabilities Act (ADA) and Workforce Innovation and Opportunity Act (WIOA) Section 188. However, VR is not responsible for enforcement of the ADA or WIOA requirements. The information and/or technical assistance in this report are intended solely as informational guidance and are neither a determination of legal rights or responsibilities under the ADA or WIOA nor binding on any agency enforcement responsibilities under the ADA or WIOA.

Following are the survey findings and recommendations. Referral may be made to the Accessibility and Accommodation Guidelines for specific ADA requirements and information.

1.0 Parking

- 1.1 The topography of the parking area is relatively level with no hazards or obstructions.
- 1.2 There are four accessible parking spaces and four van accessible spaces with appropriate universal accessible symbol parking signage posted and painting on the pavement. There are appropriate curb cuts where needed.

Recommendations: None

2.0 Entrance

- 2.1 The AJC is accessed directly from the parking lot which is on the same level. Once inside, the office has an open landscape so that all areas are accessible.
- 2.2 The building entrance is fully accessible with accessible signage posted. The entry door has a buzzer at an appropriate height and staff will assist as needed.

Recommendations: None

3.0 Reception

- 3.1 The reception area desk is wheelchair accessible. Staff are aware of how to greet and serve an individual in a wheelchair, including the use of a clipboard.

Recommendations: None

4.0 Public Areas

4.1 All public areas are accessible with no hazards.

Recommendations: None

5.0 Accessible Restrooms

5.1 The restrooms are fully accessible with appropriate accessible signage.

Recommendations: None

6.0 Resource Room

6.1 The resource room workstation meets the minimum requirement for wheelchair accessibility. The resource room can accommodate individuals with disabilities.

6.2 There is appropriate signage that informs individuals with disabilities about the availability of accommodations and there are documents in alternate formats.

6.3 Staff are available to accommodate the use of computers, printers, faxes and copiers when needed.

Recommendations: None

7.0 Communication

7.1 Staff are aware of how to use the phone relay service for the deaf and computers to communicate with the deaf and hard of hearing.

7.2 Staff are aware of contacting VR for assistance with obtaining documents in Braille.

7.3 Staff are aware of how to contact and schedule a sign language interpreter.

Recommendations: None

8.0 Signage

8.1 Room identification signage is present and with Braille.

Recommendations: None

9.0 Drinking Fountains

9.1 The drinking fountain is fully accessible.

Recommendations: None

10.0 Fire Alarms

10.1 The building should meet the requirements set forth by the local fire marshal.

Recommendations: None

11.0 Emergency Egress Planning

11.1 There is a general knowledge of emergency egress planning.

11.2 Staff understand that in the event of an emergency that all rooms within the building, including restrooms, need to be cleared of customers and that individuals with disabilities may require additional assistance to exit the building.

Recommendations: None

In general, staff are ready to accommodate individuals with disabilities if accommodations are not available. For example, staff are ready to provide personal assistance for individuals with visual impairments; are able to raise tables for persons in wheelchairs; are able to rearrange furniture for persons in wheelchairs; etc.

TNLWD Specialized Center One-Stop Certification Checklist		
Date: 02-10-26		
American Job Center Address: 116 West Main Street, Dresden, TN 38225		
Contact Name: Erica Nance	Contact Phone: 731-501-1127	Contact Email: Erica.nance@mchra.com
What Comprehensive AJC and Affiliate AJC are your referral sites (include addresses): Huntingdon Comp. AJC: 470 Mustang Drive, Huntingdon, TN 38344 Dyersburg Comp. AJC: 313 West Cedar Street, Dyersburg, TN 38024		
CRITERIA	MET	NOT MET
REQUIRED PARTNERS		
WIOA Title I	☒	☐
ONE-STOP OPERATIONS		
The MOU between the LWDB and required One-Stop partners is signed and in place	☒	☐
The MOU reflects the name and location of the AJC and the way in which required core partners will integrate services within the center	☒	☐
The center is implementing the MOU specifications	☒	☐
The One-Stop Operator (OSO) is competitively selected and is in compliance with state and federal guidelines	☒	☐
Roles and responsibilities of the OSO are clearly identified	☒	☐
Roles and responsibilities of the Career Services Provider (CSP) are clearly identified	☒	☐
The AJC is operating in a cost-efficient manner	☒	☐
The AJC staff view themselves as part of the One-Stop system, and views all customers as shared customers, creating a positive customer experience	☒	☐
The AJC strives to increase the percentage of customers placed in economically sustainable employment	☒	☐
The AJC strives to increase the percentage of customers receiving education and training services	☒	☐
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	☒	☐
The AJC has identified ways to support the changing role as TANF as a one-stop partner, including coordination of services and enrollment	☒	☐
FOCUS ON PARTICIPANT SERVICE		
The AJC operates during required business hours	☒	☐
The AJC provides flexible operating hours, including evenings and weekends	☒	☐
The AJC has available, and provides when applicable, education and training opportunities for customers at multiple skill and experience levels	☒	☐
The AJC staff are competent and proficient in establishing eligibility for programs, or financial aid assistance for education and training	☒	☐
The AJC provides initial assessment of skill level, aptitudes, abilities, and supportive service needs	☒	☐

The AJC provides employer meetings tailored to the needs of the specific group being serviced	☒	☐
All AJC staff members can identify regional targeted sector pathways, and understands those terms in implementation of providing services to customers	☒	☐
The AJC provides ease of access to credentialed education and training	☒	☐
The AJC uses LMI to actively promote targeted sector and high-demand occupations to customers, including job search and placement services, and career counseling	☒	☐
The local plan identifies ways in which core partners will integrate services and referrals among partner programs	☒	☐
There is a customer feedback process in place, including regularly addressing issues	☒	☐
The AJC has intensive menu of training opportunities, and staff is available to assist customers with enrollment, including career pathways to middle class jobs, education and training, work-based learning, OJT, and registered apprenticeships	☒	☐
The AJC provides information and assistance regarding filing claims for unemployment compensation	☒	☐
SITE SPECIFIC		
The American Job Center (AJC) identifier is highly visible inside and outside the center	☒	☐
The AJC is easily identified in the community, with signage clearly visible to the public	☒	☐
The AJC conveys a professional and welcoming environment, both inside and outside	☒	☐
Interior signage results in easy navigation for customers	☒	☐
Conference space sufficiently meets partner and customer needs	☒	☐
Adequate safety and security measures are in place to protect customers and staff	☒	☐
There is an up-to-date, easily accessible Emergency Action plan	☒	☐
Center hours are easily identifiable	☒	☐
The AJC is accessible, as required by the Americans with Disabilities Act's (ADA) standards	☒	☐
PERFORMANCE		
The AJC contributes to the achievement of WIOA Performance Indicators for all core partners	☒	☐
Core partners track and periodically report performance outcomes to the LWDB, and reflects such in meeting minutes	☒	☐
The policies, processes, and actions of the AJC support of local levels of performance	☒	☐
RESOURCE AREAS		
There is technology available to assist all customers, including customers with disabilities and non-English speaking customers	☒	☐
Up-to-date information about services and supportive services is provided within the Resource areas	☒	☐
There is sufficient, accessible work space and computer stations for customers to utilize	☒	☐
There are precautions in place for preventing abuse of internet access	☒	☐
Staff is readily available to provide assistance	☒	☐

A calendar of services and events is easily visible and available	☒	☐
EQUAL OPPORTUNITY ASSURANCE		
The Equal Opportunity Officer (EOO) regularly reviews the AJC's policies, procedures, and facility for accessibility and equal opportunity	☒	☐
The EOO provides recommendations and technical assistance as a result of reviews	☒	☐
The AJC implements veteran's priority of service requirements	☒	☐
Core program partner staff are periodically trained on EO practices	☒	☐
AJC staff demonstrate knowledge and use of assistive technologies	☒	☐
Reasonable accommodations are provided in order to avoid discrimination and meet individual's needs	☒	☐
AJC staff demonstrate appropriate and effective communication with individuals with disabilities	☒	☐
There is a Corrective Action Plan (CAP) in the event partners or customers identify barriers to services	☒	☐
PROGRAMMATIC ACCESSIBILITY		
The AJC provides basic and individualized career services in person or via technology	☒	☐
The AJC provides access to training, education, employment, supportive, and business services	☒	☐
Consistent with the "direct linkage" requirement, all services are available through a direct connection with the AJC, either via on-site staff or via real-time technology	☒	☐
The AJC identifier is highly visible inside and outside the facility, and appears on all products, programs, services information, and facilities and properties	☒	☐
The core partners have documented the referral and direct linkage system, and define both how referrals are tracked and that CAPs are in place	☒	☐
All program services are made available and accessible to all individuals	☒	☐
The AJC has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	☒	☐
The core partners take specific steps to coordinate programs, service delivery, and referrals	☒	☐
The AJC staff are able to make knowledgeable referrals across partner programs	☒	☐
The AJC staff are able to demonstrate that modified services provided to individuals with disabilities are ensured to be as effective as non-modified services provided	☒	☐
Assistive technology devices or auxiliary aids are available	☒	☐
There is a written policy in place that defines how partners make reasonable accommodations and handle requests for accommodations	☒	☐
The AJC's resources include bilingual materials or translation services, when necessary	☒	☐
There is an organizational chart that reflects and ensures staff work in functional teams, rather than program specific teams, to coordinate programs, service delivery, and referrals	☒	☐
CONTINUOUS IMPROVEMENT		
The core partners and OSO utilize performance reports and customer satisfaction survey results to identify methods for improvement	☒	☐

The AJC has regular staff meetings with all staff to build relationships, provide updates on center activities, and discuss strategies for AJC improvement	☒	☐
The AJC seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services	☒	☐
The AJC staff have received customer service training	☒	☐
All AJC staff have received training on how to use LMI to help customers identify career pathways, develop in-demand skills and credentials, and find jobs	☒	☐
There is a professional development plan for all AJC staff	☒	☐
LWDB meeting minutes reflect discussions about strategic improvements	☒	☐
Customer satisfaction surveys allows customers to provide comments	☒	☐
Customer satisfaction survey results are periodically reported to the LWDB and used to identify continuous improvement efforts	☒	☐
The AJC has a process in place for customers to provide feedback or complaints outside of the customer feedback survey, identifying how complaints are tracked and CAPs are implemented	☒	☐
The AJC has internal systems in place to identify and track operational efficiency and effectiveness	☒	☐
Training on new policies, procedures, or guidance is available to AJC staff in a timely manner	☒	☐
The AJC has procedures in place to meet the WIOA requirements for integrated planning and service delivery	☒	☐
The AJC has an established process for examining how the center will identify and respond to technical assistance needs of customers	☒	☐

Notes:

-Since the AJC is co-located inside the Weakley County Courthouse, separate AJC signage outside of the building is not allowed per local government regulations. The AJC is listed on the building directory directly inside the building lobby, and signage that includes the AJC signifier/logo is posted inside the building.



Vocational Rehabilitation Program

Accessibility and Accommodation Survey for the American Job Center at Dresden, TN

Location: Weakley County Courthouse
116 W. Main Street
Dresden, TN 38225

Date of Survey: February 27, 2026

Survey conducted by: Raven Robinson, Vocational Rehabilitation Program

The Tennessee Vocational Rehabilitation (VR) Program is authorized to provide information and technical assistance to individuals and entities that are covered by the Americans with Disabilities Act (ADA) and Workforce Innovation and Opportunity Act (WIOA) Section 188. However, VR is not responsible for enforcement of the ADA or WIOA requirements. The information and/or technical assistance contained in this report are intended solely as informational guidance and are neither a determination of legal rights or responsibilities under the ADA or WIOA nor binding on any agency enforcement responsibilities under the ADA or WIOA.

Following are the survey findings and recommendations.

1.0 Parking

- 1.1 The Dresden American Job Center (AJC) is located in the lower level of the Weakley County Courthouse. Parking is available on all four sides of the Courthouse. Topography of the parking area is relatively level. There are no obstructions or hazards.
- 1.2 The parking area has 50 parking spaces.
- 1.3 There are two accessible parking spaces located along the side of Courthouse's main entrance at the walkway leading to the Courthouse entrance. One of the accessible spaces is a van accessible space with the appropriate adjacent painted striped access aisle. The universal accessibility symbol is painted on the parking lot pavement, and the universal accessible symbol parking signage is posted. There is not a van accessible signpost.
- 1.4 The walkway leading to the courthouse entrance has appropriate curb cuts and has a slight slope.

Recommendations:

- a. Consider posting the van accessible signpost in parking area.

2.0 Entrance

- 2.1 The AJC is accessed via the Courthouse main entrance which is normally manned by a security guard. Once inside the Courthouse there is a ramp leading up to the main level hallway on the first floor. From there, stairs or an elevator is available to access the lower level.
- 2.2 The AJC entrance is off the lower-level hallway through a single 48-inch-wide door.
- 2.3 The door is always monitored from the reception desk in the AJC.

Recommendations: None

3.0 Reception

- 3.1 The reception area and resource room are together in one room. The reception area desk is wheelchair accessible. Staff are aware of how to greet and serve an individual in a wheelchair, including the use of a clipboard.

Recommendations: None

4.0 Public Areas

- 4.1 All public areas are accessible with no hazards.

Recommendations: None

5.0 Accessible Restrooms

- 5.1 The restroom is fully accessible. It is on the lower level of the Courthouse, and the path is accessible from the AJC. It is properly identified by the International Symbol of Accessibility.
- 5.2 The water pipes under the sink are not fully insulated to protect against contact by individuals in wheelchairs.
- 5.3 There is not a coat hook in the restroom.

Recommendations:

- a. Consider fully covering pipes with insulation to protect against contact by individuals in wheelchairs.
- b. Consider installing a coat hook no higher than 48 inches from the floor.

6.0 Resource Room

- 6.1 The resource room can accommodate individuals with disabilities.
- 6.2 Staff are available to accommodate the use of computers, printers, faxes and copiers when needed.

Recommendations: None

7.0 Communication

- 7.1 Staff are aware of how to use the phone relay service for the deaf and computers to communicate with the deaf and hard of hearing.
- 7.2 Staff are aware of contacting VR for assistance with obtaining documents in Braille.
- 7.3 Staff are aware of how to contact and schedule a sign language interpreter.

Recommendations: None

8.0 Signage

- 8.1 Room identification signage within the Courthouse is properly posted.

Recommendations: None

9.0 Drinking Fountains

- 9.1 The drinking fountain is accessible. It is located in the lower-level hallway and the path to it from the AJC is accessible.

Recommendations: None

10.0 Fire Alarms

- 10.1 The building should meet all requirements set forth by the local fire marshal.

Recommendations: None

11.0 Emergency Egress Planning

- 11.1 There is a general knowledge of emergency egress planning.
- 11.2 Staff understand that in the event of an emergency that all rooms within the AJC need to be cleared of customers and that individuals with disabilities may require additional assistance to exit the building.

Recommendations: None

12.0 Elevators

- 12.1 The elevator is fully accessible.

Recommendations: None

In general, staff are ready to accommodate individuals with disabilities if accommodations are not available. For example, staff are ready to provide personal assistance for individuals with visual impairments; are able to raise tables for persons in wheelchairs; are able to rearrange furniture for persons in wheelchairs; are able to provide accommodations upon request; etc.



Executive Summary

To: SWDB Members, LWDA CLEOs, and Local Board Chairs

From: Amy Maberry, SWDB Executive Director

Date: March 4, 2026

Subject: Tennessee State Workforce Development Board Quarterly Meeting 2.27.26

The Tennessee State Workforce Development Board (SWDB) held its quarterly meeting on February 27, 2026, to review statewide workforce initiatives, assess progress toward strategic priorities, and receive updates on projects supporting Governor Lee's workforce vision. Key discussions focused on workforce system modernization, strengthening employer-driven talent pipelines, addressing workforce participation barriers such as childcare and benefits cliffs, and advancing cross-agency collaboration to support Tennessee's economic growth and high-demand industries.

Opening Remarks

Chairman Tim Berry welcomed attendees and recognized the retirement of Board Member and Assistant Commissioner of Vocational Rehabilitation Kevin Wright, thanking him for his service. He introduced Amy Howell, Director of Vocational Rehabilitation (VR), who will serve as VR's interim proxy to the Board, and welcomed Kelly North, Executive Director of the Tullahoma Area Economic Development Corporation, as the Board's newest member.

Economic Development Update

Deputy Governor and Commissioner of the Department of Economic and Community Development Stuart McWhorter emphasized the central role of workforce development in sustaining Tennessee's economic competitiveness. In 2025, Tennessee secured 75 economic development projects generating approximately 8,000 jobs and nearly \$12 billion in capital investment, with 70 percent representing foreign direct investment and 60 percent located in rural communities.

McWhorter noted that economic development is increasingly driven by advanced technologies requiring highly skilled talent. Tennessee is prioritizing innovation, research and development partnerships, and supply-chain development in key sectors including nuclear energy, artificial intelligence, aerospace and defense, quantum technologies, and advanced manufacturing. He highlighted the TNWorks initiative as a cross-agency effort to better align workforce, education, and economic development systems and encouraged continued collaboration with the Board.

Early Childhood Workforce Presentation

Blair Taylor of Tennesseans for Quality Early Education presented on the workforce implications of early childhood education. Limited access to affordable childcare and workforce shortages in the early education sector are estimated to cost Tennessee approximately \$2.6 billion annually in lost economic productivity.

Taylor discussed legislation establishing an Early Educator Workforce Development Task Force, led by the Commissioner of the Department of Labor and Workforce Development, to align existing education and workforce resources—including Tennessee Promise, Tennessee Reconnect, apprenticeships, WIOA training, and Workforce Pell Grants—to strengthen career pathways into the early educator profession. The task force will assess current resources, identify gaps, and provide recommendations to the Governor and General Assembly by December 31, 2026. The SWDB Executive Director will serve as an advisory member.



Executive Summary

Consent Agenda

The Board unanimously approved the minutes of the November 14, 2025, meeting.

Workforce System Update- Commissioner Deniece Thomas provided an update on Tennessee's workforce strategy focused on building a future-ready, industry-aligned workforce while expanding access to quality employment opportunities.

The update highlighted alignment with emerging federal priorities, including modernization of the Workforce Innovation and Opportunity Act (WIOA), integration with the Carl D. Perkins Career and Technical Education Act, and the national framework outlined in America's Talent Strategy.

Tennessee's strategy centers on five pillars: industry-driven workforce strategies, worker mobility and participation, integrated workforce systems, accountability and outcomes, and flexibility for technological change. Key initiatives include expanding sector partnerships and apprenticeships, increasing labor force participation among underserved populations, improving access to supportive services such as transportation and childcare, strengthening career pathways, and expanding industry-recognized credentials.

Additional priorities include implementing a "No Wrong Door" service model, strengthening cross-agency data sharing, establishing regional innovation hubs through TNWorks, and developing a statewide performance dashboard. Tennessee is also advancing an AI Workforce Readiness Initiative, piloting upskilling technology programs, and supporting employer investment in digital skills training.

Labor Market Intermediary Model- Jon Sheffner of the University of Tennessee presented on the Labor Market Intermediary (LMI) model, which aligns employers, training providers, workforce systems, and community organizations to strengthen talent pipelines and address barriers to employment.

East Tennessee Works was highlighted as a leading example of this model. Operating across Knox, Campbell, and Anderson counties, the partnership connects employers, educators, workforce agencies, and community partners to expand training and employment opportunities. To date, the initiative has enrolled 148 participants, graduated 89 individuals, and placed 50 participants into full-time employment with benefits.

The model demonstrates flexibility and scalability and may serve as a framework for replication in other regions, particularly as workforce demand grows in East Tennessee's nuclear and advanced energy sectors.

Benefits Cliffs Analysis- Alexandar Ruder of the Federal Reserve Bank of Atlanta presented new analysis examining "benefits cliffs" for Tennessee families. Using U.S. Census Bureau data, the analysis measured effective marginal tax rates to assess how increased earnings affect taxes and public assistance benefits.

Findings show that Tennessee families with children face an average effective marginal tax rate of approximately 53 percent. Approximately 15 percent of families lose more than half of additional earnings due to reduced benefits, and roughly 10 percent may experience a true benefits cliff in which increased earnings temporarily reduce overall household income.

The analysis identified SNAP and Medicaid as primary drivers of these cliffs in Tennessee. The findings will support the SWDB's ongoing efforts to integrate benefits cliff analysis into workforce coaching tools and career planning strategies.



Executive Summary

Committee Reports

Oversight Committee

The Committee received a fiscal and performance update from the Department of Labor and Workforce Development. The Department currently manages approximately \$180 million in authorized funding for FY2026 across Workforce Services, Adult Education, and Vocational Rehabilitation—an increase of approximately \$12 million over FY2025 driven through increased state appropriations aligned with agency priorities and successful competitive federal grant awards.

Key updates included:

- \$2 million awarded to Local Workforce Development Boards to support Incumbent Worker Training initiatives.
- Tennessee is meeting all federally negotiated performance measures for WIOA programs except Youth Measurable Skills Gain, currently 0.03 percent below target.
- Stable program participation with approximately 65,000 participants served in Quarter 2.

The Committee also received an update on Workforce Pell implementation, which will expand Pell Grant eligibility to short-term workforce training programs aligned with in-demand occupations. The program policy will be available for public comment in April 2026 with implementation targeted for July 2026.

An update was also provided on WIOA State Plan modifications and waiver requests aligned with the five strategic pillars of America's Talent Strategy. Public comment is anticipated in March–April 2026 with final submission to the U.S. Department of Labor by April 30, 2026.

At the request of the Oversight Committee, the Board approved exploring a forensic accounting review of financial records for the Greater Memphis Local Workforce Development Board.

Operations Committee

The Committee received an update on TNWorks, Tennessee's centralized employer engagement platform designed to streamline access to workforce programs and services.

Since November 2025, TNWorks has expanded engagement across multiple industries including manufacturing, food processing, automotive, and regional workforce collaboratives. Employers most frequently utilize TNWorks for incumbent worker training, apprenticeships, employment services, and workforce system navigation.

The Committee also discussed workforce implications of Tennessee's rapidly growing nuclear energy sector, which represents billions in announced investment and more than 1,000 anticipated jobs across engineering, advanced manufacturing, cybersecurity, and skilled trades.

The Committee reviewed the proposed redesign of Tennessee's American Job Centers (AJCs), which aims to modernize service delivery through an industry-driven, outcome-focused, and digitally accessible workforce system. The redesign will be supported by potential U.S. Department of Labor waivers to provide additional flexibility for system improvements.

Innovation Committee

The Committee reviewed Tennessee's planned U.S. Department of Labor waiver requests aligned with America's Talent Strategy. Waivers will focus on ecosystem alignment, funding flexibility, and program innovation.

The Committee also received an update from the Tennessee Department of Education on K-12 artificial intelligence initiatives. Efforts include establishing guardrails for responsible AI use, incorporating AI literacy into computer science standards, and providing professional development resources for educators.



Executive Summary

Finally, the Committee recommended adoption of the SWDB Excellence and Innovation Awards framework, a statewide recognition program designed to highlight impactful workforce initiatives and system leadership. The Board approved the resolution establishing the program, with annual awards to be presented beginning in November.

Closing Remarks

Chairman Berry thanked Board members for their continued leadership and announced that the next quarterly meeting will take place on May 8, 2026. Full meeting minutes will be posted on the SWDB website.