



**STATE OF TENNESSEE  
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**

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**PHIL BREDESEN  
GOVERNOR  
October 1, 2009**

**JAMES G. NEELEY  
COMMISSIONER**

The Honorable Hilda Solis  
Secretary of Labor U.S.  
Department of Labor 200  
Constitution Avenue  
Washington, DC 20210

Dear Secretary Solis:

We are please to submit the attached State of Tennessee Program Year (PY) 2008 Workforce Investment Act (WIA) Annual Report. This document contains all the initiatives that we have put into practice to encourage the self sufficiency of our labor force as well as to stimulate healthier and more effective practices by the employers.

This has been a challenging year. The world's economic and financial crisis has had a devastating effect in majority of the counties in Tennessee. The unemployment in these counties has continued its upward trend due to the downsizing and the closing of industries in the manufacturing sector. According to recent federal guidelines, Tennessee has 40 automotive restructuring impacted counties, the third highest in the nation. We have used several strategies, for coping with these tragedies. We have concentrated our efforts on training the unemployed, so that when they reenter the job market they are prepared for more demanding and higher paying jobs.

We are also finding ways to minimize the high unemployment rate by concentrating on new energy sources to boost our economy. Our state's growth is contingent upon workforce development. We recognize that education and economic development partnering with workforce development will ensure that we will overcome this situation.

Because of the combined efforts of the business community and the delivery of training services by state agencies, the initiatives we have set forth in the green energy sector will strengthen our economy and lead to recovery as quickly as possible. We are hopeful that Tennessee's economy will recover and the workforce will provide the highest quality service available to our citizens.

Sincerely,

James G. Neeley

JGN:RT:rk

Attachment

# **STATE OF TENNESSEE**

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**ANNUAL REPORT on the Workforce Investment Act Title I-B**

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**Submitted by Division of Workforce Development**

**October 2009**



**Division of Workforce Development  
Tennessee Department of Labor and Workforce Development  
Annual Narrative Report to the Employment and Training Administration  
United States Department of Labor  
Program Year 2008**

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## Introduction

Governor Bredesen's vision for economic recovery *now* is embodied in Tennessee's approach as much as it was in 2004. "As we forged ahead, we need to keep our fiscal balance. Good times shouldn't make us careless. Tough times shouldn't make us afraid." This statement from Governor Bredesen's 2004 State of the State Address is as applicable today as yesterday. The Governor also asserts his realistic vision by stating "What I am trying to achieve with this budget is to recognize the American Recovery Reinvestment Act (ARRA) funds for the one time help that they are, and to use them wisely and compassionately and most of all, when this recession is over, to leave our state looking to the future strong and independent." This was the statement from the Governor 2009-2010 Budget Address, March 23, 2009.

The vision of James G. Neeley, Tennessee Department of Labor and Workforce Development Commissioner, is the same as the Governor's. This vision is that all workforce development funds, including recovery act funds, should be used wisely and investment should be made in training and education for all Tennesseans to be able to compete in today's job market.

## Background Summary

The economic stimulus measures, provided by the ARRA, include investment in economic development, infrastructure, human services, transportation and workforce development. Tennessee is committed to a process to make sure that the funds coming to our state are used to potential for projects that have merit and are ready to quickly help more Tennesseans working again.

On behalf of the Governor, the Tennessee Department of Labor and Workforce Development (TDLWD) supports various initiatives made possible by state reserve funds. The Recovery package totals about \$5 billion for Tennessee, and it contains two different sets of money. About \$2.9 billion is intended to address suffering and to stimulate the economy rather than to address state budget issues. The remaining funds passed through the Tennessee state budget to state agencies. Some of the funds were paid directly to various non-state agencies.

In March 2009 Governor Bredesen, announced the Tennessee Clean Energy Future Act of 2009.

- Requiring state government to lead by example with improved energy management of its buildings and passenger motor vehicle fleet.
- Encouraging job creation in the clean energy sector by making qualified businesses eligible for Tennessee's existing emerging industry tax credit.
- Promoting energy-efficiency constructed homes with a limited statewide residential building code and expanding eligibility for federal funds used to weatherize existing home in low-income areas.

In addition, Tennessee's efforts have been noticed and jobs have already begun to flow. In the past few months, the top two polysilicon manufacturers in the world (Hemlock Semiconductor and Wacker Chemie AG) announced that they would locate billion-dollar plants in Tennessee and hire 500 workers each. Hemlock has stated that expects its numbers to grow to 2.5 billion and 2,000 jobs, which would make the projects the largest capital investment in Tennessee's history.

For Tennessee to receive these two billion-dollar projects (along with Volkswagen's \$1 billion plant in Chattanooga) within an eight-month period, is unprecedented in terms of economic development and good jobs in Tennessee. Governor Bredesen considers these large, capital-intensive, manufacturing projects "anchors." The reason is that their presence will be a catalyst for the location of suppliers and auxiliary industries creating an exponential number of highly-skilled, well-paying jobs for Tennesseans. To add to the growth of the economy, the Governor has proposed up to \$62.5 million of the American Recovery and Reinvestment Act funds to advance job creation, education, research and renewable-power production.

The Tennessee Department of Labor and Workforce Development has a role to play in the growth of the state's economy. The Department has received approximately \$64 million to provide training, education, and support services to youth, adults, and dislocated workers. The Department, with the leadership of Commissioner James G. Neeley, has focused on expanding services to youth, adults, and dislocated workers. The receipt of stimulus funds has allowed the department to provide more training services to more adults and dislocated workers than normal. In addition, ARRA funds also helped to provide a summer opportunities program for approximately 12,000 students (of whom 11,456 youth earned wages for the work provided for local area employers).

### **Operational Collaboration of the Workforce Investment System to assist counties with high unemployment**

As part of the economic downturn, many states have been uniquely challenged to do more with less. The Tennessee State Workforce Development Board has continued to be an asset to overcome this challenge. The appropriate leadership remains actively engaged as an asset to implement effective strategies. One current example of inter-agency coordination, approved by the state board, is being implemented by the Governor's office focused on severely economically-distressed counties.

Perry County in rural Tennessee had a 27% unemployment rate in February; it was 27% in late May. The Governor pulled multiple agencies together to better address this severely-distressed county. Multiple agencies met under an "all hands on deck" approach. WIA funds helped in delivering a subsidized employment model partner with local employers to help jobseekers. While the wages for this model come from the Department of Human Services, labor increased its youth allocation to include more summer youth workers in the county. The Department of Transportation also hired workers using ARRA dollars for several road projects. Due to the collaboration of several agencies, the impact should be significant.

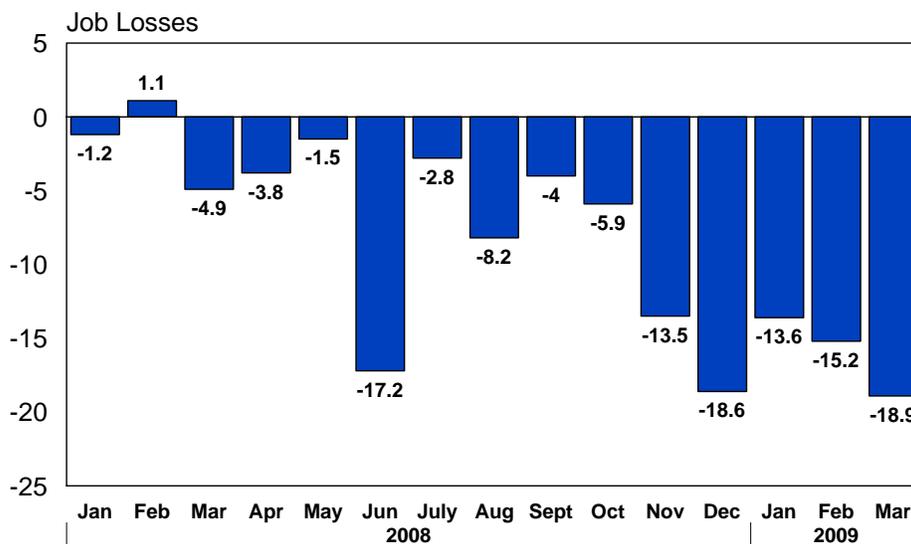
### **Labor Market Analysis Current Downturn**

Tennessee, like many states, has been severely impacted by the current downturn in the economy. Between March 2008 and March 2009, Tennessee has lost 116,900 non-farm jobs (not seasonally adjusted).

Title	March 2009 Employment	February 2009 Employment	March 2008 Employment	Over the Year Change
<b>Total Nonfarm</b>	2,667,600	2,662,600	2,784,500	-116,900
<b>Total Private</b>	2,234,800	2,230,600	2,357,200	-122,400
<b>Goods Producing</b>	437,100	443,500	509,200	-72,100
<b>Service-Providing</b>	2,230,500	2,219,100	2,275,300	-44,800
<b>Private Service Providing</b>	1,797,700	1,787,100	1,848,000	-50,300
<b>Natural Resources and Mining a</b>	111,400	111,600	135,800	-24,400
<b>Manufacturing</b>	325,700	331,900	373,400	-47,700
<b>Durable Goods</b>	197,300	201,800	232,800	-35,500
<b>NonDurable Goods</b>	128,400	130,100	140,600	-12,200
<b>Trade, Transportation, and Utilities</b>	576,000	572,500	608,200	-32,200
<b>Wholesale Trade</b>	127,200	126,700	133,200	-6,000
<b>Retail Trade</b>	312,900	309,400	328,800	-15,900
<b>Transportation Warehousing an</b>	135,900	136,400	146,200	-10,300
<b>Information</b>	47,500	47,500	49,200	-1,700
<b>Finance</b>	138,400	138,700	142,600	-4,200
<b>Professional and Business Service</b>	305,300	304,200	316,900	-11,600
<b>Educational and Health Services</b>	365,600	363,500	355,800	9,800
<b>Leisure and Hospitality</b>	264,300	260,200	272,100	-7,800
<b>Other Services</b>	100,600	100,500	103,200	-2,600
<b>Government</b>	432,800	432,000	427,300	5,500

## TN Job Losses by Month

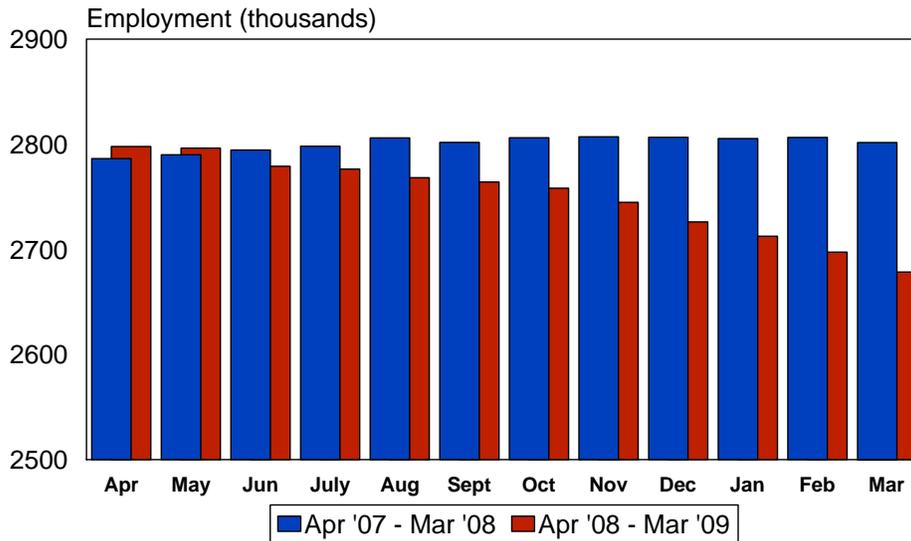
Seasonally adjusted - Jan 2008 - Mar 2009



Over the month employment declines have occurred in 14 of the last 15 months. Since November 2008, Tennessee has lost between 13,500 to almost 19,000 jobs each month.

## TN Nonag Employment

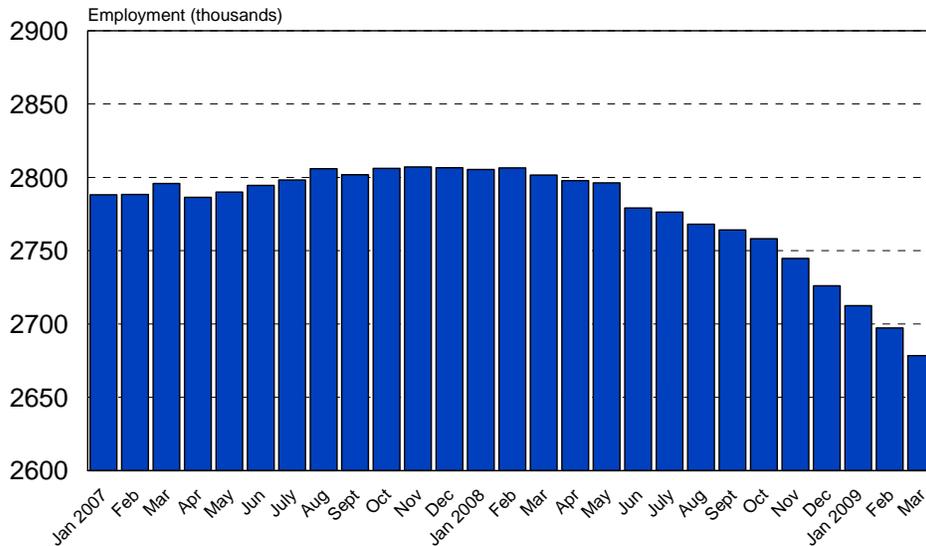
Monthly Employment Comparison of Same Month from Prior Year



Over the past twelve months, Tennessee's overall employment has continued to fall. There is an increasing larger difference between the current month's employment and the same month for the prior year. For March 2009, employment was 122,500 less than it was in March 2008 (seasonally adjusted).

# TN Nonag Employment

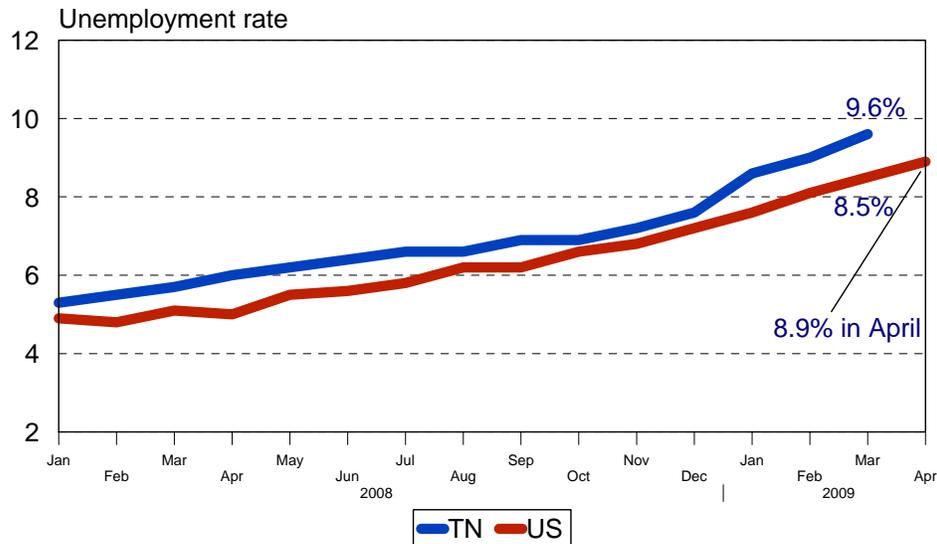
Jan 2007 - Mar 2009



Employment through May 2008 was relatively stable. Since May, employment has declined each month. March 2009 employment is the lowest level since December 2003.  
 Note: Data are seasonally adjusted.

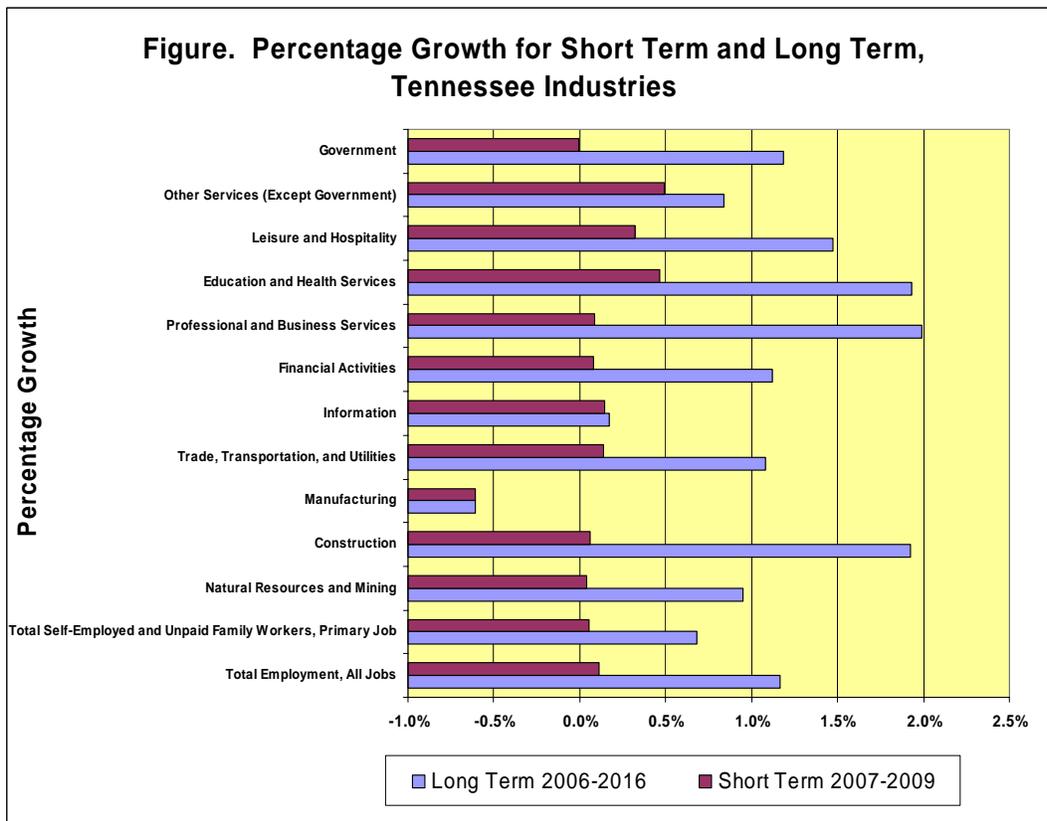
# TN and U.S. Unemployment Rates

Jan 2008 - Apr 2009



Note: TN's April Unemployment Rate will be released on May 21, 2009.

The March 2009 unemployment rate of 9.6% is the highest unemployment rate in Tennessee since April 1984.



The latest short-term projections that Tennessee has are for 2007-2009. Long-term projections have been completed to 2016. As can be seen in the graph above, nearly all industries in the short-term through 2009 were expected to have growth rates at or near 0% annually, except education and health services, other services (including repair and maintenance, personal services, and religious and civil associations), and leisure and hospitality. In the longer term, however, as the economy improves, all industries except manufacturing, information (which includes publishing and newspapers), and natural resources and mining are expected to grow faster than 1% annually. Manufacturing is expected to continue to decline.

As the economy recovers, the most rapidly-growing industries are expected to be construction, professional and business services, and education and health services.

Occupational-growth expectations for the short term, 2007-2009, were that two major groups, architecture, engineering and production occupations, would be declining in employment through 2009. Other groups anticipated to be slower-growing were protective service, construction, installation, maintenance and repair, and transportation and material moving occupations. The latter three groups would be negatively affected by downturns in both the construction and manufacturing industries as fewer personnel are needed to build residences and industrial plants to install and maintain industrial machinery, and to transport goods.

The direction of these initial 2007-2009 projections is borne out by an examination of recent claimants' industry and occupational trends in Tennessee. An analysis of all claimants for April 2009 by industry (including partials) showed 30% were employed in manufacturing, 11%

in construction, and 19% in trade, transportation, and utilities. An additional group included those in temporary help agencies.

What will be the outlook for claimants and other unemployed if the economy recovers as expected through 2016? The most rapidly growing occupational groups through 2016 are expected to be:

Occupational Group	Annual Growth Rate
Computer and Mathematical Occupations	2.0 %
Community and Social Service Occupations	2.2 %
Legal Occupations	2.6 %
Healthcare Practitioners and Technical Occupations	2.3 %
Healthcare Support Occupations	2.6 %
Protective Service Occupations	2.0 %

Many occupations in protective service and some in healthcare support require a high school education, but most of the jobs in the other categories require education beyond high school.

Comparing recent claimant data (February 2009, excluding partials) with occupational projections for 2009, it is clear that skills gaps will exist between growth occupations and occupations found most prominently among those receiving benefits:

Occupational Group	Occupational Code	Feb. 2009 Claimants	Percent	Annual Openings to 2016	Percent
Management, Business and Financial	TOTAL 11- 130000	1963	2.3%	2340	4.1%
Professional and Related	TOTAL 15- 290000	5968	7.1%	8880	15.4%
Service Occupations	TOTAL 31- 390000	8922	10.6%	14750	25.6%
Sales and Related	TOTAL 410000	3609	4.3%	4440	7.7%
Office and Admin Support	TOTAL 430000	7156	8.5%	9260	16.1%
Farming	TOTAL 450000	191	0.2%	200	0.3%
Construction	TOTAL 470000	9179	11.0%	2350	4.1%
Install, M R	TOTAL 490000	2881	3.4%	2050	3.6%
Production Trans. And Material	TOTAL 510000	33786	40.3%	7150	12.4%
Moving	530000	10121	12.1%	6210	10.8%
<b>Total</b>		83776	100.0%	57630	100.0%

The state's population continues to grow. From 1998 to 2008, the state's population was estimated to have increased from nearly 5.6 million to 6.2 million -- more than a 10% increase. The workforce in March 2009 was estimated at 2,707,400, with nearly 10% unemployment. Higher unemployment is found among youth ages 16-19 (30.9%) (especially minorities: blacks (age 20+: 10.5%), and Hispanic's (age 20+: 21.7%). Men have slightly higher unemployment than women.

Code	Demand Occupations	Claimants Feb 2009	Annual Openings to 2016	Median Wage	Education Level
111010	Chief Executives	521	470	126910	More than a Bachelor's Degree
111021	General and Operations Managers	166	1410	71280	More than a Bachelor's Degree
112021	Marketing Managers	105	110	72640	More than a Bachelor's Degree
112022	Sales Managers	620	270	72250	More than a Bachelor's Degree
113011	Administrative Services Managers	899	320	48670	More than a Bachelor's Degree
113021	Computer and Information Systems Managers	77	150	79720	More than a Bachelor's Degree
113031	Financial Managers	243	340	66370	More than a Bachelor's Degree
113040	Human Resources Managers	125	50	#N/A	NS
113071	Transportation, Storage, and Distribution Managers	264	110	66310	Work Experience in Related occupations
119021	Construction Managers	277	330	55380	Bachelor's Degree Work Experience in Related occupations
119051	Food Service Managers	627	330	35720	Work Experience in Related occupations
119141	Property, Real Estate, and Community Association Managers	252	140	37100	Bachelor's Degree

119151	Social and Community Service Managers	56	130	44470	Bachelor's Degree Work Experience in Related occupations
119199	Managers, All Other	1439	370	65640	
131011	Agents and Business Managers of Artists, Performers, and Ath	27	140	67030	More than a Bachelor's Degree
131023	Purchasing Agents, Except Wholesale, Retail, and Farm Produce	202	100	44360	Long Term On-the-Job Training
131031	Claims Adjusters, Examiners, and Investigators	76	180	51310	Long Term On-the-Job Training
131071	Employment, Recruitment, and Placement Specialists	121	110	40220	Bachelor's Degree
131073	Training and Development Specialists	39	150	44570	More than a Bachelor's Degree
131199	Business Operations Specialists, All Other	327	590	62760	Bachelor's Degree
132011	Accountants and Auditors	596	660	49670	Bachelor's Degree
132072	Loan Officers	337	130	43130	Bachelor's Degree
151031	Computer Software Engineers, Applications	109	180	69930	Bachelor's Degree
151032	Computer Software Engineers, Systems Software	109	120	72340	Bachelor's Degree
151041	Computer Support Specialists	435	360	41040	Associate Degree or Post_Secondary Vocational Training
151051	Computer Systems Analysts	201	330	59300	Bachelor's Degree
151071	Network and Computer Systems Administrators	67	230	62430	Bachelor's Degree
151081	Network Systems and Data Communications Analysts	20	210	62600	Bachelor's Degree
172112	Industrial Engineers	232	150	63950	Bachelor's Degree
211021	Child, Family, and School Social Workers	149	250	34060	Bachelor's Degree
211023	Mental Health and Substance Abuse Social Workers	14	160	28910	More than a Bachelor's Degree
212021	Directors, Religious Activities and Education	4	200	59230	Bachelor's Degree
231011	Lawyers	54	350	93430	More than a Bachelor's Degree
232011	Paralegals and Legal Assistants	172	190	36920	Associate Degree or Post_Secondary Vocational Training
252012	Kindergarten Teachers, Except Special Education	6	160	39800	Bachelor's Degree
252021	Elementary School Teachers, Except Special Education	123	1400	41980	Bachelor's Degree
252022	Middle School Teachers, Except Special and Vocational Education	128	450	41460	Bachelor's Degree
252031	Secondary School Teachers, Except Special and Vocational Education	129	850	42950	Bachelor's Degree
252032	Vocational Education Teachers, Secondary School	1	90	41500	Work Experience in Related occupations
252041	Special Education Teachers, Preschool, Kindergarten, and Elementary	38	230	39160	Bachelor's Degree
252043	Special Education Teachers, Secondary School	41	110	41520	Bachelor's Degree
253021	Self-Enrichment Education Teachers	108	100	29810	Work Experience in Related occupations
254021	Librarians	12	120	42880	More than a Bachelor's Degree
259041	Teacher Assistants	127	890	18040	Short Term On-the-Job Training
291051	Pharmacists	12	330	107760	More than a Bachelor's Degree
291111	Registered Nurses	256	2200	53980	Associate Degree or Post_Secondary Vocational Training
291123	Physical Therapists	6	120	71670	More than a Bachelor's Degree
292011	Medical and Clinical Laboratory Technologists	31	100	51260	Bachelor's Degree
292012	Medical and Clinical Laboratory Technicians	62	150	30810	Associate Degree or Post_Secondary Vocational Training
292021	Dental Hygienists	35	130	56160	Associate Degree or Post_Secondary Vocational Training
292034	Radiologic Technologists and Technicians	64	180	46700	Associate Degree or Post_Secondary Vocational Training

292061	Licensed Practical and Licensed Vocational Nurses	292	960	34020	Associate Degree or Post_Secondary Vocational Training
311011	Home Health Aides	241	580	18720	Short Term On-the-Job Training
319091	Dental Assistants	134	210	30060	Moderate Term On-the-Job Training
332011	Fire Fighters	27	310	37600	Long Term On-the-Job Training
333051	Police and Sheriff's Patrol Officers	141	500	34480	Long Term On-the-Job Training
339032	Security Guards	769	980	19450	Short Term On-the-Job Training
339099	Protective Service Workers, All Other	26	260	24530	Short Term On-the-Job Training
352011	Cooks, Fast Food	370	700	14260	Short Term On-the-Job Training
352015	Cooks, Short Order	119	120	16260	Short Term On-the-Job Training
352021	Food Preparation Workers	245	860	17640	Short Term On-the-Job Training
353011	Bartenders	153	300	14320	Short Term On-the-Job Training
353021	Combined Food Preparation and Serving Workers, Including Fas	557	2280	14530	Short Term On-the-Job Training
371012	First-Line Supervisors/Managers of Landscaping, Lawn Service	44	100	32890	Work Experience in Related occupations
373011	Landscaping and Groundskeeping Workers	519	540	21060	Short Term On-the-Job Training
399011	Child Care Workers	341	1110	15760	Short Term On-the-Job Training
411011	First-Line Supervisors/Managers of Retail Sales Workers	1308	1200	31960	Work Experience in Related occupations
411012	First-Line Supervisors/Managers of Non-Retail Sales Workers	238	190	61030	Work Experience in Related occupations
412031	Retail Salespersons	2933	4520	19320	Short Term On-the-Job Training
413011	Advertising Sales Agents	181	110	35170	Moderate Term On-the-Job Training
413021	Insurance Sales Agents	134	250	38790	Bachelor's Degree
413031	Securities, Commodities, and Financial Services Sales Agents	124	180	82000	Bachelor's Degree
414011	Sales Representatives, Wholesale and Manufacturing, Technical	851	370	64280	Work Experience in Related occupations
414012	Sales Representatives, Wholesale and Manufacturing, Except T	348	750	48410	Work Experience in Related occupations
419091	Door-To-Door Sales Workers, News and Street Vendors, and Retail	53	50	22480	Short Term On-the-Job Training
419099	Sales and Related Workers, All Other	1375	250	32000	Moderate Term On-the-Job Training
431011	First-Line Supervisors/Managers of Office and Administrative	585	930	39030	Work Experience in Related occupations
433031	Bookkeeping, Accounting, and Auditing Clerks	1127	1120	29050	Moderate Term On-the-Job Training
433051	Payroll and Timekeeping Clerks	120	170	30960	Moderate Term On-the-Job Training
434111	Interviewers, Except Eligibility and Loan	52	240	25990	Short Term On-the-Job Training
434161	Human Resources Assistants, Except Payroll and Timekeeping	138	70	32680	Short Term On-the-Job Training
434171	Receptionists and Information Clerks	915	870	22980	Short Term On-the-Job Training
435031	Police, Fire, and Ambulance Dispatchers	46	130	28170	Moderate Term On-the-Job Training
435053	Postal Service Mail Sorters, Processors, and Processing Mach	38	50	43850	Short Term On-the-Job Training
436011	Executive Secretaries and Administrative Assistants	2020	970	32630	Work Experience in Related occupations
436012	Legal Secretaries	124	160	32410	Associate Degree or Post_Secondary Vocational Training
439061	Office Clerks, General	3282	1870	24580	Short Term On-the-Job Training
452092	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	101	610	17850	Short Term On-the-Job Training
452093	Farmworkers, Farm and Ranch Animals	38	70	18530	Short Term On-the-Job Training
472031	Carpenters	1028	460	30240	Long Term On-the-Job Training
472051	Cement Masons and Concrete Finishers	129	170	28320	Moderate Term On-the-Job Training

472073	Operating Engineers and Other Construction Equipment Operator	623	380	30640	Moderate Term On-the-Job Training
472111	Electricians	909	620	39060	Long Term On-the-Job Training
472141	Painters, Construction and Maintenance	283	240	29010	Moderate Term On-the-Job Training
472152	Plumbers, Pipefitters, and Steamfitters	2042	430	36360	Long Term On-the-Job Training
472211	Sheet Metal Workers	197	180	32220	Long Term On-the-Job Training
473013	Helpers--Electricians	205	130	23620	Short Term On-the-Job Training
492022	Telecommunications Equipment Installers and Repairers, Excep	130	110	52210	Associate Degree or Post_Secondary Vocational Training
493031	Bus and Truck Mechanics and Diesel Engine Specialists	288	250	36430	Associate Degree or Post_Secondary Vocational Training
493042	Mobile Heavy Equipment Mechanics, Except Engines	104	150	35220	Long Term On-the-Job Training
499021	Heating, Air Conditioning, and Refrigeration Mechanics and I	307	280	30230	Long Term On-the-Job Training
499041	Industrial Machinery Mechanics	522	230	37300	Long Term On-the-Job Training
499042	Maintenance and Repair Workers, General	1155	450	31140	Moderate Term On-the-Job Training
499051	Electrical Power-Line Installers and Repairers	78	120	50890	Long Term On-the-Job Training
499052	Telecommunications Line Installers and Repairers	71	70	41930	Long Term On-the-Job Training
512023	Electromechanical Equipment Assemblers	106	60	26240	Short Term On-the-Job Training
512041	Structural Metal Fabricators and Fitters	241	90	31290	Moderate Term On-the-Job Training
514011	Computer-Controlled Machine Tool Operators, Metal and Plasti	180	80	32600	Moderate Term On-the-Job Training
514041	Machinists	599	300	35600	Long Term On-the-Job Training
514111	Tool and Die Makers	180	60	41600	Long Term On-the-Job Training
514121	Welders, Cutters, Solderers, and Brazers	1116	380	30690	Associate Degree or Post_Secondary Vocational Training
533032	Truck Drivers, Heavy and Tractor-Trailer	3009	2300	36800	Moderate Term On-the-Job Training

Source: TDLWD, LMI

## The Future of Tennessee's Economy

Tennessee has worked hard to be a leader in the clean energy sector and it's clear that our efforts are yielding dividends in job creation. Expanding our focus on energy efficiency, renewable power production and other clean energy activities is helping jumpstart our state's economy, and it happens to be the right thing to do for the environment. I'm proud that the Volunteer State is leading the way in growing the clean energy economy." Tennessee Governor Phil Bredesen

Under the leadership of Governor Phil Bredesen, Tennessee has made major strides in encouraging energy efficiency and conservation and promoting renewable energy. Across Tennessee is found a investment in all seven of the energy efficiency and renewable energy industries defined in Section 171(e)(1)(B)(ii) of the WIA. A strong, well-trained workforce will be essential to support the continued economic growth in the "green collar" sectors.

Tennessee has experienced significant job growth in the clean energy sector and is already a national leader in attracting green jobs. A June 10, 2009, report by the Pew Charitable Trusts noted that Tennessee is one of only three states in the country — including Colorado and Oregon — that enjoys a large and fast-growing clean energy economy. Already home-to-clean energy companies like Sharp Solar, AGC Flat Glass, Alstom Power, and others are having an impact in Tennessee. Tennessee's economic development strategy has generated notable success

in recruiting renewable-energy firms, marked by billion-dollar investments in the state by two of the solar industry's largest suppliers. Within the past year, Hemlock Semiconductor and Wacker Chemie AG, both producers of polycrystalline silicon, a key precursor element in photovoltaic solar panels, announced plans to bring thousands of jobs to Tennessee as the U.S. solar market expands.

Hemlock Semiconductor will construct its production facility in Middle Tennessee and Wacker Chemie will open a production site in Southeast Tennessee. Their arrival in the Volunteer State is in part attributable to an innovative, green-energy tax credit approved by the General Assembly last year.

The companies' decisions, seem to reflect a confidence in Tennessee's commitment to make further investments that encourage the development of solar energy. Current conditions in the solar industry seem to hold the potential for growth in our state.

Looking ahead, the state's challenge is to leverage and to build on the momentum created by activities and investments already underway in the state in energy efficiency and conservation, and renewable energy.

In 2008, Governor Bredesen established the Governor's Task Force on Energy Policy. This group, personally chaired by the Governor, was charged with developing statewide energy strategies, including: identifying how state government can lead by example in retrofitting its largest buildings with more energy efficient equipment and appliances, and in purchasing more fuel efficient vehicles in its fleet; improving energy efficiency in the residential sector; expanding the availability and use of biofuels and renewable energy; and growing the clean energy technology sector.

Concurrent with the work of the Governor's Task Force, the state established the Energy Efficient Schools Initiative (EESI) using approximately \$90 million in excess proceeds from the state's lottery program to fund energy-efficient retrofits of public school buildings across Tennessee.

The first round of EESI grants is being awarded to all school districts across the state under this forward-looking program.

The work of the Task Force resulted in Governor Bredesen's introducing the 2009 Clean Energy Future Act. The Southeast Energy Efficiency Alliance (SEEA), a regional coalition of business, government and environmental interests, called it "the cornerstone for all future energy policy in Tennessee."

Passed by the General Assembly in June and signed into law by Governor Bredesen, this landmark legislation requires state government to do better in "leading by example" in: managing its buildings and vehicle fleet; making the clean-energy technology sector eligible for Tennessee's emerging industry tax credit; promoting residential energy efficiency by streamlining the distribution of federal funds for weatherization of low-income homes; and, establishing a limited, statewide residential building code for new construction.

In addition, the state has focused significant resources in promoting cleaner and more independent sources of energy in the transportation sector a (concept referred to as

“sustainability mobility”). In 2007, Tennessee invested approximately \$70 million to establish the Tennessee Biofuels Initiative between the University of Tennessee (UT) and Oak Ridge National Laboratory (ORNL). The resulting activities led to a partnership between DuPont Danisco Cellulosic Ethanol, LLC, and Genera Energy, LLC, representing the UT Research Foundation. Last October, the partnership began developing a pilot-scale, cellulosic ethanol biorefinery and research and development facility. The state’s investments successfully leveraged a \$135-million investment by the U.S. Department of Energy (DOE) to create a Bioenergy Research Center at ORNL.

More recently, the state began exploring opportunities to accelerate the development of electric vehicles, including those that will be produced by Nissan. Nissan in 2008, completed the relocation of its North American headquarters to Middle Tennessee.

The General Assembly approved Governor Bredesen’s request for state, energy-office funding to participate in a DOE-approved multi-state electric vehicle project led by Electric Transportation Engineering Corp., based in Phoenix, Arizona, and by Nissan North America, based in Franklin, Tennessee. The ARRA-funded project, announced in August, is being described as the largest ever deployment of electric vehicles and infrastructure. Earlier in June DOE announced that Nissan has been conditionally approved for a \$1.6 billion loan to modify its Smyrna manufacturing plant to produce zero-emission vehicles and state-of-the-art lithium-ion battery packs to power them. In addition to the electric-vehicle project, Exide Technologies, of Bristol, Tennessee is also receiving ARRA funding to support production of advanced lead-acid batteries.

In September, DOE approved Tennessee’s proposed Volunteer State Solar Initiative. Tennessee will use its State Energy Program Recovery Act funds to establish the Volunteer State Solar Initiative, a comprehensive solar energy and economic development program, focusing on job creation, education, renewable power production, and technology commercialization. Building on current efforts, this program will stimulate short-term economic growth, while positioning the state to support long-term expansion of the solar industry. Recovery Act funds will enable the state to accelerate national-market transformation in a manner that will create jobs and ensure a clean energy future.

The initiative consists of two projects: The Tennessee Solar Institute at the University of Tennessee (UT) and Oak Ridge National Laboratory (ORNL), which will focus on industry partnerships to improve the affordability and efficiency of solar products; and, the West Tennessee Solar Farm, a five-megawatt 20-acre power generation facility in Haywood County to be one of the largest installations in the Southeast and to serve as a demonstration tool for education and economic development.

The Tennessee Solar Institute at UT and ORNL will be a center for excellence to spur accelerated growth in Tennessee’s burgeoning solar industry and to serve as a crossroads for a wide-range of solar-related activities in the Volunteer State. Among other purposes, the institute will bring together scientists, engineers and technical experts with business leaders, policymakers and industry workers to help speed the improvement and deployment of solar photovoltaic (PV) technology. A “Solar Opportunity Fund” is being established to underwrite a series of new-innovation-and-installation grants. Over the next three years, approximately \$23.5 million in grants will be distributed to solar-industry firms looking to strengthen or to expand operations as well as to businesses looking to install solar-energy generation systems.

The West Tennessee Solar Farm, a five-megawatt solar array in Haywood County, Tennessee, will serve as a demonstration site for educational purposes for the public and students to learn about the benefits of renewable energy. It also will be a showcase for a range of commercially available solar techniques and technologies. The farm, to be located at a site along Interstate 40 near the Haywood County industrial megasite, will be Tennessee's largest solar installation and one of the largest in the Southeast. Demonstrating the zero-carbon production of electricity on a highly visible and significant scale is expected to encourage future renewable-energy interest and investments.

According to DOE, the net result of the Volunteer State Solar Initiative will be to advance solar technology, promote the use of renewable energy statewide, lower fossil fuel emissions, decrease the state's dependence on foreign oil, and create green jobs across Tennessee.

## Reports from Local Workforce Investment Areas

### LWIA One



During 2008-2009, Northeast Tennessee, like the nation, faced increasing economic uncertainty. The Northeast Tennessee Workforce Investment Board (NETWIB) and LWIA 1 have risen to this challenge.

Buoyed with funds from the American Recovery and Reinvestment Act, LWIA 1 has led certain initiatives designed to address key strategic priorities.

These priorities focused on: retraining and workforce re-entry for dislocated workers, quality youth programming, and highlighting employer services and commitments to training. Other such strategic priorities focused on: promoting regional economic development and building relationships with other key stakeholders.

### Focus on Response to Economic Challenges

#### ❖ American Recovery and Reinvestment Act:

- Summer Works: 530 youth, ages 16-24, participated in a successful, summer youth employment program; the youth were deployed over 245 worksites. Participants received wages (in excess of \$880,000) to help stimulate the local economy. The economic impact is estimated to exceed \$2 million.
- Contracts have been issued to local Tennessee Board of Regents institutions for more than \$500,000. These funds are to train individuals in high-skill, high-wage job sectors (including clinical health care, allied health professions, and green building techniques).
- The participant-enrollment goal is to double the number of people served during the period of Recovery Act funding availability.

#### ❖ Dislocated Workers: LWIA 1 witnessed WARN notices for approximately 22 companies, and it participated in Rapid Response meetings attended by more than 2,133 workers. Yet, a critical need remained because of the increasing number of dislocations among small businesses (not bound by WARN-Act requirements).

LWIA 1 wanted to ensure that employees of such small businesses had equal access to information about benefits (provided through the Workforce Investment Act and partnering entities in the career centers). So, the LWIA participated in numerous community-based, information sessions.

- ❖ **Education:** The NETWIB continues to partner with regional K-16 educational systems. This partnership reinforces the importance of a person's attainment of higher-level skills and credentials; all of which helps that person to remain job competitive (especially in view of current economic conditions). As part of this initiative, the NETWIB hosted educational experts to provide guidance in assisting WIB members to develop LWIA 1 strategic plans. The NETWIB has endorsed the Tennessee Diploma Project. It has also allocated resources through its in-school WIA programs to ensure that at-risk students, in local systems, are able to achieve required standards.
- ❖ **Advanced Manufacturing:** The NETWIB and the Alliance for Business and Training (AB&T) continue to collaborate with Northeast State Community College. Their collaboration also includes both the Tennessee Department of Economic and Community Development and the Tennessee Department of Labor and Workforce Development (TDOLWD). This joint effort is to leverage funds ensuring a pipeline of trained workers for advanced manufacturing. With many workers retiring, such training efforts should halt the reduction of skilled workers in the region's manufacturing base.

A key result of this initiative is the Regional Center for Advanced Manufacturing which has opened on schedule and is serving students enrolled in the Fall 2009 academic year. This Center uses leveraged training funds from LWIA 1, and it uses other grants in excess of \$18,000,000 from the State of Tennessee and the United States Department of Labor. The Center also serves as the benchmark for state-of-the-art advanced manufacturing training and employment resources for the region's critical manufacturing sector.
- ❖ **Return on Investment:** Throughout the region, there has been a notable return on WIA investments and on other partner resources. Each dollar (\$1), invested in WIA training and employment funds, has resulted in more than \$3.25 in taxes paid and in other community investments.

### **Focus on Employer Services and the Career Center System**

- ❖ **LWIA 1 -- 2009 Incumbent Worker and Apprenticeships Programs:** The ability to attract and to retain high-growth industries and existing businesses in LWIA 1 relies on the capacity to offer a skilled labor force. Nearly \$364,000 was awarded (through Incumbent Worker and Apprenticeship programs) to train more than 820 employees. These employees were trained in areas such as electronic medical records, IR thermography, sheet-metal fabrication, machinist, instrumentation, and in IT skills upgrades. These businesses are benefiting from this opportunity to remain competitive through new and/or enhanced occupational, technical, or educational skills training.
- ❖ **LWIA 1 -- Career Readiness Certificates (CRC)/WorkKeys:** In coordination with TDOLWD, LWIA 1 is providing business and industry with a real-time, job-skills assessment measuring portable, real-world skills through the use of the Career Readiness

Certificate (CRC). Job seekers who the master assessments (in WorkKeys) are awarded the nationally-recognized Career Readiness Certificate. The CRC provides a “common metric of communication” among job seekers, employers, and educators. It allows the local workforce investment area to remain responsive to workplace realities; and, it helps to address the assessment and training needs of Northeast Tennessee’s current, transitional, and emerging workforces.

Since its inception, 740 CRCs have been issued. These CRCs are a culmination of multiple local initiatives including: Eastman, Northeast State Community College, Tennessee Technology Center (at Elizabethton), and the Adult-Dislocated Worker-Youth Workforce Investment Act programs (and Job Service).

- ❖ **WIA/AB&T & Career Center System:** AB&T/LWIA 1 met and exceeded all performance measures. In addition, more than 90% of WIA participants received external training to improve their skills. LWIA 1 continues to focus on training and support of the career center system infrastructure. As a result, it has consistently performed in the top tier in achievement of its Common Measure metrics during the last reporting period.
- ❖ **Governor’s Fast Track Support:** LWIA 1 continues to support the recruitment of new businesses and industries and to support the retention of existing business through this program. On the job training contracts are being developed for two area companies.
- ❖ **Prisoner Re-Entry Program:** AB&T, through the career center system, works closely with the Prisoner Re-Entry Program, in Northeast Tennessee, to conduct workshops. These workshops are held in conjunction with pre-release classes (at the Northeast Correctional Complex in Johnson County) and deal with employability skills. Such skills are: application completions, resume writing, attitudes, interviewing skills; these skills also include: where to seek employment, Work Opportunity Tax Credit information, and, the Federal Bonding Program. Center services are discussed in detail, and inmates are provided with career center locations (in the state) where they are to reside. Several area employers are willing to work with ex-offenders; and, this project links the employer to the job seeker. Questions from instructors or inmates are encouraged, and assistance is provided in acquiring information/resources to aid in employment.
- ❖ The **Coordination Team**, composed of career center partners, has reconvened to develop service upgrades for the local workforce system; as a result, service delivery elements are being revised. This revision will provide increased attention to client assessment, advanced skill training, initiatives (job club, job development, job placement), as well as enhanced information-technology capacity. Career center partners also participate in semi-annual, in-service training sessions to equip all staff with skills to use the latest information and tools in serving LWIA clients.

## Focus on Youth

- ❖ **YouthBuild:** Capitalizing on the award of federal YouthBuild grant funds, LWIA 1 has implemented a capstone program in youth services. This program targets earning a GED while learning applied math and technology skills; this is accomplished by constructing energy-efficient homes for deserving families.

Seven (7) homes have been **completed and sold**. By 2010, 116 youth will have been served through the investment of \$1,100,000 (received through HUD funding). Also, sixty (60) youth will have received GEDs. In recognition of AB&T's superior performance in HUD YouthBuild programs, the U. S. Department of Labor has awarded an additional YouthBuild grant to LWIA 1. The grant totals \$1.04 million and is to be used to construct four more homes and to serve an additional 63 Sullivan County youth. (The new grant will be in operation through June 2012.)

- ❖ **Career Fast Track:** Northeast State Community College, in partnership with LWIA 1, has created a Career Fast Track (high school to college) program. The program ensures an ongoing pipeline of high school graduates who received college credit while still in the secondary school system. As a result of this collaboration, many students begin their careers, at the community college, with two semesters of college credit (already earned).
- ❖ **Disability Program Navigator (DPN):** The Disability Program Navigator assists Northeast Tennessee Career Center system staff. This assistance is in obtaining and demonstrating comprehensive knowledge and skills to assist individuals with disabilities to “navigate” available programs and services.
- ❖ The DPN also works to improve job placement, retention, and career advancement for job seekers with disabilities; at the same time, the DPN helps to improve links to the area business community and to promote awareness in the value of hiring persons with disabilities.

In LWIA 1 is a regional partnership. This partnership includes: WIA/AB&T, the Tennessee Division of Rehabilitative Services, and the TDOLWD Regional Workforce Employer Outreach Committee. LWIA 1 established the Northeast Tennessee Diversity in Employment Consortium (NETDEC). The NETDEC serves as a network of employment programs for persons with disabilities, and it enhances information sharing for employers having questions about disability. NETDEC also promotes job matching between job seekers and employers. Each October (National Disability Employment Awareness Month), NETDEC sponsors a regional Employer Appreciation Event to increase awareness of the benefits of employing individuals with disabilities. In addition, a series of Disability Mentoring Day Events are held at local employers' businesses. (Booths are also provided at various Northeast Tennessee human-resources expo sites.)



## LWIA 2



Members of the Smoky Mountains Area Workforce Board have an important role in providing services to area youth, job seekers and employers. These board members are responsible for policies determining how more than \$7.8 million in funds will be spent this year. These funds, from the Workforce Investment Act (WIA) and from the American Recovery and Reinvestment Act (ARRA), are to be used to provide training and assistance. Board-member involvement is especially important during these difficult economic times.

Five new members were appointed to the board during the past year – Mr. Willie Anderson (Branch Manager of First Tennessee Bank in Greeneville), Mr. Andrew Duncan (President of Duncan Lumber Company in New Tazewell), Mr. Jeffrey Kyle (President of K-Chemicals in Bean Station), and Ms. Linda Wester (Co-owner of U.S. Title Loans and Check Advance in Newport). Mr. Tom Mottern (Vice-Chairman of the Board of the First Century Bank in New Tazewell) also served part of the year on the board and on the Youth Council.

### Changes and Challenges

America's economic distress has made worldwide headlines. Similar to almost every region in the United States, the ten-county Smoky Mountains Area Workforce has been significantly impacted by the recession. The board has responded to the challenges of this recession, especially the challenge of serving more jobseekers, with changes in priorities and policies. New initiatives have been implemented; many of these have been funded by ARRA as part of a nationwide effort to help adults, dislocated workers, and youth.

### Tennessee Youth at Work

The return of the Summer Youth Program has been one of the most visible efforts funded by ARRA. Over 800-area youth, ages 14 to 24, participated in work readiness activities and work experience in the summer program; these youth earned up to \$2,000 or more working in agencies, schools, and businesses in every county. Education Connection, featuring Hallerin Hill from television's *Anything is Possible*, was scheduled for July 24, 2009. More than 840 youth participated in the summer program, with 714 in the year-round program (during the year July 1, 2008, to June 30, 2009). Over 150 youth also participated in four, one-week Summer Career Camps. They explored careers and postsecondary education. This exploration consisted of visits

to a variety of businesses and industries, hands-on educational experiences at the Tennessee Technology Center (Morristown and Walters State), and a visit to Dollywood.

### **Clean Energy Technology Training**

The area was fortunate to receive a special ARRA appropriation from the Tennessee Department of Labor and Workforce Development to expand the focus of the Center for Workforce Education; the expansion included clean energy technology training. This \$950,000 appropriation was to be used to develop and revamp curriculum, to offer training to jobseekers, employers, teachers, and youth, and to purchase equipment for the training. (In addition, presentations were made available to interested organizations and agencies.)

The U.S. Department of Labor requested a presentation which Walters State made at the Region 3 Recovery and Reemployment Conference in Atlanta; this presentation concerned Walters State's green-jobs initiative.

Funds from a \$1.95 million Community Based Jobs Training grant will continue to provide support for training in advanced manufacturing (until June 30, 2010); this grant was used to establish a partnership between Walters State's Center for Workforce Development and the Division of Technical Education.

### **Performance and Services**

In the year ending March 31, 2009, 944 adults and dislocated workers were enrolled in the local WIA program. Performance continued to exceed the area's goals for adults, dislocated workers and youth; and, the area again received incentive funding. This funding will be used, in Talbott, to upgrade the regional Career Center resource room. In Tazewell and Greeneville, WIA offices continue to provide services for Greene and Claiborne counties. In a few months, Tazewell's WIA office will move to the new Walters State campus; there the office will be located in an older building previously housing the county high school. In Union County, WIA staff will continue to maintain office hours for half of a day each week.

### **New Logo and Web Site**

The board's Marketing Task Force led efforts to create a new logo which would have a more recognizable identity. In July 2009, a new Web site premiered at [smokymtnjobs.org](http://smokymtnjobs.org). This new site should provide more useable information for jobseekers, employers, partner agencies, development professionals, as well as for board members.

### **Future Directions**

One of next year's major goals is to improve services for dislocated workers. The first Job Ready Exposition was held in Greeneville on August 4, 2009. This exposition provided information about training opportunities and workshops for dislocated workers and also for employers. At the Knoxville Job Fair in March, Dick Gaither, nationally-known trainer, provided workshops for dislocated workers and for the staff. He returned in August for the area Job Ready Expo in Greeneville.

Other innovative strategies to attract and to retain participants are being explored; one strategy involves the use of an "800" number. Additional ARRA-funded benefits, approved by the board in April 2009, will help with the cost of textbooks and will increase travel

reimbursements (as long as funds are available). Another major goal for the upcoming year is to increase the number of dislocated workers, adults, and youth who are to be served in the area.

### **Worker Training for Employers**

Area businesses and industries benefited from \$19,283 in on-the-job training funds as well as from \$14,648 in incumbent worker grants; these funds came (between July 2008 and June 2009) from the Tennessee Department of Labor and Workforce Development. On-the-job training contracts were developed for positions including general manager, assistant manager, CNC-plasma operators and for eight other different jobs. Grants for incumbent worker training, which were available in July 2009, are now scheduled for October 2009.

### **Participant Success**

Numerous participants in our Adult, Dislocated Worker, and Youth programs have been highly successful this year. Some of these successes are listed below.

- A woman, whose most recent employment had been as a baby sitter, had not worked for four months when she came to the career center. With the LWIA's assistance, she was accepted into the nursing program at Walters State Community College where she graduated in May 2009. Since then, she has earned her state-board license and is working as a registered nurse.
- A dislocated worker, applying for LWIA assistance in late 2008, had been a lead press operator for eight years. When the plant where he worked was closed, he was laid off. To help him acquire the skills needed for a more stable line of work, the LWIA funded his training in a welding program at Tennessee Technology Center-Morristown. After completing this program in April 2009, he was hired by TTC-M for a job in the school's maintenance department. In addition, he believes there may be opportunities for him to teach welding classes at the school.
- A "parenting" grandmother, with custody of two preschoolers, was unemployed when she applied with the LWIA for WIA services. She had been forced to leave her most recent employment, as a laborer with a manufacturing company, to care for her two grandsons. Despite working for several years as a caregiver, she possessed neither a license nor any other credential. After assisting her with core and intensive services, the LWIA helped her gain admission to the practical nursing program at Tennessee Technology Center-Knoxville. She graduated, passed her state boards, and obtained full-time employment as a licensed practical nurse.
- A 48-year-old dislocated worker came to the LWIA after the demise of the company where he had worked for 25 years as a machine technician. With TAA providing training funds and WIA providing support services, he received the training needed for new career. In December 2008, he completed the HVAC (heating, ventilating, and air conditioning) program at Tennessee Technology Center-Morristown; then, he opened his own company providing heating, air conditioning, and electrical services to commercial and residential customers.
- Seeking the security and self-sufficiency they had missed at their jobs, an employed couple came to the LWIA program. Recognizing that more training was a prerequisite to reaching

their goals, they enrolled in the nursing program at Walters State Community College. With WIA assistance, which the husband said “was truly a blessing,” he and his wife graduated in May 2009, passed the state boards, and are employed as registered nurses.

- With WIA assistance, a mother-and-daughter team recently completed the nursing program at Walters State Community College. The mother had delayed her goal of having a nursing career. She delayed this goal until her children became teenagers; only then did she begin a study in nursing – and she did it on her own. However, to help her finish the last year in nursing school, the LWIA provided assistance. The daughter (after graduating from high school) wanted to follow her mother’s interest in nursing; so, the LWIA next helped her with nurse’s training. Mother and daughter graduated a year apart, May 2008 and May 2009, respectively. Both are working as registered nurses.
- Training assistance through the LWIA’s adult program helped another mother and daughter, but they were pursuing different careers. The mother had used WIA funded training (years before) to become a licensed practical nurse; afterwards, she continued to take nursing classes at Walters State Community College. With additional WIA assistance, she finally received her degree in May 2009. (She needed the degree to reach her goal of becoming a registered nurse.)

Concurrently—and also with WIA assistance—her daughter pursued training in the culinary arts at Walters State; the daughter expects to be employed soon at a local restaurant.

- One unemployed high school graduate enrolled in the LWIA’s year-round Youth program. He was able to parlay work experience (during the Summer Youth Employment Program) into a career goal and a means of achieving it. Recognizing that more education will be necessary to help him succeed, he plans to enroll at Walters State Community College to obtain a degree in sociology; he will receive LWIA assistance to earn this degree. He has already been offered a job by the company he worked for (in the summer program); this company also will help him pay for his education.
- Numerous other participants in the summer employment program gained valuable experience and developed work-readiness skills essential for successful employment. Many summer participants received offers from their employers to continue working as regular, pay-roll employees after their subsidized work experience ends. Moreover, the income that these participants earned became even more important to them and their families as national unemployment rates rose during the summer. As one of our county service providers reported:

*We ... have many participants who have benefited greatly from the Tennessee Youth at Work Program. Since most of the families they represent are struggling financially, just the added income will help sustain them. The economy is so sluggish we doubt that many of these participants could have found employment elsewhere.*

The Center for Workforce Development at Walters State Community College is the administrative entity for the WIA program, which is funded under an agreement with the Tennessee Department of Labor and Workforce Development. Walters State is an equal opportunity employer and provider of employment and training services. The College does not discriminate on the basis of race, color, religion, national origin, sex, disability, age, political affiliation, or belief. Auxiliary aids and services are available upon request to persons with disabilities.



## LWIA 3

### Our Primary Goals

The mission of Workforce Connections (LWIA 3) is to promote individual self-sufficiency and to foster community economic growth through local workforce development. To this end, LWIA 3 continues several focuses. These are: providing improved services to

customers, building effective partnerships, serving diverse populations, promoting business and economic development, and promoting professional development and continuous learning.

### **Providing Services to Customers**

- Through the Career Center system, Workforce Connections and LWIA 3 partners offered job-search resources through 27,000 customer visits (7000 more than the previous year).
- LWIA 3 had a placement rate of 92.5% for adults and of 94.4% for dislocated workers.
- Thirty-seven (37) completed GEDs through the Ross Learning Center, and an additional 117 experienced at least a one-level increase in reading and math.
- The career center offered 532 workshops to assist individuals in improving job seeking skills.

### **Building Effective Partnerships**

Workforce Connections continued to collaborate with adjacent workforce areas to address the needs of job seekers and employers in the region. Workforce Connections worked closely with the East Tennessee Human Resource Agency (LWIA 4), Walters State Community College (LWIA 2), and with the Alliance for Business and Training (LWIA 1). This collaborative effort improved service delivery through staff training and professional development. Also, partnerships with the Knoxville Chamber of Commerce and the United Way focused on development of additional workforce resources to address regional issues.

The Workforce Connections Youth program has increased enrollments to approximately 115 in-school youth during the year. This increase was made possible by developing close relationships with personnel working in four, local high schools. The in-school staff has become integrated with the regular high school staff to provide a range of services for low-income youth. Such services include leadership training, an incentive program, field trips, financial support (for necessary school supplies and uniforms), and other social services (to ensure that these youth graduate from high school). More than 40 low-income participants (entering the program as “at risk” of dropping out of high school) graduated in the spring of 2009.

### **Serving Diverse Populations**

The career center staff has developed specific expertise in service to offenders. The staff conducts monthly workshops geared to offenders and their job searches; the staff also works closely with probation and parole offices to provide additional assistance. The career center continues to increase its services to those with disabilities, veterans, older workers, and to other at-risk populations.

Serving low-income youth has been a priority in LWIA 3, and youth enrollments significantly have increased over the previous period.

LWIA 3 increased the number of low-income youth enrolled in post-secondary education and it saw positive outcomes from the use of this model. Funding, available through the American Recovery and Reinvestment Act (ARRA), provided opportunities for significant increases in services for youth. Through ARRA funding and WIA youth-formula funding, Workforce Connections was able to provide more than 650 low-income youth with summer

employment. This work experience expanded their job-readiness skills and provided a valuable income in economically challenging times.

## Promoting Business and Economic Development

Economic shifts, affecting the nation, also impacted Local Workforce Investment Area 3 during this time period. While LWIA 3 had previously enjoyed a low unemployment rate, midway through Program Year (PY) 2007-2008, Knox County's unemployment rate was close to 4%. By the end of PY 2008-2009 (June 2009), that rate was 8.5%. More than two thousand lost their jobs as companies downsized and closed in the Knox County area. Workforce Connections worked with the Knoxville Chamber, United Way, the Community Action Committee, and with other service providers to identify resources and assistance for people facing these unemployment difficulties.

The business-services component of Workforce Connections continued to coordinate with the Chamber and Economic Development organizations to provide services. Such services included: Incumbent Worker Training, On-the-Job Training, and Career Readiness Certification and screenings. All of these services are designed to assist area employers and to attract new business development (into the area).

## Promoting Professional Development and Continuous Learning

In March 2009, LWIA 3 collaborated with Innovation Valley Inc., Knox County, the City of Knoxville, Knoxville-Knox County Chamber of Commerce, LWIA 2, and with LWIA 4. This collaboration was to provide the community with a Transition Assistance Fair giving support and information to the unemployed and to the underemployed. One of the fair's interesting workshops, **"I Lost My Job, What Do I Do Now???"**, was a 90-minute presentation by nationally-known Dick Gaither (Job Search Training Systems, Inc.). This workshop was sponsored by the Tennessee Career Centers, the Smoky Mountains Area Workforce Board and by the Walters State Center for Workforce Development; and, it demonstrated how to deal with the trauma of job loss and how to find the next job. Mr. Gaither also provided workshops for the staffs of Areas 1, 2, 3, and 4. He focused on helping dislocated workers to re-enter the workforce; and, he mentioned on-job search tactics for the hardest-to-serve. The workshops were successful.

LWIA 3 increased its number of Career Readiness Certificates (CRCs) by outreaching to employers and job seekers. Several companies prefer that potential employees (applicants) obtain the CRC before they may be considered for employment. Between July 1, 2008, and June 30, 2009, LWIA 3 awarded 892 CRCs (123 Bronze, 448 Silver, and 321 Gold).

## Success Stories

**Adam** – When he was 17, his father died. Adam was plunged into chaos and with his world crumbling around him, he knew he had to make a change and quickly. He went to live with his grandmother and worked odd jobs for his uncle's construction company (when there was work).

Still, life was difficult; his grandmother's fixed income was not enough to cover their needs; Adam missed a lot of school and was heading down a dead-end road. Luckily, he saw

the light (before it was too late) and decided to take responsibility to change his lifestyle. Adam earned his GED, and with help from the WIA Youth Program, he enrolled in the Industrial Electricity program at Tennessee Technology Center in Knoxville (TTCK); there he excelled. After nearly two years of rigorous training, Adam completed the program and found work with a local electrician. Now his sights are set on the future. He hopes someday to start his own company so that he can provide the kind of life for himself and his family that he feels they deserve. As for WIA's role in helping Adam achieve his dreams, he is grateful. "If it wasn't for you being there and providing me with support and help throughout my time in school, I couldn't have done it."

**Joni** - In October 2007 Joni lost her job with a local boat company as the result of a mass layoff. Determined to improve her opportunities, she embarked on the mission to become a Licensed Practical Nurse (LPN). She met with WIA staff to determine steps to enroll in the LPN program at TTCK.

Through coordinated services of the WIA's Workforce Connections and Tennessee's Vocational Rehabilitation, Joni enrolled in training. She was able to complete Licensed Practical Nursing program requirements on February 18, 2009. She has a full-time LPN job in Knoxville at a health facility where she earns \$16.25 per hour. As a result of her dedication and commitment, Joni has transitioned from laminating boats to helping people find healing.

**Jane** - A single mother of two, Jane was having a difficult time and working full time as a CNA when she first enrolled in WIA. She started the Tennessee Technology Center LPN program in September 2006. Still, Jane needed to continue working full time. This busy schedule affected her training, and she needed to leave the class. A determined Jane returned to the program (in the next class). Continuing to work part time and to raise her children, she completed the program! She is employed with Hillcrest West where she earns \$16 per hour as a Licensed Practical Nurse.

**Diane** - Left a "widow" when her husband died, Diane walked a rocky road. Diane went to live with her mother; she also decided to change her life. She enrolled in a Tennessee Technology Center Medical Office Information Technology class and kept a 98 average. Diane finally received her diploma and National Certifications for Medical Administrative Assistant and Billing & Coding Specialist. She is employed with the University of Tennessee Medical Center in the medical records department.

**Jack** - He was laid off from Sea Ray Boats, in June 2008, where he was a lamination technician. Jack had worked five years at Sea Ray and did not have a high school diploma. Before he worked with Sea Ray, his only training had been with a forklift. Jack was interested and determined to get training that would ensure secure employment. He began working on his GED in July, and in September he passed with a score of 490. Jack decided he wanted to enroll in Industrial Electricity. He took the Career Readiness Certificate assessment and earned a Silver Certificate. In January 2009, he enrolled at the Technology Center, excelled in class, and is a member of the honor society; his average has been 96 or better!

**Jenny** - In July 2008, Jenny left Knoxville for a family vacation. Upon returning, she learned that her employer had become the victim of a slumping economy. She was immediately

laid off -- no job, no income! Jenny was a single mother of four children (ages five, nine, 14 and 20).

She had no opportunity to finish high school but was determined to succeed for her family's welfare. So she contacted the Tennessee Career Center in Knoxville for an intake interview. (This interview helps to determine the best way to help one succeed.) Her first priority was determined to be completing high school; so, she promptly enrolled in adult education classes (through Workforce Connections Ross Learning Center). There she worked hard for a few weeks and even took her GED test weeks ahead of schedule. She nervously waited twelve days for the test results – then, good news! She became a graduate.

At that point, Jenny was more motivated and determined for a career. So, she contacted the Tennessee Technology Center about a Medical Assistant Program class but learned that the class was filled for that year. Yet, her Career Specialist received a call that afternoon from the class instructor; as it turned out, there was room for one more student in the class. And, because of an earlier conversation, the instructor wanted Jenny to fill that vacant classroom seat. Then, Jenny took the compass test and was admitted to the class.

Now, she was more encouraged and filled with self-motivation; so, Jenny asked what else she could do (to make herself more marketable as a medical assistant). It was determined by Jenny, her instructor, and by the career specialist that x-ray training was the path Jenny should explore. So, she enrolled in weekend classes (over the course of several months) and gained her x-ray-tech certification.

Jenny went to Summit Medical Group as part of her training externship. She graduated as a certified medical assistant and will take her last x-ray exam in a few weeks. Jenny was offered and accepted employment at Summit where began full-time employment in September.

**Jackson** - He was employed twelve years, with a local company, as a milling operator. When the company closed in May (of 2008), Jackson began a job search with help of the Tennessee Career Center. He was referred to Green Mountain Coffee Company where he was employed as a “Quality Control Machine Operator” in August of 2008.

**Gina** - As every Career Specialist knows, it is not always possible to predict who will be successful. While there may be indicators of success, such factors are not always obvious. Two of these factors are the client's persistence and the client's desire for self-improvement.

One female student is a shining example of having the resolve to overcome challenges. As a single mother, she epitomizes the value of hard work and perseverance. It would have been easy to turn away from helping this young lady. Yet, this young mother needed one more chance to prove herself. For this reason, LWIA 3 helped her into CNA training (for the *second* time). She did not disappoint anyone.

Three months later, this client had completed her training and had become a certified nurse assistant. She passed her state certification and continued by taking a phlebotomy course (which she recently completed). Now, this strong young woman is employed at an area nursing home where she will put her caring personality and expertise into practice. More important than occupational or economic advancement is personal growth. She has matured and learned the value of taking responsibility and making no excuses. She demonstrates that perseverance and hard work do pay off.



## LWIA 4

Program Year (PY) 2008-09 was highlighted with the return of a summer work component for youth and the influx of ARRA funding. The ARRA funding provided our career center staff with new and dynamic opportunities to extend services; it also provided enhanced outreach to those in our communities who were adversely impacted by recent economic events. The following are examples of activities, interaction and involvement with those serviced and supported by our program activities; these examples represent great teamwork and caring approaches to our mission.

### Career Readiness Certificate Program

During the fiscal year of 2008, LWIA 4 awarded more than 1,400 Career Readiness Certificates (CRCs). LWIA 4 tested more than 500 people for the Newell Rubbermaid manufacturing facility located in Maryville, Tennessee. (Many of those who were tested were dislocated workers trying to re-enter the workforce.) Newell used this ACT testing product as an assessment preference in their hiring



process which filled 200 positions. The majority of those hired were dislocated workers in LWIA 4. Bojangles, a food retail chain, began regional startup operations in Lenoir City, Tennessee. The retail chain also used LWIA 4's career center in that community to interview and to orient its new employees. This company is another example of the employer's preferring that its future employees have a Career Readiness Certificate. Nearly 100 prospective employees participated in this application process which included testing at the career center to obtain Career Readiness Certification.

### **Correctional Pre-Release Program**

During the year, LWIA 4 continued a pilot program for the "pre-released" at the Morgan County Correctional Complex (serving more than 200 inmates to be released within the year). The services LWIA 4 provided included the CRC, portfolio- building classes, interview skills, interpersonal-professional interaction, and career-center-staff contacts (at the time of release from the complex).

The success of this pilot program won accolades from the Tennessee Department of Corrections. The program has also received recognition (from associated organizations as far away as New York) for its effectiveness and potential. A partnership, involving LWIA 4, the Tennessee Department of Corrections and the Tennessee Department of Labor and Workforce Development, has led to the expansion of this program. This expansion is to provide services for six state correctional facilities on an organizational platform including two facilities each in east, middle, and west Tennessee. In structuring this plan, LWIA 4 has determined that one of the Middle Tennessee sites will be the Ladies Correctional Facility. A goal of LWIA 4 is to provide services to 2000 inmates in the Pre-Release Program during the coming year.

A successful story for this program is M. He initially earned his silver Career Readiness Certificate (CRC), but M. was not satisfied. He studied, was retested, and was awarded a gold certificate prior to his release.

Upon release, M. contacted LWIA 4 staff for career-center services. Since that initial contact, he applied and was accepted into a management-training program (with a national organization).

He has also found an apartment and financed a vehicle. In addition, he is continuing to use his gold CRC to explore other employment while he is maintaining his job. He recently appeared as a guest speaker at the LWIA 4 Workforce Board Meeting where he shared what the program meant to him.

### **Rapid Response Services for Dislocated Workers**

LWIA 4 is a partner with the Tennessee Department of Labor and Workforce Development's Rapid Response Team. This partnership has provided an opportunity to dispense program information (as well as training information) to 1,910 dislocated workers in the past year. The presence of this team, working hand in hand with LWIA partners, has led to a better awareness of opportunities available to customers. Many of these people are facing the most dismal time of their lives. They need help to realize that there are both opportunities to reenter the workforce and assistance to be trained and well-prepared to make this re-entry.

### **Incumbent Worker Training**

LWIA 4 continued to aggressively reach out to area business organizations by sharing the advantages and opportunities of the Incumbent Worker program. LWIA 4 has worked with chambers of commerce (in all area counties), economic-development organizations, government

leaders, and with organized labor leaders (in all nine area counties). This effort has created awareness and shared success stories of the dozens of companies and employees who have benefited from this program. During the past year, LWIA 4 had contracts in eight of nine area counties and received an initial funding of \$200,000 for this program. LWIA 4 had the opportunity to receive an additional award of more than \$150,000. This funding was given to further assist other successful applicants (late in the year), and to enable the provision of skill training and upgrades for hundreds of area workers. These funds also assisted the creation of dozens of jobs and prevented job loss and relocation for hundreds of positions.

## **Youth Program**

The Youth Program began the year by recognizing 60 youth who demonstrated a strong work ethic and leadership potential (during the prior year). These youth were chosen to participate in our three-day Future Stars Youth Leadership Academy (at the Doubletree Hotel in Oak Ridge). The Leadership Academy provided educational, social, cultural, and recreational opportunities. The Academy also provided an opportunity to meet and to engage other youth from the region. The significance, which this opportunity played in the lives of certain youth, should not be overlooked. One participating youth slept on a blanketed-pallet placed on the floor of his home because he had no bed. Another youth had never seen or been on an elevator before his experience at the Academy.

The Academy featured educational and employment exposure provided by numerous area businesses, industries, and training institutions. These provided displays and information in a “job fair” format for Academy attendees.

These youth were helped by being exposed to such opportunities and to requirements necessary for successfully entering employment and choosing career pathways. This exposure assisted them by reinforcing the importance of selecting the correct training and educational pathways for good career opportunities.

American Recovery and Reinvestment Act (ARRA) funding afforded LWIA 4 the opportunity for a large, youth-employment program for the first time since the late 1990s. In June LWIA 4 located positions for more than 800 youth and provided them with a meaningful work environment. One-third of our job sites, in June, were private sector sites. LWIA 4 served many “green positions,” provided opportunities for special-needs youth, and worked diligently to successfully align youth with significant jobs of career interest.

This program went into July (of the following year) with youth employees and community employers favorably commenting on the program’s success.

Significant economic and unemployment problems, in many area communities, challenged LWIA 4 during the program year. LWIA 4’s Workforce Board, WIA staff, career center partners, and the state’s Department of Labor and Workforce Development officials/staff turned many economic problems into successes. LWIA 4 looks forward to the continuing challenges and will continue to provide opportunities for its customers.

## **LWIA 5**

The Southeast Tennessee Workforce Investment Board and Career and Workforce Development staff faced a tough time this past year. There was a challenge to address the expanding needs of the region’s workforce development in the face of an economic downturn.

To meet business and industry demands for trainable and skilled employees, the board and staff sought opportunities to strengthen regional collaboration across political jurisdictions. While seeking these opportunities, the LWIA also continued to provide important services meeting the demands of job seekers, and local business and industry.

The challenges caused by the slowed economy have become opportunities for the region to increase training and education for customers recognizing a need to attain higher standards. The region has also been able to focus its attention on business needs ensuring that businesses in growth sectors receive necessary services.

### **Regional Collaboration and Talent Development**

- Continued to provide staff, in conjunction with partners from Georgia and Alabama, to the **Tri-State Regional Workforce Alliance**. The Alliance met quarterly rotating meetings from state-to-state and the core partners collaborated on numerous projects.
- Contracted with Mississippi State University's National Strategic Planning and Analysis Research Center to begin work on the **Regional Strategic Skills Forecast**. This is a project funded by a collaboration of EDA, ARC of Tennessee, Alabama, Georgia, Hamilton County, and Chattanooga.
- Transitioned to use of the **Career Readiness Certificate (CRC)**, a portable and national credential available to job-seekers. The CRC gives job-seekers in the region proof that they have job skills employers need.
- Received \$1.9 million **Community Based Job Training Grant** to train highly- skilled advanced-manufacturing workers for the region; this was done to meet a growing need expressed by existing and incoming regional employers. The programs created by this grant will serve 500 participants over a three-year period (300 enrolled students and 200 incumbent workers).
- Sponsored or participated in events dedicated or related to job services and employer needs. Some of these were "Project Homeless Connect," the "Prime-Timers" Job Fair, and employment law seminars for regional businesses.
  
- Worked with the Public Education Foundation, the Tennessee Higher Education Commission, and the Greater Chattanooga Area Chamber of Commerce. This collaboration concerned the **College Access Program** which encourages high school youth, not considering higher education, to make informed, career-path choices.
- **LWIA 5 invested more Incumbent Worker training dollars than any other district in Tennessee.** Under ARRA, LWIA 5 received over \$2 million.  
This money was used to increase the skills of existing employees (with regional employers) and to create a value ad to the community.

As needs reached a critical level, the **American Recovery and Reinvestment Act**

(ARRA) brought much-needed dollars into the region. LWIA 5 career centers received over \$5 million in ARRA allocations for Adult, Dislocated Worker, and Youth Worker Training. These dollars were to provide educational opportunities to the area workforce to ease the recession burden on workers and employers.

### **Skilled Trades Grants**

The Southeast Tennessee Development District (SETDD) received, from the state, \$200,000 in special-skilled trades grants. This money was to assist: the Ironworkers Local 504 Joint Apprenticeship Training Committee, the IBEW Local 175 Joint Apprenticeship Training Committee, and Sheet Metal Workers Local 3922. This money was also to assist Plumber and Steamfitters Local 43 in helping to offset costs associated with apprenticeship training for 518 trainees.

### **Career Center Services**

Demand for career center services has been high as the economic downturn affected our communities. Career centers provide labor exchange services for job seekers and employers. Year-to-date (July 1, 2008 -- June 30, 2009), over 8500 customers were served and more than 2250 WIA services were provided.

### **Training and Case Management Services**

A skilled-and-trainable workforce continues to be the region's greatest asset to attract new business and industry and to support the existing employer base. The front-line Career and Workforce Development staff was not only working in two full-service career centers but also working in satellite locations. The staff provided case-management services including career counseling, skills/interest assessments, training enrollment, and program supportive services to 2253 adults, dislocated workers, or young adults. More than \$1,736,000 program dollars were spent to support customers in skills training. Additional funds, more than \$70,000, were spent for supportive and other services (such as transportation assistance, books, uniforms, tools, and other training-related assistance).

### **Youth Program**

Due to an additional \$2,191,000 (in ARRA funding, along with a demand for expanded services in response to the economy), the Youth Program was able to expand. More than 3500 local youth applied for the 2009 Summer Youth Work Experience. The program's funds were used to serve 700 (in nine counties) at 158 worksites.

These 700 youth were employed up to 30 hours per week (and earned up to \$1440 during the summer) while they received hands-on work experience. This program helped to equip the emerging workforce with skills and attributes needed for success in the world of work. The kind of work that the youth participated in helped local schools and nonprofits in various ways. It helped them to make ends meet, to expand capacity, and to improve facilities. Also, nearby

communities were stimulated because the money, which these youth earned, was largely reinvested locally. Participants received job-skills training and occupational- safety training in addition to meaningful work experience.

Meanwhile, the year-round youth program continues to serve the needs of area youth at an expanded capacity. The program also continues to provide opportunities such as job shadowing, mentoring, soft-skills training, and leadership development activities. More than \$1,437,000 (in program money) was used this year to provide for these needs and opportunities.

## **Services to Business and Industry**

### **Incumbent Worker Grants**

The Career and Workforce Development Division marketed and administered Incumbent Worker grants to support existing businesses and their employees. With intense competition for available Incumbent Worker dollars, these grants helped to avert layoffs and to improve competitiveness in the global economy. The state provided even more funds to the local area due to high demand and critical need. Twelve regional employers were awarded funding to provide skills-upgrade training to almost 1,000 workers.

### **LWIA 6**



This past year, LWIA 6 used Stimulus Funds for Adult and Dislocated Worker Training in various ways. These funds were used at the Tennessee Technology Center, in McMinnville, for training in Business Systems Technology, Computer Information Technology, Machine Tool Technology, and Practical Nursing and Welding. At the Tennessee Technology Center, in Shelbyville, Stimulus Funds were used for training in Automotive Technology, Business Systems Technology, Computer Information Systems, Heating/Ventilation/Air Conditioning/Refrigeration/Industrial Electricity, Machine Tool Technology/Quality Technician and Truck Driving. Total WIA registrations for LWIA 6 during this year were 777 (529 -- Adults; 248 --Dislocated Workers).

The following information was submitted to the local Tullahoma (Tennessee) newspaper:

### **Underemployed Survey Grant Approved**

Gary D. Morgan, Executive Director, Workforce Solutions, announced that Commissioner James Neeley, Tennessee Department of Labor and Workforce Development, has approved a \$21,000.00 grant to conduct a study to determine the population of the underemployed in a seven-county area. Those counties include Bedford, Coffee, Franklin,

Grundy, Lincoln, Moore and Warren. This study will be conducted by the Business and Economic Research Center at Middle Tennessee State University.

Availability of labor force for a particular business operation is at the top of concerns in business relocation and expansion decision. Official “unemployment” figures are often not a useful metric to determine the availability of workforce. The primary goal of this study is to identify the number of underemployed and their characteristics in the seven-county study area.

“Identifying the underemployed workforce and analyzing their characteristics will help the region in three distinct ways,” said Dr. Murat Arik, Associate Director, Business and Economic Research Center, Jennings A. Jones College of Business at the Middle Tennessee State University (MTSU). “First, the region will be able to attract new businesses by demonstrating that the region has enough supply of qualified workforce; second, underutilization of workforce is a loss to the area economy. Identifying and addressing the causes of underutilization will help the study area economy create a sustainable growth; and third, identifying and addressing workforce skill-related issues mean better paying jobs and job satisfaction for area workforce.”

Overall, the results of this study will be an excellent resource for the local governments as they recruit new employers to their counties. In the coming week, MTSU will be conducting a phone survey of area residents to measure the extent of underemployment. We appreciate, in advance, the assistance of area [households] in completing this important project.

## **LWIA 7**

### **Career Readiness Certificate Program**

During the past year, more employers have recognized the value of the Career Readiness Certificate (CRC) program. By requiring the CRC credential as a condition of employment, employers are creating a higher level of community awareness as well as increasing the number of credentials awarded. Phillips Luminaries, Tutco Inc., and Oreck Manufacturing are three major employers in the area which are driving this process. Two of these companies are recipients of Incumbent Worker Training grants which have contributed to the success of both companies. LWIA 7 has completed 709 CRC assessments during Program Year 2008.

### **Training**

Training in medical occupations continues to lead to higher paying jobs in the workforce area. During the past year, LWIA 7 has assisted 235 nursing students, 65 of whom are Registered Nurses. The average hourly wage of Registered Nursing students served in our area during PY 2008 is \$20.82. In addition to assisting nursing students, LWIA 7 has also assisted other allied-health occupation students in training.

Such training types were: surgical technology, medical assistant, medical coding and billing, respiratory technology, ophthalmology technician, medical office administrator, laboratory technician, phlebotomy technician, dental assistant, patient care technician, physical therapy assistant, pharmacy technician, etc. LWIA 7 continues to recruit Adult, Youth, and Dislocated Worker students, who are in allied-health and high-demand occupational training, to

assist in their training endeavors. In the past year, LWIA 7 has also assisted females with non-traditional training such as Machine Tool Technology and Truck Driver training.

### **Disability Navigator**

The Disability Navigator Program has assisted 231 people with disabilities, in various situations, since the program began in 2006. This program has helped 77 participants to find part-time or full-time employment. The Navigator has created events (such as the Career Day for Persons with Disabilities and Job Shadowing Day) to help bridge high school and employment or training for students near graduation. The Navigator has also forged relationships with many employers in the community. This has been accomplished through the Training Resources Employment Network for Disability Services consortium (TRENDS) and through annual Employer Recognition Luncheons recognizing employers willing to work with persons with disabilities.

### **Summer Youth**

Seven hundred ten (710) youth participated in summer employment activities with the Youth Recovery and Reinvestment Act program. Of this group, 393 were aged 14 to 17, 258 were aged 18 to 21, and 59 were aged 22 to 24.

Of the 710 summer employment participants, 31 were placed in unsubsidized employment at the conclusion of the program activities, 412 returned to secondary education or GED preparation, and 53 will be entering post-secondary education. Thirty-nine (39) youth in foster care, five veterans, and 52 court-involved individuals were served. In addition, 83 participants were persons with disabilities, 32 were single parents, four were homeless, and 274 were food stamp recipients.

For a second year, LWIA 7 has sponsored the President's Academy for Emerging Technologies at Tennessee Technological University (TTU). Thirty-six students were selected from 110 applicants for the camp. The six-day event provided each student with stimulation and excitement in the areas of science, technology, engineering, and mathematics (STEM). Student activities included building/launching rockets, building/operating scaled solar cars, and constructing metal detectors. A one-day field trip to Oak Ridge National Laboratory and Associated Universities enhanced the total learning experience! Following a completion ceremony, one student stated, "I learned there is more than one side to being an engineer." Another said, "The President's Academy was great because it helped to ensure that becoming an engineer is a part of my future."

To expand awareness of STEM education, LWIA 7 also sponsored Eagle Engineer Camps in local schools for each area county. Two teachers from each county were provided with training and supplies through TTU. One hundred sixteen (116) students area-wide participated in these camps. Student activities included building/launching rockets and construction of straw bridges. A field trip to the campus of TTU Engineering School piqued student interest in STEM education!

In addition to work experiences and STEM education activities, training was offered in ten different technology classes at the Tennessee Technology Centers. The training program, with the most immediate impact on participants, was the Certified Nursing Assistant (CNA) class. Twenty-five participants entered the CNA class and received a certificate of completion. This certificate qualified each to temporarily enter employment for up to four months while waiting and passing the state exam for licensing. CNA students have the option of returning to the Technology Center for Licensed Practical Nursing training or attending local universities/community colleges for Registered Nursing training or entering employment.

### Success Story

“April” was enrolled in the Summer Youth Employment Program operated through the LWIA 7 (then SDA 7) last decade. She was a 15-year-old in high school when she started the program. April was placed at the Monterey City Hall to assist with clerical duties. She performed so well that City Hall staff requested that she continue working over the next two summers. April contacted LWIA 7 after she learned that the agency would again be able to operate a Summer Youth Employment Program this year. She thanked the staff for placing her at a worksite where she could gain the skills needed for successful work. “It really helped me invaluablely, and I am so thankful for the program and am glad to see that it is still around today,” stated April.

April graduated from Monterey High School during the last decade and from Tennessee Technological University in 2000; at TTU she received a Bachelor of Science degree in Sociology (her minor was Psychology/Criminal Justice). Since graduation from TTU, April has worked for housing authorities as a housing/office manager in Gallatin, South Carthage, and Cookeville. She has been employed as an Eligibility Counselor II at the Tennessee Department of Human Services for the past five years.





## LWIA 8



WorkForce Essentials, Inc. (WEInc) and the North TN Workforce Board (NTWB), under the guidance of friends at the TN Department of Labor and Workforce Development, have had a busy year. Many new “partnerships” were established along with unique and innovative program opportunities for Program Year (PY) 2008.

### Business Opportunities

On December 15, 2008, the Hemlock Semiconductor Corporation (HSC) formally announced plans to invest in excess of one billion dollars to construct a manufacturing facility in the Clarksville-Montgomery County region. In response to the announcement, HSC is working with the Chemistry Department at Austin Peay State University and with WorkForce Essentials. The three are developing an Associates of Applied Science (A.A.S.) degree (in Chemical Engineering Technology – CET) which will help to meet HSC employment needs. WEInc has secured a \$200,000 ARRA grant to assist with the startup of the program.

WorkForce Essentials has been working closely with HSC and economic development leaders. All are working to supply necessary staff and supplies and to offer aid so that individuals may secure the necessary training for possible employment with HSC. Those trained as chemical engineering technologists will require less on-the-job training as compared to potential employees without a comparable educational history. Thus, graduates of an associate’s degree program at APSU will be more marketable when seeking employment opportunities.

HSC manufactures highly purified polycrystalline silicon and requires a highly-trained workforce. The CET program is expected to attract a large number of new students to APSU. Many of whom will be returning to college for retraining or attending college for the first time as non-traditional students. The Clarksville-Montgomery County Career Center will offer training assistance to individuals interested in HSC employment.

Approximately 120-140 students will be needed to begin the CET program annually beginning in the fall of 2009. This number is needed to produce the 60-70 graduates in each graduating class as required by the projected employment needs of HSC. HSC projects a need to employ more than 500 by 2012 when the Clarksville manufacturing facility will be fully operational.

### Youth Opportunities

The Summer Youth Employment Project was administered by WorkForce Essentials through local Tennessee Career Centers. The project placed 862 qualified young people, ages 14 – 24, into part-time or full-time jobs at 220 job sites. These sites were located across Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner, and Williamson counties. “This has been a wonderful opportunity for [Local Workforce Investment Area] LWIA 8’s businesses and youth.

The employer filled out the time sheet, WorkForce Essentials paid the wages, and the young workers earned valuable job experience plus a paycheck,” explained Marla Rye, President, WorkForce Essentials.

Many interesting stories have unfolded from giving job opportunities to young adults. Some young workers took pictures of their very first paychecks. Others finally reached a savings goal to purchase a car – their first car. All of this was made possible by their opportunity to work in this program. Seven youth were assigned to work at Sumner County’s Hendersonville High School. These seven not only earned a paycheck this summer but they also attended life skills classes organized by Dan Johnson of the school’s Therapeutic Intervention Program. Dan’s curriculum focused on readying specific students for graduation and beyond. That “beyond” often starts with instilling life-and-work skills. “We’re working with students on small successes. Working towards helping the summer youth program students apply the skills they learn here to their next job or life experience. I believe the school is the heart of the community and this program has benefited the entire community,” stated Dan Johnson.



Once a week the students received a chance to participate in a career-readiness, role-play activity with Sumner County School System Transition Consultant Neil Laffeley. The students worked on filling out job applications, using proper interview skills, proper work ethics, and creating resumés. On alternate days of the work week, the students helped to complete summer maintenance projects on school grounds. One project helped to update and to beautify the school’s courtyard area. “We immediately recognized the benefits of hosting summer youth employment program workers. Guests to the school and teachers have noted how much better the building looks. The youth have been excellent with following directions and in being team players. Mr. Johnson’s team has been a bonus for us and we would like to have them back every summer,” said Joni Worsham, Hendersonville High School Principal.

Stewart County is the home of an outstanding young worker. The young man was assigned to Manor House to assist the director of activities by working in the kitchen and helping with the laundry. This story is compelling: the young man had no transportation and walked eight miles to and from work every day! And...he *never* complained! Recognizing his dedication, his reliability (and that he was always on time), the Manor House offered him a job once the summer program was over.

## Green Opportunities

Mission Clarksville is a non-profit organization. Its purpose is to develop a thoughtful and productive community of young people and adults who can change the world in a lasting and positive way. They do this by connecting physical labor with community service.



When WorkForce Essentials heard about Mission Clarksville's efforts, it was able to offer ARRA financial support by underwriting the salaries of their summer youth workers. WorkForce Essentials also provided tools and some uniforms to support Mission Clarksville's specific effort in growing a community garden used for local hunger relief organizations.

The young workers grew, harvested, prepared, and served fruits and vegetables grown on donated land with donated materials.

The partnership employed area youth; the youth earned valuable team-working experience and a paycheck; and...hungry neighbors were fed! It was an all around win-win for the community.

### **Training Opportunities**

The Business-Services team at WorkForce Essentials is responsible for managing Tennessee's Incumbent Worker and Economic Recovery Training Grant program. The North Tennessee Workforce Board and WorkForce Essentials were awarded with \$413,092 in Incumbent Worker Training Grants. This money has been used to assist the following operations in various counties (the county is noted in the parenthesis): Tennessee Bun Company (Dickson), Unipres (Sumner), MGM Industries (Sumner), Flexible Whips of TN (Cheatham), Johnson Electric (Robertson), Sanderson Pipe (Montgomery), Servpro (Sumner), Clear Track (Williamson), NuKote International (Williamson), Gastite (Robertson), Queen City Metals, Inc. (Montgomery), Temple-Inland (Humphreys), R&R Calendar (Sumner), Nyrstar (Montgomery), Crowe Horwath LLP (Williamson), Kirby Building Systems (Sumner), Contech US LLC (Montgomery), Humphreys County Nursing Home (Humphreys), Stewart County EMS (Stewart), and Montgomery County EMS (Montgomery) with on-the-job upgrading of skills training programs for their employees.

In the workforce and economic development arena, LWIA 8 managed Tennessee Economic Recovery Training Grants totaling \$561,964 for Robert Bosch LLC (Montgomery), AO Smith Water Products (Cheatham), J-Dak, Inc. (Robertson), Linatex Corp of America (Sumner), American Healthways (Williamson), and Trane (Montgomery).

### **Job Seeker Opportunities**

Career Center Customers

7/1/08 – 6/30/09

- Clarksville-Montgomery County 65,444
- Dickson County 37,775
- Humphreys County 21,429
- Robertson County 22,463
- Sumner County 48,586

- Williamson County 18,191

## Workforce Opportunities

### Company Results 2008

- 230,761 -- Received services in nine county offices
- 2,597 -- Enrolled in various DOL programs (WEInc)
- 93.12% -- Placement Rate
- \$12.30 -- Placement Wage
- 756 -- WIA Adults and Dislocated Workers
- 93.77% -- Adult Placement Rate
- 95.02% -- Dislocated Worker Placement Rate
- \$12.93/\$12.71 -- Placement Wage
- 283 -- Youth Served
- 89.95% -- Youth Placement Rate
- \$10.20 -- Youth Placement Wage

### Opportunity to Reflect on a Job Well Done [A personal “Thank You”]

The Clarksville Montgomery County Career Center was honored to be nominated by the state as the #1 Career Center in Tennessee and Top 10 in the Nation to the U.S. Department of Labor and the new Obama Administration. We were recognized for focusing on Strategic Partnerships, Skill Focused Services, Demand Driven Business Services, and Top Notch Administration while excelling in all WIA Performance Standards. Thank you to our state partners for recognizing our efforts and for partnering with us to better the lives of individuals in the communities we serve.



## LWIA 9

Local Workforce Investment Area 9 (LWIA 9) visualizes a skilled workforce supporting business and economic growth throughout its region. During 2008-2009, the area continued a pursuit of this vision in the face of a year filled with opportunities and challenges. LWIA 9’s governing Middle Tennessee Workforce Investment Board focused its attention on strategically

investing American Recovery and Investment Act's (ARRA) stimulus funds. For this reason, all three major WIA programs (Youth, Adult, and Dislocated Worker) were able to take a tactical approach in helping the most people.

## **Youth**

Nashville Career Advancement Center's (NCAC) Year-round Youth programs were identified as "best practice." Also, the agency was asked to participate in a research project for the U. S. Department of Labor, Youth with Disabilities in the Workforce Development System. The research was conducted by Berkley Policy Associates (BPA) which visited Nashville on July 9<sup>th</sup> – 10<sup>th</sup> (to meet with youth staff and to talk about the program). BPA was interested in how the staff used integrated-service planning and interagency-collaboration between workforce development agencies and other programs and systems. Such agencies, other programs and systems were serving youth with disabilities connected with vocational rehabilitation, schools, foster care, and juvenile justice.

This past summer Youth Services administered three youth programs: the Summer Youth Employment Program (SYEP), the Metro Summer Internship Program (MSIP), and the Summer Career Exploration Program. All of these were successful.

### **Summer Youth Employment Program (SYEP)**

During spring, NCAC and its contractors set a goal to provide summer youth employment services to 1,000 youth ages 14 – 24. With strong efforts, the agency and its contractors provided services to 1,138 youth.

Below is a note about "Laquesha" a SYEP participant who worked on Goodwill's e-commerce team. Laquesha represents one of many success stories that NCAC and its contractors saw among program participants. (The following note is from Goodwill.)

*Wander through Goodwill's e-commerce department and you'll likely meet Laquesha.... This bubbly teen helps track merchandise and [package] items purchased through Goodwill's online store, shopgoodwill.com. Laquesha's summer job came about through the government's Workforce Investment Act Youth program developed and funded by the American Recovery and Reinvestment Act of 2009. The job seems to be a perfect fit for Laquesha. She enjoys it so much; she wants to be a permanent member of the Goodwill team.*

*Goodwill Industries of Middle Tennessee serves as a sub-contractor with the Nashville Career Advancement Center to provide teens ages 14-17 with temporary summer employment.*

*Through the program, Laquesha works six hours a day, five days a week, and earns \$7.25 per hour. Her supervisors say she has maintained perfect attendance, is always on time, and brings a wide smile to work each day. The teens in the summer program learn more than just job skills. They also learn a lot about themselves. Laquesha has learned she likes to be busy, to earn money, and be part of a team. Thanks to the Summer Stimulus Recovery program, she is on track to a bright future.*

### **Metro Summer Internship Program (MSIP)**

Working with the agency's Metro partners, NCAC administered the MSIP. Program participants were Metro high school seniors taking part in a competitive, interviewing process to earn their internships. Fifty (50) interns were placed at various Metro agencies (such as the Fire Department, Police Department, and Water Department).

### **Summer Career Exploration Program**

NCAC also worked with community partners to provide additional opportunities for young people. First, in partnership with the Mayor's Office and with the Pencil Foundation, a career exploration camp was implemented for 8th graders at Cameron and Wright middle schools. Located at Glencliff High School, the camp complemented a year-round, career-exploration, after-school program (at the middle schools). Second, NCAC is in partnership with Metro Nashville Public Schools (MNPS) and with Nashville State Community College (NSCC). This partnership has created three academic enrichment opportunities (camps) for teens located on the Community College Campus. All three of these camps are team taught by MNPS and NSCC faculty who covered engineering, entrepreneurship, and culinary arts.

### **Management Skills Training Class**

In partnership with Metro Human Resources (during March 4th-6<sup>th</sup>), NCAC hosted a Management Skills Training session for 18 customers. The curriculum was developed and presented by Malinda Gilbert, Sharon Felton, and Dirk Essary from Metro Human Resources. All of the participants graduated with certificates signifying course completion. The agency began offering the class to customers quarterly, and it recently held its second class with 23 graduates.

### **Enrichment Thursday**

Enrichment Thursday is a new addition to the networking meetings offered by NCAC. Throughout the month, industry professionals are invited to NCAC for interactive panel discussions with job seekers (regarding opportunities and growth areas in specific industries). At these meetings, job seekers receive information and career coaching from Middle Tennessee employers and hiring managers. Such industry forums foster networking and help seekers to navigate a career transition. Participants may also identify needed skills which can be transferred to other opportunities. In addition, the forums permit job seekers to talk with employers (which would not be possible without the agency's partnerships with area employers).

Whether someone is planning to launch, to change, or to advance a career, career development (by means of such forums) provides many benefits for today's job seeker.

### **Sector-Based Approach**

To better serve its customers, NCAC divided its training focus into four sectors. Based on findings from a Nashville Chamber of Commerce labor-market study, the four high-demand occupation sectors are Healthcare, Design and Construction, Information and Technology, and Transportation and Logistics.

## Scholarship Training Enrollments: January – June 2009

<i>Sector</i>	<i>Enrollments</i>	<i>Percentage</i>	<i>Amount</i>
<b>Information and Technology</b>	<b>173</b>	<b>41%</b>	<b>\$560,783</b>
<b>Transportation and Logistics</b>	<b>139</b>	<b>33%</b>	<b>\$531,501</b>
<b>Healthcare</b>	<b>74</b>	<b>17%</b>	<b>\$147,554</b>
<b>Design and Construction</b>	<b>27</b>	<b>6%</b>	<b>\$57,627</b>
<b>Business</b>	<b>13</b>	<b>3%</b>	<b>\$26,452</b>
<i>Total</i>	<i>426</i>		<i>\$1,323,917</i>

Recently, NCAC added a fifth sector -- teaching. The agency is now able to serve eligible individuals interested in teaching. Workforce Investment Board (WIB) scholarships provide these potential teachers an opportunity to complete required certification for such employment. Each sector is overseen by an advisory committee. These committees identify selected careers and training to best channel WIA resources in supporting targeted industries.

### **Diversity Forums**

NCAC serves as a proud partner for the Middle Tennessee Diversity Forum (MTDF). The MTDF is a public-private, collaborative effort devoted to building and to benchmarking workforce diversity issues. This collaboration promotes resources from a variety of community organizations, academic institutions, businesses and individuals; all of this results in opportunities for under-represented populations.

This forum series was designed for the senior leadership of large organizations. Such leadership seeks to benchmark its company's internal diversity initiatives and to develop an understanding of how "best-practice" companies excel in diversity. Its membership represents many facets of the workforce community (across industries and occupations). This representation includes manufacturing, healthcare, publishing, finance/banking, among others. Throughout the series, partner organizations included HCA, Bridgestone Firestone, SunTrust, Vanderbilt University, Dell Computer, Gaylord Opryland, Loew's Vanderbilt Plaza, NCAC, Coca-Cola (consolidated bottling), the Nashville Area Chamber of Commerce, Nissan, Cracker Barrel, Office Depot, Bass, Berry & Sims, Waller, Lansden, Dortch & Davis Attorneys, and the Tennessee Board of Regents.

The NCAC Employer Services Director, Jacky Akbari, serves as MTDF Chairperson. In 2008-2009, NCAC, along with various sponsors, hosted four quarterly forums.

### **"Diversity and Multicultural Marketing"**

This forum was held at the Nissan North American Headquarters. It consisted of a panel discussion featuring Andrea RePass (The Designory), Diana Wynne (Senior Vice-President at Cracker Barrel), and Michael Fluck (Brand Manager at Bridgestone Americas).

### **"2<sup>nd</sup> Annual Women in the Workplace"**

Gloria Johnson Goins was featured as this forum's keynote speaker at first 2009 forum. Ms. Goins serves as Chief Diversity Officer at Home Depot and oversees the company's Diversity and Inclusion Program.

The forum also featured 2009 Diversity Trailblazer Awards recipients. Rob McNeilly received the Corporate Diversity Trailblazer Award on behalf of Sun Trust Bank; and, Tom Negri (Loew's Vanderbilt Plaza) received the Community Diversity Trailblazer Award.

### **“College to Career-Diversity 101”**

During June 2009, MTFD was held at Tennessee State University's downtown campus. The event was sponsored by the Tennessee Board of Regents. Glenn Sessoms, Vice President of Human Resources and Chief Diversity Officer from Federal Express in Memphis, served as the keynote speaker. With more than 100 employers and educators attending, the Forum featured a “Roundtable Discussion.” During the discussion, professionals shared ideas and trends which they foresee as being relative to workplace diversity.

### **“Chat with the Chief: Innovation through Diversity”**

On September 22nd, MTFD held a panel discussion with three principal participants. One participant was Doug Barber, Executive Vice President, Cracker Barrel Old Country Store, Inc. Two other participants were Dr. Jimmy Cheek, Chancellor, University of Tennessee in Knoxville, and Eli Rodriguez, General Manager, Southwest Airlines. Jennifer Johnson, WSMV, was the panel moderator.

### **Logistics Employer Program**

NCAC partnered with Nashville State Community College (NSCC) to help the community college launch its new Logistics Technology Program. NSCC hosted a Logistics Employer Focus Group to which it invited area, logistics, human-resources professionals to discuss the new program's curriculum. More than 30 employers attended the focus group and provided feedback on the new program to benefit students enrolled.

This program prepares students for employment in the supply-chain, management field. It offers three sequentially-progressive certificates that apply to earning an Associate of Applied Science (A.A.S.) Degree in Logistics Technology. Students have the option of taking only one course, or completing one or more certificates, or progressing to the Logistics Technology degree. This degree integrates Business Management and Computer Information Systems courses with the latest logistics information; all of which provides a comprehensive, business-logistics, educational foundation.

### **Grants**

NCAC is working on two, grant proposals to expand the agency's training opportunities within the region. By collaboration with educational institutions, government agencies and with community-based partnerships, NCAC is responding to two grant solicitations: Pathways Out of Poverty, and a healthcare-sector grant.

## **“Pathways Out of Poverty”**

The Metro Action Commission (MAC), NCAC, a robust team of employers, community service providers, and non-profit agencies, are submitting a response. This response is to the grant solicitation titled “Pathways Out of Poverty.” The proposal, which is almost \$4 million, is focused on serving residents in Davidson County’s poverty areas.

The partnership tries to identify those who need basic-skills training to assess green-job opportunities in growth areas (such as HVAC, energy assessment, and weatherization).

## **Healthcare Sector Grants**

The second opportunity is a Healthcare Sector grant. This grant is part of the stimulus that is focused on increasing the capacity and number of graduates obtaining certifications in healthcare-sector related jobs. NCAC partners with Middle Tennessee State University’s Center for Organizational Human Resources Effectiveness and with Nashville State Community College. This partnership is developing a \$5 million proposal for the healthcare sector. The proposal especially emphasizes helping Middle-Tennessee, dislocated, automotive workers wanting to transition to healthcare careers. This partnership consists of employers, training providers, foundations, labor unions, and industry associations. And, it trains and connects individuals to occupations with defined, career ladders and pathways (aiding such automotive workers) in career transitioning.

Below are a few pictures from the MSIP



Below are a few pictures from the Summer Career Exploration Program





## LWIA 10



Local Workforce Investment Area 10 (LWIA 10) is administered by the South Central Tennessee Workforce Alliance. LWIA 10 continues its mission to link education, economic development, and employment in the eight-county area of South Central Tennessee. Our Tennessee Career Centers are visited by over 653 job seekers and employers daily; this figure was up 176 per day from last year. (Below are a few of last year's stories.)

Workforce Board Meetings now have themes to allow for increased education of and participation by board members and guests. Themes for the year included:

7/9/08 – A Review of Growing and Declining Regional Occupations – Jan McKeel

11/8/08 – The Economics of Tourism – Dr. Steve Morse, Director & Economist – University of Tennessee Tourism Institute

1/14/09 – Opportunities and Challenges of Workforce Development in the Healthcare Industry – Panel Introductions by Sue MacArthur, Director of Clinical Education, Maury Regional Medical Center

Panel Discussion facilitated by Bill Jolley, Vice President, Tennessee Hospital Association

Panelists were Kay Brewer, VP Human Resources Maury Regional; Randy Wilmore, CEO, Middle Tennessee Bone & Joint Clinic; Lois Wagner, PhD, APRN-BC, Vanderbilt University & TN Center for Nursing; Tina Groenveld, Director of Nursing, NHC Hillview

4/8/09 – Trends in Advanced Manufacturing and Occupations – Ron Boles, President of General and Automotive Machine Shop, spoke of “Dream It, Do It.”

- Exceeded Career Readiness Certificate (CRC) levels in eight-county area based on WorkKeys. Since the pilot program in August 2006, LWIA 10 has awarded over 7,501 Bronze, Silver, and Gold credentials to job seekers.
    - 1797 (23.96%) Gold-level certificates
    - 4125 (55%) Silver-level certificates
    - 1579 (21.05%) Bronze-level certificates
- Jeff Marston, co-owner and manager of DRM Total Plant Integration, states “I

think that this is a really great tool and any other company would be crazy not to use it in their hiring process. It is a great screening tool to see if an applicant has the skills we require for employment here.”

- Growth of the Incumbent Worker Training grant program – The South Central Tennessee Workforce Alliance has assisted in providing the Incumbent Worker Grant to area business/industry since 2004. This program has helped 29 employers with 1,516 employees being trained for \$656,984. The Incumbent Worker Program provides expense reimbursement grants to businesses for the purpose of providing skills-upgrade training to employed, full-time workers. Our Board recognizes that keeping Tennessee's workforce competitive (in a global economy) is critical for both the *retention of good employees* and the *flourishing* of existing businesses. During Program Year 2008-2009, the program assisted nine (9) employers with 270 employees being trained for \$179,197. The Incumbent Worker Program provides expense reimbursement funding for customized training for existing businesses. Our Board recognizes that keeping Tennessee's workforce competitive (in a global economy) is critical for both the retention of *existing full-time employees* and the *prosperity* of existing businesses.
- Growth of On-the-Job Training – Since July 2007, the South Central Tennessee Workforce Alliance (through the Fast Track Program) has helped to provide On-the-Job Training to eight (8) employers with 316 employees being trained for \$309,840. The Fast Track Project provides wage assistance for new, full-time employees at expanding businesses or at businesses locating in Tennessee.
- Coordination of Services to the Dislocated Workers Related to Layoffs in the Automotive Industry – The Maury County Career Center hosted two Practical Nursing Classes for General Motors dislocated workers. This training was provided by Tennessee Technology Center staff in Hohenwald; during September 2008, twenty-two (22) students graduated from the program. Prior to this training, all participants attended a 15-hour, pre-scholarship workshop focusing on study skills, time management, and on motivational skills; each participant was trained as a certified nurse technician.

In response to recent layoffs of GM workers and of related suppliers, the South Central Tennessee Workforce Alliance provided a variety of services; these included assessment services (for those interested in training), funding for training, supportive services, and job search assistance.

- Pearls Review for Nurses – The South Central Tennessee Workforce Alliance partnered with Crocket Hospital of Lawrenceburg, Maury Regional Hospital of Columbia, and with Hillside Hospital of Pulaski. This partnership offered an RN continuing-education program and also allowed participants to become certified in ten (10) areas. There were 150 RNs completing the program during May 2009.
- Coordination of Services to the Dislocated Workers From Fisher – The South Central Tennessee Workforce Alliance (SCTWA) hosted an Emergency Medical Technician (EMT) class in Perry County at the TN Career Center (Linden). This EMT class was for

dislocated workers from the Fisher plant. The course concluded on May 9, 2009, with six (6) people completing the curriculum.

SCTWA also provided a Practical Nursing Class in Perry County at the TN Career Center (Linden) also for dislocated workers from the Fisher plant. The class, beginning in September 2008, was completed by 25 students in August 2009.

- Test Taking Strategies Workshop – For Program Year 2008-2009, the South Central Tennessee Workforce Alliance offered a Test Taking Strategies Workshop for anyone wanting to improve on test-taking skills.

The class was used by 271 participants: LPNs, college students, adult education students, and high school students. This workshop was offered in all eight LWIA 10 area counties.

- Entrepreneurship Workshops – Columbia State Community College and the South Central Tennessee Workforce Alliance formed a partnership to offer a series of Entrepreneurship Training Classes during spring 2009. The ten, workshop sessions were held in each of these counties: Hickman, Marshall, Perry and Wayne. Topics, covered in the training, included “Which Business To Start?” Other topics were: marketing, legal structure, accounting for small business, cash flow, pricing of products or services, challenges of managing a small business, writing a business plan, and coaching to improve business plans. This training was suitable for prospective or current small business owners/entrepreneurs.



- Jobs for Tennessee Graduates – The annual report (for academic-year July 1, 2008 -- June 30, 2009) shows that the South Central Tennessee Workforce Alliance operated three JTG (Jobs for Tennessee Graduates) sites. These sites were located at Columbia Central High School (Maury county), Perry County High School, and in Lewis County High School. One hundred one (101) youth participated in the program.

- The Jobs for Tennessee Graduates Program (JTG) is designed to help youth who are considered “at risk” of not graduating or of dropping out. The program focuses on keeping these youth in school until they graduate; it also assists them with obtaining fulltime employment or obtaining a post-secondary education.

- **Perry County Recovery Program** – Governor Bredesen visited Linden on May 15th to announce a three-part plan helping to relieve the hemorrhaging unemployment rate in Perry County. "I mean it's nice to have the economy come back at some point in the future, but I know an awful lot of people who just need a paycheck on Friday," said the Governor. The first part of his plan to be unveiled was the use of funds from the American Recovery and Reinvestment Act to employ 300 Perry-County residents who were out of work. These county residents were to be employed in both public and private sector jobs. The second part of his plan included a partnership with the Tennessee Board of Regents to provide unemployed residents of Perry County access to one year of tuition at three local colleges. Governor Bredesen also stated that the Tennessee Department of Economic and Community Development will be partnering with local officials to bolster Perry County's long-term, economic growth and planning efforts. "We started this effort in Perry County, but I hope this approach will become a model we can use to help other Tennessee counties if they should experience similar spikes in unemployment until the economy recovers," he said.

As of August 6th, 322 Perry County citizens are working under this plan and the weekly payroll is averaging around \$100,000.

- **Summer Youth Employment Program** – The South Central Tennessee Workforce Alliance's Summer Youth Employment Program was titled "Hire YOUth!" which started May 1, 2009. The goal, for the eight-county area, was to employ 750 eligible youth in meaningful work experiences. That goal was exceeded by hiring of 856; of these, 142 have received a Career Readiness Certificate (CRC). Below are some examples of our summer youth.

**A young woman** (Hickman County) – Wheelchair-bound and unable to work an eight-hour day, this young woman had been out of school for four years and had been unable to find work. However, she was able to find a part-time job with a local "Dr" (who had a wheelchair-friendly home – where the Dr. has an office). Currently, this young woman works one or two days a week to help the Dr. do what the Dr. does not have time to do. Also, the Dr. has spoken to others who may give this young woman a 12-hour-per-week job when the program ends. The young woman said: "I love my job! I'm extremely excited about the possibility of this summer job turning into a regular job for me."

**Joshua**, a veteran (Marshall County) – Employer, Marshall County Veteran Services – Joshua returned to active duty in Afghanistan during July 2009. At Veteran Services he has been answering phones, filing, and performing customer service. He hopes to start college when he returns and wants to become a pharmacist tech.

He said: "People think that it is easy for veterans to get a job, but it isn't. I looked for a long time and was getting really discouraged until I walked into the career center here in Lewisburg. They suggested that I sign up for the 'Hire YOUth' summer youth program. I've really enjoyed working here. I hope that I can work here part-time once I return from Afghanistan and start college."

**Jennifer** (Maury County) – She is a freshman at MTSU and has a major in biology and a minor in Agri-Science. Jennifer was placed at the UT Agriculture Extension Service site (south of Spring Hill).

She said: “I would definitely like to work at an organization like this once I graduate from college. My supervisor has really exposed me to lots of different jobs that go on here. Before working here...I only wanted to study animals and now I will be focusing on animals and plants in school.”

**Essence** (Giles County) – She has been going to cosmetology school and passed her state boards recently. Her job, through the Summer Youth Program, was at TJ’s Mane Attraction Salon which has decided to hire Essence when the summer program ends.

“Working at TJ’s,” she said, “has really helped me in passing my state board exam. I look at it as a great overall situation....The summer youth program put me in the perfect job for me.”

- Each year there are many success stories. Some of them follow...

### **Youth Obtains GED**

The South Central Tennessee Workforce Alliance and the Tennessee Career Center for Marshall County are pleased to congratulate Sandra for obtaining her GED! Soon after she dropped out of high school, Sandra realized that she had made a mistake. In her words: “I felt like a failure and it really got me down in the dumps.”

Some told her that if she quit school she would not amount to anything. Regardless, Sandra felt she needed to drop out of school due to medical problems. But then she took a brave first step by coming to the Marshall County Career Center and enrolling in the GED Plus program. Completing the center’s paperwork, Sandra was referred to the Adult Education program where she registered for GED testing.

Encouragement came from different people – her grandmother, her fiancée, and the staff of both the Career Center and Adult Education. Sandra studied hard and passed her GED test in April.

Sandra is starting to achieve her dream of becoming a Registered Nurse. She has received a CNA certificate and has been accepted at Martin Methodist College for the 2009 fall term.

She said: “If you have to quit school for any reason, don’t decide to quit on life or put everything on hold. You are not a failure. You can jump in there and still achieve your goals and pursue your dreams.”

### **Dislocated Worker Uses a Layoff to Accomplish Goals**

Like many Marshall County residents, Stacey has experienced the emotions and feelings that come with being laid off from work. In 2007, Stacey, with a goal of obtaining his GED and enrolling in truck-driving school, came to the Tennessee Career Center at Marshall County. Within three weeks, he had successfully completed truck-driving school. However, Stacey still needed to pass the math portion of his GED. With a new CDL A credentials in hand, Stacey quickly found employment as a truck driver at a local manufacturing company. After working steadily for one year, Stacey found himself without a job for the second time.

Refusing to surrender to discouragement, Stacey came to the Tennessee Career Center and learned about the GED Plus Program. He immediately signed up and passed the math portion of his test. Stacey received a \$500 incentive known as GED Plus.

### **Successful in Nursing**

Carla was working at Maury Regional as a "Tech" assisting nurses and drawing blood. Carla had high scores on her NET and received a Gold Career Readiness Certificate. After she was accepted into the program, she continued making high scores and was in the top of her class in spite of having to work weekends at Maury Regional. WIA assisted her with travel and other support during her training. After graduation, Carla worked as an LPN for two different employers. She is making about \$15,000 (per year) more than she did with her pre-program wage. Carla loves nursing and is happy with her profession.

### **GED Plus Program**

Kimberly has worked in manufacturing all of her adult life. When she was temporarily laid off from Tennessee in December 2008, she enrolled in Adult Education classes to obtain a GED. Kim passed the GED exam and realized that being temporarily laid off gave her the chance to work on getting her GED and make a career change. She is employed with the Giles County Sheriff's Department as a Corrections Officer.

### **On the Right Track**

Nakeesha was referred to the Lewis County Career Center by Adult Education. She was preparing to take the GED and was interested in the GED Plus Program. She met the requirements, passed her GED, and was recently awarded \$500. Nakeesha is employed, has received an additional \$300, and is on track to possibly receive another \$200. However, she has bigger dreams! She has been accepted by UT Martin where she plans to major in journalism this fall.

### **Pursuing Dental-Assisting Training**

During September 2008, Nina enrolled in the In-School Youth Program (BIE) at Giles County High School; she had just started her senior year. Nina completed career assessments showing her interests in the healthcare and retail industries.

During her enrollment in the in-school youth program, Nina participated in an Artistree Performance of Tom Sawyer. She completed an interviewing workshop by Marcus Houston of First Farmers and Merchants Bank and also completed the Workkeys (CRC) assessment. After obtaining a Bronze Certificate, Nina began to work for the local National Healthcare Corporation's recreational department.

Nina successfully completed the 12<sup>th</sup> grade and was awarded her high school diploma in May 2009. Since then, she has been involved in the Summer Youth Program where she continues to work at the recreational department.

Nina also works with her Career Advisor at the Tennessee Career Center and has plans to pursue dental-assisting training in the fall.

### **Grateful for New Position**

Carlton came to the Tennessee Career Center in Maury County in February 2009 after he was laid off from his multi-crafted, maintenance position. He asked to see a career advisor to assist him with his resume and with a job search. The career advisor helped with the creation of a resume showcasing Carlton's skills and experience. Carlton's resume was given to the career center's business services division which was able to suggest some available positions. Carlton received several referrals (from the career center) for jobs in Columbia, Murfreesboro, and Nashville. In April 2009, he accepted a position as a multi-crafted, maintenance person at a local business. He is enjoying his new position and is grateful for the help of the Tennessee Career Center.

### **Dislocated Worker Becomes LPN**

Jacqueline was part of a special License Practical Nurse class put on by the Tennessee Technology Center in Hohenwald at the Tennessee Career Center in Maury County. She received her nurse's license in October 2008 after she completed the course and passed the state board exam.

Jacqueline was a dislocated worker who worked in the industrial industry for sixteen years. She always had the desire and dream to pursue a career in the medical field, but her family responsibilities required her to work. Jacqueline worked with a career advisor to navigate through the assessments required for nursing training. She also received WIA support with travel expenses and test fees. Her training was funded by TAA.

Jacqueline was hired at Somerfield Health Center as an LPN shortly after she received her license, and she loves her position. She has expressed gratitude for the help and guidance she received from the career center. She said that she feels "lucky" to have been able to participate in the LPN class.

### **Lifetime Goal Achieved**

Alicia has wanted to be a nurse since she was in high school, but college money was not available. So, she entered the workforce. Yet, when she started a family, her dream of being a nurse had to be delayed. Alicia went to work for Saturn as an assembly person until she was laid

off. In 2007, as a dislocated worker, she came to the Career Center for a job search that landed her a job as a customer service representative at the Career Center.

While working with the Career Center staff, Alicia learned about TAA benefits. After she was approved for TAA, she enrolled in a special LPN class offered at the Career Center by the Tennessee Technology Center in Hohenwald. Alicia received support through WIA (travel reimbursement/tutoring for the state board exam). Alicia completed her training and full-filled a lifetime goal of becoming a Licensed Practical Nurse.

She is employed by the Maury County Board of Education as a school nurse and is appreciative and supportive of career center efforts to enrich the worker's life.

## LWIA 11

The West Tennessee Workforce Investment Board, Local Workforce Investment Area 11, is administered by the Southwest Human Resource Agency and encompasses 12 counties in West Tennessee. LWIA 11 is under the direction of the thirty-four-member West Tennessee Workforce Investment Board (composed of representatives from all 12 counties); and, it meets the requirements for private industry and public representation.

LWIA 11 not only provides for the needs of individuals seeking employment, it also meets the needs of public and private sector employers. Employers are given an opportunity to use the comprehensive Tennessee Career Center at Jackson and to use affiliate sites located in the area; employers use these facilities to assist in individual assessments, to determine skills and abilities, and to refer appropriate applicants to employee openings. By coordinating available resources, LWIA 11 also assists employers in developing specialized training for current employees who may be upgraded to a higher skill level. Job seekers can also access information at Tennessee Career Center locations throughout the area.

Such information concerns existing programs, specialized training, available financial aid, high-demand occupations, area growth projections, and other relevant job and training information. On the Job Training (OJT) is used to assist job seekers and employers in securing permanent employment for individuals.

Regional collaboration between Areas 11, 12, and 13 has been an asset to the success of LWIA 11's program this past year. These LWIAs have provided insight and assistance to one another; this cooperation has been instrumental in helping each area to achieve the successes LWIA 11 has enjoyed this past year. Also, LWIA 11 is cooperating with LWIA 12 and 13 and with educational partners, energy partners, and with entities from western Arkansas. The purpose of this cooperative effort is to prepare a proposal to United States Department of Labor Energy Training Partnership Grant.

This past year has witnessed more success than last year, in assisting youth, adults, and dislocated workers with education, training and job preparation. This year LWIA 11 served: 1,196 Adults (compared to 1,115 the previous year), 749 Dislocated Workers (compared to 571 the previous year), and 2,228 Youth (compared to 1,064 the previous year). This includes the Summer Works work-experience program using ARRA funding.

Using ARRA funding, LWIA 11 operated an eight-week Summer Works Youth Employability and Work Experience Program this year for economically disadvantaged youth ages 14 - 24. This program in LWIA 11 consisted of a County Orientation during the first week. During that orientation, participants were introduced to their county and city leaders. Also, financial representatives from local banks were present to instruct the participants about the importance of financial responsibility and money management. The remaining seven weeks consisted of work experience for 1,246 youth. Classes were held for 105 younger youth.

These classes consisted of work-ethic and work-preparation activities; some job shadowing was also a part of the curriculum. In addition, Team Leaders were hired in each of the 12 counties (served by LWIA 11) to provide leadership and counseling for the youth.

Monitors were employed; their charge was to monitor each worksite at least once a week. Five hundred thirty-two (532) worksites were developed in LWIA's 12-county area. Jackson again furnished funds to employ an additional 25 youth in that city.

Jobs for Tennessee Graduates (JTG) is administered in part by the Southwest Human Resource Agency and the West Tennessee Workforce Investment Board. JTG is a program designed to help at-risk, disadvantaged youth to graduate from high school and to find (and keep) quality jobs. Through classroom instruction, community orientation, and career association activities, students develop competencies in 37 essential, employability skills. After leaving school, all students are provided with follow-up services for one year. JTG is an affiliate of Jobs for America's Graduates, Inc. (JAG), a national, non-profit, public service corporation. One hundred eighty-five (185) students, from LWIA 11, participated in the JTG program this past year. The Jackson Area JTG organization was again recognized at the National Conference because it met "five of five" performance measures.

ARRA funding, through the Tennessee Department of Labor and Workforce Development, has enabled LWIA 11 to help a larger-than-expected number of participants.

LWIA 11 has been able to write nine different contracts with Tennessee Technology Centers; such contracts involved training for: Welding, Licensed Practical Nursing, Plumbing/Pipefitting, Surgical Technician, and Green Electricity. ARRA funding has also made it possible for LWIA 11 to enroll additional participants in training for several other demand occupations.

LWIA 11 continues to partner with Jackson State Community College, West Tennessee Healthcare, and with Tennessee Technology Centers. This partnership allows the use of distance- learning capabilities which assist in training Licensed Practical Nurses to become Registered Nurses. (This assistance is made possible through a grant secured from Washington D. C. to purchase equipment needed to supply distance-learning capabilities. This funding came through the Delta Regional Authority and was administered by the Southwest Development District; and, the training of participants is being funded through the United States Department of Labor.)

LWIA 11 uses Incumbent Worker funding, from the Tennessee Department of Labor and Workforce Development, to help eleven manufacturers and 1,081 employees in the area. The funding, secured for Incumbent Worker Training in the area, was \$433,860.

LWIA 11 partnered with the Tennessee Department of Labor and Workforce Development, the Tennessee Department of Economic and Community Development, and with local Chambers of Commerce. This partnership assisted local employers in developing new business opportunities through the Fast Track Initiative. As part of the Fast Track agreement, LWIA 11 provided On the Job Training for these companies through a contractual agreement with each participating employer.

In addition to the Fast Track OJT contracts, 16 additional companies benefited this past year from their participation in Area 11's On the Job Training (OJT) program.

The Disability Program Navigator Initiative officially began in LWIA 11 in January 2007. Across Tennessee, as of July 2009, there were 12 Navigators including the lead Navigator. (The Navigator Program expanded to 45 states, the District of Columbia, and Puerto Rico with over 400 navigators serving persons with disabilities.) The Department of Labor and the Social Security Administration jointly established the Navigator position to better inform beneficiaries and other people with disabilities about work support programs available at career centers. At the Tennessee Career Center in Jackson and at other affiliate sites, the Disability Navigator is working effectively. The Navigator is providing information, training, employment-related services, development of new/ongoing partnerships to achieve seamless, comprehensive, and integrated services; the Navigator also helps to expand the workforce system's capacity to serve customers with disabilities. The Disability Program Navigator in LWIA 11 has successfully delivered training and employment opportunities this past year to 93 customers with disabilities.

In January 2004, six states (including Tennessee) formed the Career Readiness Certificate (CRC) consortium. This consortium was created due to the need for a portable, skills credential (based on common language easily understood by employers, educators, and citizens). In October 2007, the Tennessee Department of Labor and Workforce Development implemented the CRC program statewide. CRC is a credential which is based on WorkKeys assessments. Such assessments demonstrate, to employers, that an individual possesses basic, workplace skills required for 21<sup>st</sup> century jobs. In January 2008, LWIA 11 began the CRC program. LWIA 11 has served 1,146 participants and issued 967 certificates (gold, silver, and bronze) through June 2009.

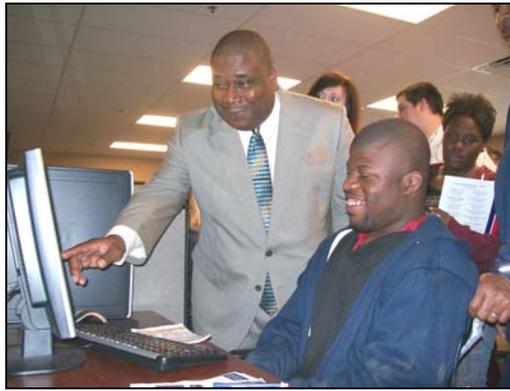
LWIA 11 was again a sponsor in the West Tennessee Economic Summit held at Jackson State Community College. The Summit is an opportunity for private and public sectors to learn more about current and future economic conditions in West Tennessee.



Adults participating in a classroom exercise.



Summer Works participants employed at Pickwick State Park.



LWIA-11 Navigator Harvey Buchanan encourages JCM students to take advantage of 21<sup>st</sup> century tools.

## LWIA 12

### **Tennessee Career Center Gains Accessibility Magic Force Swing Door Automation Solution Installed**

The Tennessee Career Center at Dyersburg presents numerous accommodations for individuals with disabilities and also for those with language barriers. The center uses several pieces of equipment to aid in such accommodations. It has an adjustable computer desk for easy wheelchair access, TDD (telecommunications device for the deaf), and a ZoomText Magnifier. (The magnifier is used to enlarge the display on a computer screen – for example, to enlarge applications). The center also has large-print Braille, and Spanish materials, interpreters, signers, and readers (as requested).

Yet, key pieces to the accommodations puzzle were missing – automatic doors. It was reasoned that heavy, double doors at the building entrance might be a hardship. (This hardship might occur even though the front desk was always attended, and those with disabilities -- and others with burdens -- were always assisted by the staff.) So, the automatic-door solution was

offered. Ann Pennell, Disability Program Navigator for Tennessee Career Centers in northwest Tennessee, identified automatic doors as a top priority. “Automatic doors enable the [comprehensive] Career Center to welcome everyone...regardless of...physical capabilities. It’s also a good way to demonstrate excellent customer service,” said Pennell.

The need for automatic doors was first noted by the Tennessee Center for Performance Excellence (at a time when the Career Center was pursuing recognition). At that time, funds were not available, and the cost was substantial and would have caused a hardship to the center. In January 2009, the Tennessee Career Center installed Stanley Magic-Force Swing Door Automation Solution doors. (Workforce Investment Act Incentive funds paid for the doors. Additional funds were received due to the Workforce Investment Act program’s meeting and exceeding performance standards.)

“Probably the greatest single benefit of the automatic doors is our ability to offer easy access to anyone,” said Ronnie Gunnels, Career Center Coordinator. “Many people experience problems using manual doors due to the physical effort required. Most manual doors are designed with an able-bodied person in mind and can be difficult for the disabled and elderly. Incorporating the manual doors, with the automatic open option, eliminates obstacles and makes the center more accessible.”

### **Tennessee Rehabilitation Center Adds PAES Vocational Rehabilitation Clients to Utilize New System**

The Northwest Tennessee Workforce Board and Tennessee Career Centers, in partnership with the Tennessee Rehabilitation Center, are proud to announce the addition of the Practical Assessment Exploration System (PAES).

PAES is a comprehensive curriculum that provides training in basic career and life skills. These skills relate to almost every type of career and are taught systematically to assist Vocational Rehabilitation clients in becoming more independent. PAES also serves as an assessment tool. The system determines client interest (in specific work areas), competitiveness with peers, and PAES also identifies the best way to teach clients skills. The system assesses behavior barriers (to success) and tries to change them into positive-work behaviors.

Finally, PAES is hands-on and operates (in a simulated work environment) with clients following specific work procedures and work rules. Clients become employees and Vocational Rehabilitation Representatives become supervisors. Strict procedures are followed so that clients experience actual “work”; at the same time, they learn and explore new career vocations.

“The Tennessee Rehabilitation Center at Dyersburg asked to receive the Business Marketing, Industrial Technology, and Home Consumer Science career development components,” said Ann Pennell, Disability Program Navigator for the Tennessee Career Centers. “The Union City office selected Home Consumer Science and Manipulatory Processing and Production. They felt these areas would best prepare their clients for job opportunities in northwest Tennessee.”

Vocational Rehabilitation clients, who successfully complete PAES, know what they are good at doing. They also know their strengths, understand and employ work-related problem-solving skills, practice proper work behavior, and know what careers interest them.

As these clients complete the system, their representatives will know what skills they can perform and whether the client is competitive with the workforce. Their representatives will know what type of special assistance is needed (for slow learners and those with physical disabilities). They will also know what positive work behaviors clients have and what behaviors clients need to develop. Finally, representatives will know how their clients may develop better transition plans (with the results from the PAES program).

Steve Reese, PAES Trainer with Talent Assessment Inc., provided the necessary training. Those trained were staff from the Tennessee Rehabilitation Centers (Dyersburg) and Union City, from the Northwest Tennessee Workforce Board and from the Tennessee Career Center.

### **Students Complete Technology-Based Career Camp Career Camps Offered in Dyer, Lake, and Gibson Counties**

Gibson County High School was awarded grant funds through the Federal Workforce Investment Act. The purpose of the grant is to provide a four-week Career Exploration program for disadvantaged, high school seniors and for new graduates in Gibson County.

Thirteen recent high school graduates and seniors, from Gibson County and Peabody high schools, completed the program. Participants were introduced to careers in information technology, graphic/web design, digital media, software development, journalism, and in photography and film creation.

Students, at the technology-based career camp, took simple photos with digital cameras and learned how to edit/improve the photos by using Adobe Photo Shop. They advanced to developing blogs, making slideshows and short videos as well as making public service announcements. (Various media applications are available for viewing their efforts. These are available at <http://careercampgchs.blogspot.com>. Links to the student blogs are also available on the Web site.)

“In the end the students gained new insight into media and new skills in using technology to their advantage as creators of media,” Gibson County High School faculty, Jason Turner, Aaron Perry, and Jimmy Barham write on the [Web site]. “We are very pleased with the participation and the overall outcomes of this program.”

“The Career Camp was a success,” said Derrick Quinn, Youth Case Manager for the Workforce Investment Act program. “The instructors were engaging and the students loved the technology-based theme. Although it was a learning environment, it was a very different style than students traditionally expect. It was hands-on and completely interactive.”

Students were eligible to earn, as much as, a \$400 stipend for completing the program. A few students will be returning for their final year of high school while others will enter post-secondary training or the workforce.

Career camps were also offered at Dyersburg State Community College (DSCC) and Lake County High School. DSCC introduced students to careers in information technology, audio and video technology, marketing, finance, law enforcement, healthcare, and transportation and logistics. Lake County High School focused on health sciences, food and nutrition, criminal justice, and STEM (Science, Technology, Engineering, and Mathematics) Careers.

### **AT&T Awards \$80,000 Grant to Help Address High School Dropout Crisis Inaugural Year Deemed a Success, Preparing for Second Year**

AT&T Inc. awarded \$80,000 to Dyersburg State Community College and the Northwest Tennessee Workforce Board of Local Workforce Investment Area 12. The funds were to support their peer-tutoring program, matching high-achieving junior and senior high-school student mentors with at-risk 9th and 10th grade students.

Lake County, Halls, Ripley, Covington, and Brighton high schools were selected to participate in the Peer Mentor After School Project made possible by the AT&T Aspire grant. High school selection was based on exemplary performance results in peer tutoring reported to the Workforce Board. The grants were announced earlier this year; they will help to address high-school success and workforce readiness. AT&T has committed, philanthropically, \$100 million through the year 2011. These funds go to schools and to nonprofit organizations focused on high-school retention and better student preparation for college and the workforce.

“Preparing our young people for success in school and the workplace is a fundamental part of our mission at Dyersburg State,” said Dr. Karen Bowyer, President of Dyersburg State Community College. “The greatest assets we have, to address the high-school dropout crisis, are our high-achieving students, and this grant will help us reach many more students in need.”

“Dyersburg State is a powerhouse in our area, and their work with high school students will have a tremendous impact on our community and these young people,” said Tennessee House Speaker Jimmy Naifeh. “This is a fantastic initiative to reach young people at a critical juncture in their high school careers, and we are very fortunate to have a strong community partner like AT&T in this endeavor.”

Thus, the AT&T Aspire program supports organizations with strong track records in promoting educational success (from the classroom to the workplace); the recipient programs of this year’s High School Success grants provide a range of support for students.

“We are pleased to help expand the reach of the Northwest Tennessee Workforce Board’s peer tutoring program,” said Gregg Morton, AT&T President in Tennessee. “The success of our young people is critical to the success of our communities, our state and our nation.”

The Northwest Tennessee Workforce Board worked with area high schools during the 2008-2009 school year to identify, train, and develop peer mentors. The Workforce Board and high schools are identifying peer mentors for the 2009-2010 school year and are looking forward to getting the program running again.



## LWIA 13

LWIA 13's mission is to provide exceptional service to the citizens of Memphis, Shelby, and Fayette counties. This is done by offering opportunities in advanced training, by assisting dislocated workers, by increasing the enrollment and success of youth, and by restoring the program's integrity.

LWIA 13 was the only Local Workforce Investment Area (LWIA) in Tennessee to receive the Baldrige recognition for excellence in 2008. We are committed to expanding the services offered to employers and to employees, and committed to continuing to be an economic catalyst for area economic growth.

### **Business Services Success Story**

Chism-Hardy Bottlers, a home-grown, minority-owned manufacturer requested assistance from Workforce Investment Network/TN Career Center (WIN/TCCM) to help them

find qualified, ready-for-work, job applicants to staff their production facility. Previously, Chism-Hardy accepted more than 3,000 job applications (spawned by newspaper ads, radio announcements, job fairs and by staffing services). These applications led to more than 600 interviews; yet, the company found only 20 candidates that met its requirements. WIN/TCCM developed a 30-Day Customized Recruiting Plan to provide 12 new hires in the first 15 days, and to provide 13 new hires the following 15 days. WIN/TCCM met the goal of 25 new hires in 30 days and also added six more candidates to this pipe-line.

### **Dislocated Worker Career and Training Fair**

Business Services shared a leading role in presenting WIN/TCCM the 2009 Dislocated Worker Career and Training Fair. This event was one of the largest career and training fairs in Memphis history. The large size was due to an attempt to exclusively target those who were unemployed through no fault of their own. This fair was “invitation only” for the more than 2000 dislocated workers who attended. More than 60 employers, training providers, and entrepreneurs were represented.

### **Business Services Expansion**

The Workforce Investment Network recently secured 4,000 square feet of vacant office space on the lower level of the Downtown Career Center. (The Center is undergoing renovation to become the WIN Business Resource Center.) This facility will include conference rooms, a business resource library, interview rooms, audio-visual and telecommunications equipment, and a multi-functional meeting room. When completed, in November 2009, WIN will create a “mini-home office” for new and existing businesses to use to customize recruiting activities and to conduct job fairs and applicant interviews. The WIN Business Resource Center will also be used by businesses and economic development partners to conduct meetings and in-service training events.

LWIA 13’s Business Services Unit interacted with local businesses offering solutions to address recruitment needs and it also helped reduce the number of unqualified applicants (that entered employment). It did this by referring applicants meeting the minimal qualifications established by an organization.

The Business Services Unit used the company’s applications, assessment tests and the National Career Readiness Certificate (NCRC) to recruit qualified job-ready applicants.

### **LWIA 13 Career Readiness Certificates (July 1, 2008- June 30, 2009)**

### **LWIA Youth Services**

The Local Workforce Investment Area 13 Youth Services division provides in-school and out-of-school services to youth. Such year-round opportunities are directly linked to academic and occupational training. LWIA 13’s goal is to assist youth in making a successful transition to employment. This goal includes the LWIA’s providing activities and services to help youth further their education; all of these are at-risk youth, ages 14-21, who live in Memphis, Shelby, and Fayette counties).

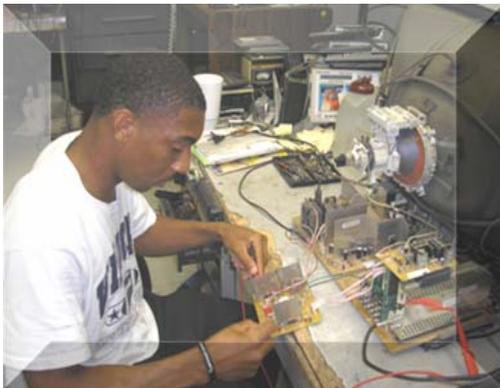
This year LWIA 13 served 985 in-school and out-of-school youth, and it received \$4.9 million dollars for summer youth. American Recovery and Reinvestment Act stimulus dollars gave 2,678 youth (ages 14-24) opportunities to work at 334 worksites in the three-county area. Summer youth and young adults were able to have worthwhile job experiences, classroom readiness, and leadership development.

### Success Stories

**Ella** is a bright young student from Rwanda, Africa, who came to the United States in 2006. Ella had completed high school and attended college in Africa, but unfortunately neither her diploma or her college credits were accepted in the United States. Ella was devastated that her dreams of completing college might not be realized. Ella enrolled in the WIN GED Program at the Messick Adult Center in July 2008. She entered the program deficient in basic mathematical skills. Working diligently in her GED classes, she post-tested a 12.9 in math and attained her GED in September 2008. She worked at a local hospital as a summer youth employee and is a second-semester student at the University of Memphis.

**Mianca**, an 18-year-old mother of three children, entered the Memphis City Schools' WIN Program at Messick Adult Center. While working on her GED, she became homeless. She received housing assistance and was able to create a stable home environment for her children. She attained her GED in September 2008 and worked as a tutor at a local elementary school during the summer employment program. She is currently a Bio-Technology major at Southwest Tennessee Community College.

### Success Stories



Fayette County Schools -- Fayette-Ware Comprehensive High School WIA-ISY Program Participant: Dobias, Senior 2008-2009

#### *Program of Study -- Technology Infrastructure*

Dobias says: "Because of the college, credits earned during high school, I gained early placement in prerequisite courses for my major, which allowed me to take nearly every upper-division class I want." He plans to attend a four-year college or university, and to major in Computer Infrastructure or a related

occupational area.

Fayette County Schools -- Fayette-Ware Comprehensive High School WIA- ISY Program Participant: Brandon, Senior 2008-2009

#### *Program of Study -- Technology Agriculture*

Brandon says: "He is very excited about attending college this fall and pursuing his dream of obtaining a future career in Agriculture." Being a Future Farmer of America, he is also eager to meet other students who share the same dream.



## **Summer Youth Program**

Critical Analysis – September 2009

WIN collaborated with the City of Memphis Youth Services Division for the following reasons:

The City of Memphis Youth Services Division asked to operate the WIN Summer Youth Program and provided information on its experience in running a city-funded, summer-work experience component each year.

To provide a seamless opportunity to serve a universal population of youth, with WIN serving youth who are *eligible* for the Workforce Investment Act (WIA) and the City of Memphis Youth Services Division serving youth who are in need but do not meet WIA eligibility. The City of Memphis Youth Services Division used a lottery system. WIN could not use the same system, but it did interview youth meeting WIA household-income guidelines.

This joint recruitment would allow youth to hear one message about where to get help with a summer job. The joint application process would reduce the amount of paperwork and contacts a youth must make to apply for a summer job. The joint worksite development would decrease the confusion with businesses wanting to participate in a summer youth program.

To save money on indirect costs and to allow more youth to participate, earn summer wages, and to explore careers.

### **Decision-Point Considerations Impacting the Program**

Use of the existing City of Memphis Youth Services Division to operate the WIN Summer Youth Workforce Experience Program

Expanded the city's previous service levels up to 600% or from up to 500 youth (typically served) to over 3,000 youth.

Terminology was not clearly defined with both WIN and the City of Memphis Youth Services Division referring to both programs as summer youth employment program.

Having payroll run through the City of Memphis fiscal system.

Use of an external business equipped for the large payroll effort, such as ADP, would provide a check-and-balance approach to paying youth.

Allowing advance payments to be made to youth.

WIN cannot advance funds for WIA eligible youth, however, it may reimburse the City of Memphis for actual hours worked, verified through an official time sheet, and paid for.

### **Correcting the Problems**

- Staff is working to reconcile the payments.

- WIN and City of Memphis Fiscal staffers are validating participant eligibility and reviewing every, participant file.
- WIN staffers are validating time-sheet information and payment information.
- WIN staffers are matching participant files with e-CMATs to ensure all participants are recorded in the system.
- WIN will provide a listing of “approved youth” to the City of Memphis in terms of which youth are covered so that WIN may reimburse the City of Memphis for work-experience wages, along with the dollar amount approved by WIN.
- WIN will process invoices for all programs internally, batch the invoices, and send them to the City of Memphis. This will provide a check and balance to payments.
- WIN will continue to offer support to the City of Memphis in the distribution of checks after the reconciliation process has been completed.

### **Lessons Learned**

- The WIN summer youth program, subcontracted and managed internally, was problem-free. WIN will consider more subcontracts in future funding cycles.
- An independent payroll system such as ADP will be used in future programs requiring a large number of checks (over a relatively short period of time).
- No advance payments will be permitted.
- WIN will hire temporary staff to sufficiently manage internal operations and monitors for internal and external quality control.
- WIN will restructure case management, accounts payable, contracting, and monitoring to improve processes and to ensure effective oversight. This will impact all programs!
- WIN has a strong leadership team; however, many team members have been performing work according to a more fragmented approach. WIN will use a recent task analysis, to redistribute work and roles/responsibilities, which will give individuals clear accountability and responsibility.

### **Recommendations for Summer 2010**

1. Run the program internally with about a third of the service level contracted out with appropriate subcontracts.

2. If WIN does not feel it can efficiently and effectively run the program internally, seek a vendor with national experience on summer youth delivery to manage the summer program.
3. Establish an operational plan **EARLY**...work the plan! Have an experienced consultant assist with this or have an independent party analyze the developed plan to make sure it is clear and as thorough as possible.
4. Re-engineer the case management and staffing structure to have a more focused case management system with clear monitoring roles that are separate.
5. Contract with an external source to do payroll.
6. Create a consistent and standardized process for getting and processing time sheets.
7. Provide clear information to youth participants on the consequences of not completing paperwork, signing time sheets, and the acceptable process for submitting time sheets.
8. Provide clear training to worksite supervisors related to serving **ONLY** youth approved by WIN. Make sure worksite supervisors understand rules, procedures, and policies.
9. Re-engineer monitoring and oversight:
  - Validate participant eligibility.
  - Validate time sheets and payments.
  - Validate match of e-CMATS and participant files.
  - Establish monitoring team to do ongoing review and random reviews of participant files, worksites, and fiscal operations.
10. Get temporary staff onboard in advance of the startup to be trained and to conduct recruitment, eligibility, and program paperwork.
11. Ensure that case managers are aware of required participant contact, case notes, and interaction with worksite supervisors to get time sheets following the agreed upon process.
- 12.

LWIA 13's Comprehensive Career Center offered a variety of services to individuals and employers throughout Memphis, Shelby and Fayette Counties. MACC has a partnership with the private sectors, non-profit agencies, and with federal job training and educational programs.

The **Contract Services Unit** has been involved in a range of activities contributing to the successful operation of WIN, LWIA 13 (WIN). During the last year, the Unit has overseen growth in all of its areas of responsibility. The WIN executive management has, over the last year, been committed to improving the agency's standing in all responsible areas, and it has succeeded in doing so. Businesses were unaware of what LWIA 13 does!

In response, an advertising campaign was undertaken. First, advertisements were created and located (throughout the workforce area) for the greatest amount of market saturation.

Advertisements were placed inside Memphis Area Transit Authority buses, and the advertisements informed riders about WIN services. Posters describing "the best kept secret in Memphis" were created and placed in all City of Memphis community centers and in many high schools. For Memphians and their city's business community, WIN soon became a familiar resource. Traffic at the one stops increased dramatically and telephone inquiries, about available services, grew exponentially.

WIN started the year with 26 ITA providers with requests for consideration pending for four more aspirants. LWIA 13 has more than doubled the number of applications from businesses seeking IWT and apprenticeship training grants; it has experienced a 100% increase in the number of awards extended. In the prior year, there were only three IWT grants in place and two apprenticeship awards. There are seven executed IWT contracts and four apprenticeship contracts. The interest of companies in these programs has grown so drastically that there are not enough funds to support the requests. (Those funds have all been expended through awards to seven additional businesses.)

The Contract Services Unit embarked upon acquiring new Youth Service providers in the past year. Using an assigned point review system and other evaluation criteria, eight awards were made, totaling more than \$3 million, to service approximately 1,400 youth. In an effort to improve performance outcomes, LWIA 13 attempted to enhance the provider's ability to succeed; it did this by establishing attainable standards from the beginning of the process and by supplying LWIA 13 Youth Service staff to train sub-contractor employees on mandated protocols.

Also in the last year, a physical expansion of LWIA 13 administrative operations has been implemented. Procurement of office space, along with all furnishings and electronics, was the Unit's responsibility. A state of the art Business Services and Youth Services office suite is being created. The past twelve months have been incredibly successful for the entire WIN organization and particularly for the Contract Services Unit. Much growth and many improvements have been made in such areas as: in process, in the number of contracts executed, in customized training relationships, in services provided internally and externally, and in dollars awarded toward expanding the local economy through enhanced training opportunities and job creation. The Contract Services Unit's success has been instrumental in the overall achievements of LWIA 13.

## Disability Program Navigator

In this program, the *Disability Program Navigator (DPN)* helps those with disabilities to “Navigate” the sea of challenges in seeking work. The program serves as a resource for the following:

- Employment support programs
- Work incentives
- Benefit-planning assistance and outreach organizations
- Protection and advocacy issues
- Increase disability awareness

From October 2008 to September 2009, the first eleven months of the program’s implementation, the LWIA 13 DPN set the following benchmarks:

Organized an Integrated Resource Team with all the mandated agencies working together to address the needs of those with disabilities

Improved efforts for the Deaf and Hearing Impaired by obtaining updated communication devices...i.e. a video phone and Interpretype equipment

Participated in Service Mapping in restructuring of the agency

Developed a partnership with Memphis City School Exceptional Children Transitional Program to introduce more than two-hundred children to the career center

Educated more than twenty local businesses about accommodation assistance, tax information, WRIP (Wage Reimbursement Incentive Plan) and the CRC (Career Readiness Certificate)

Assisted and monitored placement of 2,678 youth (ages 14-24) who were participants in the City of Memphis Summer Youth program. Also, the DPN was involved directly in the registration process, employee placement, and employer concerns.

Hosted “Disability Employment Awareness Month” Kick Off Luncheon on September 17, 2009

Became member of the DMR Advisory Council, Ombudsman Advisory Council, and Alzheimer’s Association Advisory Council.

Goals and objectives include:

- A. Increase the participation of disable individuals in training and job placement.
- B. Educate the business community about an untapped employment pool.
- C. Maintain the efforts of the Integrated Resource Team.
- D. Continue disability awareness and training to the career staff and community organization.

In summary, the Disability Navigator position has resulted in the development of many positive relationships and great outcomes with customers, students, parents, and businesses.

## Appendix A

### Administrative Entity & Comprehensive Career Center Web Site

#### LWIA 1

<http://www.ab-t.org/>

[http://www.tennessee.gov/labor-wfd/cc/cccounty\\_files/washington.htm](http://www.tennessee.gov/labor-wfd/cc/cccounty_files/washington.htm)

#### LWIA 2

<http://www.ws.edu/> [http://www.tennessee.gov/labor-wfd/cc/cccounty\\_files/hamblen.htm](http://www.tennessee.gov/labor-wfd/cc/cccounty_files/hamblen.htm)

#### LWIA 3

<http://www.knoxcac.org>

#### LWIA 4

<http://www.ethra.org/> <http://www.tennessee.gov/labor-wfd/cc/cccountyfiles/cumberland.htm>

#### LWIA 5

<http://www.sedev.org/>

<http://www.secareercenter.org/>

#### LWIA 6

[http://www.tennessee.gov/labor-wfd/cc/cccounty\\_files/coffee.htm](http://www.tennessee.gov/labor-wfd/cc/cccounty_files/coffee.htm)

#### LWIA 7

<http://www.uchra.com/>

<http://www.uccareercenter.com/>

#### LWIA 8

<http://www.workforceessentials.com/>

<http://www.workforceessentials.com/contactinfo.htm>

#### LWIA 9

<http://www.nashville.gov>

<http://www.careeradvancement.org/>

#### LWIA 10

<http://www.sctworkforce.org>

<http://www.sctcareercenter.com/>

#### LWIA 11

<http://www.swhra.org/wia/index/php>

<http://www.wtnc.tn.org/>

#### LWIA 12

<http://www.tennessee.gov/labor-wfd/cc/cccountyfiles/dyer.htm>

### **LWIA 13**

<http://www.cityofmemphis.org/>

<http://www.memphiscareercenter.com/>

## State Web Sites

<http://www.tennessee.gov/labor-wfd/empwfd.html> This is the homepage of the Division of Workforce Development, Department of Labor and Workforce Development

<http://www.tennessee.gov/labor-wfd/wioplan.html> View the State's 5-Year Strategic Plan for WIA

[http://www.state.tn.us/labor-wfd/et\\_incumbent\\_faq.html](http://www.state.tn.us/labor-wfd/et_incumbent_faq.html) View Frequently Asked Questions about the Incumbent Worker Program

<http://www.state.tn.us/labor-wfd/graphics/TNmplwia.gif> View the LWIA map

<http://www.tennessee.gov/labor-wfd/Polsummary.pdf> View Policy and Policy Summaries from Workforce Development

<http://www.tennessee.gov/labor-wfd/performance2003-04.pdf> Workforce Development Performance Measures, 2005-2006

<http://www.ja.state.tn.us/thec/cbjt/PrSrchEng.jsp> View the List of Eligible Training Providers

<http://198.187.128.12/tennessee/lpext.dll?f=templates&fn=fs-main.htm&2.0> Tennessee Code Annotated

## Federal Web Sites

<http://www.doleta.gov/> Employment and Training Administration, US Department of Labor

<http://www.doleta.gov/usworkforce/wia/act.cfm> View Public Law 105-220, WIA 1998

<http://www.whitehouse.gov/omb/egov> View Plans for eGovernment Initiative

<http://www.doleta.gov/directives/> ETA Training and Employment Guidance

Letters/Advisories

<http://www.gpoaccess.gov/cfr/index.html> Search the Code of Federal Regulations

<http://www.whitehouse.gov/omb/query.html> OMB, Circular A-122

<http://www.whitehouse.gov/omb/query.html> OMB, Circular A-133

<http://www.hhs.gov/ocr/lep> LEP Guidance, ETA

<http://www.gpoaccess.gov/uscode> Search the United States Code

[http://wdr.doleta.gov/opr/fulltext/FINALrep\\_02.pdf](http://wdr.doleta.gov/opr/fulltext/FINALrep_02.pdf) View the Urban Institute's preliminary report on employment and training activities at faith-based institutions

<http://www.eeoc.gov/policy/ada.html> View Americans With Disabilities Act of 1990

<http://www.access-board.gov/508.htm> 36 CFR Part 1194, Electronic and Information Technology Accessibility Standards

<http://www.access-board.gov/telecomm/index.htm> 36 CFR Part 1193, Telecommunications Act Accessibility Guidelines

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