

TENNESSEE'S 2014 WORKFORCE INVESTMENT ACT ANNUAL REPORT

JULY 1, 2014 – JUNE 30, 2015

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BILL HASLAM, GOVERNOR

BURNS PHILLIPS, COMMISSIONER

STERLING VAN DER SPUY, DIVISION ADMINISTRATOR

TENNESSEE DEPARTMENT OF

LWD

LABOR AND WORKFORCE DEVELOPMENT
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BILL HASLAM
GOVERNOR

BURNS PHILLIPS
COMMISSIONER

December 15, 2015

Dear Governor Haslam:

The Tennessee State Workforce Development Board is pleased to provide you with our Annual Report for program year 2014. Under the leadership of Commissioner Burns Phillips and Board Chair Bob Ravener, Chief People Officer for Dollar General Corporation, we are proud to share with you many activities and accomplishments that highlight another successful year of connecting people with job opportunities and hiring employers. As our economy in Tennessee continues to improve, the concentrated efforts to further align program offerings will continue to drive efficiency in both service strategy and service delivery. The work of the State Workforce Development Board serves as a key structure to align and advocate for policies and new approaches towards addressing worker shortages and creating an effective pipeline to skilled workers in Tennessee.

Through a federal allocation that funds the public workforce system in Tennessee, we operate an effective collaborative and network of American Job Centers, mobile units and Jobs4TN that serves to help Tennessee citizens identify jobs and training opportunities that leads to employment connections. From workers with no high school diploma to those with credentials, the American Job Center and Career Center Network supports labor exchange, training and referrals to job placement. This effort led to 106,171 to enter employment earning wages in excess of \$2.7 B in PY 2014. The Return on Investment for this program was \$6.85 per every dollar invested.

The Board would like to recognize the efforts of our public and private sector partners and express our gratitude for their continued cooperation and collaboration from all levels of business, government and education, as well as the citizens of Tennessee. We appreciate and look forward to continuing to serve our communities and State citizens as we work to fully implement the Workforce Innovation and Opportunity Act signed into law July 2014.

Sincerely,

Handwritten signature of Burns Phillips in black ink, written over a horizontal line.

Burns Phillips
Commissioner, TDL&WD

Handwritten signature of Bob Ravener in black ink, written over a horizontal line.

Bob Ravener
State Workforce Board Chair

TENNESSEE DEPARTMENT OF

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The 2014 Workforce Investment Act Annual Report

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Workforce Services Local Area Contact Information

Executive Summary

The Tennessee State Workforce Development Board is the Governor’s chief policy making body for workforce development in Tennessee. The Board is private business-led and includes multiple cabinet level Commissioners along with other members to include Community based organizations, college, labor, elected officials and the private sector.

Through this structure which has operated effectively over the past 15 years earning additional incentive funds for exceeding all its negotiated performance goals 11 of those years, the law governing the public sector workforce development efforts was re-authorized on July 22, 2014. The new law called the Workforce Innovation and Opportunity Act (WIOA) now serves as the legislative authority for implementation of the public workforce system in Tennessee and across the nation.

While the law is in transition and going through a period of finalization, expected to be completed in January 2016, the Tennessee Department of Labor and Workforce Development, as the lead agency has worked and will continue to remain a successful connection point between job seekers and hiring employers. Numerous programs, planning efforts and systems have been activated over the past year in preparation for the new law. The following points hi-light some of our activity that both captures what we have done over the period of this annual report which covers July 1, 2014 through June 30, 2015.

1. We continue to be at the center of workforce development in Tennessee (approximately \$80 M in federal funds is allocated to our Department each year)
2. We work to connect employers looking for qualified workers (80,000 + job orders in Jobs4TN.gov at any given point)
3. We work to connect job seekers with hiring employers (approximately 225,000 engage in services each year looking for employment and training opportunities)
4. We prioritize our efforts based on demand occupations and outreach to targeted populations tied to specific program eligibility
5. Job orders run the gamut from entry level with no educational priority to high skilled specific disciplines
6. Job applicants range from no Hi-Set or GED to 16 years of education and beyond
7. The framework for connectivity of job seekers and employers includes:
 - Jobs4TN
 - The American Job Centers (AJC) operated by a consortium of partners
 - Mobile Units
 - 13 Local Workforce Development Areas made up of local boards, private sector driven and under the authority of the local elected officials and consortium of partners.

Programs	Description
Wagner Peyser	Job Service/Labor exchange functions in 23 comprehensive centers
Workforce Innovation and Opportunity Act	13 Local Workforce Development Areas
Trade Adjustment Assistance	Support workers affected due to off-shoring
Veterans Job Service Grants	Veterans staff case managers serving disabled veterans/veterans and job development with Tennessee employers
Alien Labor Certification	Includes Permanent Labor, H1B, H2B, H2A. Primary role is to partner with Homeland Security and Regional Offices
Migrant Seasonal Farmworker	Housing inspections to ensure foreign workers have necessary supports while working and living in Tennessee
Senior Community Service	Targets subsidized temporary employment for workers over age 55 and contract

Employment Programs	management
Federal Bonding	Work with federal office to offer bonding to at-risk workers that need to be bonded for employment
Work Opportunity Tax Credit	Tax credits target Tennessee employers that hire identified at-risk workers
Supplemental Nutrition Assistance Program Employment and Training SNAP E&T	Participants receiving a food stipend/food stamps are referred to our department to transition to employment
C-SPED	Pilot initiative with DHS to identify non-custodial parents and support with barriers to employment
Disability Employment Initiatives	Grant administration
Worker Adjustment and Retraining Notification Act	We serve dislocated workers when a company closes, downsizes or changes processes that affect more than 50 workers in Tennessee or 100 based on the federal standard. We initiate a Rapid Response team to meet with company officials to support quick connection of affected workers to other hiring companies and unemployment insurance benefits.
Reemployment Services Assistance	Based on numerous criteria many unemployment insurance claimants are identified as most likely to exhaust their benefits. Those are targeted for intensive services and placement assistance to target the lag time on benefits and rapid transition back into the workforce.
Unemployment Insurance	Process payments to eligible participants who have lost their job through no fault of their own
Adult Education	Working with contractor network to provide non high school completers with opportunities to complete the high school equivalency (Hi-Set) in Tennessee.

Through this network of programs, which has largely been siloed for many years, numerous efforts have been and are under way to better capture efficiency through integration as required under WIOA. Whether internal to the department of Labor and Workforce Development or external to the partnership network, which includes agencies and entities in Tennessee, WIOA continues to refine and encourage cross program strategies. Based on resources and staff efforts several significant initiatives have been developed to focus on alignment efforts. Many of the program results will be addressed through this annual report but several more will form a framework for Tennessee efforts under WIOA. Here are a few of those efforts that have consumed time and resources over the past year:

1. Continued support of the Governor’s recruitment and retention efforts through the Fast Track initiatives. This initiative supports our states efforts to recruit and assist with new expansions, locations or re-locations.
2. Incumbent Worker Training Grants targeting lay-off aversion strategies to Tennessee businesses to address the dynamic workplace with emphasis on skill upgrades and credentials.
3. Registered Apprenticeship Assistance grants to target opportunities to increase registered apprentices in Tennessee.
4. Special Projects which currently include Return on Investment and economic impact analysis, two Offender projects working with County Jails and a small technical assistance grant that support union affiliated lay-offs through the AFL-CIO.
5. Pathways Tennessee (website)
6. Workforce 360 (website – Report)
7. Governor’s Children Sub-Cabinet (inter-departmental effort)
8. Governor’s Workforce Sub-Cabinet (inter-departmental effort)
9. Go Build Tennessee – Position on 501C3 board as requested by Legislature

10. P-20 which is work being done in collaboration with several agencies around our longitudinal data collection systems
11. Governor's Rural TaskForce (inter-departmental effort)

The two distinct hi-lights over the past year is the launch of our Governor's Drive to 55 initiative and the implementation of our new Virtual One Stop (VOS) case management system.

Drive to 55 is an initiative that concentrates our states efforts to work to promote post-secondary opportunities for all with the goal that 55 of working adults have some sort of post-secondary attainment. This initiative includes three primary programs:

Tennessee Promise which provides a last dollar scholarship to any high school graduate to attend Community College

Tennessee ReConnect which targets adults who did not complete a credential or certificate and want to do so at one of our 27 Tennessee Colleges of Applied Technology.

Tennessee LEAP is the third initiative under the Drive to 55 umbrella which is a grant program targeting consortium efforts on a regional basis to implement creative solutions, and equipment support to providers to assist with workplace specific credentials.

The second highlight was the implementation of VOS. This system builds on our Labor Market Information and jobs portal by adding an integrated case management system which allows us to capture and report data across numerous programs. This includes most of the programs already listed above and will add the GUS (Unemployment Insurance module) and Adult Education modules within the next year providing Tennessee with a fully integrated system of data collection and reporting. This system positions our state to be able to quickly adjust while staying compliant by working through a national vendor (Geographic Solutions) to support federal reporting requirements.

The work of the Tennessee State Workforce Development Board will continue to reflect the need and understanding of both a complex and dynamic workplace needs support and flexibility in supporting both Tennessee job seekers and employers.

Efforts for the new program year will continue to focus on full implementation of WIOA, compliance and accountability under WIOA, continued emphasis on high-levels of customer service, constant evaluation on agility and mobility of our system while capitalizing on modernization and automation.

We Make Tennessee Work and appreciate the support of our federal partners, state and local partners and the incredible dedication and commitment of our team members.

State Workforce Development Board

The State Workforce Board of Tennessee has a “grandfathered” alternative entity with all categories of membership required by the Workforce Investment Act (WIA). The Governor is represented by four members of his cabinet. Through leadership from the Board, Tennessee has created a seamless system for service delivery to participants seeking employment, unemployment benefits, or training to attain skill upgrades through Tennessee's Career Centers. Services are developed to address the needs of participants and to meet the needs of local employers.

During 2014, the State Board provided leadership to guide the state towards: an increase in high school equivalency diplomas, an increase in job placement, reducing unemployment insurance claims and working to achieve the Governor's Drive to 55 and Tennessee Promise initiatives. The Board had four committees in order to focus on specific areas of responsibility. The committees are as follows:

- **Strategic Planning**
 - Reviews and makes recommendations for Local Workforce Investment Area Local Plans
 - Provides oversight of the State Plan development and implementation
- **Continuous Improvement**
 - Monitors Quarterly Performance
 - Identifies Best Practices
 - Identifies areas for process improvement
- **Policy**
 - Monitors Compliance
 - Develops and Recommends Policies
 - Approves Local Board By-Laws
- **Operations**
 - Provides oversight of system operations
 - Identifies and Develops partnerships
 - Provides oversight of discretionary grants
 - Identifies and implements best practices

Statewide Performance Outcomes

The following table displays the State's common measure goals and the actual outcomes for the Program Year 2014:

Tennessee Workforce Investment Act Performance Measure Outcomes PY 2014				
GROUP	PERFORMANCE MEASURE	GOAL	ACTUAL	Cost per Participant
ADULT	Entered Employment Rate	85%	87.6%	\$1755
	Retention Rate	91%	92.5%	
	Six-Month Average Earnings	\$15,711	\$18,775	
DISLOCATED WORKERS	Entered Employment Rate	90.8%	83.8%	\$4179
	Retention Rate	92.7%	92.6%	
	Six-Month Average Earnings	\$16,900	\$19,621	
YOUTH (14-21)	Placement in Employment or Education	86%	77.4%	\$3086
	Attainment of Degree or Certificate	83%	78.8%	
	Literacy or Numeracy Gains	68%	53.5%	

Incentive Project Outcomes

Tennessee was one of the states that qualified to receive a federal Workforce Investment Act (WIA) incentive grant based on fiscal years 2010-11 performance. The grant totaled \$697,963. To qualify for these grants, states must exceed agreed upon performance levels for Title I: WIA, and Title II: the Adult Education and Family Literacy Act. The programs evaluated for meeting the negotiated performance are administered by Adult Education and Workforce Services within the Tennessee Department of Labor and Workforce Development.

Tennessee distributed 94.9% of the total \$697,963 received to Local Workforce Investment Areas that met their negotiated performance levels. Local areas received these funds after developing plans about how their share of funds would be used at the local level. The PY 12 incentive fund recipients were all thirteen Workforce Investment Areas administering the Workforce Investment Programs.

The respective agencies used the amounts they received for various services enhancing the workforce system through capacity building and professional development opportunities for WIA staff and members of the local boards. In addition, various customers were also provided with services that supported their educational goals and training needs. A total of 200 customers, ranging from youth transitioning to post-secondary education to people with disabilities, and adults with basic skills deficiencies, were among the customers who benefited from these funds.

Tennessee will continue to build on its commitment to strengthen the collaboration with educational partners. This will ensure each region to develop unified strategies that help connect the full continuum of career pathways, Tennesseans of all ages have access to stackable credentials leading to employment.

Waivers

The purpose of the general statutory and regulatory waiver authority is to provide flexibility to states and local areas and to enhance their ability to improve the statewide workforce investment system (20 CFR §662.400 and TEGL 1-15).

- A. Waiver of the prohibition at CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth.

The State was previously granted a waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older youth and out of school youth program participants. The State was granted an extension of this waiver through **June 30, 2017**. Under this waiver, the State can use ITAs for older youth and out of school youth program participants. The State must continue to make the 10 youth program elements available as described in WIA Section 129(c)(2). The State should ensure that funds used for ITAs are tracked and that the ITAs are reflected in the individual service strategies for these. **Note:** This waiver may continue when used in support of activities funded through obligated WIA funds only.

- B. Waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common measures.

The state was granted this waiver through June 30, 2017. The State was previously granted a waiver that allows the State to replace the 17 performance measures under WIA Section 136(b) with the common measures. This waiver permits the State to negotiate and report WIA outcomes against the common performance measures only, rather than the performance measures described at WIA Section 136(b). The State will no longer negotiate and report to ETA on the following WIA measures: WIA adult and dislocated worker credential rates; participant and employer customer satisfaction; older youth measures; and younger youth measures. The State will use the three adult common performance measures to negotiate goals and report outcomes for the WIA Adult and WIA Dislocated Workers programs. The State will use the three youth common performance measures to negotiate goals and report outcomes for the WIA Youth program. Workforce Investment Act Standardized Record Data system (WIASRD) item 619, Type of Recognized Credential, should be completed for each individual as appropriate, regardless of this waiver to report on common performance measure outcomes only. **Note:** This waiver remains in place since new WIOA reporting requirements will not be fully implemented until June 30, 2016.

- C. Waiver of WIA Section 133(b) (4) to increase the allowable transfer amount (up to 50%) between Adult and Dislocated Worker funding streams allocated to a local area.

The State is granted this waiver through **June 30, 2017**. Under the waiver, transfer authority is limited to 50 percent. This limitation provides states flexibility while ensuring consistency with Congressional intent regarding the level of funding appropriated for the WIA Adult and Dislocated Worker programs. Note: This waiver is continued when used in support of activities funded through obligated WIA funds. However, for the purposes of WIOA 100% transferability is allowed for the Adult employment and training activities and the Dislocated Worker employment and training activities.

- D. Waiver of WIA Section 123 that requires that providers of Youth program elements to be selected on a competitive basis.

The State is partially granted this waiver through **June 30, 2017**. Under this waiver, the State is permitted to allow its American Job Center Comprehensive (One-Stop) Career Centers or partner agencies to directly provide youth program elements of supportive services, follow-up services, and work experience. In utilizing this waiver, the State and local areas must still meet Office of Management and Budget requirements (codified in 29 CFR 95.40-95.48 and 97.36) and all state and local procurement laws and policies. **Note:** Waiver may continue when used in support of activities funded through obligated WIA funds.

- E. Waiver of WIA Section 134 (a) to permit local areas a portion of local funds (up to 10%) for incumbent worker training.

The State was granted an extension of this waiver through **June 30, 2017**. Under this waiver, the State is permitted to allow local areas to use up to 10 percent of local Dislocated Worker funds and up to 10 percent of local Adult funds for incumbent worker training only as part of a lay-off aversion strategy. Use of Adult funds must be restricted to serving lower-income adults under this waiver. The ETA believes limiting incumbent worker training to the specified level and requiring it to be a part of layoff aversion is the best use of funds in the current economic climate where serving unemployed workers is a paramount responsibility of the workforce system. All training delivered under this waiver is restricted to skill attainment activities. Local areas must continue to conduct the required local employment and training activities at WIA Section 134(d), and the State is required to report performance outcomes for any individual served under this waiver in the WIASRD (field 309). TEGL No. 26-09, Section 7A, "Workforce Investment Act (WIA) Waiver Policy and Waiver Decisions for PY 2009 and 2010" and TEGL No. 30-09, "Layoff Aversion Definition and the Appropriate Use of Incumbent Worker Training for Layoff Aversion Using a Waiver" provide policy guidance related to implementation of this waiver.

- F. Waiver of WIA Section 134(a)(1)(A) to permit a portion of the funds reserved for rapid response activities to be used for incumbent worker training.

The State was granted an extension of this waiver through **June 30, 2017** to permit use of rapid response funds to conduct allowable statewide activities as defined under WIA Section 134(a)(3), specifically, incumbent worker training. Under this waiver, the State is permitted to use up to 20 percent of rapid response funds for incumbent worker training only as part of a lay-off aversion strategy. ETA believes limiting incumbent worker training to layoff aversion is the best use of funds in the current economic climate where serving unemployed workers is a paramount responsibility of the workforce system. All training delivered under this waiver is restricted to skill attainment activities. The State is required to report performance outcomes for any incumbent workers served under this waiver in the WIASRD (field 309). TEGL No. 26-09, Section 7A, "Workforce Investment Act (WIA) Waiver Policy and Waiver Decisions for PY 2009 and 2010" and TEGL No. 30-09, "Layoff Aversion Definition and the Appropriate Use of Incumbent Worker Training for Layoff Aversion Using a Waiver" provide policy guidance related to implementation of this waiver. **Note:** Waiver may continue when used in support of activities funded through obligated WIA funds. However, under WIOA the local board may reserve and use not more than 20 percent of funds allocated to the local area involved under section 133(b) to pay for the Federal share of the cost of providing training through a training program for incumbent workers, carried out in accordance with this paragraph.

- G. Waiver of WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(D) to exempt the state from the requirement to conduct evaluations. This waiver expired July 1, 2015.

- H. Waiver of WIA Section 134(a)(2)(B)(iii) and 20 CFR 665.200(e) to exempt the state from the requirement to provide local workforce investment areas with incentive grants. This waiver expired July 1, 2015.

Data Collection and Reporting Processes

On December 4, 2014, the Tennessee Department of Labor and Workforce Development (TDLWD) successfully launched the Virtual One Stop (VOS) case management and fund tracking system. VOS is an integrated computer system, compliant with WIOA, and allows the Workforce Services Division to collect individual data across multiple programs which currently include the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser Labor Exchange, Trade Adjustment Act (TAA), Re-Employment Services (RESEA), Supplemental Nutrition Assistance Program (SNAP), along with some Unemployment Insurance (UI) data. The department's web-based Virtual One Stop system (VOS) is the most advanced and comprehensive statewide workforce development information and reporting system available today. Using a set of core proprietary software components created by Geographic Solutions Inc., the department and its partners have modernized and integrated workforce services into a single computing platform referred to as *Jobs4TN*.

The VOS component library as implemented in Tennessee is modular in design and new or existing Web components will be easily added or modified. For example, the system incorporates robust modules for:

- ✘ Job Seeker and Employer Self Service
- ✘ Virtual Recruiter for Employers
- ✘ Labor Market Information
- ✘ Labor Force Information by County, Region, and Statistical Area
- ✘ Tennessee Training Providers with Demand Occupations

The system also creates and deploys expansive, workforce administrator and manager tools and virtual functionalities such as:

- ✘ Accountability and Dashboard Modules for Management
- ✘ Fund Management Tracking and Reporting
- ✘ Managed Employment Services
- ✘ Statewide and Partner Case Management
- ✘ Follow-Up and Outcomes Tracking
- ✘ National Data Sharing Interfaces
- ✘ Trade-Affected Worker Module
- ✘ Rapid Response to Layoff Module

VOS also enhances user practical knowledge by making available state-of-the-art, online assessments, as well as outcome tracking of Aptitude and Basic Skills tests, which then are easily recorded for search and viewing by authorized staff and employers. Paperless case management and source document management and data validation modules positioning department and contractor staff for further deployment of business efficiencies through managed upgrades and modifications to the system.

VOS is a robust web-based computing system with strengths in ease of use and in its potential for future partnerships with internal units such as Unemployment Insurance, Adult Education, and potential scalable interfaces with other agencies in state government.

The Virtual One-Stop system (VOS) provides editable web pages where users can edit and update information on an as needed basis. This has proven to be a valuable resource when ensuring accuracy of the data reported to the United States Department of Labor. The State of Tennessee and Geographic Solutions, Inc. have worked diligently to ensure that the information reported is not only accurate, but also compliant with federal guidelines.

Geographic Solutions offers a “ticket” system known as the Online Project Communication System (OPC). The system allows staff to receive, collect and report any technical or program errors they may encounter on a day to day basis. This process has proven to resolve all issues and concerns in a timely and efficient matter.

The VOS system provides statewide metrics and participant data along with performance reports just for the unique Local Workforce Development Areas (LWDA) and American Job Centers. The system offers a large array of reports to help staff track performance for their designated area and focus on ensuring continuous improvement as well as serving the individuals most in need of our services. The system allows the options to filter the information to specific reporting common measures or specific demographics, as well as the option of a statewide summary. The information available within the reporting features of VOS, and the flexibility of the content within these reports, play an intricate part in the success of performance and outcomes for TDLWD.

American Job Centers in Tennessee

The American Job Centers in Tennessee also known as Tennessee Career Centers have streamlined and developed a new strategy combining local, state, and federal workforce development services. Employers can readily find the workers they need and jobseekers can get assistance and career information. Each center offers automated Labor Market information and Internet access-including help for using the Jobs4tn.gov online jobs database, workshops as well as job placement, recruitment and training referral services.

The re-designed customer flow allows an opportunity for staff and job seekers to connect sooner during visits. After job seekers are greeted and “triaged” they are directed to the resource room to either self- register or get staff assistance in registering on Jobs4tn.gov. The staff will then determine through interaction with the customers if any additional barriers or needs exist. Those that can be remedied in a short time are handled on the spot. Otherwise, a “warm handoff” is completed to another staff person to provide more one-on-one assistance. The days of long lines and wait times are over. With the repositioning of staff to the front of the centers, many services can be provided with little to no wait time at all.

Meanwhile, our business services teams (BST) work diligently across programs to schedule employers to recruit on site. Based on the hiring needs of the employer, the job seekers with the specific qualifications are contacted and invited into the center. As a result, the employers get to meet with individuals that are determined to be the best candidates. The BST reviews job vacancy reports in Jobs4tn.gov to determine those positions that unfilled after 30 days. This information is vital in determining which companies and or sectors require the services of the team. Under this current model, we have hosted up to 18 hiring employers and over 250 employers on site for one event! As the AJC’s continue to be demand driven centers, there will be greater work outcomes.

Eligible Training Provider List (ETPL)

As part of the infrastructure to carry out the mandates of the Workforce Investment Act, states are required to maintain a list of training providers and programs that are certified to receive students using WIA funds. WIA

students are only permitted to use their Individual Training Account (ITA) funds in programs that appear on the statewide Eligible Training Provider List (ETPL).

All of the institutions and programs that comprise the ETPL have been approved by a Local Workforce Investment Board (LWIB) in Tennessee. Each of Tennessee's 13 LWIBs make initial eligibility decisions regarding what programs to add to the ETPL. After the LWIB makes the initial eligibility decision, subsequent eligibility decisions are made on an annual basis by the Tennessee Department of Labor & Workforce Development (TDLWD) based on institutional performance data. All of the institutions that appear on the Statewide ETPL supply Quarterly Performance Reports; that are then used to compile the WIA Annual Subsequent Eligibility Report.

ETPL Demographics

Participants - Placement onto the ETPL is open to all postsecondary institutions that have authorization to operate within the state of Tennessee by an authorizing/governing body. The institutions on the ETPL are largely state operated providers that fall under the governance of the Tennessee Board of Regents (TBR) and institutions authorized by the Division of Postsecondary School Authorization with Tennessee Higher Education Commission (THEC).

- Number of Providers – There are 171 providers on the ETPL. The provider composition is as follows:
 - Postsecondary Schools: 69.5% or 119 providers
 - Tennessee Technology Centers: 15.2% or 26 providers
 - Community Colleges: 9.35% or 16 providers
 - 4-year Universities: 5.84% or 10 providers
 - ETPL Accomplishments/Success

On December 4, 2014 the department went live with the Virtual One Stop/Jobs4tn system. A major accomplishment was the conversion of all current eligible training providers and programs over to the new system. The successful conversion allowed students to be able to more easily select the providers and training programs. VOS allows providers to make an application to become a new ETPL provider in the system.

Trade Adjustment Assistance (TAA)

Since the VOS system go-live date of December 4th, 2014 through the third quarter of 2015 fiscal year the TAA Program Unit has been in process of updating converted records. During that time over 2,000 converted TAA records have been updated. The updates covered correcting or bringing TAA applications up to date and adding TAA related activities to the VOS system that were not converted from the old system. Updating payments of TAA funded training to bring them current has also been a portion of the updates done in the VOS System. This effort has brought the system records of trade affected workers up to an approximate 90% accuracy rate.

As of the third quarter of the 2015 Program Year the TAA Program in Tennessee currently has a total of 892 participants. There were 13 new enrollments in TAA funded training during the third quarter.

The current total allocations available in TAA funds are \$23,782,826.00 which includes program funds for fiscal years 2013, 2014 and 2015. The total current funds expended for the TAA program are \$3,339,583.00. There is also another \$1,229,939.00 obligated to cover active enrollments in the TAA Program.

The state of Tennessee has a total of 20 active TAA petitions. There are a total of 854 dislocated workers covered under the petitions that have TAA program services available for them to utilize to become reemployed. Of the 854 TAA participants there are 314 currently enrolled in TAA funded training.

Employment data for 2015 program year is not currently available. TAA Program statistics for 2014 show 69.84% of workers who received TAA program funds entered employment. The retention rate of those employed averages 85.56%.

These are just some examples of how the TAA Program is serving the trade impacted workers in Tennessee. The goal is to ensure all trade impacted workers receive the services and benefits offered by the TAA program so that they have the opportunity to become reemployed and enhance their lives now and in the future.

Incumbent Worker Program (IWT)

The Incumbent Worker Training (IWT) Program is designed to support training that result in either layoff aversion through skill attainment for employees or layoff aversion through process improvement that contributes to the competitiveness and productivity of a business.

Tennessee for-profit and (not-for-profit health care related only) businesses that have been in operation for a minimum of one year prior to the application date, employ at least five full-time employees, are current on all federal and state tax obligations, and are financially viable are eligible to apply.

During this program year we have obligated over \$689,000 in Rapid Response funds to 42 Companies to train 951 Incumbent Workers. While the program year runs through December 31, 2015 here are the projected outcomes.

- 1,648 jobs saved
- 182 jobs created

Using a conservative hourly wage estimate of \$7.50 per hour for jobs saved and created (a total of 1830) Rapid Response funded IWT would result in a return of over 28 Million dollars in recurring wages for local communities. Additionally, Rapid Response funded IWT would save the state's UI Trust Fund and estimated \$11,895,000 (\$250 wk x 26wks x 1830) annually.

Asset Building Grants

As a result of the Commissioner's Round Table discussions held all across Tennessee, participating companies were encouraged to work with their Local Workforce Investment Areas to submit an Asset Building Grant Proposal that would demonstrate innovation models, addressing Skill Upgrades, Aging Workforce, Work experience, Recruiting and Emerging Workforce.

Companies submitted proposals with targeted outcomes of Employee Certification, Targeted Skill Upgrades, Internship Models, Community Outreach, Apprenticeships, Business/Education Partnerships and Recruitment Strategies. There were 32 companies that received grants totaling \$747,322.

These are short term grants with training activities to end before January 2015. All grants have been completed and final reports have been submitted. The department is reviewing the programs and best practices are being evaluated for replication.

Because of the wide scope given to these innovative training approaches, the trainees may be incumbent workers, interns, apprentices or other trainees as appropriate.

Apprenticeship Assistance Training Program

The purpose of the Apprenticeship Assistance Training Grant (AATG) is to support Tennessee Companies/Organizations, which have USDOL, Office of Apprenticeship Registered Apprenticeship Programs or are interested in starting an apprenticeship program, with strategies to significantly increase apprenticeship opportunities for job seekers and existing first and second year apprentices with:

- OJT assistance for eligible Dislocated Workers entering an apprenticeship program as a new hire, or;
- To provide assistance in the Classroom Training of existing first or second year apprentices or for participants in a pre-apprenticeship program.

The Tennessee State Workforce Development Board authorized \$1,000,000 to develop and implement the AATG program. The program kicked-off in August and Local Workforce Development Areas (LWDA) began promoting and receiving applications. To date there have been two applications submitted and approved, training 175 apprentices for a total of \$50,000. There have been numerous inquiries about the program and it is expected there will be more applications going forward.

Youth Initiatives

During 2014 the Youth program had additional opportunities to replicate the best practices of Work Experience Works, implementing a Youth work experience pilot program and partnering with the Departments of Education, Economic and Community Development and the Tennessee Higher Education Commission with Pathways to Prosperity.

The Work Experience Works program is a best practice shared by LWDA 5. This is a year-round program that is customized to implement career exploration and transition to employment. The program addresses deficiencies in work history and soft skills, provides gains to occupational specific experience, and creates an advantage over other candidates.

The Youth Work Experience pilot program was developed to provide work experience that connects to the Governor's Jobs4TN Sector Strategies, local areas were encouraged to co-enroll participants, local areas were required to provide assessments and individual service strategies to connect services to participant needs, and the program was required to have a minimum of 8 weeks of work experience. Each of the 13 areas participated in the pilot program with an expectation to serve 169 youth in the pilot program.

Through a movement based on a Harvard University report, Pathways to Prosperity is a joint effort with multiple state agencies to align learning experience with academics and relevant work experiences. Pathways engages students in grades 7 through 14/16. It provides work-based learning, early postsecondary opportunities, career awareness, and stackable credentials in the early years of the program. The program works with the career centers that provide a good understanding on the regional needs. There are currently three Pathways Regions with an additional three regions planned for expansion.

Disability Employment Initiative

Tennessee was awarded the Disability Employment Initiative (DEI) grant in October 2011. The primary focus of the project was to improve the employment outcomes for adults with disabilities. Local Workforce Investment Areas 1, 3, 8, 10, and 13 continued their efforts to serve individuals with disabilities including acting in the capacity as an Employment Network. As Employment Networks, these areas can receive the Ticket to Work funding from the Social Security Administration. Concentrated efforts have been made in conducting Discovery, Job Development and Customization, Job Readiness Training, and Job Development and Job Placement. The DEI grant expired on March 31, 2015 with many accomplishments and improvements to the service strategies for serving participants with disabilities.

Over the grant period participants were served with wages ranging from \$7.25 per hour to \$21.00 per hour. There were 254 tickets assigned and \$251,259 in revenue generated by the tickets. Each of the five local areas was able to retain their Disability Resource Coordinators to continue the strategies and partnerships that have been strengthened during the grant period.

The DEI grant supported extensive collaboration across multiple workforce and disability service systems including:

- Vocational rehabilitation
- Mental Health and Substance Abuse
- Intellectual and Developmental disability
- Independent living centers
- Business leadership networks
- Community and Nonprofit organizations

Tennessee is fortunate to be in partnership with the Tennessee Works Collaborative with over 46 members. Through this partnership, Tennessee participated in Community Conversations, in order to better identify specific barriers to employment for individuals with disabilities. These meetings focused on how best to equip employers to hire and effectively support people with disabilities in integrated, competitive employment. Staff from the American Job Centers (AJC) met along with a variety of community members, including self-advocates, family members of people with disabilities, employers, educators, service providers, non-profits, and civic leaders, to share ideas.

With the partnerships strengthened during the DEI, Tennessee has been able to work more effectively for one goal – to increase the number of individuals with disability enter into integrated employment.

SCSEP in Tennessee

The Senior Community Service Employment Program in Tennessee is served by six sub-grantees, through the Department of Labor and Workforce Development, and two national grantees. Four of the state sub-grantees are located with the Administrative Entities for the local workforce investment area, placing them in a direct partnership with WIOA. Several counties in the state are served by both the State sub-grantees and the national grantees. The following table provides the name of the State sub-grantee, counties covered, and the number of slots assigned for 2015.

Sub-Grantee	Counties Covered	Number of Slots assigned for 2015-2016
Alliance for Business and training (LWIA 1)	Carter, Johnson, Sullivan, Washington	26
East Tennessee HRA (LWIA 4)	Campbell, Claiborne, Morgan, Scott, Union	34
Upper Cumberland HRA (LWIA 7)	Cumberland, Fentress, Jackson, Macon, Putnam, VanBuren	22
Tennessee Community Service Agency (LWIA 8 & 12)	Cheatham, Houston, Humphreys, Montgomery, Stewart, Dyer, Henry, Obion, Weakley	22
Southwest Tennessee HRA (LWIA 11)	Chester, Hardeman, Hardin, McNairy	23
Meritan Inc. (LWIA)13	Shelby	46
TOTAL SLOTS		182

Tennessee has taken a position to help seniors continue maintaining a sustainable life. One way the state is doing this is by providing useful community services and employment opportunities through the Senior Community Service Employment program (SCSEP) for seniors across the state. SCSEP fosters economic self-sufficiency through training, job placement, and guidance in unsubsidized jobs. Individuals with the program are not job-ready, have low-skills, and have a family income that falls under 125% of the Federal Poverty Guidelines.

Sub-grantees are required to develop an Individual Employment Plan (IEP) at the time the participant is enrolled. This plan serves as: 1) a personal road-map to success, 2) assistance to the participant in assessing barriers and skill gaps to generate detailed IEPs with tasks and timelines, and 3) an aid to meet program and personal goals. In PY13 Implementation of an Assessment of Host Agency Training form was provided to all Tennessee Sub-grantees to complete and send in to the state agency for the participant annual recertification process to ensure eligibility, and effective marketable training was being provided. Computer literacy training is now being provided to all participants prior to starting their Host Agency assignment in an effort to meet in-demand employment driven occupations.

Success Story: Training provided through one of our Tennessee Host Agencies involved a participant who had lost her employment of 15years, and after 2 years of unsuccessfully obtaining employment, she was referred by a friend to contact one of the SCSEP providers. Once determined eligible the participant was placed with a host agency that provided training in office/clerical and payroll skills. After mastering the skill set training the participant was hired by one of the Tennessee Charter schools as a office assistant in August of PY14.

Supplemental Nutrition Assistance Program (SNAP)

Program Description:

The Food and Nutrition Act requires all States provide Employment and/or Training opportunities for Individuals who are determined eligible for USDA's Supplemental Nutrition Assistance Program (SNAP or formerly referred to as "Food Stamps"). In Tennessee, the Department of Human Services determines eligibility for the SNAP benefit then refers clients to the Department of Labor and Workforce Development (DLWD) who are interested in SNAP E&T services.

Career Specialists assess all individuals and assist them in completing an individual employment plan to identify steps to reach the overall goal of employment with a gainful wage that significantly reduces or eliminates the need for Governmental assistance. The duration of each Participants engagement depend on their background, education, and employment history.

Component options:

SNAP E&T offers the following components/activities to increase an individual's skills, educational level, or employability:

1. Adult Education services- Prepares individuals for the HiSET
2. Secondary/Vocational/Technical Training
3. Workforce Innovation and Opportunities Act (WIOA) services
4. Work Experience- Assists Participants find Job Shadowing/ Pre-apprenticeship opportunities
5. Job Search services- Train participants to effectively search for employment

Service Locations:

SNAP E&T services are offered for individuals who receive SNAP Benefits in the following 13 areas: Nashville, Cookeville, Dyersburg, Memphis, Johnson City, Clarksville, Chattanooga, Crossville, Tullahoma, Knoxville, Columbia, Morristown, Jackson

Funding Descriptions:

All costs determined to be reasonable and necessary to administer or have an individual participate are covered either in full or as a 50% reimbursement to the state. The Individual does not incur any expense for their Participation in a SNAP E&T component. All expenses are covered as follows:

A. 100% Federal Funding:

An annual allocation of \$90 million dollars is divided among all 50 states to provide SNAP E&T services. Each state's award depends on the number of SNAP Recipients subject to the work provisions. The state can charge 100% of their costs for administering the program.

B. 50% Federal/ 50% State Funding:

USDA will cover half of all other costs related to participant expenses and expanding the SNAP E&T program beyond the 100% allocation including: Books, Dependent care costs, Certification Tests, Uniforms, Drug Testing, Equipment, Background checks, Transportation, Registration fees, Licensing and Bonding Fees

Veterans Program

The Veterans Program consists of 54 staff divided into two distinct categories;

- Local Veterans Employment Representative (LVER)
- Disabled Veterans Outreach Specialist (DVOP)

The LVER is tasked with conducting outreach activities to employers and discusses the benefits of hiring a Veteran. This includes intangible traits such as; team player, ability to train, and meticulous attention to detail as well as tangible benefits like the Work Opportunity Tax Credit. The DVOP works directly with Veterans, and other eligible persons, to provide enhanced services as needed to remove any significant barriers to employment and ensure they are job ready.

During this time period, over 100,000 Veterans, other eligible persons, and transitioning service members received services with a 63% entered employment rate. The employment retention rate for Veterans was an outstanding 83% with average earnings for the first six months of employment at \$15,188 up significantly from the previous year. The major training goal for the Veterans program involves continued emphasis on providing enhanced services to Veterans with the most need and to prepare them for employment that will lead to self-sufficiency.

Success Stories - Paycheck for Patriots continues to lead the way in hiring events for Veterans in Tennessee. Paychecks occurred in 10 locations throughout the state on the same date at the same time. More than 1,000 Veterans participated with over 300 employers providing job opportunities.

Re-Employment Services Assessment (REA or RESA)

The federal-state UI program provides an important core service in the comprehensive, integrated workforce system established under the Workforce Investment Act (WIA), which was recently revised by WIOA. Through the UI program, individuals, who have lost employment through no fault of their own and have earned sufficient wage credits, may receive UI benefits if they meet their initial and continued UI eligibility requirements. The Department and participating state UI workforce agencies have been striving to address individual reemployment needs of UI claimants, and to prevent and detect UI improper payments, through the voluntary UI REA program since 2005. Both activities are high priorities for the Department's Employment and Training Administration (ETA). The UI REA program has provided claimants entry to a full array of reemployment services available at American Job Centers (AJCs), and has helped to ensure that claimants comply with all UI eligibility requirements. Individuals filing UI claims are active job seekers who, through the state's UI REA program, are made aware of the wide variety of reemployment services that are available to them. They are referred to reemployment services appropriate for their individual needs. In FY 2014, a total of 44 states operated a UI REA program. These states are referred to as "continuing states" in this UIPL. Several of these continuing states are participating in the Department's evaluation of the UI REA program.

The Department requested additional discretionary funds to build on the success of the UI REA program by providing reemployment services in addition to UI eligibility assessments and other UI REA activities. The Department explained its intent to use these funds for a RESEA program to target profiled UI claimants identified as most likely to exhaust their benefits and all transitioning veterans receiving Unemployment Compensation for Ex-Service members (UCX) as these populations may have more barriers to reemployment.

The Department received new appropriations that allows for funding of activities previously funded by the UI REA grant funds as well as reemployment services. This approach mimic the approach previously studied in

Nevada that was shown to be successful that integrated provision of REAs with provision of reemployment services.

In PY 2014, 24 Career Centers across the state served 6160 RESEA participants and provided 16,028 RESEA sessions. 1,414 participants returned to work as a result of RESEA services without exhausting their benefits. Beginning July 1, 2015, through a partnership with WIOA, the RESEA program expanded from services being offered in 23 offices to services being offered in 53 offices. This expansion, in a partnership with LWDA, allows RESEA services to be delivered in all 95 counties across the state of Tennessee.

Mobile Career Coaches

The Career Coach units are mobile centers with services similar to what you might find in a Tennessee Career Center. These vehicles will arrive on the scene to provide a mobile computer lab with Internet access, create a venue for workshops including resume assistance and interviewing skills; and serve as a recruitment center for companies moving into our state. The Mobile Coach Units focus on delivering services to rural areas and special populations that lack accessibility to a brick and mortar one stop center. In July 2014 the Units became certified mobile High School Equivalency Test (HISET) testing sites along with their staff certified as examiners and proctors. Currently, the mobile units administer an average of 1,117 HISETS per month across the state in areas that lack a testing site.

In PY 2013 the Coach Units served 12,000 participants in almost all 95 counties. The Coach Units visit 35 counties across the state on average per month with many of those counties being rural and below the poverty level. The Coach Units often partner with employers that will travel with the units to rural counties and events to recruit for open positions. The Coach Units also serve as a support system to numerous job fairs and other events across the state. For more information about the Mobile Career Coach Units visit www.getonthecoach.tn.gov



Kathy Pierce, Director

LWIA 1 2015

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults: 3,896
 Dislocated Workers: 122
 Adults & Dislocated Workers Received Training Services: 483
 Total Youth (14-21): 316

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 12,397
 Veterans, Eligible Persons & TSMs: 909
 Referred to Employment: 3,789
 Referred to WIA Services: 562
 Job Openings Received: 8,564

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$785,771	\$832,023	\$889,123
Dislocated Workers	\$654,432	\$752,775	\$732,107
Youth	\$775,509	\$822,322	\$883,176

LWIA 1's focus throughout the Workforce Investment Act (WIA) has been to provide a coordinated, comprehensive approach to workforce development that meets the needs of area employers by providing an employable and skilled workforce while meeting the needs of job seekers and employees who seek mean-ingful employment that increases their quality of life and income.

LWIA 1 participated in Tennessee's Asset Building Grant (ABG) program to assist local companies demonstrating innovation models, skill upgrades, aging workforce, work experience, and recruiting in the emerging workforce. Over \$77,000 was awarded to four local companies with targeted outcomes of Employee Certification, Targeted Skill Upgrades, Business/Education Partnerships and Recruitment Strategies. As an example of the impact of the ABG program, the grant assisted one employer with a Recruitment Strategy & Work-Based Learning Project to provide an Engineering Co-op program focused on providing learning opportunities for college sophomores and juniors. Two major challenges faced this manufacturing plant: an aging workforce and a lack of employees interested in taking the managerial route in their career paths, particularly in the area of Engineering. While the plant benefited greatly from the Co-op program with students completing numerous process-improvements and modernization projects, the cost of funding the program was a challenge in the current economy and the Asset Building Grant made these projects feasible. All four companies who participated in the grant felt that it was a win-win for both the company and individuals who received training through the grant.

Julie Ebers, a LWIA 1 Adult and Disability Employment Initiative training participant, has overcome many obstacles in life. Being deaf since she was 18 months old is one of them. At age 41, she said she was starting over to prove that she can do anything that she puts her mind to do. Julie stated, "I didn't know what I was going to do to change the course of my life. Fortunately, the local American Job Center in LWIA 1 introduced me to the Tennessee College of Applied Technology at Elizabethton (TCAT-E). For that, I will always be grateful. I was told at a very young age that I wouldn't amount to anything. I didn't learn to speak well until I was 11 years old." In speaking at her graduation, Julie shared her lifetime of struggles and how she felt that her employment opportunities were limited to minimum wage, part-time positions. Trying to provide for her two children, she relentlessly allowed them to live with their grandparents since she felt that she could not provide their basic needs. Recently, Julie was selected as the TCAT-E Student of the Year. Julie credits LWIA 1 with helping her access a career path to a better life through the TCAT-E. Ms. Ebers is ready to achieve the American dream both with her family and her new career.



Dr. Nancy Brown, Director

LWIA 2 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 2,497
 Dislocated Workers: 68
 Adults & Dislocated Workers Received Training Services: 462
 Total Youth (14-21): 316

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 12,087
 Veterans, Eligible Persons & TSMs: 663
 Referred to Employment: 4,932
 Referred to WIA Services: 337
 Job Openings Received: 18,715

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$1,190,280	\$1,262,747	\$1,285,509
Dislocated Workers	\$842,185	\$1,099,293	\$989,364
Youth	\$1,118,049	\$1,188,455	\$1,212,244

PROGRAM HIGHLIGHTS

LWIA 2 successfully completed WIA and launched WIOA in July 2015. The board received a final WIA report in June 2015. Accomplishments under WIA include \$63,281,789 in total funds received in formula funds; three USDOL National Emergency grants; \$1.95 million grant for the Center for Workforce Education; and \$900,000 for a Clean Energy Technology grant under ARRA. The local area achieved over 100% of performance goals for 14 years, hosted over 300,000 visits to area career centers, trained over 6,000 adults and dislocated workers, provided work experience to over 1,500 youth and all youth program elements to over 4,000 youth.

To prepare for WIOA, the youth program immediately began efforts to increase the out-of-school participants to at least 75%, while still successfully serving WIA participants. One example is Joe, who enrolled in WIA in May 2014. He was an unemployed teen-age drop out with a child on the way, and no work experience. With assistance from WIA, Joe enrolled in his county's adult high school where he received tutoring and supportive services from WIA. After the work experience was successfully completed, the employer hired him, scheduling his work around his school hours until he completed his diploma in April 2015. The next month, he was hired by a major employer, JTekt North America Corporation, and more than doubled his hourly wage, plus receiving a substantial benefits package.

While making all of the changes to accommodate WIOA, the regional career center moved from a dilapidated facility to a newly renovated building. The move, which involved all of the partners, was very difficult to plan and execute for a variety of reasons, but was finally successfully completed in July 2015. The career center will host the first meeting of the WIOA board nominees in August 2015.

The LWA also supported the development and operation of the East Tennessee Regional Workforce Partnership, composed of LWDA's 1-4, two Tennessee jobs base camps, career center partners, development districts, and other organizations involved in workforce development. The partners studied the target initiatives of the local areas, East TN Quality Growth program, Innovation Valley and data from EMSI to agree on four target industries in the 25 counties in East TN: healthcare, manufacturing, energy technology, and warehousing and distribution.



Windie Wilson, Director

LWIA 3 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 1,501
 Dislocated Workers: 136
 Adults & Dislocated Workers Received Training Services: 393
 Total Youth (14-21): 155

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 12,472
 Veterans, Eligible Persons & TSMs: 1,128
 Referred to Employment: 2,894
 Referred to WIA Services: 166
 Job Openings Received: 15,760

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$702,609	\$758,913	\$781,325
Dislocated Workers	\$906,432	\$828,456	\$811,911
Youth	\$834,560	\$915,136	\$947,773

PROGRAM HIGHLIGHTS

Adult Program Success Story

Chris came to the Career Center seeking assistance to develop a passion with computers into a fulfilling career. Despite no income between him or his fiancé, he remained committed to his goal of going to the TN College of Applied Technology to study Computer Information Technology. Even with receiving some financial support, Chris was unable to pay for the necessary tools, uniforms and testing. With additional financial help through WIA/WIOA, he excelled in every aspect of the program. With graduation, he received and accepted a very lucrative position with DOW Chemical.

Dislocated Worker Program Story

Brandy came to the Career Center in 2013 after being laid off from her job as a paralegal. Despite partial hearing loss requiring the use of hearing aids, Brandy had a dream of becoming a nurse. She completed the prerequisites and was accepted into the Registered Nursing program at Pellissippi State. She was receiving financial aid but it was not enough to cover all the expenses of the program. The Career Center was able to step in and assist in a number of ways including purchasing a special stethoscope that helped with her hearing impairment. Brandy juggled her duties as a single mom and student while still maintaining a GPA that earned her a place in the school's National Honor Society. Upon graduation, she passed all her licensing exams and is now working for one of the largest healthcare providers in East Tennessee.

Youth Programs

Fifty-six (56) in-school youth participated in college tours, career fairs, leadership development activities, and other community service projects. Thirty-eight (38) youth participated in summer work experience, earning an average of \$1161 each. Ninety-seven percent (97%) of in-school seniors (32 of 33) graduated in 2015. Eighty-five (85)% entered the workforce or post-secondary education or training.

Workforce Connections also provided work experience for eighteen (18) out-of-school youth participants through a work experience pilot. An additional twenty-four (24) youth offenders were served in work experience programs through a collaborative effort between Workforce Connections and Knox Leadership Foundation.

Business Services

LWIA 3 Business Services had some notable achievements for the 2014-2015 Program Year:
 19 On-the-Job Training arrangements with 2 different employers
 Three Rapid Response mass meetings
 Training and presentation of **Your Money, Your Goals** to staff and youth participants
 Three Incumbent Worker training grants proposed and funded
 First Manufacturer's Focus Group partnering with other WDAs and the Knoxville Chamber of Commerce
 Assisted with 105 on-site recruiting events



Chris Tiller, Director

LWIA 4 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 2,756
 Dislocated Workers: 155
 Adults & Dislocated Workers Received Training Services: 499
 Total Youth (14-21): 352

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 19,650
 Veterans, Eligible Persons & TSMs: 1,512
 Referred to Employment: 4,692
 Referred to WIA Services: 902
 Job Openings Received: 18,764

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$1,084,535	\$1,171,642	\$1,225,955
Dislocated Workers	\$1,494,606	\$1,089,452	\$1,002,671
Youth	\$1,007,285	\$1,092,429	\$1,148,203

PROGRAM HIGHLIGHTS

With the implementation of WIOA and a new data collection system statewide, Area 4 staff have been actively working toward transition for both events. Beginning in late August of 2014, we set up a computer lab in our Oak Ridge Administrative office to prepare for training staff on the new data system known as VOS (Virtual One Stop). This lab accommodates 15 individuals, and is centrally located among our nine counties. We were able to schedule multiple trainings for all staff, alternating days to keep coverage in the Centers. We continue to utilize as updates and new processes occur in the system, as well as group troubleshooting of specific case scenarios.

The creation of this lab not only allows for staff training across the area, but it's allowed staff members who were more office bound to interact with their counterparts from other counties. This has improved teamwork and communication across our area and on all staffing levels!

The improved communication has engaged all staff to actively participate in the implementation of WIOA. They have been included on most conference calls, all webinar invitations and given input on different aspects of the released law as it relates to program planning. Our area has also begun discussions regarding policy updates needed to come in line with WIOA as we move away from WIA. As is true for most areas across the state, the first major hurdle has been governing body and local board compliance. This is largely a task undertaken by the Director; however, we have included local Job Center Managers in these meetings to ensure they have a broad understanding of the new roles and responsibilities of all stakeholders from the top down.

Overall, our programs have continued on course as we have prepared for the changes that will shape our coming year and the future of workforce programs across the nation.



Rick Layne, Director

LWIA 5 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 8,592
 Dislocated Workers: 130
 Adults & Dislocated Workers Received Training Services: 679
 Total Youth (14-21): 297

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 21,321
 Veterans, Eligible Persons & TSMs: 1,475
 Referred to Employment: 4,037
 Referred to WIA Services: 1,218
 Job Openings Received: 29,413

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$1,301,938	\$1,391,331	\$1,465,377
Dislocated Workers	\$1,843,726	\$1,401,882	\$1,349,662
Youth	\$1,342,444	\$1,436,176	\$1,518,705

PROGRAM HIGHLIGHTS

LWIA-5 staff crafted a grant proposal focusing on advanced manufacturing—the *Regional Apprenticeship Preparedness Program (RAPP)* which was awarded \$946,280 to implement new academic programs in mechatronics, purchase mechatronics-related equipment, and fund high school and Tennessee College of Applied Technology (TCAT) instructors under the Labor Education Alignment Program (LEAP) competitive grant announcement.

Partners include employers, TCAT-Athens, Cleveland State Community College, and Career and Technical Education Directors from several high schools. LEAP funds are providing technical education in advanced manufacturing/mechatronics to be taught in seven high schools across four counties:

- Bradley County, Cleveland City, and Walker Valley High Schools
- McMinn County and McMinn Central High Schools
- Meigs County High School
- Polk County High School

The RAPP project also creates internship opportunities for students with local advanced manufacturing employers as well as summer STEM camp opportunities. The project will help build employer-driven career pathways bridging K-12 and post-secondary advanced manufacturing training and serve as a workforce pipeline to fill regional employers' needs.

A Regional Workforce Solutions Summit was hosted by U.S. Representative Chuck Fleischmann at the Tennessee College of Applied Technology (TCAT) in Athens. It was the first of three planned Summits in the 3rd Congressional District focusing on meeting the demand for skilled workers in East Tennessee. The Summit brought together local employers, educational providers, and government officials who identified potential strategies and collaborations to cultivate an expanded, skilled workforce to meet the current and future workforce demands of business and industry.

An LWIA-5 On-the-Job Training participant, was recognized at the Adler Pelzer Group (APG) Grand Opening Ceremony in Athens. He was pre-screened and tested by staff at the Tennessee Career Center at Athens, was the first customer referred to APG, and was the first employee hired in September 2013. The participant started as an hourly production worker and was promoted to Team Lead in February 2014. He was Team Lead for only one month before he was once again promoted to Third Shift Supervisor. Because of his hard work, dedication and commitment to excellence during the development of the Athens plant, he was presented the "Exceptional Contributions" achievement award. APG supplies leading edge, light weight insulation and parts to its customers, many of whom are automotive related.



Gary Morgan, Director

LWIA 6 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 4,008
 Dislocated Workers: 42
 Adults & Dislocated Workers Received Training Services: 158
 Total Youth (14-21): 203

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 8,975
 Veterans, Eligible Persons & TSMs: 633
 Referred to Employment: 2,031
 Referred to WIA Services: 280
 Job Openings Received: 14,854

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$529,759	\$534,409	\$537,427
Dislocated Workers	\$403,343	\$467,227	\$428,604
Youth	\$509,070	\$512,699	\$516,410

PROGRAM HIGHLIGHTS

In LWDA 6, Workforce Solutions continues to build great partnerships with area employers to provide individuals the opportunity to gain invaluable work experience through the development of On-The-Job Training contracts. Adult, Dislocated Worker, incentive dollars were utilized to fund these contracts. Bridgestone, Diversatech, Baxter, JSP, Batesville Manufacturing, and Shaw are excellent examples of the success that has been achieved through these training opportunities. DN Plastics and Aspen Technology are two new employers to Area Six, which have recently, began operation and have entered into On-The-Job Training partnership with Workforce Solutions.

Batesville Manufacturing also received an Asset Building grant which provided internships for two Motlow State Community College mechatronics students.

In August 2013, Jennifer began her senior year at Grundy County High School. She entered the "Jobs for Tennessee Graduates" (JTG) program and was later dually enrolled in WIA. She had a passion for photography at which she began a part-time profession. She began taking pictures of nature, friends and then ventured in bigger jobs with weddings, birthday parties, and senior pictures. In August, Jennifer entered Middle Tennessee State University majoring in photography and minoring in both marketing and horse science. With her entrepreneurial spirit, personal drive and passion, Jennifer will succeed in college and in the future.



Linda Schuiten, Director

LWIA 7 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 1,877
 Dislocated Workers: 71
 Adults & Dislocated Workers Received Training Services: 265
 Total Youth (14-21): 281

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 5,058
 Veterans, Eligible Persons & TSMs: 433
 Referred to Employment: 1,252
 Referred to WIA Services: 244
 Job Openings Received: 4,984

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$598,688	\$638,641	\$646,833
Dislocated Workers	\$465,923	\$560,211	\$522,188
Youth	\$579,889	\$619,817	\$629,302

PROGRAM HIGHLIGHTS

PY 2011 WIA Performance Incentive Funds in the amount of \$15,673.00 were used to assist additional students attending Registered Nursing and other Allied Health Occupational Training. Of the 18 students receiving these funds, 14 have completed training and are working full-time at an average of \$22.81 per hour, 1 has completed training and is preparing to take the state licensure exams, and 3 are still attending training. PY 2012 WIA Performance Incentive Funds in the amount of \$19,107.92 have been received and are being/have been used to assist additional students attending Registered Nursing and other Allied Health Occupational Training, as well. Twenty-three students are receiving or have received assistance from these funds. Of those 23 students, 1 has completed training and is working full-time at a rate of \$23.00 per hour, and 22 are still attending training.

LWIA 7 partners with the local school boards in eight of the 12 counties served in the Upper Cumberland area to provide services to high school students who are considered to be "at-risk" for dropping out. Key to the success of this program, has been developing a close working relationship with school administrators who realize the importance of dropout prevention within the school environment. Younger Youth students are provided one-on-one counseling, credit recovery options, post-secondary planning services, and career exploration opportunities all to ensure each student has the means to become a productive citizen. The 17Up program in Putnam County is considered by many to be the "golden standard" in Younger Youth program design. Students are recommended to this program due to their inability to succeed in the typical high school setting. Behavioral issues, lack of credits, pregnancy, are just a few reasons why a student might become a part of 17Up. This class is self-contained, meaning students are housed in one room, with one instructor throughout the duration of their participation. Classes are administered on-line, allowing students to work at their own pace, all the while providing an experienced instructor who is not only the teacher but also becomes the students' confidante and advocate. The 17Up program has an 82% graduation rate, which considering the adversity these participants overcome, is outstanding.

In April of 2015, LWIA 7 was fortunate to receive continued funding for the Youth Work Experience Program. Youth who lack any career related work experience were given the opportunity to earn a wage while preparing to move into the labor force. In keeping with the Governor's Jobs4TN Ten Sector Strategy, youth were placed in the following industries: Automotive, Transportation and Logistics, Business Services, Healthcare, Advanced Manufacturing, and Entertainment. By not only building upon the relationships established during the previous year's pilot program, but also developing new ones, LWIA 7 was able to enroll 20 youth participants into a paid work experience opportunity with an average earnings of \$1,107.75 per participant.



Marla Rye, Director

LWIA 8 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 11,515
 Dislocated Workers: 350
 Adults & Dislocated Workers Received Training Services: 664
 Total Youth (14-21): 347

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 28,391
 Veterans, Eligible Persons & TSMs: 4,434
 Referred to Employment: 3,964
 Referred to WIA Services: 1,078
 Job Openings Received: 29,201

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$1,179,832	\$1,181,782	\$1,196,142
Dislocated Workers	\$1,115,611	\$1,267,053	\$1,227,575
Youth	\$1,187,987	\$1,190,335	\$1,209,084

PROGRAM HIGHLIGHTS

LWDA 8 piloted a work experience program for TANF customers to gain valuable work-place training and build their resume with credentials and experience. The pilot, in partnership with the Department of Human Services, served young women between the ages of 18 and 24. Participants were placed at employment opportunities in growing occupations. A highlight of the program was participant, Crystle Westbrook. Ms. Westbrook excelled in her administrative position and was hired after the program ended making \$10 per hour. Congratulations to Crystle and the other participants who took advantage of the opportunity and gained valuable work experience with the WIA program!

LWDA 8 applied for and received a million dollar grant to provide Mechatronics training in Dickson and Montgomery Counties. The grant was funded by the State of Tennessee's Labor, Education, and Alignment Program (LEAP). Focusing on school to work transition programs, the training is being taught in two local high schools. In addition, LWDA is the proud home of the 101st Airborne at Fort Campbell. The LEAP grant also targets transitioning soldiers that are exiting the military. Mechatronics equipment was purchased and installed at Fort Campbell so that soldiers are able to complete training, to include Seimens Certification, before actually leaving the military. Over 400 students and soldiers will be served.

A highlight of LWDA 8's year included serving individuals with special needs and abilities through the Disability Employment Initiative and as a Workforce Employment Network. Service was provided to over 100 individuals with disabilities. Approximately 40% of those entered employment, ranking the Employment Network as one of the top performing areas in the County. The outstanding performance led to Sharyn Hancock being appointed by Labor Secretary Perez to the United States Advisory Committee on Increasing Competitive Integrated Employment for Individuals with Disabilities.

The American Job Center staff conducted a "Hiring Event" for Beretta USA at Volunteer State Community College in Gallatin. The event was attended by more than 1,600 jobseekers that were interested in learning more about the employment opportunities with the community's newest employer, Beretta USA! The company accepted job applications on site and is in the process of reviewing each application for interviewing and potential employment.



Paul Haynes, Director

LWIA 9 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 14,024
 Dislocated Workers: 953
 Adults & Dislocated Workers Received Training Services:
 1,050
 Total Youth (14-21): 739

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 36,148
 Veterans, Eligible Persons & TSMs: 2,533
 Referred to Employment: 6,658
 Referred to WIA Services: 3,949
 Job Openings Received: 77,165

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$1,894,183	\$1,855,246	\$1,847,640
Dislocated Workers	\$2,391,371	\$2,030,695	\$2,014,886
Youth	\$2,054,161	\$2,022,571	\$2,028,122

PROGRAM HIGHLIGHTS

KaBoom Playground Build Project

The Nashville Career Advancement Center subcontracts out its WIA Youth resources to community-based organizations that are charged with delivering all of the required program elements, including leadership development. When a child care facility serving low-income children in the North Nashville area was in need of new play equipment for the children, one of those WIA subcontractors, the Oasis Center and its WIA Youth participated in all aspects of making the playground a reality. Oasis Center's program, known as Right Turn, supported youth in serving on the initial planning committee along with more than ten adult volunteers who together assisted in all preparations for the playground build prep and build day. The youth planning committee completed the successful playground build event by contributing 4 hours of planning meetings, and 10 hours of conference calls. A total of 90 volunteer hours was spent unloading materials, painting, lumber cutting, sorting, etc. On the day of the build, participating young people were also paired with a 'little buddy' with whom they painted, played games and interacted throughout the day. Comments from some of the youth: "I had more fun than I expected." "I enjoyed my little buddy." "I want to do it again next year."

Networking and Employer Forums

The Nashville Career Advancement Center hosted a total of 143 Networking Meetings in the 2014 program year and 179 employers and leading professionals volunteered their time to speak at our events/panels. NCAC hosted employer forums in finance, IT, transportation & logistics, customer service, marketing, hospitality, business development, healthcare and more.

Industry guests at the forums included companies like: M-Tek, Corrections Corporation of America, VIP Magazine, Bank of America, United Way, Goodwill Career Solutions and United Methodist Publishing. The forums are great opportunities for job seekers to practice skills they acquire through other NCAC workshops such as *Networking*, *LinkedIn*, *Salary Negotiation* and *Resume Writing*.

NCAC's workshops, networking meetings and career coaching make positive impressions on the job search of customers like Trent Craig from Murfreesboro, TN. He learned new techniques to use on job interviews and how to answer tough questions. At the LinkedIn workshops, he learned tips on how to gain access to employers via social media. Trent was able to use the skills he accumulated through NCAC at a job fair. Consistency in his search is what helped Trent restart his career.

"I used the resume NCAC Career Coaches helped me write and I applied networking skills from NCAC's workshops. After three company interviews, I accepted the position as Retail Management Office Administrator," he said.



Jan McKeel, Director

LWIA 10 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 4,423
 Dislocated Workers: 192
 Adults & Dislocated Workers Received Training Services: 113
 Total Youth (14-21): 143

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 12,558
 Veterans, Eligible Persons & TSMs: 781
 Referred to Employment: 3,814
 Referred to WIA Services: 209
 Job Openings Received: 9,356

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$627,740	\$645,099	\$647,867
Dislocated Workers	\$558,179	\$558,608	\$502,747
Youth	\$634,771	\$652,920	\$658,079

PROGRAM HIGHLIGHTS

Maury County Jail HSE Class

Project Learn Adult Education, which is administered by the SCTWA, and the Maury County Sheriff's Department began a partnership in February 2014 to conduct HiSET prep classes at the Maury County Jail, including tutoring by volunteers with the faith-based community.

The Maury County Jail houses an average of 300 inmates at any given time. The current population is 334, with nearly 100 lacking their high school diploma or equivalent. Without adequate resources during incarceration to address barriers to employment, such as lack of high school diploma or equivalent, the likelihood of reoffending is great. An additional motivation for the inmates is the current data showing that high school and HSE graduates earn an average of \$9,500 more per year than non-graduates. The volunteer instructors have worked with a total of 33 female students, with 6 passing their HiSET exam as of April 2015. "The first group of test takers all passed on the first sitting. They were all thrilled at this accomplishment," stated Linda Horner, volunteer instructor. "The support from Sheriff Bucky Rowland and Lt. Debra Wagonschutz has really made a difference in accomplishing our goals

Regional Workforce Alliance (Middle Tennessee)

One of our most important partnerships is a more structured approach to connecting industry in three key sectors – Advanced Manufacturing, Healthcare, and Information Technology. These partnerships are between LWIA 8, 9, and 10, and also include the Tennessee Board of Regents and its Middle Tennessee Community Colleges and Tennessee Colleges of Applied Technology, and key employers in each of the identified sectors. Progress is being made in each of these panels to bring awareness to career opportunities in these sectors, maximize training opportunities in those careers most in demand and aligned with employer requirements.

To complement the Regional Workforce Alliance's mission, two Advanced Manufacturing Camps were held in the Summer of 2015. Nearly 40 students from across Maury County participated in the camps. The first was held at the GM Spring Hill Manufacturing facility and the second was held at WR Grace in Mt Pleasant.



Jimmy Bell, Director

LWIA 11 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 3,346
 Dislocated Workers: 53
 Adults & Dislocated Workers Received Training Services: 266
 Total Youth (14-21): 272

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 8,807
 Veterans, Eligible Persons & TSMs: 433
 Referred to Employment: 2,900
 Referred to WIA Services: 98
 Job Openings Received: 5,380

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$672,387	\$725,528	\$784,637
Dislocated Workers	\$515,965	\$700,423	\$656,287
Youth	\$657,325	\$710,979	\$715,734.32

PROGRAM HIGHLIGHTS

LWDA 11 is continuing to deliver the services needed to assist Youth, Adults, and Dislocated Workers to achieve their employment goals. This past year we, along with Area 12 and Area 13 have taken a more regional approach to combine efforts to be more successful in West Tennessee.

SWHRA/LWDA 11, along with several other partners throughout West Tennessee worked together to conduct an economic study of the West Tennessee Region to identify factors associated with economic recovery and job development. We received a \$50,000.00 grant from TDOL&WFD for this project. EMSI (Economic Modeling Specialists International) was the agency selected to conduct the study. They presented the results of that study at Jackson State Community College on Thursday July 23, 2015. Those results helped all the partners involved to understand the needs, and to begin work on a plan to rectify the issues discovered in the study.

The pilot program, Inside Out Dads, which provides incarcerated fathers basic needs to prosper outside of jail, completed its pilot program in McNairy County. The graduation ceremony for that class was held on May 20, 2015. Of the eight participants in that class, two have now been released; one is working and the other is in adult education classes to get his high school equivalency diploma. Another in that class has received his high school equivalency diploma, while two others are currently working on theirs. This pilot program was such a success, we were asked by McNairy County to conduct a pilot program for women as well as another for the men. We have also started the same program in five of the seven remaining counties in our area. We are working with the other two counties to get classes started there.

For the fourth consecutive year, LWDA 11 was asked by the Madison County Juvenile Court to conduct a summer work experience program for 40 at-risk youth in Madison County. These young people were referred by juvenile court to be a part of the program. We also completed our fourth year operating the Youth with Disabilities summer work experience program. These 15 youth with disabilities gained valuable insight into the responsibilities of those in the workforce. LWDA 11 also assisted 112 out of school youth in our eight counties with work experience activities. We were able to add 14 of these young people with funding through the Tennessee Department of Labor and Workforce Development.

LWDA 11 continues to put an emphasis on assisting those dislocated workers in our area. In addition to soon taking over some of the responsibilities for the RESEA program, we still have one part-time employee dedicated to identifying and assisting those dislocated workers in our area. That individual assists those dislocated workers with job search assistance as well as referrals to our career specialists for training options, or other agencies as determined.



Margaret Prater, Director

LWIA 12 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 6,295
 Dislocated Workers: 420
 Adults & Dislocated Workers Received Training Services:
 1,202
 Total Youth (14-21): 375

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 11,675
 Veterans, Eligible Persons & TSMs: 587
 Referred to Employment: 1,727
 Referred to WIA Services: 576
 Job Openings Received: 2,023

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$1,014,081	\$1,111,744	\$1,155,100
Dislocated Workers	\$1,441,167	\$1,047,280	\$942,552
Youth	\$1,005,470	\$1,105,122	\$1,152,812

PROGRAM HIGHLIGHTS

Local Workforce Development Area 12 Launches Initiatives to Drive Economic Growth

Through the direction of the Governor's Vision to be the #1 State in the Southeast for jobs, the 11 counties in LWDA 12 were accepted into the ACT® Work Ready Communities initiative, a workforce system designed to assist sites and regions in developing their workforce pipeline to provide skilled workers for employers. A Kick-off Celebration was held in May to recognize the efforts of the 11 Work Ready communities as the first counties in Tennessee to launch the program.

Each county has formed a committee made up of key stakeholders that attend ACT Work Ready Communities Academy, an executive leadership and training program for local officials. The Work Ready Communities framework allows each participating community to quantify and improve the skill levels of its workforce through a standardized workforce skill credential and a robust data infrastructure that help measure, identify, and close skill gaps.

As communities sign up and begin to work toward their certification goals, they will empower:

- Business and industry to identify the foundational skills they need for a productive workforce and easily communicate their needs
- Individuals to understand what skills are required by employers and how to prepare themselves for success
- Policy makers to consistently measure the skills gap at the national, state, and local levels
- Educators with tools and industry-recognized credentials to help close the skills gap
- Economic developers with an on-demand reporting tool to market the quality of the local workforce.

LWDA 12 is currently developing/implementing pathways based on the area's strengths and opportunities to braid education and industry in order to better support their students, employers, and communities.

Being involved in TN Pathways helped Dyersburg State Community College (DSCC) and the Northwest TN Workforce Board receive a State funded Labor and Education Alignment Program (LEAP) grant, a state effort focused on increasing opportunities for Tennesseans to obtain a certificate or degree beyond high school that is aligned with the needs of the workforce in the local communities.

In response to local industries, DSCC and the NWTN Workforce Board collaborated with secondary schools, TN Colleges of Applied Technology, and local employers to begin to build a pipeline of employees through the introduction of manufacturing skills in high schools. The \$850,000 LEAP grant will allow 15 area high schools to offer instruction to 300+ students in nationally recognized manufacturing credentials through the Certified Production Technician (CPT) Pathway to Advanced Manufacturing Careers.



Kevin D. Woods, Director

LWIA 13 2014

WIA Individuals Served (July 2014- June 2015)

Total Population:
 Adults : 11,226
 Dislocated Workers: 147
 Adults & Dislocated Workers Received Training Services: 659
 Total Youth (14-21): 578

Wagner-Peyser Individuals Served (July 2014- June 2015)

Unique Participants: 20,326
 Veterans, Eligible Persons & TSMs: 1,243
 Referred to Employment: 4,472
 Referred to WIA Services: 226
 Job Openings Received: 37,399

ALLOCATIONS

Programs	PY 13	PY 14	PY 15
Adults	\$2,386,941	\$2,569,345	\$2,835,932
Dislocated Workers	\$1,860,656	\$3,036,452	\$2,774,390
Youth	\$2,586,254	\$2,783,767	\$3,076,001

PROGRAM HIGHLIGHTS

LWIA 13 Business Services

This past year, LWIA 13 (WIN) has focused on reengaging our business community in a way like never before. We are making more onsite visits, more business calls, and sending more people to work. Al Davis, Operations Manager for Y&W Technologies, captures the essence of our relationship with the businesses we serve: "Our company, Y&W Technologies, is pleased to share our "good news about WIN's Business Dept. and the professional services received from our account manager, C J Harris, who's helped us post job orders and obtain Incumbent Worker Training grants, and Margie Lawson and Roderick Woody who are handling our OJT contract. Whenever we've asked for help in filling positions or answering questions, WIN has always been proactive in helping us whenever needed." Also this year, over 5,500 people attended the new Bass Pro Shop job fair at the Memphis Cook Convention Center in February 2015. Subsequent hiring events at our LWIA 13's Beale Street location for the restaurant division held at saw 315 people interviewed with 73 people being offered jobs on the spot. Bass Pro is completely staffed and has already seen over 1 million customers. We were glad to be a part of that success story.

Adult and Dislocated Workers

LWIA 13 reengineered its service delivery system for the more than 12,000 individuals seeking job search, soft skills development or occupational training during the past fiscal year. One critical change recognized the value of our client's time, so we were able to reduce the number of times they had to come to our offices to get the assistance they needed. We also invested in customer service and case management training for our staff to make more efficient and effective use of our time working with clients. We were also selected to participate in the White House Tech Hire Initiative, designed to create IT career pathways as a means of upward economic mobility in a high demand sector. Lastly, we continued to address the barrier to employment that the lack of a high school diploma presents to our clients by offering High School Equivalency (HSE).

Youth Services

LWIA 13 Youth Services expanded and emphasized the connection between youth and permanent employment through our Summer Youth Employment Program. Through its work with the Business Services Department, staff identified employers with permanent hiring needs and a willingness to host youth in 5 weeks of subsidized employment. Students were hired by the host businesses in full-time, permanent employment. LWIA 13's YouthBuild program, funded by USDOL yielded great results,. 71% of the participants have received their nationally recognized construction trades certificate from the National Center for Construction Education and Research (NCCER).



TENNESSEE LOCAL WORKFORCE INVESTMENT AREAS (LWIAs)

LWIA 1
Kathy Pierce, Executive Director
Alliance for Business and Training, Inc.
P.O. Box 249
386, Highway 91 North
Elizabethton, TN 37644
Office: 423-547-7515 ext. 126
Fax: 423-547-7522
Email: kpierce@ab-t.org and glyons@ab-t.org
Counties Served: *Carter, Johnson, Sullivan, Unicoi, & Washington*
Website: www.ab-t.org

LWIA 2
Dr. Nancy Benziger Brown, Dean
Walters State Community College
500 South Davy Crockett Parkway
Morristown, TN 37813-9989
Office: 423-318-2709
Fax: 423-585-6769
Email: nancy.brown@ws.edu or browbnb@aol.com
Donna W. Stansberry, Director of WIA Services
Office: 423-317-1062
Fax: 423-317-1061
Email: Donna.Stansberry@ws.edu
Counties Served: *Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier, & Union*
Website: www.ws.edu

LWIA 3
Barbara Kelly, Executive Director
Knoxville-Knox County CAC
P.O. Box 51650
2247 Western Avenue
Knoxville, TN 37950-1650
Office: 865-546-3500
Fax: 865-546-0832
Email: barbara.kelly@knoxcac.org
Vaughn Smith WIA Director
Knoxville-Knox County CAC
P.O. Box 51650
2247 Western Avenue
Knoxville, TN 37950-1650
Office: 865-544-5200 ext 1214
FAX: 865-544-5269
Email: windie.wilson@knoxcac.org
Counties Served: *Knox*
Website: www.knoxcac.org

LWIA 4
Gary Holiway, Executive Director
East Tennessee Human Resource Agency
9111 Cross Park Drive; Suite D-100
Knoxville, TN 37923
Office: 865-691-2551 ext 4202
Fax: 865-531-7216
Email: gholiway@ethra.org
Chris Tiller, WIA Director
Office: 865-813-0281 or 865-590-1052
Fax: 865-813-0288
Email: ctiller@ethra.org
Counties Served: *Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane, & Scott*
Website: www.ethra.org

LWIA 5
Beth Jones, Executive Director
Southeast Tennessee Development District
1000 Riverfront Parkway
Chattanooga, TN 37405-0757
Office: 423-266-5781
Fax: 423-267-7705
Email: bjones@sedev.org
Rick Layne, WIA Director
Office: 423-424-4212
Fax: 423-643-2396
Email: rlayne@sedev.org
Counties Served: *Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, & Sequatchie*
Website: www.sedev.org or www.secareercenter.org

LWIA 6
Gary Morgan, Executive Director
Workforce Solutions
410 Wilson Ave
P.O. Box 1628
Tullahoma, TN 37388
Office: 931-455-9596
FAX: 931-455-9580
TDD: 931-454-0477
Email: gmorgan@workforcesolutionstn.org
Counties Served: *Bedford, Coffee, Franklin, Grundy, Lincoln, Moore, & Warren*
Website: www.workforcesolutionstn.org

LWIA 7
Luke Collins, Executive Director
Upper Cumberland Human Resource Agency
580 South Jefferson; Suite B
Cookeville, TN 38501
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Email: lcollins@uchra.com
Ron Basham, WIA Director
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Email: rbasham@uchra.com
Counties Served: *Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, & White*
Website: www.uchra.com

LWIA 8
Marla Rye, Executive Director
Workforce Essentials
110 Main Street
Clarksville, TN 37040
Office: 931-551-9110
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Email: mrye@workforceessentials.com
Counties Served: *Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner, & Williamson*
Website: www.workforceessentials.com

LWIA 9
Paul Haynes, Executive Director
Nashville Career Advancement Center
1417 Murfreesboro Pike
Nashville, TN 37217
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TDD: 1-800-848-0298
Email: paul.haynes@nashville.gov
Counties Served: *Davidson, Rutherford, Trousdale, & Wilson*
Website: www.NCACWorkforce.org

LWIA 10
Jan O. McKeel, Executive Director
South Central Tennessee Workforce Alliance
#8 Public Square, 2nd Floor
Columbia, TN 38401
Office: 931-375-4201
Fax: 931-381-7643
Email: Jan.McKeel@sctworkforce.org
Counties Served: *Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Perry & Wayne*
Website: www.sctworkforce.org

LWIA 11

Mike Smith, Executive Director
Southwest Human Resource Agency
 P. O. Box 264
 1527 White Avenue
 Henderson, TN 38340-0264
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 Fax: 731-989-3095
 Email: msmith@swhra.org
 Jimmy Bell, WIA Director
 Office: 731-989-0533
 Fax: 731-983-3149
 Email: jbelle@swhra.org
 Counties Served: *Chester, Decatur, Hardeman,
 Hardin, Haywood, Henderson, Madison, & McNairy*
 Website: www.swhra.org

LWIA 12

Dr. Karen Bowyer, President
Dyersburg State Community College
 1510 Lake Road
 Dyersburg, TN 38024
 Office: 731-286-3301
 Fax: 731-286-3269
 Email: kbowyer@dscce.edu
 Margaret Prater, Executive Director
 Office: 731-286-3585 ext. 16
 Fax: 731-286-3584
 Email: prater@nwtworks.org
 Counties Served: *Benton, Carroll, Crockett, Dyer,
 Gibson, Henry, Lake, Lauderdale, Obion, Tipton &
 Weakley*
 Website: www-dscc.edu

LWIA 13

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 480 Beale Street
 Memphis, TN 38103
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 Fax: 901-636-6844
 Email: Kevin.woods1@memphistn.gov
 Melanie Winfield, Deputy Director, Operations
 Office: 901-576-6813
 Email:
melanie.winfield@workforceinvestmentnetwork.com
 Counties Served: *Fayette & Shelby*
 Website: www.workforceinvestmentnetwork.com

TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

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