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**DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**
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September 3, 2004

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

Dear Secretary Chao:

It is my pleasure to present the Tennessee Program Year (PY) 2003 Workforce Investment Act (WIA) Annual Report. The attached report provides a description about Program Year (PY) 2003 activities and statewide programs, along with the required performance data.

I am proud of our accomplishments and the progress that our partnering state agencies and Local Workforce Investment Areas (LWIAs) have made. We are constantly striving to better serve Tennessee's job seekers and businesses. We are focused on finding innovative ways to attract new businesses as well as retain existing businesses.

Our commitment to teamwork and excellence is instrumental to provide quality training and employment opportunities for all Tennesseans. The continuous development of our workforce is essential to remaining competitive and improving the state's economy.

Sincerely,

James G. Neeley

Attachment

**Division of Employment and Workforce Development**
**Department of Labor and Workforce Development**
**Annual Narrative Report to the Employment and Training Administration**
**United States Department of Labor**
**Program Year 2003**

**Table of Contents**


**I. Executive Summary…… 2**

**A. Overview …… 2**

**B. Local Capabilities ……. 4**

**C. Key Factors Shaping Job Growth …….. 18**

**D. The Competitive Environment by LWIA …… 24**

**II. Webliography**

**III. Staff Directory**

**IV. End**

## I. Executive Summary

Program Year 2003 was the fifth of Tennessee's 5-Year Strategic Plan to implement the Workforce Investment Act of 1998 (WIA 1998). Federal support for WIA stems from the US Department of Labor, Employment and Training Administration (ETA) which delivers two basic funding streams: Title 1 (WIA) and Wagner-Peyser. The funds are distributed to sub-recipients and vendors in Tennessee by the Department of Labor and Workforce Development.

### *A. Overview Of Tennessee's Plan*

The plans put into place for WIA in Tennessee refocused the state's employment and training system upon seamless, One-Stop Career System Centers and their affiliates, designed to deliver streamlined services, universal participant access, local and private sector oversight, flexibility, accountability, and strong youth programs. In addition, WIA in Tennessee is the product of many plans, not just one; and the result of five years of local and state planning is a comprehensive approach to workforce investment in Tennessee.

On the local level, the parties to new workforce investment are LWIBs (Local Workforce Investment Board), LWIAs (Local Workforce Investment Area), One-Stop Career Centers, Youth Councils, and a wide variety of employers, community based providers, and private sector providers; on the State level, the parties to technical and administrative support stem from the State Workforce Development Board, the Youth Board, Labor and Workforce Development, Education, Human Services, Tennessee Board of Regents, Tennessee Higher Education Commission, AFL-CIO, and the University of Memphis. The emphasis of all parties to new workforce development is on a unified, and diverse partnership helping clients to good jobs and self-sufficiency, as well as assisting employers toward an educated and skilled workforce. Another major emphasis is to improve coordination between the various workforce investment partners: adult education, literacy, and vocational rehabilitation programs as well as the vocational education programs are addressed in separate legislation. WIA in Tennessee links programs and support in several ways, as follows:

- **State Board** - To guide development of the state's workforce system and coordinate the plans of federally funded programs.

- **Local Board** - Established by local elected officials to set policy and oversee job-training programs.

- **One-Stop Systems/Career Centers and/or Affiliate Sites** - Delivery systems for citizens and industry to explore career development or business services and access programs electronically.

- **Unified State Plan** - States may integrate planning for the use of federal funds by submitting unified plans for two or more workforce development programs.

- **Shared Accountability** - Accountability is measured by performance standards and levels proposed by states and negotiated with the appropriate federal agencies.

- **Common Terms** - Definitions for performance measures will be developed by special groups of public and private interests from the federal, state and local levels.

- **Waivers** - States may obtain waivers of administration to process regulations in order to bridge the boundaries between separate programs.

Other major points emphasized in the legislation include a "work first" approach - using the labor market to evaluate the pool of workers seeking employment and training assistance. Only those who fail to find work after the initial core services are eligible for the "intensive services" stage. Then, only those who do not find work after the intensive services will be eligible to receive Individual Training Accounts (ITAs) to pay for their training.

Title 1 and Wagner-Peyser make the unified partnership possible, and funds then are distributed in Tennessee through incentive and competitive grants to LWIAs. The formal grant recipients are the chief elected officials, or county mayors. Noncompetitive grant awards to LWIAs can be made under limited circumstances. Partnerships on the local level and for the One-Stop Career Centers and affiliated sites are delivered in Memoranda of Understanding (MOU), as well as competitive cost-reimbursement contracts with eligible employment and/or youth program service providers. The designated agency is the Department of Labor and Workforce Development.

The purpose of the state-initiated grant contracts is to establish and support public programs that deliver accurate information and performance-based employment and training activities for adults, youth, and dislocated workers. The expected results of these contracts are to increase employment and earnings as well as educational and occupational skills, decrease welfare dependency, improve the quality of the workforce, enhance worker productivity, the competitiveness of the nation, and continuous service improvement. This means that the opportunity to deliver employment and training services in the One-Stop partnership depends upon a proposed provider's designation or certification as an Eligible Service Provider. Eligible providers are identified according to performance, and through the state working in collaboration with LWIBs. Specific performance indicators are discussed separately in this monitoring review guide.

The grants awarded by Employment and Training consisted of, as they presently do, cost-reimbursement contracts awarded in most cases to local government, county administrative units. As provided in WIA 1998, LWIAs are permitted to submit optional modifications to their local plans during the 5-year period covered by their plan.

Additional emphasis is placed on quality service and continuous improvement in results. To this end, the Employment and Workforce Development program, including the Career Center System and its affiliates, now participates in the Malcolm Baldridge National Quality Criteria program for excellence in its business practices.

***B. Local Capabilities***

**LWIA 1**

Local Workforce Investment Area 1 (LWIA 1) is located in the northeast corner of Tennessee. Led by the Northeast Tennessee Workforce Investment Board, our purpose is to deliver a workforce investment system that fosters economic growth and empowers the people of northeast Tennessee with the knowledge and skills necessary to meet workplace requirements. LWIA 1 is actively involved in our community to increase employment opportunities, meet the needs and expectations of employers, assist job seekers, and leverage the availability and variety of educational and skills training.

- ✓ Tennessee Center for Performance Excellence Award

  For the past three years, LWIA 1 has been pursuing Tennessee's highest quality initiative through participation in the Baldrige-based Tennessee Center for Performance Excellence self-assessment process. LWIA 1 has received recognition in Level 1 and Level 2 of the award process and has submitted its application for consideration for Level 3.

- ✓ Performance Goals Exceeded

  LWIA 1 was designated as "exceeding" its overall projected performance outcomes and received incentive monies for this achievement. The raw statistics for this past year were the highest in the Alliance for Business and Training's twenty-one years in offering employment and training services.

- ✓ Skills Gap Findings Published

  The major findings from "The Skills Gap in our Region" were published by East Tennessee State University in 2004. This research project, spearheaded by the Northeast Tennessee Workforce Investment Board, its Youth Council, and Eastman Chemical Company, identifies industry trends and workforce issues and challenges.

- ✓ Freedom to Work Website Recognized as a Best Practice

  Freedom to Work, a Work Incentive Grant, was recognized as a USDOL "best practice" for its accessible website, www.freedomtowork.org. This website is designed as a portal linking employment and disability agencies and information at the community, local, state, and national levels.

- ✓ Successful Economic Symposium

  In March 2004, LWIA 1 and the Northeast Tennessee Workforce Investment Board co-sponsored the "Creating Our Own Economic Future" symposium, which brought together more than 260 representatives of regional governments, businesses, educational institutions, and Chambers of Commerce to explore new and emerging trends and marketplace influences that need to be considered in aligning strategies for positive economic change in our region.

The increase of knowledge-based, technology-based industries and services and the fall of our traditional labor intensive industries are creating a serious dislocated worker dilemma. This

movement from low-skill, low-tech work presents challenges for both workers and the workforce development system in LWIA 1.

## LWIA 2

Local Workforce Investment Area 2 provides a variety of workforce development services to jobseekers and employers in its unique 10-county area. Stretching from the borders of Kentucky to North Carolina, Local Area 2 encompasses Sevier County's tourism base; the rural economies of Hancock, Claiborne, Union and Grainger counties; the growing areas of Hawkins, Greene and Cocke counties; and the recently designated metropolitan statistical area of Hamblen and Jefferson counties. The Local Workforce Investment Board and staff are committed to providing the services required by this changing and diverse area.

The Center for Workforce Development at Walters State Community College serves as the administrative entity for Local Area 2. Services are delivered through a network of nine Career Centers. In 2004, Local Area 2 added an office in Sevierville, which is co-located with Adult Education. Appointments are available to serve Sevier County residents who are unable to come to the Gatlinburg office.

During the first nine months of the past year, Local Area 2 served 1,931 registered WIA participants. The largest number of participants during those three quarters was younger and older youth (699), closely followed by dislocated workers (642). The continuing large number of dislocated workers reflects several major plant closings that occurred during the year. In addition to registered youth and adult participants, the partners in the Five Rivers Regional Career Center served 33,155 customers from July 2003 to June 2004. Partners in the career center include the Tennessee Department of Labor and Workforce Development, Adult Education, Vocational Rehabilitation, Tennessee Technology Center at Morristown, Job Corps, and WIA.

Local Area 2 continues to work with Areas 1, 3 and 4 to provide training for staff, address regional needs and better serve customers. Monthly regional meetings provide an opportunity to share expertise and to plan joint programs and services, including assisting dislocated workers in layoffs and closures that affect residents of more than one local area. Regional training workshops and Career Development Facilitator training continue to provide resources for frontline staff and administrators. These efforts have been recognized by the Dynamic Works Institute, which selected their regional training as a finalist for a national award at the Accelerated Practices Retreat, which will be held in September 2004.

Special initiatives during the year include:

### Summer Career Camp

The Local Area 2 youth program hosted its second Summer Career Camp, bringing together 56 youth participants from the 10-county service area. Students learned about employment and educational opportunities after high school and met both employers and college representatives. They made visits to businesses and industries, toured the Tennessee Technology Center at

Morristown, and participated in classes at Walters State Community College. A special evening of entertainment celebrated Appalachian heritage. The first Summer Career Camp was named a model program by the Tennessee Department of Labor and Workforce Development.

## Workforce + Economic Development Forum

In April, the Workforce Investment Board brought together community and economic leaders from across the area to discuss regional workforce and economic development. Over 100 people attended, including workforce board members, local elected officials, and staff from local areas. Commissioner James Neeley was the featured speaker. Sessions addressed growth challenges, training and industrial recruiting.

## *Workforce Focus*

In an effort to better serve employers, Local Area 2 launched *Workforce Focus*, a quarterly newsletter, in the fall. The newsletter is mailed to almost 2,000 small businesses with one issue each year mailed to all businesses within Local Area 2. *Workforce Focus* provides information on services available through the Career Center: on-the-job training, compliance guidelines, youth services, applicant testing, interview and meeting rooms, and more. Editorial ideas are gleaned from customer questions. The newsletter is evaluated based on increases in calls for featured services.

## LWIA 3

Local Workforce Area 3 is a single county workforce area covering Knox County, Tennessee. Knox County has career centers located at 1610 University Avenue and 1610 Magnolia Avenue. The Magnolia Avenue career center is part of the Pellissippi State Technical and Community College campus.

Career Center accomplishments for the period included:

Moving the Knoxville Area Career Center to the new University Avenue location combining staff from many state agencies into one facility.

Placed a total of 1030 Career Center applicants in unsubsidized employment.

Serving 967 WIA registered participants in core, intensive, and training services

Providing 62 in-school youth with services designed to prevent them from dropping out of school.

Achieving superior performance on 16 of the 17 WIA performance standards.

The Tennessee Customized Employment Partnership (TCEP) developed a model for providing Career Center services to disable persons which has been replicated for use in LWIA 10. This model has also been adopted by a statewide work group and funded for state-wide use by the

United States Department of Labor. Further, the Business Advisory Council, an advisory council for TCEP, has formally affiliated with the local Workforce Investment Board as a standing subcommittee.

Twenty additional staff was trained and received the Global Career Development Facilitator certification. This training is also being considered for use on a state-wide basis.

## LWIA 4

LWIA 4 had a very successful year as measured through services delivered to customers, customers going to work, WIA performance measures and more. Highlights of the year include:

- Over Achieved our Adult and Youth Enrollment Goals:
  - Adult 599 new adults enrolled for 120% of goal
  - Youth 456 new youth enrolled for 228% of goal

- Achieved our PY02 Performance Measures earning $152k of Incentive Money and earning the best performance of any LWIA in the state

- With partial year results, we are currently achieving our PY03 Performance Measures

- Implemented Successful in-school and out-of school Youth Programs
  - Over 200 Youth participated in academic enrichment, career exploration, employability skills and leadership skills development as well as work experience as part of the Future Stars Program.
  - 64 “super star” Youth completed the Leadership Academy. These were youth that excelled last year as part of the Future Stars program.
  - Over 100 Youth participated in Super Saturday programs throughout the school year to develop team building and leadership skills and further their career exploration opportunities.

- LWIA 4 served over 2500 WIA enrolled customers through the Career Center system

- LWIA 4 estimates it served over 3000 customers (not enrolled in WIA) in core and basic services through the Career Center system

- Continued a strong focus on developing the skills of our subcontractor staff in working in the Career Center system through professional development and regional training opportunities

Obtained a USDOL Work Incentive Grant in order to implement Customized Accessible Workstations in our 3 largest Career Centers (Cumberland, Roane, Campbell) as well as providing training and additional accessibility options in all nine of our Career Centers.

## LWIA 5

Partnerships remained the strength of the local workforce delivery system, and the State recognized the Local Area for outstanding service at a statewide Workforce Summit. An Educational Award for innovative practices, partnerships and programs was presented to LWIA-5 for recognition of outstanding coordination in the implementation of its Skills Shortage Grant to train Licensed Practical Nurses through a partnership including the Development District, Chattanooga State, National Health Care Parkwood Nursing Home, and the Dodson Avenue Community Health Center.

Each year, the local area looks for innovative methods to promote partnerships to improve accessibility in underserved areas. During the last program year, the local area partnered with the Rhea County Department of Adult Education to establish a Resource Room in Spring City to provide adult learners in remote Rhea communities more convenient access to career and educational services.

In an effort to improve delivery of services to jobseekers with disabilities through the Career Center System, the U.S. Department of Labor awarded Chattanooga Goodwill Industries a *Work Incentive Grant.* Chattanooga Goodwill partnered with the local area to implement important adjustments to enhance access and usage in the One Stop Career System across Southeast Tennessee by providing over $100,000 in grant funds for purchase of assistive technology to make the Career Centers more adaptive and accessible to job seekers with disabilities. The grant also provided $75,000 to train Career Center staff and fund Disability Resource Specialist positions in the system for six months. The partnership with Chattanooga Goodwill Industries improved service delivery and increased the number of job seekers with disabilities who are now able to receive mainstream services through the Career Center System in Southeast Tennessee.

Area employers continued to partner with the Local Area to obtain assistance in meeting their workforce needs. While many employers continued to depend on the system to provide standard supports with worker recruitment, screening, assessment, and referral, a growing number began to recognize the benefit of partnering with the system to help leverage support for their workforce training needs. Private sector employers benefited from their participation in the On-the-Job Training Program last year as the Development District facilitated the award of more than $300,000 to help offset the costs of training new employees. Major employers who benefited from the OJT Program included: Hiwassee Packaging, Johns Manville, La-Z-Boy, Lear Corporation, PolyForm, Seymour Tubing, Shaw Industries, and Suburban Manufacturing.

The establishment of the Career Center Oversight Committee structure proved very valuable to the Workforce Board in gaining support of local business owners and elected officials to utilize and promote the services available through the career centers. In some communities, Oversight Committees served as a catalyst to support the formation of local human resource associations. For example, the Rhea Employer's Association was established to provide educational, networking, and support opportunities for local employers as a result of the efforts of the Career Center Oversight Committee.

## LWIA 6

Program Year 2003-2004 proved to be another successful year for Workforce Solutions and LWIA 5.

- 1008 Adults/Dislocated Workers were registered into core, intensive or training services.
- Another 5,122 individuals were provided employment and labor market information, as well as information regarding all services provided through the Career Center System.
- 646 Adults/Dislocated Workers were placed in full time employment with an average cost of $1,829.14 per placement.

This was the 3rd consecutive year that the average cost per placement was below the projected goal.

The On-The-Job Training program was expanded and provided assistance to 17 major employers in LWIA 6.

Workforce Solutions provided screening, assessment, and on-the-job training assistance to a new industrial plant that began operations in this area. The same services were provided to an existing industry that is undergoing a major expansion. With much regret, Workforce Solutions also began the process of working with management, labor representatives, and employees of a major employer who announced they would be closing their plant in this area by the end of year 2005.

Workforce Solutions and the nine youth contractors had another successful year providing services to 438 disadvantaged youth in the seven counties of Area 6. 132 credentials were received as follows:

- 78 GEDs
- 20 post-secondary education attainments
- 20 high school diplomas
- 14 CPR certifications

All youth performance measures exceeded the goals.

None of these successes could be possible without the continued support and leadership of the 36 members of the Local Workforce Investment Board and the seven county executives/majors in LWIA 6.

## LWIA 7

Local Workforce Investment Area 7 (LWIA 7) is located in Northern Middle Tennessee and consists of rural counties with a total workforce of 106,880. The July 2004 unemployment rate for LWIA 7 was 5.3%

Significant events during PY 2003 include the relocation of the Cookeville Tennessee Department of Labor and Workforce Development office from Spring Street to the Career Center on Enterprise Drive. This move has increased customer traffic dramatically for the Career Center and has increased and improved our ability to provide employer services by all partners. LWIA staff are increasingly asked by employers to recruit, test and refer individuals to fill job openings. The Macon County Career Center has become the source for all pre-employment testing and referral for Nestle Waters of North America in Red Boiling Springs, Tennessee. Approximately 50 individuals have completed on-the-job training at Nestle at a minimum of $11.50 per hour. Equally successful linkages have been created with employers in other counties during this program year on a smaller scale.

The National Emergency Grant (NEG) has had a very positive impact in counties with NEG dislocations. Our enrollment goal of 252 was exceeded with a total enrollment of 266. 160 individuals have entered training and 33 have become employed with earnings replacement of 93%. This is a significant achievement since Arvin-Meritor and Pasminco employed more than 500 people in Smith County at pay rates of $12.00 to $15.00 and more. By guiding individuals toward high demand occupations and providing the necessary supportive services and other resources, we have been able to ensure that they can re-enter the workforce at reasonable rates of pay. NEG activities have been closely coordinated with the Trade Act program in our area, resulting in the maximization of services for NEG customers.

LWIA 7 has continued to target skill shortages with 192 new enrollments during PY 2003 into training in medical occupations. 99 individuals have completed training, 60 have entered employment, and 71 remain in training. Some of the completers are awaiting state examination, state licensure, or have not begun working for other reasons.

All performance measures were exceeded for PY 2003 by LWIA 7.

## LWIA 8

**Focus on Economic Development**

The U.S. Department of Labor selected WorkForce Essentials to participate in their National Business Learning Partnership pilot program in a joint effort to provide mentor-type learning opportunities for members of the workforce system. Identified as a LWIA that has made and sustained significant progress in serving employer needs, and recognized as an innovative provider of services to employers, WorkForce Essentials was selected as a high performance company to serve as a Mentor to Protégé Tampa Bay Workforce Alliance.

WorkForce Essentials has provided services to more than 400 businesses and employers in the past 12 months. Services such as Supervisor & OSHA training, Drug Free Workplace Program Management, and Employee Assessment.

WorkForce Essentials helped to secure more than $50,000 for Incumbent Worker Training Grants for CEI, Standard Gypsum, Collins & Aikman, and Shiloh Industries Inc across LWIA 8. These grants directly impact the skill levels of local employees. Don Waterhouse, HR Manager

Dickson Manufacturing Division Shiloh Industries, Inc. commented, "The Incumbent Worker Training Grant came at an opportune time for our Dickson facility. With increasing pressure from global competition and changing technology, the need for employee skills up-grade is an important part of our strategic objective in remaining competitive and providing good jobs for Tennesseans."

**Focus on Education**

Humphreys County School System, Nashville State Community College, WorkForce Essentials and the International Brotherhood of Electrical Workers held its graduation ceremony of the first class of Pre-Electrical Apprenticeship Program graduates in April '04. The program focuses on training Humphreys County students in the electrician trade while they are still in high school. The Apprenticeship program provides selected students with an alternative that will ensure other job opportunities within the work force after graduation. Nine students from Waverly Central and McEwen High Schools graduated from the program and received acceptance with credit into the Nashville Electrical Joint Apprenticeship and Training Program.

The Workforce Essentials' North Central Tennessee Jobs for Tennessee Graduates (JTG) program earned top recognition for achievements at the 2004 JTG Statewide Career Development Conference. This national affiliate program's goals are to help selected high school students graduate, and better prepare them for the realities of the workplace. The annual Conference and year round program focuses on the benefits to businesses by enlarging the entry-level labor pool, providing motivated workers, and supplying employees with better work habits. In fact, the North Central Tennessee JTG Region of Williamson, Houston, Cheatham, & Robertson Counties placed in nearly every event and outnumbered other areas in total trophies earned.

JTG Instructor Kevin Wyatt was the only Tennessee instructor recognized at a national Jobs for America's Graduates Conference for meeting all performance objectives.

**Focus on the Customer**

Career Center Customers 7/1/03 – 6/30/04

| | |
|---|---|
| Dickson | 18,274 |
| Montgomery | 41,625 |
| Robertson | 19,360 |
| Sumner | 25,375 |
| Williamson | 11,754 |

Workforce Essentials was named a winner of the 2003 Tennessee Quality Achievement Award by the TN Center for Performance Excellence. This recognition is provided to organizations that have demonstrated, through their commitment and implementation of quality management principles, progress in building sound and notable processes. For the seventh consecutive year, WorkForce Essentials has been recognized as a Tennessee based, quality-oriented organization, which has exceeded the quality standards for admittance into the Tennessee Quality Awards System.

Customer Satisfaction:

| | | |
|---|---|---|
| Career Center Customers | 96% | (482 respondents) |
| Area Employers | 93.5% | (78 respondents) |

Commissioner James Neeley stated, "I am proud of the staff at WorkForce Essentials. Their commitment to quality customer services is setting the standard for our Tennessee Career Centers across the state. This high level of excellence shows me their teamwork and dedication to high standards has paid off."

## LWIA 9

This past year has been extremely busy for the Middle Tennessee Workforce Investment Board (MTWIB) and the Middle Tennessee Career Center (MTCC) with a continued focus on the needs of employers and job seekers alike. Our 3rd annual awards ceremony, "*The Workforce Foundation Awards*," highlighted and honored the work of seven job seekers, six businesses, and six community partners for contributing to the development of our workforce system and showing outstanding leadership and achievement in their respective roles.

### THE FOCUS

1. CAREER SERVICES

The Middle Tennessee Career Center offers a full-array of services to job seekers in the four-county area from seven locations, four of which in Davidson County. Equipping job seekers with necessary knowledge and skills to enter or re-enter the workforce has been the primary focus of our services. Information sessions on topics such as resume writing, interviewing skills and job search methods are offered weekly and have been attended not only by thousands of job seekers, but by community service providers and partnering agency staff. MTCC also features a weekly networking session, called Job Quest, among active job seekers and hiring employers at each location. Job Quest has been highlighted by the Nashville Business Journal and several local news channels as an effective venue for peer support, information sharing and meeting with employers for job seekers.

2. CARING FOR THE COMMUNITY

In 2004, the Community Services Department of the Nashville Career Advancement Center has continued to provide a bridge for high risk job seekers with career center services. Through a partnership with the Metropolitan Development and Housing Authority, NCAC provided employment products to public housing residents in 5 developments, resulting in over 250 job seekers finding employment. Our youth programs provided credentialing and employment services to over 1,000 youth. Through a partnership between Metro Government and the Rockefeller Foundation, NCAC facilitated the improved capacity to serve low income job seekers with the YWCA, the Urban League of Middle Tennessee and the Pencil Foundation. In addition to these services, NCAC has provided support in the development of Nashville's Ten Year Plan to end Chronic Homelessness; facilitated faith based funding initiatives through the Department of Labor's Seedco Grant, and continues to participate in community-wide asset development to improve the economic welfare of low income job seekers.

3. BUSINESS CONNECTIONS

Over the past year, the Career Centers have continued to improve and enhance our connections with businesses. The Career Center serves on the Nashville Area Chamber of Commerce's Employers Council, and is an integral part of the Chamber's business visitation program. With on-going contacts with over 400 of businesses in our four county region, we have the employer involvement in the Career Center system that is necessary to help people connect with jobs. Some of these businesses include: Quanta Computer, Bridgestone Firestone, Dell Computer, Coca-Cola, Toshiba International, Nissan Motor Manufacturing, Tennessee Lottery Corporation, Bellsouth /Cingular Wireless, US Smokeless Tobacco and many others. The Career Center is also the recipient of a 3 million dollar H-1B grant to provide high skills training to 400 Middle Tennessee workers. With 14 different companies providing over 4 million dollars in match, the commitment from the employer community is evident.

4. THE BOTTOM LINE

Career Center visits July '03-June '04:

| | |
|---|---|
| Mainstream Drive | 31,764 |
| Wilson County | 13,574 |
| Rutherford County | 24,684 |
| Opry Mills | 9,976 |
| Nashville South | 11,672 |

## LWIA 10

Highlights of our 2003-04 program year must begin with a measure of the demand for our services – from both jobseekers and employers! Over 400 jobseekers visit one of eight Career Centers located in each of the counties we serve in rural South Central Tennessee each day. The services accessed by these customers run the gamut from simple information requests to more labor intensive career counseling and assessment services, as well as training related services when appropriate. Over 200 jobseekers received Career Center scholarships last year to continue their education in specific demand occupations, and many more than this number continued their education with Pell, Trade Adjustment or other scholarship funds, and received additional supportive services from our funding that allowed them to successfully participate in training. In total, more than 3,000 individuals were enrolled in Adult, Dislocated Worker, and Youth programs.

Another 1,000 plus jobseekers found jobs through the South Central Tennessee Career Center system. Employers large and small are becoming customers of our system, and many are now using our system for all of their hiring needs. New businesses such as Modular One in Pulaski, C-Tel in Columbia, and Goody's in Lawrenceburg used our Career Centers for accepting applications, initial screening of applicants, and often as the interview site. Established employers such as Dura, Murray and Modine in Lawrenceburg, Graphix (UCAR) in Columbia, Bates Manufacturing in Lobelville, and Fisher in Linden now use KeyTrain and other appropriate assessments as a screening tool, and job applicants come to our Career Centers to sit for the assessments. Employers are pleased with the referrals that are made based on these assessments, and find that retention of new hires is improving with this procedure.

The Incumbent Worker Program unveiled by the Tennessee Department of Labor & Workforce Development was extremely popular with existing employers in our counties, and we were pleased to lead the state in the award of Incumbent Working Training Grants to eight employers for over $220,000 to assist in training for 351 employees in Marshall, Giles, Wayne and Lawrence counties. This program was especially welcome in Marshall County, which experienced one of the largest plant closures in Tennessee history when the International Comfort Products plant closed its doors, dislocating over 2,200 workers living in an eight county area. Economic development strategy in Marshall County included special emphasis on working with existing industry to grow new jobs, and Cosmolab, Teledyne, Sanford, Dole Refrigeration and Tech-Air in Lewisburg received over $100,000 of this targeted funding, which was used in training manufacturing methods such as Lean Manufacturing which improves the competitiveness of manufacturing entities, and therefore their ability to remain in Tennessee and the United States.

Our youth subcontractors continue the excellent programs that begun under WIA, and 400 youth were again served in our area. Our Career Starter out of school youth program has resulted in 108 young adults who had dropped out of school earning GEDs, and then either entering the workforce, continuing their education or often both! Our in-school programs are targeting at risk youth, and measures success not only through meeting negotiated performance standards, but in the results of seeing our youth who are in school stay in school through graduation, and then make informed decisions leading to continued education and the workplace.

We successfully met 16 of 17 performance standards, and received $20,000 in incentive grants because of this success. Our customer satisfaction rates of job seekers and employers are among the highest in the state, and we continue to provide opportunities for career center staff to participate in learning opportunities leading to improved customer service.

Finally, our Workforce Board and County Mayors have set as an agenda that we proactively seek opportunities to tie together our efforts with those in education, economic development, and employment. We accomplish this throughout the year by sponsoring opportunities for community leaders to participate in special conferences and seminars such as our annual Youth Summit, which saw almost 300 professionals come together for a full day of inspiring and educational speakers and activities focused on workforce development of our youth. We also co-sponsor with USDA Rural Development, the South Central Development District and Columbia State Community College each spring the Women's Entrepreneurial Conference, which focuses on growing and supporting entrepreneurial opportunities for citizens of rural South Central Tennessee. Other partnerships with our economic development and Chamber of Commerce partners, and our local Tech Prep consortium result in Job Fairs, Tech Fairs for high school juniors and seniors, and Career Exploration Fairs for in school youth. These types of activities continue to grow each year, and strengthen the partnerships we have forged in the education, economic development and employment communities.

## LWIA 11

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

LWIA 11 continues to provide accessibility to the needs of individuals seeking employment and meeting the needs of public and private sector employers. Employers are given the opportunity to utilize the West Tennessee Career Center, and affiliate sites located in our area to assist in individual assessments, determining skills and abilities and referring appropriate applicants to employee openings. By coordinating available resources, LWIA 11 assists employers in developing specialized training for current employees who may be upgraded to a higher skill level. Job seekers can also access information at the West Tennessee Career Center and affiliate sites about existing programs, specialized training, available financial aid, high demand occupations, growth projections in the area, and other relevant job and training information. On the Job Training (OJT) is also utilized to assist both job seekers and employers in securing permanent employment for individuals.

This past year has been a very successful one in assisting all three areas (youth, adult and dislocated workers) in education, training and job preparation. This past year LWIA 11 served a total of 943 adults, 705 dislocated workers, and 1,451 youth.

Meeting the health care shortage was a priority this past year. We have utilized state grants as a means of educating students in Licensed Practical Nursing (2 LPN classes at the Tennessee Technology Center in McKenzie, 2 LPN classes at the Tennessee Technology Center in Whiteville), and a Surgical Technology class at the Tennessee Technology Center in Jackson. We have also utilized the National Emergency Grant (NEG) to fund an LPN class in Dresden conducted by the Tennessee Technology Center in Paris. This is a coordinated effort between Area 11 and Area 12.

## LWIA 12

The Northwest Tennessee Workforce Board of Local Workforce Investment Area (LWIA) 12 is committed to providing its clients with the best services available, as quickly as possible, and consistently maintaining a high success rate among exits.

**National Emergency Grant Accomplishments-**Although LWIA 12 has been plagued with continued plant closures and layoffs, the Northwest Tennessee Workforce Board, with the aid of a National Emergency Grant, exceeded its projected to “serve number” of 430 by training or providing services to 443 participants. 131 participants have already exited the program, with 106, or 81% being employed at exit.

**Health Care Initiatives-**Also with the aid of the National Emergency Grant, the Northwest Tennessee Workforce Board jointly funded a LPN training program with LWIA 11 to assist in meeting the high demand in this area. In conjunction with addressing the health care shortage, LWIA 12 currently coordinates a Special Skills Shortage Grant of $190,835 between the

Tennessee Department of Labor and Workforce Development and Dyersburg State Community College for a fast-track LPN to RN program. Area healthcare providers are one step closer to having their immediate workforce needs met, and equally benefiting are the LWIA 12 exits that are becoming self-sufficient by means of job training and skill attainment offered through the Workforce Investment Act.

**Partnerships-**In order to better meet expected performance measures, LWIA 12 has changed its customer flow and service delivery strategy to focus on job placement and retention. Northwest Tennessee Workforce Board has contracted with Manpower, Inc., to provide client services. The various services offered by Manpower Employment Specialists Training (MEST) range from providing assessments and short-term prevocational training to job placement and retention services. Since the partnership formed, significant improvements in performance and service delivery have been realized. The partnership was recently recognized as one of four in the nation with a "Working Together" award.

Additionally, to improve performance, LWIA 12 applied for and was selected to participate in the National Business Learning Partnership program, as a protégé of the Northwest Georgia Local Workforce Area to explore "best practices" that might be beneficial to replicate. Through open, informative sessions with our mentor agency we have been able to review our programs and consider methods for improvement.

Lastly, a partnership between LWIA 12 and LWIA 11 was formed to conjointly fund a Heating, Ventilation, Air Conditioning, and Refrigeration Technology (HVACR) class for dislocated workers at the Tennessee Technology Center.

**Community Audit-**The Northwest Tennessee Workforce Board sponsored speaking engagements across the seven county area entitled "Creating a Competitive Economic and Workforce Advantage." Well known Futurist, Ed Barlow, stunned many community leaders, workforce development professionals, and State Legislators as he shared how current local trends were likely to fair in the future.

The need of a workforce study was evident throughout the community. The Northwest Tennessee Workforce Study was funded by the Northwest Tennessee Workforce Board, West Tennessee Industrial Association, Dyersburg Dyer County Chamber of Commerce, and Northwest Tennessee Human Resources Agency. The Study was conducted by David A. Penn of Middle Tennessee State University. The Community Audit focused on the current economic structure, the local preparedness to grow, and perceptions of local strengths and weaknesses. The valuable statistics, employer skill requirements, and the future competitive workforce predictions made the study a total success.

**Participant Service Levels-**The last program year began with 1166 participants still active in training and/or receiving case management services. An additional 634 participants were enrolled for a total service to 1800. Specific target groups included 578 adults, 509 dislocated workers, 443 National Emergency Grant dislocated workers, and 270 youth. In the past year LWIA 12 has had 735 participants exit the program. More specifically, 250 adults, 376 dislocated workers, and 109 youth all have exited. Of the total to exit, including several youth

who remained in school, 474 entered employment at the time of exit. The Northwest Tennessee Workforce Board will continue to follow-up on all 735 exits in future months and will strive to consistently increase the success rate of new enrollments.

**Goal-**Our main goal for the next year at the Northwest Tennessee Workforce Board is to improve our program from being a good program to becoming a great program, including expanding services to business and industry.

## LWIA 13

Local Workforce Investment Area 13 had a number of successes this year. The following accounts show the focus and achievements we have realized this year:

## BAKER REALIZES DREAM

Angela Baker, 19, walked into the Memphis Area Career Center's Collierville Office in April to find help with a career dream. Her brief experience as a sales clerk/stocker for a local retail store was sufficient while she was in high school, but now she sought the opportunity to become a Certified Nurse Assistant. She completed the Career Center's Create Your Future Workshop where she reaffirmed that a future in the medical field was right for her. After researching schools on the Eligible Training Provider list, Angela decided which CNA program best fit her needs. With funds from an Individual Training Account, Angela enrolled at United Cerebral Palsy (UCP) Memphis Works. Three months after her initial visit to the Career Center, Angela had completed training and was on her way to being certified. Before the end of August, Angela earned her certification. She is now working as a CNA with a family that has a special needs child. Angela is elated that she is now doing something that she has always dreamed to do. Best wishes to Angela as she continues to advance in her chosen career path. The Memphis Area Career Center is proud to have played a small part in helping to make Angela's dream come true.

### Helping Sanchez's Dream Come True

Eugeny Sanchez relocated to Memphis after retiring from the Hayward County school system in California. Like most Career Center members, she learned about the Career Center through word-of-mouth. After several weeks of working with the Career Center staff, Eugeny wrote this letter to the Career Center System Manager:

Dear Mrs. Poston:

I am writing this letter to express my sincere gratitude to the wonderful staff that you have at the Career Center at 444 North Main Street.

Ms. Virgie Rhodes and Jackie Erwin are such a delight when entering the Center they greet you with a smile, and keep the incoming traffic flowing through the Center efficiently.

When I enrolled into the Career Orientation Workshop I had not been to an interview in 25 years. Mrs. Patsy Strong's Orientation was the foundation that helped build my new career. I enjoyed the entire method of presentation.

I would like you to know that the equipment in your facility is being used to the utmost. Mr. Tommy Haywood is one of the most remarkable young men that I have met. With all the interruptions that he has (all 18 computers are always full) he does his best to assist as many clients as he can. Mr. Haywood helped me organized the resume that landed me the position with Sanitors Inc. as an Assistant Manager with a chance for advancement.

Once again I would like to close and say the entire Career Center staff has been an assett for my new endeavor to the future.

Sincerely,
Eugeny A. Sanchez

**Eva: From Job Seeker to Recruiter**

When Eva Cummins visited the Memphis Area Career Center, she was looking for a job. When she left she was recruiting to fill positions at a local Memphis company Inventory Locator Service. "I lost my job as part of a reduction in force at Union Planters bank," Eva explained. "I had been with the bank for 28 years." She used the resources in the Memphis Area Career Center to identify career opportunities and obtain the job search skills necessary to compete in a job market much more demanding than the one she knew 28 years ago. Although all of the Career Center resources were helpful, the "real key" for Eva was networking at the Career Alliance Network, a Career Center sponsored job club for mid- and upper- management level executives. "The position I hold was initiated through networking and I am thankful every day for those I met through the Career Center and other networking groups." Eva now returns to the Career Center but now instead of looking for employment she's recruting others for positions with her company. Congratulations, Eva!

***C. Key Factors Shaping Job Growth***

## Jobs Cabinet

In an effort to recruit businesses, create jobs and improve workforce skills in Tennessee, Governor Phil Bredesen established the Governor's Jobs Cabinet, consisting of commissioners from seven state departments as well as representatives from higher education and business trade groups. The Jobs Cabinet combines state resources to promote job creation and business growth. The Jobs Cabinet coordinates efforts to assist areas hard hit my mass layoffs and closures. The Department of Labor and Workforce Development has established a strong partnership with the Department of Economic and Community Development, by collaborating our efforts to attract new companies as well as retain existing businesses.

## State Workforce Development Board

The Tennessee State Workforce Development Board meets quarterly, in various Local Workforce Investment Areas, to discuss current workforce development issues that affect Tennessee's workers and businesses. Each local area will eventually have the opportunity to host a board meeting, showcasing their local programs and sharing their successes.

**Some of the topics covered in this program year's board meetings include:** ***Technology Issues in Workforce Development, Employer Projects/Healthcare Update, Faith-Based Initiatives, Performance Incentive Policy, Reciprocal Agreement/Out-of-State Training Providers, Baldrige Criteria for Performance Excellence, E3 (Education, Employment, Economic Development), and Manpower Award-Winning Partnership***

## Baldrige Initiative

The Department of Labor & Workforce Development is committed to continuously improving how Workforce Investment Act services are delivered across the State of Tennessee. In October of 2003, Commissioner James Neeley announced his desire for each Comprehensive Career Center in Tennessee to individually participate in the Baldrige-based Tennessee Center for Performance Excellence (TNCPE) quality award program.

Award recognition from The Tennessee Center for Performance Excellence is based on the promotion of performance excellence and best practices at four levels. Level 1, Interest Recognition, is the beginning level for organizations interested in adopting and applying continuous improvement principles in their organization. Level 2, the Commitment Award, is an intermediate level for organizations that have progressed to a point of demonstrating serious commitment to and implementation of quality management principles. Level 3, Achievement Award, is an advanced level of participation for organizations which have demonstrated, through their commitment and practice of quality principles, significant progress and results in building sound and notable processes. The Excellence Award, Level 4, is the highest level of recognition and is presented to organizations that have demonstrated the highest level of quality excellence.

Commissioner Neeley's Baldrige Initiative calls for each Comprehensive Career Center to be recognized at Level 2 by the end of Program Year 2009. The Department has been involved with the Tennessee Center for Performance Excellence for several years, as have service providers in LWIA 1 and LWIA 9 (Alliance for Business and Training and Workforce Essentials, respectively). It has also been decided that the Division of Employment & Workforce Development will also participate in the TNCPE assessment process as a means of identifying opportunities on how the department can better deliver WIA services to the local areas and improve our overall state ranking from eight in PY 2002 to a top five ranking by PY 2009.

Participation in this process will allow each Career Center and the division of Employment & Workforce Development to function more efficiently and provide a seamless system for service delivery. The Baldrige process encourages sharing of best practices and focuses on performance excellence throughout the organization. It is our belief that this process will allow each career

center and the Department to become more demand driven resulting from the importance that the process places on customer satisfaction and customer service.

## Cost of Workforce Activities Relative to the Effect of Performance Participants

The career centers throughout the state provide participants two types of labor market information that allow individuals to have options as to the type of training she/he would like to pursue. Part of the labor market information lists jobs within the state that are growing fast in comparison to other jobs in the state. Participants also receive information on available jobs in the area or job orders that have been posted by employers who need workers. One way the state made a fair evaluation of participants' results is by calculating the total number of participants, regardless of the results or outcome, by the total amount of funds the state received for Program Year 2003. The state recognizes there are human factors that cannot be measured such as aptitude, effort and social and environmental effect the participant finds him or herself while in training. However, to evaluate WIA activities and benefit to the participants, we have calculated the unit cost by dividing total participants enrolled by the total allocation the state received. Overall the entered employment rate for all the participants showed improvement over the negotiated level for the state. The state met the expected evaluation measures for entered employment rate including the wage replacement rate for dislocated workers.

## WIA Operating Results and the Cost Effectiveness Analysis

Even though the state has coordinated with the Pell Grant program to ensure non-duplication of services for tuition payments, the cost of support services has not decreased. Most dislocated workers, youth, and adults are not able to support themselves with stop gap jobs they have to maintain their livelihood while in training. The WIA program supports many of the participants during training. Last program year the state received $54,105,597.00 and supported 32,028 persons (total youth, adult, dislocated workers). Despite high cost for support services the cost per unit is $1,689.32.

**Services to Employers**

Through the Workforce Investment Act

## Access to Job Seekers

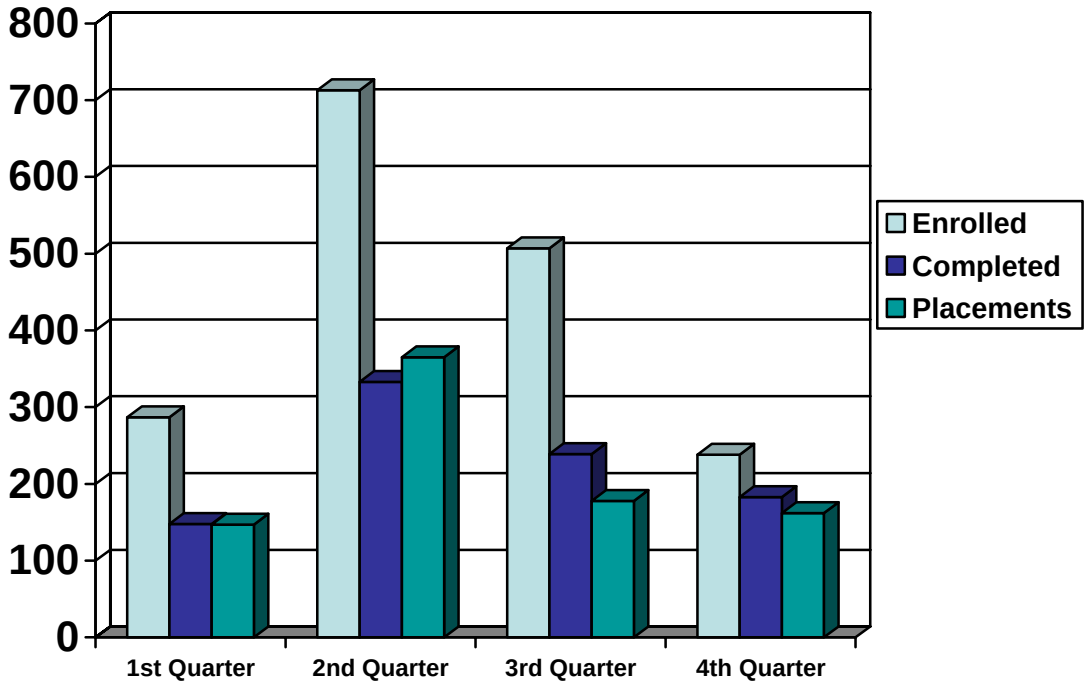
The Department of Labor and Workforce Development offers employers access to jobseekers through the Career Center System. Any employer can place a simple request for referrals through the labor market exchange program offered at each of the Career Centers.

## Nursing and Allied Health Professions

A critical need has increased in the healthcare arena for qualified workers in virtually every service and support role. Through the development of strategic partnerships, our focus has sharpened to target employers needing qualified and available workers, while ensuring

Tennessee's workforce is able to meet those needs. Tennessee has made healthcare a high priority by focusing on training programs for nursing and allied health professions.

Tennessee has encouraged healthcare training by providing additional statewide funds to support skills shortages training for nurses and other health related fields. In addition, local areas have leveraged other federal funding opportunities such as the H1-B and Incumbent Worker grants to further develop healthcare skills.




*The graph above includes those trained in Allied Health, Clerical, and Nursing positions in the healthcare industry between July 1, 2003 and June 30, 2004.*

Tennessee is constantly seeking innovative ways to provide much needed support to healthcare workers, and continue to strengthen the workforce in the healthcare industry.

## Customized Training

When an employer identifies the need to train a group of job applicants in a specific occupational skill area, the Local Workforce Investment Area can assist with meeting the employer's training needs. The local program can pay up to 50% of the total cost for training a group of potential employees. The employer must agree to hire all of the applicants referred who successfully complete the training.

Customized training of an eligible employed individual may be provided for an employer or a group of employers when the employee is not earning a self-sufficiency wage as determined by local board policy. The employer(s) must agree to continue to employ the individual(s) on successful completion of the training.

## On-the-Job Training

When employers identify the need to fill a vacant position, they often have a choice of hiring a skilled worker or a worker who needs to have additional training. If the employer is willing to hire an individual who has no prior experience in the vacant position, an on-the-job training contract may be developed with the Local Workforce Investment Area. Under this agreement, the local program can pay up to 50% of the trainee's wages during the specified training period. The employer must agree to hire the trainee, if he/she successfully completes.

On-the-job training for an eligible employed individual may be available for employers when the employee is not earning a self-sufficient wage as determined by Local Board policy. The employer must agree to continue to employ the individual on successful completion of the training.

*Individuals must meet the stipulations under the WIA legislation, which is quoted as follows: "An OJT contract must be limited to the period of time required for a participant to become proficient in the occupations for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience and the participant individual employment plan."*

## Incumbent Worker Training

The state may enter into an agreement with an employer to provide training to workers whose skills must be upgraded in order to avert worker dislocation. The state program may provide funding for this type of training.
The application and guidelines can be found at
*http://www.tennessee.gov/labor-wfd/mainemployer.html.*

*Section 181 of Public Law 105-220, Workforce Investment Act of 1998, includes the following under (0)(3)(1) and (2):*

*"No funds provided under this title shall be used, or proposed for use, to encourage or induce the relocation of a business or part of a business if such relocation would result in a loss of employment for any employee of such business at the original location and such original location is within the United States."*

*"No funds provided under this title for an employment and training activity shall be used for customized skill training, on-the-job training, or company-specific assessments of job applicants or employees for any business or part of a business that has relocated, until the date on which such new business or part of a business results in loss of employment for any employee of such business at the original location and such original location is within the United States."*

*Standardized pre-award review criteria development by the State of Tennessee must be completed and documented jointly by the Local Workforce Investment Area with the establishment as a pre-requisite to WIA assistance.*

## Statewide Programs

Statewide programs are programs supported through funds reserved by the state each year when WIA funds are made available from the United States Department of Labor. The funds retained are used in various ways and contracted out with various state and non-state entities. Many major recipients of statewide funds are Local Workforce Investment Areas (LWIAs). Additionally, the state contracts with labor organizations, such as the American Federation of Labor and the Congress of Industrial Organizations (AFLCIO). The state also contracts with state agencies such as the Department of Education and the Department of Finance and Administration, including the University of Memphis and it contracts with for profit employers statewide.

As major recipients of the statewide funds, LWIAs provide services to adults, dislocated workers and youth. These funds usually provide core, intensive as well as training services to those who need and can benefit from these services the most. These funds are available throughout the funding year and can be obtained by submitting an application to the state. The usual reason for LWIAs to request statewide funds is that the formula funds they received from the state have been exhausted. The LWIAs also apply for statewide funds to provide short-term programs providing participants skills in healthcare, and in fields that provide certification or credentials.

The labor organizations are also funded, under statewide funds, to provide correct information regarding the services under the WIA program for organized labor (when there are an industry or plant closures). This process takes place during rapid response activities and later when the workers need assistance. The contract with the University of Memphis provides the state with information regarding customer-survey results for the purpose of evaluating performance measures.

The Department of Education receives statewide funds to connect the WIA youth program components with the Jobs for Tennessee Graduates program and to enhance the opportunities of both programs for youth (needing classroom trainings as well as developmental training vital to the world of work). The Department of Finance and Administration is a vital partner ensuring the proper functioning of the WIA program through trained monitors. These monitors review the processes and procedures of the LWIA programs as well as other agencies that have statewide contracts. Through the monitoring process, the TDOLWD assures that WIA programs are operated according to the rules and regulations of the WIA and according to state procedures and polices. Another important customer, besides the participants, who causes the WIA program to operate effectively, is the employer. The incumbent worker program is designed to assist employers who detect a lack of essential worker skills. Statewide funds can be accessed by employers through submittal of application to their local LWIA. The LWIAs review the application comments on the proposal and drafts a support letter to the state. The state will consider these comments made by the LWIAs and then conduct its own review of the application; and then recommend denial or approval for funding.

**Services to Dislocated Workers**
Through the Tennessee Career Center System

## Unemployment Insurance

Unemployment Insurance benefits provide income to individuals who have lost work through no fault of their own. The benefits are intended to partially offset the loss of wages while an unemployed worker searches for suitable work.

## Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) is a federally funded program administered by the TN Dept. of Labor & Workforce Development. TAA is available to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports or a shift in production to a foreign country. Workers may be eligible for training, job search and relocation allowances, and other reemployment services. Additionally, weekly trade readjustment allowances (TRA) may be payable to eligible workers following their exhaustion of unemployment insurance benefits. http://www.doleta.gov

## Career Center Services

Tennessee Career Centers can help you assess your skills ad develop a career plan, match your skills with current job openings, improve your resume writing and interview skills, and boost your skills through targeted workshops and training. www.tennessee.gov/labor-wfd/cchome.html

## Job Search Assistance

Tennessee's Automated Labor Exchange (ALEX) is a comprehensive computerized job listing. The system is a self-directed search that allows you to match your job skills against the employer's job description. This service is available in the lobbies of each of our offices, or you may access ALEX through the Internet. http://www.tennessee.gov/labor-wfd Many of our offices have Job Boards and provide printed job lists in their lobbies for your information.

America's Job Bank is a larger network which links over 2,000 state employment service offices nationwide and lists an estimated 100,000 jobs annually. http://www.ajb.dni.us America's Talent Bank is linked to America's Job Bank and offers the job seeker an opportunity to enter his/her resume to be accessed by employers in the Internet.

*D. The Competitive Environment*

**Table A - Workforce Investment Act Customer Satisfaction Results**

| Customer Satisfaction | Negotiated Performance Level | Actual Performance Level - American Customer Satisfaction Index | Number of Surveys Completed | Number of Customers Eligible for the Survey | Number of Customers Included in the Sample | Response Rate |
|---|---|---|---|---|---|---|
| **Participants** | 77.0 | 81.3 | 7,850 | 11,750 | 11,286 | 70.0 |
| **Employers** | 77.0 | 77.2 | 2,115 | 6,531 | 2,419 | 87.4 |

**Table B- Outcomes for Adults**

| | Negotiated Performance Level | Actual Performance Level | |
|---|---|---|---|
| **Entered Employment Rate** | 71.0 | 84.1 | 2,862 |
| | | | 3,402 |
| **Employment Retention Rate** | 84.0 | 86.1 | 3,505 |
| | | | 4,071 |
| **Earnings Change in Six Months** | $3,100 | $4,285 | $16,617,487 |
| | | | 3,878 |
| **Employment and Credential Rate** | 59.0 | 77.8 | 1,837 |
| | | | 2,362 |

**Table C - Outcomes for Adult Special Populations**

| Reported Information | Public Assistance Recipients Receiving Intensive or Training Services | | Veterans | | Individuals With Disabilities | | Older Individuals | |
|---|---|---|---|---|---|---|---|---|
| Entered Employment Rate | 73.7 | 42 | 86.4 | 102 | 75.0 | 54 | 75.7 | 106 |
| | | 57 | | 118 | | 72 | | 140 |
| Employment Retention Rate | 92.2 | 47 | 86.7 | 85 | 70.2 | 80 | 78.4 | 120 |
| | | 51 | | 98 | | 114 | | 153 |
| Earnings Change in Six Months | $3,989 | $183,499 | $3,628 | $315,657 | $2,532 | $275,956 | $2,367 | $340,784 |
| | | 46 | | 87 | | 109 | | 144 |
| Employment and Credential Rate | 63.0 | 29 | 74.7 | 62 | 58.5 | 24 | 78.4 | 58 |
| | | 46 | | 83 | | 41 | | 74 |

**Table D - Other Outcome Information for the Adult Program**

| Reported Information | Individuals Who Received Training Services | | Individuals Who Only Received Core and Intensive Services | |
|---|---|---|---|---|
| Entered Employment Rate | 87.0 | 1,507 | 81.2 | 1,355 |
| | | 1,733 | | 1,669 |
| Employment Retention Rate | 87.0 | 1,640 | 85.4 | 1,865 |
| | | 1,886 | | 2,185 |
| Earnings Change in Six Months | $8,807 | $16,609,826 | $4 | $7,661 |
| | | 1,886 | | 1,992 |

**Table E - Dislocated Worker Program Results At-A-Glance**

| | Negotiated Performance Level | Actual Performance Level | |
|---|---|---|---|
| **Entered Employment Rate** | 77.0 | 89.5 | 3,119 |
| | | | 3,483 |
| **Employment Retention Rate** | 92.0 | 92.7 | 2,673 |
| | | | 2,884 |
| **Earnings Replacement in Six Months** | 86.0 | 112.1 | $31,599,584 |
| | | | $28,200,976 |
| **Employment and Credential Rate** | 59.0 | 81.6 | 1,630 |
| | | | 1,997 |

**Table F - Outcomes for Dislocated Worker Special Populations**

| Reported Information | Veterans | | Individuals With Disabilities | | Older Individuals | | Displaced Homemakers | |
|---|---|---|---|---|---|---|---|---|
| Entered Employment Rate | 89.6 | 112 | 88.9 | 32 | 82.1 | 248 | 90.0 | 18 |
| | | 125 | | 36 | | 302 | | 20 |
| Employment Retention Rate | 91.7 | 88 | 90.0 | 36 | 92.8 | 207 | 100.0 | 12 |
| | | 96 | | 40 | | 223 | | 12 |
| Earnings Replacement Rate | 128.0 | $1,409,445 | 115.5 | $378,990 | 94.7 | $2,344,899 | 400.5 | $117,155 |
| | | $1,101,527 | | $328,237 | | $2,476,414 | | $29,254 |
| Employment And Credential Rate | 88.3 | 68 | 88.2 | 15 | 74.2 | 98 | 87.5 | 7 |
| | | 77 | | 17 | | 132 | | 8 |

**Table G - Other Outcome Information for the Dislocated Worker Program**

| Reported Information | Individuals Who Received Training Services | | Individuals Who Received Only Core and Intensive Services | |
|---|---|---|---|---|
| Entered Employment Rate | 92.1 | 1,839 | 86.1 | 1,280 |
| | | 1,997 | | 1,486 |
| Employment Retention Rate | 94.1 | 1,456 | 91.1 | 1,217 |
| | | 1,548 | | 1,336 |
| Earnings Replacement Rate | 128.2 | $16,961,508 | 97.8 | $14,638,076 |
| | | $13,230,932 | | $14,970,044 |

**Table H - Older Youth Results At-A-Glance**

| | Negotiated Performance Level | Actual Performance Level | |
|---|---|---|---|
| **Entered Employment Rate** | 68.0 | 71.9 | 381 |
| | | | 530 |
| **Employment Retention Rate** | 82.0 | 83.3 | 403 |
| | | | 484 |
| **Earnings Change in Six Months** | $2,800 | $3,591 | $1,597,785 |
| | | | 445 |
| **Credential Rate** | 50.0 | 61.0 | 422 |
| | | | 692 |

**Table I - Outcomes for Older Youth Special Populations**

| Reported Information | Public Assistance Recipients | | Veterans | | Individuals With Disabilities | | Out-of-School Youth | |
|---|---|---|---|---|---|---|---|---|
| **Entered Employment Rate** | 47.6 | 10 | 100.0 | 2 | 67.9 | 19 | 74.0 | 313 |
| | | 21 | | 2 | | 28 | | 423 |
| **Employment Retention Rate** | 66.7 | 4 | 66.7 | 2 | 79.3 | 23 | 85.8 | 309 |
| | | 6 | | 3 | | 29 | | 360 |
| **Earnings Change in Six Months** | $4,590 | $27,542 | $1,505 | $4,514 | $3,476 | $90,365 | $3,568 | $1,184,641 |
| | | 6 | | 3 | | 26 | | 332 |
| **Credential Rate** | 46.2 | 12 | 100.0 | 2 | 65.8 | 25 | 62.8 | 343 |
| | | 26 | | 2 | | 38 | | 546 |

**Table J - Younger Youth Results At-A-Glance**

| | Negotiated Performance Level | Actual Performance Level | |
|---|---|---|---|
| **Skill Attainment Rate** | 76.0 | 85.3 | 6,994 |
| | | | 8,197 |
| **Diploma or Equivalent Attainment Rate** | 63.0 | 56.8 | 947 |
| | | | 1,666 |
| **Retention Rate** | 58.0 | 64.4 | 977 |
| | | | 1,518 |

**Table K - Outcomes for Younger Youth Special Populations**

| Reported Information | Public Assistance Recipients | | Individuals With Disabilities | | Out-of-School Youth | |
|---|---|---|---|---|---|---|
| **Skill Attainment Rate** | 86.6 | 531 | 88.6 | 1,116 | 83.2 | 951 |
| | | 613 | | 1,260 | | 1,143 |
| **Diploma or Equivalent Attainment Rate** | 44.1 | 60 | 57.2 | 131 | 58.9 | 201 |
| | | 136 | | 229 | | 341 |
| **Retention Rate** | 60.5 | 107 | 62.3 | 142 | 70.6 | 290 |
| | | 177 | | 228 | | 411 |

## Table L - Other Reported Information

| | 12 Month Employment Retention Rate | | 12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers) | | Placements for Participants in Nontraditional Employment | | Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment | | Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Adults** | 79.6 | 3,119 | $3,467 | $12,941,476 | 0.7 | 20 | $4,656 | $12,760,882 | 62.0 | 934 |
| | | 3,916 | | 3,733 | | 2862 | | 2,741 | | 1,507 |
| **Dislocated Workers** | 88.8 | 2,179 | 91.9 | $27,406,790 | 0.9 | 28 | $5,679 | $16,883,220 | 54.8 | 1,007 |
| | | 2,453 | | $29,832,240 | | 3119 | | 2,973 | | 1,839 |
| **Older Youth** | 74.8 | 309 | $3,315 | $1,243,171 | 0.0 | 0 | $2,492 | $896,965 | | |
| | | 413 | | 375 | | 381 | | 360 | | |

## Table M - Participation Levels

| | Total Participants Served | Total Exiters |
|---|---|---|
| **Adults** | 13,243 | 5,085 |
| **Dislocated Workers** | 9,138 | 3,839 |
| **Older Youth** | 1,833 | 794 |
| **Younger Youth** | 7,814 | 3,346 |

## Table N - Cost of Program Activities

| Program Activity | | | Total Federal Spending |
|---|---|---|---|
| **Local Adults** | | | $14,342,877 |
| **Local Dislocated Workers** | | | $9,313,552 |
| **Local Youth** | | | $18,765,516 |
| **Rapid Response** (up to 25%) | | | $3,584,376 |
| **Statewide Required Activities** (up to 25%) 134 (a) (2) (B) | | | $3,052,510 |
| **Statewide Allowable Activities** 134 (a) (3) | Program Activity Description | **Education - Jobs for TN Grads** | $479,923 |
| | | **LWIA 1** | $680,248 |
| | | **LWIA 2** | $16,000 |
| | | **LWIA 3** | $10,000 |
| | | **LWIA 4** | $221,328 |
| | | **LWIA 5** | $202,140 |
| | | **LWIA 6** | $192,071 |
| | | **LWIA 7** | $322,125 |
| | | **LWIA 8** | $985,860 |
| | | **LWIA 9** | $321,536 |
| | | **LWIA 10** | $440,543 |
| | | **LWIA 11** | $776,064 |
| | | **LWIA 12** | $312,151 |
| | | **LWIA 13** | $0 |
| | | **ACT Workkeys, Workshops** | $86,775 |
| **Total of All Federal Spending Listed Above** | | | $54,105,597 |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 1 | Total Participants Served | Adults | 502 |
| | | Dislocated Workers | 558 |
| | | Older Youth | 125 |
| | | Younger Youth | 508 |
| ETA | Total Exiters | Adults | 162 |
| | | Dislocated Workers | 217 |
| | | Older Youth | 45 |
| | | Younger Youth | 260 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 84.0 |
| | Employers | 77.0 | 84.0 |
| Entered Employment Rate | Adults | 72.0 | 85.0 |
| | Dislocated Workers | 77.0 | 90.0 |
| | Older Youth | 67.0 | 80.0 |
| Retention Rate | Adults | 84.0 | 94.0 |
| | Dislocated Workers | 94.0 | 96.0 |
| | Older Youth | 83.0 | 100.0 |
| | Younger Youth | 58.0 | 75.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,460 | 6,317 |
| | Dislocated Workers | 91.0 | 104.0 |
| | Older Youth | 3,057 | 5,019 |
| Credential/Diploma Rate | Adults | 63.0 | 74.0 |
| | Dislocated Workers | 63.0 | 83.0 |
| | Younger Youth | 65.0 | 67.0 |
| Skill Attainment Rate | Younger Youth | 76.0 | 80.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 2 | Total Participants Served | Adults | 599 |
| | | Dislocated Workers | 466 |
| | | Older Youth | 121 |
| | | Younger Youth | 607 |
| ETA | Total Exiters | Adults | 222 |
| | | Dislocated Workers | 187 |
| | | Older Youth | 64 |
| | | Younger Youth | 291 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 83.0 |
| | Employers | 77.0 | 79.0 |
| Entered Employment Rate | Adults | 70.0 | 85.0 |
| | Dislocated Workers | 75.0 | 91.0 |
| | Older Youth | 67.0 | 58.0 |
| Retention Rate | Adults | 84.0 | 89.0 |
| | Dislocated Workers | 92.0 | 94.0 |
| | Older Youth | 83.0 | 76.0 |
| | Younger Youth | 58.0 | 70.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,383 | 4,711 |
| | Dislocated Workers | 91.0 | 147.0 |
| | Older Youth | 3,057 | 3,205 |
| Credential/Diploma Rate | Adults | 57.0 | 68.0 |
| | Dislocated Workers | 56.0 | 82.0 |
| | Younger Youth | 64.0 | 57.0 |
| Skill Attainment Rate | Younger Youth | 76.0 | 95.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 3 | Total Participants Served | Adults | 290 |
| | | Dislocated Workers | 322 |
| | | Older Youth | 43 |
| | | Younger Youth | 189 |
| ETA | Total Exiters | Adults | 108 |
| | | Dislocated Workers | 135 |
| | | Older Youth | 19 |
| | | Younger Youth | 115 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 85.0 |
| | Employers | 77.0 | 75.0 |
| Entered Employment Rate | Adults | 72.0 | 90.0 |
| | Dislocated Workers | 76.0 | 97.0 |
| | Older Youth | 68.0 | 80.0 |
| Retention Rate | Adults | 84.0 | 94.0 |
| | Dislocated Workers | 94.0 | 100.0 |
| | Older Youth | 84.0 | 79.0 |
| | Younger Youth | 58.0 | 73.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,500 | 6,127 |
| | Dislocated Workers | 93.0 | 127.0 |
| | Older Youth | 3,025 | 2,007 |
| Credential/Diploma Rate | Adults | 60.0 | 86.0 |
| | Dislocated Workers | 60.0 | 87.0 |
| | Younger Youth | 64.0 | 80.0 |
| Skill Attainment Rate | Younger Youth | 77.0 | 97.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 4 | Total Participants Served | Adults | 1,253 |
| | | Dislocated Workers | 949 |
| | | Older Youth | 319 |
| | | Younger Youth | 740 |
| ETA | Total Exiters | Adults | 483 |
| | | Dislocated Workers | 571 |
| | | Older Youth | 100 |
| | | Younger Youth | 279 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 85.0 |
| | Employers | 77.0 | 85.0 |
| Entered Employment Rate | Adults | 71.0 | 96.0 |
| | Dislocated Workers | 76.0 | 98.0 |
| | Older Youth | 68.0 | 98.0 |
| Retention Rate | Adults | 85.0 | 91.0 |
| | Dislocated Workers | 94.0 | 95.0 |
| | Older Youth | 84.0 | 92.0 |
| | Younger Youth | 59.0 | 76.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,425 | 4,667 |
| | Dislocated Workers | 92.0 | 119.0 |
| | Older Youth | 3,100 | 4,823 |
| Credential/Diploma Rate | Adults | 56.0 | 93.0 |
| | Dislocated Workers | 59.0 | 91.0 |
| | Younger Youth | 65.0 | 91.0 |
| Skill Attainment Rate | Younger Youth | 76.0 | 99.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 5 | Total Participants Served | Adults | 726 |
| | | Dislocated Workers | 707 |
| | | Older Youth | 71 |
| | | Younger Youth | 328 |
| ETA | Total Exiters | Adults | 526 |
| | | Dislocated Workers | 384 |
| | | Older Youth | 31 |
| | | Younger Youth | 247 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 82.0 |
| | Employers | 77.0 | 75.0 |
| Entered Employment Rate | Adults | 72.0 | 88.0 |
| | Dislocated Workers | 77.0 | 90.0 |
| | Older Youth | 68.0 | 64.0 |
| Retention Rate | Adults | 84.0 | 89.0 |
| | Dislocated Workers | 94.0 | 91.0 |
| | Older Youth | 82.0 | 75.0 |
| | Younger Youth | 59.0 | 62.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,375 | 4,411 |
| | Dislocated Workers | 94.0 | 147.0 |
| | Older Youth | 3,000 | 2,543 |
| Credential/Diploma Rate | Adults | 59.0 | 75.0 |
| | Dislocated Workers | 61.0 | 73.0 |
| | Younger Youth | 64.0 | 41.0 |
| Skill Attainment Rate | Younger Youth | 75.0 | 92.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 6 | Total Participants Served | Adults | 676 |
| | | Dislocated Workers | 374 |
| | | Older Youth | 84 |
| | | Younger Youth | 309 |
| ETA | Total Exiters | Adults | 481 |
| | | Dislocated Workers | 571 |
| | | Older Youth | 32 |
| | | Younger Youth | 62 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 75.0 | 76.0 |
| | Employers | 80.0 | 79.0 |
| Entered Employment Rate | Adults | 75.0 | 84.0 |
| | Dislocated Workers | 77.0 | 87.0 |
| | Older Youth | 68.0 | 100.0 |
| Retention Rate | Adults | 84.0 | 85.0 |
| | Dislocated Workers | 92.0 | 90.0 |
| | Older Youth | 82.0 | 100.0 |
| | Younger Youth | 82.0 | 83.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,350 | 3,593 |
| | Dislocated Workers | 92.0 | 105.0 |
| | Older Youth | 3,025 | 4,743 |
| Credential/Diploma Rate | Adults | 57.0 | 82.0 |
| | Dislocated Workers | 58.0 | 74.0 |
| | Younger Youth | 62.0 | 78.0 |
| Skill Attainment Rate | Younger Youth | 62.0 | 96.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 7 | Total Participants Served | Adults | 457 |
| | | Dislocated Workers | 630 |
| | | Older Youth | 23 |
| | | Younger Youth | 230 |
| ETA | Total Exiters | Adults | 140 |
| | | Dislocated Workers | 80 |
| | | Older Youth | 12 |
| | | Younger Youth | 153 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 84.0 |
| | Employers | 77.0 | 75.0 |
| Entered Employment Rate | Adults | 71.0 | 83.0 |
| | Dislocated Workers | 76.0 | 86.0 |
| | Older Youth | 68.0 | 70.0 |
| Retention Rate | Adults | 83.0 | 88.0 |
| | Dislocated Workers | 93.0 | 98.0 |
| | Older Youth | 83.0 | 100.0 |
| | Younger Youth | 57.0 | 54.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,370 | 4,112 |
| | Dislocated Workers | 92.0 | 143.0 |
| | Older Youth | 3,025 | 10,967 |
| Credential/Diploma Rate | Adults | 59.0 | 88.0 |
| | Dislocated Workers | 59.0 | 80.0 |
| | Younger Youth | 63.0 | 63.0 |
| Skill Attainment Rate | Younger Youth | 76.0 | 85.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 8 | Total Participants Served | Adults | 1,112 |
| | | Dislocated Workers | 450 |
| | | Older Youth | 97 |
| | | Younger Youth | 612 |
| ETA | Total Exiters | Adults | 251 |
| | | Dislocated Workers | 261 |
| | | Older Youth | 73 |
| | | Younger Youth | 459 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 84.0 |
| | Employers | 77.0 | 78.0 |
| Entered Employment Rate | Adults | 71.0 | 95.0 |
| | Dislocated Workers | 76.0 | 92.0 |
| | Older Youth | 68.0 | 75.0 |
| Retention Rate | Adults | 84.0 | 90.0 |
| | Dislocated Workers | 94.0 | 93.0 |
| | Older Youth | 82.0 | 93.0 |
| | Younger Youth | 57.0 | 69.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,400 | 8,319 |
| | Dislocated Workers | 92.0 | 103.0 |
| | Older Youth | 3,057 | 3,168 |
| Credential/Diploma Rate | Adults | 58.0 | 85.0 |
| | Dislocated Workers | 59.0 | 83.0 |
| | Younger Youth | 64.0 | 77.0 |
| Skill Attainment Rate | Younger Youth | 77.0 | 90.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 9 | Total Participants Served | Adults | 1,354 |
| | | Dislocated Workers | 1,202 |
| | | Older Youth | 298 |
| | | Younger Youth | 1,141 |
| ETA | Total Exiters | Adults | 695 |
| | | Dislocated Workers | 594 |
| | | Older Youth | 279 |
| | | Younger Youth | 51 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 76.0 |
| | Employers | 77.0 | 76.0 |
| Entered Employment Rate | Adults | 69.0 | 72.0 |
| | Dislocated Workers | 75.0 | 81.0 |
| | Older Youth | 68.0 | 90.0 |
| Retention Rate | Adults | 83.0 | 82.0 |
| | Dislocated Workers | 93.0 | 89.0 |
| | Older Youth | 82.0 | 88.0 |
| | Younger Youth | 58.0 | 69.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,350 | 2,355 |
| | Dislocated Workers | 92.0 | 89.0 |
| | Older Youth | 3,057 | 2,582 |
| Credential/Diploma Rate | Adults | 58.0 | 76.0 |
| | Dislocated Workers | 58.0 | 80.0 |
| | Younger Youth | 63.0 | 85.0 |
| Skill Attainment Rate | Younger Youth | 63.0 | 86.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 10 | Total Participants Served | Adults | 1,546 |
| | | Dislocated Workers | 1,251 |
| | | Older Youth | 85 |
| | | Younger Youth | 401 |
| ETA | Total Exiters | Adults | 725 |
| | | Dislocated Workers | 350 |
| | | Older Youth | 59 |
| | | Younger Youth | 175 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 85.0 |
| | Employers | 77.0 | 77.0 |
| Entered Employment Rate | Adults | 74.0 | 85.0 |
| | Dislocated Workers | 77.0 | 94.0 |
| | Older Youth | 68.0 | 72.0 |
| Retention Rate | Adults | 84.0 | 88.0 |
| | Dislocated Workers | 93.0 | 95.0 |
| | Older Youth | 83.0 | 83.0 |
| | Younger Youth | 59.0 | 62.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,375 | 3,227 |
| | Dislocated Workers | 92.0 | 115.0 |
| | Older Youth | 3,057 | 3,812 |
| Credential/Diploma Rate | Adults | 59.0 | 68.0 |
| | Dislocated Workers | 58.0 | 68.0 |
| | Younger Youth | 63.0 | 70.0 |
| Skill Attainment Rate | Younger Youth | 77.0 | 86.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 11 | Total Participants Served | Adults | 914 |
| | | Dislocated Workers | 727 |
| | | Older Youth | 277 |
| | | Younger Youth | 259 |
| ETA | Total Exiters | Adults | 358 |
| | | Dislocated Workers | 224 |
| | | Older Youth | 77 |
| | | Younger Youth | 259 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 82.0 |
| | Employers | 77.0 | 76.0 |
| Entered Employment Rate | Adults | 70.0 | 81.0 |
| | Dislocated Workers | 75.0 | 92.0 |
| | Older Youth | 68.0 | 79.0 |
| Retention Rate | Adults | 83.0 | 77.0 |
| | Dislocated Workers | 92.0 | 89.0 |
| | Older Youth | 82.0 | 70.0 |
| | Younger Youth | 58.0 | 53.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,380 | 3,402 |
| | Dislocated Workers | 93.0 | 115.0 |
| | Older Youth | 3,035 | 3,012 |
| Credential/Diploma Rate | Adults | 57.0 | 65.0 |
| | Dislocated Workers | 58.0 | 89.0 |
| | Younger Youth | 61.0 | 57.0 |
| Skill Attainment Rate | Younger Youth | 75.0 | 75.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 12 | Total Participants Served | Adults | 808 |
| | | Dislocated Workers | 901 |
| | | Older Youth | 69 |
| | | Younger Youth | 267 |
| ETA | Total Exiters | Adults | 315 |
| | | Dislocated Workers | 348 |
| | | Older Youth | 52 |
| | | Younger Youth | 253 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 80.0 |
| | Employers | 77.0 | 79.0 |
| Entered Employment Rate | Adults | 67.0 | 89.0 |
| | Dislocated Workers | 73.0 | 91.0 |
| | Older Youth | 65.0 | 64.0 |
| Retention Rate | Adults | 82.0 | 86.0 |
| | Dislocated Workers | 89.0 | 96.0 |
| | Older Youth | 80.0 | 76.0 |
| | Younger Youth | 56.0 | 64.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,225 | 3,542 |
| | Dislocated Workers | 89.0 | 129.0 |
| | Older Youth | 3,025 | 3,683 |
| Credential/Diploma Rate | Adults | 56.0 | 84.0 |
| | Dislocated Workers | 57.0 | 73.0 |
| | Younger Youth | 60.0 | 87.0 |
| Skill Attainment Rate | Younger Youth | 73.0 | 98.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## Table O - Local Program Activities

| Local Area Name | | | |
|---|---|---|---|
| 13 | Total Participants Served | Adults | 2,994 |
| | | Dislocated Workers | 601 |
| | | Older Youth | 221 |
| | | Younger Youth | 1,074 |
| ETA | Total Exiters | Adults | 390 |
| | | Dislocated Workers | 50 |
| | | Older Youth | 160 |
| | | Younger Youth | 454 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77.0 | 81.0 |
| | Employers | 77.0 | 77.0 |
| Entered Employment Rate | Adults | 71.0 | 83.0 |
| | Dislocated Workers | 73.0 | 88.0 |
| | Older Youth | 68.0 | 57.0 |
| Retention Rate | Adults | 84.0 | 83.0 |
| | Dislocated Workers | 92.0 | 91.0 |
| | Older Youth | 82.0 | 80.0 |
| | Younger Youth | 58.0 | 54.0 |
| Earnings Change/Earnings Replacement in Six Months | Adults | 3,400 | 2,401 |
| | Dislocated Workers | 92.0 | 106.0 |
| | Older Youth | 3,057 | 3,193 |
| Credential/Diploma Rate | Adults | 59.0 | 76.0 |
| | Dislocated Workers | 58.0 | 80.0 |
| | Younger Youth | 61.0 | 23.0 |
| Skill Attainment Rate | Younger Youth | 73.0 | 61.0 |
| Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance" | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | X | |

## *II. Webliography*

### Administrative Entity & Comprehensive Career Center Web Sites

LWIA 1
http://www.ab-t.org/ab-t.htm
http://www.tennessee.gov/labor-wfd/cc/cccounty_files/washington.htm

LWIA 2
http://www.wscc.cc.tn.us/cwd/default.asp
http://www.tennessee.gov/labor-wfd/cc/cccounty_files/hamblen.htm

LWIA 3
http://www.korrnet.org/knox/cac/cac.htm
http://www.knxcareers.org/

LWIA 4
http://www.ethra.org/
http://www.tennessee.gov/labor-wfd/cc/cccounty_files/cumberland.htm

LWIA 5
http://www.sedev.org/setdd/
http://www.secareercenter.org/

LWIA 6
http://www.tennessee.gov/labor-wfd/cc/cccounty_files/coffee.htm

LWIA 7
http://www.uchra.org/
http://www.uccareercenter.com/

LWIA 8
http://www.workforceessentials.com/
http://www.workforceessentials.com/careercenter.html

LWIA 9
http://www.nashville.gov/flashpgs/flashhome.htm
http://www.careeradvancement.org/

LWIA 10
http://www.coscc.cc.tn.us/index.htm
http://www.sctcareercenter.com/

LWIA 11
http://www.unitedway.tn.org/community/sowhumre.htm
http://www.wtncc.tn.org/

LWIA 12
http://www.tennessee.gov/labor-wfd/cc/cccounty_files/dyer.htm

LWIA 13
http://www.cityofmemphis.org/
http://www.memphiscareercenter.com/

## State Web Sites

http://www.tennessee.gov/labor-wfd/et.html This is the homepage of the Division of Employment & Training, Department of Labor and Workforce Development

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

http://www. tennessee.gov /labor-wfd/etfaq.html View Frequently Asked Questions about Adult E&T Programs

http://www.tennessee.gov /labor-wfd/etfaqyouth.html View Frequently Asked Questions about Youth Programs

http://www.tennessee.gov /labor-wfd/et_incumbent_faq.html View Frequently Asked Questions about the Incumbent Worker Program

http://www.tennessee.gov /labor-wfd/graphics/TNmplwia.gif View the LWIA map

http://www.tennessee.gov /labor-wfd/Polsummary.pdf View Policy and Policy Summaries from E&T

http://www.tennessee.gov /labor-wfd/performancetable2003-04.pdf E&T Performance Measures, 2003-2004

http://www.tennessee.gov /thec/work_train.html View the List of Eligible Training Providers

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

## Federal Web Sites

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

http://www.doleta.gov/usworkforce/wialaw.txt View Public Law 105-220, WIA 1998

Tennessee DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT

http://www.egovernment.doleta.gov/egov_documents/strategy_docs/egov.pdf View Plans for eGovernment Initiative

http://wdr.doleta.gov/directives/ ETA Training and Employment Guidance Letters/Advisories

http://www.access.gpo.gov/nara/cfr/ Search the Code of Federal Regulations

http://www.whitehouse.gov/omb/circulars/a122/a122.html OMB, Circular A-122

http://www.whitehouse.gov/omb/circulars/a133/a133.html OMB, Circular A-133

http://a257.g.akamaitech.net/7/257/2422/14mar20010800/edocket.access.gpo.gov/2003/pdf/03-13125.pdf LEP Guidance, ETA

http://uscode.house.gov/usc.htm Search the United States Code

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

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

http://www.access-board.gov/sec508/508standards.htm#N_3_ 36 CFR Part 1194, Electronic and Information Technology Accessibility Standards

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

## *IV. Staff Directory*

**Employment and Training Directory**

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**Tennessee Department of Labor and Workforce Development**
**Employment & Training Division**

# WIA Annual Report Data

**State Name:** TN **Program Year:** 2003

**Table A: Workforce Investment Act Customer Satisfaction Results**

| Customer Satisfaction | Negotiated Performance Level | Actual Performance - Level - American Customer Satisfaction Index | Number of Surveys Completed | Number of Customers Eligible for the Survey | Number of Customers Included in the Sample | Response Rate |
|---|---|---|---|---|---|---|
| Participants | 77 | 81.3 | 7,850 | 11,750 | 11,286 | 69.6 |
| Employers | 77 | 77.2 | 2,115 | 6,531 | 2,419 | 87.4 |

**Table B: Adult Program Results At-A-Glan**

| | Negotiated Performance Level | Actual Performance Level | |
|---|---|---|---|
| Entered Employment Rate | 71 | 84.1 | 2,862 |
| | | | 3,402 |
| Employment Ratention Rate | 84 | 86.1 | 3,505 |
| | | | 4,071 |
| Earnings Change in Six Month | 3,100 | 4,285 | 16,617,487 |
| | | | 3,878 |
| Employment and Credential Rate | 59 | 77.8 | 1,837 |
| | | | 2,362 |

## Table C: Outcomes for Adult Special Populations

| Reported Information | Public Assistance Recipients Receiving Intensive or Training Services | | Veterans | | Individuals With Disabilities | | Older Individuals | |
|---|---|---|---|---|---|---|---|---|
| Entered Employment Rate | 73.7 | 42 | 86.4 | 102 | 75 | 54 | 75.7 | 106 |
| | | 57 | | 118 | | 72 | | 140 |
| Employment Retention Rate | 92.2 | 47 | 86.7 | 85 | 70.2 | 80 | 78.4 | 120 |
| | | 51 | | 98 | | 114 | | 153 |
| Earnings Change in Six Months | 3,989 | 183,499 | 3,628 | 315,657 | 2,532 | 275,956 | 2,367 | 340,784 |
| | | 46 | | 87 | | 109 | | 144 |
| Employment and Credential Rate | 63 | 29 | 74.7 | 62 | 58.5 | 24 | 78.4 | 58 |
| | | 46 | | 83 | | 41 | | 74 |

## Table D: Other Outcome Information for the Adult Program

| Reported Information | Individuals Who Received Training Services | | Individuals Who Only Received Core and Intensive Services | |
|---|---|---|---|---|
| Entered Employment Rate | 87 | 1,507 | 81.2 | 1,355 |
| | | 1,733 | | 1,669 |
| Employment Retention Rate | 87 | 1,640 | 85.4 | 1,865 |
| | | 1,886 | | 2,185 |
| Earnings Change in Six Months | 8,807 | 16,609,826 | 4 | 7,661 |
| | | 1,886 | | 1,992 |

## Table E: Dislocated Worker Program Results At-A-Glance

| | Negotiated Performance Level | Actual Performance Level | |
|---|---|---|---|
| Entered Employment Rate | 77 | 89.5 | 3,119 |
| | | | 3,483 |
| Employment Retention Rate | 92 | 92.7 | 2,673 |
| | | | 2,884 |
| Earnings Replacement in Six Months | 86 | 112.1 | 31,599,584 |
| | | | 28,200,976 |
| Employment and Credential Rate | 59 | 81.6 | 1,630 |
| | | | 1,997 |

## Table F: Outcomes for Dislocated Worker Special Populations

| Reported Information | Veterans | | Individuals With Disabilities | | Older Individuals | | Displaced Homemakers | |
|---|---|---|---|---|---|---|---|---|
| Entered Employment Rate | 89.6 | 112 | 88.9 | 32 | 82.1 | 248 | 90 | 18 |
| | | 125 | | 36 | | 302 | | 20 |
| Employment Retention Rate | 91.7 | 88 | 90 | 36 | 92.8 | 207 | 100 | 12 |
| | | 96 | | 40 | | 223 | | 12 |
| Earnings Replacement Rate | 128 | 1,409,445 | 115.5 | 378,990 | 94.7 | 2,344,899 | 400.5 | 117,155 |
| | | 1,101,527 | | 328,237 | | 2,476,414 | | 29,254 |
| Employmemt And Credential Rate | 88.3 | 68 | 88.2 | 15 | 74.2 | 98 | 87.5 | 7 |
| | | 77 | | 17 | | 132 | | 8 |

## Table G: Other Outcome Information for the Dislocated Worker Program

| Reported Information | Individuals Who Received Training Services | | Individuals Who Received Core and Intensive Services | |
|---|---|---|---|---|
| Entered Employment Rate | 92.1 | 1,839 | 86.1 | 1,280 |
| | | 1,997 | | 1,486 |
| Employment Retention Rate | 94.1 | 1,456 | 91.1 | 1,217 |
| | | 1,548 | | 1,336 |
| Earnings Replacement Rate | 128.2 | 16,961,508 | 97.8 | 14,638,076 |
| | | 13,230,932 | | 14,970,044 |

## Table H: Older Youth Results At-A-Glance

| | Negotiated Performance Level | Actual Performance Level | |
|---|---|---|---|
| Entered Employment Rate | 68 | 71.9 | 381 |
| | | | 530 |
| Employment Retention Rate | 82 | 83.3 | 403 |
| | | | 484 |
| Earnings Change in Six Months | 2,800 | 3,591 | 1,597,785 |
| | | | 445 |
| Credential Rate | 50 | 61 | 422 |
| | | | 692 |

**Table I: Outcomes for Older Youth Special Populations**

| Reported Information | Public Assistance Recipients | | Veterans | | Individuals With Disabilities | | Out-of-School Youth | |
|---|---|---|---|---|---|---|---|---|
| Entered Employment Rate | 47.6 | 10 | 100 | 2 | 67.9 | 19 | 74 | 313 |
| | | 21 | | 2 | | 28 | | 423 |
| Employment Retention Rate | 66.7 | 4 | 66.7 | 2 | 79.3 | 23 | 85.8 | 309 |
| | | 6 | | 3 | | 29 | | 360 |
| Earnings Change in Six Months | 4,590 | 27,542 | 1,505 | 4,514 | 3,476 | 90,365 | 3,568 | 1,184,641 |
| | | 6 | | 3 | | 26 | | 332 |
| Credential Rate | 46.2 | 12 | 100 | 2 | 65.8 | 25 | 62.8 | 343 |
| | | 26 | | 2 | | 38 | | 546 |

**Table J: Younger Youth Results At-A-Glance**

| | Negotiated Performance Level | Actual Performance Level | |
|---|---|---|---|
| Skill Attainment Rate | 76 | 85.3 | 6,994 |
| | | | 8,197 |
| Diploma or Equivalent Attainment Rate | 63 | 56.8 | 947 |
| | | | 1,666 |
| Retention Rate | 58 | 64.4 | 977 |
| | | | 1,518 |

## Table K: Outcomes for Younger Youth Special Populations

| Reported Information | Public Assistance Recipients | | Individuals Disabilities | | Out-of-School Youth | |
|---|---|---|---|---|---|---|
| Skill Attainment Rate | 86.6 | 531 | 88.6 | 1,116 | 83.2 | 951 |
| | | 613 | | 1,260 | | 1,143 |
| Diploma or Equivalent Attainment Rate | 44.1 | 60 | 57.2 | 131 | 58.9 | 201 |
| | | 136 | | 229 | | 341 |
| Retention Rate | 60.5 | 107 | 62.3 | 142 | 70.6 | 290 |
| | | 177 | | 228 | | 411 |

## Table L: Other Reported Information

| | 12 Month Employment Retention Rate | | 12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers) | | Placements for Participants in Nontraditional Employment | | Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment | | Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services | |
|---|---|---|---|---|---|---|---|---|---|---|
| Adults | 79.6 | 3,119 | 3,467 | 12,941,476 | 0.7 | 20 | 4,656 | 12,760,882 | 62 | 934 |
| | | 3,916 | | 3,733 | | 2,862 | | 2,741 | | 1,507 |
| Dislocated Workers | 88.8 | 2,179 | 91.9 | 27,406,790 | 0.9 | 28 | 5,679 | 16,883,220 | 54.8 | 1,007 |
| | | 2,453 | | 29,832,240 | | 3,119 | | 2,973 | | 1,839 |
| Older Youth | 74.8 | 309 | 3,315 | 1,243,171 | 0 | 0 | 2,492 | 896,965 | | |
| | | 413 | | 375 | | 381 | | 360 | | |

## Table M: Participation Levels

| | Total Participants Served | Total Exiters |
|---|---|---|
| **Adults** | **13,243** | **5,085** |
| **Dislocated Workers** | **9,138** | **3,839** |
| **Older Youth** | **1,833** | **794** |
| **Younger Youth** | **7,814** | **3,346** |

## Table N: Cost of Program Activities

| Program Activity | | | Total Federal Spending |
|---|---|---|---|
| **Local Adults** | | | **$14,342,877.00** |
| **Local Dislocated Workers** | | | **$9,313,552.00** |
| **Local Youth** | | | **$18,765,516.00** |
| **Rapid Response** (up to 25%) 134 (a) (2) (A) | | | **$3,584,376.00** |
| **Statewide Required Activities** (up to 25%) 134 (a) (2) (B) | | | **$3,052,510.00** |
| **Statewide Allowable Activities** 134 (a) (3) | **Program Activity Description** | JTG & Workeys | **$566,698.00** |
| | | LWIA 1 & 2 | **$696,248.00** |
| | | LWIA 3 | **$10,000.00** |
| | | LWIA 4 | **$221,328.00** |
| | | LWIA 5 | **$202,140.00** |
| | | LWIA 6 | **$192,071.00** |
| | | LWIA 7 | **$322,125.00** |
| | | LWIA 8 | **$985,860.00** |
| | | LWIA 9 | **$321,536.00** |
| | | LWIA 10 | **$440,543.00** |
| | | LWIA 11, 12, 13 | **$1,088,215.00** |
| **Total of All Federal Spending Listed Above** | | | **$54,105,595.00** |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| | | | |
|---|---|---|---|
| **Local Area Name:** Anderson/Blount/Campbell/Cumberland/Loudon/Morgan/Roane/Scott Counties LWIA #4 | **Total Participants Served** | **Adults** | 1,253 |
| | | **Dislocated Workers** | 949 |
| | | **Older Youth** | 319 |
| | | **Younger Youth** | 740 |
| | **Total Exiters** | **Adults** | 483 |
| | | **Dislocated Workers** | 571 |
| | | **Older Youth** | 100 |
| | | **Younger Youth** | 279 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| **Customer Satisfaction** | **Program Participants** | 77 | 85 |
| | **Employers** | 77 | 80 |
| **Entered Employment Rate** | **Adults** | 71 | 96 |
| | **Dislocated Workers** | 76 | 98 |
| | **Older Youth** | 68 | 98 |
| **Retention Rate** | **Adults** | 85 | 91 |
| | **Dislocated Workers** | 94 | 95 |
| | **Older Youth** | 84 | 92 |
| | **Younger Youth** | 59 | 76 |
| **Earnings Change / Earnings Replacement in Six Months** | **Adults($)** | 3,425 | 4,667.48 |
| | **Dislocated Workers** | 92 | 119 |
| | **Older Youth ($)** | 3,100 | 4,823.01 |
| **Credential / Diploma Rate** | **Adults** | 60 | 93 |
| | **Dislocated Workers** | 59 | 91 |
| | **Older Youth** | 49 | 90 |
| | **Younger Youth** | 65 | 91 |
| **Skill Attainment Rate** | **Younger Youth** | 76 | 99 |
| **Description of Other State Indicators of Performance** | | | |
| | | | |
| | | | |

| **Overall Status of Local Performance** | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: Bedford/Coffee/Franklin/Grundy/Lincoln/ Moore/Warren Counties LWIA #6 | Total Participants Served | Adults | 676 |
|---|---|---|---|
| | | Dislocated Workers | 374 |
| | | Older Youth | 84 |
| | | Younger Youth | 309 |
| | Total Exiters | Adults | 481 |
| | | Dislocated Workers | 219 |
| | | Older Youth | 32 |
| | | Younger Youth | 62 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 75 | 76 |
| | Employers | 80 | 79 |
| Entered Employment Rate | Adults | 75 | 84 |
| | Dislocated Workers | 77 | 87 |
| | Older Youth | 68 | 100 |
| Retention Rate | Adults | 84 | 85 |
| | Dislocated Workers | 92 | 90 |
| | Older Youth | 82 | 100 |
| | Younger Youth | 82 | 83 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,350 | 3,593.13 |
| | Dislocated Workers | 92 | 105 |
| | Older Youth ($) | 3,025 | 4,743.32 |
| Credential / Diploma Rate | Adults | 57 | 82 |
| | Dislocated Workers | 58 | 74 |
| | Older Youth | 49 | 83 |
| | Younger Youth | 62 | 78 |
| Skill Attainment Rate | Younger Youth | 77 | 96 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: | | | |
|---|---|---|---|
| Benton/Carroll/Chester/Decatur/Hardeman/Hardin/Haywood/Henderson/Henry/McNairy/Madison/Weakley LWIA | Total Participants Served | Adults | 914 |
| | | Dislocated Workers | 727 |
| | | Older Youth | 277 |
| | | Younger Youth | 259 |
| | Total Exiters | Adults | 358 |
| | | Dislocated Workers | 224 |
| | | Older Youth | 77 |
| | | Younger Youth | 259 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 82 |
| | Employers | 77 | 76 |
| Entered Employment Rate | Adults | 70 | 81 |
| | Dislocated Workers | 75 | 92 |
| | Older Youth | 68 | 79 |
| Retention Rate | Adults | 83 | 77 |
| | Dislocated Workers | 92 | 89 |
| | Older Youth | 82 | 70 |
| | Younger Youth | 58 | 53 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,380 | 3,402.11 |
| | Dislocated Workers | 93 | 115 |
| | Older Youth ($) | 3,035 | 3,012.29 |
| Credential / Diploma Rate | Adults | 57 | 65 |
| | Dislocated Workers | 58 | 89 |
| | Older Youth | 50 | 79 |
| | Younger Youth | 61 | 57 |
| Skill Attainment Rate | Younger Youth | 75 | 75 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: Cannon/Clay/DeKalb/Fentress/Jackson Workforce Investment Board | Total Participants Served | Adults | 457 |
|---|---|---|---|
| | | Dislocated Workers | 630 |
| | | Older Youth | 23 |
| | | Younger Youth | 230 |
| | Total Exiters | Adults | 140 |
| | | Dislocated Workers | 80 |
| | | Older Youth | 12 |
| | | Younger Youth | 153 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 84 |
| | Employers | 77 | 75 |
| Entered Employment Rate | Adults | 71 | 83 |
| | Dislocated Workers | 76 | 86 |
| | Older Youth | 68 | 70 |
| Retention Rate | Adults | 83 | 88 |
| | Dislocated Workers | 93 | 98 |
| | Older Youth | 83 | 100 |
| | Younger Youth | 57 | 54 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,370 | 4,112.02 |
| | Dislocated Workers | 92 | 143 |
| | Older Youth ($) | 3,025 | 10,966.87 |
| Credential / Diploma Rate | Adults | 59 | 88 |
| | Dislocated Workers | 59 | 80 |
| | Older Youth | 50 | 69 |
| | Younger Youth | 63 | 63 |
| Skill Attainment Rate | Younger Youth | 76 | 85 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: | | | |
|---|---|---|---|
| Claiborne/Cocke/Grainger/Green/Hamblen/Union/Jefferson/Hancock/Hawkins/Sevier LWIA #2 | Total Participants Served | Adults | 599 |
| | | Dislocated Workers | 466 |
| | | Older Youth | 121 |
| | | Younger Youth | 607 |
| | Total Exiters | Adults | 222 |
| | | Dislocated Workers | 187 |
| | | Older Youth | 64 |
| | | Younger Youth | 291 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 83 |
| | Employers | 77 | 79 |
| Entered Employment Rate | Adults | 70 | 85 |
| | Dislocated Workers | 75 | 91 |
| | Older Youth | 67 | 58 |
| Retention Rate | Adults | 84 | 89 |
| | Dislocated Workers | 92 | 94 |
| | Older Youth | 83 | 76 |
| | Younger Youth | 58 | 70 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,383 | 4,711.09 |
| | Dislocated Workers | 91 | 147 |
| | Older Youth ($) | 3,057 | 3,205.36 |
| Credential / Diploma Rate | Adults | 57 | 68 |
| | Dislocated Workers | 56 | 82 |
| | Older Youth | 49 | 54 |
| | Younger Youth | 64 | 57 |
| Skill Attainment Rate | Younger Youth | 76 | 95 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| | | | |
|---|---|---|---|
| **Local Area Name: Dyer/Gibson/Lake/Lauderdale/Obion/Tipton LWIA #12** | **Total Participants Served** | **Adults** | 808 |
| | | **Dislocated Workers** | 901 |
| | | **Older Youth** | 69 |
| | | **Younger Youth** | 267 |
| | **Total Exiters** | **Adults** | 315 |
| | | **Dislocated Workers** | 348 |
| | | **Older Youth** | 52 |
| | | **Younger Youth** | 253 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| **Customer Satisfaction** | **Program Participants** | 77 | 80 |
| | **Employers** | 77 | 79 |
| **Entered Employment Rate** | **Adults** | 67 | 89 |
| | **Dislocated Workers** | 73 | 91 |
| | **Older Youth** | 65 | 64 |
| **Retention Rate** | **Adults** | 82 | 86 |
| | **Dislocated Workers** | 89 | 96 |
| | **Older Youth** | 80 | 76 |
| | **Younger Youth** | 56 | 64 |
| **Earnings Change / Earnings Replacement in Six Months** | **Adults($)** | 3,225 | 3,541.85 |
| | **Dislocated Workers** | 89 | 129 |
| | **Older Youth ($)** | 3,025 | 3,683.37 |
| **Credential / Diploma Rate** | **Adults** | 56 | 84 |
| | **Dislocated Workers** | 57 | 73 |
| | **Older Youth** | 49 | 53 |
| | **Younger Youth** | 60 | 87 |
| **Skill Attainment Rate** | **Younger Youth** | 73 | 98 |
| **Description of Other State Indicators of Performance** | | | |
| | | | |
| | | | |

| | Not Met | Met | Exceeded |
|---|---|---|---|
| **Overall Status of Local Performance** | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: Knox County LWIA #3 | | | |
|---|---|---|---|
| | Total Participants Served | Adults | 290 |
| | | Dislocated Workers | 322 |
| | | Older Youth | 43 |
| | | Younger Youth | 189 |
| | Total Exiters | Adults | 108 |
| | | Dislocated Workers | 135 |
| | | Older Youth | 19 |
| | | Younger Youth | 115 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 85 |
| | Employers | 77 | 75 |
| Entered Employment Rate | Adults | 72 | 90 |
| | Dislocated Workers | 76 | 97 |
| | Older Youth | 68 | 80 |
| Retention Rate | Adults | 84 | 94 |
| | Dislocated Workers | 94 | 100 |
| | Older Youth | 84 | 79 |
| | Younger Youth | 58 | 73 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,500 | 6,126.93 |
| | Dislocated Workers | 93 | 127 |
| | Older Youth ($) | 3,025 | 2,006.73 |
| Credential / Diploma Rate | Adults | 60 | 86 |
| | Dislocated Workers | 60 | 87 |
| | Older Youth | 50 | 88 |
| | Younger Youth | 64 | 80 |
| Skill Attainment Rate | Younger Youth | 77 | 97 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: Middle TN Workforce Investment Board LWIA #9 | Total Participants Served | Adults | 1,354 |
|---|---|---|---|
| | | Dislocated Workers | 1,202 |
| | | Older Youth | 298 |
| | | Younger Youth | 1,141 |
| | Total Exiters | Adults | 695 |
| | | Dislocated Workers | 594 |
| | | Older Youth | 279 |
| | | Younger Youth | 51 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 76 |
| | Employers | 77 | 76 |
| Entered Employment Rate | Adults | 69 | 72 |
| | Dislocated Workers | 75 | 81 |
| | Older Youth | 68 | 90 |
| Retention Rate | Adults | 83 | 82 |
| | Dislocated Workers | 93 | 89 |
| | Older Youth | 82 | 88 |
| | Younger Youth | 58 | 69 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,350 | 2,355.38 |
| | Dislocated Workers | 92 | 89 |
| | Older Youth ($) | 3,057 | 2,582.03 |
| Credential / Diploma Rate | Adults | 58 | 76 |
| | Dislocated Workers | 58 | 80 |
| | Older Youth | 49 | 83 |
| | Younger Youth | 63 | 85 |
| Skill Attainment Rate | Younger Youth | 76 | 86 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: North Tennessee Workforce Investment Board | Total Participants Served | Adults | 1,112 |
|---|---|---|---|
| | | Dislocated Workers | 450 |
| | | Older Youth | 97 |
| | | Younger Youth | 612 |
| | Total Exiters | Adults | 251 |
| | | Dislocated Workers | 261 |
| | | Older Youth | 73 |
| | | Younger Youth | 459 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 84 |
| | Employers | 77 | 78 |
| Entered Employment Rate | Adults | 71 | 95 |
| | Dislocated Workers | 76 | 92 |
| | Older Youth | 68 | 75 |
| Retention Rate | Adults | 84 | 90 |
| | Dislocated Workers | 94 | 93 |
| | Older Youth | 82 | 93 |
| | Younger Youth | 57 | 69 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,400 | 8,319.06 |
| | Dislocated Workers | 92 | 103 |
| | Older Youth ($) | 3,057 | 3,168.39 |
| Credential / Diploma Rate | Adults | 58 | 85 |
| | Dislocated Workers | 59 | 83 |
| | Older Youth | 49 | 51 |
| | Younger Youth | 64 | 77 |
| Skill Attainment Rate | Younger Youth | 77 | 90 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: | | | |
|---|---|---|---|
| Northeast Tennessee Workforce Investment Board | Total Participants Served | Adults | 502 |
| | | Dislocated Workers | 558 |
| | | Older Youth | 125 |
| | | Younger Youth | 508 |
| | Total Exiters | Adults | 162 |
| | | Dislocated Workers | 217 |
| | | Older Youth | 45 |
| | | Younger Youth | 260 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 84 |
| | Employers | 77 | 77 |
| Entered Employment Rate | Adults | 72 | 85 |
| | Dislocated Workers | 77 | 90 |
| | Older Youth | 67 | 80 |
| Retention Rate | Adults | 84 | 94 |
| | Dislocated Workers | 94 | 96 |
| | Older Youth | 83 | 100 |
| | Younger Youth | 58 | 75 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,460 | 6,317.27 |
| | Dislocated Workers | 91 | 104 |
| | Older Youth ($) | 3,057 | 5,019.22 |
| Credential / Diploma Rate | Adults | 63 | 74 |
| | Dislocated Workers | 63 | 83 |
| | Older Youth | 50 | 80 |
| | Younger Youth | 65 | 67 |
| Skill Attainment Rate | Younger Youth | 76 | 80 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| | | | |
|---|---|---|---|
| **Local Area Name:** South Central Tennessee Workforce Board | Total Participants Served | Adults | 1,546 |
| | | Dislocated Workers | 1,251 |
| | | Older Youth | 85 |
| | | Younger Youth | 401 |
| | Total Exiters | Adults | 725 |
| | | Dislocated Workers | 350 |
| | | Older Youth | 59 |
| | | Younger Youth | 175 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 85 |
| | Employers | 77 | 77 |
| Entered Employment Rate | Adults | 74 | 85 |
| | Dislocated Workers | 77 | 94 |
| | Older Youth | 68 | 72 |
| Retention Rate | Adults | 84 | 88 |
| | Dislocated Workers | 93 | 95 |
| | Older Youth | 83 | 83 |
| | Younger Youth | 59 | 62 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,375 | 3,226.56 |
| | Dislocated Workers | 92 | 115 |
| | Older Youth ($) | 3,057 | 3,811.82 |
| Credential / Diploma Rate | Adults | 59 | 68 |
| | Dislocated Workers | 58 | 68 |
| | Older Youth | 50 | 64 |
| | Younger Youth | 63 | 70 |
| Skill Attainment Rate | Younger Youth | 77 | 86 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| | | | |
|---|---|---|---|
| **Local Area Name:** Southeast Tennessee Workforce Development Board LWIA #5 | Total Participants Served | Adults | 726 |
| | | Dislocated Workers | 707 |
| | | Older Youth | 71 |
| | | Younger Youth | 328 |
| | Total Exiters | Adults | 526 |
| | | Dislocated Workers | 384 |
| | | Older Youth | 31 |
| | | Younger Youth | 247 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 82 |
| | Employers | 77 | 75 |
| Entered Employment Rate | Adults | 72 | 88 |
| | Dislocated Workers | 77 | 90 |
| | Older Youth | 68 | 64 |
| Retention Rate | Adults | 84 | 89 |
| | Dislocated Workers | 94 | 91 |
| | Older Youth | 82 | 75 |
| | Younger Youth | 59 | 62 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,375 | 4,410.57 |
| | Dislocated Workers | 94 | 147 |
| | Older Youth ($) | 3,000 | 2,543.18 |
| Credential / Diploma Rate | Adults | 59 | 75 |
| | Dislocated Workers | 61 | 73 |
| | Older Youth | 50 | 40 |
| | Younger Youth | 64 | 41 |
| Skill Attainment Rate | Younger Youth | 75 | 92 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |

# WIA Annual Report Data

**State Name:** TN **Progam Year:** 2003

**Table O: Summary of Participants**

| Local Area Name: Workforce Investment Network Shelby-Fayette Counties & City of Memphis | Total Participants Served | Adults | 2,994 |
|---|---|---|---|
| | | Dislocated Workers | 601 |
| | | Older Youth | 221 |
| | | Younger Youth | 1,074 |
| | Total Exiters | Adults | 390 |
| | | Dislocated Workers | 50 |
| | | Older Youth | 160 |
| | | Younger Youth | 454 |

| | | Negotiated Performance Level | Actual Performance Level |
|---|---|---|---|
| Customer Satisfaction | Program Participants | 77 | 81 |
| | Employers | 77 | 77 |
| Entered Employment Rate | Adults | 71 | 83 |
| | Dislocated Workers | 73 | 88 |
| | Older Youth | 68 | 57 |
| Retention Rate | Adults | 84 | 83 |
| | Dislocated Workers | 92 | 91 |
| | Older Youth | 82 | 80 |
| | Younger Youth | 58 | 54 |
| Earnings Change / Earnings Replacement in Six Months | Adults($) | 3,400 | 2,400.68 |
| | Dislocated Workers | 92 | 106 |
| | Older Youth ($) | 3,057 | 3,192.75 |
| Credential / Diploma Rate | Adults | 59 | 76 |
| | Dislocated Workers | 58 | 80 |
| | Older Youth | 49 | 40 |
| | Younger Youth | 61 | 23 |
| Skill Attainment Rate | Younger Youth | 73 | 61 |
| Description of Other State Indicators of Performance | | | |
| | | | |
| | | | |

| Overall Status of Local Performance | Not Met | Met | Exceeded |
|---|---|---|---|
| | | x | |