



EMPLOYMENT & EDUCATION
WORKFORCE COUNCIL
State Fiscal Year 2017/2018
Annual Report



EMPLOYMENT & EDUCATION WORKFORCE COUNCIL

State Fiscal Year 2017/2018 Annual Report

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2 Million

Number of all generation customers from children to the elderly served in Tennessee through TDHS Programs.



“We are excited to collaborate with other state agencies, local communities and employers to build a bridge connecting our customers directly with employment opportunities. Education and employment are critical for individuals to build a sturdy foundation for stronger communities”.

- TDHS Commissioner Danielle W. Barnes

Engaging Strategic Partners in the Department's Foundational Principles of Service Delivery

In SFY 2017/18, TDHS incorporated four foundational principles of service delivery: Affective communication, building a culture of trust, effective and efficient business processes, and talent focus. All serve to engage with the Workforce Innovation Opportunity Act (WIOA) core programs the Department administers including, Community Services Block Grant (CSBG), Families First, Temporary Assistance for Needy Families (TANF), SNAP Employment & Training (E&T), and Vocational Rehabilitation (VR). TDHS also administers employment and education programs within the Child Care and Child Support programs to assist our parent customers in eliminating barriers to furthering their education and/or obtaining sustainable employment.

In conducting outreach across Tennessee, the Department recognized an opportunity to focus on addressing individual and family needs by integrating services through proactively participating in the WIOA State Plan training/partnership gatherings, and workforce realignment efforts. This resulted in collaborations with the Local Workforce Development Boards (LWDBs) and associated American Job Centers (AJCs).



Work Requirements Reinstated in 70 Counties

The Department of Human Services is committed to strengthening communities, through our direct services and connecting the DHS customer base with the education, employment, and post-secondary opportunities they need to thrive now and into the future.

In September of 2017, TDHS announced plans to reinstate the federal work requirement in 70 counties for able-bodied adults without dependents (ABAWDs) participating in the Supplemental Nutrition Assistance Program (SNAP) effective February 1, 2018. This change was announced after the Department conducted its annual review of all 95 counties, evaluating criteria such as unemployment rates, labor surplus status, poverty rates and per capita income. As a result of the review, the work requirement waiver remains in 16 counties designated as distressed and have a labor surplus. The work requirement is currently in place in nine counties, seven of which surround Davidson County where the economy showed faster improvement. To satisfy the ABAWD work requirement, customers between the ages of 18 through 49 must fulfill one of the following: Work at least 20 hours per week or participate in qualifying education/training activities, or in an approved volunteer/workfare program at least 20 hours per week.

To help ABAWD customers meet this requirement in SFY 2017/18 and beyond, the TDHS partnered with the Department of Labor and Workforce Development (DLWD), and the Department of Economic and Community Development (ECD) to provide employment, post-secondary education, vocational or job readiness training, and volunteer resources to affected program participants across Tennessee. Through these and other relevant State-agency partnerships, TDHS staff was able to travel to counties with higher ABAWD populations and conduct outreach through coordinated Employment & Education Resource Fairs in which necessary tools for customers to carve out a pathway to sustainable employment were distributed. The Department collaborates with State Agencies across the enterprise by working across agency and programmatic boundaries to conveniently provide mutual customers with the best combination of services, network with joint community partners, and engage with area employers.

TDHS State Agency Employment & Education Partnerships



Together, sector strategies have been implemented to effectively promote, develop, and expand employment and education opportunities. Maintaining a customer-centered approach to service delivery is critical.

Resource fair outreach has allowed us to collectively impact the Tennessee Workforce System and improve the lives of more than 76,000 Tennesseans.

TDHS Workforce Council



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In SFY 2017/18 the **Programs and Services, Office of Employment & Education** re-purposed the TDHS Workforce Council to incorporate the four foundational principles of service delivery. Currently the council functions as the hub of information and resources for internal/external customers regarding employment, education opportunities through Drive to 55, volunteer, vocational or job readiness training, and apprenticeship prospects leading to sustainable employment for TDHS customers. The TDHS Workforce Council is comprised of program staff across Tennessee who were recommended by the Executive Leadership Team to regularly collaborate with state enterprise-wide WIOA partners. Programs represented on the council participate in TDHS Employment & Education Resource Fairs to educate customers and the general public about employment and education opportunities and collaborates with WIOA core partners, and AJCs, to conveniently provide a variety of handouts, resources, customer case assistance, and answer questions from the public regarding respective TDHS programs.

About TDHS Employment & Education Services

CHILD CARE ASSISTANCE PROGRAMS

The TDHS Child Care Certificate Program provides child care support to families who are working, in post-secondary education programs, teen parents who are enrolled in high school, or those who are participating in the Families First TANF program. Child care payment assistance not only allows parents and guardians a sense of security while they work or pursue educational goals, it also promotes children's learning and development in early learning environments. TDHS provides financial assistance with child care costs for families meeting income guidelines and eligibility criteria through several child care payment assistance programs including: Smart Steps, At-Risk Child Only, TANF, Transitional Child Care and Teen Parent Assistance for Child Care.



THE CHILD SUPPORT PROGRAM

The Child Support Division has a number of services to help customers gain the skills, training and/or education needed to reach their employment goals. These services are dedicated to working with customers who are facing enforcement measures such as license revocation, asset seizures or contempt hearings (which may result in a jail sentence).

- During SFY2017/18, the Child Support Parent Employment Demonstration (CSPED) program enrolled 189 new clients from the caseload into their program located in Nashville, Memphis and Chattanooga. This program includes a partnership with the DLWD to ensure each customer receives individual case management assistance to match their skills to employment, or their abilities to training.

- Project Return serves individuals with child support cases who are returning from incarceration.
 - Project Return served 258 individuals throughout SFY 2017/18.
 - 100% of these customers completed job readiness training curriculum and received parenting skills training; 80% of the program participants have reported employment after completing job readiness and parenting courses.
- The Tennessee Child Support Employment and Parent Program (TCSEPP) served 185 individuals throughout SFY 2017/2018, helping with job readiness and soft skills development.
- The Tennessee Partnership for Ongoing Parental Support (TPOPS) assisted with informing and educating 207 individuals regarding employment and education opportunities prior to release.



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

SNAP helps ensure eligible low-income families and individuals receive benefits to supplement a household's monthly food budget, maintain good health, and allow them to direct more of their available income toward essential living expenses.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

Families First, the state's TANF program is a workforce development and employment program emphasizing work, training, and personal responsibility. It is temporary and has a primary focus on gaining self-sufficiency through employment. The Families First program helps participants reach this goal by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other support services.

VOCATIONAL REHABILITATION (VR)

VR provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes for customers that are consistent with their individual strengths, resources, abilities, capabilities and informed choice.

- Services for the Blind and Visually Impaired is for individuals who are blind or have vision loss. Rehabilitation teachers and assistants enable clients to live more independently in their homes and communities.

The unit operates the Tennessee Business Enterprises Program (TBE), which provides entrepreneurial opportunities for legally blind individuals to operate food service facilities in state and federal government buildings.

- The Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing (TCDDBBH) has the responsibility of ensuring that state and local public programs and services are accessible to deaf, hard of hearing, late deafened, and Deaf-Blind citizens. TCDDBBH coordinates communication, information, public awareness, and advocacy services through six regional community service centers.
- The Tennessee Rehabilitation Center (TRC) in Smyrna provides vocational evaluation, pre-vocational and vocational training, training for vision impairment and traumatic brain injury, physical rehabilitation and employment readiness services. Support services are also offered to include Autism Spectrum Disorder (ASD) services, deaf, hard of hearing, and deaf/blind, speech, and psychological services.

- Community TRCs provide employment related services to applicants and eligible customers of the VR program. Vocational evaluation, employee development and employment services are designed to assist individuals with disabilities to reach gainful employment.
- Vocational training programs at the TRC are designed to provide students with practical skills training required for employment in their chosen occupation. Students receive classroom instruction as well as hands on training in the following vocations: Auto detailing/maintenance, business education, food service, garden/nursery, manufacturing/logistics, power equipment, and retail.
- Most recently, VR partnered with Walgreens to provide an opportunity for customers to enroll in a Walgreens REDI program with a curriculum that includes individualized and group instruction as well as hands-on experience in a retail simulated environment.
- Another recent partnership has been made with Marriott who offers employment services to VR customers with disabilities.



COMMUNITY SERVICE BLOCK GRANT (CSBG)

Community-based contracts with local governments and non-profit organizations that provide a wide range of services designed to assist low income individuals who may be impacted by homelessness, achieve self-sufficiency. CSBG funds can be used to improve the causes and conditions of poverty for individuals and the communities in which they live. Agencies conduct community needs assessments, develop strategic and community action plans, and partner with local resources to provide services and strategies based on identified local needs.

PUBLIC INFORMATION AND LEGISLATIVE OFFICE (PILO)

PILO acts as the Public Information and Legislative Workforce Council Liaison.

QUALITY IMPROVEMENT AND STRATEGIC SOLUTIONS (QISS)

QISS plays an integral part in compiling and disseminating needed information for the Workforce Council and acts as the conduit for providing analytics to executive leadership.



APPRENTICESHIP

In collaboration with the Tennessee DLWD and ECD, the TDHS Office of Employment and Education participated on the Tennessee Apprenticeship Board during SFY 2017/2018; the Apprenticeship USA Accelerator Grant is being utilized to accomplish the implementation of a statewide apprenticeship strategy. The board, comprised of State Agency representatives enterprise-wide, solidified partnerships with Middle Tennessee State University (MTSU), Roane State Community College, and the University of Memphis (U of M) through a listening tour conducted in March 2018. Each educational partner focused on a sector relevant to the geographic location of their school; the work being done by each institution is outlined as follows.

MTSU: To address the growing skills gap for technology related occupations in Tennessee, MTSU is developing strategic pathways for secondary students to access post-secondary and apprenticeship programs in technology related fields.

ROANE STATE COMMUNITY COLLEGE: After extensive research, Roane State discovered an overwhelming interest in creating/implementing apprenticeship programs in companies located in the Community College's service area. Few companies are currently operating standardized and federally approved programs simply because they are not aware of how to set up a program or where to start. As such, Roane State is creating a simple, visual process to identify "how to" develop an apprenticeship program, available funding streams to support the development/sustainability, and coordinated efforts to leverage resources and expertise across the state and federal departments. Roane State Community College has 9 campuses in the following Tennessee counties: Anderson, Roane, Campbell, Cumberland, Fentress, Knox, Loudon, Morgan, and Scott.



UNIVERSITY OF MEMPHIS: The Southeast Transportation Workforce Center at U of M is conducting research regarding strategies for accelerating apprenticeship adoption in the Transportation, Distribution, and Logistics (TDL) sector. The University is documenting key accelerators, best practices, strategic partnerships, and communication approaches for increasing apprenticeship programs in Tennessee, with emphasis on attracting nontraditional populations. The University of Memphis is located in Shelby County.

GOODWILL CAREER SOLUTIONS: In collaboration with the TDHS and DLWD SNAP E&T teams, and Tennessee College of Applied Technology (TCAT) Nashville, a partnership with Goodwill has been established to provide customers with opportunities to obtain the necessary knowledge and experience needed to flourish through free College Preparation courses and career trainings/apprenticeships.



APPRENTICESHIP OPPORTUNITIES: The apprenticeship opportunities developed in SFY 2017/2018 are forecasted to serve 36,196 TDHS customers as viable Employment & Education opportunities across the state.

DRIVE TO 55

To aid in accomplishing the governor's goal of increasing the number of Tennesseans with a post-secondary degree or certificate to 55% by 2025, the Department collaborated as follows to engage our customers in Tennessee Promise (the portion of Drive to 55 that provides two years of tuition free attendance at a community or technical college for high school seniors) and Tennessee Reconnect (the portion of the Drive to 55 initiative focused on helping more adults complete a post-secondary degree or credential).



The TDHS Family Assistance Employment & Education Team conducted TN Promise outreach in SFY 2017/2018. Due to these efforts, more than 11,000 high school seniors committed to Tennessee Promise enrollment. TDHS collaborated with the THEC to engage over 600 TDHS Family Assistance (FA), Rehabilitation Services, and Child Care Certificate staff across the state to serve as Tennessee Reconnect Ambassadors.

Tennessee Reconnect Ambassadors attend various TDHS Resource Fairs and work with area customers across the state to identify "Reconnectors" (adults who could benefit from going back to school) and talking to them about the increased supports and opportunities available for adults returning to higher education through programs that work with institutions, communities, and employers. Since the inception of the TDHS TN Reconnect Ambassador Trainings in SFY 2017-2018, THEC reports that 31,000 college applications have been received. Of those applications, 56% indicated that they have children, and 80% indicated a preference to work while enrolled in college.

Following the weekly SFY 2017/18 Resource Fairs, the Department's Employment and Education Reconnect Ambassador followed-up with customers met at these events, referred through TDHS Customer Service, or the SNAP E&T program to assist reconnectors in avoiding barriers to furthering their education and recommending identified community Reconnect Navigators with the knowledge to help adult learners navigate the entire process of going back to school. In total, 75 customers received follow-up calls regarding their interest in returning to school.



TDHS Employment & Education Program Community Partners

Child Care Smart Steps (TN Statewide): Smart Steps began in 2016 as a part of the Department's dedication to creating intergenerational cycles of success. Access to quality child care is a significant barrier to many families seeking to create a better way of life. This program provides support for the whole family by offering financial child care assistance to parents who are working or pursuing post-secondary educational goals, while also promoting learning and development for children in a quality child care setting. This program is underway and ongoing.

Project Return (Nashville, TN): Project Return is a community agency dedicated to assisting re-entering citizens with resources and services needed to gain employment and build full and free lives after incarceration. In SFY 2017/18, Project Return served 100 returning citizens with active child support cases by engaging parents, establishing paternity and support obligations, enforcing those obligations, education and employment services, peer supports, and assisting with the establishment of parenting plans, providing parenting education services, and re-establishing vital relationships with their children.



Child Support TCSEPP: TCSEPP operates in 5 counties in East TN, and is another program dedicated to helping those in the Child Support caseload who need assistance in finding employment and overcoming other barriers to obtaining gainful employment.

Child Support TPOPS: A program at the Morgan County Correctional Facility in East TN. This program, in partnership with the University of Tennessee Knoxville, educates inmates who are about to be released on matters dealing with parenting, child support and employment readiness.

Child Support 20th & 30th Judicial Districts: The 20th (Nashville) & 30th (Memphis) JDs run parental assistance programs in which a caseworker is assigned to help customers overcome personal barriers to finding employment.

CSBG Community Action Agencies

- Anderson County Community Action Commission
- Blount County Community Action Agency
- Bradley-Cleveland Community Services Agency
- Chattanooga Department of Youth and Family Development
- Clarksville-Montgomery County Community Action Agency
- Delta Human Resource Agency
- Douglas-Cherokee Economic Authority
- Highland Rim Economic Corporation
- Knoxville-Knox County Community Action Committee
- Metropolitan Action Commission
- Mid-Cumberland Community Action Agency
- Mid-East Community Action Agency
- Mountain Valley Economic Opportunity Authority
- Northwest Tennessee Economic Development Council
- Shelby County Community Services Agency
- South Central Human Resource Agency
- Southeast Tennessee Human Resource Agency
- Southwest Human Resource Agency
- Upper Cumberland Human Resource Agency
- Upper East Tennessee Human Development Agency

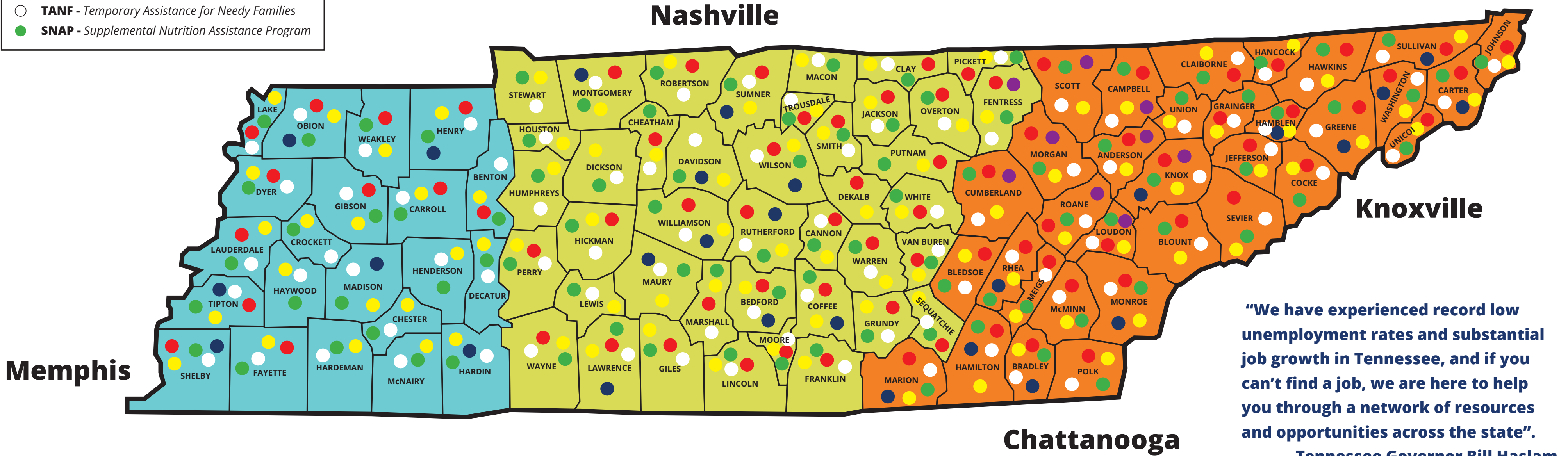
VR Employment and Community First CHOICES: To support the employment goals of the Employment and Community First CHOICES program, TennCare and VR partnered to provide high quality employment services that lead to competitive integrated employment in a non-duplicative manner. VR Counselors and three Managed Care Organizations (MCOs) contracted with TennCare to administer the program.

Entering the second year of this interagency agreement, the partners set out to update the training and materials based on lessons learned from the first year. Joint training on the updated materials was conducted in six locations across the state in early 2018. More than 250 MCOs support coordinators and VR counselors across the state participated in the training. In addition, both agencies participate in an implementation workgroup to ensure the program is successfully implemented, with regional staff members playing an important role in the discussions to help identify potential challenges and brainstorm opportunities for improvement.



TDHS Employment & Education Resource Delivery in SFY 2017/18.

- **Child Care**
- **Child Support**
- **CSBG - Community Services Block Grant**
- **VR - Vocational Rehabilitation**
- TANF - Temporary Assistance for Needy Families**
- **SNAP - Supplemental Nutrition Assistance Program**



“We have experienced record low unemployment rates and substantial job growth in Tennessee, and if you can’t find a job, we are here to help you through a network of resources and opportunities across the state”.
- Tennessee Governor Bill Haslam

TDHS Employment & Education Program Community Partners *(continued)*

VR TRC Smyrna Manufacturing Program

The TRC in Smyrna, regularly confers with a variety of industrial sectors, community boards, and organizations to identify the skills and competencies needed for an educated, well-trained workforce that possess updated skills reflecting modern practices. Given Tennessee's place at the heart of the southern automotive corridor, manufacturing is a critical sector throughout the state. To address this demand, TRC Smyrna is expanding its existing manufacturing training program to offer the ACT WorkKeys, OSHA 10 safety instruction, and the Manufacturing Skills Standards Council Certified Production Technician (MSSC/CPT) program through an innovative partnership and collaboration with DLWD, TCAT, and the Rutherford County Chamber of Commerce Manufacturing Council.

Through this partnership, an industry-driven and proven curriculum will be designed and delivered that produces highly qualified, skilled, adaptive workers who will obtain recognized certifications and preferred credentials of Tennessee employers.

DOL Partnership will provide the ACT WorkKeys. ACT WorkKeys consists of three elements: job skills assessments, job analysis, and skill training with twelve workplace skill assessments. This program is used by many employers to assess workplace skills that can affect job performance.



TCAT Partnership will allow a TRC instructor to become a certified and authorized Current Procedural Terminology instructor. TCAT will provide an instructor to proctor TRC student exams and will establish TRC as an authorized satellite testing location.

Rutherford County Chamber of Commerce Manufacturing Council will provide direct communication with employers that are interested in hiring individuals who obtain the MSSC/CPT certification.

In addition to learning soft skills and lean manufacturing processes, students who successfully complete the expanded TRC manufacturing program may earn up to six (6) industry certifications in three different training areas:

- ACT National Career Readiness Certificate – an assessment-based credential powered by ACT WorkKeys that measures and certifies the essential work skills needed for success in jobs across industries and occupations.
- OSHA 10 Hour General Safety Course Certificate – OSHA10 training course teaches recognition, avoidance, abatement and prevention of safety and health hazards in workplaces.
- MSSC/CPT Certificates in four (4) manufacturing skills components. CPT is a nationally portable, industry-recognized certification that focuses on core-competency standards identified by industry subject matter experts. It prepares students for high-performance, technologically-advanced production jobs. It will offer training courses which combine interactive, online training with instructor-led material to help individuals learn the basic skills and knowledge required for manufacturing jobs. It is also the only certification for production workers that is American National Standards Industry (ANSI) accredited under International Organization for Standardization (ISO) Standard 17024. The program provides training modules in four critical work functions:

1. Safety (includes intro to manufacturing and work-readiness skills)
2. Quality Practices & Measurement
3. Manufacturing Processes & Production
4. Maintenance Awareness

Through this unique partnership, Tennessee will produce a more qualified workforce to meet the increasing demands of manufacturing employers in warehousing, storage and distribution.

Individual Placement and Support Program

Another successful collaboration between state agencies is through the partnership between the DMHSAS and VR for the Individual Placement and Support (IPS) Program. This model of supported employment has been very successful in helping persons with behavioral health disorders including mental illness, substance abuse, and co-occurring disorders obtain competitive integrated employment. Since its inception, the program has grown to 12 IPS supported employment sites across the state. An interagency agreement between DMHSAS and VR was established in September 2017 to strengthen the collaboration between the two agencies targeted at developing, expanding, and improving opportunities for competitive integrated employment for Tennesseans living with disabilities.

As of June 30, 2018, IPS Supported Employment has served 632 adults with an additional 37 transition-aged youth being served in SFY2017/18. Twenty-five percent of those served were placed in competitive integrated employment for more than 90 days.

Business Services Unit

During SFY 2017/18, the VR program's Business Services Unit (BSU) participated in intensive technical assistance provided by the Job-Driven Vocational Rehabilitation Technical Assistance Center (JDVRTAC). The goal of the JDVRTAC is to improve the capacity of state VR agencies and associated rehabilitation professionals to work with employers and training providers as they develop partnerships that lead to increased opportunities for individuals with disabilities to engage in competitive employment. In Tennessee, key objectives included building agency capacity in working with the business community and strengthening training for staff focused on building and maintaining employer relations.

Through this investment of training and technical assistance provided by the JDVRTAC, the VR program and its BSU is poised to further its engagement and support of Tennessee employers creating competitive integrated employment opportunities for people with disabilities across the state.



Project SEARCH

Project SEARCH is a one-year internship program for students with disabilities in their last year of high school or for young adults working with a disability provider. It is targeted for interns whose goal is competitive, integrated employment within their communities. Interns get hands on training, learn work skills, and have real-world opportunities to strengthen their independent living skills. TDHS has helped implement the program in partnership with organizations across the state by providing Workplace Readiness Specialists, training, and technical assistance from the national Project SEARCH organization.

There are currently 12 active Project SEARCH programs around the state:

- Maryville College - partnership with Blount County Schools
- Downtown Sheraton Hotel - partnership with Shelby County Schools
- Le Bonheur Children's Hospital - partnership with Shelby County Schools
- West Tennessee Healthcare - partnership with Jackson-Madison Schools
- Vanderbilt Children's Hospital - partnership with Progress, Inc., a DIDD and ECF CHOICES provider
- Embassy Suites - partnership with Metro Nashville Public Schools
- Amerigroup - partnership with Progress, Inc.
- Montgomery County Government - partnership with Clarksville-Montgomery County Schools
- Embassy Suites - partnership with Rutherford County Schools
- East Tennessee Children's Hospital - partnership with Cerebral Palsy Center
- University of Tennessee Medical Center - partnership with Breakthrough Corp., a DIDD and ECF CHOICES provider
- Blue Cross Blue Shield - partnership with Hamilton County Schools
- Project SEARCH programs continue to be highly successful in placing interns in employment, with the Blount County program maintaining a 100 percent employment rate for graduating interns.

Mid-South Food Bank: Mid-South Food Bank's SNAP outreach activities provide opportunities to share the nutritional benefits of the program with agency customers, answer questions, and educate about SNAP. This partnership provides prescreening, one-on-one application assistance and printed information for customers to take home, resulting in greater SNAP participation in West Tennessee. Mid-South's primary target audience are those who have received food assistance in Shelby, Lauderdale, and Haywood counties, in West Tennessee from one of their partner agencies, primarily food pantries and soup kitchens, but also senior programs and Mobile Pantry food distributions.

West Tennessee Legal Services (WTLS): This partnership focuses on providing SNAP resources and information to underserved, vulnerable populations and pre-screening potentially eligible SNAP customers and following-up individually with them through a personalized letter of referral to THDS to apply for SNAP. These populations are:

- The Working Poor/Underemployed
- Low-Income Older Adults
- Unemployed
- Other Underserved Groups: disabled individuals; single-parent households; racial and ethnic minorities; homeless; and those with chronic health conditions, including mental illnesses.

WTLS also focuses on addressing the growing food and housing insecurities of the state's aging population with support from the Tennessee Commission on Aging and Disability as well as child populations through a partnership with the Department of Health focused on educating our customers on Adverse Childhood Experiences.

Second Harvest Food Bank of Northeast Tennessee - Summer EBT:

The Summer EBT for Kids Food Program provides selected families with eligible school-age children \$30 per eligible child monthly, during the summer months, to spend on food for children. The United States Department of Agriculture (USDA) sponsors this program in partnership with the TDHS, the DOE, and Second Harvest Food Bank of Northeast Tennessee to ensure our children enjoy a healthy start to the school year. As a TDHS community partner in the Summer EBT demonstration project, Second Harvest of Northeast Tennessee, also participated in the development of communication/training materials and conducted outreach at local community schools to provide education and encourage participation in the demonstration project.



Second Harvest Food Bank of Northeast Tennessee

a member of
FEEDING AMERICA

Ed Tennessee State University (TSU): TSU provides nutrition education under the Tennessee SNAP Education program. The SNAP-Ed program's goal is to improve the likelihood that persons eligible for SNAP will make healthy food choices within a limited budget and choose physically active lifestyles consistent with the current 2015-2020 Dietary Guidelines for Americans and the USDA food guidance. It is the mission of our TSU SNAP-Ed partners to impact individuals who participate or are eligible for SNAP benefits through health awareness, food education, and workshops in order to demonstrate ways in which healthier food options can be chosen and prepared.

RUTHERFORD COUNTY
UT EXTENSION
INSTITUTE OF AGRICULTURE
THE UNIVERSITY OF TENNESSEE

University of Tennessee (UT) Extension: UT Extension provides SNAP E&T customers with job readiness skills. The goal of the program is to help people reach their employment potential and become self-sufficient.





East Tennessee State University (ETSU), Nurse Family Partnership

(NFP): The relationship between mother and nurse provides the foundation for strong families, and lives are forever changed – for the better. This program offers supports, resources, and in-home services to first-time expectant mothers who are no more than twenty-eight (28) weeks pregnant and reside in one of the Northeastern Tennessee Counties (Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington). Founded over three decades ago, the NFP's evidence/outcome-based maternal health program introduces eligible first-time mothers to caring maternal and child health nurses. This program allows nurses to deliver the support first-time moms need to have a healthy pregnancy, become knowledgeable and responsible parents, and provide their babies with the best possible start in life.

Agape Child & Family Services, Inc. (Memphis, TN): This program provides services for low income families living in the three (3) multi-family apartment communities in Memphis through the Agape-led place-based initiative, Powerlines Community Network (PCN). PCN is a place-based, collective impact community transformation initiative, focused on serving at-risk neighborhoods by connecting residents with wraparound services, community relationships, services, and resources within or near their community to put families on a path towards upward economic mobility. Agape serves over 5,000 adult and children by measurably improving: Family stabilization; child health, development and education; economic stability/self-sufficiency; and social capital.



Tennessee Alliance for Legal Services/ Memphis Area Legal Services, Inc. (Memphis, TN): TDHS is engaged in a partnership with the Tennessee Alliance for Legal Services (TALS), where 75 families in the city of Memphis will receive legal wellness assessments and services through the TDHS/TALS Cycles of Success program. The program offers legal assistance and counseling, family advocacy, case management, and referral services to low income families through a two-generation approach in Shelby County/Memphis TN. Given the intentional focus to synthesize efforts and to build momentum, many of these families are also being served through Agape community partners and receive other TDHS supportive services.

Additionally, TALS was instrumental in assisting ABAWD customers attending the TDHS sponsored Employment & Education Resource Fairs in East Tennessee by recommending area Legal Aid representatives to attend the events and answer questions regarding the reinstatement of the work requirements in the SNAP Program. The attorneys were well versed in SNAP rules/regulations and were able to answer customer questions in an understandable manner.



United Way of Metropolitan Nashville (UWMN) (Nashville, TN): The Family Empowerment program engages families living at or below poverty within the Metropolitan Nashville area utilizing an intensive case management service model to engage, assess, and assist families using the Two Generation Approach to put families on a path towards economic stability. The pilot works with families through the early childhood education program (families that are employed and/or enrolled in an educational program and are recipients of the free or reduced lunch meals program) or families through the community-based family resource center (families with dependents eighteen (18) years of age or younger that reside within the designated Metropolitan Nashville zip code areas (37208 or 37228) or are homeless). Depending on the avenue of engagement, the program provides families services such as financial literacy, career coaching, community and social engagement activities, coordination of services and supports for the family within their community, and empowers parents to be actively engaged and involved in their child's education and development.



Women's Foundation for a Greater Memphis (WFGM) (Memphis, TN): WFGM, through their Vision 2020 Strategic plan, is working to reduce poverty by 5% in the 38126 zip code of Memphis, TN. Vision 2020's Strategic Goals are to support families in securing resources to meet their basic needs, to equip residents with marketable job skills to gain living wage employment, prepare all children ages 0-5 to enter and learn in Kindergarten, and develop positive outcomes in youth that include competence, confidence, connection, and character, to help families gain financial literacy in order to improve economic outcomes.



Big Brothers and Big Sisters (BBBS): Provision of one-to-one mentoring services for Families First youth ages 9-16 through community-based mentoring or site-based mentoring in Davidson and Rutherford counties. Big Brothers Big Sisters focuses on providing youth with the tools to break the cycle of poverty. Through mentoring, youth develop esteem, personal responsibility, and vital life skills. Participating youth also achieve socio-emotional competence, avoidance of risky behaviors, and educational success.



Big Brothers Big Sisters of Middle Tennessee

mentoringmatters.



TDHS Employment & Education Resource Fair Events

In SFY 2017/2018, the Department conducted 40 Employment & Education Resource Fairs across Tennessee.

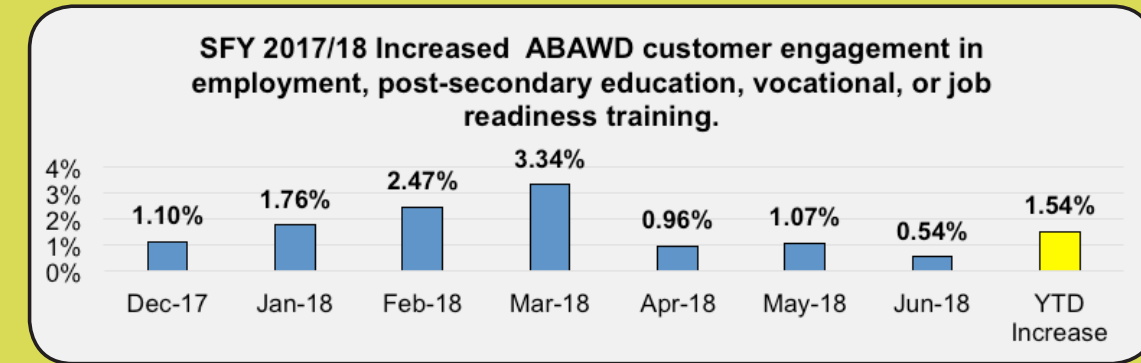


TDHS Employment & Education Outcomes

The internal TDHS State-agency collaborations have contributed greatly to the 1.54% increase of ABAWD customers participating in employment, post-secondary education, and vocational or job readiness training.

Additionally, these collaborations aided in rendering an increased percentage of SNAP (ABAWD & Non-ABAWD customer) engagement in approved volunteer/workfare activities by 3.87% enabling a total of 2,945 SNAP customers across Tennessee to build their social capital through volunteer opportunities.

The networking relationships built through WIOA and ABAWD outreach efforts significantly contributed to the increased percentage of TANF, CSPED, VR, and the Smart Steps program customers, who are significantly participating in employment, post-secondary education, vocational or job readiness activities.



3.87%

SFY 2017/18 SNAP Customer Participation in Volunteer Activities

4%

SFY 2017/18 total percentage increase of TANF customer engagement in employment, post-secondary education, vocational, or job readiness training

136.82%

SFY 2017/18 total percentage increase of CSPED, VR, and Smart Steps customer engagement in employment, post-secondary education, vocational, or job readiness training

TDHS Customer Success Stories

Child Care – Smart Steps

“My husband and I have two children under the age of 5 in daycare with a third on the way. Smart Steps has allowed us to work. Without this assistance, I would not be able to work which is not an option in supporting our family. Either my husband or I would have to work multiple jobs to keep the family going. With Smart Steps, our child care costs are cut in half which will enable us to focus on purchasing a home and continue working to support our family”.

Child Support

A mother of 6 involved in our Child Support program had to overcome many challenges in life. Growing up, she spent time in the Foster Care system. After becoming a mother, her life changed but not always for the better. She was incarcerated in 2016 and spent over a year in the state prison system before being released on probation. She chose to come back into her local community and has since improved her life with the help of TDHS and its partners.

Upon release from prison, this customer was unsure of the next steps to take or where to turn for help. Her journey led her to Project Return Inc., a Nashville based nonprofit and TDHS partner that helps ex-offenders get back on their feet. Project Return provides services that help customers overcome their challenges and understands that self-sufficiency is the key factor following incarceration. Project Return staff assisted the customer with soft skills training, employment search resources, finding stable housing, and educated the customer about her current child support cases. As a customer working with a partnering agency, the Child Support Program did not suspend her driver's license for non-payment, allowing transportation to and from job interviews. Currently, this customer is employed and making payments towards her court ordered obligations.

SNAP

As a participant in the SNAP E&T program, a customer in Putnam County completed her nursing degree and received her diploma on June 20, 2018. The customer is currently employed as a CNA in the Labor & Delivery Department at Livingston Regional Hospital and will be promoted to an RN once the customer passes her state boards.

CSBG

Four of our CSBG customers participated in the MAC4Jobs program; a Workforce Development initiative developed by the Metropolitan Action Commission for families with children enrolled in Head Start, Early Head Start, or Adult Education and received training through the CompTIA program enabling customers to become certified in Information Technology. Three of the four aforementioned customers (parents) were not employed prior to enrolling in the MAC4Jobs program. However, all four customers completed the CompTIA A+ Certification classroom instruction and received their certifications; these credentials provide eligibility for entry level IT positions.



TANF

One of our TANF customers from Knox County had been pursuing her Bachelor's Degree in Nursing from Tennessee Wesleyan since opening her case. She graduated in May 2018, and was hired as a graduate nurse by Covenant Health a week after graduation. During her time in the program, she received gas reimbursement which allowed her to get to class each day and go to varied clinical sites to practice her skills. ETSU assisted in paying her graduation fee, which allowed her to walk with her class and get her diploma on graduation day. ETSU also helped pay the customer's NCLEX and Board of Nursing exam fees enabling her to become a licensed RN.

VR

After participating in the VR program, one of our customers became the CEO of a successful transportation company in Nashville, Tennessee. After losing his sight in 2002, he became withdrawn, depressed, and isolated from society but decided to contact VR about available services to help adjust to his vision loss and gain employment. With the support of VR, our customer attended the Louisiana Center for the Blind to learn adaptive computer skills, braille, orientation, mobility, and independent living skills. After curriculum completion, he began working on his transportation company business plan officially opening in February 2018.

VR assisted this customer in his venture by providing adaptive technology, covering marketing expenses, state and local business fees, monies for office supplies, and start up insurance. With the training and adaptive equipment received, our customer is able to run his business independently.

The goal of the transportation company is to provide affordable transportation to individuals, families, and children with disabilities. The new business owner makes sure all of his drivers are educated on supporting people with disabilities in order to provide a more personal experience for his customers. As his business expands, plans are in place to hire people with disabilities to help run his business. This customer recently applied to become a certified business with the Governor's Office Diversity of Business Enterprise.

In a recent presentation, this VR customer discussed how these partnerships impacted his life. "I lost my vision a few years ago, but with the help of the Tennessee Disability Coalition, Vocational Rehabilitation, and the Go-DBE Program, I have more vision than ever."

One of our customers, a 21 year old male with Autism came to TRC Smyrna from Kingsport, Tennessee to enroll in the Manufacturing program in August 2017 and progressed through that program swiftly. In February 2018, he expressed interest in expanding his skills to include the use of power equipment and completed training in all three areas: pallet jack, forklift and stock picker. This customer participated in Job Skills Seeking Training (JSST) and received ASD support services during his enrollment. This customer demonstrated excellent leadership skills throughout his training and was named Student of the Month in October 2017 and March 2018.

TRC's BEC further assisted this customer by creating a plan to attend several job fairs to apply and interview for jobs, but the customer's employment goal was always to work at Nissan. As such, he worked with the BEC to locate an apartment in Murfreesboro and successfully relocated to the area on June 7. He was also assisted in obtaining a temporary job at Technicolor as a production worker to help him earn money and continue to increase his production speed while he pursued employment with Nissan. On June 14, our customer participated in an interview with Nissan through Yates Staffing and was offered his dream job.



TDHS Customer Success Stories

Another success story from an ambitious VR customer began in 2008 while he was still attending Franklin County High School and receiving services from the VR Sensory Unit due to his deafness. This customer's disability was discovered when he was a small child, and at a young age American Sign Language (ASL) became his primary mode of communication. In 1998, the customer received a cochlear implant and currently uses voiced English in combination with ASL to communicate. With enhanced communication skills, the customer began envisioning a career working in the information technology field and ultimately decided that he was not going to let his disability be a barrier to achieving his goal. To assist him in reaching employment, VR reviewed his educational records and provided a Vocational Evaluation to determine whether such a career was an appropriate match to his abilities, capabilities and aptitudes. After review, it was determined that the customer met the requirements to succeed in his chosen field through vocational and post-secondary training programs and other VR services.

As a result of his determination, hard work, support and encouragement from VR, the customer earned his Associate of Science from Motlow in General Studies in April 2012, Associates of Applied Science in Information Technology in August 2014, Computer information Technology certificate from TCAT Shelbyville, and Bachelors of Science in Computer Information Technology from Trevecca in May 2017. This customer excelled in school as an honor student achieving Cum Laude despite his deafness. Upon graduation, the customer was referred to Job Placement and was very diligent in his job search; working alongside the Business Employment Consultant, numerous applications were completed for entry level Computer Information Security Analysts positions. Employment success came when the BEC was made aware of a job fair in Huntsville, AL by UT CLEE in February 2018. At the job fair, our customer met with HR personnel from Boeing who encouraged him to apply for openings in their Cyber Security Department and he was ultimately offered a job. Through the collaboration of VR and Boeing, our employed customer is provided with on-the-job accommodations (i.e. interpreter services and use of a video phone) and reports that he really enjoys his job.

Alyssa Clements was initially made aware of Vocational Rehabilitation in 2011 when a Vocational Rehabilitation (VR) Counselor visited her in high school and noticed her in the front office working. The VR Counselor spoke with Clements about Vocational Rehabilitation Services, and she ultimately decided to apply the last semester of her senior year of high school. Clements has known from a very early age that she wanted to be a

Meteorologist. It was determined through school records and a vocational evaluation that she had the ability to succeed in a demanding Meteorology program. Clements wanted to attend the University of Oklahoma to receive her degree, so she worked with her VR Counselor to obtain the necessary approvals to attend school out of state. Clements enrolled in the University of Oklahoma and began her studies in the fall of 2011. Clements was always very diligent in contacting and communicating with her VR Counselor, including submitting the necessary paperwork needed every semester for continued support. Significant guidance and counseling was provided by the VR Counselor during Clements' time at the University of Oklahoma. Clements graduated from the University of Oklahoma in May 2016 with a 3.41 GPA. Clements returned home to Tullahoma, TN in May 2016 and began working with the VR Business Employment Consultant (BEC) on job searching. The BEC immediately began assisting Clements with creating resumes and identifying job leads. Clements was not opposed to relocating as she had done it when she moved to Oklahoma but she had several barriers to overcome.



TDHS Employment & Education Program Facts

Child Care - Smart Steps

There were a total of 52,551 Smart Steps families served in SFY 2017/2018.

Child Support

According to the Federal Case Registry, Tennessee Child Support served 1,151,014 clients in SFY 2017/2018.

SNAP

SNAP employment and education services are available in all of the AJCs throughout Tennessee and is considered a core partner in the state's WIOA Plan allowing our customers to be served utilizing a more streamlined, one-stop shop approach. Last SNAP Program Fiscal Year, SNAP E&T enrolled 970 customers in employment and training activities.

Employment and Training Activity

Activity	Total Individuals Participating
SNAP Enroll in Job Search Training	146
SNAP Enroll in Work Experience	18
SNAP Enroll in Work Readiness	30
SNAP Enrolled in Youth Vocational Training	21
SNAP-Enroll in Adult Education	106
SNAP-Enroll in Voc/Tech	64
SNAP-Enroll to Workforce Services	593
Total Participation	970

TANF

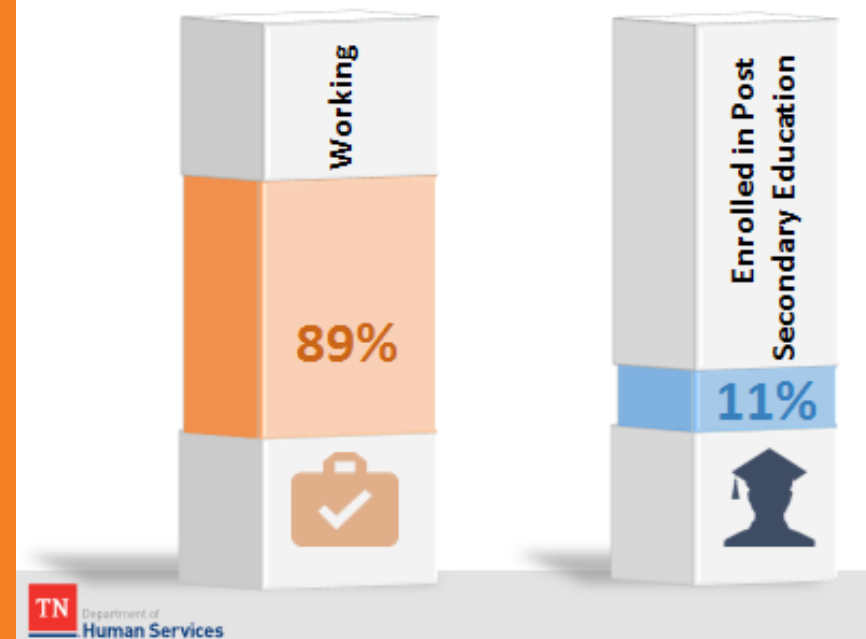
TANF employment and education services are available in all of the AJCs throughout Tennessee as TANF is a core partner in the state's WIOA Plan which allows our customers to be served utilizing a more streamlined, one-stop shop approach. In SFY 2017/18, 374 cases were closed monthly due to employment earnings.

VR

Total VR customers served in SFY 2017/2018.

- 14,035
- VR customers engaged in employment, post-secondary education, vocational, or job readiness training:
 - Employment: 1,687
 - o 339 of the customers employed are currently working in professional occupations (i.e. employed as a teacher or working in education, medical, or legal fields)
 - Post-Secondary Education: 851
 - Vocational training: 383
 - Job Readiness: 11,114

Smart Steps Making an Impact



Employer Connections

In conducting the Employment & Education Fairs across Tennessee, TDHS has been able to connect with 70 employers through our State-agency and community partnerships. The organizations are listed below.

ABM Janitorial	G4S Secure Solutions	Millennium Maxwell House Hotel
Advance Financial	Goodwill Industries	Moore Tech
Air Serve	Granger	Nashville Fire Department
Allied Dispatch	Grayline	New Horizons of Nashville
Amazon	Hayward Industries	Nike
Asurion	Heavy Equipment College of America	Orga Printing
Chartwell Hospitality	Hermitage Hall	Petro
Christian Broadcasting Network	Hiller Plumbing, Heating, Cooling & Electrical	Renewal by Anderson
City of Memphis Fire Department	Hilton Downtown Nashville	Senior Solutions Home Care
City of Memphis Police Department	Honey Baked Ham Company	Southwest TN Community College
Cumulus Nashville/92Q	Hope Works	TA
Davidson County Sherriff's Office	Houzz	Tech 901
Delta Airlines	iheart Radio	Technicolor
Department of Corrections	Jackson State Community College	The Learning House
Department of Environment & Conservation	Job News USA	TJ Max
Department of General Services	Kroger	TN State University Police
Department of Human Resources	LHP Management	Trevecca University
Department of Labor & Workforce Development	Lincoln Technical Institute	TrueCore Behavioral Solutions
Department of Safety	Marriott	Visiting Angels
DeVry University	Metro Nashville Police Department	Waffle House
DH Pace Doors	Metropolitan Government of Nashville & Davidson County	Walgreens
FedEx	Middle TN Mental Health	Wendy's
Fred's Dollar Store	Middle TN Mental Health Institute	Workforce Investment Network
		YMCA Fun Company



Building a Thriving Tennessee

The 2017/2018 SFY has been busy and productive in delivering employment and education resources to our customers across the state. Each Resource Fair delivered, and continues to deliver, a unique opportunity to collaborate with area staff, community partners, employers, and educational institutions to assist customers on their capacity building journeys toward self-sufficiency. While we have accomplished much in providing employment and education services and resources, there is still work to be done. In order to continue our contributions to building a thriving Tennessee, the Department remains committed to the following business practices in providing customers with employment, post-secondary education, volunteer, and vocational or job readiness training opportunities.

- Operate from a strengths perspective and in a manner that reflects the importance of public-private partnerships in human services.
- Engage TDHS State-agency and community partners, staff, and customers as strategic partners.
- Serve customers with the understanding that every individual, group, family and community has strengths and that every environment is full of resources.
- Maintain the trust of our staff, customers, partners, and the public by demonstrating excellence in service delivery through affective communication, efficient business processes, and talent focus.



Tennessee Department of Human Services, Authorization No. 345611, October 2018, 25 copies. This public document was promulgated at a cost of \$75.82 per copy.