

Program Year 2020 – 2022 Local Plan for the Southwest Workforce Development Area

*Serving the Counties of Chester, Decatur, Hardeman, Hardin,
Haywood, Henderson, Madison, and McNairy*



Open for Public Comment June 12, 2020 – June 26, 2020

Submit comments or questions in writing to:

Southwest Tennessee Workforce Board

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Any comments received in relation to the content of the Program Year 2020 - 2022 local plan will be addressed within the plan prior to submission to the TN Department of Labor and Workforce Development (TDLWD).

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A. Operating Systems and Strategies

One-stop delivery system

The One-Stop delivery system ensures local resource coordination to meet the needs of job seekers, workers, and businesses, through cultivation of partnerships, collaborations, and strategies necessary to provide job seekers and workers with high-quality career services, education and training, and supportive services.

The American Job Centers strive to provide integrated service delivery by aligning staff by functional teams and providing cross-training on all programs and services offered in the AJC by the various partners. The Welcome Function is coordinated by the One-Stop Operator (OSO). Staff is hired by the OSO and partners are coordinated to fulfill the duties of this function. Those serving in the Welcome Function warmly greet customers entering the AJC and offer an evaluation of service need to identify the services to offer to customers in order to best meet their needs. Staff serving in the Welcome Function coordinates with Career Development Team staff and Business Services Team partners in order to seamlessly deliver career services to all customers. All core partners have staff who serve as a member of the Career Development and/or Business Services Team, whether on-site or off-site by referral or electronic connection. Each program provides a valuable service, and all are connected to reach the desired outcome for the customer. While Career Development Team members focus on performing individualized career services such as skills assessments, developing Individual Employment Plans (IEPs), and case management, the Business Services Team focuses on developing positive relationships with employers in order to identify and address their human resource needs. Staff members are also cross-trained to allow for streamlined services and reduced duplication. Direct costs of operating the center are shared among partners based on square footage and FTEs. Partner staff agree to these costs through the Infrastructure Agreement and Memorandum of Understanding (MOU).

Roles and Resource contributions

The MOU addresses the roles, responsibilities, and resource contributions of AJC partners (see Attachment [1](#)). The MOU is developed by SWLWDB staff, with the assistance from the local program partner staff listed below during quarterly partner meetings arranged and conducted by the OSO. For the role and responsibilities of the One Stop Operator (OSO), please see Attachment [2](#).

Each partner financially contributes to the operations of the one-stop delivery system through an Infrastructure Agreement (IFA). Proportionate costs are determined through calculating by FTEs and square footage of partner staff. These costs, as well as Career Services applicable to the AJC, are discussed at each partner meeting in order to determine how to best support the established service delivery model through the sharing of resources and costs.

Partners agree to participate in the following to effectively implement programs involved:

- Under the direction of the OSO, universal access of services to all customers through the AJC applicable to the partner program
- Continuous efforts to improve partnership building between all partners
- Participation in the operation of the AJC system consistent with MOU terms and authorized laws
- Continuous planning regarding regional, state, and federal requirements
- Ensure that all partners and staff are adequately cross-trained when applicable, thus enabling capacity building and staff development activities

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- Respond to specific economic conditions (local and regional), including employer needs

Comprehensive one-stop and affiliated centers:

The Southwest Region comprises eight counties: Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, and McNairy. There is one comprehensive AJC in the area:

Madison County (Jackson)

1124 Whitehall Street, Suite 100
Jackson, TN 38301

The comprehensive AJC is staffed with the following career and program services:

Title I	Title III	Job Corps	CSPED
Title II	Title IV	RESEA	
SCSEP	E&T	TAA	

The seven remaining counties are affiliate sites located as follows:

Chester County (Henderson) 269 North Church Street Henderson, TN 38340	Decatur County (Parsons) 2039 Hwy. 641 South Parsons, TN 38363
Hardeman County (Bolivar) 793 Tennessee St. Bolivar, TN 38008	Hardin County (Savannah) 1565 Wayne Rd. Savannah, TN 38372
Haywood County (Brownsville) 1151 Tammell Street Brownsville, TN 38012	Henderson County (Lexington) 80 South Broad Lexington, TN 38351
McNairy County (Selmer) 701-B Industrial Drive Selmer, TN 38375	

Affiliate sites are staffed as follows and offer services on-site of the corresponding Programs:

Chester County (Henderson AJC)	Title I, SCSEP
Decatur County (Parsons AJC)	Title I
Hardeman County (Bolivar AJC)	Title I, SCSEP
Hardin County (Savannah AJC)	Title I, RESEA, SCSEP, TANF (part-time)
Haywood County (Brownsville AJC)	Title I, RESEA
Henderson County (Lexington AJC)	Title I, RESEA
McNairy County (Selmer AJC)	Title I, SCSEP

Any services unavailable on-site at affiliate centers are accessible through direct linkage and referrals.

Finally, SNAP E&T is not staffed at the affiliate offices, but she does travel/provide services in each of these counties.

One-stop centers and required services:

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In the system, the One-Stop Operator (OSO) leads in the support and successful execution of the system and coordination of these services with the mandated partners listed below:

- RESEA
- Carl D. Perkins Act
- WIOA Title I – Adult, Dislocated Worker, and Youth
- WIOA Title II – Adult Education and Literacy
- WIOA Title III – Wagner-Peyser
- WIOA Title IV – Vocational Rehabilitation (VR)
- WIOA Title V – Older Americans Act / Senior Community Service Employment (SCSEP)
- Trade Adjustment Assistance (TAA)
- Snap Employment and Training
- Temporary Assistance for Needy Families (TANF)
- Migrant and Seasonal Farmworkers Programs (TOPS)

One-Stop Operator (OSO) coordinated service delivery:

In Southwest Tennessee, the OSO acts in a functional supervisor role ensuring all partners are trained in the welcome function, the delivery of career services to individuals, and support the delivery of business services to area businesses in each AJC. Moreover, the OSO leads regularly scheduled meetings regarding the following:

- Cross-training of AJC staff regarding services available of all partner agencies (held quarterly with all partner agency staff).
- Coordinates career fairs, outreach efforts, and community events regarding employment throughout all AJCs.
- Leads and facilitates meetings of AJC Skills and Training Committee, Welcome Function Committee, and Business Service Committee.
- Leads and facilitates quarterly partners meeting held at the Jackson Comprehensive AJC

Each Local Partner is committed to ensuring a high-quality customer service and customer-centered focus. Local Partners agree to work together to continuously improve processes and services to ensure exceptional services for all customers. Services will be coordinated in accordance with each Partner's authorizing legislation. Other program services supporting job readiness and job retention to the extent specified by funding agreements and capacity will be made available. Specific workforce needs will be identified and the leverage of public resources and services will be utilized in order to meet those needs in a timely and effective manner. Referrals will be made to Partners as appropriate. The referral system includes accountability between Partners and provides referral outcome information exchanges between the Partners.

One-Stop Operator's (OSO) role and responsibility:

Effective October 1, 2018, Mid Cumberland Workforce Services was secured through a competitive bid process and awarded the contract as the One-Stop Operator in Southwest Tennessee. The primary responsibility of the One-Stop Operator in the American Job Centers is to coordinate multiple AJC partners and service providers to ensure successful, functional alignment. OSO responsibilities are further defined through guidance provided in a written and signed MOU, along with WIOA Workforce Services Regional and Local Planning Policy. The local one-stop operator's role and responsibilities for coordinating referrals among required partners

(§678.500(b)(3)) include:

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- Inspire others and lead change; demonstrate extremely high levels of professionalism, integrity, and collaboration; and enhance and develop partnerships. Further, the operator will be required to coordinate with the leadership of all required partners.
- Coordinate services with affiliate centers and/or identified access points to ensure that required partners are apprised of AJC and community services for referral of customers.
- Maintain and update a digital and hard copy listing of all partner programs, including a brief description of service and contact information to ensure that all staff in the AJC have up-to-date information for referral of customers.

Furthermore, methods of referrals strive towards a coordinated and integrated approach to common intake procedures, career services, business services, and data sharing among partners. Referrals are made by all partners based on the initial evaluation of each individual's service needs using methods such as written, electronic, or phone referrals. The OSO periodically selects a sample of common intake forms to ensure customers are referred to the appropriate partner or program based on their individual need. For instance, if a customer indicated he lacked a high school diploma on the form, the OSO checks to see that the customer was referred to Adult Education for HiSet preparation classes.

A referral form is utilized to track referrals from and to AJC staff and the OSO has designated a staff person in each AJC to be responsible for tracking and reporting all of the referrals made and received. While staff offering referrals make every effort to connect with the partner program while the customer is in the AJC, in the event that a connection isn't made, AJC staff use referral forms as a means of tracking and following-up on referrals to ensure customers are eligible for and receiving services. Referrals and follow-up on referrals are documented in the case management system, Jobs4TN.gov, if it is available to the partner staff person, and are discussed during monthly functional team meetings.

There is a procurement process that our local board adhered to when soliciting for a One-Stop Operator vendor. The Southwest Tennessee Local Workforce Board has not procured for a new OSO since October 2018; therefore, no procurement was completed. In the event that we must procure for a new OSO, we will ensure we meet and follow the State procurement policy guidelines for formal solicitations as required by the State. We would also entertain the option of using a third-party vendor to support the procurement efforts to ensure it is a balanced and successful process.

B. Use of technology in the one-stop delivery system

The *Jobs4TN.gov* system is the management information system used to case manage participants in all related WIOA and workforce programs. Using this system for WIOA programs allows stakeholders to share information and reduce duplication of data entry. Reports can be generated and shared with program staff to ensure that performance targets are met. It is noteworthy to share that TANF and Vocational Rehabilitation use other case management systems, however, WIOA partners will work to share information across these systems in order to better serve participants.

In addition, the above partners, as parties to the MOU, agree to work cooperatively to share data to the extent necessary and as permitted or required by applicable statutes or regulations.

Service access through technology & other means

In accordance with the “direct linkage” requirement under WIOA, services are provided using technology available at the AJCs. *Jobs4TN.gov* allows both job seekers and employers remote and secure access, via web-based AJC services such as labor market information, unemployment insurance, and mediated labor exchange. On-site and off-site partners also routinely make referrals via phone, email, or *Jobs4TN.gov* for the unemployment insurance program. Information regarding AJC services is also made available on the system's website and social media pages. The Mobile AJC provides access to services for individuals in remote areas.

Local Board’s facilitated efforts toward access to services

Technology continues to remain a great concern for rural areas in Southwest Tennessee. It is our goal to partner with stakeholders in rural communities that provide free computer and Wi-Fi service i.e. libraries, community centers, and churches. Furthermore, each AJC is equipped with minimally one computer that is open to the public for use. The Mobile AJC is also utilized in these areas, for both employers and the public, to provide access to computers, internet, and other services. We will continue to collaborate with agencies and stakeholders that are computer friendly and ensure customers are given priority to access and use of said technology in job related services up to and including securing a job.

C. Local Board’s strategies with state plan and core programs

The Southwest area acknowledges the vision, goals, and objectives of the state workforce system as outlined in the Combined State Plan. The strategies that are identified in the plan and other core programs allow for our workforce region to successfully work together and implement employment, training, and educational needs for eligible individuals with barriers to employment. The following details how Southwest supports the identified strategic goals and objectives:

Strategic Goals:

- **Clear Connection to Current Industry/Employers:**
Southwest LWDB will promote partnerships with multiple area industries in determining skill demand for development of the workforce.
- **Clear Pipeline Development Infrastructure:**
Southwest LWDB will collaborate with high demand business sectors to develop, compile and communicate job opening forecasts and establish career pathways for individuals and target populations.
- **Clear Integration with Economic Development:**
Southwest LWDB will build partnerships with economic development leaders to develop workforce policies in support of economic growth within the region.
- **Outcome Visibility- Clear Data/Reporting and Predictive Analysis:**
Southwest LWDB will implement accurate, comprehensive and transparent data reporting and predictive analysis to reveal efficiency or needed improvements to case management and service delivery.

The following procedures will be implemented in order to achieve these goals:

- Continued collaboration between Business Services Team members and local industry leading businesses and employers

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- Train individuals by offering Individual Training Accounts (ITAs), On-the-Job Training (OJT), Work-Based Learning (WBL), etc. in partnership with businesses and higher education institutions, along with high demand occupations
- In conjunction with Economic and Community Development and education partners, assist in developing workforce pipelines for regional employers such as the future Megasite tenant.

Objectives:

1. Create an Integrated Intake System to Efficiently Deliver Services
 - a. Southwest LWDB utilizes the Jobs4TN system, as well as an MOU between partners to ensure alignment with service delivery.
2. Create a Shared Vision for Supporting Tennesseans with the Greatest Number of barriers to Enter the Workforce
 - a. Southwest LWDB focuses on serving target populations with barriers such as youth, individuals that are justice-involved, individuals with barriers, and others to provide training and supportive services.
3. Create a Trained Workforce to Meet Current Industry Needs
 - a. Southwest LWDB provides a skilled workforce through the development of career pathways, apprenticeships, On-the-Job Training, Incumbent Worker Training, and Work-Based Learning opportunities.
4. Create New Dashboards to Measure the Effectiveness of the Integrated Workforce Strategy
 - a. Southwest LWDB utilizes performance dashboards to measure effectiveness among partner programs and services.
5. Create a Simple and Effective Engagement Experience for All Candidates
 - a. Southwest LWDB seeks to provide positive experiences for all customers and utilize surveys to ensure services are effective for both job seekers/participants and employers.

Access to employment, training, education, and support services

Our local board continues to work with required partners in order to become an area where business and industry thrives based on the availability of a skilled workforce and a robust talent pipeline. To remain successful, the board and partners strive to develop a quality and comprehensive workforce system that meet the needs of area employers and job seekers by:

1. Increasing the skills, knowledge, and competency level of Southwest Tennesseans for their current or future positions;
2. Creating career pathways from high school, postsecondary education/training to the workforce;
 - a. To ensure customers are allowed the opportunity to obtain credentials that include industry-recognized certificate, or certification, portable, and stackable;
3. Providing barrier breaking services to opportunity youth, justice-involved, and persons with disabilities [by creating collaborative partnerships with mission-driven community-based organizations, Juvenile Court, local Sheriff offices, and vocational rehabilitation. These partnerships will allow more referrals from these partners, thus allowing for co-enrollment and braiding of funds; and](#)
4. Eliminating duplication and leveraging dollars to provide more opportunities to the existing and emerging workforce.

In order for our local workforce area to remain comprehensive and successful it is important that we coordinate services with our core partners to meet the above needs of job seekers in Southwest Tennessee. To ensure our efforts expand access to eligible individuals we will continue the below mentioned activities:

1. Regional planning council: includes members of the core partners as well as other stakeholders, that works to identify regional and local in-demand and emerging industry sectors using available labor market data, strategy meetings, and other data gathering methods. Workforce efforts are then focused on identified sectors through services available through AJC partners.
2. Educational and training providers: coordinated efforts between local colleges, training institutions, and funding sources, local board, and employers ensures that training is available for in-demand occupations in the local area, current and prospective students are aware of various resources for funding training, including those offered by the partner programs, and that resources are leveraged through co-enrollment and referrals to eliminate duplication. Sector studies have also been completed and career pathways developed for both the healthcare, manufacturing, transportation, and most recently working toward engineering sectors.
3. Post-secondary credentialing: By supporting strategies under the Governor's Drive to 55 initiative to align education and training with the needs of business and industry and assisting individuals in accessing training opportunities, the SWLWDB is working towards achieving the initiative's goal of 55% of Tennesseans earning a postsecondary credential by 2025. The strategies we will commit to include:
 - Frequently updating and approving in-demand training opportunities to be included on the statewide Eligible Training Provider List (ETPL) as WIOA fundable programs;
 - Encouraging all job seekers to consider in-demand programs as career options by offering assessments, opportunities, and materials noting local employment opportunities;
 - Partnering with employers and high schools on career pathway opportunities in employer-driven training programs;
 - Considering options to partner with training providers and neighboring local workforce development areas to "buy" classes offered by training providers so that dislocated workers, adults, and disadvantaged youth have an opportunity to train in the high-demand occupation without a delay due to a waiting list;
 - Leveraging assets such as TN Promise, TN Pathways, and Reconnect in order to increase capacity and provide integrated services to increase skill development and educational attainment of area residents.
4. Career pathways and co-enrollment: To meet the needs of employers and align education and training opportunities with targeted industries and occupations, the SWLWDB continues to partner with Tennessee Pathways and its Regional Coordinator for our local area. The Regional Coordinator is a member of the Regional Planning Council and also serves on the Southwest Business Services Team to gain valuable employer and workforce insight, as well as provide connections to our secondary education partners and career pathway initiatives.

In the 2018-2019 school year, six career pathways that focus on in-demand sectors, such as manufacturing and nursing, were certified in two school districts within the Southwest region. SWLWDB staff will continue to partner with the TN Pathways Regional Coordinator to certify additional career pathways, as well as assist with the following strategies to enhance the development of career pathways and co-enrollment:

1. Map career pathways for each industry sector
2. Work with educational partners to incorporate essential skill training into career programs

3. Educate youth on local opportunities and career pathways through connections with employers for exposure and mentorship via:
 - a. manufacturing days with industry leading sectors
 - b. teacher bootcamp with students interested in pursuing a teaching career
 - c. business explorations that are interactive and engaging for students
4. Promote the value of work-based learning to employers and facilitate increased population
5. Increase and improve distance learning opportunities
6. Identify the career expectations and desires for each generational group and customize approaches accordingly.

A focused priority will be placed on referrals between partner programs. The development of a referral process has aided in identifying opportunities for co-enrollment. Should the Partner agency be co-located in the American Job Center, a warm hand-off will be conducted when referring an individual to a Partner agency. Instances where the Partner agency is not physically located in the Center, all customers referred for services will receive a written referral. This referral will include the name, address, and phone number of the Partner agency receiving the customer referral. A copy of the referral form will be given to the customer and to the referring agency (via fax or email). The agency receiving the referral will make a good faith effort to contact the customer and schedule an appointment within 3 to 7 days of the date on the referral form.

Finally, it is our goal to strategize and align the education and workforce sectors by bringing the right stakeholders to the table to communicate goals and objectives, encourage school districts to work with our AJCs in learning more about employer needs, develop more robust and comprehensive externships for eligible students, and continue to allow for organic, cross sector communication with partners. All of the above-mentioned strategies, goals, and activities will lead toward post-secondary credentials for eligible clients under WIOA guidance. It is the goal of the workforce board and partners to establish and create a cadence that will lead toward such credentials that will increase the likelihood of job attainment, job security, and job growth across Southwest Tennessee.

D. Local coordination strategies:

Our eight American Job Centers offer career and training services for jobseekers and current workers by assessing their needs at the initial visit to determine their barriers to employment. Career Service staff utilize testing, assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals of adults and/or dislocated workers. The career assessment leads to the development of the Individual Employment Plan (IEP). The evaluation for the need of training services builds upon the IEP and includes occupational standards needed for employment goals in the format of competency-based job specific skills. Assessment is considered an ongoing process through case management activities.

Southwest Local Workforce Development Area's MOU provides a description of the one-stop delivery system, and other information that is essential to the local workforce development systems as required by the WIOA Rule (20 CFR Part 678.705). The MOU and any subsequent modification is incorporated by reference into this plan.

Coordination of services is a major area of focus under this plan. Southwest Area will work toward streamlining services to job seekers and employers that optimize resources and amplify the impact of all work-related services delivered in the eight-county area. Included in these services are Adult, Dislocated Worker, and Youth employment and training activities under Title I, Adult Education and Literacy activities under WIOA Title II, Vocational

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Rehabilitation activities under WIOA Title IV relevant secondary and postsecondary educational programs and activities, and other services provided through the one-stop delivery system such as those outlined in WIOA Sec. 121. Additionally, Southwest Board will carry out all collaboration responsibilities required by the State of Tennessee.

To avoid duplication of services, the OSO will ensure a system is developed and in place that identifies services currently being offered to targeted populations, a plan is produced for continuing services, and identification of gaps in service.

WIOA partners, such as TAA, SNAP, Adult Ed, Vocational Rehabilitation, etc. are utilized by offering supportive service needs ensuring a career plan is designed to meet all needs of the participant allowing for successful employment outcomes. Partners collaborate and review assessments to ensure an appropriate determination is made regarding the service and/or training needs of participants. The goal is to make education, job training, and employment services universally available, easily accessible, and a positive outcome of sustainable employment to participants in all eight counties of the Southwest Region.

- a) Adult and dislocated worker activities: Training services, when determined appropriate, are provided either through an Individual Training Account (ITA) or through a training contract discussed in Section 10 of TEG 3-15. The SWLWDB has established a policy (Individual Training Accounts 17-11) found on our website at swtncareers.org of allowing ITAs in the amount up to \$3,500 per year for up to two years to cover expenses for tuition and fees. **Customers utilizing ITAs are required to research multiple providers to ensure an informed customer's choice is achieved when selecting training, and the customer must attest his or her selection. Prior to final approval for an ITA, staff will conduct a thorough assessment to ensure the appropriateness of the training based on the job seeker's career goals and current skill level.**

Also, training services are linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the Adult or Dislocated Worker is willing to commute or relocate. The selection of training services is conducted in a manner that maximizes customer choice, is linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other sources of assistance (see WIOA sec. 134(c)(3)).

- b) Adult education and literacy activities: Adult Education maintains an on-site presence at the Jackson Comprehensive AJC through Jackson State Community College who was awarded the Adult Education contract for Madison County. Madison County AE has a working relationship with Kilgore in the administration of the HISET. Henderson County Adult Education administers services for seven affiliate sites across Southwest Tennessee by continuing to offer Adult Ed classes in jails. Classes are not currently available due to the COVID-19 pandemic. Discussion is being held with the Henderson County jail staff regarding an advanced programming class, but as of now, nothing has been agreed upon other than Basic Adult Education classes. Henderson County AE continues its path with engaging businesses who have current employees in need of their HISET by currently working with local businesses; but at this time, nothing has been arranged. The Mobile American Job Center (AJC) is utilized for administration of the HISET in areas when needed.

Per WIOA Section 107(d), the Southwest Local Board will carry out all collaboration responsibilities required to ensure adult education activities align with the local plan. This includes reviewing local applications for Title II Adult Education and Literacy funding. To further ensure alignment, a representative from Title II Adult Education and Literacy serves as a member of the Local Workforce Board.

- c) Wagner Peyser: For job seekers, Wagner Peyser staff focus on providing various employment related labor exchange services such as job search assistance, referrals, and placement. Wagner Peyser also offers services for employers including assisting in recruitment needs, providing labor market information, assisting with the development of job orders in Jobs4TN.gov, organizing hiring events and job fairs, providing job seeker referrals for available openings, and providing assistance during layoffs.
- d) Vocational rehabilitation: In collaboration with VR, PRE-Employment Transitional Services (PRE-ETS) are available to youth with disabilities age 14-21. PRE-ETS was established as an amendment of the Workforce Innovation and Opportunity Act to the Rehabilitation Act of 1973. The PRE-ETS Program creates a common understanding, and establishes collaborative efforts regarding services that will ultimately improve employment outcomes for students with disabilities who may be eligible for DVR services. New federal mandates require that PRE-ETS, in collaboration with local educational agencies, is offered in order to transition age high school students with disabilities (ages 14-21).

PRE-ETS services in the Southwest area include:

- Job Exploration
- Work-Based Learning
- Counseling on Post-Secondary Education
- Work Readiness
- Self-Advocacy

Any student wishing to apply for VR services is provided an application to complete prior to graduation from high school. Once graduation is completed, an Individual Employment Plan is completed to determine which services the VR customer needs to achieve their employment goal. Services include, but are not limited to:

- Counseling and guidance
- Vocational evaluations
- Training
- Maintenance
- Supported employment
- Job placement
- Post-employment services
- Assistive technology

- e) Secondary and post-secondary: Career exploration and training research is required to ensure the training choice is aligned with each participant's career goal, career pathway, and suitability for training and delivery methods. SWLWDB partners with all approved training providers to ensure training programs are directly linked to employment opportunities in the local area that lead to economic self-sufficiency. Local training program outcomes are monitored, reviewed, and referenced throughout career advisement and the training selection process. Individual Training Accounts (ITAs) may be issued to assist with training expenses for all WIOA-eligible Youth.
- f) Career and Technical Education: To support service alignment and strengthen CTE our local workforce board seeks to work with school districts and other service providers toward a successful program that allows students to grow and learn in-demand industries through:
- a. Work-based learning opportunities that will integrate instruction with integrated employment services.
 - b. Work to promote manufacturing days with local business leaders wherein students will be allowed to tour facilities and learn the ins and outs of the company.

- c. Externships for students seeking white collar professions.
- d. Establish and implement bi-annual career events with neighboring local workforce boards.
- e. Continue cross section communication with school districts, TN Pathways Coordinator, and local elected officials to ensure streamline of services and workforce strategies are encouraged and implemented.

These strategies will ensure alignment with programs authorized under Perkins V.

- g) Veterans and eligible spouses: The Local Veterans Employment Representative (LVER) and the Disabled Veterans Outreach Program (DVOP) specialist are tasked with assisting veterans. The LVER advocates for the hiring of veterans as a priority of service to employers. This is accomplished by conducting employer outreach, conducting workshops via Job Club for veterans and the public, coordinating and networking with employer and community organizations to promote employment and training for veterans, and coordinating hiring events. The DVOP assists by developing job opportunities for veterans, with special emphasis on those with service-connected disabilities. The DVOP also provides direct services to these individuals that further enable them to be competitive in the labor market. These two roles work collaboratively to ensure successful outcomes for this priority population.
- h) Local supportive services: Southwest Local Board has developed and maintained policies and procedures to direct issuance of and coordination of transportation and other support services. Support service assistance is determined based on each individual's need, current situation, and funding availability. Through utilization of the referral process, leveraging of funds (without duplication) for supportive services is available to support mutual WIOA Families First, SNAP E&T, Vocational Rehabilitation, Adult Education, and other partner program participants. Please see Attachment # 3 for further information regarding supportive services available in the local area and a clear understanding as to how our local area will ensure equitability with eligible individuals.
- i) Referral process: The AJC utilizes the attached common intake and referral forms (Attachments 4 and 5). All AJC staff are consistently trained in the proper use of these forms. Once the need for a referral is determined by the AJC staff, they will facilitate a warm handoff and/or direct linkage via email or by phone. If the partner is in-house, the AJC staff accompanies the participant to the appropriate partner with the referral form. If the partner is not in-house, the form is emailed to the appropriate agency to which the referral is being made.

It is the responsibility of the receiving agency to complete the lower portion of the referral form denoting if the participant followed through. The form is then sent back to the referring agency for tracking the outcome of the referral.

The steps below are used for referral follow-ups:

1. After the referral is made, per the MOU, a copy of the referral is uploaded into the participant's data file maintained in the jobs4tn website utilized by the State and a case note is entered regarding the referral..
2. The participating partner is contacted within a week's time to check the participant's progress. A Release of Information form is signed by the participant and submitted to partner agency prior to partner disseminating information such as grades, absences, etc.
3. Details of the participant's progress and feedback from the partner are case noted in jobs4tn.
4. The participant is contacted to obtain feedback on the referral process with the results case noted in jobs4tn.
5. If the participant has not followed through with the appointment, the referring staff will contact the participant directly with follow-up details noted in jobs4tn case notes.

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6. All contacts or attempted contacts with the participant and partner are case noted in jobs4tn until co-enrollment is complete or the participant decides not to engage.

E. Adult and dislocated worker employment and training activities:

The region is prepared to focus on an influx of dislocated workers and RESEA participants due to permanent job loss as a result of the COVID-19. Streamlining AJC services for these customers will be a priority in connecting them to in-demand programs offering them a career path forward.

Adults and dislocated workers have access to education, training and employment services, as well as referrals (when deemed appropriate) to other services available through each American Job Center's network of partners.

Basic Career Services - individuals can conduct their own job search utilizing the resource room located in each local American Job Center (AJC) through the jobs4TN website.. Access to computers, fax and copy machines, and telephone is made available in order to contact employers, veterans' services, labor market information, career exploration tools, and job listings.

Individualized Career Services - Career guidance, skill-level evaluations, education and training opportunities, and job readiness workshops are offered to individuals who need more individualized guidance. Career Specialists are located at each Center for the purpose of providing such guidance to individuals. Referrals may be made to partner agencies by Career Specialists who are co-located at the Center or should an individual be in need of services not directly provided at the Center.

Training Services and Supportive Services - Individuals will be made aware through Career Specialists of the options available for Occupational Skills Training and On-the-Job Training opportunities. Also, supportive services may be available to assist with purchasing items to secure a job, provide training supplies, interview clothing, as well as transportation and child care needs.

All Title I participants complete the "My Next Move" career assessment at enrollment to help them determine potential career paths. The career specialists also work with participants to identify career pathways based on growing occupations and target sectors for the area.

Focus will be given on the development of sector-specific strategies and career pathways by targeting training needs of local employers and developing programs in order to serve long-term unemployed individuals, adults and dislocated workers. Marketing services in rural communities will assist in broadening our network of referral partners. By providing workforce services such as *OJT*, *IWT*, *apprenticeship*, etc. business partnerships will flourish so as to make businesses an integral part of suggesting and implementing ideas that will enhance program services. These partnerships will enhance services to special populations (such as individuals with disabilities, veterans, homeless, etc.).

Rapid response activities

We hope Rapid Response activities are few and far between, but in the event a dislocation occurs, Southwest Area's Rapid Response Coordinator in conjunction with the One-Stop-Operator (OSO) coordinates with the Rapid Response Team at the local level to assist local government officials, employers, and workers by providing resources such as funding, technical assistance, and labor market information. Moreover, we will ensure the Mobile AJC is deployed to each county as an additional resource for communities in need. We will also work closely with the local Business

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Services Team (BST) to ensure they utilize the responses, leveraging business contacts and job development activities of the BST and coordinating BST activities to support the following service plan.

The State Rapid Response Unit (SRRU) is usually the first point of contact by employers when there is a major dislocation, including WARN and TAA petition notification. The SRRU then contacts the local Rapid Response Coordinator to establish communication with the OSO and other Rapid Response partners, including the United States Department of Labor (USDOL), by telephone or email. The SRRU then works with the OSO and the local Rapid Response Team to determine workers' immediate needs and establish the steps in formulating strategies for planning and carrying out rapid response. Generally, rapid response meetings are held on-site, as well as any applicable workshops. The Mobile AJC is also utilized to support these efforts by providing on-site resume assistance, computer access, and other services to affected employees.

Should a local rapid response team or local partner become aware of a WARN-level layoff or closure, the OSO is informed who contacts the SRRU Coordinator to discuss the event and to formulate strategies for implementing rapid response activities. If the layoff or closure event does not meet the WARN specifications or is not TAA related, rapid response will be carried out by our local rapid response team. The Rapid Response Coordinator will be notified of the event by the OSO in order to enter the event and the number of attendees into the State's Virtual One Stop (VOS) system.

The following activities are coordinated with the SRRU when providing rapid response services:

- Determination of proposed layoff schedule and employer plans regarding assisting dislocated workers, including any collective bargaining negotiations affecting layoff benefits
- Coordination of rapid response layoff orientations for the affected workers in conjunction with the SRRU
- Arrangement for participation of local service providers
- Survey of impacted workers' needs to address short and long-term assistance
- Consultation and coordination with labor representatives for impacted workers covered by a collective bargaining agreement
- Communication with state and local economic development organizations, the SRRU, and any other entities to avert potential layoff
- Verification that procedures are in place for timely access and referral to American Job Centers for information and services offered by WIOA, UI, TAA, Wagner-Peyser, and other programs

F. Youth workforce investment activities:

The Career Service Provider (CSP) in the SWLWD area has the discretion to determine what specific program services a youth participant receives based on each participant's objective assessment and individual service strategy. The contracted CSP bases service delivery on the following:

- Preparing youth for post-secondary educational opportunities;
- Occupational training services that lead to attainment of a recognized secondary credential;
- Work-based learning opportunities;
- Youth development services; and
- Employment services

Per TEGL 23-14, the fourteen elements to be offered to WIOA-eligible youth will be provided through the SWLWD area CSP. In some instances, a referral may be sent to the appropriate agency. It is not required to provide every program element to each participant; however, all of the following 14 elements are made available to participants:

Program Element	Provider / Administration
<p>1. Tutoring, study skills training, instruction and dropout prevention services that lead to completion of requirements for a secondary school diploma or its recognized equivalent.</p>	<p>Secondary Schools, Referral to Adult Education – Jackson State Community College / Henderson County Schools, Gateway Christian School’s Extension Program and/or private licensed educators - Included in the framework, enrolled youth will have the opportunity to attend HiSET prep classes and/or obtain a high school diploma. We work closely with our Adult Education partners to provide HiSET instructors and have labs set up specifically for these activities. Tutoring and mentoring will be provided through the instructors, volunteers, and interns.</p>
<p>2. Alternative secondary school services, or dropout recovery services that lead to the completion of a recognized high school equivalent.</p>	<p>Referral to Adult Education – Jackson State Community College / Henderson County Schools or Gateway Christian Schools Extension Program - The local area addresses these issues to some extent; however, these activities are under the purview of the local Adult Education programs administered by the local school districts. The LWDB staff have established MOUs to address general partnership framework and have also developed strong ties at the frontline service level by having Adult Education co-located in our one-stops.</p>
<p>3. Paid and unpaid work experiences that include academic and occupational education components. Categories of work experience are: 1- employment opportunities; 2- pre-apprenticeship programs; 3- internships and job shadowing; and 4- on-the-job training (OJT) opportunities</p>	<p>Vocational Rehabilitation; Job Corps; Postsecondary Institutions; Career Service Provider; and other community partners and employers, as appropriate - Work experiences are designed to enable youth to gain exposure to the world of work and its requirements as well as providing opportunities for career exploration. Work experiences should help youth acquire the personal attributes, knowledge, and skills needed to obtain and retain a job and advance in employment. The area will explore pre-apprenticeship opportunities. Many youth lack experience, and OJT/PWE is a great way to establish employment opportunities, improve partnerships with employers and provide job seekers with a better chance of being retained by offsetting some of the initial training costs of a new employee.</p>

<p>4. Occupational skills training that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area.</p>	<p>Referral to postsecondary institutions in Southwest TN which includes: Colleges of Applied Technology campuses in Jackson, Lexington, Brownsville, Whiteville, Henderson, and Crump, Jackson State Community College, UT Martin satellite campuses in Selmer and Parsons, University of Memphis-Lambuth, Bethel University, Freed Hardeman University, Lane College and Union University. Referral to SNAP E&T for qualified individuals. - The LWDB has selected industry sectors to focus training and employment activities, and the targeted occupations list is reflective of this decision Youth enrolled in LWDB’s programs will have access to post-secondary training that will lead to industry recognized credentials.</p>
<p>5. Education offered concurrently with workforce preparation and training for a specific occupation</p>	<p>Secondary Schools, Career Service Provider, and referral to other community resources such as TN Pathways, TN Reconnect, Union University Edge Program, Vocational Rehabilitation and other community resources, as appropriate - The LWDB has established programs in selected Centers that will concurrently offer education, technical training, and/or OJT. The local Board will continue to work internally to design additional programs while working externally with technical schools and community colleges of such programs to offer concurrent activities that will lead to employment in targeted occupations.</p>
<p>6. Leadership development opportunities</p>	<p>Secondary Schools, Career Service Provider, Boys and Girls Club, The Hub Club, Habitat for Humanity and referral to other community resources, as appropriate - PWE offers youth exposure to a variety of leadership development opportunities. Also, by partnering with community and faith-based organizations, the ability to enhance existing programs through programs that are already utilized is strong.</p>
<p>7. Supportive Services</p>	<p>Vocational Rehabilitation, Career Service Provider, SNAP E&T, Adult Education, Job Corps, DHS, DCS, Carl Perkins Center, Southwest Human Resource Agency, West TN Legal Services, Ayers Foundation and referral to other community resources, as appropriate - Supportive services are made available to all LWDB youth participants. Primarily these services consist of transportation, child care, rental assistance, and car repair and are determined based on individual needs.</p>
<p>8. Adult mentoring for a minimum of 12 months during the program and following exit from the program</p>	<p>Secondary Schools, Career Service Provider, and referral to other community resources, as appropriate - youth mentoring is made available through employer host worksite supervisors, as well as their Youth Career Specialist.</p>
<p>9. Follow-up services for a minimum of 12 months</p>	<p>Career Service Provider and referral to other community resources, as appropriate - Youth Career Specialists maintain contact for 12 months after a youth completes the program and assumes the responsibility for seeing youth</p>

	through until follow-up is completed by serving as a mentor and assisting with any necessary post-exit services.
10. Comprehensive Guidance and counseling to include drug and alcohol abuse counseling, mental health counseling and referral to partner programs, as appropriate.	Secondary Schools, Career Service Provider, Youth Villages, Carl Perkins Center, Health Connect of America, TN Suicide Prevention Network, County Drug and Wellness Coalitions, Pathways Behavioral Health Services and referral to other community resources, as appropriate - Youth Career Specialists are responsible for comprehensive career service counseling and identifying the need for additional types of counseling. Individuals needing counseling for other barriers are referred to partner agencies who are experts at working with individuals with alcohol and drug abuse issues.
11. Financial Literacy Education	Secondary Schools, Career Service Provider, Chambers of Commerce, UT Agriculture Extension Services, Regions Bank and referral to other community resources, as appropriate - Youth Career Specialists arrange for guest speakers to speak at meetings addressing financial literacy. Also, workshops are held at the comprehensive AJC in Jackson regarding financial literacy.
12. Entrepreneurial Skills Training	Secondary and Post-Secondary Schools, TN Pathways, UT Extension, Small Business Development Center, The Co and referral to other community resources, as appropriate - LWDB is partnering with local government-funded programs to develop user friendly guides to starting your own business.
13. Services that provide labor market information	Jobs4TN.gov, Electronic tools provided by DOL – My Next Move and Get My Future, TN Dept of Economic Development, Secondary and Post-Secondary Schools, Career Service Provider, and other community partners, as appropriate - LWDB is partnering with targeted counties to provide career exploration through a special youth grant. Career Specialists also have access to jobs4tn to provide information about in-demand occupations within strategic industry sectors.
14. Postsecondary preparation and transition activities	Secondary Schools, Vocational Rehabilitation, Adult Education, TN Pathways, The Ayers Foundation, CTE Programs such as “The Griffin Program” in Chester County and “The L.O.O.P. - Local Options & Opportunities Program” in Jackson-Madison County Schools, Career Service Provider and TN Promise or Reconnect - All the activities in the program design and throughout the 14 program elements are designed to prepare youth for transition to postsecondary education and training and/or a career path. Partners such as employers, local school districts, community colleges, private schools, and other community and faith-based organizations provide a system of support for youth to succeed in their career and their personal lives.

The Southwest LWDA CSP is committed to providing youth with an academic skills assessment and an interest inventory to determine a career pathway. When enrolling youth, the CSP develops an Objective Assessment Summary/Individual Service Strategy according to the assessed needs. In addition, My Next Move is utilized as a career exploration tool and Labor Market Information found on Jobs4TN is provided to determine next steps. Paid Work Experiences for youth participants are tailored to a sector based on their goals and interests with the ultimate end result of paving the path to a long term career.

For youth with disabilities, the assessment and interest inventory is completed jointly with Vocational Rehabilitation. Youth with disabilities are provided the same opportunities as individuals without disabilities. For youth with a major disability as a barrier, the local CSP will work with community partners to provide additional services uniquely suited to assist them in achieving a successful outcome. A strong partnership has developed between the LWDA CSP and Union University's Edge Program to better assist youth with disabilities. The Union Edge program is a two-year certificate program for highly motivated youth who have a documented intellectual and/or developmental disability. Since the partnership began in the spring of 2019, seven youth participants have been co-enrolled in Title I and the Edge program.

Recently, the CSP developed a community resource guide for each county in the region so all AJC staff may be more informed and have the ability to connect youth and other clients to additional resources beyond the walls of the AJC. This allows for braiding of funds and referrals to outside organizations, while also addressing other needs such as food, housing, clothing, and other items necessary for success.

Finally, the SWLWDB has established a Youth and Targeted Populations Committee that held its first meeting in January 2020 and will continue to meet at least quarterly. This committee will focus on populations consisting of youth, individuals with disabilities, individuals who are justice-involved, and rural communities. Committee members will engage in strategic conversations to ensure relevant local plan elements are carried out and new initiatives are developed to improve service delivery and opportunities.

Minimum of 50% with waiver:

Southwest LWDA serves the youth population according to the 75%/25% split of OSY/ISY model. The service strategy is centered on recruiting youth 16-24 years of age who do not have a high school diploma or equivalent, or who have other significant barriers, and providing them with resources and training that leads to gainful employment. There is a focus on assisting and encouraging participants to pursue post-secondary education or training for in-demand occupations. Often this training or education is offered in conjunction with Work Based Learning. The Key Performance Indicators for new youth enrollments began January 1, 2020 with the following targets for Southwest LWDA:

Quarter	Enrollment Targets
2020 Quarter 1	55
2020 Quarter 2	55
2020 Quarter 3	21
2020 Quarter 4	14

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TOTAL	145
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In-School Youth (ISY) waiver:

We have several processes and procedures in place to refer the ISY population to resources throughout our area. One of these tools is a Common Intake form that assesses all individuals entering our centers and creates warm handoffs to our partnering programs both in house and those throughout our expanded region. While WIOA has worked closely with our community resources and partners such as Adult Education, TN Promise, and TN Reconnect to ensure that this population still receives the highest quality of services, we have found the resources available to the ISY population are thriving.

Some of these services include programs implemented in local schools such as the “Griffin Program” in Chester County Schools which provides students with career pathway courses through partnerships with Jackson State Community College and TCAT, and the “L.O.O.P- Local Options and Opportunities Program” in Jackson Madison County Schools which provides students with the opportunity for work experience and training through partnerships with companies such as Stanley Black and Decker and TBDN, as well as others.

Additionally, one such school district is Hardin County, who has the Workforce Alliance Partnership for Placement (WAPP) program. This successful model utilizes a designated school staff member as a career coach in the school system that learns about students’ interests, acts as a mentor, and helps them connect to employment opportunities upon high school graduation. WAPP is creating a pipeline of talent for employers in Hardin County like Clayton Homes, Wise Company, Praxis, and others. A goal identified by the local area is to increase work-based learning and career coach opportunities by partnering with other secondary education institutions to implement similar models for students.

All school districts in the Southwest region offer some form of career and technical education (CTE) or career pathway courses and the local AJCs provide support for these programs as needed. Dual enrollment courses are available in all schools so students can receive high school and college credit simultaneously. The TN Pathways program will also provide valuable assistance for school districts and their students to increase opportunities and guidance for students as they complete secondary schooling and transition to post-secondary schooling or job training.

G. Priority populations:

Southwest Local Workforce Development Board’s AJCs work to specifically meet the targeted populations’ needs. This group includes recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, adults and youth with disabilities, and individuals who are re-entering society following incarceration. Thinking 4 a Change training will assist career service staff on assisting individuals of diverse geographic and demographic populations consisting of rural and urban communities’ veterans, recipients of public assistance, other low-income individuals, and individuals who are basic-skills deficient. Services to eligible WIOA Adult Program participants will be provided in the following order:

1. First, to Veterans and eligible spouses of Veterans who are:
 - a. Recipients of public assistance
 - b. Low-income, or
 - c. Basic skills deficient

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2. Second, to individuals who are not Veterans and eligible spouses of Veterans but are:
 - a. Recipients of public assistance
 - b. Low-income, or
 - c. Basic skills deficient
3. Third, to Veterans and eligible spouses of Veterans who are not:
 - a. Recipients of public assistance
 - b. Low-income, or
 - c. Basic skills deficient
4. Fourth, groups established by the Governor and/or Local Board. The following populations experiencing barriers to employment are specifically targeted for services and must be provided priority for training activities per TDLWD Workforce Services Guidance/MOU/IFA:
 - a. Individuals with significant barriers to employment
 - b. Displaced homemakers
 - c. Individuals with no high school diploma
 - d. Individuals who are homeless
 - e. Unemployed individuals, including long-term unemployed individuals who have low literacy levels
 - f. English language learner individuals
 - g. Individuals with disabilities, including youth with disabilities
 - h. Eligible migrant and seasonal individuals
 - i. Individuals re-entering the workforce
 - j. Older individuals
 - k. Single parents (including single pregnant women and non-custodial parents)
 - l. Native Americans, Alaskan Natives, and Native Hawaiians
 - m. Veterans
 - n. Youth who are in, or have aged out of, the foster care system
 - o. Individuals facing substantial cultural barriers
 - p. Individuals within two years of exhausting lifetime eligibility under Part A of the Social Security Act

Determination of priority population and how they will be served:

The Workforce Development Board and our local partners throughout Southwest has a history of addressing the needs of individuals with multiple barriers to employment, specifically low-income individuals, basic skills deficient individuals and veterans. Even though these population groups have been identified for targeted services, a coordinated response will be developed for other groups that often face multiple barriers to employment such as dropouts and migrant and seasonal farm workers to assure their personal and professional goals are met as well. Strategies to provide training services to this targeted population include assessment, career counseling, assignment of a Career Specialist, case management, pre-employment services, coordination with training institutions, and authorizations for supportive services.

The Local Area will work closely with partner agencies, including but not limited to, Veterans Administration, Department of Human Services (Families First and SNAP E&T), Vocational Rehabilitation, Department of Children's Services, Foster Care, Juvenile Court, and Local Sheriff's Offices to ensure priority populations are aware of services available. Partner meetings are held to brainstorm ideas on how to increase and better serve this population. A special emphasis is placed on utilizing the referral process to communicate about shared participants who can be co-enrolled with partner programs.

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We collaborated with TDLWD on establishing regional KPI goals for each partner program as well as target and priority populations- Re-entry, Migrant and Seasonal Farm Workers, Veterans (JVSG), RESEA, SNAP E&T. Moreover, as a local area we plan to make every effort in attaining our goals by incorporating various outreach methods, co-enrollments, referrals, community engagements, and etc. With support from our regional stakeholders, local partners, and state representatives we believe we will meet our goals.

H. Training policies and activities

Considering the increasing workforce needs of area employers, Southwest Tennessee Local Workforce Development Board supports work-based learning activities as a strategy toward developing a skilled workforce and providing impactful employment opportunities to participants. The SWLWDB Business Services Team (BST) has well-established relationships with local ECD partners, Chambers of Commerce, small business development centers, business and industry associations, education providers, and financial institutions. The BST is responsible for connecting with area businesses in order to assess and address immediate workforce needs. The information obtained and shared by the BST provides the CSP and OSO with resources for providing business services such as on-the-job-training, incumbent worker training, registered apprenticeships, and youth paid work experience.

Investing in work-based learning activities benefits jobseekers and employers with the desired outcomes of:

- Participants acquiring experience and workplace skills; and learn as they earn
- Participants building an understanding of skills required to succeed in the workplace
- Participants setting and pursuing individual career goals based on workplace experiences
- Employers gaining a pool of better-prepared employees
- Employers improving employee retention and improving processes

SWLWDB's Policy regarding Individual Training Account is attached (Attachment 6). Determination on Individual Training Accounts are made upon an interview, evaluation, and assessment by Career Specialists in the American Job Centers. Career Specialists assist job seekers with researching and selecting training programs that align with their Individual Service Strategy (ISS). Participants can receive training in occupations deemed in-demand within the West Tennessee area. Career Specialists assist participants in obtaining a list of eligible training providers and the programs offered.

With the shift to provide services on virtual platforms during COVID-19, the Southwest Area is prepared to be innovative in providing new workshops and training offerings. Referencing the LWDB and Chamber surveys conducted by EY, ideas include virtual team building, virtual communication techniques, virtual technology platforms consisting of WebEx, Zoom, and Skype, virtual interviewing, sanitation and proper use of PPE, and re-opening for businesses. The local area will look to form partnerships with community organizations such as Jackson State Community College's Workforce Development Department, theCo, and the Small Business Development Centers, along with the other two local workforce areas in the West Region, to develop and deliver these opportunities. SWLWDB is committed to exploring avenues in offering a greater variety of training options that align with high demand occupation needs.

Local training provider approval policy and procedures

SWLWDB's Policy regarding Eligible Training Providers is attached (Attachment 7).

ETPL to meet industry demands

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A recent study was conducted by Moody Analytics (2019) and they described Southwest Tennessee as one of the local areas that has underperformed across the state and U.S. Much of this has a lot to do with the job losses during the Great Recession and Southwest Tennessee has struggled to recover. However, 22% of the jobs across Southwest Tennessee is attributed to manufacturing, compared with 11% in Tennessee and 8.5% nationally. Not only has manufacturing improved the job growth, so has the healthcare industry. Much like manufacturing, healthcare holds a steady 22% employment rate, compared to 12% statewide and 14% nationally.

As the Southwest area continues to thrive with new businesses, we will work with industry leaders and meet their demands through our ETPL. The local workforce board will consider all new provider and/or new program requests to the board to review. The board also reviews existing programs at a minimum of every two years (or upon the programs expiration date) to decide whether or not to extend the approval for an additional two years. [The board monitors reports issued by training providers and tracks performance data to ensure successful completion and placement. If a program is consistently not successful in preparing participants for placement, the programs will be removed from the ETPL.](#)

I. Implement initiatives i.e. apprenticeships, incumbent workers, OJT, customized training, career pathways, intermediaries, and business services

SWLWDB is working to promote apprenticeship programs as an opportunity to “earn and learn” in the area. Our goal is to expand the number of registered apprenticeships in our local area and establish youth apprenticeships. Utilizing the Business Services Team, including partner involvement from the OSO, ECD, Tennessee Pathways, Chambers of Commerce, etc., the Southwest Area is promoting awareness of the registered apprenticeship programs to employers in the eight-county region we serve.

The AJCs in Southwest TN have partnered with FedEx Express to hold hiring events for their international hub in Memphis, TN. FedEx provides free transportation for qualified new hires to and from their Memphis location, with pickup and dropoff locations in Madison and Haywood Counties. They are also open to hiring individuals who are justice-involved. The AJC partnered with TDOC and Probation and Parole to hold a hiring event in February 2020 and plans to continue to partner on events throughout the 2020-21 program year as safety precautions surrounding COVID-19 allow. A flyer from the February hiring event is available as Attachment **8**.

Please see Attachment **9** regarding a West TN regional job fair that was held in October 2019.

SWLWDB will utilize a variety of strategies to engage and connect with local businesses primarily through the Business Services Team (BST). These strategies include: individual company contacts, recruiting, screening and hiring services, assessments and training (transitional jobs, incumbent worker, occupational skills and on-the-job training), consulting services (labor market information, human resources augmentation, and BST staff delivered workshops).

In order to support efforts regarding meeting employer business needs, the following strategies will be implemented:

- Work with economic development and business groups to support business growth.
- Provide upskilling support to incumbent workers, with a focus on local companies.
- Educate customers and partners, including secondary schools, about the workforce needs of small businesses.
- Leverage on-the-job training, work-based learning, apprenticeships, and other employer-focused resources to assist businesses.

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- Continue efforts by the Business Services Team who meet regularly to discuss local business needs. The BST will enhance coordination, share information, and manage and facilitate partnerships among WIOA-system partners to provide services to the business community.
- Strengthen relationships with, and services to, employers in key industry sectors across the region.
- Increase the visibility of WIOA in the community.
- Build career pathway models to assist job seekers in moving from their first job to a career.
- Consult with existing sector-focused employer groups to identify mutually identified goals and strategies.
- Identify local in-demand occupations and the knowledge, skills, abilities, and credentials required for those jobs.
- Align system services, including investments in training, to ensure job seekers have access to pathways that enable them to acquire the knowledge, skills, abilities and credentials required for in demand jobs.
- Develop a strategy by the end of 2020 to create a skilled workforce pipeline for the future tenant of the Memphis Regional Megasite in partnership with TN ECD, TN Pathways, and other stakeholders. Strategies will also be explored to assist in workforce needs of other regional employers, such as Tyson in the NW area.

The Southwest Area has held numerous successful employer and outreach events in order to effectively serve its employer and job seeker customers. These include:

- Partnering with the Northwest and Greater Memphis local workforce areas to offer a West Regional Job Fair and Career Expo with community resources, employment and training opportunities, and workshops.
- Hosting a hiring event for Lightning Source LLC in Madison County that announced in June 2019 that it would create 150 new jobs. The hiring event held after-hours at the AJC consisted of a start-to-finish hiring process consisting of completing an online application, an interview with Lightning Source management, and qualified candidates being offered employment prior to leaving the AJC. The company was able to successfully fill all positions by the end of the event.
- Partnering with FedEx and TDOC of probation and parole in providing free transportation for qualified new hires to and from their Memphis location. They are also open to hiring individuals who are justice-involved.
- Coordinating a Mobile AJC “Bus Tour” in all eight counties of the region in partnership with local Chambers of Commerce to provide AJC services, deliver job readiness workshops, and, in some instances, coordinate with employers to host small multi-employer hiring events.
- Hosting a “Parent Night at the AJC” in partnership with the Jackson-Madison County School System to provide parents the opportunity to visit the AJC after-hours and learn about training and other services.
- Partnering with the McNairy County Chamber to host a Business Services Roundtable with the goal of educating and promoting employer services. Being that McNairy is a distressed county, this was an ideal start to pilot this initiative.

The area hopes to offer similar events on a quarterly basis. Given the circumstances related to COVID-19, holding large events will be further assessed to ensure safety for all involved. Ideas for holding virtual events are being explored in order to continue to provide these interactive connections.

To provide continued support of vocational education, the SWLWDB partnered with TCAT Crump and other stakeholders in the pursuit of three grant opportunities for the Governor’s Investment in Vocational Education (GIVE) program. TCAT Crump was successfully awarded two of the three grants resulting in the development of an agriculture pathway for the region, as well as the establishment of a TCAT Crump Extension Campus in Decatur County to focus on various programs to support the in-demand sector of transportation. The SWLWDB partnered in

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the form of an MOU to provide labor market and workforce information, as well as other relevant supports. TCAT Jackson and TCAT Whiteville were also each awarded grants focusing on advanced manufacturing.

With the Jackson Chamber and other organizations taking the lead, local workforce board members and leadership are actively involved in the development of a potential regional workforce training facility. While still in the beginning stages, much time and effort has already been put into considerations for the design of the facility and its offerings that will have a large footprint and impact in the local area and West Grand Region. The facility will assist local and regional employers with specialized programs to fulfill skills needed for in-demand occupations. More ways to offer support including labor market data, partnership opportunities for AJC services, and other innovative service strategies will be developed as the project progresses.

J. Business Services Team

In the Southwest Tennessee Region, business services are made available to employers in all counties via the Business Services Team (BST). Members of the Business Services Team include the OSO, Program Team Leads, representatives of the following programs and agencies including Title I Adult, Dislocated Worker, and Youth, Title III Wagner-Peyser, DVOP/LVER Veterans Services, TDOC, TDHS, VR, AE, Chambers of Commerce, TNECD, Tennessee Pathways, Jackson State Community College, TCAT- Jackson, UT Institute for Industrial Services, UT-CLEE, TDLWD Regional Director, TDLWD Asst. Director of AJC Operations, Local Board Chairman and Staff, and other Regional Partners. [The OSO conducts monthly meetings with the Business Services Functional Team to coordinate with local employers who have submitted job orders. The focus of the team is on the development of hiring events and job fairs to address the needs of employers. The BST meets monthly to communicate the SWLWDB's service strategy for area employers and for partner updates. Informational brochures were developed as a communication tool for services offered by the AJC's in Southwest Tennessee. When information is disseminated to the BST, they are encouraged to forward information as appropriate in order to spread the word. Prior to COVID-19, the BST began a series of local employer input meetings in each of the counties in the southwest region. The first meeting was co-sponsored by the Chamber of Commerce in McNairy County and was very well attended by industry leaders, economic developers, and educators. The BST Coordinator in the Southwest area also serves as the coordinator for the West TN Regional Business Services Team which meets on a quarterly basis with BST staff from across West TN.](#)

K. Accessibility to programmatic services to rural areas

[Southwest ensures access to programmatic services by having a physical AJC presence in each of the area's 7 rural counties. Referrals are made, as appropriate, to any partners that may not be located on-site. In an effort to increase the network's footprint within these rural areas, a special focus will be placed on outreach efforts to both employers and job-seekers throughout the region. As mentioned previously and prior to COVID-19, the Mobile AJC is also utilized to provide services at community events, hiring events, and other locations as needed. In alignment with the West Regional Plan, Southwest will also explore locations to establish potential access points, such as libraries, high schools, and other partner sites.](#)

We will continue to work with the four at-risk (Decatur, Hardin, Haywood, Henderson) and two distressed (Hardeman and McNairy) counties in providing credentials and training for their justice-involved populations through Southwest's Rural Initiative. In late summer 2019 we spoke with local elected officials to determine what support and opportunities are necessary for their constituents within their counties and majority agreed assistance with individuals returning back to society that were jailed or are on probation/parole.

To improve the labor pool of qualified candidates in Southwest TN we focus our intentions toward the most vulnerable populations; justice involved. The Thinking for a Change (T4C) is a program that helps individuals in an after-care setting meet ongoing cognitive behavior needs i.e. cognitive self-change, social skills development, and problem-solving, skills development.

In tandem with this 30-session program, Southwest Tennessee continues to collaborate with our local technical and two-year colleges skilled in offering certified and stackable programs that will increase job attainable and upskilling on the jobs. These certified and stackable programs will focus on production technician, basic needs manufacturing, OSHA 10, Forklift, and other industry leading training opportunities.

In addition, we plan to work with TCAT Jackson's Lexington Extension Campus, West TN Home Builders Association, and Henderson County stakeholders and employers in the start-up of a construction jail training program to address the growing workforce needs within the county. Henderson County has had multiple economic development announcements in the past two years resulting in significant job growth. With this growth comes a shortage of affordable housing options for workers relocating to the county. The benefits of this program are twofold. It allows individuals with less than one year left of their sentence to participate in a training program that will lead to stackable credential training and a prevailing wage job, while also providing more skilled workers to build housing options for the growing workforce.

With the multiple reentry and justice-involved programs in our at-risk and distressed counties, we believe it will improve the ability to apply and keep gainful employment when individuals are properly trained and equipped with skills to be successful and lead positive, productive lives.

Another need identified by local elected officials is the opportunity to increase workforce services to youth in rural areas by increasing work-based learning and other opportunities to build a skilled pipeline of workers. As discussed in the Youth section above, SWLWDB will seek to partner and replicate successful work-based learning programs over the next program year.

L. Justice involved and re-entry

According to the Tennessee Department of Corrections 2018 annual report, more than 76,704 Tennesseans make up the number of individuals under the Community Supervision Population. In the Southwest Region, more than 5,300 individuals are under the supervision of parole or probation. To align with Governor Lee's priorities, reentry programs are important programs that will support opportunities for individuals with employment barriers to gain tools and strategies that will later help them remain successful and productive citizens in society.

As you may imagine, employment is an important part of reentry, but simply placing someone in a job will not prevent reoffending. Strategies for reducing recidivism include tailoring barrier breaking services to a person's distinct needs. The chart below denotes core components of effective employment services.

Goal 1: Promote Job Readiness	Goal 2: Find and Retain Employment
* Education and Training	* Non-Transitional Subsidized Employment
* Soft/Cognitive-Skill Development	* Job Development and Coaching
* Transitional Job Placements	* Retention and Advancement Services
* Non-Skill-Related Interventions	* Financial Work Incentives

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Southwest area AJCs have partnered with TDOC Probation and Parole and the Jackson Day Reporting Center to provide workshops for TDOC clients to help prepare them to re-enter the workforce. AJC staff also attend monthly job fairs at Probation and Parole and the Jackson Day Reporting Center. Job orders lists are provided to TDOC staff on a weekly basis so they can share available jobs in the area with their clients. (See Attachment **10** for information/photos from workshops.)

Current services being provided in the Southwest Region include the “Inside-Out-Dad” and “How to Be a Responsible Mother,” rural initiatives, monthly employment and training workshops at TDOC in Jackson, TN, and the potential Henderson County Jail program. All of these programs are funded with local, state, and federal funding with varied expiration dates. It is the goal for local leadership to continue to research, apply, and succeed in obtaining grants to further support and care for this vulnerable population. As mentioned in the West Regional Plan, the Southwest area is also exploring the replication of RAMP, a successful model program in Northwest.

All participants participating in the program are informed of the services available through the American Job Centers and are registered in Jobs4TN prior to release. Transitional jobs services will be offered to justice-involved individuals who have the necessary skills needed by employers.

SWLWDB plans to increase collaboration with parole and probation partners to determine services that will be needed prior to release of individuals from jails or prisons. With prior determination being made, services will be made available immediately upon release for the individual through Mid Cumberland Workforce Services, CSP for SWLWDB. Some of these services include, but are not limited to:

<ul style="list-style-type: none"> ● Housing Assistance ● Transportation Assistance ● Workshops <ul style="list-style-type: none"> ○ Job Search ○ Interviewing Skills ○ Resume Preparation ○ Computer Literacy 	<ul style="list-style-type: none"> ● Job Leads ● Child Care Assistance ● Education & Training Assistance ● American Job Center Services & Locations
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Local leadership and designated AJC staff attend the monthly TN Department of Corrections’ TN Reentry Collaborative (TREC) meetings held regularly for community partners and stakeholders. These meetings provide an opportunity to learn of ongoing reentry efforts in the region and how to collaborate to better assist this targeted population. This has led to successful projects such as hiring events and the development of job readiness workshops focusing on team building, following up with employers, how to address their background, and interview and soft skills. Our local area will continue to converse with parole, probation, and other reentry stakeholders as we work to expand services within the justice system up to and including workforce development, training, and parenting classes.

Please see Attachment **11** denoting employers who are considered “justice-friendly” in hiring justice-involved individuals. Furthermore, we will continue to work with area employers in order to create additional justice friendly training opportunities with industry leading businesses by utilizing transitional jobs funding, as well as On-the-Job

Training. Partnerships with local community partners will also be developed in order to obtain a successful outcome for the justice-involved individuals impacting the recidivism rate.

Finally, the Southwest area is excited to start a partnership with Youth Town located on two campuses; also known as Jericho (boys) and Eden (girls). Youth Town works with at-risk boys and girls suffering from substance abuse and involvement with the justice system. Although youth in the programs live across Tennessee, our AJC staff will ensure they are given proper information about AJC services in their respective communities once they successfully complete and graduate from the program. Moreover, staff will provide onsite workshops, training opportunities, and workforce related events.

Performance Goals and Evaluation

The Primary Indicators of Performance for the WIOA Title I Programs, WIOA Title III, Wagner Peyser and WIOA Title II, Adult Education will be used to measure and evaluate performance for the local area. These are federal performance indicators negotiated with the U.S. Department of Labor and the U.S. Department of Education.

A. Local levels of performance negotiated

Entered employment rate 2nd quarter after exit

The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for Title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit).

Entered employment rate 4th quarter after exit

The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for Title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit).

Median earnings 2nd quarter after exit

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

Measurable skills gain

The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

Credential rate

The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.

Effectiveness Serving Employers

Repeat business customer rate – addresses the programs’ efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; and

Employer penetration rate – addresses the programs’ efforts to provide quality engagement and services to all employers and sectors within the local economy.

Performance levels for PY20 have not yet been negotiated between the State and the Chief Local Elected Official for the Southwest Area. [A blank table indicating the measures can be found in Attachment 12 and will be completed to update the plan once performance has been negotiated for the Southwest Area.](#) Title I state targets are also noted as [Attachment 13](#).

Although the Southwest Area has always been a high-performing area in the past, currently there is a struggle in meeting the goals. The board realizes that in order to again become a high-performing board there must be a change in the current process. Board members should be aware of the Board’s purpose as well as their personal responsibilities to assist SWLWDB to be successful. SWLWDB and any of its members will play a vital and strategic role in supporting Business Services, Sector Partnerships, Career Pathways, and Work-Based Learning through the following activities:

- Participation in career pathways panels, workshops and planning sessions
- Provision of labor market info
- Active participation in sector partnership and advisory councils i.e. McNairy County round table, community forums, employer and other workforce or educational related meetings.

Opportunities for participation in the Southwest Area will be marketed through each county’s local elected officials, targeted recruitment events and activities, employer recognition events, social media, email distribution, chambers, press releases and word of mouth. Furthermore, SWLWDB plans to drill down all the Accountability Measures by county in order to see specific areas counties may be having difficulties in. The Board will work closely with staff in these specific counties to provide technical assistance.

Local performance measures

Data entered into the VOS system by Eligible Training Providers is used to generate performance reports regarding each provider.

The Primary Indicators of Performance for the WIOA Title I Programs, WIOA Title III, Wagner-Peyser and WIOA Title II, Adult Education will be used to measure and evaluate performance for the local area. These are federal performance indicators negotiated with the U.S. Department of Labor and the U.S. Department of Education. Data is collected through the State website www.jobs4tn.gov Virtual One Stop (VOS) system for Title I, Title II, and Title III. The United States Department of Labor has built the Workforce Integrated Performance System (WIPS), an information technology system that accepts State and grantee performance reporting data, generates quarterly and annual performance accountability from that data, and provides the platform for States and grantees to certify reports. Data is extracted from the VOS system to the WIPS system to generate performance reports. Attachment 14 is a chart indicating py19 third quarter performance measures for our area.

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As part of the AJC System MOU, the AJC partner staff are cross-trained to coordinate outreach and recruitment of training candidates, as well as facilitate co-enrollment for participants that are eligible for multiple programs. Staff are also trained to expand the knowledge of career pathways, both existing and future development. During quarterly partner meetings conducted by the OSO, new enrollments of each partner are discussed to ensure all participants are on target for completing the program and any barriers that have emerged are addressed immediately. This process allows for partners to identify any co-enrollment opportunities, including with Carl Perkins Career Technical Education partners. Staff also expands tracking and reporting progress on all participants to ensure success and facilitate solution development should any issues evolve.

Southwest Area's partners, under the administration of the OSO, will consider and make recommendations for operational performance measures in addition to the WIOA measures. Such measures will include benchmark percentage levels for any populations that may be identified as priority groups for the area as well as factors to evaluate programs to meet the data identified needs and formulate strategies for continual improvement.

With the uncertainty of the COVID-19 pandemic, there will definitely be an impact on performance measures. Young workers in Paid Work Experience (PWE) programs are losing their jobs alongside adult workers, and are finding they are not eligible to receive unemployment benefits. This could impact the Southwest Area regarding the 20% work experience expenditure for out-of-school youth programs. With the possibility of online courses, there will be no need for support services such as travel reimbursement and possibly childcare.

B. Measures monitored and progress

Timeliness of data entry into VOS will be stressed as this data drives the measures.

In order for goals to be more reachable, weekly goals will be set to challenge county staff, but not overwhelm them. By having closer deadlines and smaller goals, the Southwest area can attain the overall growth it aspires to become.

Once quality data is collected through the State's Virtual One Stop (VOS) system, the reporting capability will be utilized weekly to highlight areas regarding problems or opportunities in designated fields reported on for performance. Reports will be printed by county and will be sent to the CSP Lead Specialist, as well as OSO, along with a request to notify Career Specialists for any counties that are deficient. A response to the Board from the CSP Lead Specialist will be expected within 10 days from the deficiency notice explaining what will be done in order to alleviate the deficiency. Hopefully, this weekly contact with the CSP and their staff will allow time for any updates in VOS to be made prior to finalization of performance measures each quarter; thus, a chance for an improved performance report to be presented for the Board at each quarterly Board meeting. **Board staff will also, in conjunction with the Fiscal Agent, utilize the quarterly Minimum Participant Cost Rate (MPCR) report and monitor to ensure Southwest is meeting the required percentage rate and report the results to the Board during quarterly meetings. In the event the MPCR falls below the required percentage, the Career Service Provider will be asked to submit a corrective action plan denoting action steps and a timeline for meeting, as well as any measurable benchmarks indicating the plan will ensure the area is on track to meet the expected outcome. This corrective action plan must be approved by the Southwest Local Board.**

Key Performance Indicator (KPI) information is based on a comparison with historical counts and models put together by State staff in pursuit of reasonable, sustainable, and achievable quarterly targets. Key Performance Indicator (KPI) numbers for each partner program are indicated in Attachment **15**.

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Collaboration efforts will be maintained with the following partners: Veterans' Services, Vocational Rehabilitation, SNAP E&T, Families First, Juvenile Justice, and Community-Based Organizations. Career Specialists at each AJC will develop a positive working relationship and a good rapport with partner staff from such agencies, thus allowing the opportunity for recruitment and referrals of target populations and co-enrollment into Title I.

Through co-enrollment and braiding of funds, more opportunities are available for specific target populations. For instance, Vocational Rehabilitation or SNAP E&T may fund tuition costs for an individual while Title I provides transportation support. Working with partner agencies and co-enrolling individuals will ensure the local area meeting Key Performance Indicators (KPIs) as well as assuring an individual successfully completes all programs and becomes self-sufficient.

In order for the local board to support and ensure numbers are met each year, the weekly report will help us meet our target numbers. These target goals were discussed with our OSO and will be shared throughout the year to remind everyone of our performance metrics we must meet and exceed. Target goals regarding each program for enrollments through WIOA will be allocated to each Career Specialist.

With six counties in our service area being designated as either distressed or at risk, it is imperative that the Southwest area trains the local workforce in jobs that involve the latest and newest technical advances. Increasing the talent pipeline will ensure expansion of new industries in our local area and boost the economy.

The following chart denotes the unemployment rates at the end of April, 2020. This table illustrates the monthly not seasonally adjusted Labor Force, Employed, Unemployed, and the overall unemployment rate.

Area	Labor Force	Employed	Unemployed	Unemployment Rate	Preliminary
Chester County	7,490	6,666	824	11%	No
Decatur County	4,457	3,787	670	15%	No
Hardeman County	8,935	8,064	871	9.7%	No
Hardin County	10,263	9,115	1,148	11.1%	No
Haywood County	7,381	6,450	931	12.6%	No
Henderson County	12,082	10,143	1,939	16%	No
Madison County	44,467	38,017	6,450	14.5%	No
McNairy County	8,269	7,237	1,032	12.5%	No

Source: US Census Bureau

Technical Requirements, Assurances, and Evaluation

A. Physical and programmatic accessibility

Reasonable accommodations are provided for all aspects of a customer's experience in the AJCs, such as during application/registration for, and provision of, aid, benefits, services, and training. Accommodations are made according to the individual's need in order to ensure that he / she receives equal benefits from the program or activity, will be able to compete fairly in educational work settings, and in general, to have an

equal opportunity. If needed, documentation of the individual's need for accommodations is obtained and maintained in a separate, secure location.

In order to inform customers of the accommodations available, the following tag-line, or one similar, is included on all recruitment brochures and other outreach materials including print, newspaper ads, television, and radio commercials produced by the local workforce development board: “EOE. Auxiliary aids and services available upon request. TDD# 711.” Accommodations available include a large keyboard and calculator, a trackball mouse, software for individuals with visual impairments, Language Line for interpretation or translation services, extended time and readers for assessments, large-print and Spanish Registrant Handbooks, and IntelliKeys keyboards.

NV Access Technology (www.nvaccess.org) has been installed for individuals with visual impairments. NV Access reads aloud what is on the computer screen and gives the user a unique set of intelligent tools for navigating and accessing web pages and all screen content, is also available at the comprehensive center in Jackson. The system utilizes a TDD/TTY number for all centers, 711, and a TDD/TTY phone is available at the comprehensive center in Jackson. Referrals are made for additional services not offered in the AJC.

All local workforce system staff have been trained, either as an entire staff or through their respective agencies, in the provisions of WIOA Section 188 and the ADA of 1990 so that when a customer with a disability visits the One Stop Center, all staff will have the understanding and knowledge of how to accommodate the individual(s) needs. Requests for assistance from one or more of the partners may be solicited depending upon the type of accommodation being requested.

VR has been contacted regarding documents in Braille to be made available at the front desk in each AJC. The universal accessible symbol is visible at entrances of each AJC, as well as door buzzers being installed to alert the receptionist of a customer in need of assistance. Please see attached MOU regarding more information on physical accessibility.

B. Fiscal Management

Southwest Human Resource Agency was selected as the Administrative Entity/Fiscal Agent for the WIOA grant funds by a Consortium of Chief Elected Officials (CEO). As the designated entity, SWHRA, in accordance with Sec. 107(d){12}{B}{III} shall disburse the grant funds for workforce investment activities immediately upon receiving such direction from the local board. §679.420 states that the designation of a fiscal agent does not relieve the chief elected official or Governor of liability for the misuse of grant funds. If the CLEO designates a fiscal agent, the CLEO must ensure this agent has clearly defined roles and responsibilities, therefore, CLEOs enter into a partnership agreement between the board and CLEO.

Procurement policy and procedure

The SWLWDB follows the appropriate procurement and purchasing guidelines as outlined in the attached Purchasing and Procurement policy Attachment **16**. When procuring a One-Stop Operator and Title I Service Provider, the Board follows the guidelines for formal solicitations as required by the State. Consistent with WIOA Sections 107(d)(10) and 121(d), the Workforce Services Policy regarding One-Stop Delivery and Design System, paragraph (D) of the Local Board Responsibilities section, and in accordance with the Regional Planning Council, the SWLWDB, with the agreement of the chief elected officials for the local area, shall designate or certify one-stop operators as described in section 121(d)(2)(A).

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In order to conduct a competitive process for the selection of a one-stop operator and Title I Service Provider in accordance with 121(d)(2)(A), the Board, with the agreement of the CEOs, will issue, or will select a third-party contractor to issue, a Request for Proposals (RFP). The RFP will be posted for a designated time period, with public notice being provided through print media and/or electronic means, and with potential bidders being notified of the release by email. Proposals received shall be reviewed by a committee approved by the Board and CEOs, or by the selected third-party contractor. The review committee or contractor shall make a recommendation to the Board for selection of the Operator and Title I Service Provider. The selected Operator and Service Provider, which may be separate entities, shall enter into a contract(s) with the Board and CEOs.

40% minimum participant cost rate (MPCR)

Per TN WIOA 17-11 Minimum Participant Cost Rate, SWLWDB shall ensure a minimum of 40 percent (40%) of WIOA Title I formula funds allocated to the Board (WIOA Section 128(b)(4) and 133(b) is expended on allowable participant costs under WIOA funded services per WIOA Section 129(c)(2), WIOA Section 134, TEGL 19-16 and TEGL 21-16. *Minimum Participant Cost Rate (MPCR) will be adjusted accordingly when State Policies are changed regarding the percentage.*

The 40% expenditure rate will be reviewed quarterly by the LWDB. To provide for continuous improvement, a brief narrative will be submitted along with the quarterly report explaining why the expenditure rate was not attained in instances when the area falls below the 40% MPCR. Should the local area perform below the 40% rate for three consecutive quarters, the Southwest LWDB Region must submit a board-approved Corrective Action Plan providing a detailed analysis of the inability to attain a minimum 40% training expenditure rate. This Corrective Action Plan must include at a minimum:

- Local Board approved action steps to meet the minimum required rate
- Timeline for meeting the 40% minimum required rate
- Any measurable benchmarks or indicators the plan will ensure the LWDA is on track to meet the expected outcome
- Acknowledgement by the LWDB that the area is subject to remedies for non-compliance as outlined in 2CFR 200.207 and 200.338 until the MPCR is attained.

When meeting or exceeding the MPCR, SWLWDB will strive to maintain and/or improve the current rate of expenditures in order to meet the State proposed regional MPCR of 40% or greater. It is intended that regions meet the regional MPCR no later than the end of Program Year 2021 (June 2021).

Action:

Forty percent (40%) of program costs of each formula contract received by SWLWDB is designated upfront to be spent on participant training. This number is made a part of each formula contract assigned to the CSP and designated as “participant training costs”. The CSP has been given copies of this policy and has been informed of the importance of meeting this requirement.

Board staff has requested monthly reports from the OSO and CSP denoting total expenditures versus qualifying expenditures toward the MPCR be submitted. SWLWDB staff will also keep track of training-related expenditures through monthly review of invoices submitted by the OSO for reimbursement.

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In the event of failure to meet the 40% MPCR, a corrective action plan denoting action steps and a timeline for meeting the 40% required rate will be submitted and approved by the SWLWDB. In addition to the action steps and timeline, the plan will also address the following:

- Measurable benchmarks/Indicators to ensure LWDA is on track to meet expected outcome
- Acknowledgement by the LWDB that area is subject to remedies for non-compliance as outlined in 2CFR 200.207 and 200.338 until the MPCR is attained
- Any other information beneficial for state review and comment

C. Budget information and supporting materials

- Included are detailed budgets for the following four program years (20-21, 21-22, 22-23, and 23-24) as Attachments **17-A, 17-B, 17-C, and 17-D** respectively. These budgeted figures assume a yearly personnel cost of 3%. Only formula dollars are utilized when creating the budgets as there is no guarantee of other funding other than formula.
- Budget Narrative
 - ❖ a. **Personnel** - Wages of all direct program employees
 - ❖ b. **Fringe Benefits** - Benefits & Taxes of all the organizations contributions to benefit programs, social security, medicare, unemployment insurance and worker's compensation insurance.
 - ❖ c. **Travel** - Expenses for transportation, meals, lodging, per diem payments, gas, oil, automobile repairs, auto licenses, permits and leasing costs for company vehicles.
 - ❖ d. **Equipment** - Expense for renting and maintaining computers, copiers, postage meters, office equipment and other equipment.
 - ❖ e. **Supplies** - Expenses for office supplies, housekeeping supplies, food, beverages and other supplies.
 - ❖ f. **Contractual** - Fees paid to outside professionals, consultants, personal-service contractors
 - ❖ h. **Other** - Expenses for office space, facility space, heating costs, lighting costs, powers costs and other utility costs, janitorial services, mortgage interest; Expense for producing printed materials, purchasing books and publications and buying subscriptions to publications; Expenses for office space, facility space, heating costs, lighting costs, powers costs and other utility costs, janitorial services; expense for property insurance; Expenses for telephone, cellular phones, beepers, telegrams, fax, email, telephone equipment maintenance and other related expenses; Expenses for postage, messenger services, overnight delivery, outside mailing service fees, freight fees, trucking fees;
 - ❖ j. **Indirect Charges and administrative wages/fringe** - Indirect cost made in accordance with the approved allocation plan approved by the organization's cognizant state agency. And the administrative portion of wages and benefits and taxes.
- All grants are cost-reimbursement; therefore, there is no cash or in-kind resources utilized.
- The budget does not include land or buildings; MAI appraisal is not applicable.
- There are no non-TDLWD funding sources utilized.
- No revenue or fee-based funds are leveraged.
- No in-kind is utilized in the budget due to only utilizing formula funding.

D. Planned or existing approach RE local strategies for transfer of funds

Local strategies will differ from year to year depending upon a number of factors, e.g., employer and job seeker needs, amount of our allocation, locally and regionally-designed initiatives, etc. Therefore, the strategy will be determined on a timely basis and will be done in accordance with any and all policies that govern this option at the time of the transfer.

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Consideration will include:

- A determination that Southwest LWDA has a pool of eligible job seekers in one funding stream who either meet or have the potential to meet the identified needs of local employers, but does not have adequate funding in that specific account to cover training activities.
- An assurance that the “transfer from” account will still have adequate financial resources to meet the individual customer/job seeker needs post-transfer.
- An assurance that the “transfer from” account will still have adequate financial resources to fund special projects and/or initiatives as identified in local/regional plans.
- An assurance that the “transfer from” account will still have adequate financial resources to fund its current and future obligations and/or commitments.
- An assurance that the transfer to/from complies with all state, federal and/or local policies and procedures.

Transfer of Dislocated Worker Funds to Adult

The Department of Labor and Workforce Development is given the authority to approve fund transfer requests of up to 100 percent of an area’s program year formula allocation between adult and dislocated worker funds. The Local Board via the designated Fiscal Agent must submit a transfer request along with Attachment A - Title I Funding Request Form via email to WSPayment.Request@tn.gov. The request will include:

1. Justification for repurpose of funds
2. Completed copy of Attachment A - Title I Funding Request
3. An assurance there are sufficient funds in the budget for required activities for the remainder of the Program Year and Fiscal Year.

Once approval has been received from the Department of Labor and Workforce Development, Attachment A - Title I Funding Request, along with the justification for the request, must be submitted in Grants4TN.

Use of funds for incumbent worker

The Southwest Local Workforce Development Board utilizes Statewide Rapid Response funding when providing Incumbent Worker Training to area employers. The Board also reserves the right to use up to 20 percent of WIOA Title I Adult and Dislocated Worker funds allocated to pay for the Federal share of the cost of providing a training program for incumbent workers.

Incumbent Worker Training (IWT) is available to help companies grow and maintain competitiveness by investing in training of their existing workforce. Training programs may include training designed to increase the basic skills of employees including, but not limited to, training in written and oral communication, mathematics or science, or training in technical and technological skills. IWT grants are structured to be flexible to meet the business’s training objectives.

Below are the steps we take with employers who want to enroll in the Incumbent Worker Program:

1. Meet with the employer to explain the program
2. Request employer complete the Pre-application on the <https://www.tn.gov/workforce/employers/training-redirect/grants-for-training/incumbent-worker-training.html>
3. Employer then submits a proposal requesting funding that includes the following information:

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- a. The type(s) of training they are wanting to have
 - b. The projected date of the training(s)
 - c. The number of employees who will be receiving training
 - d. Total cost of the requested training(s)
 - e. The amount of IWT funds they're requesting.
 - f. Who will provide the training(s)?
4. Once the proposal has been received, OSO and STTB work together to determine eligibility for the funding and the amount of funding that will be awarded to the employer.
 5. The IWT Contract is then completed (example attached)
 6. Employers complete a monthly report through the State of TN's [IWT web page](#)
 7. When the employer is ready to invoice for IWT reimbursement, they complete the Employee Information Sheet (attached) and submit a copy of the invoice from the training provider.
 8. Employee information is inputted into VOS and a reimbursement check is issued.

Use of funds for transitional jobs

To date, the SWLWDB has never allocated the ten percent of Title I – Adult and Dislocated Worker allowance for transitional jobs funding. We realize utilization of Transitional Jobs funding will greatly enhance opportunities for justice-involved individuals.

SWLWDB plans to establish best practices such as the following to design a transitional jobs program for the Southwest area in conjunction with area employers:

- Identify and define the target population and eligibility criteria
- Develop a wage subsidy structure that addresses wage and hour requirements, the duration of the wage subsidy, what portion of the wage will be subsidized, and other wage-related costs.
- Develop a wage subsidy structure that addresses wage and hour requirements, the duration of the wage subsidy, what portion of the wage will be subsidized, and other wage-related costs.
- Create an administrative infrastructure and implementation procedures to determine the process for recruiting participants and employers; providing paychecks to employees; negotiating contracts or interagency agreements; developing program materials to be circulated; and employer-employee matching.
- Identify how supportive services will be provided to program participants.
- Encourage employer participation to increase the likelihood that participants will transition to permanent jobs once the subsidy ends.
- Ensure that participants in the program do not displace existing employees, as required by WIOA section 181(b)(2).
- Create a formal process for program evaluation.

E. Executed cooperative agreements

AJC staff and partner cross-trainings are held quarterly to discuss available services and updates, address any concerns, and collaborate on new ideas and initiatives. Many of these trainings incorporate a speaker to educate staff on additional community programs and skills such as the TN Reconnect Ambassador training held on March 6. Scheduling bi-weekly staff meetings with on-site partners and quarterly coordination meetings with off-site partners have also been established as ways to promote effective partner communication.

Created 4.15.2020

Updated 6.10.2020

Final 6.30.2020

These interactions also help to ensure all AJC staff are informed of any new policies, procedures, and other relevant updates.

The SWLWDB supports the service alignment strategy identified in the State Plan through increased coordination, leveraged funds, seamless customer service delivery, and functional alignment of services. WIOA Title I program funds are braided with other Federal and State programs, such as Trade Adjustment Act, TN Promise, TN Reconnect, Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T), TANF, Senior Community Services Employment Program (SCSEP), Disabled Veterans Outreach Programs, and Re-Employment Services Eligibility Assessment (RESEA) in order to eliminate duplication and leverage dollars to maximize resources and services. [As mentioned at the beginning of the plan, the AJCs utilize functional teams and cross-training to provide integrated service delivery.](#)

AJC partners, including training providers with programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006, also enter into Memorandums of Understanding (MOUs) in order to leverage resources, eliminate duplication of services, and improve effectiveness, thereby decreasing administrative and program costs. The scope of services outlined in this MOU follows Workforce Services Division Policy #7 regarding Service Integration and functional alignment wherein Tennessee's One-Stop system shall strive to streamline workforce services functions, prevent the duplication of services and eliminate inefficient practices.

F. Title VI training

All partners also cooperate with compliance monitoring that is conducted to ensure that all AJC programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members are trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. The attached Title VI training is offered to the One-Stop Operator, service providers, Board and Board staff. Title VI training is attachment **18**

**MEMORANDUM OF UNDERSTANDING
BETWEEN**

AND

Individual designated by the Local Workforce Board Chair to lead MOU negotiations

Email address

Impartial individual designated by the Local Workforce Board Chair to lead annual budget negotiations

Email address

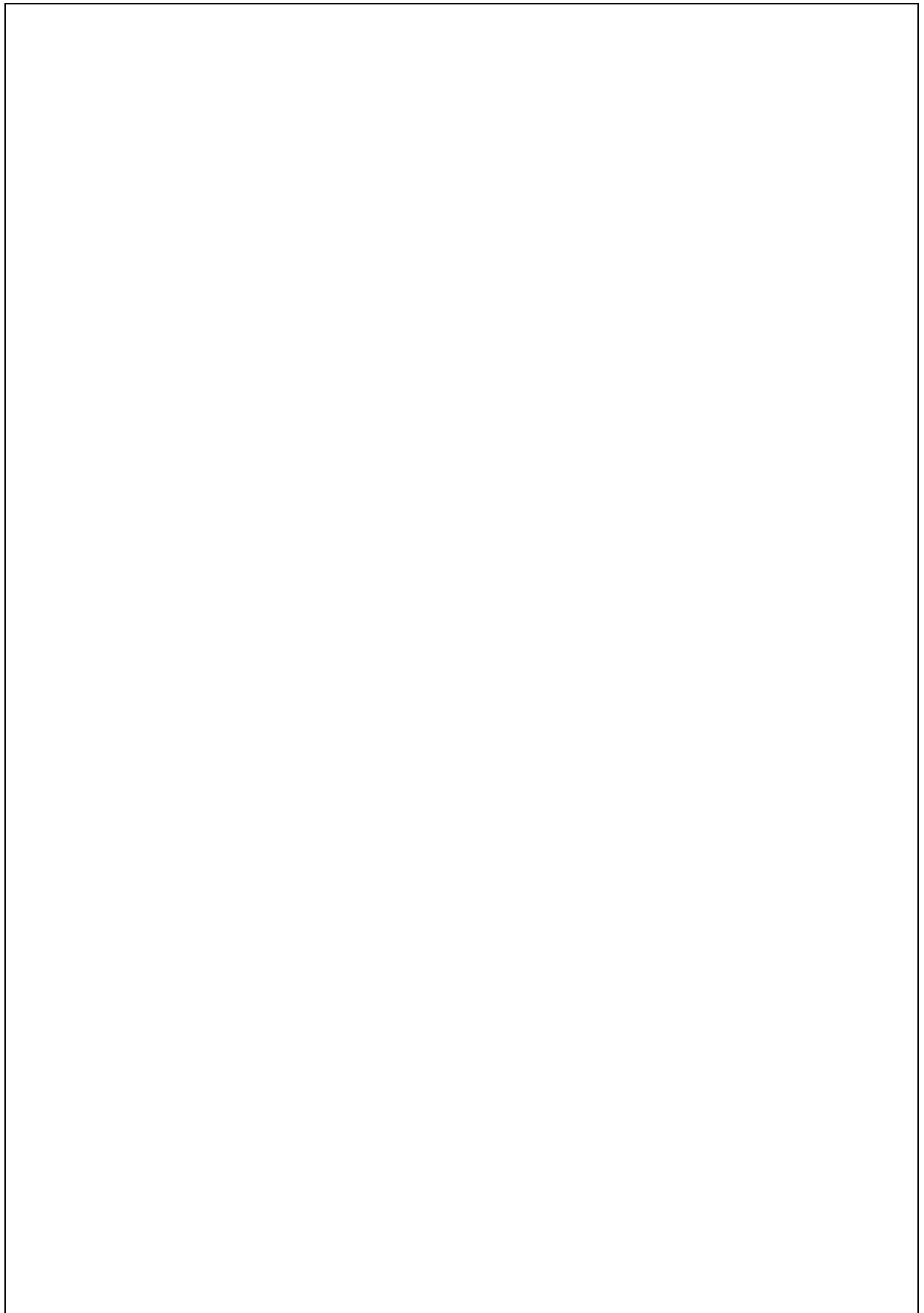
1. CONVENING OF THE PARTIES TO MOU (WIOA SEC. 121(C)(1)) (Tennessee MOU/IFA Instructions Page 4)

- *List the required partner providing services in the local area*
- *List the partner agency providing services of each required partner*

REQUIRED PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM TYPED NAME
Title I: Adult, Dislocated Worker, Youth	
Title II: Adult Education and Family Literacy	<small>Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, McNairy</small>
Title III: Employment Programs under Wagner-Peyser	
Unemployment Insurance	
Trade Readjustment Assistance (TRA)	
Trade Adjustment Assistance (TAA)	
Job Counseling, Training, Placement Services for Veterans	
Migrant and Seasonal Farmworkers	
Community Services Block Grant (CSBG)	
Senior Community Services Employment Program (SCSEP)	
Second Chance (Reentry)	
Title IV: Rehabilitation Services	
TANF	
Parties to the MOU	NAME
LWDB Chair	
LWDA Chief Local Elected Official	

3. VISION FOR THE SYSTEM (Tennessee Combined State Plan Section II(b)) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.

- *Describe the shared vision and commitment of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor’s Guidelines)*
- *Describe which aspects of the vision are currently in place*
- *Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place*



4. MOU DEVELOPMENT (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.

- *Fully describe the process and efforts of the Local Workforce Development Board and required partners to negotiate the MOU*
- *Confirm whether all required partners participated in negotiations*
- *Explain the process to be used if consensus on the MOU is not reached by partners*
- *Please provide dates of partner meetings that specifically discussed the MOU*

5. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.

- *Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system*
- *Where applicable list the designated affiliated sites or specialized centers*
- *Define any other operating titles that the local area assigns to each center*
- *Describe how outreach will be conducted in towns in the local area without an AJC*
- *Describe the local area's plans for the Mobile American Job Center*

Note: The information provided in this section must match the Tennessee Development of Labor and Workforce Development listings

**6. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (WIOA Sec. 121(c)(2)(A)(i))
(Final Rules § 678.500(b)(1)) (Tennessee MOU/IFA Instructions Page 5) If additional
space is needed, please include an attachment referencing this section.**

- Complete a local service matrix (Attachment II) illustrating local methods of service delivery which includes:
 - *Career services to be provided by each required partner in each comprehensive one-stop center*
 - *Other programs and activities to be provided by each required partner*
 - *Method of delivery for each service provided by each required partner (e.g., staff physically present, cross-trained staff, direct linkage technology)*
- In the spaces provided below:
 - *In the introductory paragraph of this section, describe the required partners' combined commitment to integration and "manner in which the services will be coordinated and delivered through the system" (§ 678.500(b)(1))*
 - *In the spaces below designated for each required partner, describe each partner's commitment to coordinated service delivery and explain how the local service matrices illustrate that commitment*
 - *For each required partner below, describe the location(s) at which services of each required partner will be accessible*

Title I (Adult, Dislocated Worker and Youth) –

Title II (Adult Education and Family Literacy) –

Title III (Employment Services under Wager-Peyser) –

Unemployment Insurance (UI) –

Job Counseling, Training and Placement Services for Veterans –

Trade Readjustment Assistance –

Trade Adjustment Assistance (TAA) –

Migrant & Seasonal Farmworkers –

National Farmworker Jobs Program (NFJP) –

Community Service Block Grant (CSBG) –

Senior Community Services Employment Program (SCSEP) –

Title IV (Rehabilitation Services) –

DHS/TANF –

Second Chance (Reentry) –

HUD Employment and Training Activities –

Job Corps –

YouthBuild –

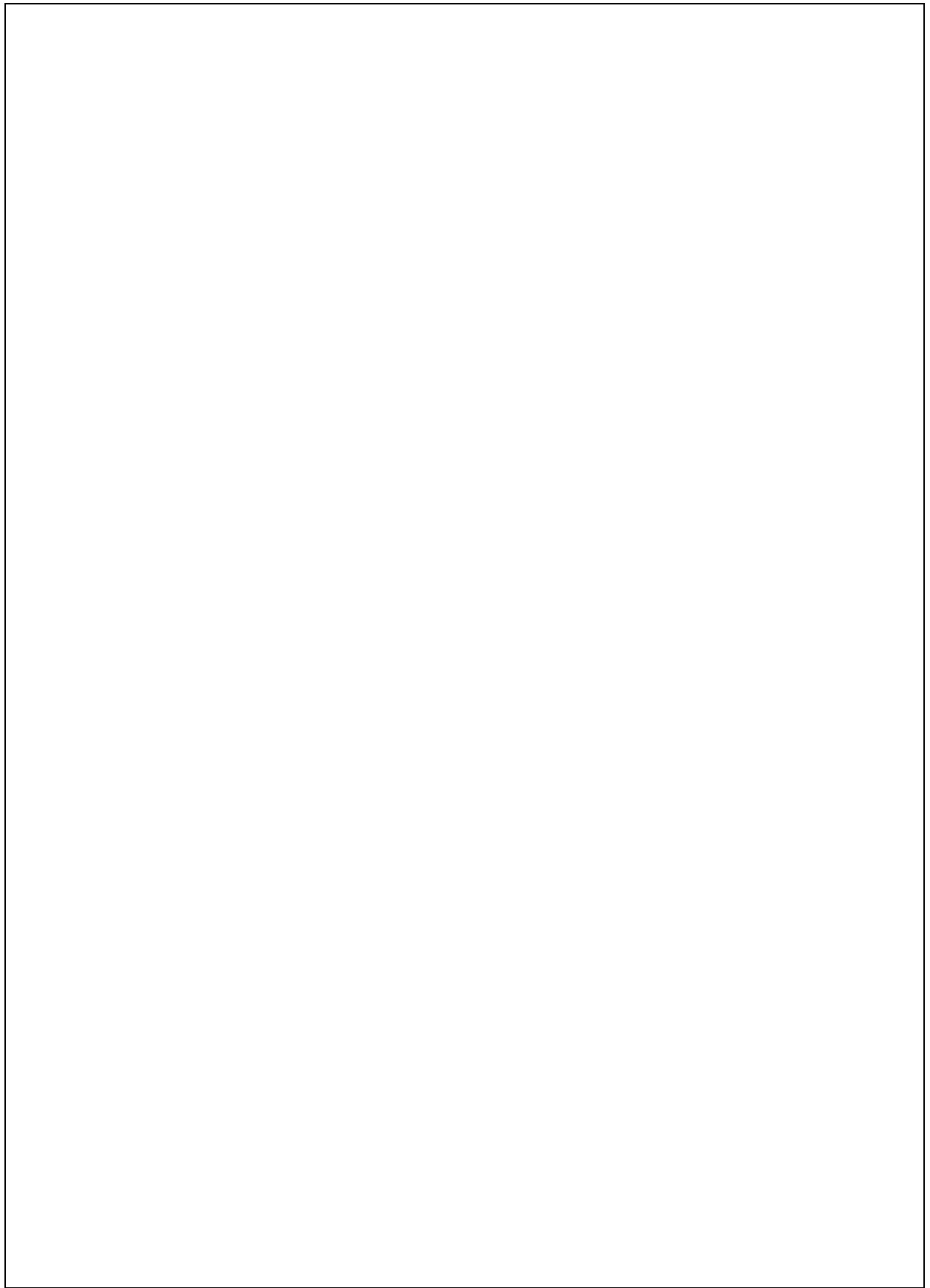
Perkins/Post-Secondary Career & Technical Education–

TCAT/Tennessee Reconnect–

7. PROCUREMENT OF ONE-STOP OPERATOR (Tennessee Memorandum Guidelines for One- Stop Operator Procurement) (Tennessee MOU/IFA Instructions Page 6) If additional space is needed, please include an attachment referencing this section.

- *Name the procured one-stop operator – (this information will be amended once the One-Stop Operators have been procured). The following bullet points should be explained in this section*
- *Describe the functions and scope of work of the one-stop operator as defined in the Request for Proposal or as planned for the competitive procurement process*
- *Assure that the one-stop operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest*

Note: One-stop operator designation takes effect July 1, 2017 (§ 678.635)



8. REFERRAL PROCESS (WIOA Sec. 121 (c)(2)(A)(iii)) (Tennessee MOU/IFA Instructions Page 6). If additional space is needed, please include an attachment referencing this section.

- *In the spaces provided below, address all of the following:*
 - *In the introductory paragraph of this section, describe local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3))*
 - *In the spaces below designated for each required partner, each partner must list the other programs to which it will make referrals and the method(s) of referral to each partner; for example, in the Title I box, Title I will list all other programs to which it will refer clients and the method(s) of referral for each*
 - *Identify the method of tracking referrals*

Note: Local areas must be as specific as possible when describing the differences in referral methods between partner programs. DOL has expressed concern about this area in the past.

Title I (Adult, Dislocated Worker and Youth) –

Title II (Adult Education and Family Literacy) –

Title III (Employment Services under Wager-Peyser) –

Title IV (Rehabilitation Services) –

Unemployment Insurance (UI) –

Job Counseling, Training and Placement Services for Veterans –

Trade Readjustment Assistance –

Trade Adjustment Assistance (TAA) –

Migrant & Seasonal Farmworkers –

National Farmworker Jobs Program (NFJP) –

Community Service Block Grant (CSBG) –

Senior Community Services Employment Program (SCSEP) –

DHS/TANF – & CSPED

Second Chance (Reentry)–

HUD Employment and Training Activities –

Perkins/Post-Secondary Career & Technical Education–

Job Corps –

YouthBuild –

TCAT/Tennessee Reconnect–

9. PHYSICAL ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b) (4)) (Tennessee MOU/IFA Instructions Page 6) If additional space is needed, please include an attachment referencing this section.

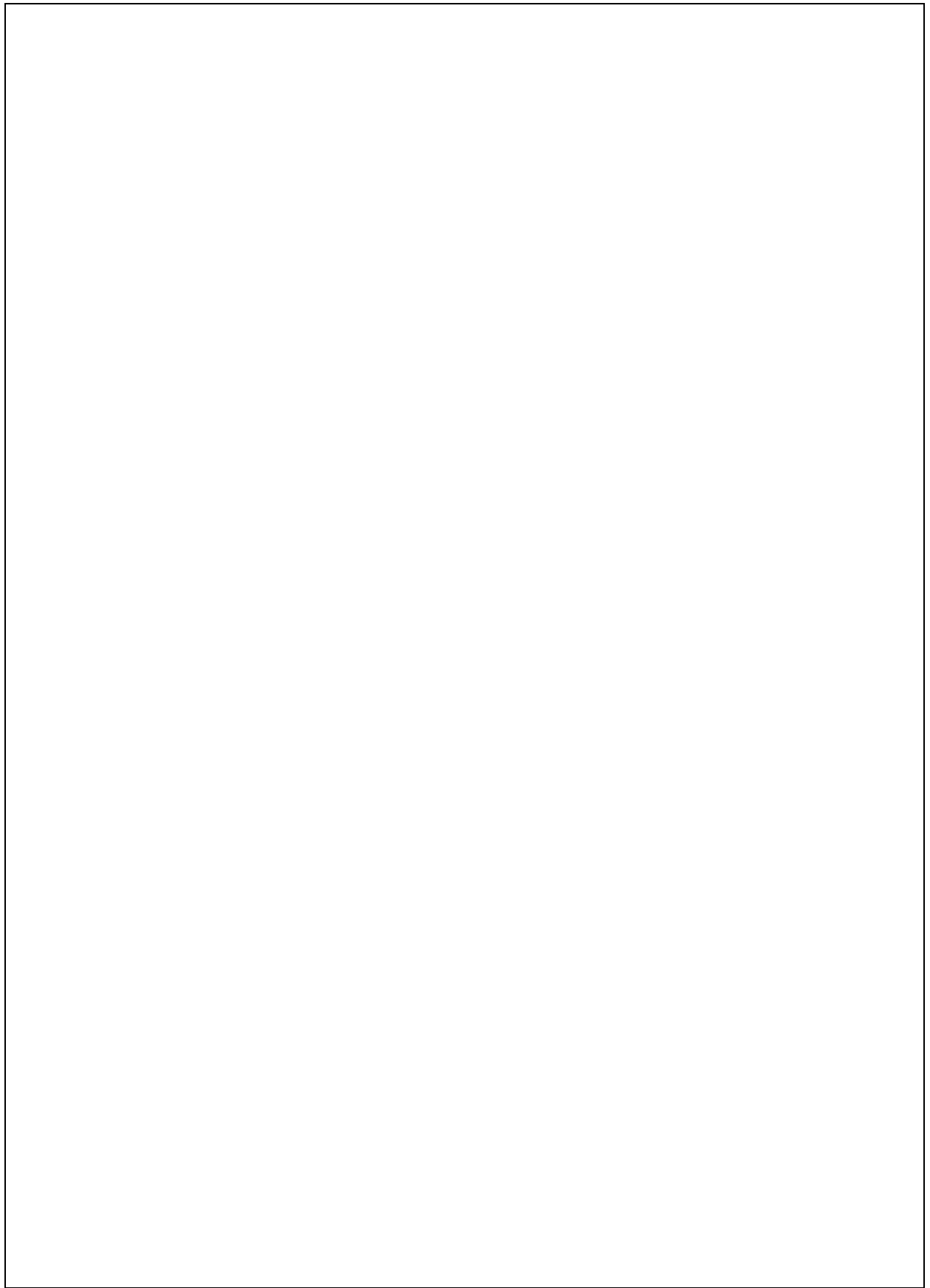
Describe how—through specific examples and commitments—required partners will assure the physical accessibility of the comprehensive one-stop center(s), including the following:

- *The comprehensive one-stop center’s layout supports a culture of inclusiveness*
- *Access to public transportation is available within reasonable walking distance*
- *The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities*

10. PROGRAMMATIC ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b)(4)) (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

- *Describe how the comprehensive one-stop center provides access to all required career services in the most inclusive and appropriate settings for each individual participant*
- *Describe specific arrangements and resources available to assure that individuals with barriers to employment, including individuals with disabilities, can access available services and how outreach will be conducted to these groups (§678.500(b)(4). Include Mobile American Job Center information.*
- *Explain how services will be provided using technology that is actually available and in accordance with the “direct linkage” requirement under WIOA*

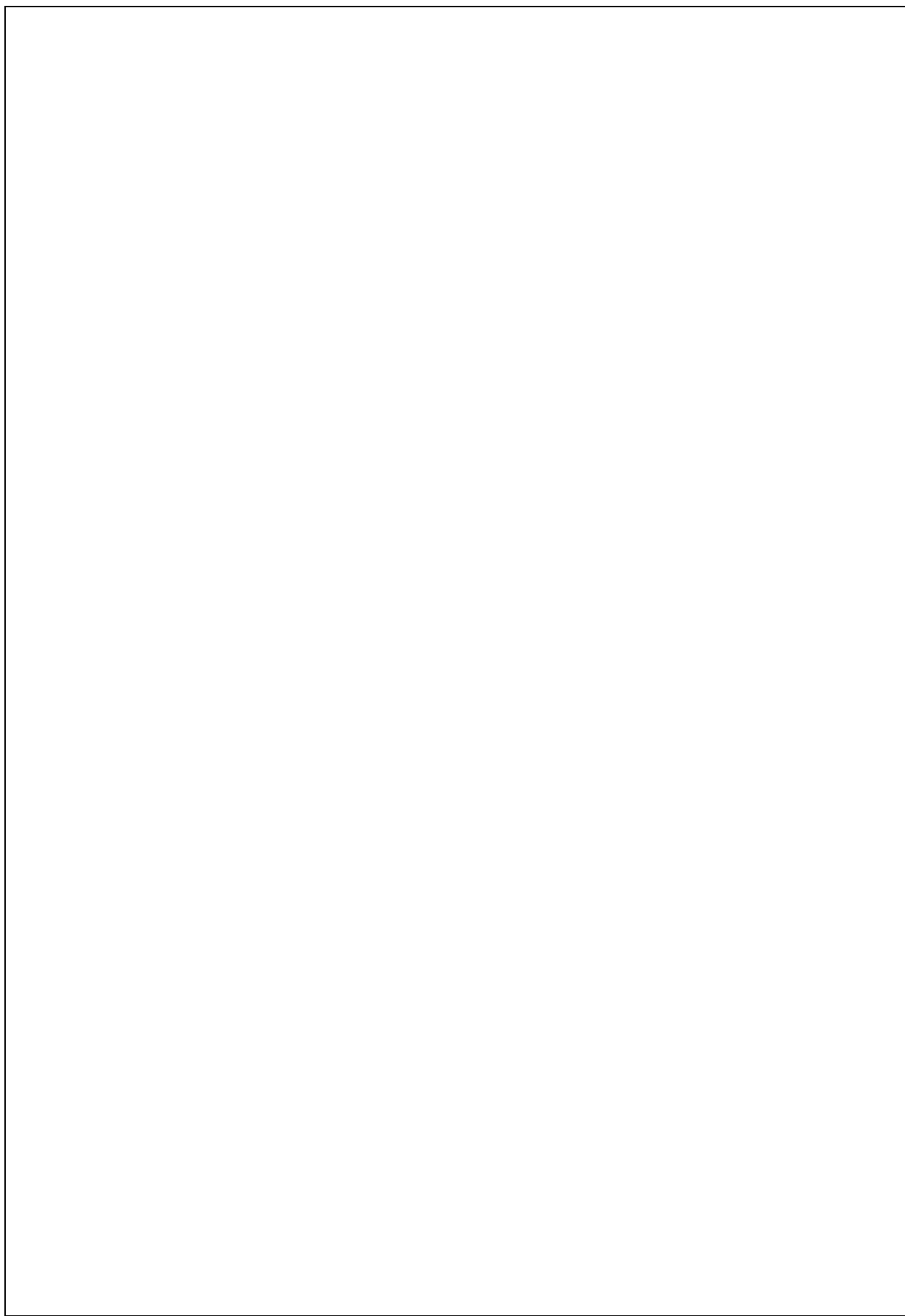
Note: Provide as much specificity as possible for each partner program



11. DATA SHARING AND COLLECTION (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

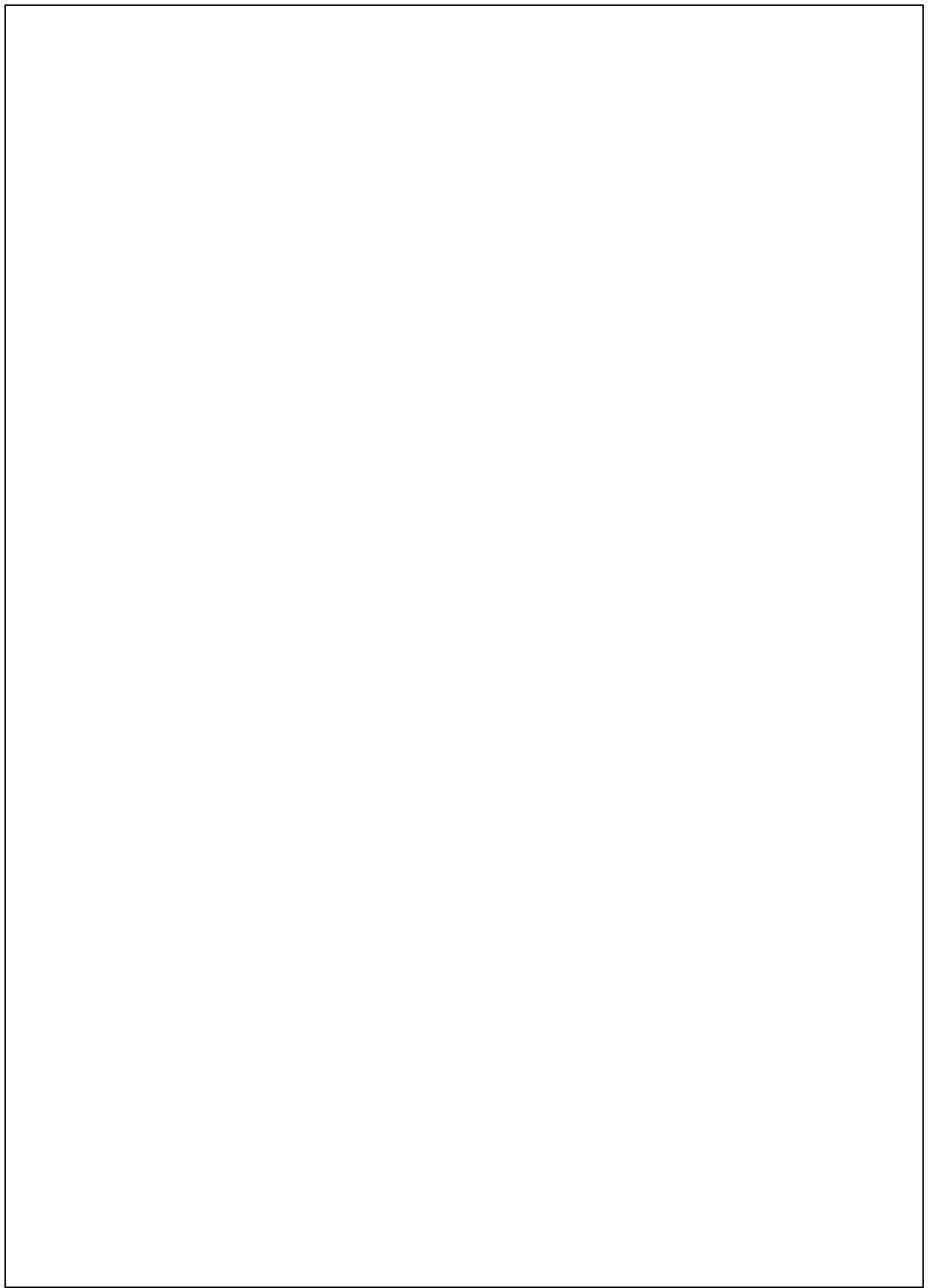
- *Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved*
- *Provide assurances that participants' Personally Identifiable Information (PII) will be kept confidential*
- *In each description, cite specific examples of required partners demonstrating a commitment to integration in the local area*
- *Describe the collection of data across programs*
- *Describe how Jobs4TN will be utilized and incorporated*

NOTE: Partners are encouraged to seek clarification from their respective core partner state agency and/or data staff



12. COST SHARING OF SERVICES (WIOA Sec. 121 (c)(2)(A)(ii)) (WIOA Final Rules §678.755 and §678.760) (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

- *To complete this section, see the Individual AJC Budget Template instruction sheet – Attachment IV*
- *For the purposes of this section (12), only provide a narrative explanation of cost sharing services*



13. DURATION/AMENDMENT/APPEAL PROCEDURES (WIOA Sec. 121 (c)(2)(A)(v)) (WIOA Final Rules §678.500(b) (5)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

Describe the duration of the MOU

Describe amendment procedures, including annual negotiation of infrastructure and shared system costs to address the following:

- *The amount of notice a partner agency must provide the other partners to make amendments*
- *The procedures for informing other partners of the pending amendment*
- *The circumstances under which the local partners agree the MOU must be amended*
- *The procedures for amending the MOU to incorporate the final approved budget on an annual basis*
- *The procedures for terminating the MOU or a specific partner's participation in the MOU*
- *The process for resolving any disputes that evolve after the agreement is reached*
- *The appeals process for any disputes that evolve after the agreement is reached*
- *Process must follow the directives in WIOA678.500(b)(5)*

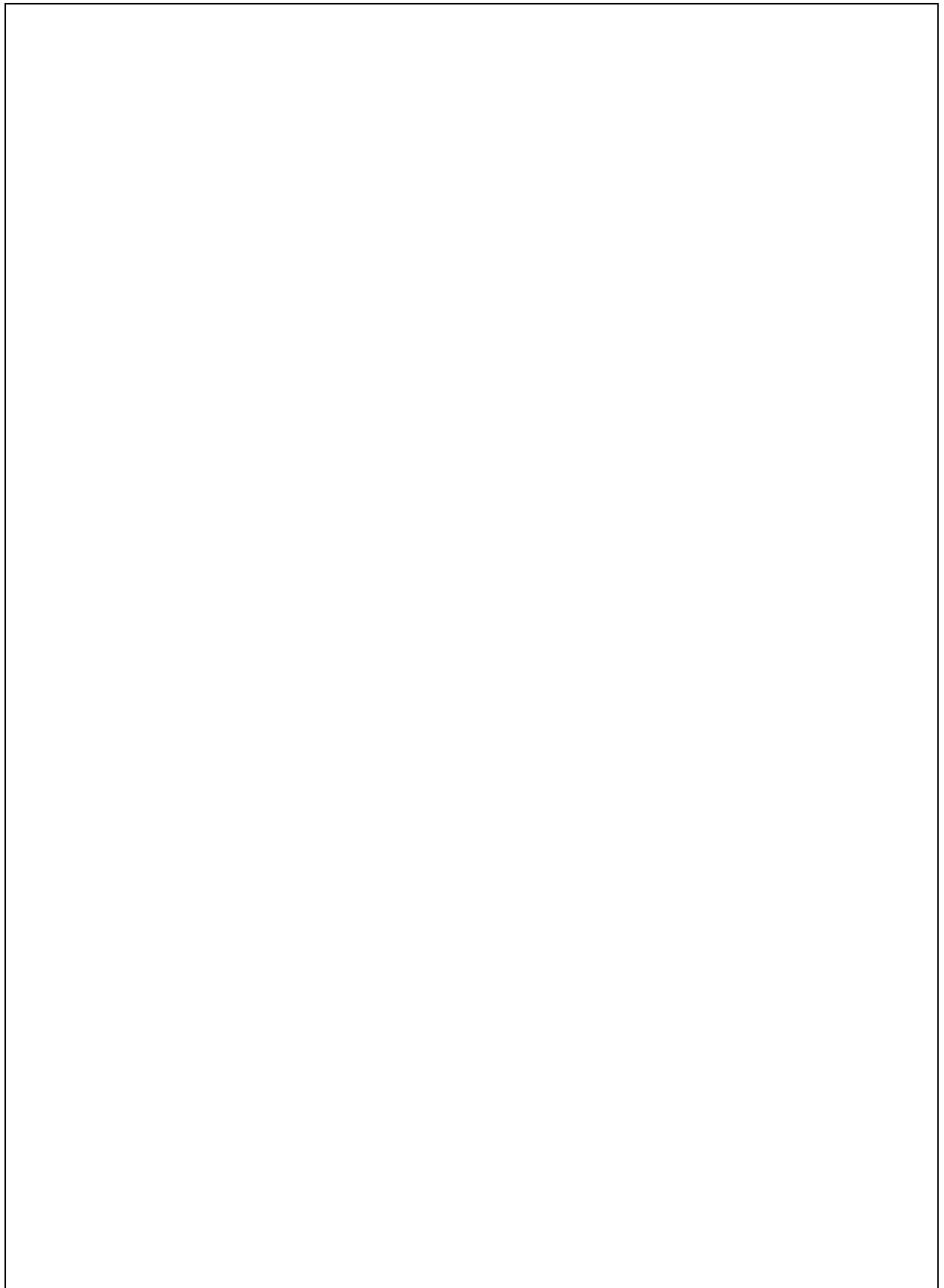
NOTE: Ensure the MOU reflects the most recent date as amendments are approved

14. RENEWAL PROVISIONS (WIOA Sec. 121(c)(2)(A)(v)) (WIOA Final Rules §678.500(b)(6)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

Provide the process and timeline in which MOU will be reviewed, including:

- *Explain the renewal process, which must occur at a minimum of every three years*
- *Describe the required renewal process if substantial changes occur before the MOU's three-year expiration date*

NOTE: Ensure the MOU reflects the most recent date as renewals are approved



15. ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (WIOA Sec. 121(c)(2)(B)) (WIOA Final Rules §678.500(c)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

16. ADDITIONAL PARTNERS (WIOA Sec. 121 (b)(2)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

17. OTHER CONTRIBUTIONS (TEGL 16-16) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

- *Describe contributions made to the one-stop system through other avenues, such as donations made by a non-partner entity*
- *Document third party in kind contributions made to supplement the operation of the American Job Center*

18. NON-DISCRIMINATION & EQUAL OPPORTUNITY (WIOA Section 188) (Tennessee MOU/IFA Instructions Page 9) If additional space is needed, please include an attachment referencing this section

- *Describe how all partner staff will comply fully with all non-discrimination requirements*

19. PRIORITY of SERVICE (TDLWD Veteran Priority of Service Policy) (WIOA Section 134 (c)(3)(E) (Tennessee MOU/IFA Instructions Page 9) If additional space is needed, please include an attachment referencing this section

- *Describe how each partner staff will comply with the priority of service requirements set forth in the Veteran Priority of Service Policy as well as priority of service outlined in WIOA section (c)(3)(E)*

20. AUTHORITY AND SIGNATURES (WIOA Final Rules §678.500(d)) (Tennessee MOU/IFA Instructions Page 10) If additional space is needed, please include an attachment referencing this section.

- *Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA*

21. ATTACHMENTS (Tennessee MOU/IFA Instructions Page 11)

- **Career/Training/Employer Services - Attachment I**
- **Services Matrix - Attachment II**
- **Individual AJC Budget Template - Attachment III**
- **Individual AJC Budget Instructions - Attachment IV**

ATTACHMENT 1

Southwest Tennessee Region American Job Center Services

CAREER SERVICES

Career services include self-help services, services requiring minimal staff assistance and services 'involvement' requiring more staff generally provided to individuals unable to find employment through basic career services, and deemed to be in need of more concentrated services to obtain employment; or who are employed but deemed to be in need of more concentrated services to obtain or retain employment that allows for self-sufficiency.

1. **Eligibility Determination:** This is the process of obtaining and documenting information about an individual's circumstances and comparing that information with the criteria set by an agency or program to decide if the individual qualifies for participation.
2. **Outreach Intake, and Orientation:** Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for an individual's program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs' staff, and other resources at the Local American Job Center, affiliate, or self-service location.
3. **Initial Assessment:** For individuals new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and determine potential referrals to partners or community resources.
4. **Job Search, Placement Assistance, and Career Counseling:** Job Search helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job finding skills, orientation to the labor market, resume preparation assistance, development of a job search plan, job development, referrals to job openings, placement services, job finding clubs, job search workshops, vocational exploration, relocation assistance, and re-employment services such as orientation, skills determination, and pre-layoff assistance. Placement Assistance is a service that helps people to identify and secure paid employment that matches their aptitude, qualifications, experiences, and interests. Career counseling is a facilitated exploration of occupational and industrial information that will lead to a first, new, or a better job for the individual.
5. **Employment Statistics – Labor Market Information:** Collect and report data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers. (See Tennessee LMI www.jobs4tn.gov.)
6. **Eligible Provider Performance and Program Cost Information:** Collect and provide information on:
 - a. Eligible training service providers (described in WIOA Section 122).
 - b. Eligible youth activity providers (described in WIOA Section 123).
 - c. Eligible adult education providers (described in WIOA Title II).
 - d. Eligible postsecondary vocational educational activities and vocational educational activities available to school dropouts under the Carl Perkins Act (20 USC 2301).
 - e. Eligible vocational rehabilitation program activities (described in Title I of the Rehabilitation Act of 1973).

7. **Local Performance Information:** Collect and provide information on the local area's recent performance measure outcomes.
8. **Supportive Services' Information:** Collect and provide information on services such as transportation, child care, and housing that are necessary to enable an individual to participate in employment and training activities.
9. **Unemployment Compensation:** Collect and provide information on filing claims for state benefit payments that protect individuals from economic insecurity while they look for work. Claims may be filed on-line at www.jobs4tn.com.
10. **Eligibility Assistance:** Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.
11. **Follow-Up Services:** Services provided to participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment. These services assist those individuals to maintain employment or qualify for promotions with that employment.
12. **Comprehensive and Specialized Assessments:** A closer look at the skills levels and service needs that may include:
 - a. Diagnostic testing and use of other assessment tools.
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
13. **Individual Employment Plan Development:** Working with individuals to identify their employment goals, the appropriate achievement objectives, and the appropriate combination of services that will help the individual achieve those goals.
14. **Group Counseling**
15. **Individual Counseling and Career Planning**
16. **Case Management:** For participants who receive training services under WIOA Section 134(d)(4).
17. **Short-Term Prevocational Services:** Can include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

TRAINING SERVICES

Services offered through a training provider to help individuals upgrade their skills, earn degrees and certifications, or otherwise enhance their employability through learning and education. Types of training services include:

1. **Occupational Skills Training:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels.
2. **On-the-Job Training (OJT):** Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance of the job, and reimburses the employer for the costs associated with training the OJT trainee often calculated based on a percentage of the trainee's wage.
3. **Workplace and Cooperative Education:** Programs that combine workplace training with related instruction which may include cooperative education programs.

4. **Skills Upgrading and Retraining:** Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential.
5. **Entrepreneurial Training**
6. **Job Readiness Training**
7. **Adult Education and Literacy Programs:** Services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job.
8. **Customized Training:** Training that is designed to meet the special requirements of an employer or group of employers and that is conducted with a commitment by the employer to employ and individual upon successful completion of the training and for which the employer pays for a portion of the cost of training.

EMPLOYER SERVICES

American Job Service Center services offered to employers include:

1. **Job Posting:** Receiving and filling of job openings; searching resumes; providing access to a diverse labor pool.
2. **Applicant Pre-Screening:** Assessing candidates according to the employer's requirements and hiring needs; referring candidates based on their knowledge, skills, and abilities relative to the employer requirements.
3. **Recruitment Assistance:** Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitments.
4. **Training Assistance:** Providing training resources to enable employers to upgrade skills, introduce workers to new technology, or to help employees transition into new positions.
5. **Labor Market Information:** Access to information on labor market trends, statistics, and other data related to the economy, wages, industries, etc.
6. **Employer Information and Referral:** Provision of information on topics of interest to employers such as services available in the community, local training providers, federal laws and requirements, tax information, apprenticeship programs, and incentive programs such as WOTC or the federal bonding program, etc.

Rapid Response and Layoff Aversion: Provision of services to prevent downsizing or closure, or to assist during layoff events. Strategies may include incumbent worker training to avert lay-offs, placement assistance, worker assessments, etc.

Attachment II - CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

BASIC CAREER SERVICES											
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education
Title I: Adult, Dislocated Worker, Youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title II: Adult Education and Family Literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BASIC CAREER SERVICES												
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify): CSPED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Title I: Adult, Dislocated Worker, Youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title II: Adult Education and Family Literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES

REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify): CSPED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

One-Stop Operator (OSO) Roles and Responsibilities

Scope of Services

The One-Stop Operator agrees to coordinate service delivery of the required One-Stop American Job Center partners and service providers in the AJCs, as well as provide Adult, Dislocated Worker and Youth (Title I) services. In addition to the above mentioned services, the One-Stop Operator will deliver services for Re-employment Services and Eligibility Assessment Program (RESEA), Senior Community Services Employment Program (SCSEP). RESEA and SCSEP will have separate contracts.

All services provided by the One-Stop Operator will conform to the Coordinate, Observe, Report, and Evaluate (CORE) services model. The One-Stop Operator agrees to inspire others and lead change; demonstrate extremely high levels of professionalism, integrity, and collaboration; and enhance and develop partnerships. Further, the One-Stop Operator agrees to coordinate with the leadership of all required partners; and further understands that they will be responsible to the Southwest Tennessee Workforce Development Board, as contract officer.

The One-Stop Operator's role is to coordinate multiple American Job Center partners and service providers throughout LWDB to assure functional alignment of services and to serve as the Welcome Function Service Provider, including hiring and directly supervising staff.

The role of the One-Stop Operator in the American Job Center is further defined through guidance provided in WIOA Workforce Services Regional and Local Planning Policy as follows:

A. Oversee management of One-Stop Centers and service delivery

The One-Stop Operator, under contract with the LWDB, will oversee the day-to-day management and delivery of service within SWTWDB. Responsibilities include:

- Overseeing One-Stop property, including building(s) and equipment, and reporting any maintenance or other issues to the owner/lessor, as appropriate.
- Facilitating appropriate changes and/or maintenance to assure the One-Stop property presents a professional atmosphere for job seeker, employer and partner customers and is conducive to AJC activities.
- Observing and addressing any concerns to assure the staff present is professional, including, but not limited to appearance, conduct and service to customers.
- Providing "functional" direction/supervision of AJC partner staff located in the center(s), including:
 - Working with direct supervisors/team leaders to schedule staff to assure appropriate coverage of customer service needs during regular, holiday and/or extended hours, as needed.
 - Implementing work schedules for "shared" responsibilities (customer flow, general workshops, etc.) that are fair and equitable to all AJC partner staff.
 - Providing leadership and guidance to encourage AJC partner staff to function as a team.
 - Addressing deviation from functional supervision with AJC partner staff to resolve, and their respective supervisor (if needed).
 - Evaluate services being provided at the Centers to ensure that all required services as mandated by state and federal laws are being provided at or through the Centers.
- Coordinating the continuing good standing of AJC Certification status as directed by the LWDB or State.
- Coordinating services with the LWDB's affiliate and/or identified access points to assure that partners are apprised of AJCs services for referral of customers.
- Ensure that all services are being provided in a manner consistent of any local, regional, or state plans created and/or certified by the LWDB.
- Ensure meaningful access to all customers by incorporating the principles of universal and human-centered design. For example: flexible space usage; the use of pictorial, written, verbal, and tactile modes to present information for customers with disabilities and English language learners; and providing recommendations to the LWDB for necessary accommodations and adequate space for the use of assistive devices **and** adaptive technologies.

B. Evaluate performance (as indicated in the Incentives and Sanctions Policy) and implement required actions to meet performance standards — this does not include performance negotiations, as this is specifically a local board requirement.

The One-Stop Operator will evaluate performance of AJCs by:

- Developing a working knowledge of WIOA Performance Measures for all AJC partners, including how they correlate for overall performance of local and regional goals.
- Developing a working knowledge of the State System, Virtual One Stop (VOS), to record data and extract reports as needed.
- Prepare and analyze reports related to One-Stop services for the LWDB, including but not limited to
 - Overall Traffic counts via VOS Greeter
 - Customer sign-in to specific partners via VOS Greeter

- Registrations of Job Seekers via VOS
- Case Notes for Employer Customers via VOS
- Coordinate with LWDB for expected performance standards and compliance with data validation.

C. Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff)

The One-Stop Operator will develop and initiate LWDB approved evaluation processes to determine customer experiences in the AJCs. Evaluation methods may include on-site, as well as, on-line, must maintain confidentiality, and be timely to the customer experience. The LWDB will utilize results of on-going evaluations to assess services of the One-Stop Operator. The One-Stop Operator will share results with the AJC partners to celebrate successes and address opportunities for improvement.

D. Ensure coordination of partner programs

The One-Stop Operator will be responsible for the coordination of core and required partners, both on-site and off-site, for the AJCs, including, but not limited to the following activities:

- Maintaining and updating a digital and hard copy listing of all partner programs, including a brief description of service and contact information to assure that all staff in the AJC has up-to-date information for referral of customers.
- Reporting changes in Memorandums of Understanding and Resource Sharing Agreements to the LWDB to assure agreements remain up-to-date.
- Scheduling bi-weekly staff meetings with on-site partners and quarterly coordination meetings with off-site partners.
- Develop and maintain an internal website to provide policy, procedures, updates, etc. to all partner staff.

E. Act as liaison with the LWDB and One-Stop Center

The One-Stop Operator will serve as liaison between the LWDB and AJC partners of the AJCs, including resolving customer service complaints or partner issues, proposing promising practices and disseminating general communication of LWDB policy/procedures.

The One-Stop Operator will be required to provide any performance reports as deemed necessary by the LWDB, including but not limited to, performance data for all on-site partners, pace of spending reports, cost per outcome, etc.

F. Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.)

The One-Stop Operator will meet common operational needs of the AJCs by:

- Developing and implementing training manuals and instructional activities to promote excellence in customer service and other AJC related topics.
- Providing technical assistance to staff and partner agencies to understand the vision, mission, goals and objectives of the LWDB and the AJC.
- Under the guidance of the Local Workforce Development Area Board, developing partnerships with community organizations, education, industry, etc. to provide access to additional resources such as loan of equipment, speakers for workshops, access to scholarships/services, donations for an "interview" clothes closet.
- Cross training of AJC staff, as appropriate, to increase staff capacity, expertise, and efficiency.

G. Oversee full implementation and usage of all State systems by all local areas

The One-Stop Operator will provide oversight of full implementation and usage of State systems in the AJCs by:

- Working with all AJC partner staff (new & existing) to determine system access and skill levels.
- Expediting requests for access and/or training with the State to assure a seamless system of reporting for the AJC.
- Coordinating with LWDB to determine performance and data validation concerns for staff using state system.
- Providing technical assistance to AJC partner staff in usage of State systems.

H. Design the integration of systems and coordination of services for the site and partners

The One-Stop Operator will provide leadership of partners in the AJCs to design an integrated system that provides seamless coordination of services by:

- Reviewing local, regional and State Plan to understand the vision of leadership.
- Reviewing AJC Certification Application and Memorandum of Understanding to have a general knowledge of partner program services.

- Meeting with representatives of all partner programs (internal and external) to assess similarities and differences.
- Establishing a local workgroup to gather front-line experience and partner "buy-in" to develop an integrated customer flow and coordination of services.
- Develop plan to be submitted to LWDB to assure all AJC partners are contributing to the center, both financially as well as through resource and staff time.
- Service integration shall focus on serving all customers seamlessly, including any targeted populations as deemed by the LWDB, by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope and requirements of each partner program.

I. Manage fiscal responsibility for the system or site

The One-Stop Operator will maintain fiscal responsibility and accountability for applicable LWDB approved contract/budget for management of the AJCs. The One-Stop Operator may request purchases/services through the LWDB for items outside the contract/budget agreement. Examples of purchases/services outside the One-Stop Operator contract would be purchase of replacement equipment, furniture for additional staff, and shared expenses such as advertising, supplies, etc. included in the IFA.

J. Plan and report responsibilities

The One-Stop Operator will develop adequate staffing plans for the AJCs and report responsibilities to LWDB and AJC partner staff leadership for approval. Staffing plans will assure that customer service needs are met and include the flexibility to shift staff when necessary to meet demand. Staffing plans may include shared responsibilities including workshops, welcome function, assessments, etc. and should be equitable based on program benefit. Staffing plans should include contingency plans for when staff must be out due to sickness, vacation, scheduled training, etc.

K. Write and maintain business plan

The One-Stop Operator will write and maintain a Business Plan for the management of the AJCs that support the local LWDB Plan and Regional Plan. The Business Plan will include an Executive Summary, Business Description, Products and Services, Marketing, Operations, Management Team, Development, and Financial, including budget and cash flow.

L. Market One-Stop American Job Center services

The One-Stop Operator will market the AJC services by:

- Coordinating with the LWDB and all partners to assure appropriate logos and messaging are included on any marketing materials or presentations.
- Coordinating with LWDB and all partners to promote any special events such as open houses, job fairs, etc.
- Reaching out to community and business organizations to present services of the AJC for target populations, job seekers and business.
- Evaluate branding throughout the Centers to ensure consistency and adherence to all federal, state and local mandates.

M. Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the state system

The One-Stop Operator will facilitate the sharing and maintenance of data in the AJCs, including but not limited to State systems by:

- Coordinating with LWDB to determine applicable policies/procedures for data sharing and maintenance of Personally Identifiable Information (PII).
- Establishing LWDB approved data sharing agreements between AJC internal and external partners to streamline customer service.
- Training AJC staff on sharing and maintenance of data protocols, including PII and confidentiality.
- Monitoring compliance with LWDB data sharing policies/procedures and Operator agreements to determine compliance and reporting any discrepancies to the LWDB.

N. Integration of available services and coordination of programs for the site with all partners

The One-Stop Operator will be the lead for integration of available services and coordination of programs for all partners, internal and external, of the AJCs including, but not limited to:

- Designing and implementing a multi-partner orientation for customers.
- Developing multi-partner materials to provide a comprehensive overview of all available services.
- Developing workshop and other informational offerings to be delivered by all AJC partner staff or other entities.
- Providing technical assistance and cross training for all AJC partner staff to assure customers receive a seamless, positive experience when accessing services.

SOUTHWEST LOCAL WORKFORCE DEVELOPMENT BOARD

**1527 White Avenue
Henderson, TN 38340
(731) 989-5111**

Effective Date: July 26, 2018

Duration: Indefinite

Workforce Services Policy – Support Services Southwest LWDB - WIOA (17-25), Change 2

Subject:

WIOA Support Services

Purpose: The purpose of this policy memorandum is to establish policy regarding supportive services available for eligible WIOA participants.

References: 20 CFR 680.900; 20 CFR 680.950; 20 CFR 680.970; 20 CFR 681.570; WIOA Section 3(59); WIOA Section 106(c)(1)(F); WIOA Section 133; WIOA Section 133(b)(2)(B); WIOA Section 133(b)(3); WIOA Section 134(c)(3); WIOA Section 134(d)(3); WIOA Section 134(d)(4); WIOA Section 134(c)(1)(A)(ii); WIOA Section 134(c)(1)(A)(iii); Workforce Services Guidance – LWDA Supportive Services Policy Update Requirements - WIOA

Background:

Supportive services, such as transportation, child care, etc. are made available in order to enable an individual to participate in activities authorized under WIOA. All WIOA-eligible participants enrolled in Adult, Dislocated Worker, and Youth programs are eligible for supportive services as defined in WIOA Section 3(59). Supportive services are limited and must be leveraged with other local and state resources.

Policy:

The Workforce Innovation and Opportunity Act (WIOA) requires Local Workforce Development Boards (LWDBs), in consultation with One-Stop partners and other community service providers to develop a policy regarding supportive services for WIOA-eligible participants enrolled in Adult, Dislocated Worker, and Youth Programs. The One-Stop Operator and Career Service Provider shall adhere to the Supportive Services Policy for Southwest Local Workforce Development Area.

Action:

Who Is Eligible to Receive Supportive Services:

Per WIOA Section 133, funds allocated to a local area may be used to provide supportive services to adults and dislocated workers who:

- Are participating in programs with activities authorized in **WIOA Section 134(c)(1)(A)(ii)** or **WIOA Section 134(c)(1)(A)(iii)**;
- Have exited and need post-program support services as follow-up (for up to 12 months after exit);
- Are unable to obtain such supportive services through other programs providing such services.

These services may include, but are not limited to **(20 CFR 680.900)**:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications

Supportive services for youth, as defined in **WIOA Section 3(59)**, are services that enable an individual to participate in WIOA activities. These services may include, but are not limited to **(20 CFR 681.570)**:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for youth with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications

Supportive services will only be provided when the services are not available elsewhere as WIOA is considered funding of last resort. Supportive services are not entitlements and must be supported by demonstration of financial need. Supportive service documentation must be provided in the participant's case file and the need for the service must be noted on the Individual Employment Plan (IEP) or the Individual Service Strategy (ISS). When multiple options are available for receiving supportive services, different avenues will be contacted and documentation from each avenue will be provided and uploaded into the participant's file in order to denote a reasonable effort was made to determine and choose the lowest, competitively priced service available.

Needs-Related Payments

Funds allocated to a local area for adults under **WIOA Section 133(b)(2)(A) or WIOA Section 133(b)(3)** and funds allocated to the local area for dislocated workers under **WIOA Section 133(b)(2)(B)** may be used to provide needs-related payments to adults and dislocated workers, respectively, who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation. In order to receive needs-related payments, **Adults and Out-of-School Youth (OSY) Aged 18-24 must:**

- Be unemployed;
- Not qualify for, or have ceased qualifying for, unemployment compensation; and
- Be enrolled in a program of training services under **WIOA Section 134(d)(4)**.

The payment level for needs-related payments for **Adults and Out-of-School Youth (OSY) Aged 18-24** will be \$1.00 per hour, not to exceed a maximum of \$30 per week, for each clock hour present while enrolled in an approved WIOA program at an approved WIOA institution. A Time and Attendance Sheet, signed by the participant and initialed by the classroom training instructor at the training institution, must be submitted by the participant to the Career Specialist. Career Specialist will review for accuracy and submit to the Career Service Provider for reimbursement to the participant. A copy of the Time and Attendance Sheet will be uploaded into the VOS system under the participant file and the appropriate support service activity will be entered into VOS.

In order to receive needs-related payments, **Dislocated Workers must:**

- Be unemployed, and **(20 CFR 680.950)**:
 - 1) Have ceased to qualify for unemployment insurance or trade readjustment allowance under TAA; and
 - 2) Be enrolled in a program of training services under **WIOA Section 134(d)(4)** by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- Be unemployed and unable to qualify for unemployment insurance or trade readjustment assistance under TAA and be enrolled in a program of training services under **WIOA Section 134(c)(3)**.

The payment level for needs-related payments for **Dislocated Workers** shall not exceed the greater of **(20 CFR 680.970)**:

- The applicable weekly level of unemployment insurance compensation for participants who were eligible for unemployment insurance compensation as a result of a qualifying dislocation; or
- The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by SOUTHWEST LWDB's self-sufficiency policy.

A bi-weekly Time and Attendance Sheet, signed by the participant and initialed by the classroom training instructor at the training institution, must be submitted by the participant to the Career Specialist or the TAA Specialist. Career Specialist or TAA Specialist will review for accuracy and submit to the Career Service Provider or the State of TN, respectively, for reimbursement to the participant. A copy of the Time and Attendance Sheet will be uploaded into the VOS system under the participant file and the appropriate support service activity will be entered into VOS.

Child Care

Child care may be provided for dependents 0-12 years of age limited to \$2,400 per year per participant. Rates shall be as follows:

- Full-time care (2 years and under) - \$34/day
- Full-time care (2-5 years) - \$30/day
- Children (6-12 years) - \$20/day
- Part-time care (before/after school) - \$10/day

Child care may be provided by individuals as well as a licensed day care facility.

Transportation Assistance

Gas Cards

It shall be the policy of SWLWDB to issue gas cards to WIOA-eligible individuals enrolled as an Adult, Dislocated Worker or Youth. Such individuals may receive a gas card in \$25.00 denominations not to exceed \$100 per month when attending an approved program at a training provider who is on the WIOA Eligible Training Provider List within the same county the participant resides. Individuals residing outside the county where the approved training provider is located will be eligible to receive a gas card in the amount of \$50.00 per month. Also, if a participant is searching for a job or is employed and deemed as needing assistance, gas cards may be issued. Gas card determination for a participant must be decided upon by each participant's individual need in order to complete the training and will be authorized by the WIOA participant's assigned County Career Specialist.

Gas cards will be distributed to eligible WIOA participants on the first weekday (Monday-Friday) of each month as long as the participant was enrolled in training on the 15th of the previous month. Documentation of this must be provided each month in order for gas card to be reloaded with additional \$25.00 for the next month by submission of attendance records verified by instructor or counselor signature from the training facility. Career Specialists will also contact training facility officials at least quarterly to ensure participant is attending regularly and making satisfactory progress. Career Specialist should document their contacts through participant case notes in the Jobs4TN (VOS) website system.

Gas cards may also be issued to WIOA-eligible Youth participants when enrolled in work experience component, as well as when attending an approved program at facility on Eligible Training Provider List. The same process for issuance/reload/documentation will be in effect for Youth as for Adult and Dislocated Worker eligible WIOA participants.

Participants may continually receive this assistance until completion of the training (not to exceed two years) if proper documentation, regular attendance, and satisfactory progress is maintained by the participant. Also, exited participants in need of post-program supportive services as follow-up services may receive this assistance for up to 12 months after exit.

The following steps will be completed prior to a participant receiving a gas card:

1. Career Specialists will determine a participant's need for supportive services as a part of the initial and on-going assessment.
2. The participant must prepare a personal budget verifying that he/she does not currently have the financial resources to obtain the service.
3. Career Specialists will determine whether other community resources are available to cover necessary expenses and show evidence of referrals to other resources, including, when feasible, outcomes of the referral.
4. Career Specialists will submit a written request to the WIOA Team Lead for approval. The request must include the participant's name, State ID (SID) number, and justification for the service.
5. Career Specialists must maintain a tracking log located in the participant's file that tracks the date of the service, type of service, amount of the service disbursed to the participant and a current total of supportive services spent-to-date.
6. Career Specialists will enter on the IEP in the Jobs4TN (VOS) all supportive services on the date the service was provided as well as enter a participant case note in the system.

Travel Reimbursement

In lieu of gas cards, a participant may receive travel reimbursement (based on miles driven to training) at the following rates:

- 1-10 one-way miles - \$ 7.00/day
- 11-20 one-way miles - \$10.00/day
- 21+ one-way miles - \$13.00/day

The Time and Attendance Sheet (Attachment 1) must be submitted in order to receive travel reimbursement.

Vehicle Repair

Vehicle repair, limited to \$1,000 per year, may be awarded for vehicles registered to the participant. This award may be for, but not limited to, tires, vehicle repairs, and mechanical repairs. Any repair/parts/support exceeding \$500 must have a minimum of three (3) estimates.

Medical Care

A participant may receive up to \$1,000 per year for eye exam/glasses, dental services, hearing aids, or additional medical needs in order to enter or maintain employment, etc.

Workforce Development & Training Supplies

The cost limit on required books and supplies for participants enrolled in post-secondary training not to exceed \$4,000.00 for a two-year period. Required books and supplies will not be included in the ITA. Other basic supplies that are not mandatory will be limited to \$150 per term. Any employed participant may receive up to \$1,000 per year on supplies needed for employment.

Tutoring

A Youth participant enrolled in training who is not making satisfactory grades may receive tutoring services from a licensed professional. Payment for a licensed professional conducting tutoring is capped at \$15.00/hr. not to exceed 5 hours per week. Yearly limited amount is \$200.

Incentives (Youth Only)

Incentives in the following amounts may be paid to youth:

- HISET: \$100 for attending 4 classes after orientation totaling 12 class hours
- \$100 for completing the HISET voucher
- \$250 for completion of HISET
- \$100/quarter for milestone placement in Q1-Q4 after exit

Youth incentive payments will only be utilized for recognition and achievement of an activity tied directly to training activities/work experience of a youth participant. Youth Incentive Request Form contains the following statement: "By signing below, I acknowledge and agree to abide by the following: IT IS STRICTLY PROHIBITED TO SPEND FEDERAL FUNDS ON ENTERTAINMENT ACTIVITIES OR GIFT CARDS FOR VENUES WHOSE SOLE PURPOSE IS ENTERTAINMENT."

Emergency Supportive Services

WIOA funds can be used when a current participant has an emergency arise while actively participating in WIOA career or training activities which would prevent the continuation of their attendance. The purpose of the funds must be documented. Payments made to the participant require a copy of the bill or receipt *listing the participant as the debtor* attached to the authorization. Rent/Housing payments will require a copy of a lease agreement naming the participant. Authorizations to vendors for items should be returned with proof (a signature) that the person received the items. The following are cost limits, per service/per year, established by SWLWDB:

- Utilities (electric, gas, water) \$500/year
- Rent/Housing \$750/year
- Phone Service/Internet/Data Plan \$250/year
- Automobile Insurance \$350/year

Exceptions

Waivers may be granted on a case-by-case basis subject to the approval of SWLWDB Executive Committee.

Unallowable Support Services

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Management will document and approve any support service payments. An advance payment against future payments is not allowed. Some examples of unallowable services include, but are not limited to, the following:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Entertainment, including tips
- Contributions and donations
- Vehicle or mortgage payments
- Refund deposits
- Alcohol or tobacco products
- Pet food
- Items to be purchased for family or friends
- Out-of-state job search and relocation expenses that will be paid by the prospective employer

Priority of Service

WIOA participants facing significant barriers to employment, such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient, will be given service at the level of their particular need. Please refer to the Southwest Local Workforce Development Board's website at <https://SWTNCareers.org> regarding the order of service delivery.

Duplication of Services

Funds for supportive services will be monitored to ensure spending is made in a manner that is not redundant. Co-enrollment of participants in multiple programs will be made in order to leverage resources for maximum benefit to the participant.

Contact:

Questions regarding this policy should be addressed to Dr. Gary Damon, Jr., SOUTHWEST LWDB Director, at SWHRA, 1527 White Avenue, P.O. Box 264, Henderson, TN 38340. Phone: (731) 983-3688. Email: gdamonjr@swhra.org

Attachment

Travel Claim (training, job search, employment)

Child Care Claim



Ben Ferguson, Board Chairman

State ID: _____

County: _____

Child Care Services Participant Statement of Understanding

1. I understand it is my responsibility to determine the provider and make all the necessary arrangements for childcare services for my child.
2. I understand that in order for me to receive allowances for child care services, my child must be under 12 years of age. I understand I must give a copy of each child's birth certificate to my career center case manager.
3. I understand that the LWDB will pay the amount allowable per their policy. I also understand I will be responsible for any charges above what LWDB can pay. The payment scale is as follows:
 - Full-time care (2 years old and younger) \$___/day
 - Full-time care (2 to 5 years of age) \$___day
 - Children 6-12 years of age \$___/day
 - Part-time care (before/after school) \$___/day
4. I understand that child care support will be provided only when absolutely necessary and when all other means have been exhausted. Payments will be made by monthly reimbursements to me, within a time limit consistent with my length of training.
5. I understand that MCWFS will pay me for the child care services provided to my child(ren) based upon my proof of attendance. LWDB will not be responsible for any other payments to regulated or unregulated child care providers, including registration or late fees.
6. I understand I am responsible for having the Child Care Verification Form completed each month by my child care provider and will turn it in to my career center case manager. This form is required for child care payment.
7. I understand I will be paid by MCWFS for child care services based upon proof of my attendance during training.
8. I understand that child care services are based upon funding availability from LWDB.
9. I understand that the child care provider I choose may NOT be the child(ren)'s parent, legal guardian, or anyone residing in the same household as the parent or child(ren).
10. I understand that MCWFS has the right to contact my provider at any time to verify child care services. If verification is not given, I understand MCWFS will no longer provide to me a child care allowance.
11. I alone am selecting my child care provider and deciding that my child(ren) are well cared for by this provider. I hereby release the LWDB and MCWFS from all liabilities for my child(ren)'s care. I will not attempt to hold LWDB responsible for any harm to my child(ren) as a result of this care.

I acknowledge that I have read and understood this document and hereby sign voluntarily.

Child's Name

Date of Birth

Customer Signature

Date

Career Specialist Signature

Date

Mid Cumberland Human Resource Agency
WorkForce Services

Childcare Claim
_____ Program

Name: _____ State ID: _____

Mailing Address: _____
Street City State Zip Code

Childcare Facility: _____ Child's Name: _____

Child's Age: _____ Dates: _____

Record of Attendance: TOTAL
DAYS

DATES ATTENDED																			

Request for Childcare Reimbursement

As authorized by the Local Workforce Development Board, childcare payments will be paid at the amount of \$ _____ per day for each day a child attended daycare while the participant was working, in school or searching for employment.

Child attended _____ days x \$ _____ per day = \$ _____

WorkForce Services

This is to certify that the above information is in agreement with childcare facility attendance records.

Childcare Facility Authorized Signature

Date

WIOA Participant Signature

Date

WIOA Career Specialist Signature

Date

**DISCLOSURE STATEMENT: The WIOA staff person making the determination of eligibility for WIOA services and signing this form is not related to the applicant/participant or a close personal acquaintance of the applicant/participant.*

Mid Cumberland Human Resource Agency
WorkForce Services

Participant Work Travel Claim - **Job Search**
_____ Program

Name: _____ State ID: _____

Mailing Address: _____
Street City State Zip Code

Travel Period Beginning: _____ Ending: _____

Record of Attendance: _____ TOTAL
DAYS

Dates of Job search																				

One-Way Miles Driven Per Day: _____

Request for Travel Payments

As authorized by the Local Workforce Development Board, travel payments will be paid at the amount of \$ _____ per day for each day a participant actively pursued employment.

Job Searched for _____ days x \$ _____ per day = \$ _____

WorkForce Services

This is to certify that the above information is true and verified by a Career Specialist.

WIOA Participant Signature

Date

WIOA Career Specialist Signature

Date

**DISCLOSURE STATEMENT: The WIOA staff person making the determination of eligibility for WIOA services and signing this form is not related to the applicant/participant or a close personal acquaintance of the applicant/participant.*

Region of Service: _____

Mid Cumberland Human Resource Agency
Workforce Services

Participant Travel Claim
_____ Program

Name: _____ State ID: _____

Mailing Address: _____
Street City State Zip Code

Training Facility: _____ Class: _____

Travel Period Beginning: _____ Ending: _____

Record of Attendance: _____ TOTAL DAYS

DATES ATTENDED																			

One-Way Miles Driven Per Day: _____

Request for Travel Payments

As authorized by the Local Workforce Development Board, travel payments will be paid at the amount of \$ _____ per day for each day a participant attended training.

Participant attended _____ days x \$ _____ per day = \$ _____



This is to certify that the above information is in agreement with training facility attendance records.

Training Facility Authorized Signature

Date

WIOA Participant Signature

Date

WIOA Career Specialist Signature

Date

**DISCLOSURE STATEMENT: The WIOA staff person making the determination of eligibility for WIOA services and signing this form is not related to the applicant/participant or a close personal acquaintance of the applicant/participant.*



AmericanJobCenter[®]

TENNESSEE

Common Intake Form

Tell us a little about you:

Last 4 SSN _____ State ID _____

Name _____ Age 16-24 25 or older

Address _____

Email _____ Phone _____

Gender Male Female Prefer not to answer

Ethnicity Hispanic/Latino Black American Indian/Alaskan Native Prefer not to answer

Asian White Native Hawaiian/Pacific Islander Other

Veteran Status Not a Veteran Veteran Transitioning Service Member

Spouse of a Veteran Prefer not to answer

Authorized to work in the U.S. U.S. Citizen Resident Alien Work Authorization Refugee

Do you have a disability? Yes No Prefer not to answer

Work Status Employed Military separation Rec'd notice of termination

Unemployed Migrant Seasonal Farm Worker

How did you hear about us? _____

Do you have a valid Drivers License? Yes No

Do you have access to reliable transportation? Yes No

Were you laid off from you most recent job? Yes No
If yes, from which company? _____

Are you currently receiving or have you received Unemployment Insurance? Yes No

Are you interested in completing a certification or training program? Yes No

What is your desired occupation? _____

Household Income _____ Number in household _____

The American Job Center is here to assist you in working toward training and employment goals. When you complete this form, we will refer you to appropriate partners to assist you in achieving your goals.

Common Intake Form - Cont.

Financial or Programatic Assistance - Please check all forms of assistance you've received in the last 6 months:

- | | | |
|-----------------------------------|---|---|
| <input type="checkbox"/> TANF | <input type="checkbox"/> SNAP | <input type="checkbox"/> Refugee Assistance |
| <input type="checkbox"/> SSI/SSDI | <input type="checkbox"/> Alimony Assistance | <input type="checkbox"/> Vocational Rehabilitation Services |

Barriers to Employment - Please check all that apply

- | | | |
|---|---|--|
| <input type="checkbox"/> Lack Job Skills | <input type="checkbox"/> Lack HiSET or HS Diploma | <input type="checkbox"/> Displaced Homemaker |
| <input type="checkbox"/> Justice Involved | <input type="checkbox"/> Homeless | <input type="checkbox"/> Other _____ |

Education Level

- | | | | |
|---|---------------------------------------|---|------------------------------------|
| <input type="checkbox"/> HS Diploma/HiSET | <input type="checkbox"/> Some College | <input type="checkbox"/> Associates | <input type="checkbox"/> Bachelors |
| <input type="checkbox"/> Masters | <input type="checkbox"/> Doctorate | <input type="checkbox"/> Less than HS Diploma | |

What is the primary reason for your visit? _____

For Official Use Only

Staff Assisting: _____ **Date** _____

Referred to:

<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Voc Rehab	<input checked="" type="checkbox"/> Job Corps
<input type="checkbox"/> Title I DW	<input type="checkbox"/> Title V/ SCSEP	<input checked="" type="checkbox"/> Ticket to Work
<input type="checkbox"/> Title I YouthCAN	<input type="checkbox"/> TANF	
<input type="checkbox"/> Adult Education	<input type="checkbox"/> TN Reconnect	
<input type="checkbox"/> Wagner-Peyser	<input type="checkbox"/> Resource Room	
<input type="checkbox"/> DVOP	<input type="checkbox"/> Workshops _____	
<input type="checkbox"/> SNAP E&T	<input type="checkbox"/> Other _____	
<input type="checkbox"/> TAA/TRA	<input type="checkbox"/> Other _____	

The American Job Center is here to assist you in working toward training and employment goals. When you complete this form, we will refer you to appropriate partners to assist you in achieving your goals.



REFERRAL FORM

Staff Name: _____

Date: _____

Staff Phone: _____

Staff Email: _____

Customer: _____

Email: _____

Address: _____

Phone: _____

Primary Referral (Check the referral partner)

- Title I (Adult or DW)
- Title I (Youth)
- Adult Education
- Wagner Peyser
- SNAP E&T
- Vocational Rehabilitation
- Senior Community Service Employment
- Job Corps
- Workforce Essentials

Other: _____

Staff Receiving Referral:

Name: _____

Phone/Email: _____

Additional information: _____

Reason for Referral

- TANF
- Supportive Services (transportation, childcare, etc.)
- Youth Services
- Counseling / Substance Abuse
- Funding for Training Opportunities
- Tutoring/Study Skills
- Job Search Assistance
- Workshops (Specify below)
- Disability Services
- Other _____
- Alternative Secondary School Diploma

Customer Release of Information

I authorize the release of information to AJC partners, as necessary to determine my eligibility for services, and to determine progress/completion/credentials attained; further, the release of information by staff necessary to secure related services/assistance on my behalf, and share information with other programs from which I receive or have received services. The authorization to share necessary and pertinent personal information about me is given with the understanding that the information will be used in a confidential and responsible manner.

Customer Signature **Date**

Staff Signature **Date**

Referring Agency: When a referred customer follows through with the referral and calls or visits your agency, please complete the information below and return the form back to the referring partner listed above.

Agency Name	Staff Name
Date Customer Initiated Services	Staff Signature
<input type="checkbox"/> Customer received services <input type="checkbox"/> Customer declined services <input type="checkbox"/> Customer is receiving services <input type="checkbox"/> Customer is ineligible for services*	
*Please specify reason for ineligibility:	

SOUTHWEST LOCAL WORKFORCE DEVELOPMENT BOARD
1527 White Avenue
Henderson, TN 38340
(731) 989-5111

Effective Date: June 19, 2018

Duration: Indefinite

Workforce Services Policy – Individual Training Accounts Southwest LWDB - WIOA (17-11)

Subject:

Individual Training Accounts (ITA)

Purpose:

The purpose of this memorandum is to establish the policy of SOUTHWEST LWDB regarding Individual Training Accounts for individuals enrolled in the Workforce Innovation and Opportunity Act (WIOA) who are attending post-secondary training.

References: WIOA Section 134(c)(3)(F)(iii); WIOA Section 3(7)(B); 20 CFR 680.320(a)(3); 20 CFR 680.340(f); WIOA Section 122(d); TDLWD AJC Individual Training Account Use Guidance

Background: WIOA identifies the Individual Training Account (ITA) as the primary means of providing training to eligible individuals (as defined by the Workforce Innovation and Opportunity Act) and who are not able to obtain grant assistance from other sources or require WIOA assistance in addition to other sources of grant assistance. The ITA system is designed to provide customer choice within the guidelines established by the SOUTHWEST LWDB.

Policy:

The Southwest Tennessee Workforce Development Board in SOUTHWEST LWDA has established the following guidelines regarding the authorization of funds through Individual Training Accounts, ***if funds are available:***

- Who Receives Training Services?
Upon completion of an interview, evaluation, assessment, or career planning by an AJC staff person, it is determined the participant is:
 - Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to, or higher than, wages from previous employment through career services
 - In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to, or higher than, wages from previous employment through career services

- To have the skills and qualifications to participate successfully in training services
 - Recipients of public assistance and other low-income individuals who are basic skills deficient will be given priority in receipt of individual training accounts (ITAs) for post-secondary education. (Please refer to SOUTHWEST LWDB Policy # 17-9, Change 1 regarding more in-depth information regarding priority of services.)
- ITA Limitations
 - A maximum of \$3,500 in WIOA funding may be available in a twelve-month period with a maximum of \$7,000 available over a 24-month period to be used for tuition, fees, books, and required supplies.
 - If other financial assistance is available (excluding loans), it must be applied to **tuition, fees, books, and supplies** prior to WIOA funds being expended. Should other financial assistance not yet be in place at the time of enrollment into the training, WIOA funds may be issued to cover cost of books and supplies.
- Fund Distribution
 - WIOA funding will be authorized for a period of a maximum of two years of training for necessary unmet needs for the training taking into account that WIOA funds are available.
 - WIOA funds will be issued at the beginning of each new term of the program of training.
 - Charges beyond the training period will not be covered unless the training institution has a refund policy
- Types of Training Allowed
 - Training must be in a demand occupation area within the West Tennessee area.
 - WIOA funds will only be issued for training in programs that are listed on the state Eligible Training Provider List (ETPL). Participant access to this list is provided through the jobs4tn website in which the AJC staff person will instruct and assist the participant on how to obtain the list of providers and the programs offered. Participant will be made aware that he/she will have the final choice in choosing the provider he/she wishes to attend.
 - “Career Pathway” programs that lead to improved employment opportunities.
- Non-Attendance In Training
 - Should the customer miss training for a consecutive 30-day period, other than for an approved medical leave or emergency leave, the ITA will be cancelled and all remaining funds will be de-obligated. Documentation of medical or emergency leave must be provided to the assigned Career Specialist.
- Additional Customer Requirements
 - Must demonstrate through assessment results (i.e.: TABE, KeyTrain, college entrance exams) the basic skill sets to successfully complete training and obtain employment in the proposed occupation.
 - Must receive satisfactory grades/progress (determined by the training facility) and provide this information to the assigned Career Specialist in order to continue receiving funding. Should satisfactory grades not be obtained, customer will be placed on probation for the next term. Customer may return to training the next term; but if unsatisfactory grades/progress are made in term of return, customer will not receive funding for next term.
 - Must have acceptable attendance as defined by training provider.
 - Must maintain (at least monthly) contact with assigned Career Specialist.
 - Must be enrolled in and attend training for all terms until completion of training program.

- Availability of Funds/Waiting List
 - SOUTHWEST LWDB reserves the right to enforce an ITA waiting list for Adult and/or Dislocated Worker ITAs due to availability of funding.
- WIOA Funding Restrictions – WIOA funds will be issued for the following:
 - Medical or dental procedures (excluding required exams for training)
 - Lost books or supplies or books / required supplies for repeat classes
 - Classes that must be repeated
 - Any training that requires more than two years to complete
- Modifications of ITA

Requests to increase an ITA may be approved on a case-by-case basis at the discretion of the discretion of the assigned Career Specialist.

It is recognized there is limited exceptions to the use of ITAs. Contracts for services may be used instead of an ITA only when one or more of these exceptions apply (WIOA Section 134(c)(3)(G)(ii)):

- The services provided are OJT, customized training, incumbent worker training, or transitional jobs
- SOUTHWEST LWDB determines there are an insufficient number of Eligible Training Providers in the local area to accomplish the purpose of a system of ITAs
- SOUTHWEST LWDB determines there is a training-services program of demonstrated effectiveness offered by a community-based organization or other private organization to service individuals with barriers to employment
- SOUTHWEST LWDB determines the most appropriate training can be provided by an institution of higher education to train multiple individuals for jobs in sector-demanded occupations, provided this does not limit customer choice
- SOUTHWEST LWDB is considering entering into a pay-for-performance contract and the local area ensures that the contract is consistent with 20 CFR 638.510.

Should a community-based organization or other private organization be considered regarding exceptions to the use of ITAs , in order to determine the effectiveness of the agency, particularly as it applies to the special participant population to be served, the following criteria will apply:

- Financial stability of the organization
- Demonstrated performance in measures appropriate to the program
- The relevance of the specific program to our local area’s needs that have been identified

Opportunities with the Tennessee Reconnect program will be considered prior to determination of an ITA.

Action:

All American Job Center staff will make customers aware of potential benefits and assist in making an informed decision about employment and training options. Exceptions to this policy must be approved by the SOUTHWEST LWDB Director or designee on a case-by-case basis.

Contact:

Questions regarding this policy should be addressed to Dr. Gary Damon, Jr., Southwest LWDB Director, at SWHRA, 1527 White Avenue, P.O. Box 264, Henderson, TN 38340. Phone: (731) 983-3688. Email: gdamonjr@swhra.org.



Ben Ferguson, Board Chairman

SOUTHWEST LOCAL WORKFORCE DEVELOPMENT BOARD
1527 White Avenue
Henderson, TN 38340
(731) 989-5111

Effective Date: October 1, 2018

Duration: Indefinite

Workforce Services Policy – Eligible Training Provider List - WIOA (18-1)

Subject:

SOUTHWEST LWDA Eligible Training Provider List (ETPL)

Purpose:

The purpose of this memorandum is to provide information and direction regarding the Eligible Training Provider process, eligibility, application procedures, the appeal process, dissemination of the list, and reporting requirements.

References: 20 CFR 663.530; 20 CFR 680.490; 20 CFR 683.630(b); TEGL 14-14; WIOA Section 107(g)(1); WIOA Section 166(b); WIOA Section 167(i); WIOA Section 122(b)(1)(A); WIOA Section 122(b)(1)(E); WIOA Section 122(b)(2); WIOA Section 122(b)(2)-(b)(4)(D); WIOA Section 122(b)(4)(C)-(E); WIOA Section 122(c)(1); WIOA Section 122(c)(2); WIOA Section 122(d); WIOA Sections 122(d)(1) and (d)(3); WIOA Section 122(f)(1)(C); WIOA Section 122(g); WIOA Section 122(f)(1)(B); WIOA Section 134(c)(3)(E)

Background:

WIOA requires states to establish a list of training providers who are eligible to receive WIOA funds and to establish procedures for initial eligibility and subsequent eligibility.

Policy:

SOUTHWEST LWDB agrees to maximize customer choice and assure that all significant population groups are served through utilizing the following process regarding Eligible Training Providers.

Action:

1. Eligible Training Provider Access:

A. How to Apply to Become an Eligible Training Provider:

The following are the steps for ETPL placement in the State of Tennessee:

- i. The State will develop the procedures and a system for disseminating the ETPL (WIOA Sections 122[d][1] and [d][3]) and the Local Workforce Development Board (LWDB) must make these procedures available to ETPs.
- ii. Prospective ETPs must submit initial eligibility criteria including: training services to be offered, information addressing alignment of the training services with in-demand industry sectors and occupations to the extent possible, performance and cost information, and annually met performance levels on specified performance measures as required.
- iii. Minimum performance levels are established by the State. The LWDB may require higher levels on specified performance measures or may require additional measures and corresponding levels. (SWLWDB will utilize the performance levels established by the State.)
- iv. The State receives the information on approved ETPs by LWDBs. The State then compiles a single list (the ETPL) and disseminates the ETPL with performance and cost information to each LWDB.
- v. Participants utilizing an Individual Training Account (ITA) will have the opportunity to select any of the approved ETPs and programs on the ETPL (WIOA Section 122[d]).
 - a) While participants can select from the complete ETPL, State and SWLWDB policies determine the funding amounts for each program. Thus, SWLWDB may choose not to fund certain categories of training programs based on, but not limited to, the following reasons:
 - Lack of occupational demand for SWLWDB
 - High tuition cost in comparison to comparable programs
 - Lack of a livable wage upon program completion

B. Training Provider Eligibility (TEGL 41-14):

To be eligible to receive funds, the training provider must meet at least one of the following requirements:

- i. A postsecondary educational institution that is eligible to receive Federal funds under Title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et. Seq.) and provides a program that leads to an associate degree, baccalaureate degree, or certificate.
- ii. An entity that carries out programs under the National Apprenticeship Act of August 16, 1937; 50 Stat. 664, Chapter 663; 29 U.S.C. 50 et. seq.
- iii. Another public or private provider of a program of training services for the general public or specialized training for participant populations that face multiple barriers to employment such as providers directly associated with the Division of Rehabilitation Services, TN Department of Human Services. These populations include the following categories: low-income individuals with barriers to employment and people with disabilities.
- iv. LWDBs if they meet the conditions of WIOA Section 107(g)(1)

- v. Another public or private provider with demonstrated effectiveness providing training to a population that faces multiple barriers to employment. These populations include:
 - a) Displaced homemakers
 - b) Low-income individuals
 - c) Indians, Alaskan natives, and native Hawaiians, as such terms are defined in WIOA Section 166(b)
 - d) Individuals with disabilities, including youth who are individuals with disabilities
 - e) Older individuals
 - f) Ex-offenders
 - g) Homeless individuals (as defined in Section 41403(6) of the Violence Against Women Act of 1994 [42 U.S.C. 1404e-2(6) as amended in 2013]; or homeless children and youths (as H.R. 803 – 10 defined in Section 725[2] of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 1143a[2] and Section 721).
 - h) Youth who are in or who have aged out of the foster care system
 - i) Individuals who are English language learners, including individuals who have low levels of literacy and individuals facing substantial cultural barriers
 - j) Eligible migrant farmworkers, as defined in WIOA Section 167(i), and services to other low-income individuals
 - k) Individuals within two (2) years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et. Seq.)
 - l) Single parents (including single pregnant women)
 - m) Long-term unemployed individuals
 - n) Other groups the Governor determines to have barriers to employment (WIOA Section 134[c][3][E])

C. Program of Training:

A program of training services should consist of one (1) of the following:

- i. One (1) or more courses or classes that, upon successful completion, leads to a certificate, an associate degree, or baccalaureate degree, or a competency or skill recognized by employers;
- ii. A training regimen that leads to competitive integrated employment for individuals with disabilities that provides individuals with additional occupational skills or competencies generally recognized by employers; or
- iii. Identical programs offered in different locations by the same training provider must be considered as one program, and will not require separate applications unless the regulatory agency uses location as a factor in defining a unique program.

D. ETPLL Exceptions:

The following activities are exempt from utilizing the ETPL process.

- i. On-the-Job Training and Customized Training (as defined by WIOA)
 - a) Skill enhancement and workplace literacy are considered to be short-term prevocational and, therefore, are not defined as training services for the purposes of this policy.
 - b) Short-term prevocational services are not tied to a specific occupation and include course-like services such as Literacy and Adult Basic Education, Workplace Literacy, introductory computer classes, as well as development of learning skills, communication skills, interviewing skills, punctuality training, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.
 - c) Community-based organizations and other private organizations providing training.

E. Registered Apprenticeship Programs (TEGL 41-14):

- i. Registered Apprenticeship Programs are not subject to the same application, performance information requirements, or period of initial eligibility procedures as other providers because such programs have gone through a detailed application and vetting procedure to become Registered Apprenticeship programs, sponsored by the United States Department of Labor.
- ii. In collaboration with the State Director of Apprenticeship, the State will contact all current program sponsors to elicit their interest in being part of the ETPL. The goal is to place as many Registered Apprenticeship Programs on the ETPL as possible.
- iii. In collaboration with the State Director of Apprenticeship, the State will ascertain at least every two (2) years those ETPs that have lost their registration status.
- iv. The State will work in collaboration with the State Director of Apprenticeship to develop a simplified process for new Registered Apprenticeship programs to become part of the ETPL.
- v. Minimal information is required for Registered Apprenticeship programs for ETPL placement. The information required is outlined below:
 - a) Occupation(s) included within the registered apprenticeship program,
 - b) Name and address of the Registered Apprenticeship program sponsor,
 - c) Name and address of the provider of related instruction, including location of instruction if different from program sponsor's address,
 - d) Method and length of instruction, and
 - e) Number of active apprentices
- vi. Program sponsors that do not provide the related instruction component of a Registered Apprenticeship program may be required to provide additional information about their education provider, including the cost of instruction. This is the only time that cost information will be required for Registered Apprenticeship programs.
- vii. Registered Apprenticeship programs are exempt from performance and reporting-related requirements in order to enable these evidence-based programs to be placed on the ETPL with minimum burden.
- viii. Registered Apprenticeship programs with openings for new apprentices will automatically be considered a statewide demand occupation to facilitate WIOA funding support as appropriate.
- ix. A Registered Apprenticeship program on the ETPL will be available to every Local Workforce Development Area (LWDA) in the State.
- x. The only criterion that applies to apprenticeships is that they be registered as apprenticeship programs with the U.S. Department of Labor.

2. Initial Eligibility and Application Procedures

A. Initial Eligibility:

- i. All training providers are required to complete the online application in order to be included on the statewide ETPL. The online application is reviewed by the LWDB to make the determination about placement onto the ETPL. After the SWLWDB votes to add the provider/program to the ETPL, it is then sent to the State for final review.

B. ETPL Application Procedure for All Prospective Eligible Training Providers Except Registered Apprenticeship Programs:

- i. Applications for initial eligibility must be initiated by the training provider by completing an online New Provider Application (WIOA Section 122[b][4][C]-[E]).
- ii. The online application is first submitted to SWLWDB for verification of completeness.
- iii. SWLWDB will verify that the training provider is in compliance with all Tennessee regulations pertaining to training authorization.
- iv. In addition, SWLWDB is required to verify that all of the required data elements for the ETP are complete before submitting application for consideration.
 - a) If the ETP is not compliant or the application is incomplete, SWLWDB will notify the training provider within fifteen (15) days of receiving the application and prepare the application to be reviewed at the next SWLWDB meeting.
 - b) If the ETP is compliant and its application is complete, SWLWDB will review the application within five (5) days of receipt of the necessary information.
 - c) SWLWDB cannot send WIOA participants to new training providers until they are approved by a LWDB and the State office has been notified of the approval of the new provider.
- v. Once SWLWDB ensures the ETP meets local eligibility criteria, the Board will vote to decide whether to add the ETP and associated programs to the ETPL.
- vi. ETPs must supply any supplemental information requested by SWLWDB to assist in the initial eligibility decision.
- vii. Providers must submit a printed version of the online application before the SWLWDB. If there is no Board meeting scheduled within three weeks, SWLWDB staff will call a special Executive Committee meeting to vote regarding adding the provider /program to the ETPL.
- viii. After SWLWDB votes on the ETP's application, a written notification will be submitted to the State within thirty (30) days of the decision to add or deny the training provider placement on the ETPL.

C. Out-of-State Providers, Except Registered Apprenticeship Programs:

- i. ETPs that are headquartered outside of Tennessee who do not have in-state training facilities may apply to any LWDB where they wish to provide services. Applications must include all information required by these policies.
- ii. Reciprocal Agreements (WIOA Section 122[g]). SWLWDB can send a Tennessee WIOA participant to a provider located in a different State given that the training provider appears on the other State's ETPL.
- iii. Reciprocal Agreements are subject to the following guidelines:
 - a) Use of an out-of-state provider as part of a reciprocal agreement does not assure the ETP placement on the Tennessee ETPL.
 - b) If the ETP wants to appear on the Tennessee ETPL, it must complete the process for becoming an approved Tennessee ETP.
 - c) Should SWLWDB utilize a training provider that does not appear on the Tennessee ETPL, it will be the responsibility of SWLWDB to track and report the necessary performance information needed for subsequent eligibility determinations. To fulfill this obligation, SWLWDB will ensure that verification of enrollment, completion, and subsequent placement for ETPs are recorded in the State performance tracking system (currently Virtual One-Stop Data Management Tracking System [VOS]).

D. Out-of-Area Providers, Except Registered Apprenticeship Programs:

- i. If an ETP has a physical presence in the State, its ETPL application must be submitted to the LWDB covering the area where that training provider is headquartered or has its main campus.
- ii. Any LWDB can approve a satellite site for a training program so long as that training provider and program have been first approved by the LWDB in which the provider is headquartered.
- iii. Local Workforce Development Boards can approve training providers for the State ETPL when the training provider does not have a permanent training structure anywhere in Tennessee; in such a case, such providers are treated as out-of-state training providers.

3. Appeal of Local Workforce Development Board Denial

A. Provider Application Denial:

- i. If SWLWDB denies an ETP's initial application for listing on the ETPL, SWLWDB, within thirty (30) days from the date of determination shall inform the ETP in writing, including the detailed reason(s) for denial and complete information on the appeal process.

B. Reasons for Denial of Application for Initial Eligibility:

- i. SWLWDB or the State may deny eligibility if the application from an ETP is not complete or not submitted within the required time frame.
- ii. SWLWDB or the State may deny eligibility if an applicant fails to meet the minimum criteria for initial listing specified in this policy (WIOA Section 122[c][1]).
- iii. SWLWDB may deny eligibility if the training programs offered by the ETP do not lead to gainful employment in in-demand occupations as determined by a labor market analysis.
- iv. SWLWDB may deny eligibility if the training program demographics (i.e. cost and length) are substantially higher (beyond fifty percent [50%] than previously approved programs offering the same credential (within the past two [2] program years).
- v. SWLWDB or the State may deny eligibility if it is determined that the applicant intentionally supplied inaccurate information (WIOA Section 122[f][1][B]).
- vi. SWLWDB or the State may deny eligibility to a training provider who has been found to have substantially violated any WIOA requirements (WIOA Section 122[f][1][B]).

C. Appeals to the Local Workforce Development Board (WIOA Section 122[c][1]):

This procedure applies to appeals by ETPs to SWLWDB based on the denial of an ETP's application for the initial listing on the ETPL.

- i. A Provider wishing to appeal a decision by the SWLWDB must submit an appeal to the Local Board within 30 days of the issuance of the denial notice. The appeal must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate Provider official.
- ii. The provider will be granted the opportunity to directly address the reasons for denial either in writing or through an appeal hearing.
- iii. SWLWDB will have three (3) impartial appeal officers who will be responsible for re-evaluating the supplemental materials supplied by the Provider in addressing the initial reasons for denial.
- iv. SWLWDB will notify the Provider of its final decision on an appeal within thirty (30) days of receipt of the appeal.
- v. In the event that the Provider is not satisfied with the outcome of the appeal process of SWLWDB, an appeal may be submitted to the State.

D. Appeals to the State (WIOA Section 122[c][1]):

This procedure applies only to ETPs who have exhausted the appeal process of SWLWDB and are dissatisfied with SWLWDB's final decision.

- i. A Provider wishing to appeal to the State must submit an appeal request to the State within thirty (30) days from SWLWDB's notification to the Provider of their final decision on an appeal. The request for an appeal to the State must be in writing and include a statement of the desire to appeal, specification of the program(s) in question the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate Provider official.
- ii. The state will promptly notify SWLWDB when it receives a request for appeal. The State will also notify SWLWDB when it makes the final decision on an appeal.
- iii. The State appeal process includes the opportunity for appealing Providers to have a hearing. The hearing officer must be an impartial person. The hearing officer must provide written notice to the concerned parties of the date, time, and place of the hearing at least ten (10) calendar days before the scheduled hearing. Both parties must have the opportunity to present oral and written testimony under oath; to call and question witnesses, to present oral and written arguments to request documents relevant to the issue(s) and to be represented.
- iv. The five (5) member State appeals committee, chaired by the hearing officer, will administratively review the appeal, make a preliminary decision and notify the Provider and SWLWDB. The committee can either uphold or reverse SWLWDB's decision. The State appeals committee must render a decision within sixty (60) days from receiving the Provider's initial State appeal request.

4. Dissemination of the ETPL

A. Statewide Dissemination and Customer Access:

- i. The State will ensure that the ETPL is accurate and current. The State must ensure that the updated list is available to all LWDBs (WIOA Section 122[d][1]) and to the general public through the State website wherever internet service is available.
- ii. SWLWDB is responsible for ensuring that all American Job Center (AJC) staff members have access to the ETPL, and are knowledgeable about utilizing the ETPL; SWLWDB will also ensure local access to the ETPL is made available for customers within the ADJCs (WIOA Section 122[d][1]).
- iii. SWLWDB is also responsible for ensuring that all American Job Center staff do not allow WIOA participants to enroll in programs that do not appear on the ETPL.

5. Program Changes

A. Adding New Programs (Previously Approved Providers):

- i. The ETP must submit the program using the online web application for addition to the ETPL.
- ii. The application materials are received electronically by SWLWEDB and reviewed for completeness.
 - a) All new programs must have prior authorization by the appropriate State authorizing agency (Tennessee Higher Education Commission, Tennessee Board of Regents, etc.) before they can be added to the ETPL.
- iii. After verification of completeness, the application materials are forwarded to SWLWDB for its vote on whether to add the program to the ETPL.
- iv. After SWLWDB has rendered a vote about the application materials, its decision is communication in writing to the State.
- v. All approvals from the SWLWDB are added to the ETPL by the State within three (3) business days.

B. Adding New Registered Apprenticeship Programs:

Registered Apprenticeship sponsors that want to add new programs to the ETPL must indicate their interest in being included on the list and must use the online web application to submit their programs.

C. Making Changes to Program Information:

- i. Revision(s) to already approved and existing program curriculums must first be approved by the appropriate State authorizing agency (Tennessee Higher Education Commission, Tennessee Board of Regents, etc.).
- ii. The Eligible Training Provider must submit the proper forms using the online web application to make changes on the ETPL.
- iii. Changes submitted by the ETP are subject to review by the Operator and the State.
 - a) Changes in program cost or length that are beyond twenty-five percent (25%) must be resubmitted to SWLWDB for approval as a new program.
- iv. It is the responsibility of the ETP to ensure that information displayed on the ETPL is accurate.
 - a) ETPs with inaccurate information on the ETPL as discovered in conjunction with a Data Validation review or a Data Accuracy Report are subject to removal from the ETPL for a set suspension period or until all information is corrected (whichever occurs later).

D. Removing Programs from the ETPL:

- i. Any time after the initial program approval by SWLWDB, the ETP (including Registered Apprenticeship Programs) can request to have a program removed from the ETPL.
- ii. If a program is removed from the ETPL, with the exception of Registered Apprenticeship programs, the ETP is still required to submit quarterly performance reports until the last WIOA training participant completes or withdraws from the program.
- iii. Failure to submit the remaining quarterly performance reports will subject the ETP to the penalties detailed in Section 9 of this policy.
- iv. If at any point after initial approval training is temporarily not offered or is permanently deleted from the ETP's selection of the programs, it must be removed from the ETPL within thirty (30) days of the institutional decision.

6. Performance Data (Registered Apprenticeship Programs are Excluded):

A. Provider Quarterly Report Requirements:

- i. ETPs must provide the information necessary to determine program performance and to meet other requirements of the WIOA. The ETP must agree to make available verifiable data to validate any information submitted (WIOA Section 122[d][1]).
- ii. ETPs on the ETPL are required to submit quarterly performance reports to the State. The report must contain individual-level data for all participants in programs offered by the ETP that have serviced at least one (1) student with the assistance of WIOA funding.
- iii. The reports are due to the State on the specified due dates.
 - a) Quarterly report due dates: January 15th, April 15th, July 15th and October 15th of every year.
 - b) In the event that the due date falls on a State holiday or a weekend, reports are due by the conclusion of the next business day.

7. Subsequent Eligibility Determination:

A. Subsequent Eligibility:

- i. All programs approved for initial eligibility by SWLWDB must be reviewed annually by the Board. Subsequent eligibility requirements under WIOA apply to ETPs transitioning to WIOA Title IB who were previously eligible under WIA Title I and new ETPs that were determined to be initially eligible under WIOA to determine their continued eligibility to remain on the ETPL. This determination is called "Subsequent Eligibility" (WIOA Section 122[c][2] and 20 CFR 663.530) until changed to WIOA.
- ii. Subsequent eligibility determinations are made on an annual basis using the performance data supplied quarterly by the ETP.
- iii. Only those programs with a minimum of ten (10) WIOA students enrolled during the reporting year are considered for subsequent eligibility decisions.
- iv. Any program that fails to meet the minimum performance standards, as established by the State, will be removed from the ETPL for a minimum period of one (1) program year.
- v. The State compiles and disseminates an annual Subsequent Eligibility Report. The report is posted for public viewing online through the ETPL website.
- vi. ETPs receive the opportunity to review and correct their performance information prior to Subsequent Eligibility decisions and public dissemination of the report.
- vii. The State adheres to the following guidelines when displaying performance data for each provider:
 - a) All programs with a minimum of one (1) WIOA participant during the reporting year will appear in the report.
 - b) For confidentiality purposes, only those programs with a minimum of ten (1) WIOA students enrolled during the reporting year have all their performance data displayed for public viewing.

B. Failure to Meet Subsequent Eligibility:

- i. The State must remove a program if, as a result of the subsequent eligibility determination process, the program is found not to have met the minimum levels of performance set by the State (WIOA Section 122[b][1][A]).
 - a) If the State removes a program from the ETPL for subsequent eligibility reasons, the State must, within ten (10) days of its decision, inform the SWLWDB in writing and include the reason(s) for the removal.
- ii. Prior to removal by the State, SWLWDB must have the opportunity to submit supplemental performance data in efforts to keep the program on the ETPL. The types of supplemental data submitted may include information explained within WIOA Section 122(b)(1)-(b)(4)(D) and 20 CFR 680.490.
 - a) The specific economic, geographic, and demographic factors in the local areas in which training providers seeking eligibility are located; and
 1. The characteristics of those served by the eligible training providers seeking eligibility, including the demonstrated difficulties in serving such populations, where applicable.
- iii. Any program removed from the ETPL for subsequent eligibility reasons must remain off of the ETPL for a minimum of one (1) complete program year.
- iv. In order for the program to be added back to the ETPL, the ETP must re-apply through SWLWDB. Performance data is required as part of the application process for the time period when the program was removed from the ETPL.
- v. While a program is removed from the ETPL for subsequent eligibility reasons, the ETP cannot receive new training participants utilizing WIOA ITA funds for the removed programs.

8. Accuracy of Information:

A. Data Validation:

- i. To ensure the accuracy and validity of the information supplied by Eligible Training Providers, the State conducts data validation visits at least once every year for all ETPs or as warranted by WIOA enrollment numbers.
 - a) During data validation visits, the State audits ETP files to verify previously submitted student, program, and provider information.
- ii. ETPs must meet the enrollment threshold before a data validation visit can occur. The enrollment threshold is as follows:
 - a) An ETP must have a minimum of fifteen (15) WIOA participants enrolled in its combined program offerings over a two (2) year period.
- iii. ETPs will receive at least a twenty-one (21) calendar-day advanced notice of the State's upcoming audit.
- iv. The ETPs must make available all files pertaining to WIOA participants covering the three (3) most recent program years.
- v. Each student file must contain documents to validate the following elements:
 - a) Proof of Enrollment
 - b) Program of Enrollment
 - c) Program Completion
 - d) Enrollment Date
 - e) Completion Date
 - f) Withdrawal Date (if applicable)
 - g) Credential Received
 - h) WIOA Participant Status
- vi. ETPs must also make available internal documents or sources to validate the following program elements:
 - a) Program Name
 - b) Program Length
 - c) Program Cost
 - d) Program Credential Offered
- vii. ETPs may be removed from the ETPL for a period of ten to ninety (10-90) days if the score they receive for data validation is not satisfactory.
- viii. If the State discovers evidence of intentionally misleading performance information, the ETP will be removed from the ETPL for a period of no less than two (2) years.
- ix. The State will notify SWLWDB of the audit findings within ten (10) days of auditing of an ETP within SWLWDB area.

9. ETPL Penalties:

A. Removal of a Provider or Program on the ETPL:

- i. The State may remove a program if the ETP fails to submit all the data required for subsequent eligibility determination within the required time frames (WIOA Section 122[b][2]).
- ii. The State may remove a program if an ETP fails to notify the State of any program changes, including but not limited to, costs location of training, or change in State authorization status.
- iii. The State may remove a program at any point at which it is determined that the program does not meet the minimum criteria for initial listing specified in this procedure. For example, a program can be removed if its eligibility depended on accreditation, and the accreditation was lost (WIOA Section 122[b][1][E]).
- iv. The State may remove a program if it is determined that the applicant intentionally supplied inaccurate information.

- v. The State may remove a program if the ETP is found to have substantially violated any WIOA requirements.
- vi. The State may remove a program or ETP if it loses its accreditation after an appeal process.
- vii. The State may remove a program or ETP, at the request of SWLWDB, for any of the following reasons:
 - a) Unethical/illegal billing practices
 - b) Violations of Title VI of the Civil Rights Act of 1964; Title IX of the Education Amendments of 1972; Section 504 of the Rehabilitation Act of 1973; or the Act Discrimination Act 1975.
 - c) Lack of qualified training personnel or building infrastructure.
- viii. The State must conduct an investigation prior to removing an ETP at the request of SWLWDB.
- ix. The State may remove a program or ETP at the request of the institution.
 - a) If an eligible training provider requests removal from the ETPL for a particular program or for the institution as a whole, it can be reactivated on the ETPL within one (1) year assuming that it was in good standing when it was removed and no changes occurred in their program demographics during the removal period.
 - b) If an ETP whose self-requested removal is off the ETPL for a period of time greater than one (1) year, that training provider must re-apply for placement on the ETPL to SWLWDB.

B. Suspension From the ETPL:

- i. ETP may be suspended from the ETPL for any of the following actions:
 - a) Failure to submit quarterly performance reports or the exemption claim sheet by the deadlines
 - b) Failure to keep current the eligible training provider and program demographic information displayed on the ETPL
 - c) Failure to respond to a State request for a data validation visit
 - d) Poor performance during a data validation visit
 - e) Failure to submit corrections needed following quarterly report validation by the specified deadline
 - f) Failure to comply with State request for information
- ii. During any State or Federal criminal investigation launched against the institution or key personnel at the institution, the ETP may be removed from the ETPL until a final resolution is reached. Depending on the final resolution, the provider may be permanently removed from the ETPL.

C. Financial Reimbursement:

An ETP whose eligibility is terminated as a result of the reasons specified above in Section 7-Subsequent Eligibility Determination (A)(ii)-(vi) of the current policy for a program shall be liable for repayment of all funds received during any period of noncompliance (WIOA Section 122[f][1][C]).

Contact:

Questions regarding this policy should be addressed to Dr. Gary Damon, Jr., SOUTHWEST LWDB Director, at SWHRA, 1527 White Avenue, P. O. Box 264, Henderson, TN 38340. Phone: (731) 983-3688. Email: gdamonjr@swhra.org.



Ben Ferguson, Board Chairman

Join FedEx Express

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Tuesday, Feb 25th, 2020
2:00PM – 4:30PM

Location

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Available for those who may
need it!

Applicant Eligibility:

- Must be at least 18 years old
- Must be able to lift 50 pounds
- Subject to drug and background check
- Must have 2 forms of government issued ID

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- Starting pay Handler \$13.26
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- Tuition Assistance
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The Tennessee Department of Labor and Workforce Development is committed to principles of equal opportunity, equal access, and affirmative action. Auxiliary aids and services are available upon request to individuals with disabilities.

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October 31st Jackson Job Fair**Event Time**Thursday, October 31, 2019
10:00AM – 3:00PM**Location**Carl Perkins Civic Center
400 S Highland Ave
Jackson, TN 38301

Currently seeking a job or career change? This job fair will offer a variety of opportunities for employment and education. Professional attire and resumes are highly recommended.

For more information, contact Steven Gause at steven.gause@tn.gov or call **731-660-8201** for more details.



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American Job Center

Tennessee is not responsible for the participation of any advertised employers at our hiring and resource events.

We solicit their participation in good faith that they may attend but acknowledge that unexpected events occur, which may prevent their attendance.

Participants Include:

- ❖ Precision Coils
- ❖ Ace Electric
- ❖ Addus Homecare
- ❖ Averitt Express
- ❖ Tennessee Tractor LLC
- ❖ Drive Train
- ❖ Core Civic
- ❖ West Tennessee Healthcare
- ❖ VIP Janitorial Services
- ❖ Sketchers
- ❖ Home Instead Senior Care
- ❖ Bethel University
- ❖ DAT Staffing
- ❖ Kelly Services
- ❖ Hertz Rental Car
- ❖ Kilgore Flares
- ❖ Senior Solutions Homecare
- ❖ Tennessee Army National Guard
- ❖ VIP Janitorial Services
- ❖ White & Associates Home Assistance

****Space available for additional employers.**

Justice Involved Workshops

January 2020

The American Job Center partnered with the Tennessee Department of Corrections in January to host a series of 3 job readiness workshops for justice involved jobseekers in Southwest TN.

A total of 30 participants from our region were able to do team building exercises, learn interview skills, practice how to address their background, how to follow-up with an employer, and how to develop interpersonal and soft skills to advance in the workplace.



Justice Friendly Employers

Employer	County	Employer	County
Ace Electric	Madison	Kolpak Refrigeration	Decatur
Adient	Henderson	Kroger	Hardin and Madison
ADM Milling	Madison	Lasco Fittings	Haywood
Arvin Sango	Chester	Lowe's	Hardin, Haywood, Madison
AutoZone (Distribution Center)	Henderson	Monogram Refrigeration	McNairy
Bed, Bath & Beyond	Madison	Nidec	Henderson
BlueScope Buildings NA	Madison	Novolex	Madison
Bravo Industries	Henderson	Owens Corning	Madison
Buffalo Wild Wings	Madison	Pacific Manufacturing TN	Madison
Butcher Boy Machines	McNairy	Pinnacle Foods	Madison
City Signs	Madison	Precision Coils	Haywood
ConAgra Brands	Madison	Ripley Industries	McNairy
DAT Staffing	Madison	Ryder	Madison
Delta Faucet	Madison	Sam's Club	Madison
DeWayne's Quality Metal Coatings	Henderson	SSW Holding Company	Chester
Dick's Sporting Goods	Madison	Stanley Black & Decker	Madison
Dollar Tree	Hardeman, Hardin, Haywood, Henderson, Madison, McNairy,	Starbucks	Madison
DRH Superior Metal Solutions	Madison	Super 8 Motel	Madison
Dynametal Technologies	Haywood	Teknor Apex	Haywood
Express Employment	Chester, Henderson, Madison	The Home Depot	Madison
Falcon Plastics	Henderson	TN Tractor	Madison, Haywood
Fluid Routing Solutions	Henderson	Toyota Bodine	Madison
Goodwill Career Solutions	Henderson, Madison	UGN	Madison
Ingram Content Group	Madison	Ulta Beauty	Madison
Kellogg's/Pringles Brands	Madison	Waitr	Madison
Kelly Services	Haywood, Madison	Walmart	Hardeman, Hardin, Haywood, Henderson, Madison
Kilgore Flares	Hardeman	West Ally BBQ	Madison
Kirkland's (Distribution Center)	Madison	West TN Healthcare (Select positions)	Madison, Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, McNairy

		Rolling 4 Quarters	Rolling 4 Quarters	Rolling 4 Quarters	Rolling 4 Quarters	Annual
Wagner Peyser	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Reportable Individuals	NA					
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	69.00%					
Employment Rate 4th Quarter after exit	66.00%					
Median Earnings 2nd Quarter after exit	\$4,700					
Repeat Business Customer Rate	Baseline					
Employer Penetration Rate	Baseline					
ADULT	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	82.00%					
Employment Rate 4th Quarter after exit	82.00%					
Median Earnings 2nd Quarter after exit	\$6,650					
Credential Attainment Rate	63.00%					
Measurable Skills Gains	52.00%					
DISLOCATED WORKER	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	82.00%					
Employment Rate 4th Quarter after exit	82.00%					
Median Earnings 2nd Quarter after exit	\$7,600					
Credential Attainment Rate	66.00%					
Measurable Skills Gains	48.00%					

YOUTH	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	76.00%					
Employment Rate 4th Quarterafter exit	75.00%					
Median Earnings 2nd Quarterafter exit	\$3,300					
Credential Attainment Rate	69.00%					
Measurable Skills Gains	45.00%					
Vocational Rehabilitation	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Participants						
Exiters	NA					
Employment Rate 2nd Quarter after exit	Baseline					
Employment Rate 4th Quarterafter exit	Baseline					
Median Earnings 2nd Quarterafter exit	Baseline					
Credential Attainment Rate	Baseline					
Measurable Skills Gains	23%					
Adult Education	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	40%					
Employment Rate 4th Quarterafter exit	37%					
Median Earnings 2nd Quarterafter exit	\$3,640					
Credential Attainment Rate	27%					
Measurable Skills Gains	37.9%					
Jobs for Veterans State Grant	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit						
Employment Rate 4th Quarterafter exit						
Median Earnings 2nd Quarterafter exit						

TAA	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	Baseline					
Employment Rate 4th Quarter after exit	Baseline					
Median Earnings 2nd Quarter after exit	Baseline					
Credential Attainment Rate	Baseline					
Measurable Skills Gains	Baseline					
<small>The TAA program runs a quarter behind the reported data here.</small>						

NDWG	State Negotiated Target PY20	Actual PY 20 Q1	Actual PY 20 Q2	Actual PY 20 Q3	Actual PY 20 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	Baseline					
Employment Rate 4th Quarter after exit	Baseline					
Median Earnings 2nd Quarter after exit	Baseline					
Credential Attainment Rate	Baseline					
Measurable Skills Gains	Baseline					

		Rolling 4 Quarters	Rolling 4 Quarters	Rolling 4 Quarters	Rolling 4 Quarters	Annual
Wagner Peyser	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Reportable Individuals	NA					
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	69.50%					
Employment Rate 4th Quarter after exit	67.00%					
Median Earnings 2nd Quarter after exit	\$4,800					
Repeat Business Customer Rate	Baseline					
Employer Penetration Rate	Baseline					
ADULT	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	82.5%					
Employment Rate 4th Quarter after exit	82.5%					
Median Earnings 2nd Quarter after exit	\$6,680					
Credential Attainment Rate	63.5%					
Measurable Skills Gains	53.0%					
DISLOCATED WORKER	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	82.50%					
Employment Rate 4th Quarter after exit	82.50%					
Median Earnings 2nd Quarter after exit	\$7,650					
Credential Attainment Rate	67.00%					
Measurable Skills Gains	49.00%					

YOUTH	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	77.00%					
Employment Rate 4th Quarterafter exit	76.00%					
Median Earnings 2nd Quarterafter exit	\$3,400					
Credential Attainment Rate	70.00%					
Measurable Skills Gains	47.00%					
Vocational Rehabilitation	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	Baseline					
Employment Rate 4th Quarterafter exit	Baseline					
Median Earnings 2nd Quarterafter exit	Baseline					
Credential Attainment Rate	Baseline					
Measurable Skills Gains	26%					
Adult Education	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	40%					
Employment Rate 4th Quarterafter exit	37%					
Median Earnings 2nd Quarterafter exit	\$3,640					
Credential Attainment Rate	27%					
Measurable Skills Gains	37.9%					
Jobs for Veterans State Grant	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit						
Employment Rate 4th Quarterafter exit						
Median Earnings 2nd Quarterafter exit						

TAA	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	Baseline					
Employment Rate 4th Quarter after exit	Baseline					
Median Earnings 2nd Quarter after exit	Baseline					
Credential Attainment Rate	Baseline					
Measurable Skills Gains	Baseline					
<small>The TAA program runs a quarter behind the reported data here.</small>						

NDWG	State Negotiated Target PY21	Actual PY 21 Q1	Actual PY 21 Q2	Actual PY 21 Q3	Actual PY 21 Q4	
Participants	NA					
Exiters	NA					
Employment Rate 2nd Quarter after exit	Baseline					
Employment Rate 4th Quarter after exit	Baseline					
Median Earnings 2nd Quarter after exit	Baseline					
Credential Attainment Rate	Baseline					
Measurable Skills Gains	Baseline					

Southwest Performance Targets

Federal Performance Indicator	Adult Education		Wagner-Peyser		Voc. Rehab.	
	2020	2021	2020	2021	2020	2021
Employment Rate, 2nd Quarter After Exit	41.00%	42.00%	66.00%	67.00%	Baseline	
Employment Rate, 4th Quarter After Exit	42.00%	43.00%	66.00%	67.00%		
Median Earnings, 2nd Quarter After Exit	\$3,300	\$3,400	\$4,700	\$4,800		
Credential Attainment, w/l 4 Quarters After Exit	30.00%	31.00%	N/A	N/A		
Measurable Skill Gains-Baseline	35.00%	36.00%	N/A	N/A	200 or 20%	250 or 25%

Federal Performance Indicator	Adult		Dislocated Worker		Youth	
	Goal	Actual	Goal	Actual	Goal	Actual
Employment Rate, 2nd Quarter After Exit	83.50%	88.60%	82.00%	78.60%	79.50%	75.70%
Employment Rate, 4th Quarter After Exit	83.50%	83.40%	82.00%	80.60%	76.00%	71.40%
Median Earnings, 2nd Quarter After Exit	\$6,650	\$6,534	\$7,000	\$9,707	N/A	N/A
Credential Attainment, w/l 4 Quarters After Exit	59.00%	45.60%	69.00%	63.60%	72.00%	41.00%
Measurable Skill Gains-Baseline	Baseline	64.50%	Baseline	40.00%	Baseline	42.10%

PY19 3rd Quarter Performance Measures

Core Performance Measures	Targets	47160 Southwest Tennessee			
		PY2019 Q1	PY2019 Q2	PY2019 Q3	PY2019 Q4
Adult Measures					
Exiters		214	231	400	
Participants Served		779	789	779	
Employment Rate 2nd Quarter after exit	83.5%	89.4%	89.1%	88.60%	
Employment Rate 4th Quarter after exit	83.5%	87.8%	85.6%	83.40%	
Median Earnings 2 nd Quarter after exit	\$ 6,650	\$ 6,000	\$ 6,555	\$ 6,534	
Credential Attainment w/in 4 Quarters after exit	59.0%	59.6%	51.0%	45.60%	
Measurable Skills Gains	Baseline	51.7%	59.4%	64.50%	
Dislocated Worker					
Exiters		15	15	39	
Participants Served		80	84	89	
Employment Rate 2nd Quarter after exit	82.0%	77.4%	76.7%	78.60%	
Employment Rate 4th Quarter after exit	82.0%	86.2%	85.3%	80.60%	
Median Earnings 2 nd Quarter after exit	\$ 7,000	\$ 7,076	\$ 7,194	\$ 9,707	
Credential Attainment w/in 4 Quarters after exit	69.0%	85.7%	60.0%	63.60%	
Measurable Skills Gains	Baseline	17.2%	46.2%	40.00%	
Youth					
Exiters		135	173	218	
Participants Served		472	443	424	
Employment Rate 2nd Quarter after exit	79.5%	68.9%	70.2%	75.70%	
Employment Rate 4th Quarter after exit	76.0%	68.5%	69.5%	71.40%	
Credential Attainment w/in 4 Quarters after exit	72.0%	52.9%	39.7%	41.00%	
Measurable Skills Gains	Baseline	41.7%	50.2%	42.10%	

Southwest Local Board Key Performance Indicators			
	2020 Target		2020 Target
Adult and Dislocated Worker New Enrollments	338	Youth New Enrollments	145
2020 Quarter 1	109	2020 Quarter 1	55
2020 Quarter 2	92	2020 Quarter 2	55
2020 Quarter 3	67	2020 Quarter 3	21
2020 Quarter 4	70	2020 Quarter 4	14
	Program Year 2019 Target	Notes	
Adult Education	408 (2.50%)	<i>As PY19 Q1 and Q2 have already occured, those fields in grey are actual rather than projected enrollments.</i>	
Quarter 1: July 1 to Sept 30	170		
Quarter 2: Oct 1 to Dec 31	74		
Quarter 3: Jan 1 to March 31	82		
Quarter 4: April 1 to June 30	82		
Adult Education	265 (2.37%)	<i>As PY19 Q1 and Q2 have already occured, those fields in grey are actual rather than projected enrollments.</i>	
Quarter 1: July 1 to Sept 30	107	Also serves LWDA Northwest Tennessee.	
Quarter 2: Oct 1 to Dec 31	75		
Quarter 3: Jan 1 to March 31	41		
Quarter 4: April 1 to June 30	42		
	2020 Target		2020 Target
Wagner-Peyser New Enrollments	1,592	Vocational Rehabilitation	DNA
2020 Quarter 1	572	Q1	DNA
2020 Quarter 2	447	Q2	DNA
2020 Quarter 3	308	Q3	DNA
2020 Quarter 4	265	Q4	DNA
	2020 Target		2020 Target
SCSEPE Exits Southwest HRA	16	RESEACo-enrollments	36
2020 Quarter 1	4	2020 Quarter 1	9
2020 Quarter 2	4	2020 Quarter 2	9
2020 Quarter 3	4	2020 Quarter 3	9
2020 Quarter 4	4	2020 Quarter 4	9

	2020 Target			2020 Target
Trade Adjustment Assistance (TAA) Title I Adult and Youth Co-enrollment Rate	34.8%		TANF	DNA
2020 Quarter 1	34.8%		Q1	DNA
2020 Quarter 2	34.8%		Q2	DNA
2020 Quarter 3	34.8%		Q3	DNA
2020 Quarter 4	34.8%		Q4	DNA
	2020 Target			2020 Target
Youthbuild	DNA		SNAP E&T New Enrollments	164
Q1	DNA		2020 Quarter 1	38
Q2	DNA		2020 Quarter 2	29
Q3	DNA		2020 Quarter 3	33
Q4	DNA		2020 Quarter 4	64
	2020 Target			2020 Target
JVSG New Enrollments	36		MSFW New Enrollments	10
2020 Quarter 1	8		2020 Quarter 1	2
2020 Quarter 2	12		2020 Quarter 2	3
2020 Quarter 3	9		2020 Quarter 3	2
2020 Quarter 4	7		2020 Quarter 4	3
	2020 Target			2020 Target
Reentry New Enrollments	132		Distressed Counties	DNA
2020 Quarter 1	20			DNA
2020 Quarter 2	37			DNA
2020 Quarter 3	37			DNA
2020 Quarter 4	38			DNA

SOUTHWEST LOCAL WORKFORCE DEVELOPMENT BOARD
1527 White Avenue
Henderson, TN 38340
(731) 989-5111

Effective Date: June 19, 2018

Duration: Indefinite

Workforce Services Policy Property Guidelines Southwest LWDB - WIOA (17-3)

Subject:

WIOA Property Guidelines

Purpose:

The purpose of this memorandum is to establish a policy to inventory and track personal and/or real property purchases using Workforce Southwest Tennessee Workforce Development Board funding.

References: Section 194 (11) Workforce Innovation and Opportunity Act 2014; 20 CFR 200.33 Equipment, 200.48 General Purpose Equipment, 200.58 Information technology systems, 200.94 Supplies; 29 CFR Parts 95 and 97, TN WIOA 16-14 Property Management Executive Summary

Background:

Southwest Local Workforce Development Board is to ensure that property, equipment, and supplies purchased with WIOA funds are used in accordance with the intent of the law.

For purposes of this policy, property is defined to include equipment, supplies, real property, personal property, data, records, and proprietary information.

Policy:

Property (both personal and real), equipment, supplies, and proprietary information purchased, collected, or developed with SOUTHWEST LWDB WIOA funds is the property of the Southwest Tennessee Workforce Development Board and, as such, must be used for purposes authorized by the Workforce Innovation and Opportunity Act 2014 and the Southwest Tennessee Workforce Development Board.

Upon termination of services with the designated One-Stop Operator/Service Provider, an inventory will be completed jointly by the One-Stop Operator/Service Provider and SOUTHWEST LWDB staff no more than 30 days after the closing of the contract. Disposition of the property will be at the discretion of the Southwest Tennessee Workforce Development Board.

Action:

The Southwest Tennessee Workforce Development Board will utilize the attached policy regarding purchasing procedures of Southwest Human Resource Agency, designated as fiscal agent for the Board, regarding the purchase of property.

Written prior approval must be obtained from TDLWD for acquisition of sensitive items and nonexpendable property with a unit acquisition cost of \$5,000 or more. In addition, any agreements or activities related to costs associated with real property must receive written approval by TDWLD. Disregard of this policy may result in an immediate sanction to pay back the money to TDLWD using unrestricted funds.

Equipment

Equipment means tangible, non-expendable, personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit. Information technology systems, computing devices, software, licensing or subscriptions to software and software support services are specified as equipment per Uniform Guidance. Monthly subscription fees under \$5,000 are also included should the total annual cost for the subscription exceed \$5,000.00 in which prior approval must be obtained.

General Purpose Equipment

This is equipment which is not limited to research, medical, scientific or other technical activities. Examples include: office equipment and furnishings, modular offices, telephone networks, information technology equipment and systems, air-conditioning equipment, reproduction and printing equipment, and motor vehicles (Uniform Guidance Section 200.48)

Information Technology Systems

Computing devices, ancillary equipment, software, firmware, similar procedures, services (including support services), licensing or subscriptions to software and software support services, and related services are included as information technology systems. (Uniform Guidance Section 200.58)

Property Accountability

The following denotes the types of property for which accountability must be maintained:

1. Tangible personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit. Examples include furniture, machinery, office, operational and educational equipment, etc.
2. Sensitive equipment having a unit cost of \$100 to \$5,000. Examples include typewriters, tape recorders, printers, computers, cameras.
3. Personal computers will be tagged as a unit consisting of monitor, keyboard, external tape cartridge and the computer itself. The printer will be tagged separately.

All LWDA procurements of sensitive equipment or procurements having a unit acquisition cost of \$5,000 or more must have prior written approval from TDLWD. The Governor, on behalf of the US Department of Labor (USDOL), reserves the right to claim title to all property purchased with WIOA, WIA, JTPA or CETA funds with a current per-unit fair market value in excess of \$5,000. ***Property Accountability 114S-60.401***

Classification Criteria

Equipment Property Management Procedures

Property records must be maintained that include a description of the property, a serial number or other identification number, the source of property, information as to who holds title, the acquisition date, and cost of the property, percentage of Federal participation in the cost of the property. These records must also include the location, use and condition of the property, and any ultimate disposition data including the date of disposal and sale price of the property.

1. When property with a current per-unit value in excess of \$5,000 has been stolen or destroyed by fire (or another disaster), is considered obsolete, or is to be traded for new equipment, the West Tennessee Workforce Development Board Property Manager will notify the State of the circumstances and request approval to remove the affected property from the inventory record.
2. A Police Report must be completed and submitted along with the Survey Report to the State should a property item be stolen. If the stolen property has a current per-unit value of \$5,000 or more, the Federal Bureau of Investigation must be notified and a copy of the report must accompany the Report of the Survey.
3. Should any property be destroyed by fire a copy of Fire Marshall's Report must accompany the Report of the Survey.

Once determination is made by the LWDB that a property item is non-serviceable due to obsolescence, a request must be submitted through Asset Works (TN State System) to destroy the equipment at which time the State procurement office re-evaluates the condition of the equipment. TDLWD will review the request and approve it with instructions to forward to the requesting LWDA before the State Procurement Office re-evaluates the condition of the equipment.

4. SOUTHWEST LWDB will tag all property with the appropriate tag; inventory records will indicate the program (contract number) from which the property was purchased. Tags will be requested by SOUTHWEST LWDB Property Manager from TDLWD. Once tags are received from TDLWD, equipment will be tagged and added to LWDB inventory records which contains the following information:
 - a. Tag number
 - b. Program funding acquisition
 - c. Percentage federally funded (if not 100%)
 - d. Date of purchase or acquisition
 - e. Condition of the property (Cost or Fair-Market Value)
 - f. Location
 - g. Serial number of other identifying number

New equipment acquired will be reported to TDLWD on the Property Record form as soon as possible after property is tagged.

Purchase Considerations

DOL Uniform Guidance will serve as the foundation for all grant financial management. For this reason, Southwest LWDB will rely on this guidance to avoid the possibility of audit findings and potential liability. The following items should be utilized as guidance when considering the purchase of new equipment:

- Is the purchase reasonable?
- Why is the purchase needed?
- Have the best products been selected?
- What procurement method was used?
- Was a lease option considered in lieu of purchase?
- Does the State already provide the item, service, or software being considered for rent, purchase, or subscription?
- Can the purchaser show that the purchase and item is allowable under the applicable federal award?

Leasing Considerations

The decision to lease or buy personal property shall be governed by considerations of economy. Consideration for leasing may differ by property type and according to market conditions. The length of the contract period of the lease should also be considered. Leasing with an option to purchase is generally preferable to straight leasing. However, for real property, administrative requirements make leasing the only option since the construction of purchase of real property is not allowed under the WIOA program except in limited circumstances which are outlined in the following section.

Capital Assets and Construction Costs

WIOA Title I funds may not be spent on the construction, or may not be used to purchase facilities or buildings, or used for other capital expenditures for improvement to land or buildings. (20 CFR 667.260) except with prior written approval by the DOL Secretary. The exceptions to that rule in which WIOA Title I funds can be used for construction include the following:

- Meeting obligations to provide physical and programmatic accessibility and certain repairs, renovations, alterations, and capital improvements to the property.
- For disaster relief projects.
- For Youth Build programs under WIOA Section 171(c)(2)(A)(i).
- For any other projects the DOL Secretary determines are necessary to carry out WIOA.
- Section 189(b) and (Title 20 CFR Section 683.235).

Limitation

Cost allocable to another Federal grant, WIOA programs, or cost categories may not be shifted to a WIOA grant, sub grant, program or cost categories to overcome fund deficiencies, avoid restrictions imposed by law or grant agreements, or for other reasons (2 CFR200.405(c)).

Real Property

The Uniform Guidance provides fiscal and administrative guidance for the administration of the WIOA program including requirements for purchasing property. The Uniform Guidance does not permit WIOA program funds to be used to purchase land, or for improvements to land, or the structures, or to accessories thereto and excludes the purchase of movable machinery and equipment (2 CFR 200.85).

Rental Costs

Subject to the limitations described below, rental costs are allowable to the extent that the rates are reasonable in light of such factors as: rental costs of comparable property, if any; market conditions in the area; alternatives available; and the type, life expectancy, condition, and value of the property leased. Rental costs under sale and leaseback arrangements are allowable only up to the amount that would be allowed had the governmental unit continued to own the property. Rental costs under less-than-arms-length leases are allowable only up to the amount that would be allowed had title to the property vested in the governmental unit. For this purpose, less-than-arms-length leases include, but are not limited to, those where:

- 1) One party to the lease is able to control or substantially influence the actions of the other;
- 2) Both parties are parts of the same governmental unit; or
- 3) The governmental unit creates an authority or similar entity to acquire and lease the facilities to the governmental unit and other parties.

Rental costs under leases, which are required to be treated as capital leases under GAAP, are allowable only up to the amount that would be allowed had the governmental unit purchased the property on the date the lease agreement was executed. This amount would include expenses such as depreciation (please note depreciation is also addressed in the Supplementary Financial Guide), maintenance, and insurance. The provisions of GAAP shall be used to determine whether a lease is a capital lease. Interest costs related to capital leases are allowable to the extent they meet the criteria in 2 CFR 200.449.

Maintenance, Operations, and Repairs

Unless prohibited by law, the cost of utilities, insurance, security, janitorial services, elevator service, upkeep of grounds, necessary maintenance, normal repairs and alterations, and the like are allowable to the extent they:

- 1) Keep property (including Federal property, unless otherwise provided for) in an efficient operating condition,
- 2) Do not add to the permanent value of property or appreciably prolong its intended life, and
- 3) Are not otherwise included in rental or other charges for space. Costs which add to the permanent value of property or appreciably prolong its intended life shall be treated as capital expenditures. (See 2 CFR 200.452, Maintenance and Repair Costs, for additional details and requirements.)

Costs Allowable With State Office

For approval of those selected items of costs, requiring prior approval, the authority to grant or deny approval is delegated to the Governor for programs funded under Sections 127 or 132 of the Act.

Rearrangements and Reconversion Costs (2 CFR 200.462)

Costs incurred for ordinary and normal rearrangement and alteration of facilities are allowable. Special arrangements and alterations costs incurred specifically for a Federal award are allowable with the prior approval of the Federal awarding agency. Costs incurred for rearrangement and alteration of facilities required specifically for the grant program may be approved by the State or the pass-through entity.

Debarred and Suspended Parties

In accordance with WIOA regulations at Final Regulation 20 Section 683.200, Southwest LWDB will not make any award or permit (sub grants or contracts) to any party debarred, otherwise suspended, or otherwise excluded from eligible for participation in Federal assistance programs in accordance with Department of Labor Regulation at 29 CFR Part 98. Recipients and sub-recipients shall comply with the applicable requirements of the DOL Regulations at 29 CFR parts 98.



P.O. Box 264 | 1527 White Avenue ~ Henderson, Tennessee 38340
Telephone: 731-989-0533 ~ Fax: 731-983-3149

Ben Ferguson
Board Chair

Gary Damon, Jr., Ed.D.
Executive Director

Date

Dr. Kenyatta Lovett, Assistant Commissioner
Workforces Services Division
TN Department of Labor and Workforce Development
220 French Landing Drive, 4B
Nashville, Tennessee 37243

Dear Dr. Lovett:

Southwest LWDB is requesting permission to purchase the following equipment:

Amount	Equipment/Furniture Description	Unit Price	Total Cost
	Equipment Cost Not to Exceed: TOTAL COST		

Please contact me at 731-608-9054 or by email (gdamonjr@swhra.org) should you have any questions.

Thank you for your consideration.

Sincerely,

Dr. Gary Damon, Jr., Executive Director
Southwest LWDB



Attachment I
SWHRA
Procurement Policy

PROCUREMENT POLICY	Issued by: Southwest Human Resource Agency	Policy #: 1
	Prepared By: Jimmy Honen	Revision #
	Approved By: SWHRA Policy Council	Effective Date: 4/20/2017

PROCUREMENT POLICY

BACKGROUND

Southwest Human Resource Agency (“SWHRA”) was established pursuant to the Human Resource Agency Act of 1973, as amended, as a not-for-profit delivery system designed to implement human services programs. The SWHRA is empowered to own and dispose of property both real and personal and to receive and administer funds and contributions from private and public sources which may be used in support of human resource programs, and other funds under State and Federal assistance programs.

SCOPE

The Policy applies to all company Employees who purchase supplies, equipment or services, and/or select Vendors providing such items.

PURPOSE

The Procurement Policy, issued by the SWHRA, shall describe the procedures that are to be followed by SWHRA in the handling of procurement activities and to provide direction and ensure a process for the review of the purchase of supplies, goods and services.

POLICY

1.0 INTRODUCTION

1.1 Standard of Conduct

No officer, employee, family member or agent of the SWHRA shall unlawfully benefit directly or indirectly from the purchasing of materials or services by the SWHRA. All transactions shall be conducted in a manner so as to provide maximum open and free competition. No SWHRA official, employee, family member or agent shall bid on, or sell or offer for sell any merchandise, equipment or material during his/her tenure of office or employment. Neither shall any officer, employee, family member or agent accept or receive, either directly or indirectly, from any person firm or company any money or anything of value whatsoever.

SWHRA shall adhere to and strictly enforce all prevailing civil rights legislation. SWHRA complies with Title VI of the Civil Rights Act of 1964, as codified in 42 U.S.C. § 2000D, which states that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity receiving Federal assistance.” SWHRA does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs or activities in compliance with ADA (Americans with Disability Act of 1990), 42 U.S.C. § 12101.

1.2 Initiation of Purchases

Employees may requisition specific items for the purpose of carrying out their work assignments. After the Purchasing Requisition is completed and approved, orders will be placed by the Program Director or a Department designee. Any Employee that makes a purchase in violation of these policies may be held personally responsible for payment.

1.3 Purchasing Requisition

A Request to Purchase shall be required for those items so identified in this Policy. All Request to Purchase shall be reviewed by the Program Director. Each Request to Purchase that is approved and processed by the Executive Director results in a Purchase Requisition. All Purchase Requisitions will be assigned an identification number and that number shall appear on invoices and receipts as appropriate. Purchases are authorized on consecutively numbered Purchase Request forms by the Executive Director.

Purchase Request Forms shall not be required for items below the threshold amount as set forth in **Section 3.1 and 3.2** or for specific items listed in **Section 3.5** of this policy.

1.4 Specification Requirements

1.4.1 Specification requirements shall be based upon a clear and accurate description of the technical requirements for the material, product or service. The absence of such detail shall be recognized as meaning that only the best commercial practices are to prevail and that only first quality materials and workmanship are to be used. Reference to brand names, trade names, model numbers or other appropriate identification should be included to establish the required level of quality and functional capabilities. Comparable products of other manufacturers will be considered if proof of comparability is contained in the bid. Provision of such proof is the total responsibility of the Vendor and could include such things as brochures, catalog pages or other data, attached to the bid.

1.4.2 Wherever possible, all specifications for materials, products or services to be purchased by the SWHRA shall be worded or designed so as to permit open and competitive bidding for the supplying of such items or services to which they apply.

1.5 Vendor Selection

All Vendors providing supplies, equipment or services must be reputable organizations having the demonstrated capacity to produce or provide services within a reasonable period of time as established by the SWHRA. Vendors shall be subject to disqualification if they are found to misrepresent quality, quantity, or price.

Selection of a Vendor shall be based primarily on price, geographical location and past performance of the Vendor, as well as its apparent ability to provide the good or service. Selection of a vendor will not be restricted to geographic location if Federal funds are involved.

2.0 PURCHASING METHODS

The following are the purchasing methods that may be utilized for the purchase of goods and/or services:

2.1 Competitive Bidding Process

Purchases of items that, by their nature, have sufficiently uniform and impersonal criteria so that their purchase may be based on conformance with required specifications and lowest overall price, may be procured based on price quotes received from a number of prospective Vendors, as specified by the Executive Director and included in Section 3.

2.2 Sealed Bid Process/Invitation to Bid

SWHRA shall strive to obtain at least three (3) sealed bids on all purchases which exceed \$5,000, except as otherwise provided in this policy. All sealed bid requests/invitations to bid shall be approved by the Fiscal Department prior to issuance. Please see Exhibit 1 for a description of the invitation to bid process.

2.3 Request for Proposals (RFPs)

SWHRA shall use the formal process of written proposal for certain services that exceed \$5,000 and for which an RFP shall be issued by SWHRA that identifies the criteria to be met. Please see Exhibit 2 for a description of the RFP process.

2.4 Competitive Negotiation

2.4.1 Competitive Negotiation is an informal method for contracting for goods and services, whereby proposals are solicited from qualified suppliers, following submission of which changes in proposals and prices may be allowed, and the offer deemed by the Executive Director to be most advantageous in terms of criteria/specifications is accepted.

2.4.2 Such negotiation shall be in accordance with the procedures as specified by the Executive Director. The Executive Director shall prescribe the procedures under which the negotiation is to be conducted. These procedures shall provide for the safeguarding of the information and provide fairness to the Vendors in the negotiation process, ensuring that all communication is conducted in a manner so as not to disclose any information that would give one or more Vendors unfair advantage or unfairly enable one or more Vendors to improve their proposal.

2.4.3 In the event that such a process is to take place, purchases for amounts exceeding \$100 but less than \$50,000 must be approved by the Executive Director. Purchase amounts greater than \$50,000 annually shall be approved by the Executive Director and submitted to the SWHRA's Executive Committee for approval prior to entering into a contract. All such contracts shall be reported to the SWHRA's Policy Council and Board of Directors.

2.5 Federal, State and Local Government Contracts

2.5.1 SWHRA may purchase, without using the formal procedures as herein contained, goods and services through a Federal, state or local government contract, which has been duly negotiated by such authorized entities.

2.6 Proprietary/Single Source

2.6.1 Proprietary or single source purchases shall be allowed. These purchases are those generally associated with restricted brands or models but for which bids or quotes may be obtained from distributors or dealers. Single source purchases may be arranged without

benefit of bid when an item or service is unique and has specific characteristics that can be filled by only one source. Such purchases shall be allowable on the basis that no other Vendor could reasonably provide the item(s) or services using the procedures as herein provided.

All such purchases shall adhere to the provisions as herein contained.

2.6.2 A justification for single source or proprietary purchases must be included in the file. In making the final determination, the Executive Director should consider at least the following:

1. Whether the Vendor legally possesses exclusive or predominant capabilities or the item contains a patented feature providing a superior utility not obtainable from similar products;
2. Whether the product or service is unique and easily established as one of a kind;
3. Whether the program requirements can be modified so that competitive products or services may be used;
4. Whether the product is available from only one source and not merchandised through wholesalers, jobbers, or retailers;
5. Whether items must be interchangeable or compatible with in-place items.

2.6.3 After review of the written justification from the requisitioning department and ascertaining that the item to be purchased meets one or several of the aforementioned criteria, the single source purchase may be made without following competitive bid procedures as herein contained. A written quote from the supplier should be placed in the file.

3.0 CATEGORIES OF PURCHASES

SWHRA has determined there are specific categories for which they make purchases. The requirements for each type of purchase are outlined below:

3.1 Durable and Consumer Goods

Purchase Price	Purchasing Requirement
\$0 - \$200	Must be purchased pursuant to the Program Director's instructions.
\$200 - \$2,000	Requires that SWHRA secure at least three (3) competitive bids. Must be purchased using a Purchasing Requisition and Purchase Order, with approval from the Program Director, and either: (1) the Executive Director; or (2) the Finance Director.
\$2001 and Up	Must utilize a sealed bid process unless the item is available under a Federal, State or Local government contract.

3.2 Vehicle Maintenance

Estimated Cost	Purchasing Requirement
\$0 - \$200	Must be procured from a Vendor on the "Approved Vendor List," and with approval from the Program Director.

\$200 - \$1,999	Must be purchased using a Purchasing Requisition and Purchase Order, with approval from the Program Director and either: (1) the Executive Director or (2) the Finance Director.
\$2,000 and Up	Must be purchased using a Purchasing Requisition and Purchase Order, with approval from the Program Director and the Executive Director.

3.3 Personal, Professional or Consultant Services

Where the SWHRA desires to procure personal services, professional services and/or consultant services, the SWHRA shall either follow the requirements as specified herein or, as appropriate, utilize a method that in the discretion of the Executive Director is determined to be fair and open to competition. The process shall generally include a consideration and comparison of potential contractors, based upon factors such as service provider qualifications, experience, and technical approach.

3.4 Emergency Orders

Emergency orders may be placed by the Executive Director when immediate delivery is necessary to meet emergencies from unforeseen causes for continuation of services. A written memo must be attached to the file copy of the purchase order. All emergency purchases shall, if practicable, be made on the basis of at least the use of price quotes.

3.5 Exceptions. SWHRA shall not be required to utilize the purchasing methods in **Section 2** for the items or services that have sufficiently uniform and impersonal criteria, so that their purchase is based upon conformance with certain specifications and lowest overall price including but not limited to the following items:

1. Telephone billings;
2. Freight charges not incurred in connection with the purchase of supplies and equipment;
3. Postage including purchase of metered postage;
4. Charges on credit cards and gasoline credit cards;
5. Bonding fees or notary public fees;
6. Utility billings and connection fees;
7. Tuition, fees and other supplies for training of individuals, or other purchases at institutions which courses of study are on the approved THEC list, provided such expenses do not exceed \$1,000;
8. Occasional charges for rooms for meetings and attendant costs;
9. Rental of vehicles while on approved travel;
10. Rental or leasing of office and storage space;
11. Or other contractual agreement with detailed documentation provided for within the agreement;

12. Newspaper advertisements or listings; and
13. Such other items as may be determined by the Executive Director from time to time.

4.0 GENERAL PROVISIONS

4.1 Liability Claims and Damages

The SWHRA, its officers, agents, and employees shall be held harmless from liability from any claims, damages and actions of any nature arising from the use of any materials furnished by the Vendor, provided such liability is not attributable to negligence on the part of the SWHRA or failure of the SWHRA to utilize the materials in the manner outlined by the Vendor in descriptive literature or specifications submitted with the Vendor's bid. Vendor will agree to abide by SWHRA's purchasing procedures.

4.2 Controversies/Disputes

Resolving controversies/disputes concerning protest of qualifications of bidders, suspension from bidding, and invitation to bid process, and stay of award prior to actual award shall be resolved in the manner provided herein. Vendors who disagree in any of the aforementioned areas may document their position and protest in writing and request reevaluation within ten (10) days of the bid opening or award. This reevaluation shall be initiated by the person or person(s) who were responsible. They shall review and provide a memorandum to the Program Director, Fiscal Director and Executive Director. All relevant levels of administration shall review the reevaluation and make written comments regarding their thoughts and recommendations. The Executive Director or designee shall review the reevaluation, make a determination and notify the Vendor of the decision. If the reevaluation does not resolve the disagreement, the Vendor may request evaluation of the record, including the written protest documentation, through a hearing with the Executive Director. The Executive Director shall issue a letter to the bidder(s) as to his/her findings and decisions. The evaluation by the Executive Director shall be submitted to the Executive Committee for review. This process shall constitute the final determination for the Agency.

4.3 Revisions/Amendment

Any revisions or amendments to the Purchasing Policies and Procedures set forth in the policy shall be submitted to the SWHRA's Executive Committee for review and approval.

4.4 Taxes

SWHRA is exempt from Federal Excise Taxes and State Sales Tax, and purchases shall be made in accordance with this tax status. For instance, prices quoted by Vendors shall not contain provisions for Federal Excise Taxes or State Sales Tax unless required by law or contract.

EXHIBIT 1

PROCEDURES FOR SEALED BIDS: INVITATIONS TO BID

1.0 SEALED BID/INVITATIONS TO BID PROCESS

1.1 Bid Submission. Invitations to bid shall indicate that bids must be received by the SWHRA on or before a specified date or hour.

In preparation of Invitations to Bid it shall be the intent of the SWHRA to set forth such invitations in a manner which, where possible, provides the following:

1. Terms and conditions clearly stating the requirements for the bid response and language to bind the parties in the event of award;
2. Clear and definitive specifications which shall, wherever possible, permit open and competitive bidding and minimize the likelihood of requests by prospective proposers for clarification;
3. Instructions for delivering the service requested or packaging, shipping, and delivering the commodity purchased, and, where appropriate, instructions for storage by the Vendor;
4. A timeline of the process that specifies deadlines;
5. A description of the factors to be considered in evaluating the proposals – factors may include but are not limited to service provider qualifications, experience, technical approach, and cost;
6. A declaration of the contract terms and conditions which shall be required; and
7. Any requirements for bid and/or performance bonds.

Bids should be returned in sealed envelopes, addressed in the follow manner:

From _____

*ATTN: PURCHASING DEPARTMENT
SOUTHWEST HUMAN RESOURCE AGENCY
P. O. Box 264
HENDERSON, TN 38340*

*DO NOT OPEN
SEALED BID
To be opened by: _____*

1.2 The SWHRA may cancel an invitation to bid any time prior to bid opening. Bids delivered past the date and hour designated for opening will be rejected and placed in the file unopened.

- 1.3 Invitations to bid may be mailed (in written or electronic form) to prospective Vendors. Invitations for bid may also be published in a newspaper of general circulation. Only one copy of a bid is required to be returned to the SWHRA. When a sealed bid is opened, examined and recorded, the original copy is placed in a file for evaluation by the Executive Director.
- 1.4 The person signing the bid must be authorized to bind the Vendor to contract. A bid not signed will be rejected. Unsigned bids cannot be signed after the bid has been opened, even if the Vendor or his representative is present at the bid opening.
- 1.5 Terms and conditions established by the bidder must be noted conspicuously on the face of the invitation. If the conditions vary from the terms listed in the invitation to bid, the bid may be considered unresponsive and the proposal may be rejected.
- 1.6 Net pricing shall be requested for the units specified. Net price is list price less all trade or other discounts offered. Insertion of price escalator clauses, minimum order requirements, delivery costs, and other items should be listed where appropriate.
- 1.7 Erasures or use of correction fluid on bid forms are not acceptable. Errors may be corrected, prior to submission, by lining out and entering the substituted words or figures with the change initialed by the person signing the bid in ink. Bids shall not be altered or amended after the bid opening. In the case of errors in the extension prices, the unit price will govern. No corrections will be made in pencil.
- 1.8 Amendment or withdrawal of bids may be permitted under certain circumstances. Prior to the opening, a letter or email submitted to the Executive Director, or designee, may be used to withdraw a bid. Emails should not be used to amend a bid. After the opening, a Vendor may withdraw their bid when there is obvious error in cost data or where enforcement would impose considerable hardship. Consideration for withdrawal is at the sole discretion of the Executive Director or designee and can be made at the written (or e-mail) request of the Vendor. No change in bid price or provision of bids shall be made.
- 1.9 Questions concerning invitations to bid should be directed to the Executive Director or designee or other whose name, phone number or e-mail address is listed on the invitation to bid.
- 1.10 After the sealed bid is opened after the designated time bid files may be examined or reviewed during normal working hours, after completion of evaluation and prior to award. Request for review should be made through the Executive Director.
- 1.11 **Rejection of Bids.** The Executive Director may reject any or all bids. Action to reject all bids shall be taken for unreasonably high prices, errors in the invitation to bid, cessation of need, unavailability of funds, or any other reason approved by the Executive Director.
- 1.12 **Bonds.** As appropriate, any bonds which are required shall be stated in the invitation. To the extent possible, such bonds shall comply with the rules and regulations which apply to the State of Tennessee or the grant or contract, whichever is more restrictive.

2.0 AWARD PROCESS

2.1 Bids shall be awarded to the lowest bidding, qualified responsible and responsive Vendor considering the factors stated in the invitation. Such factors may include but not be limited to:

1. Apparent ability to perform, including past performance;
2. Price;
3. Quality;
4. Purpose or use;
5. Discount for payment;
6. Freight;
7. Delivery date.

2.2 The invitation to bid sets forth the evaluation criteria to be used, no criteria or factors may be used in bid evaluations that are not set forth in the invitation to bid.

2.3 Where more than one item is specified in the invitation, the SWHRA reserves the right to determine the lowest bidding Vendor, either on the basis of each individual item, or group of items, or total of all items, unless otherwise stated in the invitation to bid.

2.4 Tie bids may exist where two or more Vendors offer products that meet all specifications, terms and conditions at identical prices. Tie bids will be broken by the following methods, in descending order of preference:

1. In-state businesses;
2. Small businesses;
3. Award item(s) to Vendor who was low Vendor on other item(s) being on the same requisition;
4. Best delivery;
5. By lot or coin toss.

3.0 PROCEDURES AND GUIDELINES FOR VENDORS

3.1 Notice of back orders, when necessary, should be presented to the SWHRA in writing, specifying expected shipping or delivery date.

- 3.2 Product deficiencies or Vendor non-compliance will be reported to the Vendor in writing by the Executive Director. The notification shall request a written response from the Vendor to the SWHRA. A Vendor may be removed from a list of eligible Vendors for failure to follow the published procedures and requirements. Failure to cure non-compliance may also result in removal of the Vendor from the approved list of bidders.
- 3.3 Cancellation of purchase orders shall be in writing by the Executive Director or his designee. A contractor may request cancellation and the SWHRA may grant this request when it is deemed to be in the SWHRA's and/or general public's best interest to do so. The SWHRA has the right to disqualify any contractor from future bidding if the contractor has defaulted on any previously awarded contract.
- 3.4 Payment may be withheld until such time as all requirements of the purchasing contract have been complied with in full.

4.0 PROCEDURES FOR PURCHASE ORDERS AND BILLINGS

- 4.1 Prenumbered purchase orders are supplied by an outside vendor. They will be signed by the Executive Director and the appropriate Program Director. The original purchase order will be submitted to the Vendor only when required by the Vendor.
- 4.2 Billings will be matched with the invoice and purchase order as materials are received by the SWHRA.
- 4.3 Review for payment will be by the Executive Director. The invoice, purchase order, and receiving slip, where applicable, will be reviewed by the Fiscal Department prior to certification for payment.

EXHIBIT 2

PROCEDURES FOR REQUEST FOR PROPOSALS (RFPS)

1.0 REQUEST FOR PROPOSALS (RFPS)

The formal solicitation of written proposals shall comply with the following requirements:

- 1.1 SWHRA shall prepare and issue an RFP and evaluate proposals in accordance with this policy. Failure by SWHRA to comply with said rule and policy alone shall not be deemed a defect requiring rejection of all bids, said decision remaining in the discretion of SWHRA.
- 1.2 An RFP shall set forth specific provisions in accordance with this policy including:
 - 1.2.1. a clear and accurate description of the technical requirements for the service to be procured - the service technical requirements and scope shall not contain features which unduly restrict competition and shall be in sufficient detail to minimize the likelihood of requests by potential proposers for clarification;
 - 1.2.2. instructions regarding the submission of proposals;
 - 1.2.3. a timeline of the RFP process that specifies deadlines - service providers shall be given a reasonable time, as determined by SWHRA, to consider the required scope of services and the proposal evaluation factors before proposals must be submitted;
 - 1.2.4. requirements and restrictions regarding the RFP;
 - 1.2.5. a description of the factors to be considered in evaluating the proposals – factors may include but are not limited to service provider qualifications, experience, technical approach, and cost; and
 - 1.2.6. a declaration of the contract terms and conditions which shall be required by SWHRA.
- 1.3 Upon approval, SWHRA shall send an actual RFP document or a formal notice stating that the specific RFP has been released to a documented list of potential service providers. Notice of a RFP may also be published in a newspaper of general circulation. SWHRA shall compile the list of potential service providers from those known to the SWHRA staff. SWHRA shall determine the number of service providers to include on the list by considering the nature of the service sought, the anticipated dollar amount of the resulting contract, and the number of known service providers.
- 1.4 SWHRA is not required to send an RFP or RFP Notice to more than a total of fifteen (15) service providers provided, however, that SWHRA shall disseminate the RFP or RFP Notice as required by this policy and to all that request the specific RFP. A general or standing request for notice of all RFPs or all RFPs of a given type of service shall not suffice as a request for a specific RFP and shall create no obligation on SWHRA.
- 1.5 To foster the integrity of the RFP evaluation process, each proposer shall be required to submit the Cost Proposal component of the proposal in a sealed and labeled envelope separate from the Technical Proposal component. The purpose is to allow the cost component to be evaluated separately from the technical component.
 - 1.5.1 The cost proposals shall not be opened until after the evaluation of the technical component

is completed. After the technical proposal evaluation is completed, the cost proposals shall be opened and evaluated, and the scores of both components shall be combined to arrive at a total evaluation score provided, however, that the cost proposal shall not be opened if the associated technical proposal has been deemed non-responsive and is rejected by SWHRA.

- 1.5.2 Any proposal which fails to adequately separate the cost proposal components from the technical proposal shall be considered non-responsive and rejected by SWHRA.
- 1.6 Proposal evaluations shall be conducted by SWHRA employees in such a manner as to reasonably ensure that all proposals are impartially considered and the policy requirements are adequately met.
 - 1.6.1 Proposals shall be evaluated on the basis of factors pertinent to the service sought and detailed in the RFP document.
 - 1.6.2 Neither the technical proposal nor the cost shall be the only criterion for a contract award recommendation. However, specific factors may be set forth as a criterion for determining which proposals shall be considered responsive to the RFP.
- 1.7 SWHRA shall communicate, clarify, and negotiate in the best interests of SWHRA, provided that all communication is in a manner so as not to disclose any information that would give one or more proposers unfair advantage or unfairly enable one or more proposers to improve their proposal.
- 1.8 SWHRA shall have the right, at its sole discretion, to amend an RFP in writing at any time.
- 1.9 SWHRA shall have the right, at its sole discretion, to reject any and all proposals.
 - 1.9.1. Any proposal that does not meet the requirements of an RFP may be considered to be nonresponsive, and the proposal may be rejected.
 - 1.9.2. Any proposal that restricts the rights of SWHRA or otherwise qualifies the proposal may be considered to be nonresponsive, and the proposal may be rejected.
 - 1.9.3. Whenever SWHRA proposes to reject all proposals for a certain purchase, such action shall be taken only for the following reasons:
 1. unreasonably high prices or failure of all proposals to meet technical specifications;
 2. error in the request for proposals;
 3. cessation of need;
 4. unavailability of funds;
 5. a determination by SWHRA that proceeding with the procurement would be detrimental to the best interests of SWHRA, the reason for which must be documented.
- 1.10 SWHRA shall have the right, at its sole discretion, to cancel an RFP in its entirety and, at its sole discretion, to reissue or not reissue an RFP. The approval of the Executive Director shall be required prior to the cancellation of an RFP, and SWHRA shall make a record of such approved request.

EXHIBIT 3

DEFINITIONS

“Award” means a notice to a respondent of a solicitation of the acceptance of a bid or proposal.

“Bid” means an offer, as a price, whether for payment or acceptance given to a prospective purchaser upon his or her request, usually in competition with other offers. Also, an offer by a buyer to a seller, as at an auction.

“Employee” means all officers, employees and staff members of SWHRA.

“Executive Director” means the SWHRA Executive Director or designee.

“Invitation to Bid” a request, verbal or written, which is made to prospective suppliers requesting the submission of a bid on commodities or services. This includes all documents, whether attached or incorporated by reference, utilized for soliciting bids.

“Purchase Order” means a purchaser's document used to formalize a purchase transaction with a Vendor. A purchase order, when given to a Vendor, may contain statements as to the quantity, description, and price of the goods or services ordered; agreed terms, and all other agreements pertinent to the purchase and its execution by the Vendor.

“Purchase Requisition” means the form used to request the purchasing department to purchase goods or services from Vendors that cost between \$500 and \$5,000.

“Vendor” means a supplier of items, goods or services.

Attachment II

Equipment Request

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY							
Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget			
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)	
1. Adult	17.258	\$ 619,370.20	\$ -	\$ -	\$ -	\$ -	
2. DSLWK	17.278	736,244.33	-	-	-	-	
3. Youth	17.259	680,391.51	-	-	-	-	
4.			-	-	-	-	
5. Totals		\$ 2,036,006.04	\$ -	\$ -	\$ -	\$ -	
SECTION B - BUDGET CATEGORIES							
6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY						
	(1)	(2)	(3)	(4)	(5)		
a. Personnel	\$ 101,275.50	\$ -	\$ -	\$ -	\$ 101,275.50		
b. Fringe Benefits	23,096.47	-	-	-	23,096.47		
c. Travel	14,585.72	-	-	-	14,585.72		
d. Equipment	11,412.85	-	-	-	11,412.85		
e. Supplies	4,411.09	-	-	-	4,411.09		
f. Contractual	1,508,168.24	-	-	-	1,508,168.24		
g. Construction		-	-	-	-		
h. Other	210,900.91	-	-	-	210,900.91		
i. Total Direct Charges (sum of 6a - 6h)	\$ 1,873,850.80	\$ -	\$ -	\$ -	\$ 1,873,850.80		
j. Indirect Charges and administrative wages/fringe	162,155.25	-	-	-	162,155.25		
k TOTALS (sum of 6i and 6 j)	\$ 2,036,006.04	\$ -	\$ -	\$ -	\$ 2,036,006.04		
7. Program Income		\$ -	\$ -	\$ -	\$ -		

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BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY						
Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Adult	17.258	\$ 637,951.31	\$ -	\$ -	\$ -	\$ -
2. DSLWK	17.278	758,331.66	-	-	-	-
3. Youth	17.259	700,803.26	-	-	-	-
4.			-	-	-	-
5. Totals		\$ 2,097,086.22	\$ -	\$ -	\$ -	\$ -
SECTION B - BUDGET CATEGORIES						
6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY					
	(1)	(2)	(3)	(4)	(5)	
a. Personnel	\$ 104,313.77	\$ -	\$ -	\$ -	\$ 104,313.77	
b. Fringe Benefits	23,789.36	-	-	-	23,789.36	
c. Travel	15,023.29	-	-	-	15,023.29	
d. Equipment	11,755.24	-	-	-	11,755.24	
e. Supplies	4,543.42	-	-	-	4,543.42	
f. Contractual	1,553,413.29	-	-	-	1,553,413.29	
g. Construction		-	-	-	-	
h. Other	217,227.95	-	-	-	217,227.95	
i. Total Direct Charges (sum of 6a - 6h)	\$ 1,930,066.31	\$ -	\$ -	\$ -	\$ 1,930,066.31	
j. Indirect Charges and administrative wages/fringe	167,019.91	-	-	-	167,019.91	
k TOTALS (sum of 6i and 6 j)	\$ 2,097,086.22	\$ -	\$ -	\$ -	\$ 2,097,086.22	
7. Program Income		\$ -	\$ -	\$ -	\$ -	

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BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY						
Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Adult	17.258	\$ 657,089.85	\$ -	\$ -	\$ -	\$ -
2. DSLWK	17.278	781,081.61	-	-	-	-
3. Youth	17.259	721,827.36	-	-	-	-
4.			-	-	-	-
5. Totals		\$ 2,159,998.82	\$ -	\$ -	\$ -	\$ -
SECTION B - BUDGET CATEGORIES						
6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY					
	(1)	(2)	(3)	(4)	(5)	
a. Personnel	\$ 107,443.18	\$ -	\$ -	\$ -	\$ 107,443.18	
b. Fringe Benefits	24,503.04	-	-	-	24,503.04	
c. Travel	15,473.99	-	-	-	15,473.99	
d. Equipment	12,107.90	-	-	-	12,107.90	
e. Supplies	4,679.72	-	-	-	4,679.72	
f. Contractual	1,600,015.69	-	-	-	1,600,015.69	
g. Construction		-	-	-	-	
h. Other	223,744.79	-	-	-	223,744.79	
i. Total Direct Charges (sum of 6a - 6h)	\$ 1,987,968.31	\$ -	\$ -	\$ -	\$ 1,987,968.31	
j. Indirect Charges and administrative wages/fringe	172,030.51	-	-	-	172,030.51	
k TOTALS (sum of 6i and 6 j)	\$ 2,159,998.82	\$ -	\$ -	\$ -	\$ 2,159,998.82	
7. Program Income		\$ -	\$ -	\$ -	\$ -	

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BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY						
Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Adult	17.258	\$ 676,802.55	\$ -	\$ -	\$ -	\$ -
2. DSLWK	17.278	804,514.06	-	-	-	-
3. Youth	17.259	743,482.18	-	-	-	-
4.			-	-	-	-
5. Totals		\$ 2,224,798.78	\$ -	\$ -	\$ -	\$ -
SECTION B - BUDGET CATEGORIES						
6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY					
	(1)	(2)	(3)	(4)	(5)	
a. Personnel	\$ 110,666.48	\$ -	\$ -	\$ -	\$ 110,666.48	
b. Fringe Benefits	25,238.13	-	-	-	25,238.13	
c. Travel	15,938.21	-	-	-	15,938.21	
d. Equipment	12,471.14	-	-	-	12,471.14	
e. Supplies	4,820.11	-	-	-	4,820.11	
f. Contractual	1,648,016.16	-	-	-	1,648,016.16	
g. Construction		-	-	-	-	
h. Other	230,457.13	-	-	-	230,457.13	
i. Total Direct Charges (sum of 6a - 6h)	\$ 2,047,607.36	\$ -	\$ -	\$ -	\$ 2,047,607.36	
j. Indirect Charges and administrative wages/fringe	177,191.43	-	-	-	177,191.43	
k. TOTALS (sum of 6i and 6 j)	\$ 2,224,798.78	\$ -	\$ -	\$ -	\$ 2,224,798.78	
7. Program Income		\$ -	\$ -	\$ -	\$ -	\$ -

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**Title VI Training
Material**

- a. Mid Cumberland**
- b. Southwest HRA**

Mid-Cumberland Annual Title VI Training



WEDNESDAY, DECEMBER 19, 2018

What is Title VI?

- Title VI is a Federal Law which prohibits discrimination on the basis of race, color, or national origin.
- *“No person in the United States shall on the basis of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”*
Civil Rights Act of 1964



What are Civil Rights?

○ *Civil Rights are enforceable rights or privileges guaranteed by the 13th and 14th Amendments to the U.S. Constitution, which if interfered with by another gives rise to an action for injury.*

Examples:

- Freedom of Speech
- Freedom of Assembly
- Right to Vote
- Freedom from Involuntary Servitude
- Equality in Public Places

Discrimination

Discrimination occurs when an individual's civil rights are denied or interfered with because of their membership in a particular group or class.

For Title VI to Apply

1. The program or agency must be located within the United States.
2. The program or agency must be providing a service.
3. The program or agency must be receiving direct (recipient) or indirect (sub-recipient) federal funding or assistance.

What constitutes a program or activity?

- A department, agency or other instrumentality of a state or local government.
- The entity of such a state or local government that distributes assistance and each department or agency to which assistance is extended.

Prohibited Practices

- Denying any individual services, opportunities, or other benefits for which that individual is otherwise qualified;
- Providing any service or benefit in a different manner from that which is provided to others in a program because of race, color, or national origin;
- Segregating service recipients solely of race, color, or national origin;

Prohibited Practices

- Restricting access to program services or benefits because of race, color, or national origin;
- Adopting methods of administration which would limit participation by any group of recipients or subject them to discrimination;
- Addressing an individual in a manner that denotes inferiority because of race, color, or national origin.

Limited English Proficiency

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

- These individuals may be entitled to language assistance with respect to a particular type or service, benefit, or encounter

LEP Requirements

Recipients and sub-recipients of federal assistance are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Four factors that should be considered:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
2. The frequency with which LEP individuals come into contact with the program;

3. The nature and importance of the program, activity, or service provided by the program to people's lives; and
4. The resources available to the grantee/recipient or agency, and costs.

Service Provider Requirements

- Service providers must have a process for advising service recipients of their rights under Title VI of the Civil Rights Act of 1964 and how to file a discrimination complaint.
- Title VI posters must be displayed in a conspicuous place and accessible to all service recipients.
- Service providers must provide conduct annual Title VI training.

Key to Title VI Compliance



Ensure that service recipients receive

- Equal treatment
- Equal access
- Equal rights
- Equal opportunities

Without regard to their race, color, or national origin including Limited English Proficiency (LEP).

Allegations of Discrimination Title VI

Any person who believes a person has been subjected to discrimination on the basis of race, color or national origin, may file a written complaint of discrimination. The complaint must be filed within 180 days after the date of the alleged discrimination.

How to report a Title VI violation or complaint:

Please contact the agency's Title VI Coordinator:

Karyssa Helton

khelton@mchra.com

615-560-0211

Thank you!!!

问题

kwestia

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pergunta

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Questions

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Frage



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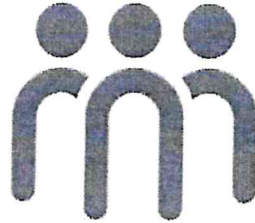
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Pitanje

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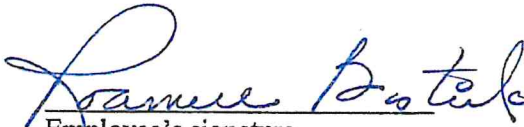
Attachment 13a - Mid Cumberland



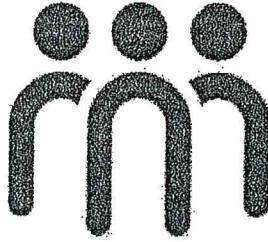
MID-CUMBERLAND HUMAN RESOURCE AGENCY TITLE VI TRAINING

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I certify that I have received Title VI training on this date: January 07, 2020


Employee's signature


Supervisor's signature

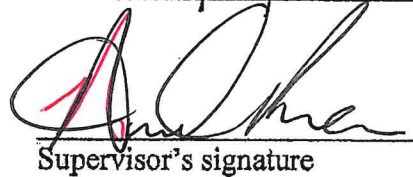


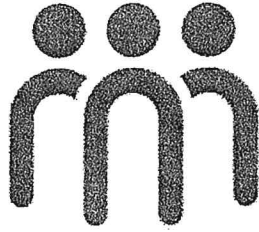
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I certify that I have received Title VI training on this date: 01/07/2020


Employee's signature

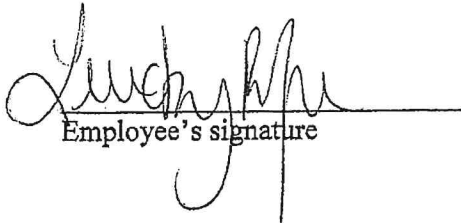

Supervisor's signature

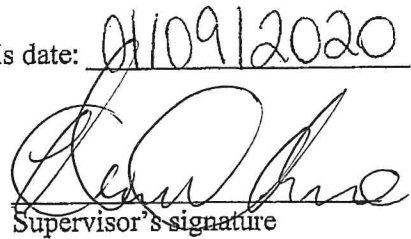


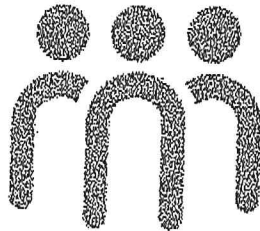
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I certify that I have received Title VI training on this date: 01/09/2020


Employee's signature


Supervisor's signature



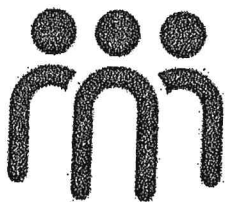
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I certify that I have received Title VI training on this date: 01/07/2020

James W. Scott
Employee's signature

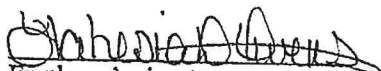
[Signature]
Supervisor's signature

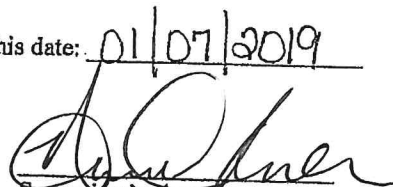


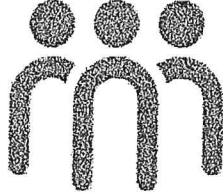
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I certify that I have received Title VI training on this date: 01/07/2019


Employee's signature


Supervisor's signature



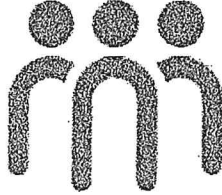
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I certify that I have received Title VI training on this date: 1-7-2020

Angela Spann
Employee's signature

[Signature]
Supervisor's signature



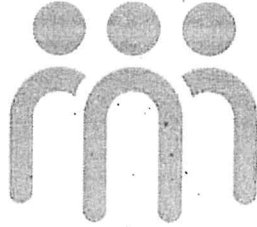
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I certify that I have received Title VI training on this date: 01/07/2020


Employee's signature


Supervisor's signature



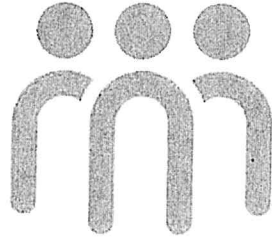
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I certify that I have received Title VI training on this date: 11/7/2020

Janet S. M...
Employee's signature


[Handwritten Signature]
Supervisor's signature




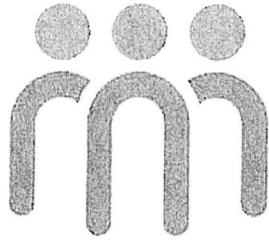
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I certify that I have received Title VI training on this date: 01/07/2020


Employee's signature


Supervisor's signature



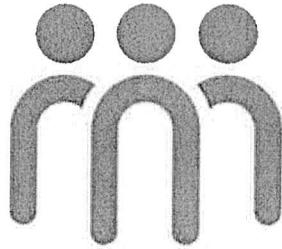
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I certify that I have received Title VI training on this date: Jan 7, 2020

[Handwritten Signature]
Employee's signature

[Handwritten Signature]
Supervisor's signature



MID-CUMBERLAND HUMAN RESOURCE AGENCY
TITLE VI TRAINING

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I certify that I have received Title VI training on this date: 1-8-2020

Harvey Buchanan
Employee's signature

Ariel McGarry
Supervisor's signature



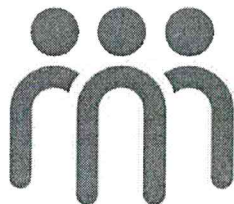
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I certify that I have received Title VI training on this date: 1/9/2020

Judy Putman
Employee's signature

Ariel McGarry
Supervisor's signature

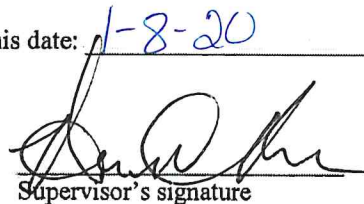


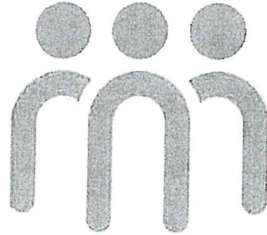
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I certify that I have received Title VI training on this date: 1-8-20


Employee's signature

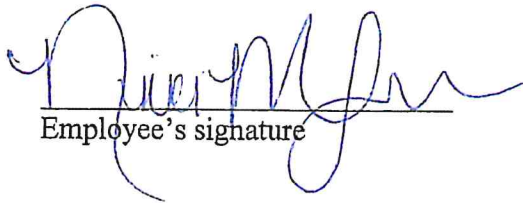

Supervisor's signature

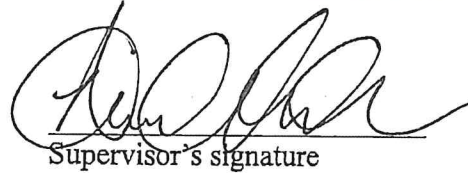


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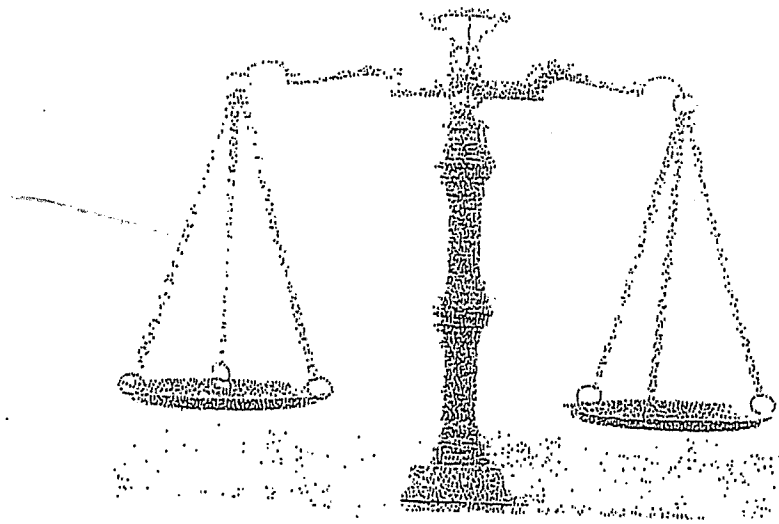
I certify that I have received Title VI training on this date: 01-07-2020


Employee's signature


Supervisor's signature

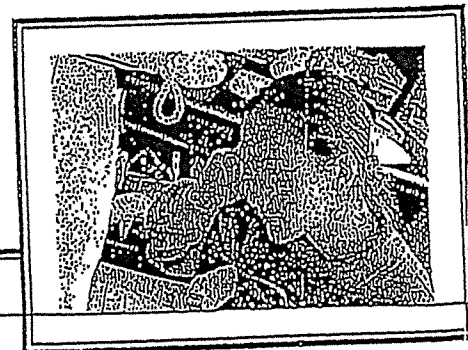
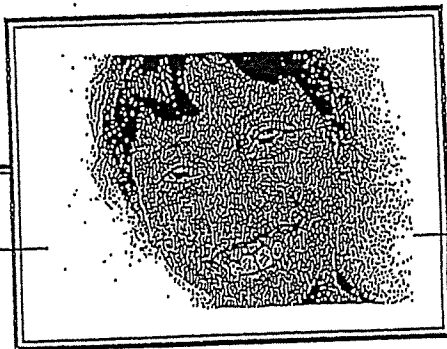
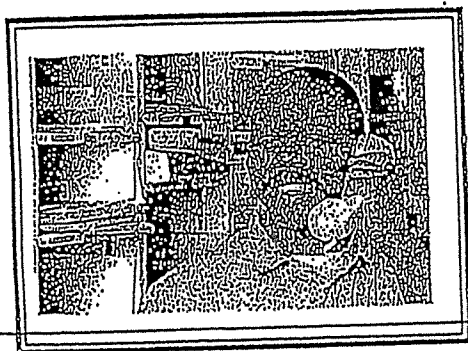
13b - Southwest HRA

Civil Rights Training For DHS State Office Staff

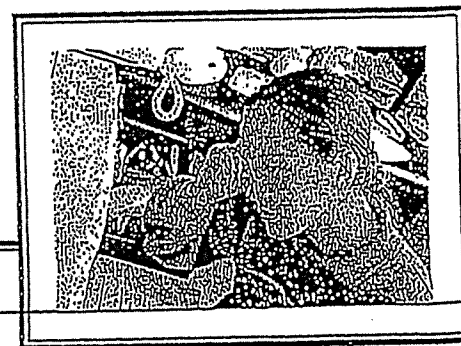
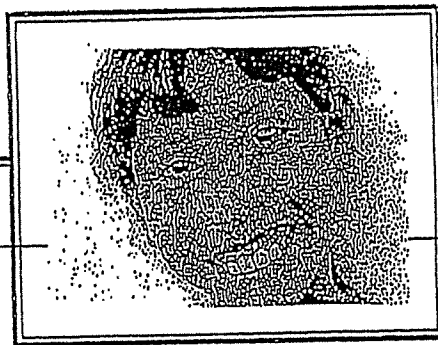
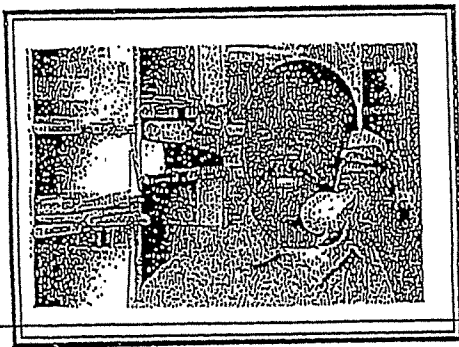


Welcome to the Civil Rights Review
Training presented by the
Department of Human Services

This training is required annually
for all staff who are involved in the
administration of DHS Programs



Training is required so that everyone involved in the administration of programs that receive federal financial assistance understand civil rights related laws, regulations, procedures and directives



DHS receives financial assistance to operate its programs from the following federal agencies:

The United States Department of Agriculture (USDA),
The Department of Health and Human Services (DHHS), and
The Department of Education (DOE).

Because of this financial assistance, these federal agencies also monitor compliance with all civil rights laws.



Chapter I : Civil Rights Overview

The civil rights laws, and the policies of the federal agencies, prohibit any program or activity receiving federal financial assistance to discriminate in the provision of services or benefits on the basis of any of the following protected classes -

Race

Sex

Color

Age

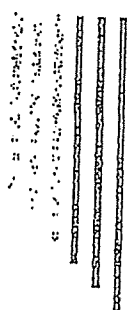
National Origin

Disability

Religious Creed

Political Beliefs



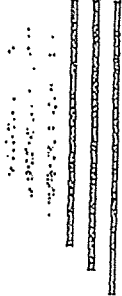


This means that, because the Department receives federal funds to operate its programs, we cannot, on the basis of any protected class, do any of the following:

- Deny services, financial aid or other benefits;
- Provide different services, financial aid or other benefits, or provide them differently from those provided to others in the program; or
- Segregate or treat individuals separately in any way in their receipt of any service, financial aid or benefit.



Chapter I : Civil Rights Overview



Although the civil rights laws only provide protection for the specified protected classes, it is the policy of the Department to provide fair and equitable treatment to every applicant and client.

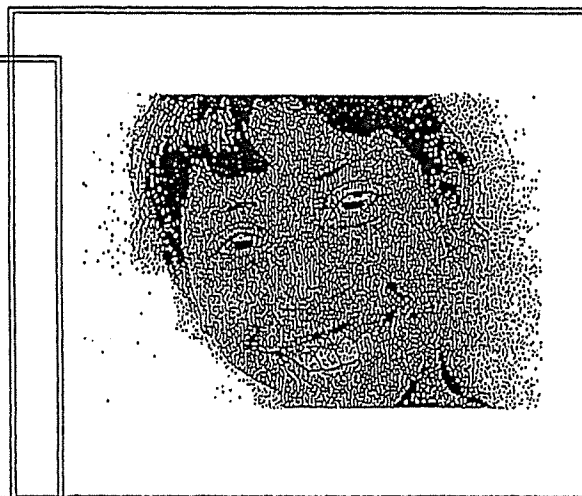
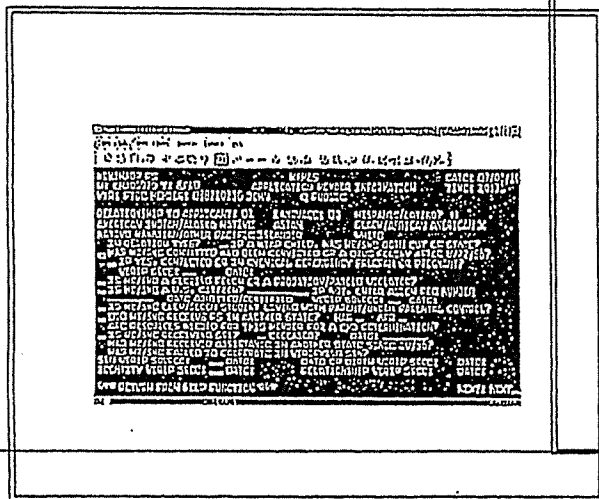
Accordingly, the Department will not discriminate on the basis of sexual orientation, marital or family status, or parental status even though these classes are not entitled to civil rights protection.



So...what does this mean for DHS staff?

It means that DHS is in the business of aiding those in need of assistance. That's what we do.

We strive to provide benefits in a equitable manner and do not limit or alter our services based upon race, color, age, religion, sex, disability, national origin or political beliefs.





Requirements

□ WE MUST:

- comply with civil rights regulations
 - train staff annually
 - train all new employees
 - provide language assistance
 - have a compliance officer
 - provide a process on how to deal with civil rights complaints
-

All state and local agencies must comply with USDA regulations on non-discrimination and the following requirements when training their staff:

- Collection and use of data
 - Effective public notification systems
 - Complaint procedures
 - Compliance review techniques
 - Resolution of noncompliance
 - Requirements for reasonable accommodation of persons with disabilities
 - Requirements for language assistance
 - Conflict resolution
 - Customer service
-

Examples of Illegal Discrimination

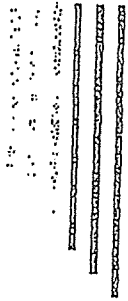
- Denying benefits or opportunities to participate in DHS programs
 - Providing different services/benefits
 - Providing services/benefits in a different manner or in a segregated environment
 - Restricting privileges
 - Using policies/procedures that have the effect of discriminating.
-

For additional information on civil rights laws and regulations, you can contact the following federal agencies -

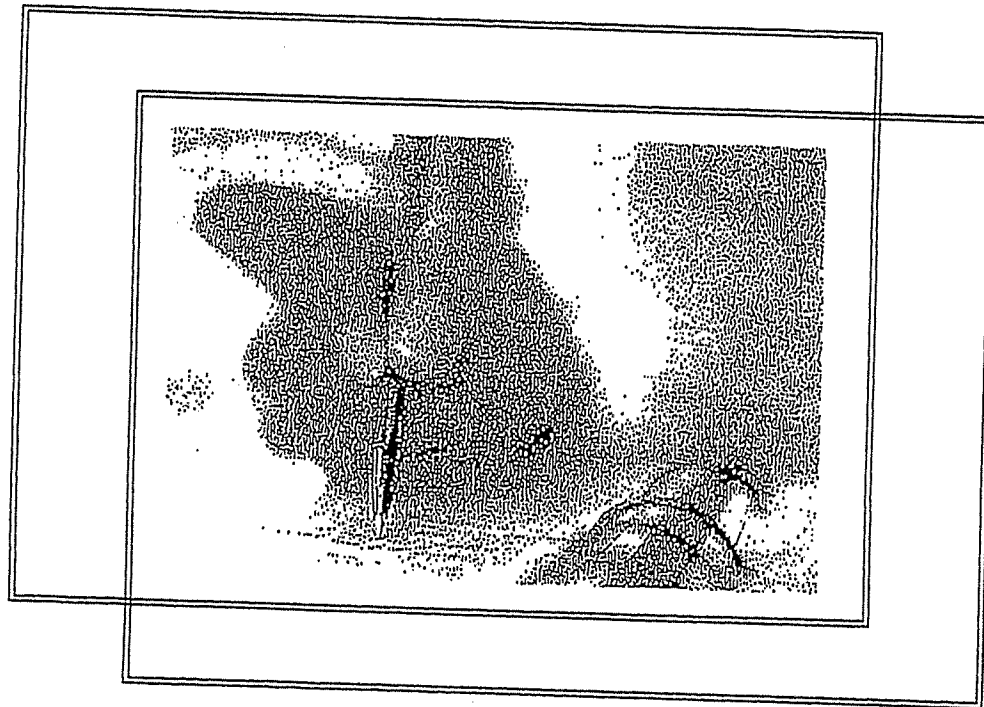
USDA, Regional Director, Office of Civil Rights,
61 Forsyth St., SW, Room 8T36, Atlanta, GA 30303-8909
1-(866) 632-9992(voice)/ (202)720-6382(TDD)

HHS, Director, Office for Civil Rights, Atlanta Federal Center,
Suite 3B70 61 Forsyth Street, S.W. Atlanta, GA 30303-8909
1-877-696-6775(voice)/ 1-(800) 537-7697(TDD)

U. S. Department of Education, Atlanta Office, Office of Civil
Rights, 61 Forsyth St. S.W., Suite 19T70 Atlanta, GA. 30303-
3104 U.S. 1-800-421-3481(voice)/1-877-521-2172(TDD)



Collection and Use of Data



Chapter II: Collection and Use of Data

A very important part of DHS program administration is the collection and reporting of data. This is necessary to:

- Determine how effectively the programs are reaching potentially eligible persons and beneficiaries,
- Identify areas where additional outreach is needed,
- Assist in the selection of locations for compliance reviews, and
- Complete reports, as required.



State and local agencies are required to obtain data by race and ethnic category on potentially eligible populations, applicants, and participants in their program service area.

Systems for collecting actual racial and ethnic data must be established and maintained for all programs. For DHS, we utilize the ACCENT system for this function.





Ask all program applicants and participants to identify all racial categories that apply.

Self-identification or self-reporting is the preferred method of obtaining data



Chapter II: Collection and Use of Data

Respect for individual dignity should guide the methods and process of collecting data and ethnicity.

Ideally, respondent self-identification should be facilitated to the greatest extent possible.

Program applicants may not be required to furnish race or ethnicity.

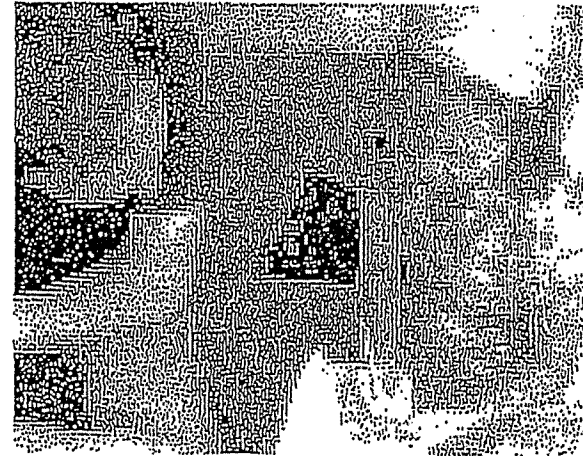
Visual observation will be used when the applicant does not self-identify.

Note: if the applicant declines to self-identify, the applicant should be informed that a visual determination of his/her race and ethnicity will be made and recorded by the system



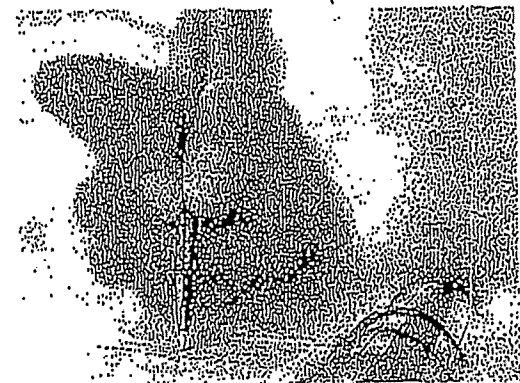
“This information is requested solely for the purpose of determining the State’s compliance with federal Civil Rights laws, and your response will not affect consideration of your application. Your information will be protected and by providing this information you will assist us in assuring that this program is administered in a nondiscriminatory manner.”

Note: This is an example that may be utilized when soliciting characteristic data from a program applicant/participant.

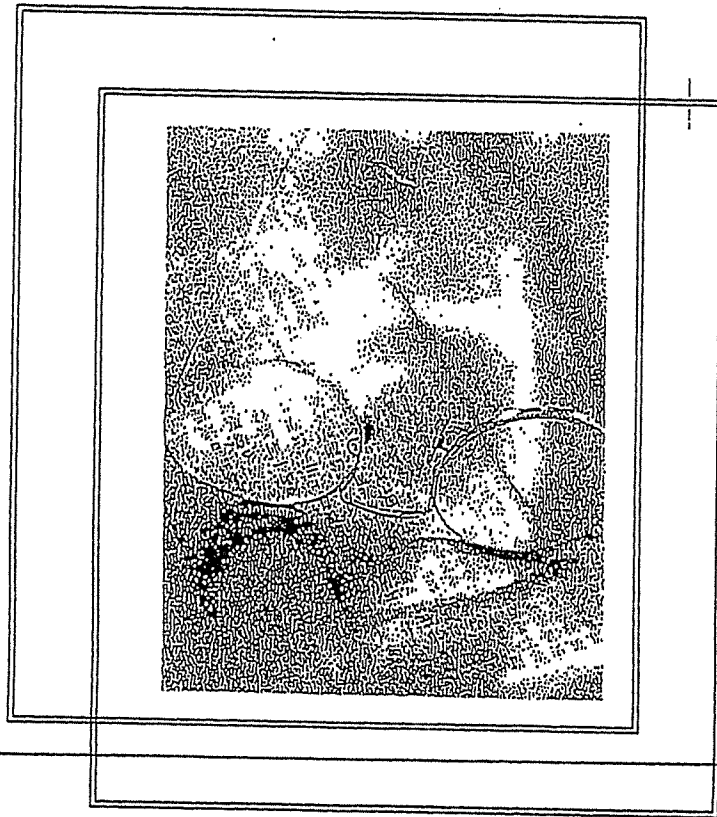


And finally, the data collection system must ensure that data collected about applicants/participants is:

- Collected and retained by the service delivery point for each program as specified in program regulations, instructions, policies and guidelines
- Based on documented records and maintained for 3 years
- Maintained under safeguards that restrict access of records only to authorized personnel and
- Submitted as requested to federal agencies



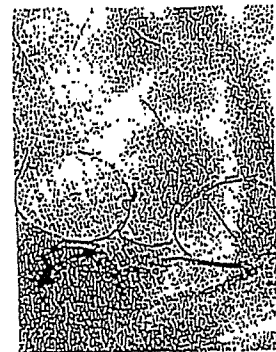
Effective Public Notification Systems

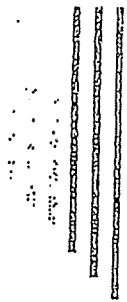


er III: Effective Public Notification Systems

□ All DHS programs must include a public notification system.

- The purpose of this system is to inform applicants, participants, and potentially eligible persons of:
- program availability,
 - program rights and responsibilities,
 - the policy of nondiscrimination, and
 - the procedure for filing a complaint.





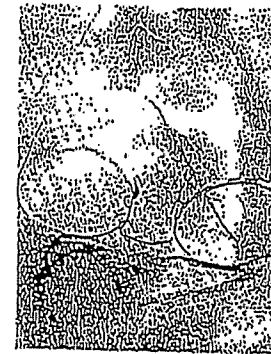
3 Elements of Public Notification

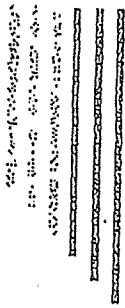
1. Program Availability

Inform applicants, participants, and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation.

2. Complaint Information

Advise applicants and participants at the service delivery point of their right to file a complaint, how to file a complaint, and the complaint procedures.





3 Elements of Public Notification

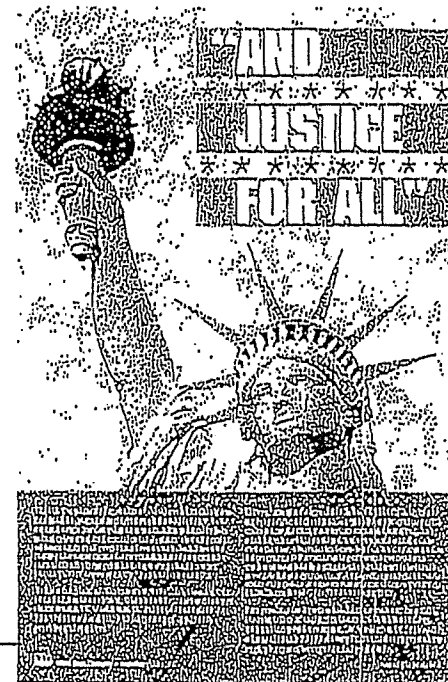
3. Nondiscrimination Statement

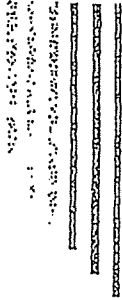
All information materials and sources, including web sites, used by DHS, local agencies, or other subrecipients to inform the public about DHS programs must contain a nondiscrimination statement. The statement is not required to be included on every page of the program web site. At a minimum the nondiscrimination statement or a link to it must be included on the home page of the program information.



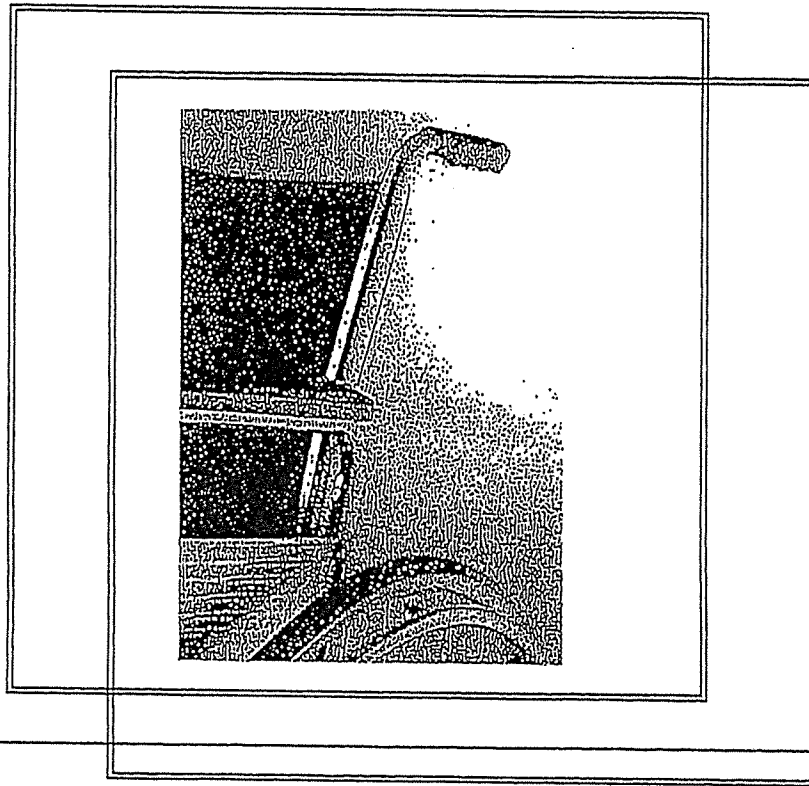
Methods of Public Notification

- ❑ Prominently display the “And Justice for All” poster.
- ❑ Inform potentially eligible persons, applicants, participants and grassroots organizations of programs or changes in programs.
- ❑ Provide appropriate information in alternative formats for persons with disabilities.
- ❑ Include the required nondiscrimination statement on all appropriate DHS publications, web sites, posters and informational materials.
- ❑ Convey the message of equal opportunity in all photos and other graphics that are used to provide program or program-related information.



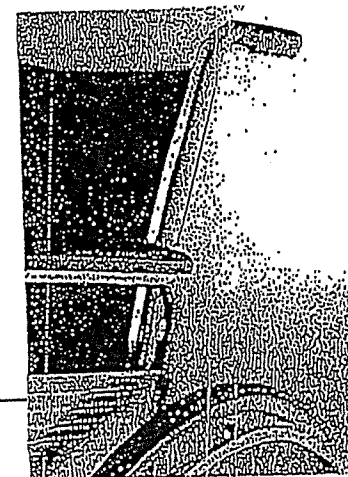


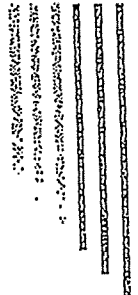
Requirements for Reasonable Accommodation of Persons with Disabilities



Requirements for Reasonable Accommodation of Persons with Disabilities

DHS may not discriminate against any qualified individual with a disability in providing services or administering any program or activity, whether or not the program receives federal financial assistance. In general, an individual with a disability is "qualified" if that person meets the essential eligibility requirements for receipt of services or participation in the program or activity. DHS may not refuse to allow a person with a disability to participate because the person has a disability. It may be necessary to make reasonable accommodations to allow participation. DHS may not harass a program participant or applicant based on a disability.





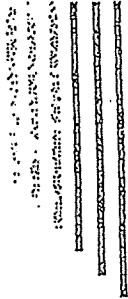
Examples of ADA Non-Compliance:

- The director of a day care program which includes children of Families First participants who are attending employment training programs may not refuse to accept children who have emotional problems or who take medication for their disabilities.
 - A county DHS office may offer an alternate site for an eligibility interview at the Community Mental Health Center for those with mental disabilities. However, the office may not require people with mental disabilities to go to an alternate site for interviews.
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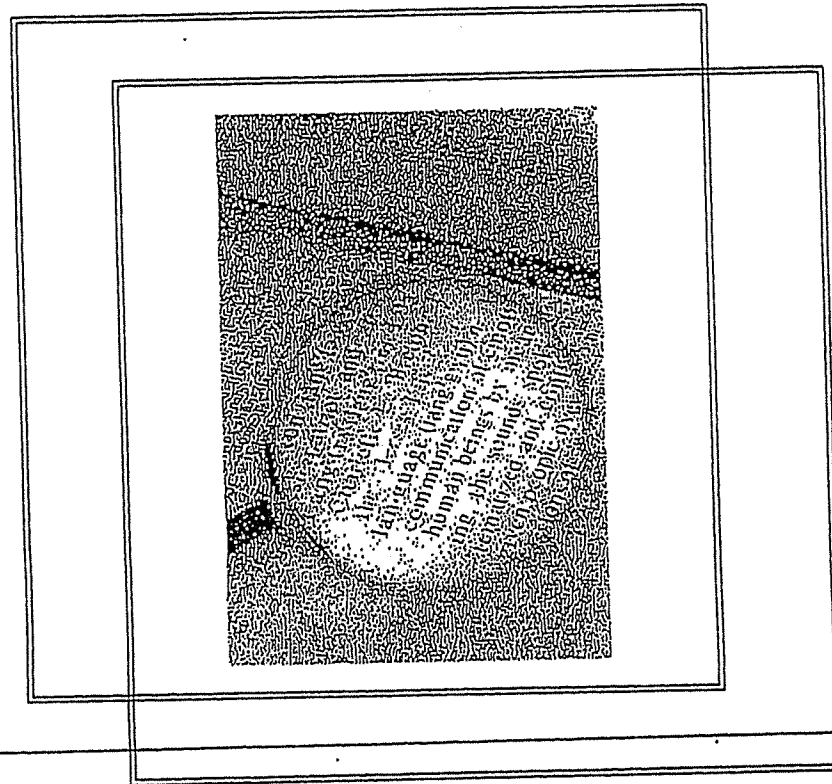


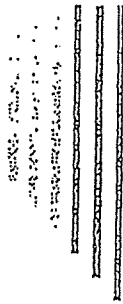
Examples of ADA Compliance:

- If an individual with a disability, with or without reasonable accommodation, is unable to perform the essential functions of an available job, the Department should seek alternative solutions. As appropriate, the work activity contractor may intervene with an employer to determine if specific job functions are essential and what, if any, accommodations can be made to assist the client.
 - Families First recipients with disabilities may not be prohibited from work activities, education, or training opportunities based on assumptions that such individuals are not qualified to participate in training or work.
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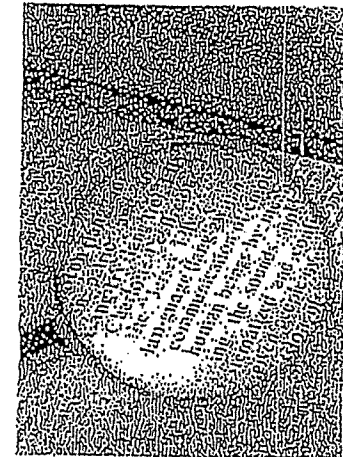
Requirements for Language Assistance

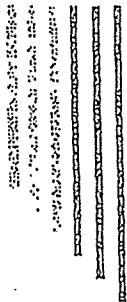




Requirements for Language Assistance

Limited English Proficiency (LEP) and language access issues are connected to the Civil Rights Act through a 1974 Supreme Court decision, which found that the Civil Rights Act also prohibits conduct that has a disproportionate effect on LEP persons because such conduct amounts to national origin discrimination.

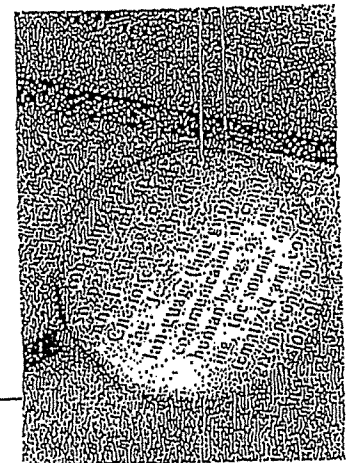




Requirements for Language Assistance

To ensure that our Department is meeting these requirements, DHS has adopted some basic elements of practice that assure meaningful language access to LEP persons. These are:

- Notification
- Cost
- Timeliness
- Competence
- Documentation and
- Confidentiality

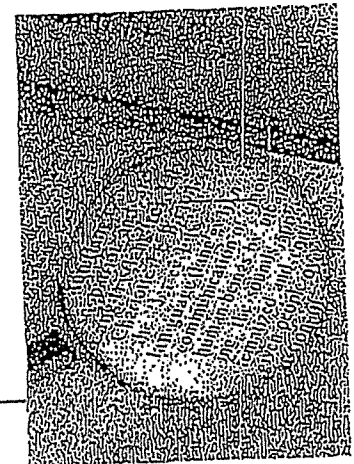




Requirements for Language Assistance

Notification

Clients must be notified in their primary language that interpretation and translation services are available at no charge to them.

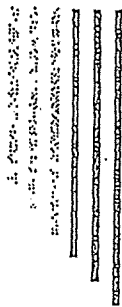




Requirements for Language Assistance

Notification cont.

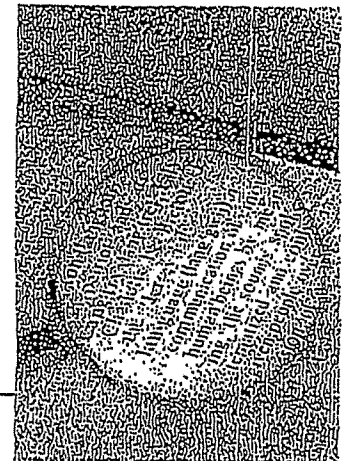
- This is done through interaction with the client, posters in the cubicles of staff members that list various languages offered, and staff members who have been assigned to assist our LEP clients in offices throughout the state.
 - Please be sensitive when offering this option to our clients. Do not assume by appearances alone that someone will need to use these services as this can be seen as offensive. However if you believe, during the course of introductions or during the application process, the client is struggling to understand, please immediately inform the client that we offer interpretation services at no cost if they would feel more comfortable using those services.
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Requirements for Language Assistance

Cost

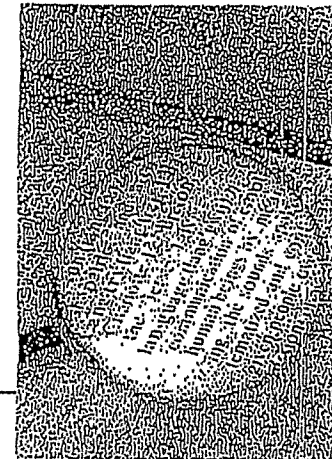
Interpreter and/or translation services must be provided at no cost to the customer.

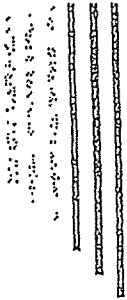


Requirements for Language Assistance

Timeliness

Services must be provided to meet the language access needs of the customer, but without unreasonable delay.

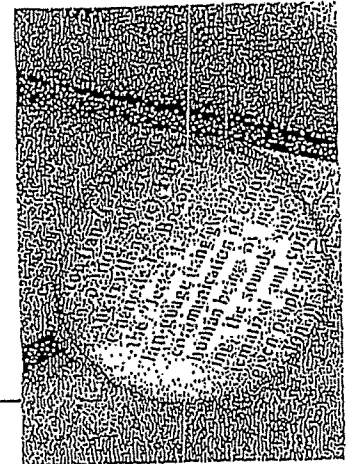


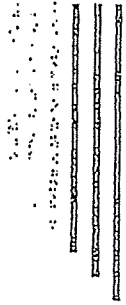


Requirements for Language Assistance

Competence

Not all bilingual persons have the vocabulary or the ability to interpret in and out of English in every context. Interpreters should have some qualification of competence in the language they are interpreting.

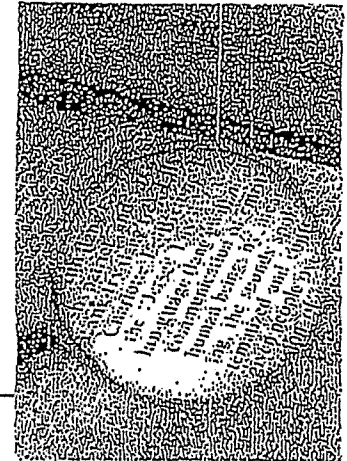


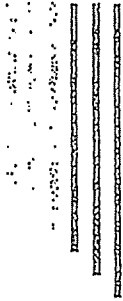


Requirements for Language Assistance

Documentation

Efforts to comply with LEP policies need to be fully documented in the customers' case/electronic file

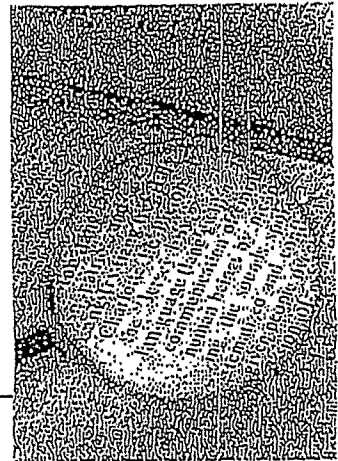




Requirements for Language Assistance

Confidentiality

The use of interpreters or translators must still provide the same level of confidentiality afforded to English-speaking customers of DHS.





Requirements for Language Assistance

IMPORTANT:

Department of Human Services staff (including staff of contract vendors) shall not require or suggest that customers with limited English proficiency use friends, children, or family members as interpreters because this could compromise service effectiveness and result in breach of confidentiality. However, if the person with limited English proficiency declines free service and asks to use a relative or friend, staff must document in the customer's file that the offer was declined and then require that a qualified interpreter sit in on the interview to ensure accurate interpretation during the interview process.



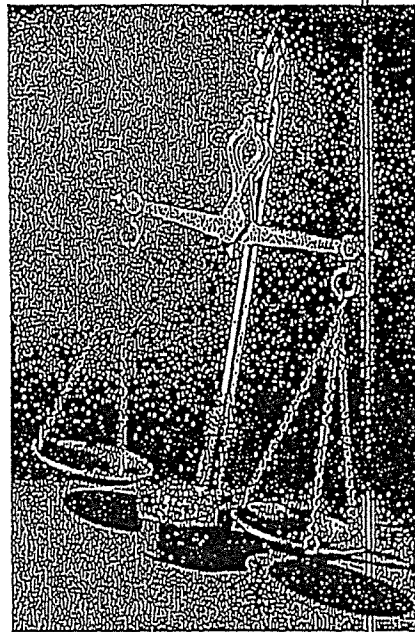
Services the Department uses for Language Assistance

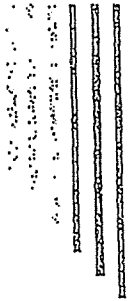
Currently our Department has contracts with the following organizations to provide language assistance to our clients:

- WWI (WorldWide Interpreters) for interpreter services
 - Tennessee Foreign Language Institute
 - Individual volunteers in the community who sign up to work for the Department (please see your area coordinator for a list of those who are in your area)
 - Bridges Refugee and Settlement Services (East Tennessee field offices)
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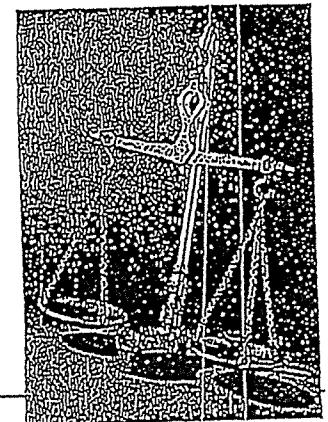
COMPLAINTS OF DISCRIMINATION

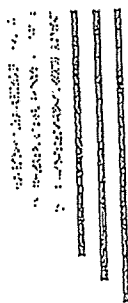




COMPLAINTS OF DISCRIMINATION

All complaints alleging discrimination on the basis of race, color, national origin, age, sex, disability or religious or political beliefs must be processed within the timeframes established by Department regulations and agreements

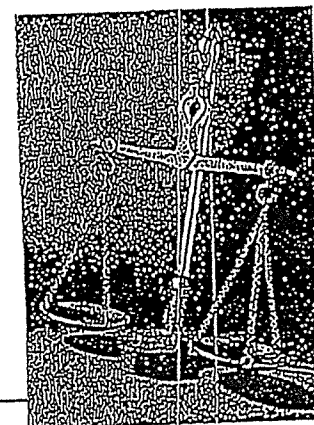




COMPLAINTS OF DISCRIMINATION

Right to File:

Any person or representative alleging discrimination based upon a prohibitive basis has the right to file a complaint within 180 days of the alleged discriminatory act



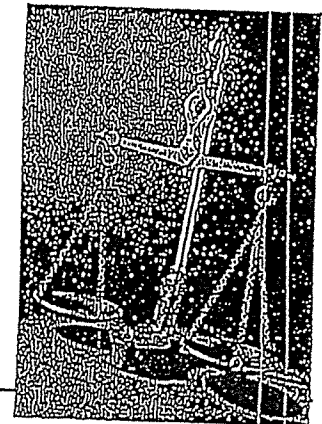
COMPLAINTS OF DISCRIMINATION

Acceptance:

All complaints, written or verbal, regarding Food Stamp/Food Program must be forwarded to the Civil Rights Compliance officer who will then forward the complaints to the regional FNS office.

All other program complaints, written or verbal .e.(TANF, Child Support, and Ten care/Medicaid) need be forwarded to the Civil Rights Compliance Officer located in the of the Office of General Counsel.

Anonymous complaints will be handled the same as others to the extent feasible



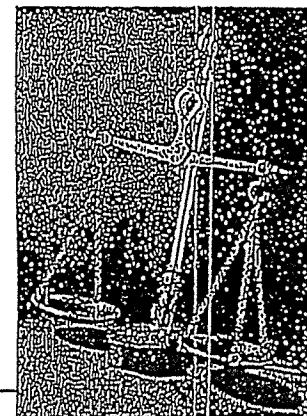
COMPLAINTS OF DISCRIMINATION

Forms:

All TDHS complaint forms can be found on TDHS internet, intranet, and the (under the OGC web link) Groupwise Default Library.

These forms include the DHS Complaint form(HS-2631), Initial Investigation form(HS-2632) Withdrawal of Complaint Form(HS-2633), and DHS Appeal of discrimination form(HS-2634)

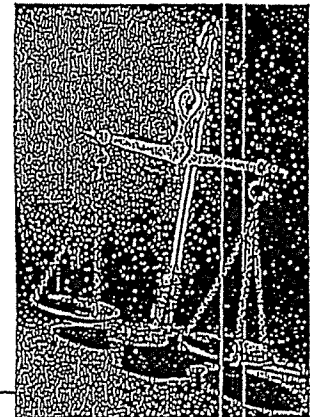
The use of such forms must not be a prerequisite for the acceptance of a complaint.



COMPLAINTS OF DISCRIMINATION

Verbal Complaints:

In the event of a verbal complaint and the complainant refuses or is not inclined to place the allegation in writing, the person to whom the allegations are made must write up the elements for the complaint. Every effort should be made to have the complaint provide the following information:

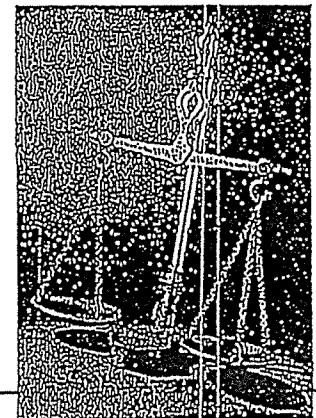


COMPLAINTS OF DISCRIMINATION

Verbal Complaints:

- Name, address and phone number of the complainant
- Location and name of the agency providing the services
- Nature of the incident that led the complainant to feel discrimination was a factor

continued...



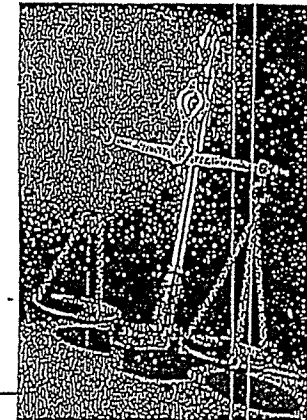
COMPLAINTS OF DISCRIMINATION

Verbal Complaints:

The basis on which the complainant feels discrimination exists

The names, phone numbers titles and business and personal addresses of persons who may have knowledge of the alleged discriminatory action and

• The date the action occurred (or duration if continuing)

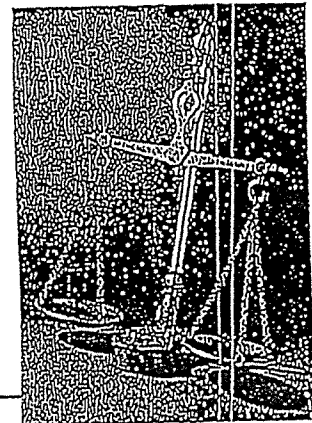


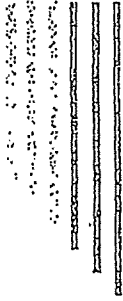
Chapter VI: Complaints of Discrimination

Once the Complaint is Received

Civil Rights Compliance Officer requests information from regional office to either support or refute allegations; then it is reviewed and evaluated and a decision is rendered in the case

- All complaints must be processed within 90 days of receipt
- The parties are encouraged to resolve the issue at the lowest possible level and as expeditiously as possible
- Recommends corrective action when necessary



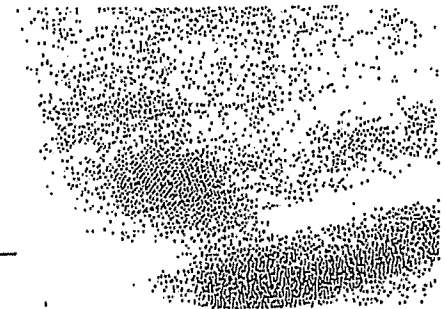


Customer Service

Respectful Address

This is simple. How difficult is it to say "Sir" or "Ma'am" ? It is an easy thing to do and conveys respect to those you address.

This extends to using someone's name as well. Unless you've asked permission to address someone by their first name, use their last name (Mr. Smith, Ms. Lopez) when you address them. Again, this is a simple thing that we often overlook.



Customer Service

Active Listening

We've all heard this term, but what does it mean?

Active listening requires that we:

Allow the speaker to express their complete thought without interruption

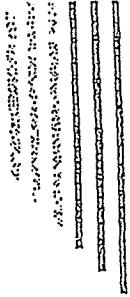
Eliminate distractions

Lean forward and make eye contact

Paraphrase to ensure understanding

Avoid rehearsing what you will say when the other person is speaking





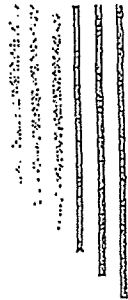
Customer Service

Active Listening

When active listening is ignored we can easily make false assumptions, form prejudgments and make decisions based upon incorrect information.

Active listening can best be described as getting involved in what the other person is saying.



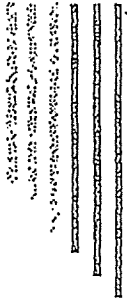


Customer Service

Personal Accountability

This is a simple principle, if you say you are going to do something, do it. Your word is your commitment. If you promise to call someone back, make that call. If you say you will work their case in a certain amount of time, be sure that you are able to do that. If you can't, make sure you let the customer know there will be a delay and why there will be a delay.



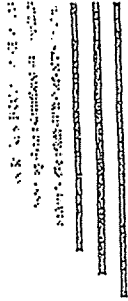


Customer Service

Personal Accountability

Much of what we do in DHS is built upon trust. We trust that our customer will follow through with our expectations of them but, more importantly, we must build trust by ensuring we do what we say we will do.





Customer Service

Fairness


And finally, the primary piece of the puzzle is fairness. All anyone can ask is that they receive fair and equitable treatment. No one wants to feel they are being treated differently for any reason. While fairness is well founded and supported in Civil Rights law, it, most importantly, should be the cornerstone of our treatment of everyone



SOUTHWEST SIGNATURE PAGE

The Southwest Local Plan and the Regional Plan for the West Tennessee region is submitted in accordance with the provisions of the Workforce Innovation and Opportunity Act. We further certify that we will operate our Workforce Development Act Program in accordance with the plans and applicable federal and state laws and regulations.

**Workforce Development
Board Chair**




Signature

Ben Ferguson
Chair

6/29/20

Date

**Chief Local
Elected Official**



Signature

Mayor Mike Creasy
Chief Local Elected Official

6/29/2020

Date