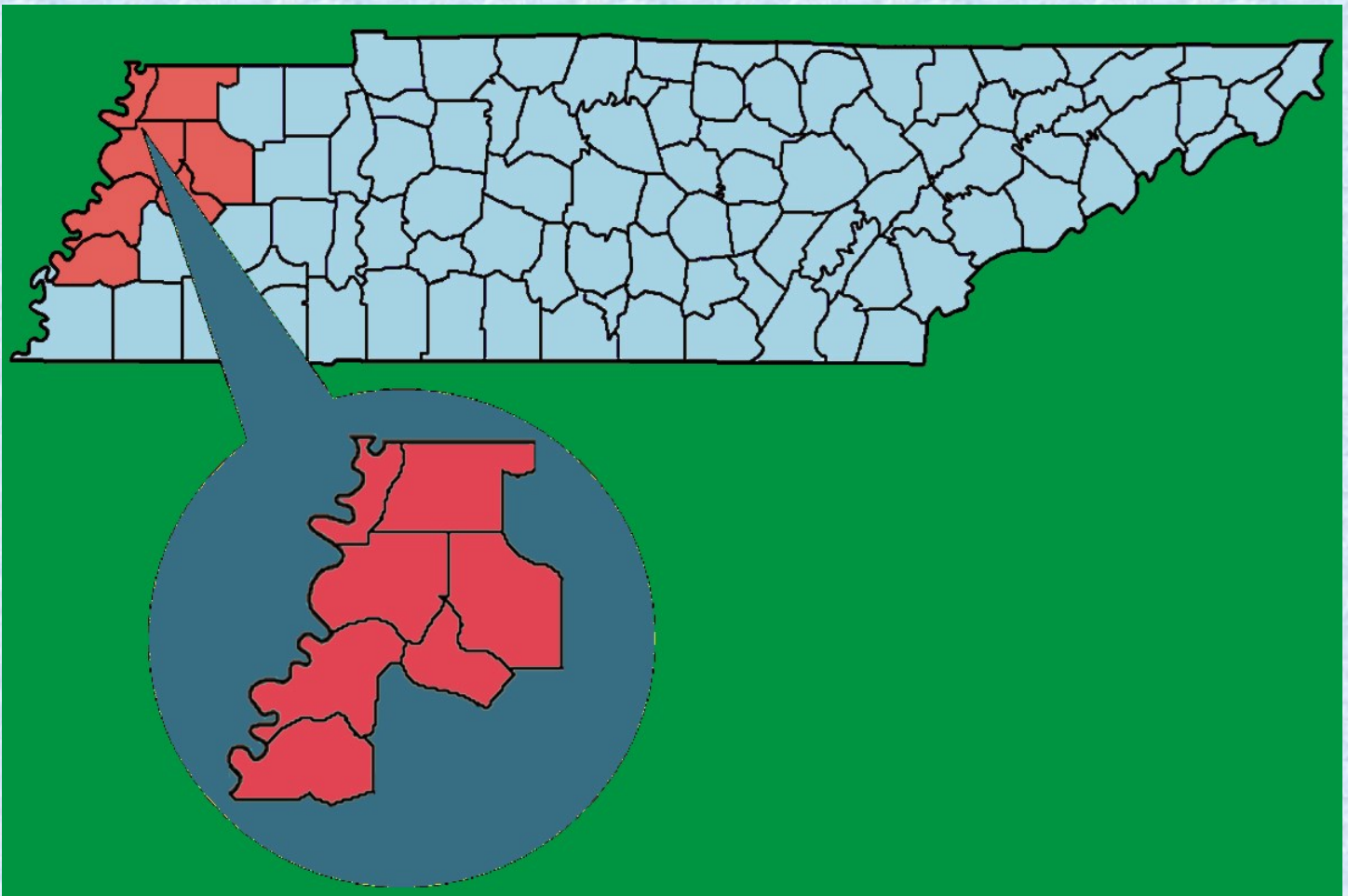


Making Connections That Work



Northwest Tennessee Workforce Board

Local Workforce Investment Area 12

**Annual Report
2003-2004**

GREETINGS FROM OUR DIRECTOR



Henry E. Lewis
Dyersburg State Community College
Northwest Tennessee Workforce Board Director

Today's employment market is currently in a state of rapid, on-going and wide-ranging change. In Northwest Tennessee workforce area during program year 2003 – 2004, hundreds of jobs have been negatively affected by downsizing and plant closures. Guided by a dedicated volunteer Board who represent the needs and expertise of private industry, education, labor and the community, the Northwest Tennessee Workforce Board confronted these challenges through new programs and innovative partnerships.

On the local level, we recognized the need for better service to jobseekers. This resulted in an alliance with Manpower, Inc. in the formation of M.E.S.T. or Manpower Employment Specialist Training. Combining the assessment and hiring expertise of Manpower, Inc. with the services available through our Career Centers, we were able to enhance our screening process and provide better evaluations of skills for our jobseekers.

On the national level, we learned a great deal about improving services to employers from our affiliation with the Northwest Georgia Workforce Investment Board through the National Business Learning Partnership program. Working together in a mentor-protégé relationship, the Northwest Tennessee Workforce Board staff members were able to capitalize on Northwest Georgia's best practices in developing better relationships with business and industry in Local Workforce Investment Area 12.

During program year 2003 – 2004, we made tremendous efforts to control expenses and utilize funding in the most efficient ways possible. Since moving from the Job Training Partnership Act (JTPA) to the Workforce Investment system, the road has been difficult for the Northwest Tennessee Workforce Board in meeting performance standards. We feel we have turned a corner in tightening controls and capitalizing on the new programming and were rewarded in these efforts by being granted \$14,000 in incentive funding.

Overall, it has been a remarkable year of learning and growth for our staff, and we have appreciated the many opportunities for forming new alliances and developing innovative programs. We hope to move forward in these endeavors in the upcoming year and look to expand our programming even further to better serve jobseekers and business community in Local Workforce Investment Area 12.

Henry Lewis

Board Officers

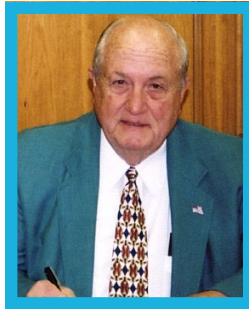
Jimmy Williamson, Chairman
John Snead, Vice Chairman
Dr. Karen Bowyer, Secretary

Elected Officials

Rozelle Criner
Larry Griffin
Richard Hill
Jeff Huffman
Gaylon Long
Ronnie Riley
Macie Roberson

GREETINGS FROM OUR LEADERS

Richard Hill
County Mayor
LEO Chairman



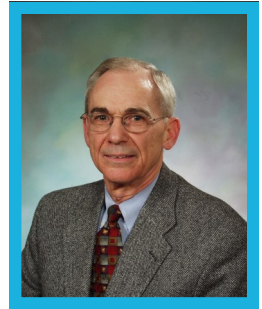
As Chair of the Local Elected Officials for Local Workforce Investment Area 12, I am encouraged by the progress made by the Northwest Tennessee Workforce Board and its partners during the past program year. Concentrating its efforts on workforce investment activities that center on education, employment, and economic development. The Board was successful in coordinating services and providing funding for programs that increased the employment, retention and earnings of participants, and as a result, improved the quality of the workforce and enhanced the productivity and competitiveness of business and industry located in LWIA 12. During these difficult times of downsizing and plant closings, it is vital to our seven counties that programs such as the Workforce Investment Act continue to be actively and fully funded. I commend the Northwest Tennessee Workforce Board and the staff for in continuing to provide quality programming that moves us continually forward in improving the area's economic development.

Dr. Karen A. Bowyer
President, Dyersburg State
Community College
Secretary, LWIA 12 Board



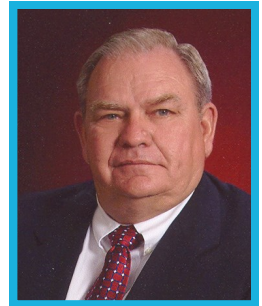
Dyersburg State Community College is pleased to serve as the Administrative Entity and Grant Recipient for the Workforce Investment funds. The College has served in this role for 21 years. Together DSCC and WIA have helped this region develop economically through responsible administration of training funds for individuals and businesses. The Northwest Tennessee Workforce Investment Board is constantly striving in coordination with education providers to be more responsive to the local economies by developing programs that meet the demands for high growth occupations in sectors such as healthcare, advanced manufacturing and information technology. As we look toward the future, DSCC recognizes the inextricable link between education, economic development and employment and plans to extend existing partnerships to create new programs that address the workforce challenges that the Workforce Investment Board foresees.

Jimmy Williamson
Manager, Dyersburg Electric Systems
Chairman, LWIA 12 Board



This year as Northwest Tennessee Workforce Board Chairman, I took great pride in participating in the Northwest Tennessee Workforce Study. An in-depth examination of the state of the workforce in Northwest Tennessee, the Community Audit provides vital information about the critical issues facing employers and educators in Local Workforce Investment Area 12. Making comparisons to the state of Tennessee and the Nation, the study focuses on three major issues: current economic structure, the preparedness to grow and the perceived strengths and weaknesses in the area. The Northwest Tennessee Workforce Board members and staff have worked together with Chambers of Commerce and other community leaders to communicate the findings of the study to local and regional organizations. We hope that in getting this vital information into the communities, local and regional efforts will result in the development of programs that will address the current and future workforce needs of Northwest Tennessee, with the Northwest Tennessee Workforce Board assisting in any way possible to enhance these ventures.

John Snead
Owner, Snead Properties
Vice Chairman, LWIA 12 Board



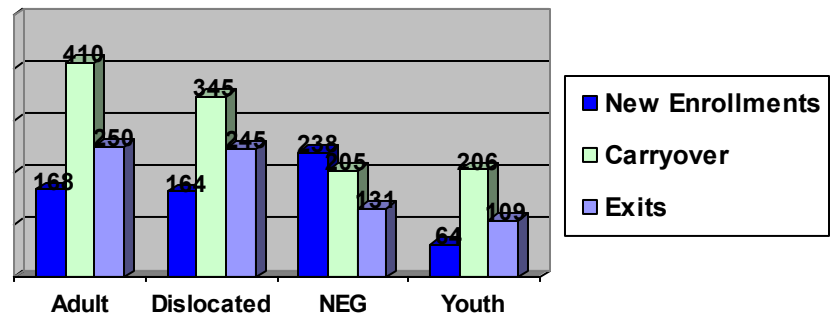
As the Northwest Tennessee Workforce Board Vice-Chairman, I am very proud of the steps taken to improve educational attainment throughout the seven county local workforce area. The Community Audit stresses the need to improve the average educational attainment level in our area in order to ensure a capable workforce to fill the demand occupation positions available over the next few years. Dislocated workers and adults are attending community colleges, technology centers, and private training centers. Older youth are going back to school to gain their high school diplomas or earning a GED. Younger youth are improving their fundamental skills year round in the in-school youth programs. Educational improvement goals are being met every day by residents of our seven counties. The Northwest Tennessee Workforce Board has made great strides in program year 2003-2004 towards linking our dislocated workers, underemployed adults and youth ages 14-21 to more and better training and employment opportunities. I look forward to the future of economic development in Local Workforce Investment Area 12.

WIA - OVERVIEW

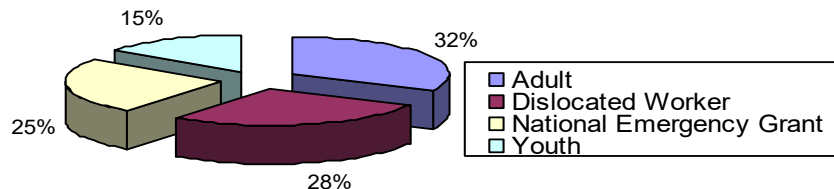
LWIA 12 began the program year with over 1100 participants continuing training and/or employment services. Due primarily to continued dislocations in the area, the year ended serving 1800 participants. 735 exited the program, including 109 in-school youth who received dropout prevention and tutoring services. 474 participants, or 76% of adults, dislocated workers, and older youth entered employment during the program year.

Expenditure levels for formula year were slightly lower than anticipated due to additional funds received from the State. The formula grants are available for two years. Therefore, the monies not expended this year will be carried over and used during the next year.

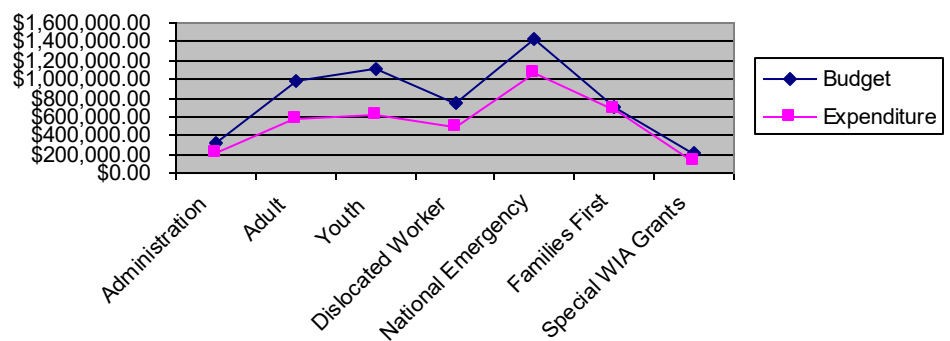
Participant Overview



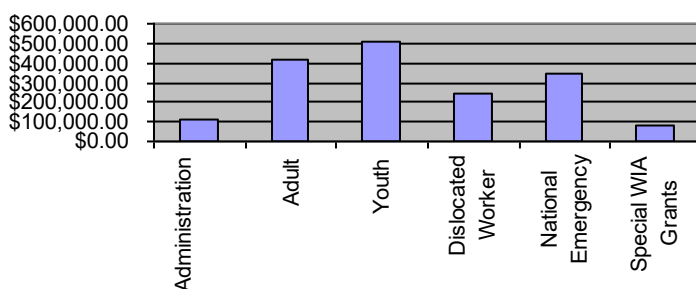
Total Served



Available Budget vs. Expenditures



Available Balance June 2004



"Not everything that can be counted counts, and not everything that counts can be counted."

-Albert Einstein

WIA - PERFORMANCE STANDARDS

Six Months-Retention Rate

10/01/02—03/31/03	Goal	Actual
Adults	82.00%	107%
Dislocated Workers	89.00%	108%
Older Youth	80.00%	98%
Younger Youth	56.00%	97%

Six Months Earning Change

10/01/02—03/31/03	Goal	Actual
Adults	\$3,225.00	114%
Dislocated Workers	89.00%	108%
Older Youth	\$3,025.00	105%

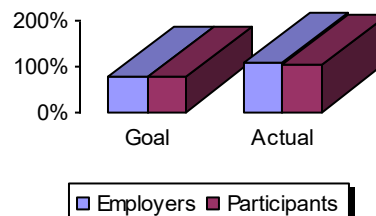
Entered Employment Rate

10/01/02—09/30/03	Goal	Actual
Adults	67.00%	132%
Dislocated Workers	73.00%	125%
Older Youth	65.00%	93%

Credential and Employment or Credential Rates

10/01/02—09/30/03	Goal	Actual
Adults	56.00%	151%
Dislocated Workers	57.00%	128%
Older Youth	48.50%	111%

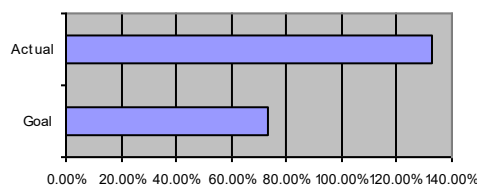
Customer Satisfaction Rate



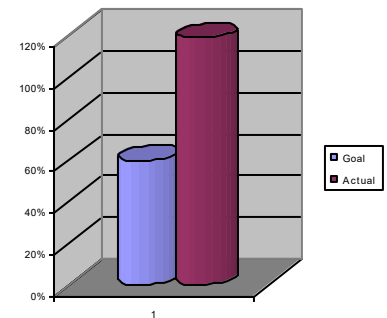
Customer
Satisfaction
Goal
Surpassed

Youth Performance Standards

Skill Attainment Rate



Youth Diploma or Equivalent



07/01/03-09/30/04

07/01/03-03/31/04

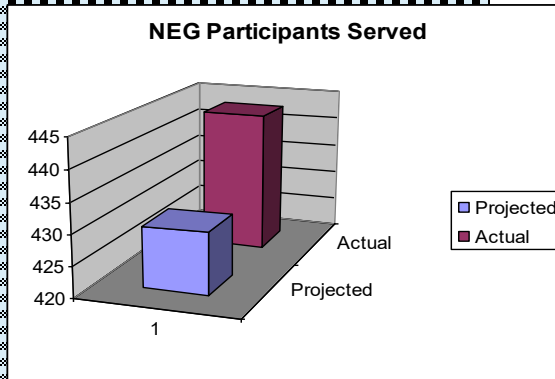
WIA - FINANCIAL REPORT

July 1, 2003—June 30, 2004	Available 2003-2004	Cumulative Expenditures	Percent Expended
Administration Formula	\$318,717.48	\$209,267.74	66%
Adult Formula	\$786,508.93	\$364,960.32	46%
Additional Adult	\$204,493.38	\$204,493.38	100%
Total Adult	\$991,002.31	\$569,453.70	57%
Youth Formula	\$1,188,939.82	\$610,784.06	55%
Dislocated Worker Formula	\$422,841.58	\$174,895.36	41%
Additional Dislocated Worker	\$318,877.87	\$318,877.87	100%
Total Dislocated Worker	\$741,719.45	\$493,773.23	67%
National Emergency	\$1,424,388.80	\$1,076,173.25	76%
Families First	\$704,968.49	\$690,727.22	98%
Subtotal WIA Grants	\$5,299,736.35	\$3,650,143.20	69%
LPN to RN for DSCC	\$190,835.00	\$107,657.38	56%
DELFIELD Incumbent Worker	\$20,850.38	\$19,992.88	96%
Total Special WIA Grants	\$211,685.38	\$127,650.26	60%
TOTAL GRANTS	\$5,511,421.73	\$3,777,793.46	69%

WIA - OPERATIONS

One area of our Workforce Development System is targeting individuals who are experiencing job layoffs or plant closings and then helping them to get back in the working world.

Dedicated workers are gaining skills and becoming more marketable in the competitive global Marketplace of the future.



National Emergency Grant Accomplishments

Although Local Workforce Investment Area 12 has been plagued with numerous layoffs and plant closures, the award of \$2,400,000 National Emergency Grant funds was welcomed news. The area has received \$1,424,389 to date. The Northwest Tennessee Workforce Board exceeded its original enrollment goal of 400 by providing training to 443 participants throughout the seven county workforce area. Nearly 1800 dislocated workers from Angelica, Goodyear, First Source Furniture Group, Foamex, Apex, and A.O. Smith were eligible to receive training and placement services under the National Emergency Grant. Tennessee residents affected lived in Crockett, Carroll, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton, and Weakley counties. Kentucky residents affected were from Ballard, Caldwell, Calloway, Carlisle, Fulton, Graves, Hickman, Hopkins, Marshall, McCracken, Ohio, and Webster counties.

DISLOCATED WORKERS & ADULTS...

...in training



Dolphus Jordan (left) was in his third week of truck driving training at Heartland Trucking in Dyersburg, TN. His first week was spent in the classroom learning general trucking safety. Following classroom training, three weeks are spent observing instructors and driving to perfect skill level. He completed the program in four weeks and began driving fulltime. After six months of continued driving he will complete the Success Program and become a Professional Driver with unlimited opportunities in the transportation industry.

Edward Yarbrough returned last to work after he was laid off from a plant closure and is now a new skill as a welder. He received two months of training in Industrial Maintenance at the Tennessee Technology Center in Covington before accepting a position as a welder at Main Manufacturing. He is now employed by the company and plans to stay with the company. He is grateful for his training opportunity and enjoys his new line of work, especially the opportunities to travel.

William D. Farber (right) is an Advanced Design and Computer Aided Design Program at Tennessee Technology Center at Dyersburg. He is performing exceptionally well and advancing quickly through the Advanced Mechanical Training phase. He passed the National Certification Exam in February 2004. William is also a Certified Drafter through the American Design and Drafting Association.



WIA - OPERATIONS

...in training



Marlene Prenzlin (left) is a student in the Business Information Program offered at the Tennessee Technology Center at Newbern.

*"I hear and I forget.
I see and I remember.
I do and I Understand."
-Confucius*



John Hutchins (above) is a student in the Electronic Program at TCC at Newbern.



Kathie Springer (above) is a student in the Business Systems Technology Program at TCC at Covington.



Thomas C. Noack (above) has been enrolled in the Machine Tool Technology program since October 2003. He entered the program as a dislocated worker due to the closing of KO'S Super. Thomas plans to graduate in December of 2004. He has just been employed at Quebecor World in Covington, TN in the maintenance department as a Machinist for the past year. His new position would not have been available to him if he had not been receiving training at the Tennessee Technology Center at Covington.



David Daulton (above) is a student in the Industrial Maintenance program at TCC at Newbern.

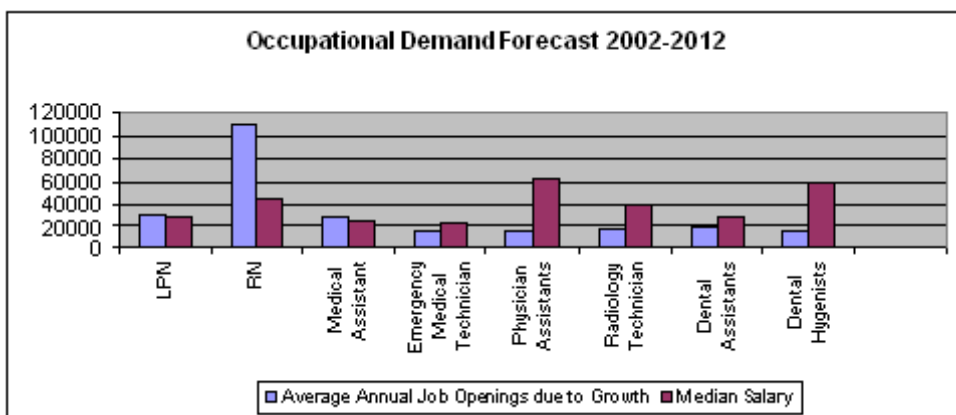
WIA - OPERATIONS

LWIA 11 and LWIA 12 with the aid of the National Emergency Grant, joined forces to jointly fund a Licensed Practical Nurse (LPN) program at the Tennessee Technology Center at Paris. Classes were held at an off campus site in Dresden. The program began in November 2003 on a part-time student basis and picked up momentum becoming a fulltime program in March 2004. The participants are currently performing clinicals at the Volunteer Hospital in Martin, TN. All students plan to graduate in December 2004.

Pictured: (front L to R) Ronnie Davidson, Undria Moore, Donald Sparks, Tami Buttrey, Cynthia Keeling, Resa Henderson, Tina Archie, Donna Howell, Felicia Busby, Sara Gipson, Lorrie Flowers, Maurice Taylor, and Judy Gabel.



Health Care Initiatives



As the graph above indicates, there will be a consistently growing demand over the next ten years for all healthcare occupations. As the population ages, more healthcare professionals are needed throughout the country.



Todd Pennington (left) began the Licensed Practical Nurse (LPN) program at the Tennessee Technology Center at Covington in July 2004. He has just completed the classroom phase of training and is eager to begin clinicals at the hospital. Todd plans to graduate in June 2005.

"Health, learning and virtue will ensure your happiness; they will give you a quiet conscience, private esteem and public honour."
— Thomas Jefferson

Graduate



Graduate Interview

[The text in this section is extremely faint and illegible, appearing to be a transcript of an interview.]

WIA - OPERATIONS



Clinicals are an integral part of the training process.

Fast-Track LPN to RN Program

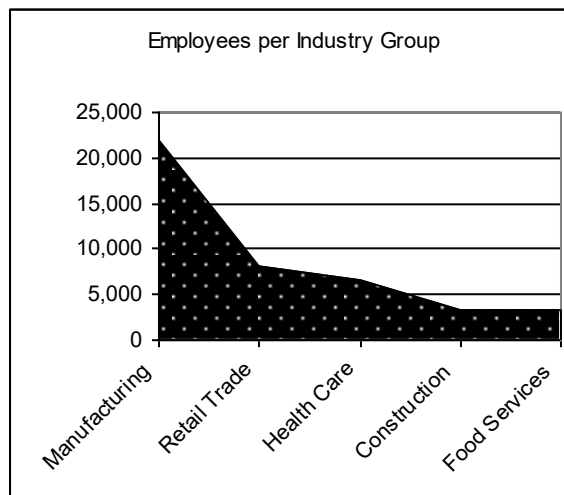
In conjunction with addressing the health care shortage, LWIA 12 currently coordinates a Special Skills Shortage Grant of \$190,835 between the Tennessee Department of Labor and Workforce Development and Dyersburg State Community College for a fast-track LPN to RN program. Area health care providers are one step closer to having their immediate workforce needs met, and equally benefiting are the LWIA 12 exites that are becoming self-sufficient by means of job training and skill attainment offered through the Workforce Investment Act.



Students practice on willing volunteers.

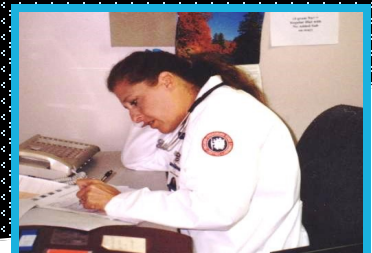
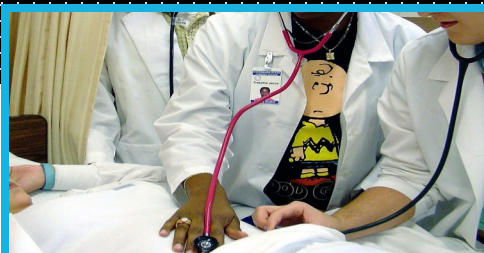
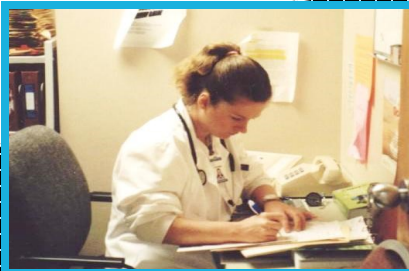
Health Care Initiatives

Graduate



These industry figures are for the Annual, 2003 time period.

As indicated by the chart (left), the health care industry employs the third largest number of employees by industry in Northwest Tennessee. This number is growing and is expected to continue to grow substantially over the next few years. The health care field is growing faster than the manufacturing or retail trade industry. As the population ages and technology advances the demand for a trained workforce rises.



WIA - OPERATIONS



April Ridge (left) a dislocated worker from Tipton County, began the Machine Tool Technology program at TTC at Covington in February 2004 and plans to graduate in August 2005.



Since beginning her training she has become employed at Smith and Nephew running a machine.

Graduate



Graduate Photo

Pam Blackwood, a graduate of the Licensed Practical Nurse (LPN) program at the Tennessee Technology Center at Ripley, is shown in her white lab coat. She is smiling and holding a tray of medical supplies. The background shows a hospital setting with other staff members.

HUSBAND & WIFE

Lindell and Pam Blackwood are fifteen year residents of Ripley, Tennessee. The

Blackwoods both qualified for National Emergency Grant funds, Pam as a dislocated worker from A.O. Smith and Lindell as a displaced homemaker. The Blackwoods met with Lauderdale County WIA Case Manager Joyce Hudson who informed them that the Northwest Tennessee Workforce Board assists individuals in funding customized training programs designed to develop the skills needed to stay competitive. The Blackwoods decided to enter training at the Tennessee Technology Center at Ripley in the Licensed Practical Nurse (LPN) program. Both completed clinicals at Dyersburg Regional Medical Center, Wesley at Dyersburg-Nursing Care, Baptist Memorial Hospital-Lauderdale, and West Tennessee State Penitentiary. They both agreed that clinicals really allowed them to put the knowledge and theory that they had been learning in the classroom to the test. The Blackwoods enjoy helping others and feel that the medical field was the right choice for them. Lindell and Pam graduated on September 16 and are preparing to take the LPN State Board Exam. They are eager to work in their new career.



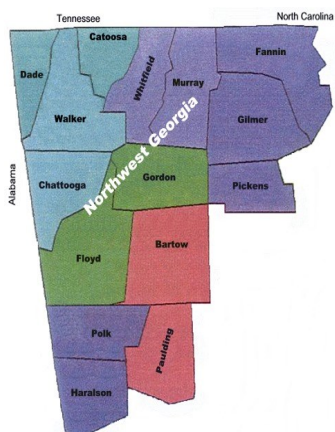
WIA - OPERATIONS



PARTNERSHIP



PARTNERSHIPS



To improve performance, LWIA 12 applied for and was selected to participate in the National Business Learning Partnership program, as a protégé of the Northwest Georgia Local Workforce Area to explore “best practices” that might be beneficial to replicate. Through open, informative sessions with our mentor agency we have been able to review our programs and consider methods for improvement. The Northwest Georgia Workforce Board has been extremely helpful and was always available to work with us when a question arose. The Northwest Tennessee Workforce Board plans to remain in contact with Northwest Georgia in the months and years to come. We believe in maintaining the relationships that have been established and plan to continue working together to build a stronger workforce development system locally and nationwide.



National Business Learning Partnership Program

WIA - OPERATIONS

WIA and M.E.S.T

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



Anita Bosch and Joyce Hudson



Miranda Miller (above, left) & Missy Labonte.



June Robison, Neva Webster, and Don Dugger



Twana Jackson and Delores Hayes

Northwest Tennessee Workforce Board partners with Manpower Employment Specialists Training



Melissa Bane (front),
Case Manager
Wayne Sappington,
Employment Specialist
Dorothy Thomas,
Employment Specialist

Working Together Award

The Department of Labor has announced that the Northwest Tennessee Workforce Board and Manpower Inc. have been selected as one of four in the nation to receive the "Working Together" award. This award recognizes the partnership between the two organizations for their commitment to providing job seeker assistance to individuals in the region. The award is a testament to the dedication and hard work of the staff at both organizations, who have worked together to provide a high-quality service to the community. The award was presented to the two organizations by the Secretary of Labor, and it is a great honor for both organizations to receive this recognition.

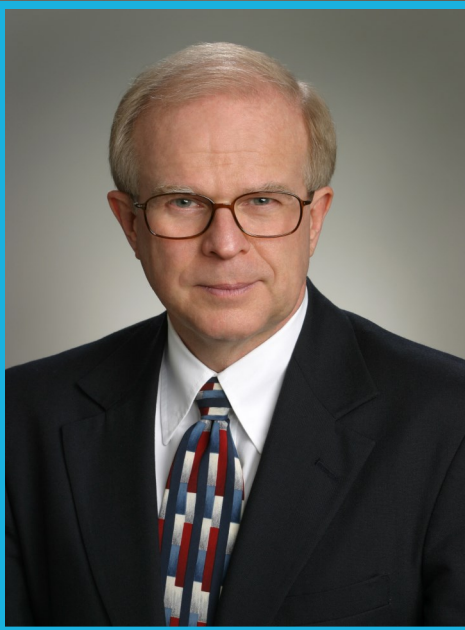
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Since November 2005, Manpower has provided job seeker assistance to nearly 400 individuals and 160 of those received assessments, screening, testing or short-term, pre-vocational training services.

WIA - OPERATIONS



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

The need of a workforce study/ community audit was evident throughout the community. The Northwest Tennessee Workforce Study was funded by the Northwest Tennessee Workforce Board, West Tennessee Industrial Association, Dyersburg Dyer County Chamber of Commerce, and Northwest Tennessee Human Resources Agency.



Dr. David A. Penn

Well known Futurist Ed Barlow

The Study was conducted by Dr. David A. Penn, Director of the Business and Economic Research Center and Associate Professor of Economics and Finance at Middle Tennessee State University. Dr. Penn’s previous research consists of regional economics, natural resource economics, and labor economics. His extensive research experience in the field made the Northwest Tennessee Workforce Study task very attainable. The Community Audit focused on the current economic structure, the local preparedness to grow, and perceptions of local strengths and weaknesses. The valuable statistics, employer skill requirements, and the future competitive workforce predictions made the study a success.

Ed Barlow’s presentations to the Workforce Investment Board in 2002 and 2003 helped make the case for the importance of conducting a community audit/workforce study.

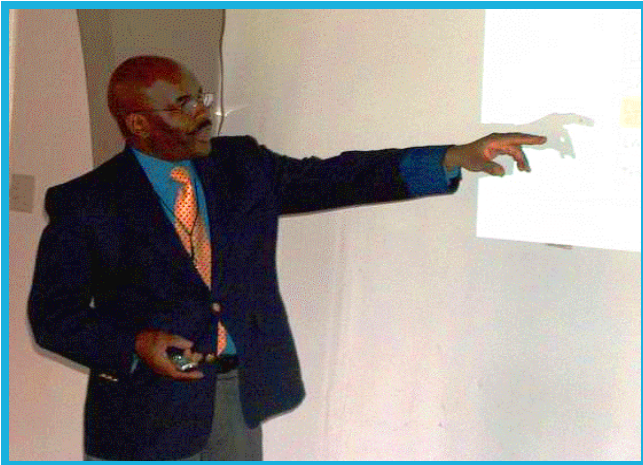
COMMUNITY AUDIT/WORKFORCE STUDY



Dr. David A. Penn (left) presented a power point presentation on a comprehensive analysis of the labor force in Northwest Tennessee.

While conducting the Workforce Study, Associate Professor Penn confirmed what most business and Community leaders already knew – although the services sector has been gaining jobs, the manufacturing sector has been losing jobs. The study identifies several occupations that are in short supply, such as registered nurses, machinists, tool and die makers, computer operators, sales representatives, tellers, and receptionists; noting, however, that these jobs require formal education beyond a high school diploma. Unfortunately, the Study concludes, that a large portion of the current workforce does not qualify for these jobs, since 31% of the workforce has less than a high school diploma. The good news is, since 1999-2000 the local Study Area has seen a 25% decrease in high school dropout rates.

WIA - OPERATIONS



Community Presentations are being made throughout the seven county Study Area. Henry Lewis, Director of the Northwest Tennessee Workforce Board (left), is presenting a power point presentation of the Northwest Tennessee Workforce Study findings to the Newbern Rotary Club. A Community Audit Marketing Plan was developed to ensure dissemination of information to the public. The dissemination of information began by publishing and distributing direct-mail brochures followed by a press release.

The organizations the Northwest Tennessee Workforce Board is contacting for presentations include civic organizations

such as, Rotary clubs and Kiwanis clubs. In addition to civic organizations, representative groups are being reached through presentations. The representative groups are presented with the information and any resources that they might need to further disseminate the information to other parties. Representative groups being reached include: School Boards, Bank Boards, Hospital Boards, Chamber Boards, Industrial Boards, Social Clubs, Parent-Teacher Organizations, Youth Intervention Groups, and Employer Representative Groups.



As a result of the Community Audit and other progressive programs throughout our area, the barriers represented by the study are being addressed. Some positive developments include (1) P-16 Initiative: Tennessee Board of Regents program designed to increase awareness of the link between educated citizenry and a healthy economy, (2) Tennessee Scholars: Rewards and Recognition Program for high school students who perform well in a challenging high school curriculum, and (3) an in-school tutorial dropout prevention partnership with six area school districts.

Jimmy Williamson, Manager of Dyersburg Electric Systems and Chairman of the Northwest Tennessee Workforce Board, believes the study will be a tool for leaders to make a significant impact in the economic development of the area. "The study provides us with the basis for preparing for the future. You have to know where you are, before you can plan where you want to be," said Williamson.

In addressing the issue of educational attainment reported in the community audit, the lack of adequate funding for post-secondary education to prepare people for high demand occupations has been an on-going concern of Dr. Karen Bowyer, President of Dyersburg State Community College. "Funding for post-secondary education has been flat for many years, requiring students to pay a larger portion of their education. We are witnessing the new lottery scholarships providing access to some new students, which might not have formerly been able to afford post-secondary education."

Northwest Tennessee Workforce Board Local Workforce Investment Area 12 Staff

Administrative Office

Henry Lewis, Director
Margaret Prater, Assistant Director of Administrative Services
Phillip Warwick, Assistant Director of Field Operations
Lori Vaughn, Business Services Coordinator
Ellen Cash, Youth Coordinator
Ginger Hardin, Public Relations/Planner/EO Officer
Dennis Anderson, Instructional Support Specialist
Leeta Himes, Monitor and Performance Coordinator
Laura Speer, Account Clerk I
Faye Fuqua Perkins, Secretary 3

Crockett

Melissa Bane, Case Manager

Dyer

Mike Whitson, Case Manager
Miranda Miller, Case Manager
Don Bennett, Case Manager

Gibson

Wanda Adams, Case Manager

Lake

Ty Sirmans, Case Manager

Lauderdale

Joyce Hudson, Case Manager

Obion

Don Dugger, Case Manager
June Robison, Case Manager

Tipton

Delores Hayes, Case Manager

