

Northwest TN Workforce Board American Job Center (AJC) Committee

Tuesday, January 24, 2023 – 9:30 a.m.

DSCC Gibson County Center, Room 129 ,2071 Hwy 45 Bypass, Trenton, TN 38382 or Zoom

Minutes

Committee Members Attending: Rita Alexander, Sherry Fowler, Lori Burdine, Ted Piazza; **via Zoom:** Kristy Mercer, Monica Heath, Jimmy Williamson, Janna Hellums, Janet James

Staff and Contractors Attending: Jennifer Bane, Laura Speer, Erica Nance (OSO); **via Zoom:** Lana Burchfiel, Gina Johnson, Connie Stewart (CSP)

Guest Attending via Zoom: Gina Abbott

Review and Approval of Minutes of 10/25/22 Meeting: Committee Chair Rita Alexander called the meeting to order, introduced new members Lori Burdine, Training, Development & Communications Manager at ERMCO Inc., and Janet James, Director of Human Resources and Henry County Medical Center, and asked the group for comments regarding the prior meeting's minutes.

- **MOTION: Ted Piazza moved to approve the 10/25/22 minutes as presented and Lori Burdine seconded the motion. All were in favor and the motion carried.**

Election of a Vice-Chair: Rita opened the meeting for nominations of a Vice-Chair to fill the vacancy due to Lana Hammons leaving the Board due to a change in employment.

- **MOTION: Ted Piazza moved to approve Lori Burdine as Vice-Chair and Jimmy Williamson seconded the motion. All were in favor and the motion carried.**

American Job Center Services Report: One-Stop Operator (OSO), Erica Nance, presented the attached AJC Services Report for October – December 2022 which details AJC traffic counts, visit reasons, and customer survey results, and estimated results for the quarterly Key Performance Indicator (KPI) goals.

Workforce Services Report: Gina Abbott, TDLWD Assistant Director, West TN gave a short presentation including:

- Veterans' Outreach Month coming up in April. Three events will be held across the state with the West TN event scheduled to take place in Jackson.
- More Veteran Representative positions are being converted into combination DVOP/LVER positions as opposed to separate positions.
- Josh Poole, Northwest Veteran Representative, held a resume workshop with Carroll County National Guard that was attended by 67 individuals. The workshop provided an opportunity to connect individuals to other AJC services.

Career & Training Services Report: Connie Stewart, CSP Executive Director, presented the attached Career and Training Services Report detailing cumulative enrollments as of December, percentage of priority Adult enrollments, a breakdown of Individual Training Account (ITA) enrollments by sector and provider, and total ITA investments by provider. Enrollments are slightly behind, about 18 from this time last year. Much of the decrease is in truck driving enrollments, as well as some nursing students. Youth enrollment is doing well, so we requested and received additional youth money. Gibson and Lake Counties' high schools are sending several referrals for In-School Youth Work Experience.

Business Services Report: Jennifer Bane, Executive Director, presented the attached Business Services Report detailing the cumulative On-the-Job Training (OJT) contracts and enrollments as of December, the completion rate, and the breakdown of number trained by sector. Virtually Speaking webinars held were noted and recordings are available on the website. EMSI is now known as Lightcast and staff continue to produce reports frequently. A West TN regional hiring event – Red, White, & You – was held in November targeted to Veterans.

Other: Jennifer Bane informed the group that a staff person from Workforce Services will be making a presentation at the next board meeting regarding the strategic and tactical roles of local boards. Jennifer requested feedback from committee members on enhancing strategy and it was suggested that local rather than state priorities drive strategy. Jennifer also noted that we are in need of a new Labor Union Representative on the Board.

Future Meeting Dates & Upcoming Events: Jennifer Bane reviewed the information listed on the attached agenda.

Respectfully submitted,

Lana Burchfiel, Public Information Specialist

Northwest TN Workforce Board
American Job Center Committee

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2071 Hwy 45 Bypass
Trenton, TN 38382

[Join Zoom Meeting](#)
Meeting ID: 898 4961 0657
Passcode: 881060

Chair - Rita Alexander

Vice Chair – TBD

Agenda

1. Welcome and Call to Order Rita Alexander, Chair
 - a. New Members: Lori Burdine, Training, Development & Communications Manager, ERMCO Inc.
Janet James, Director of Human Resources, Henry County Medical Center
2. Review and Approval of Minutes – October 25, 2022 meeting **(Vote Required)** Rita Alexander
3. Election of a Vice-Chair **(Vote Required)** Rita Alexander
4. American Job Center Services Report Erica Nance, One-Stop Operator
5. Workforce Services Report Gina Abbott, TDLWD Assistant Director, West TN
6. Career & Training Services Report Connie Stewart, CSP Executive Director
7. Business Services Report Jennifer Bane, Executive Director
8. Other Business
 - a. Strategic Boards Presentation Jennifer Bane
 - b. Labor Union Board Vacancy Jennifer Bane
 - c. Committee Member Updates

Future Meeting Dates & Upcoming Event

Meeting / Event	Date and Time	Location
West Tennessee Regional Planning Council Meeting	February 22 nd , 11:00 am	Zoom
Next Northwest Tennessee Workforce Board Meeting	February 28 th , 10:00 am (note new time)	Milan Chamber of Commerce & Zoom (1069 S. Main St.)
Virtually Speaking Webinar: Building Your Workforce Through Partnerships in Work-Based Learning	March 2 nd , 9:00 am	Zoom
Southeastern Employment & Training Association (SETA) 2023 Spring Conference	March 12 th , 11:00 am – March 15 th , 11:00 am	The Peabody 149 Union Ave, Memphis
State Board Meeting	March 24 th , 8:30 am – 12:00 pm	Nashville / YouTube
Future 2023 Committee Meetings	April 25 th , July 25 th , and October 24 th , 9:30 am	TBD / Zoom
Future 2023 Board Meetings	May 23 rd , August 22 nd , (annual / joint meeting with SW), November 28 th	TBD / Zoom
Future Virtually Speaking Webinars	June 1 st , September 7 th , and December 7 th , 9 am	Zoom

Northwest TN Workforce Board American Job Center (AJC) Committee

Tuesday, October 25, 2022 – 9:30 a.m.

DSCC Gibson County Center, Room 129 ,2071 Hwy 45 Bypass, Trenton, TN 38382 or Zoom

Minutes

Committee Members Attending: Jimmy Williamson, Sherry Fowler, Ted Piazza; **via Zoom:** Kristie Bennett, Kristy Mercer, Keith Cursey, Melinda Goode

Staff and Contractors Attending: Jennifer Bane, Ginger Powell, Laura Speer, Erica Nance (OSO); **via Zoom:** Lana Burchfiel, Gina Johnson, Kena Hamm, LeAnn Lundberg, Connie Stewart (CSP), James Starnes (OSO)

Guest Attending via Zoom: Robin Last (SCSEP)

Review and Approval of Minutes of July 25, 2022 Meeting: Jimmy Williamson called the meeting to order and asked the group for comments regarding the prior meeting's minutes.

- **MOTION: Ted Piazza moved to approve the July 25, 2022 minutes as presented and Keith Cursey seconded the motion. All were in favor and the motion carried.**

AJC Partner Update— SCSEP: Robin Last gave a short presentation on the Senior Community Service Employment Program (SCSEP), which provides opportunities for low-income seniors to learn new skills. There are currently 30 spots across nine Northwest and Northern Middle Tennessee counties, but not all spots are currently filled. COVID has hurt enrollment, and they are seeing more 60–65 year-olds who have lived on SSI for some time seeking to return to the workforce. SCSEP places participants in government or non-profits, and pays minimum wage (\$7.25/hour). There is no age limit, and they focus on finding the best match for the participant and placement. Robin concluded by saying their biggest challenge is that they need more visibility and publicity about their program to attract more of the senior population to the program.

One-Stop Operator (OSO) Report: OSO Erica Nance presented the following from the attached reports:

- **AJC Partner Dashboard:** There were 1,338 visits through September and 2,449 services provided. Job Search Resource Room remained the number one visit reason for the quarter followed by Unemployment and then Title I Career Coaching. The attached Greeter reports detail the breakdown of visits and reasons by AJC for the year and service reasons by AJC for the quarter.
- **Survey Results:** There were 51 surveys completed for the quarter with 99% (50 out of 51) completely satisfied. Carroll County is not included in the survey since they were using the Jobs4TN survey. They are now using the correct survey.
- **KPI Results:** Estimated KPI results for the quarter are listed in the Dashboard but must still be verified with the state. Title I enrolled 76 of the 104 goal for Adult / Dislocated Worker. Other enrollments included new youth enrollments of 16 enrolled of the goal of 31, and 6 of the goal of 4 re-entry enrollments. Title II's new enrollment for July through September was 32, excluding Henry and Gibson, which are still pending. Title III New Enrollments results included Wagener Peyser 249 of 195 (everyone referred was co-enrolled—serving other areas and referring to Title I in those areas), SNAP E&T did not have any enrollments in the KPI areas, Veterans 29 of goal of 6, and Title II Re-Entry Participants 51 of 4. Co-Enrollments with Title I included RESEA 2 of the goal of 3, which represented all of the local RESEA referrals for the quarter. Trade Adjustment Assistance had no new enrollments to be co-enrolled. Title V had 1 SCSEP participant Exits of their goal of two.
- **Enrollment Summary Report:** The attached reports detail the number of new enrollments and carry over participants for several programs by county. There were 405 carry over and 98 new enrollments for Title I programs, with the breakdown of the new Title I cases by program and county included, along with a comparison of Title I numbers served by each area in the state. Our area receives about 4.6% of the state's allocation and has served about 5.7% of the state's total served.
- **Co-Enrollment Summary Report:** The attached report details the numbers of participants co-enrolled between Title I, Wagner Peyser, and TAA. As of September 30th, we had 4 of 12 TAA participants co-enrolled and 145 of 369 Wagner Peyser participants co-enrolled in Title I.
- **Adult Priority of Service Summary:** The new report (July through September) details the breakdown of new adult enrollments by priority category. State policy requires at least 75% be enrolled as categories 1 or 2 while federal guidance requires at least 50.1%. Of the 74 adults enrolled from July to September, 23% were in category 2 and 0% in category 1.

- **Employer Services Reports:** There have been 1,600 services provided to 1,028 employers between July and September with a few additional services for September to still be entered into the system. The breakdown by service can be viewed on the attached report. We are continuing to see events occurring in the AJCs with 69 job fair services provided so far this program year.

Career Services Report: Connie Stewart presented the attached report. We had YTD Total of 75 new Adult / DW enrollments toward the contract goal of 380, and 18 new youth enrollments toward the goal of 107. Occupational Skills Training accounted for 44, or 47%, of total enrollments, followed by OJT at 34, or 37% of total enrollments. Enrollments were down during the first quarter this year. Last year there were several disaster-relief and Adult Work Experience enrollments due to special grants that we did not have this year. There were close to 30 less training enrollments with truck drivers accounting for about 15 fewer enrollments this year, six less nursing, and six less radiology enrollments. We also had about 10 less OJTs in the first quarter but have caught up in October to last year's numbers as of October.

Business Services Report: Ginger Powell discussed the following from the attached Business Services Report:

- **On-the-Job Training (OJT):** To date, 37 individuals have been enrolled with 21 employers for OJT, 0 have completed, 6 did not complete, and 31 are still in training. Employers are hiring more rapidly and can't always wait on the enrollment process which has slowed down referrals at times, but we have served the same number as of October that we had served this time last year.
- **Incumbent Worker Training (IWT):** No IWT funding is currently available.
- **Job Fair/Hiring Events/Pending Events:** We have had several multi-employer events and several already planned for the upcoming quarter, including a Regional Red, White, and You Veterans Hiring Event.
- **Apprenticeships:** There was one newly registered apprenticeship program at Trenton Light and Water this quarter.
- **Rapid Response:** There have been no new Rapid Response events since the last report.
- **Other:** Several speaking engagements have been conducted as listed on the report, as well as demonstrations of the TRANSFR Virtual Reality headsets. Much of September was spent planning for the in-person manufacturing day tours that have been taking place throughout October for National Manufacturing Day.

Policy Changes: Jennifer Bane reviewed the attached summary of proposed changes which are also indicated in the attached policies. The goal is to align the NW and SW policies as much as possible. Most of the significant proposed changes are to the Supportive Services policy to broaden it to better align with the existing SW offerings, including increasing the limit from \$1,500 to \$2,500 per participant, excluding transportation and ITA-related items. The policy would also allow for non-traditional childcare to better meet childcare needs, but would still not be enough to cover the entire cost due to limited funds. Ted Piazza asked about the impact on the budget. Jennifer stated we have seen less costs per participants for training due to the many other types of financial aid out there, and that we have many participants who only receive travel assistance. Since we are seeing fewer enrollments and less cost per enrollment, so we are hoping this will help the enrollments by expanding available services. We do have in the policies that we are LAST DOLLAR and that participant will have to provide documentation to get assistance.

- **MOTION:** Ted Piazza moved to approve the proposed changes to the policies listed below as described in the attached summary and detailed in the attached policies as presented. Keith Cursey seconded the motion. All were in favor and the motion carried.
 - Co-Enrollment of Customers
 - Conflict of Interest (Service Delivery)
 - Electronic Case Files
 - Individual Training Account
 - Initial Assessment
 - Supportive Services
 - Verifying Identity and Employment Eligibility
 - Work-Based Training
 - Adult and Dislocated Worker Eligibility

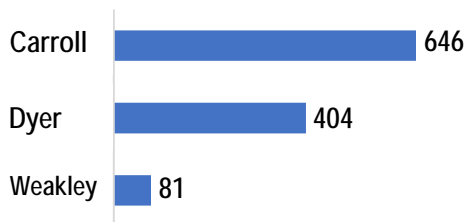
Other:

- **Vice-Chair Vacancy:** Lana Hammons has accepted another job out of our region so the committee is in need of a replacement Vice-Chair. The vice-chair must be a private-sector representative.
- **2023 Committee Dates/Format:** The committee discussed the proposed dates for 2023 and elected to continue with a hybrid format.
- **Future Meeting Dates & Upcoming Events:** Jennifer Bane reviewed the information listed on the attached agenda.

Respectfully submitted, Lana Burchfiel, Public Information Specialist

American Job Center Services

Customer Visits



1,131
Visitors Received
PY22 Q2

2,469
Visitors to Date
PY22

AmericanJobCenter
TENNESSEE

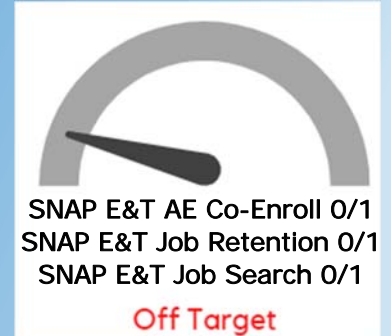
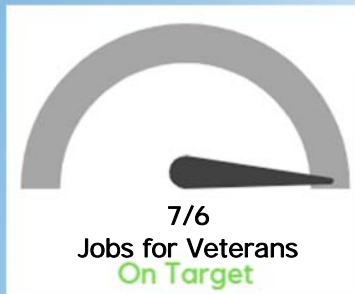


TOP 5 REASONS FOR VISIT

1. Job Search/Resource Room
2. Unemployment
3. Job Search Assistance
4. Title I Career Coaching
5. Networking Events

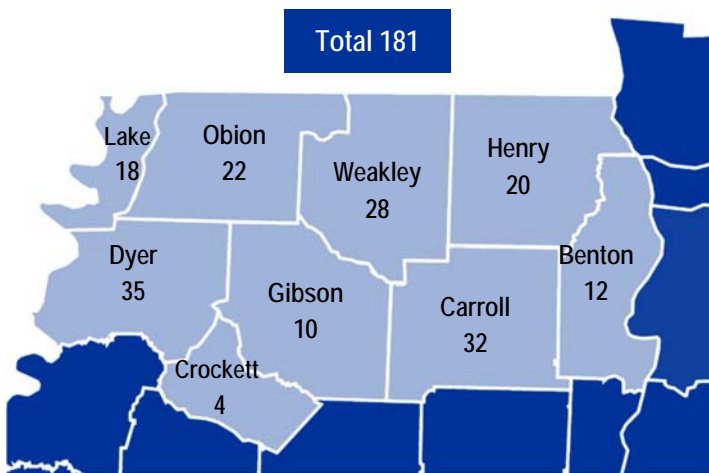
2,300 Services Provided

Key Performance Indicator Results

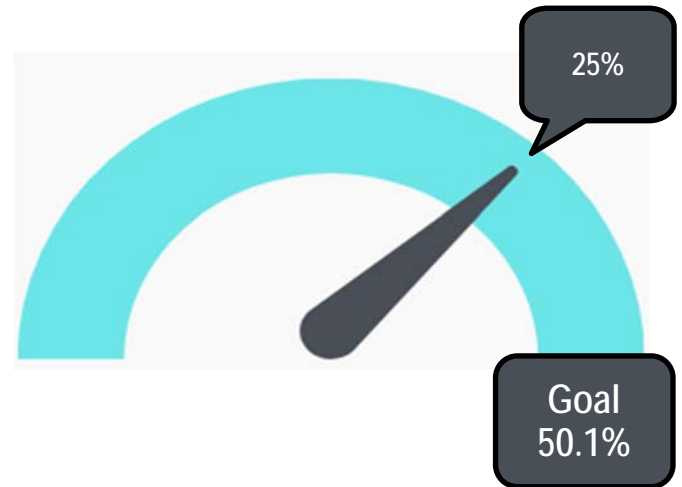


TRAINING SERVICES

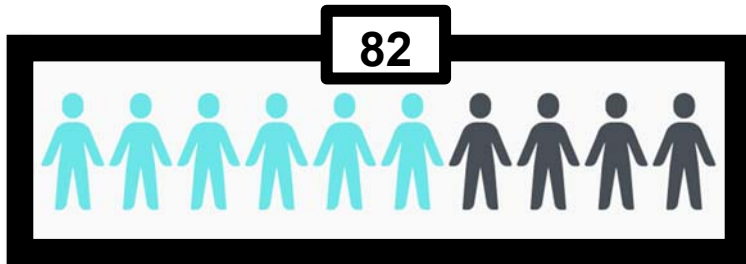
Total Enrollments by County



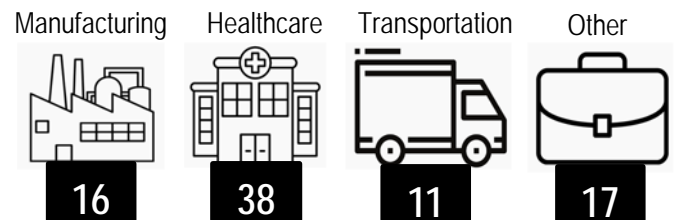
Priority Percentage of New Adult Enrollments



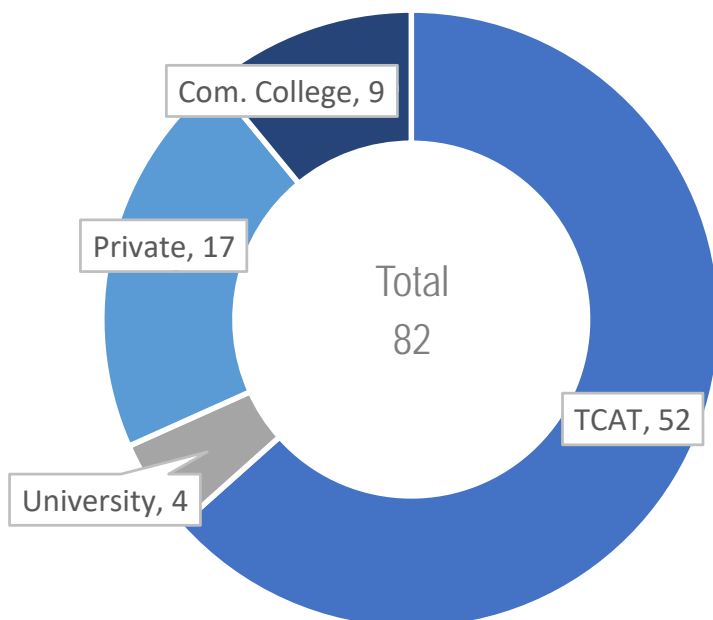
ITA Enrollments



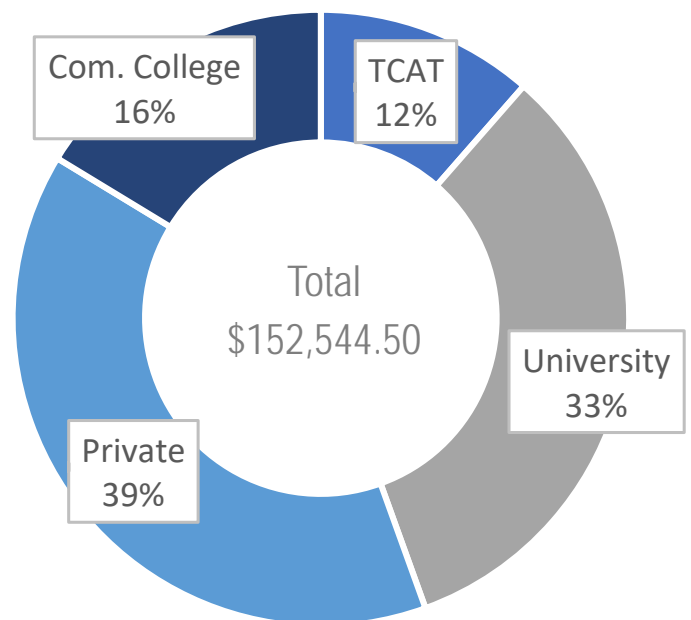
ITAs By Sector



New ITAs By Provider

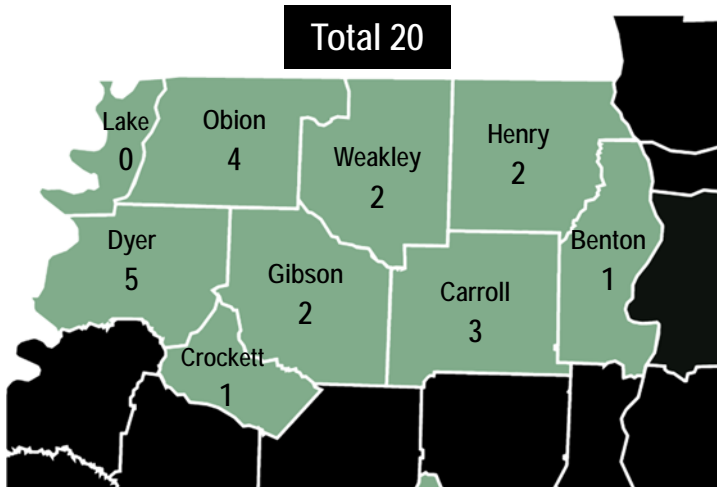


Total ITA Investment by Provider

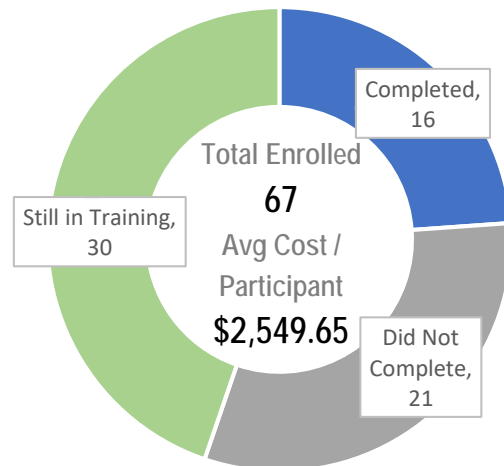


Business Services

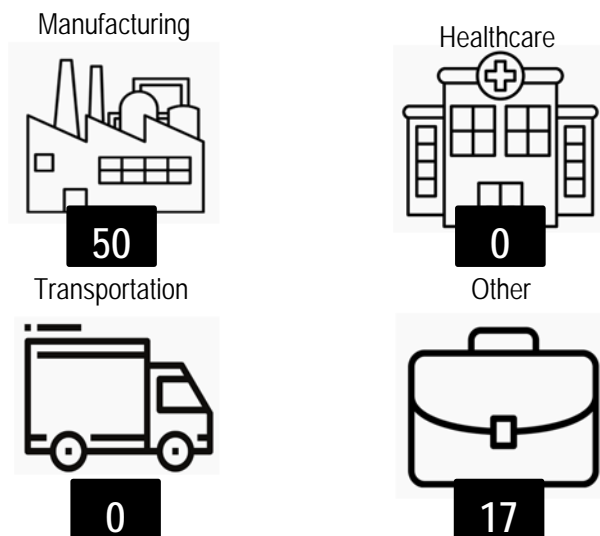
OJT Employers by County



On-the-Job Training Participants



Trained by Sector



Virtually Speaking Webinars



S Betting on Talent: Maximizing Impact of Employee Engagement

S Substance Abuse Awareness: Changing the Narrative of Addiction in the Workplace

All webinars are recorded, and may be found by scanning the QR code, or on our website at <https://nwnjobs.org/employers/virtually-speaking>.



28 Reports Produced



Economy Overviews



Education Reports



Industry Reports



Occupation Reports



The Red, White, and You Hiring Event and Resource Fair, a west TN regional event, was designed to connect employers to transitioning service members, military spouses, National Guard, Reserve, veterans, their family members, and general public jobseekers. There were three events held across west Tennessee supported by the Southwest, Northwest, and Greater Memphis Workforce Boards on November 10, 2022: Vernon McGarity Armory in Paris, the American Job Center in Jackson, and the University of Memphis - Millington Campus. Nearly 100 employers and resource agencies offered onsite interviews and services to jobseekers. The event in Paris Tennessee also included a Proclamation Signing by Henry County Mayor John Penn Ridgeway declaring November 10th Red, White, and You Day.