

Northwest TN Workforce Board
American Job Center Committee
Thursday, May 3, 2018
2211 US 45 Bypass, Trenton, TN 38382

Attending Members: Rita Alexander Sherry Fowler Charlie Moore Ted Piazza Sandra Woods
Members Via Conference Call: Kristie Bennett Melinda Goode Jimmy Williamson
Attending Staff: Jennifer Bane LeAnn Lundberg Margaret Prater Kim Simpson Laura Speer
Provider/ One-Stop Operator: Connie Stewart Lana Wood

Welcome and Announcements: Rita Alexander, *Committee Chair*, called the meeting to order and welcomed everyone.

Approval of Minutes – January 30, 2018: Members reviewed the January 30, 2018 minutes that were previously emailed and distributed at the meeting.

- **Motion:** Ted Piazza made a Motion to approve the minutes as presented and Sandra Woods seconded the motion. All were in favor and the motion carried.

American Job Center Updates:

One-Stop Operator: Lana Wood, *One-Stop Operator*, discussed the attached monthly “traffic counts” from each of the centers in the eleven counties. The numbers are holding good. There are two reports – one reflecting the number of people that walk-in to the centers and the other identifying the reason(s) for the visit. Multiple reasons can be added, so this is not an accurate reflection of traffic. She also noted there was issues with tracking of the Mobile Career Coach participant counts. Very soon, anyone visiting the Career Coach will be tracked according to the location of the nearest AJC. Margaret said that the partner Dashboard is still in the works. Lana said there has been some difficulty with consistency in reporting from all partners. She would like to know more of what needs to be tracked and reported. There has been some issues with staffing the centers and keeping sufficient coverage at all times. Lana is still working with the partners on scheduling to keep the offices covered during operating hours.

DSCC Delta Community Health Services Grant- Career Coach and EMSI Developer: Margaret Prater, NWTNWB Executive Director stated that DSCC asked NWTN Workforce Board to collaborate with them on a grant. As part of the grant, the Board requested funding for EMSI Career Coach and an enhancement to the labor market software. The Career Coach provides access to assessments, labor market information and career pathways to programs on the Eligible Training Provider List. The system is very user friendly and will be available to jobseekers, students and the general public. It is intended to be operational in June, after all providers have confirmed their data is correct. The labor market information software was updated from the Analyst version to Developer, which provider greater flexibility and more data.

Employer Engagement

Business Services Report: Connie Stewart, Executive Director Workforce Services provided updates on Business Services. The Transitional Work Experience program is picking up. This is for Adults and Dislocated Workers with a poor work history. Employers are reluctant to hire them. Through this program we are paying 80% of wages to get these people working. There are plans for a big Job Fair in Huntingdon in May. Connie and Margaret provided updates on Futurist Group (formerly Kongsberg) and Caterpillar. Caterpillar will lay off in the third quarter of this year. The Trade program has been approved for both and has much better benefits than regular WIOA, including the extension of unemployment insurance while in training.

Registered Electrical Apprenticeship Preparation (REAP): Amteck is the employer sponsor for the REAP program. They are working solely with Lake County High School Seniors. These students started Monday, April 30, 2018 and are making \$10.00. This is a 10-week program, starting with two weeks training at Lake County High School, then off a week for graduation. Beginning June 4th, the participants will be transported for the remaining eight weeks to Amteck in Dyersburg. They will receive training and be placed with crews with various employers during these eight weeks. Once completed, they will enter a 4-year Registered Apprenticeship as a Journeyman Electrician. They will be sent to different locations nationwide. The pay for the Registered Apprenticeship starts at \$12.50 per hour and will receive automatic increases to over \$22 per hour as the student progresses. Workers will also receive a \$30 a day food stipend and hotels will be paid by Amteck. This is the first time that Amteck has offer such a great opportunity.

- Margaret stated that Lake County will be home to the new Excel Boat Manufacturing Company. They will employ 200 employees and will be working with the AJC.
- Weakley County will be home to the new Dong-A Manufacturing Company. This is the first manufacturing company to open there is approximately 34 years.
- The Re-Entry Advanced Manufacturing Program (RAMP) is a new program that is being offered to offenders. TN College of Applied Technology Jackson will provide Certified Production Technician Training to male inmates in Gibson County. Dyersburg State Community College will provide CPT training to female inmates in Dyer County.

Coordination with Education Providers:

Career Services Reports: Connie Stewart stated that summer enrollments are starting so numbers will increase. Youth went down this week, but she has been talking to several employers and has some that are willing to hire youth. She stated that transportation is a problem for youth workers.

Adult Education Alignment with Plan: Margaret Prater stated that Applications for Adult Education must be submitted to Board to make sure they are in line with all requirements. She stated she had reviewed the two proposals received - Hope Works Lauderdale/Tipton County and Henderson County Schools for the remaining counties. Both appeared to be in line with our plan. Both currently operate in our centers.

Review of American Job Center Cost/Services for Reduction of Centers: Margaret Prater stated that the following are proposed cuts to help reduce costs:

- Career Services and Board Staff: Layoffs
 - Dyer County: move – no cost savings but better building
 - Lake County: currently paying \$500 rent and extremely high utilities; looking in Ridgely
 - Lauderdale County: tried with TCAT Ripley, but not large enough. Working with UT Martin for a classroom or the old Bank of Ripley. The Bank of Ripley has building on site of college that we might be get for \$500 or less per month.
 - Obion County: was free; now \$400 per month (but we get an extra room for this price)
 - Tipton County: propose to be Comprehensive Center which will reduce our cost
 - Gibson- currently paying \$2429; moving to Gibson Higher Education at \$425
 - Crockett County: \$500 lease + utilities; can move to Higher Ed building for \$400, but small space
 - Henry County: no change (may rent out space)
 - Benton: just beginning to look
 - Carroll: will remain in same building
 - Weakley County: \$1000 + huge utilities; identified a smaller location for \$650 all inclusive
- ** Expecting Policy for Part-time Centers**

State Update:

- Requirements to Re-bid One-Stop Operator and Career Services- USDOL has said that LWDA 12 and 9 (Nashville) will have to Re-bid their One-Stop Operators and Career Services (LWDA 12 only). Nashville is having to because they only allowed three weeks for bids to be placed. We are having to re-bid because they say that Margaret wrote a significant portion of the RFP while she was still employed by DSCC. Margaret does not agree with the review. Margaret has asked if the Career Services can stay in place and only rebid the OSO. She stated that new enrollments will be starting soon and without some stability in a Career Service Provider, she is concerned about services to participants.
- Review of Potential Re-alignment of LWDA 12- The potential for re-alignment looks very likely. This means losing Tipton and Lauderdale Counties. The changeover on paper should take place on July 1, 2018. Tipton and Lauderdale allocations total \$806,000, which is 27 percent of our budget. Preliminary allocations came out and Tennessee lost which means we lost \$210,000. The overall impact of the allocation cut and potential loss of counties is \$937,000. Margaret sent a request today, asking for \$500,000 to cover current and new participants.

OTHER: The Workforce Board Administrative office will be moving out of the current office. The Directors will be working from offices that will be set up in their homes. There are plans to have a small central office with the location to be determined at a later date.

There being no further business to discuss, the meeting was dismissed.

Respectfully submitted,

Kimberly Simpson

RFP Components

Component #1: One-Stop Operator

The One-Stop Operator will hire and supervise staff to:

1. Coordinate multiple American Job Center (AJC) partners and service providers throughout Northwest TN LWDA to assure functional alignment of services and management of operational resources;
2. Conduct quality reviews of partner and service provider activities; and
3. Facilitate the Welcome Function at the AJC, including hiring shared Welcome Function staff at larger AJCs.

Component #2: Title I Service Provider

The Title I Service Provider will hire and supervise staff to:

1. Provide career services to AJC customers and arrange for the provision of training and necessary supportive services for eligible WIOA Adults, Dislocated Workers, and Youth (including providing and/or arranging for the 14 youth elements) and other partner programs identified by the NWTNWB, such as Re-Employment Services and Eligibility Assessments (RESEA) program; and
2. Provide training/support services payment directly and/or on behalf of participants, including, but not limited to, Youth Work Experience, Transitional Work Experience, Individual Training Accounts, Supportive Services, transportation assistance and other direct participant costs identified by the NWTNWB.

NOTE: The NWTNWB will provide the Business Service Function, including engaging employers to provide training and employment opportunities for AJC job seeker customers. The Title I Service Provider and other partners will be responsible for eligibility and case management of the participants referred to employers for training and/or employment. The NWTNWB will retain direct participant funds to be paid to employers for on-the-job training, incumbent worker training, apprenticeships, customized training, etc. as part of its Business Service function. Additionally, the NWTNWB will retain funds set-a-side for special projects/initiatives, such as start-up funds for equipment for re-entry programs.

**Northwest TN Workforce Board
American Job Center Committee**
Thursday, May 3, 2018 – 10:00 a.m.
Room 129 - Dyersburg State Community College – Trenton Campus
2211 US 45 Bypass, Trenton, TN 38382

Conference Call 1-877-216-1555 # 845157

Chair - Rita Alexander
Vice Chair – John Killen

Agenda

Call to Order

Approval of Minutes – January 30, 2018

American Job Center Updates

- One-Stop Delivery
 - Operator Reports
 - Career Coach Software
- Employer Engagement
 - Business Services Report
 - Registered Electrical Apprenticeship Preparation (REAP)
- Coordination with Education Providers
 - Career Services Report
 - Adult Education Alignment with Plan

AJC Cost Reduction Update

State Updates

- Requirement to Re-bid One-Stop Operator and Career Services
- Review of Potential Re-alignment of LWDA 12

Other

Northwest TN Workforce Board
American Job Center Committee
Tuesday, January 30, 2018
2211 US 45 Bypass, Trenton, TN 38382

Attending Members:

Rita Alexander; Kristie Bennett; Sherry Fowler; Melinda Goode; John Killen; Kristy Mercer; Ted Piazza; Sandra Woods

Members Via Conference Call:

Jake Bynum Janna Hellums Gwyn Fisher Jimmy Williamson

Attending Staff:

Jennifer Bane LeAnn Lundberg Margaret Prater Kim Simpson Laura Speer

Provider:

Connie Stewart

Welcome and Announcements: Rita Alexander, *Committee Chair*, called the meeting to order and welcomed everyone.

Approval of Minutes – October 17, 2017: Members reviewed the October 17, 2017 minutes that were previously emailed and distributed at the meeting.

- **Motion:** Ted Piazza made a Motion to approve the minutes as presented and Melinda Goode seconded the motion. All were in favor and the motion carried.

American Job Center Updates:

One-Stop Operator: Margaret Prater stated that Lana Wood, *One-Stop Operator* was unable to attend the meeting due to previously scheduled appointment. Lana sends monthly reports, which include monthly progress with daily interaction in the center; information on numbers served; Business Services Meetings; Job Fair information; Rapid Response plans and changes to staff or centers, etc. Margaret, Connie Stewart, *DSCC Executive Director of Workforce*, and Kristie Bennett *LWDA Regional Director* agree that Lana is doing a good job. Margaret said that Lana provides reports that are very helpful, but need a standard dashboard type report for partner information. This will make for a consistency of information from all centers and require all necessary information to be submitted. Margaret stated that Lana is struggling with so much paperwork and needs an assistant. The NWTN Workforce Board recently laid off IT Technician Michael Beavers, as the full-time position was no longer needed. Utilizing a portion of funds for the eliminated position will make the Assistant for the OSO budget neutral. At this time, it has not been decided if the position will be part-time or full-time.

Business Services: Margaret Prater provided updates on Business Services, stating that the Rapid Response teams have been working with Futurist Group (formerly Kongsberg) and Caterpillar. Caterpillar will lay off in the third quarter of this year. They applied for the Trade Assistance program and were approved in 3 weeks. The Trade Assistance program has much better benefits than regular WIOA, including the extension of unemployment insurance while in training. Job fairs and job orders are going good, with 33 OJT since October. We have \$100,000 to award for Incumbent Workers. We will be excepting applications for this grant. Made in America (MIA) has asked for an extension on their current grant. The Business Service team is revising the Business Solutions brochure to update and make sure all partners are represented.

Career Services: The number of customers served have increased. From July to December Adult enrollments increased from 34 to 220; Dislocated Workers went from 50 to 64; and Youth went from 85 to 98. The number of Youth Work Experience has been in the thirties for the last several weeks. Melinda Goode asked if anything had changed with the decision by the State that we could no longer offer NCRC testing in our centers. Margaret said nothing had changed and that the applicants would have to pay for their test unless an employer offered to pay. Rita Alexander has written a letter to the State in this regard, stating how important this test is as

a hiring tool. She has not heard back from the letter. Margaret has been working with a team of School Superintendents who would like to get the NCRC testing in their schools.

Review of American Job Center Cost/Services for Reduction of Centers: Margaret prefaced this topic with the fact that, "In this meeting, no decisions will be made to close or reduce services at any center. We are just starting the process to see what the options are and any recommendations. This will be presented to the Outreach and Opportunities committee today with the same disclosure." This year the State mandates 40% of allocations to go toward direct participant expenditures, with this number changing to 50% in July 1, 2018. Because this percentage is so high, the budget for staff and overhead will have to be cut. Margaret had discussed the possibility of opening Access Points in some of the areas using part-time staff with TDLWD Regional Director, Kristie Bennett. After this discussion, Kristie indicated an Access Point could not have staff, just a computer for the public to use for job searching. If someone scheduled an appointment, then a staff person could go to that area and meet with him or her, but no normally scheduled hours would be allowed. A handout of 10 options was prepared by Margaret and given to all committee members for their review. She said there are other options and she asked for any recommendations. Jimmy Williamson said the mayors need to meet to discuss. John Killen asked if buildings could be donated to the Board, and Margaret said the Board is allowed to own buildings. Melinda Goode said we need a better understanding of Access Points.

- **MOTION:** Ted Piazza made a motion to take the following initial actions:
 1. Margaret get a final definition of Access Points;
 2. Meet with area mayors to discuss options;
 3. Get input from Outreach and Opportunities Committee;
 4. Ask about a waiver/exception for part-time centers;
 5. With mayors agreement, request that we be able to have structured outreach schedule for each county.

Sandra Woods seconded the motion. All were in favor and the motion carried.

Organizational Structure Update: Margaret Prater stated that, due partially to transferring money to DSCC, three people (one fiscal, one IT and one Part-time Monitor) were given notice that they would be laid off. Connie Stewart will hire a staff member for Fiscal. (She is not sure if they will be part-time or full-time). The plan is to transition funds to DSCC by March 5, 2018.

OTHER: The following members were appointed as Review Committee for Incumbent Worker Training Grant. The applications for the grant are due February 16th. The grants will be approved at the February 27th Board Meeting.

1. Kristie Mercer
2. Ted Piazza
3. John Killen
4. Melinda Goode
5. Sandra Woods

OTHER: Policies were approved by the Executive Committee on January 17th and were due to the State on the 18th. These policies are primarily procedures that were placed in different order and worded as procedures versus policies. The committee will be emailed a copy that will be presented to the full board for approval.

There being no further business to discuss, Ted Piazza made a motion for the meeting to adjourn and Melinda Goode seconded the motion. All were in favor and the motion carried.

Respectfully submitted,

Kimberly Simpson

One Stop Operator Monthly Report

March 2018

Prepared by: Lana Wood, One Stop Operator – April 12, 2018

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

Monthly pick up Customer Survey Cards input data on Survey Monkey for report. One Stop Operator will share with partners on customer satisfaction results functional team partner meetings.

Continue to visit all 11 American Job Centers to observe professionalism of staff in appearance, conduct and service. Continuous improvement needed. One Stop Operator will monitor for improvement and address any issues with partner management staff.

Policy 23 continues to cause staffing challenges in the AJC's. The Dyersburg AJC continued to experience numerous challenges in staffing the AJC with Title I and Title III staff during March. Dianne Ward who trained on SNAP took FMLA for her terminally ill spouse leaving one Title III staff. This occurred as the Employment Specialist position was not filled as expected on 4-2-2018 as the applicant had personal surgery and rehab. This made her unable to accept the position. The Job opening had closed with state of TN HR department and must be posted as a new position extending the hiring period into May 2018. Diane Ward remains on FLMA.

Executive Director, Connie Stewart, and staff continue to have staffing challenges. Changes were made to accommodate the retirement of Doris Willett, Director Career Services with Jeannie Mathis and Marcia Fields sharing the responsibilities with Connie to cover these responsibilities. Connie and her staff continue to meet to make staffing plans to with DSCC HR department state and seek legal guidance to prepare for the expected reduction in staff position based on the 50% spend on participants for the upcoming year and expected reductions in budgets. A staffing plan was implemented and staff requisitions completed, positions posted, interviews completed and a job offer made when the decisions was made to delay hiring the fiscal position, quality coordinator and one stop operator assistant as funds would not be transferred and the contracts modified since a new RFP would be issued possibly March 2018. From the 2-12 meeting and the USDOL findings the expected release of the RFP is now May 2018. Connie was able to proceed with hiring positions through internal job postings in March. Amber Walker was hired as Workforce Services Specialist from temporary status. Catherine Van Dyke was promoted to the new role of Quality Advisor. These new position prepare for structuring the organization for future success.

2-7-2018 David Parrish, Vocational Rehabilitation, requested office space in the Huntingdon AJC with staff presence. As of the end of March a staff member had not been assigned to the Huntingdon AJC. David stated staffing changes were in process and expected to have coverage soon.

Absence of VR staff in Dyersburg AJC since 7-2018 to 2-2018 was brought to attention of David Parrish 2-2018. He has addressed the issue with Christina Light and Kay Castellaw and

improvement is expected. Christina Light has interviewed and accepted other employment with an expected last day of 4-13-2018. At that time Kay Castellaw will provide services until the position is filled.

Meetings continue to be held to discuss the 1-22-2018 and 1-29-2018 One Stop Operator recommendations for American Job Centers affiliates and comprehensive centers based on information shared in at most recent meetings recommending reducing the cost and number of centers. The Board staff has begun the process of searching for a cost savings in rental leases for all 11 centers with the expectation to keep all centers as affiliate or comprehensive centers as per the final plan presented at 2-27-2018 Board meeting in Trenton, TN and approved for submittal to State. Recommendations were keeping as many centers open as possible within the budget through requesting specialized centers to service smaller county traffic flows vs affiliates or access points.

Partners were requested to provide performance reports to One Stop Operator monthly. Working to implement Dashboard style report. Lana B. will provide assistance as requested now that I have some partner information to work with expectation to have May Dashboard.

Continue promoting Workshops for 11 AJC's and having Welcome function to promote, use social media, Facebook page, staff and advertising to improve participation for 1st Quarter workshops to increase participation. Partners are working well to conduct workshops.

B. Evaluate performance and implement required actions to meet performance standards.

Utilize VOS traffic count reports and review case notes to determine performance measures. Discussed during meetings with Workforce Essentials and Wagner Peyser to share performance measures. This is a work in progress. Will continue to request and develop monthly reports.

Report VOS traffic counts monthly to Workforce Board. Revised VOS Report to reflect traffic counts by list of persons walking into office compared to reason for visit/services provided for a more accurate traffic flow in centers. Will develop report to show Mobile Coach traffic counts in VOS Greeter monthly reports.

Hired OSA in Ripley AJC and 2 OSA in Covington AJC based on increased traffic flow on 3-12-2018. Orientation and Training began on 3-12-2018 continues. Janice Snoddy is new OSA in Ripley AJC and Aretha Gooden and Danielle Green are new OSAs in Covington AJC.

SNAP and RESA communications continue to go through the One Stop Operator for Title 1 and Title 3. Procedures are in place with Title I and Title III. A high number of emails communications continue for the One Stop Operator as the firewall.

Worked with Title III partner to evaluate the performance of SNAP. Judy Lofton, Team Lead, Title III, began filling the SNAP role as Dianne Ward took FMLA and continues to serve in the role until the posted position is filled and job offer made with expected hire date of May 1.

RESEA enrollments need to increase with WIOA co-enrolling more participants. Monthly reports are submitted and reviewed to increase enrollments.

C. Evaluate various customer experiences (employer, job seekers and partner staff.

Continue utilizing survey cards for job seeker and participants and report monthly to Workforce Board. One Stop Operator shared survey report and survey cards distributed to each partner staff managers. Managers will hand deliver the positive or negative feedback to individual staff for recognition or correction. Partners and staff requested additional survey information be shared on the customer satisfaction. OSO requested report to share with partners at December Functional Partners meetings.

Develop a short survey, 10 questions or less, for determine satisfaction level of AJC staff and partners in center. Discuss and reevaluate with Board, Margaret Prater for 2018.

Continue utilizing employer surveys sent out by emails to employers.

D. Ensure coordination of partner programs.

Orientations DVD's are playing on a loop on TVs in comprehensive and affiliates as of January 12, 2018. 2-2-2018 All Welcome function staff were instructed to use the Evaluation of Service Need form on all non-regular customers for initial assessment to determine what services a customer needs in center and upload in VOS. As the form was used it was determined to be given to customers who were new or had not had services in 90 days. On 3-23-2018 issues were identified some changes were made to the form. Staff continue to work with making the warm hand off and case management that follows the evaluation form.

E. Act as Liaison with LWBD and One Stop Center.

TAA was approved for Futurist Group/Kongsberg at Milan that was filed on 12-2-2017. Meetings were held on 3-27-2018 to announce TAA approval to employees and make them aware of the benefits before lay off on 3-31-2018.

Weekly or as scheduled meetings with Margaret Prater, Executive Officer, NWTNWFB, to discuss progress and determine next steps.

3-28-2018 Held Functional Team meeting for all Partners agenda provided. Next meeting scheduled 4-12-2018.

F. Define and provide means to meet common operational needs.

See A, D and E for cross training plans.

Per WIOA Training Management meeting in Nashville in January found schedule trainings could be held for 4 hours once a quarter. Plans for suspension of service in May for cross training.

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

See A and B for utilizing VOS Reports and Case Notes.

3-6-2018 attended conference call for One Stop Operators and Leads for updates on Trade.

3-6-2018 attended conference call for SNAP updates.

3-18-2018 attended SETA conference training for One Stop guidance.

3-28-2018 Held Functional Team meeting for all Partners agenda provided.

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

See A for reviewing certification plan and disability improvements.

3-27-2018 – Updated signature branding for all partners in center having partners add proud partner to the logo and continue using their logos in addition to the new branding.

I. Manage fiscal responsibility for the system or site.

Prepare monthly invoice for One Stop Operator.

Manage budget for One Stop Operator.

J. Plan and report responsibilities.

Coordinated staffing plans with DSCC/Workforce Services, Wagner Peyser staff in Dyersburg and Huntingdon AJC.

During the month of February discussed and provided guidance to Partners, Team Leads, and on expected changes and relocation of 11 centers for cost reduction. This has also included customer flow for changes in the centers to provide better customer service to job seekers and employers.

Several of the AJCs have youth working in the centers assisting with the welcome function when OSA's have worked 28-hour weekly schedule. Frequent turn over in this role causes training deficiencies.

Covington OSAs Aretha Gooden and Danielle Green and Ripley OSA, Janice Snoddy hired 3-12-2018. Job posting remains open for all 11 centers on DSCC/TBR.com in anticipation of staffing changes in Title I to provide staffing coverage to centers.

3-15-2018 collaborated with Vocational Rehabilitation Business Services, Deirdre Sawyers. She is direct supervisor of VR Business Services staff Susan Newbill and Natalie Boyd.

See A – Policy 23

K. Write and maintain business plan.

Maintain components of contract.

L. Market One-Stop Career Center services.

3-28-2018 – Meeting with Outreach Director, Drew Walls, Atoka Baptist Church, tour Covington AJC and collaborate with efforts for job seeker services in Covington center opening on square downtown in old chamber location. Introduced to staff and partners in center to build relationships.

Market One Stop services at SHRM meetings, attend Job Fairs, chamber functions and meetings.

Utilize Career Coach by advising partners to schedule Mobile AJC to attend events they have to promote AJC services.

Continue to utilize SHRM contacts to promote Jobs4TN, Youth, Transitional work programs and partner services in American Job Centers.

Established email communication group with partners to share chamber newsletters and events for 11 county area as partner benefit of chamber membership. In March added additional email group with Regional Business Service team to share chamber announcements.

M. Facilitate the sharing and maintenance of data; center and state system.

Continue to work with Workforce Board staff resolving issues through help tickets with transition of staff emails, SharePoint, cleaning services, building maintenance and computer or equipment issues. Staff are utilizing the help ticket process to maintain centers and equipment. Response and resolution has improved with the streamlining of the process with OSO and Board IT staff's communication and problem solving.

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

See A, B and D for orientations and evaluation of service form in AJC's in comprehensive centers.

TRAFFIC COUNTS LIST BY MUTIPLE REASONS - 2017 - 2018

2017-2018	Camden	Alamo	Humboldt	Paris	Tiptonville	Ripley	Union City	Dresden	Covington	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total	AIC
Jul-17	228	428	382	424	89	546	544	628	877	4146	773	757	1530	5676	
Aug-17	245	607	415	564	116	632	599	440	843	4461	929	727	1656	6117	
Sep-17	166	620	318	420	47	423	345	347	780	3466	820	686	1506	4972	
Oct-17	315	909	381	532	78	505	399	436	894	4449	799	1244	2043	6492	
Nov-17	490	549	404	480	113	349	278	239	836	3738	804	851	1655	5393	
Dec-17	147	194	353	324	70	342	169	160	595	2354	908	992	1900	4254	
Jan-18	244	343	296	493	105	382	282	137	687	2969	803	1224	2027	4996	
Feb-18	234	203	336	631	101	369	189	176	617	2856	790	829	1619	4475	
Mar-18	195	146	432	927	147	434	273	178	695	3427	744	831	1575	5002	
Subtotal	2264	3999	3317	4795	866	3982	3078	2741	6824	31866	7370	8141	15511	47377	
Mo. Avg	252	444	369	533	96	442	342	305	758	3541	819	905	1723	5264	
% Avg.	4.8%	8.4%	7.0%	10.1%	1.8%	8.4%	6.5%	5.8%	14.4%	67.3%	15.6%	17.2%	32.7%	100.0%	

Source: Affiliates - VOS Greeter

TRAFFIC COUNTS LIST BY INDIVIDUAL VISIT 2017- 2018

2017-2018	Camden	Alamo	Humboldt	Paris	Tiptonville	Ripley	Union City	Dresden	Covington	Affiliate Subtotal	Dyersburg	Huntingdon	Comprehensive Subtotal	Total	AIC
Jul-17	192	194	314	371	81	514	523	607	830	3626	732	370	1102	4728	
Aug-17	193	281	334	504	100	605	545	423	812	3797	846	351	1197	4994	
Sep-17	135	242	266	375	43	410	317	330	741	2859	735	295	1030	3889	
Oct-17	229	324	314	472	65	473	370	428	856	3531	699	424	1123	4654	
Nov-17	354	258	349	419	100	342	262	235	790	3109	705	279	984	4093	
Dec-17	119	161	297	272	53	332	160	157	571	2122	767	338	1105	3227	
Jan-18	200	211	248	428	89	375	273	135	660	2619	700	427	1127	3746	
Feb-18	207	146	298	462	81	350	186	174	594	2498	719	353	1072	3570	
Mar-18	190	113	319	445	123	403	251	163	596	2603	645	577	1222	3825	
Subtotal	1819	1930	2739	3748	735	3804	2887	2652	6450	26764	6548	3414	9962	36726	
Mo. Avg	202	214	304	416	82	423	321	295	717	2974	728	379	1107	4081	
% Avg.	3.8%	4.1%	7.5%	10.2%	2.0%	10.4%	7.9%	7.2%	17.6%	72.9%	17.8%	9.3%	27.1%	100.0%	

3/31/2018	Camden	Alamo	Humboldt	Paris	Tiptonville	Ripley	Union City	Dresden	Covington	Dyersburg	Huntington	Totals
Adult Education	1	1	5	1	3	7	1	1	15	76	21	132
C.A.B.											6	
Cr Coaching/ TN ReConnect										5		
Cr Coachg/Family Resources		1	5	1			8	2				17
Cr. Coachg/ WIOA Title 1	26	24	39	67	11	27	11	20	24	31	46	326
Cr.Coach WF Ess.	13	4	61	38	25	33	55	25	73	78	26	431
Cr.Coach/Youth		11	2	18	18		3	1	4	15		72
Cr.Coach/EOC												0
Cr. C/TN ReConnect												0
Career Ready 101											19	
Core Civic												0
CASAS									7			7
CRC						1						1
Employer Ck-in	4		1	4	13	14	2		9	5	44	96
Granges Training											165	
Served in Military?				8	1	4	2	1	8	11		35
HiSET												0
Hiring Event Integrity Trades Services												0
Hiring Event/Caregiver							1					1
Job Fair - Advantage Resources												0
Job Fair / Livingston Janitorial												0
J.F.- Jackson Pride												0
Job Fair			4	1	31				14	2		52
Job Search Comp. Room	57	24	133	291	37	165	107	32	289	213	243	1591
Job Search Assist	17	22	45	284	3	32	15	11	72	51	48	600
Networking Event	2			1		2			4			9
RESEA	10	8	13	26		14	14	13	20	67	29	214
Resources								5				

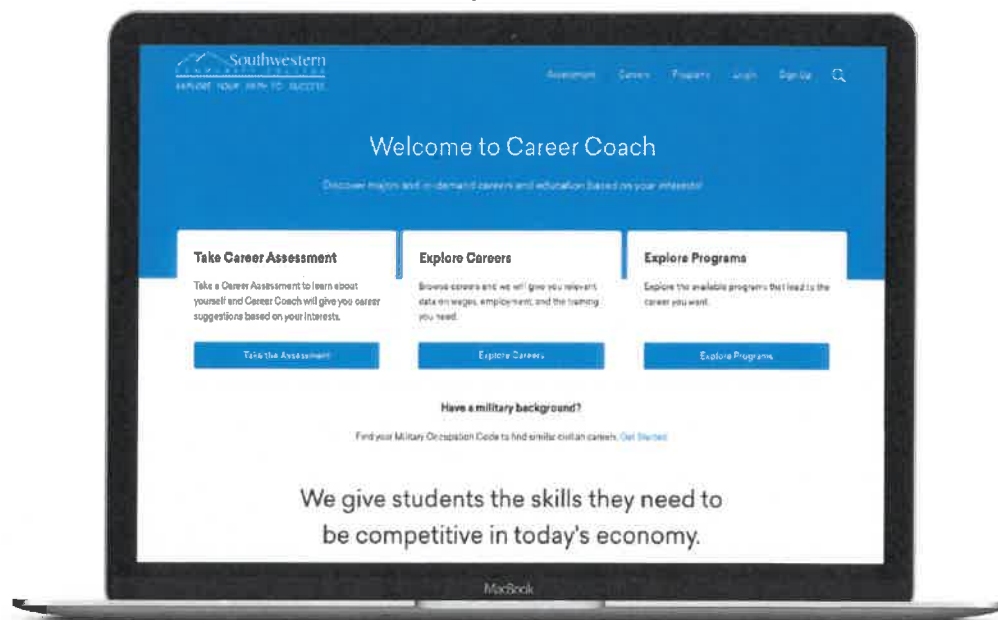
Resume Assistance	1	3	3	6		1	2	1	5	8	11	41
SCSEP - Senior Employment				7		13			4	1	2	27
SNAP E&T (Appt)	4	3	3	1		3		1	9	1		25
SNAP E&T (Orient.)		3				5			2			10
TAA/TRA										5		5
Unemployment	57	39	113	120	4	105	48	63	129	153	171	1002
Veterans Servs			4						2	5		11
Voc Rehab										6		6
TABE	2			53								55
Workshop	1	3	1		1	8	4	2	5	11		36
TOTALS	195	146	432	927	147	434	273	178	695	744	831	5002
List - INDIVIDUAL	190	113	319	445	123	403	251	163	596	645	577	3825



Career Coach

CONNECTING STUDENTS TO IN-DEMAND CAREERS THROUGH YOUR PROGRAMS

Career Coach helps students make the connection between your programs and quality career outcomes. With Career Coach, students can quickly find a career that's right for them based on relevant job market information and enroll in a program at your institution that best fits their goals. The result? Students engaged in their coursework and passionate about career outcomes associated with your programs.



3

ASPEN PRIZE
WINNERS

250+

COLLEGES
ACROSS THE US

1.2M

STUDENT USERS
IN 2015

10K

DAILY CAREER
SEARCHES

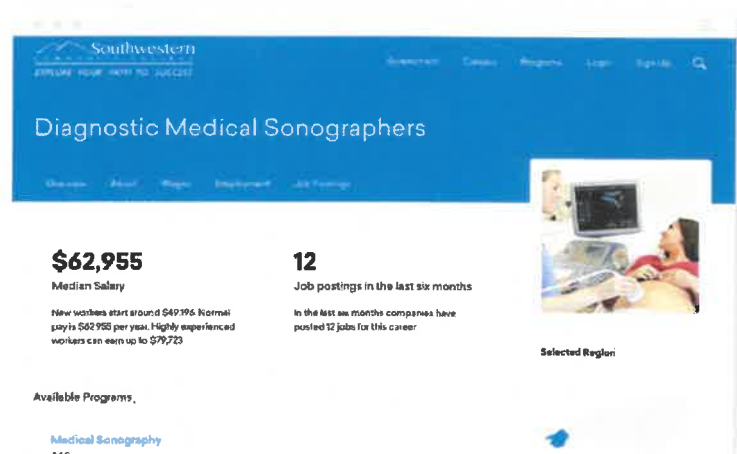


"Career Coach helps to show the value of our programs and also to highlight the high wages that students can get from those programs."

Naima Brown, Vice President for Student Affairs, Santa Fe College

How It Works For Students

- Take a quick assessment
- View your career matches
- Evaluate based on data
- Choose a path
- Enroll in a program



DATA INCLUDED

Wages Job Growth Daily Tasks Job Postings Relevant Skills Top Employers

FEATURES INCLUDED

- Mobile friendly on all devices
- Site analytics accessible by your institution
- 800+ careers detailed with employment data
- Customized look to fit your college's branding
- Employment data specific to your service area
- Customized program-to-occupation mapping
- Easy-to-use resume builder
- John L. Holland 6 and 60 question assessment

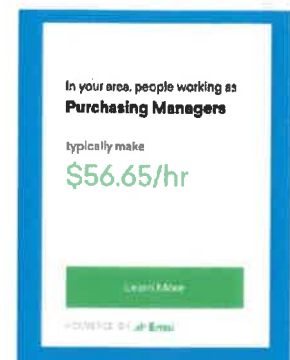
MAKING THE MOST OF CAREER COACH

- Embed regional employment data directly into your program pages with the *Career Coach Plugin*
- We'll train your staff to get the most out of Career Coach in their work and understand the data behind the tool

Degree Options

There are four embedded technical certificates within this program: Entrepreneurship certificate, Business Specialist certificate, Business Operations certificate and Business Management certificate. These certificates can be earned during the pursuit of the A.S. in Business Administration degree.

This program articulates into the Bachelor of Science in Business Administration degree at Florida State College at Jacksonville and Bachelor of Applied Science in Supervision and Management degree at Florida State College at Jacksonville (FSQ).



Career, Business and Youth Monthly Report April 2018

Prepared by: Connie Stewart, Executive Director

Business Services:

January 2018 Totals: 9 Adult, 1 DW, 0 Youth

Employer	February			March			April		
	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Amteck	0	0	0	0	0	0			
Center Point	0	0	0	3	0	0			
ConAgra	0	0	0	0	0	0			
Cox Oil	0	0	0	0	0	0			
CSC Sugar	0	0	0	1	1	0			
Develey	0	0	0	4	2	0			
Eaton	0	0	0	0	0	0			
Greenfield Products	0	0	0	0	0	0			
Hexpol	0	0	0	2	0	0			
JD Distributors	1	0	0	0	0	0			
Marvin Windows	3	0	0	3	0	0			
Maverick, Inc.	0	0	0	0	0	0			
MIA Seating	0	0	0	0	0	0			
NSK	0	0	0	11	1	0			
PML	2	0	0	3	0	0			
Profile	3	0	0	0	0	0			
City of Puryear	1	0	0	0	0	0			
Tennova	2	0	0	1	0	0			
Town of Huntingdon	1	0	0	0	0	0			
Unilever	0	0	0	0	0	0	8 pending start		
VF Imagewear	1	1	1	5	0	0			
Total	14	1	1						

Transitional Jobs:

Talitha Joyce- One-Stop Assistant Gibson County AJC 3/19/18

Surgical Receptionist at Tennaova

We had two approved for Amteck and waiting to start, but the date keeps getting pushed back by Amteck so we are losing them. One ended up getting a job and the other person's paperwork is about to expire.

Leondre Newbern started on 3/12/18 as a Maintenance Laborer at Lauderdale Community hospital. He is making \$9.63.

Koriann turned in a packet for a new TL week ending 4/6/18.

Shundetria Haley / Johnson- started at VF Imagewear on 3/22/18 as a Returns Clerk.

Myria Yarbrough- started at Royal Group as a production worker on 3/21/18

Jasmine Wilkes- Started at Lauderdale Community Hospital as a Registration Rep. on 4/4/18

ITW New Contracts:

Colonial DPP

Firestone

Komatsu

Job Fairs:

Regional Job Fair in Huntingdon AJC will be held on May 1st.

Lake County Multi-Employer Job Fair with Career Coach- Tiptonville AJC 3/29/18 from 10:00-2:00
Employers attending: White and Associates Home Health, TCAT Newbern, TN Department of Corrections, TRICOR, DOT Foods, Nortek, Frazier Industrial, Bethel University, Road Runner, PPL Staffing, Manpower, Reelfoot Manor and The Bridge.

Core Civic for Correctional Officers, Academic Instructors and Vocational Instructors- jobs pay \$13.25 to \$21.63 at Humboldt AJC on 4/9/18.

OJT:

Eaton- Tim Dyer has been out of town, but when he returns the contract will be renewed.

Cox Oil- renewed

Maverick, Inc.- renewed

Greenfield Products- working on contract renewal

Rapid Response:

Futurist held 2 meetings on 3/24/18 at 7:30 and 3:30 with 130 employees. Those in attendance were Jamie Franklin TAA Coordinator, Benny Roberts and Lisa Bradford.

Youth :

Lisa and I had our first event at Polk Clark Enrichment Center in Milan to recruit youth and transitional jobs candidates. Very low turn-out that day, but we left flyers and promised to schedule another event when they can market the program to the community more.

I met with Department of Children's Services court liaison for Obion and Gibson county to discuss youth program, training opportunities and transitional jobs. I also met with staff that serve Dyer and Obion Counties. They feel they should have a good amount of youth in foster care or with juvenile justice involvement. I also left flyers for them to disperse to their team.

Youth Work Experience:

Shenqua Patrick was hired full-time at PPL in Colonial. She was on a WE at Colonial.

Secharro Hopkins was hired full-time at Manpower.

Christina Webb was hired full time at Title Cash. Her worksite was at Metro Staffing working in their office.

Summer Stowe- hired full-time at Dyersburg Manor

Myra West was hired full-time at Firestone.

Currently, we have 21 youth in work experience so we are assessing barriers to enrolling youth. We have 6 for Dyer County, 1 for Crockett County, 5 for Lauderdale County, 2 for Tipton County, 1 for Benton County, 4 for Obion County, 2 in Carroll County and 1 in Lake County.

Gibson County turned in 3 new youth for WE this week.

Regional Business Services Team:

Held 3/7/18- all in attendance are working on getting final approval from employers on information to submit for a new business services brochure.

Training Enrollments:

February- 4 new training enrollments, 1 Adult, 2 DW, 1 Youth attending Road Runner, Drive Train and Dental Staff School

March- 2 Youth enrollments for CNA school

Month	Adult	DW	SNAP Adult	Youth	Total
December	44	9	2	3	58
January	9				9
February	1	2		1	4
March				2	2

Registered Electrical Apprenticeship Preparation



Lake County High School graduating seniors have an opportunity to “reap” the benefits of a new training program – Registered Electrical Apprenticeship Preparation (REAP), a partnership between Amteck, the American Job Center in Tiptonville, and the Northwest TN Workforce Board. Amteck delivers the latest in cutting-edge technology in the electrical engineering and contracting industry. Through agreements with the US Department of Labor, Amteck offers a 4-year Registered Apprenticeship including classroom and on-the-job training while being paid. Apprentices may travel to different locations to work on construction sites across the county. After successful completion of the 4-year program, apprentices are prepared to take the exam to become a Journeyman/Licensed Electrician earning an estimated \$70,000 annually.

For the first time in its history, Amteck is bringing a pre-Apprenticeship program on-site to a high school campus. Graduating seniors at Lake County High School who have expressed an interest in a career as an electrician will participate in a 10-week pre-apprenticeship program to learn the fundamentals of basic electricity and construction applications. Upon successful completion of the first 2 weeks of the pre-apprenticeship program, students will have earned approximately \$500, receive a tool kit valued at \$300, and the opportunity to continue the training at the Amteck Dyersburg facility.

Those continuing will be transported to Amteck’s Dyersburg facility on a daily basis for 8 weeks for additional hands-on experience in the shop, as well as, at local construction and/or manufacturing sites. This experience will also acclimate students to working with a “crew” and provide them an opportunity to earn an additional \$2500. Amteck will evaluate the following qualities during the work experience:

- Be willing to submit to a drug test
- Arrive on-time
- Dress appropriately
- Be respectful
- Be proactive
- Be positive
- Work hard, work safely

Those who successfully complete the pre-apprenticeship work experience will be eligible for hire by Amteck. Upon supervisor recommendation, students will be accepted into the Registered Apprenticeship to become a Journeyman/Licensed Electrician.

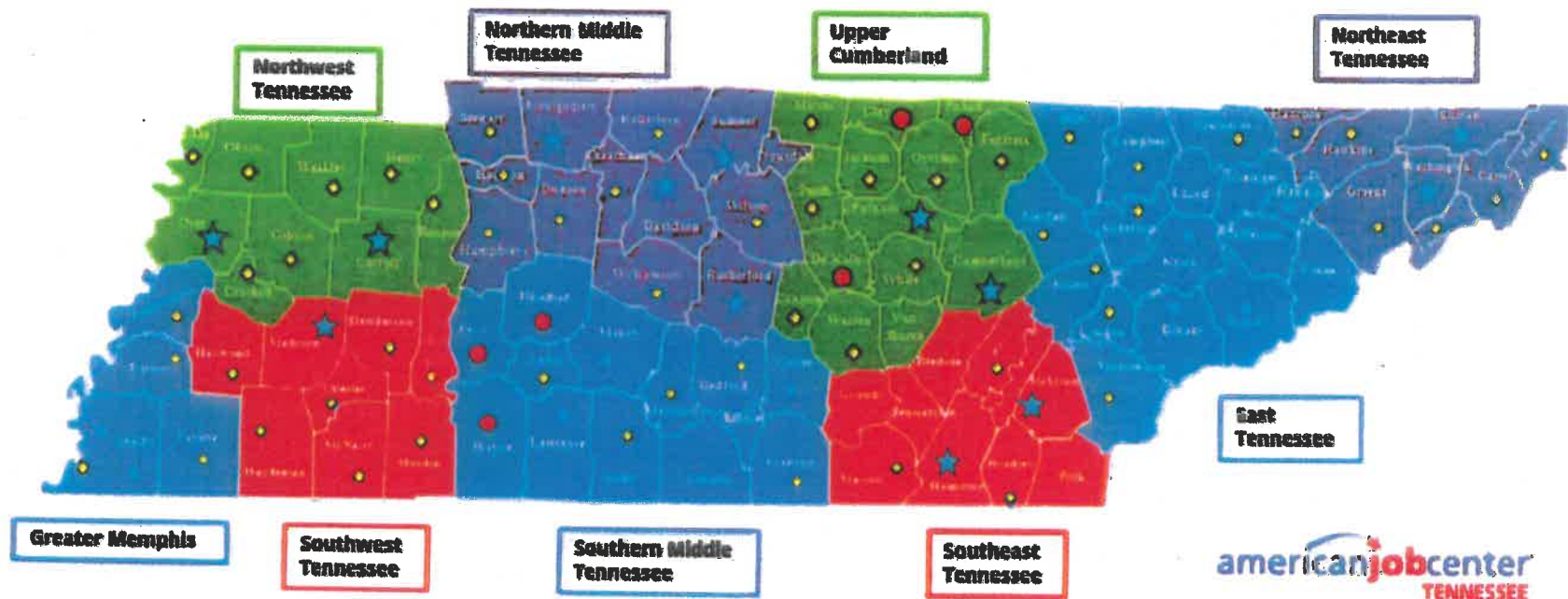
The REAP program is jointly funded by the Northwest TN Workforce Board utilizing Workforce Innovation and Opportunity Act (WIOA) funds and Amteck. Work experience wages are subsidized by WIOA funds.

Since 1977, Amteck has built a reputation of delivering a quality product, in a cost-effective manner, while maintaining a safe work environment throughout a project’s duration. Amteck’s commitment to customer service, its safety program, and family atmosphere has grown the company into one of the most prominent electrical contractors in the southeast.



Alignment

Alignment with ECD.



County Allocations

County		County		County		County		County	
Anderson	\$426,551	Decatur	\$109,674	Henderson	\$293,082	Maury	\$509,319	Sequatchie	\$106,590
Bedford	\$281,236	DeKalb	\$125,889	Henry	\$232,750	McMinn	\$367,972	Sevier	\$698,484
Benton	\$159,492	Dickson	\$259,312	Hickman	\$134,714	McNairy	\$215,637	Shelby	\$7,962,005
Bledsoe	\$103,082	Dyer	\$334,534	Houston	\$85,927	Meigs	\$115,500	Smith	\$98,676
Blount	\$681,017	Fayette	\$262,865	Humphreys	\$161,421	Monroe	\$288,794	Stewart	\$109,771
Bradley	\$593,364	Fentress	\$148,061	Jackson	\$105,248	Montgomery	\$1,050,128	Sullivan	\$1,148,341
Campbell	\$362,903	Franklin	\$228,748	Jefferson	\$358,962	Moore	\$25,791	Sumner	\$712,646
Cannon	\$72,725	Gibson	\$404,773	Johnson	\$110,199	Morgan	\$169,251	Tipton	\$500,393
Carroll	\$289,563	Giles	\$152,693	Knox	\$2,438,569	Obion	\$307,311	Trousdale	\$42,983
Carter	\$417,798	Grainger	\$148,867	Lake	\$77,843	Overton	\$153,238	Unicoi	\$162,040
Cheatham	\$176,798	Greene	\$546,545	Lauderdale	\$306,181	Perry	\$66,571	Union	\$127,960
Chester	\$126,115	Grundy	\$114,291	Lawrence	\$309,339	Pickett	\$47,497	Van Buren	\$42,580
Cialborne	\$242,990	Hamblen	\$385,179	Lewis	\$93,917	Polk	\$124,937	Warren	\$228,644
Clay	\$67,877	Hamilton	\$2,192,010	Lincoln	\$242,180	Putnam	\$509,154	Washington	\$807,629
Cocke	\$335,502	Hancock	\$71,597	Loudon	\$277,923	Rhea	\$343,840	Wayne	\$131,853
Coffee	\$383,988	Hardeman	\$230,772	Macon	\$113,811	Roane	\$359,181	Weakley	\$306,061
Crockett	\$111,921	Hardin	\$193,124	Madison	\$751,523	Robertson	\$285,808	White	\$158,012
Cumberland	\$410,282	Hawkins	\$360,508	Marion	\$232,918	Rutherford	\$1,358,106	Williamson	\$589,712
Davidson	\$3,503,328	Haywood	\$174,177	Marshall	\$192,732	Scott	\$240,936	Wilson	\$539,710

Counties in transition under the proposal are in **Orange**.