

AJC Visits

AJC Traffic LWDA 8



Things to note:



- We rank **1st** out of 13 LWDAs in AJC traffic.
- Affiliate Centers host 56% of visits, and Comprehensive Centers host 44% of visits.
- Through the first four months of the program year, we are experiencing about 155 fewer visits per month than prior year.
- Across the state, AJC visits average 10,875 through Sept. 30. Through the same date, LWDA 8 has assisted 23,861 through our AJC network.

AJC Visit Reasons

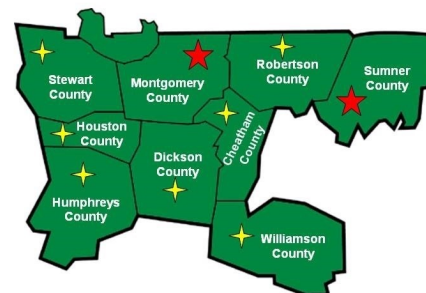
top 10

Reasons people visit our AJCs

- | | |
|-----------------------------|--------|
| 1. Job Search/Computer Room | 21.89% |
| 2. Job Search Assistance | 13.02% |
| 3. Drug/Alcohol Testing | 12.21% |
| 4. Adult Education | 9.79% |
| 5. Job Fair | 6.82% |
| 6. Unemployment Insurance | 5.46% |
| 7. Career Coaching | 4.35% |
| 8. Families First | 3.91% |
| 9. RESEA | 3.21% |
| 10. Veterans Services | 2.56% |

Secret Shopper

Secret Shopper site visits and phone calls completed



There were **25** site visits made to the nine AJC locations. No location received less than two visits or more than four visits. In addition, secret shoppers also made **29** phone calls to AJCs to report the customer experience. Staff trainings will address any noted issues (such as nametag reminders), but overall the results were positive. The next survey questions will have a numbered scale for responses in order to monitor improvement more effectively.

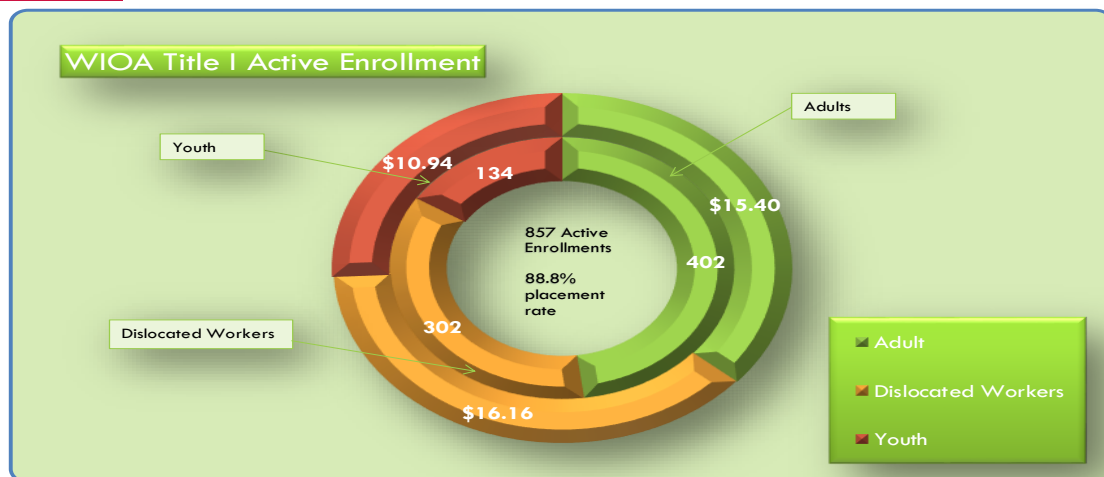
One Stop Operator Report LWDA 8

Data as of October 31, 2017

Title I WIOA

In addition to the 857 active WIOA enrollments in adult, dislocated worker and youth programs, there are 757 customers receiving follow-up case management served by Title I staff in the nine AJC locations.

According to the most recently released state data, LWDA 8 ranks **3rd** out 13 in WIOA new enrollments and 4th in total Title I enrollments.



Title II Adult Education

County	Graduates	Caseload
Cheatham	13	45
Dickson	23	79
Houston	3	16
Humphreys	3	15
Montgomery	58	277
Robertson	16	74
Stewart	7	15
Sumner	37	299
Williamson	37	110
TOTAL	197	930

TANF

In TANF

\$9.43 & 98%

District 5, the average wage for closed cases is \$9.43, up from the last quarter; 98% of cases with an achieved educational goal had a job in their field of study within three months.



Title IV Voc Rehab

Vocational Rehabilitation serves 741 customers in LWDA 8, including 130 new enrollments since the beginning of the program year. The local program ranks **3rd** in the state in new enrollments.

Title III Wagner-Peyser

Individuals that Registered	3,597
Individuals that Logged In	9,642
Distinct Individuals Receiving Services	14,536
Services Provided to Individuals	139,566
Individual Virtual Recruiters Created	2,172
Resumes Added	3,849
Internal Job Orders Created	3,145
Internal Job Referrals	16,680
External Job Referrals Created	35,341
Services Provided Employers	12,596
Completed WP applications	13,184
Partial WP applications	43
WP Participations	12,006
WP Exits	15,144

Collaboration Corner

On November 6, WIOA Title I staff, Adult Education Title II staff, and AJC Partner MCHRA met to strategize about the December 1 launch of a **Youth Co-Enrollment Pilot Project**.

Crossing the lines between LWDA 8 and 9, these three groups will coordinate processes and incentives in order to co-enroll young adults in Adult Education and WIOA. More than 50 people met to work out the details needed to serve this particular group and to help them overcome multiple barriers.