

# Northern Middle Tennessee Workforce Development Board AJC Report

For January 1 to March 31, 2020

Report Date: June 10, 2020

## Local Area Updates

The first two months of the quarter that began on Jan 1, were very productive. There was a nearly 19% increase in foot-traffic in all of our American Job Centers (AJCs) across our thirteen counties, compared to the first two months of the previous quarter. Things changed in March. First, the March 2 tornadoes knocked out power to the Davidson County AJC for a week. But many of the staff from the Nashville, Sumner and Wilson County AJCs sprung into action for Tornado Relief efforts, working on Saturdays and Sundays also, on the mobile AJCs to help process displaced workers due to Tornado Damage.

As Tornado Relief was winding down, the COVID-19 pandemic hit, forcing all of our AJCs to be closed to the public just after mid-March. Northern Middle led the way for the state and began the re-opening process on May 11.

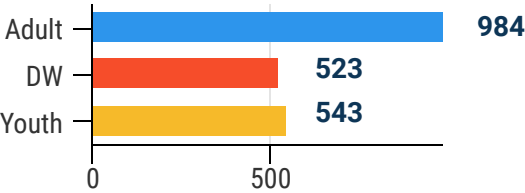
43.27%

Contractual  
MPCR

(Including OSO Costs,  
1.1.20 to 3.31.20)

### Partner Program Updates

#### Title I Active Cases



#### Adult Education

A total of 451 students received their HiSETs with an average of 2,275 students enrolled in classes! This quarter, 238 students received a level gain.

#### Wagner Peyser

3,897

New employers  
registered in Jobs4TN

10,245

New Job Orders in Jobs4TN

1,010

Wagner Peyser Participants

#### Vocational Rehabilitation

1435

Active Cases

288

Applications

106

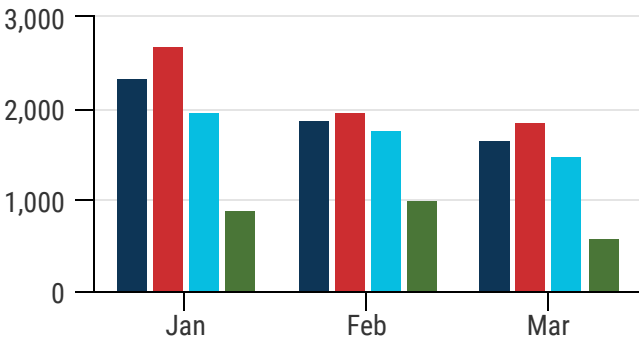
Working

74

Successful Closures

### AJC Total Traffic Counts

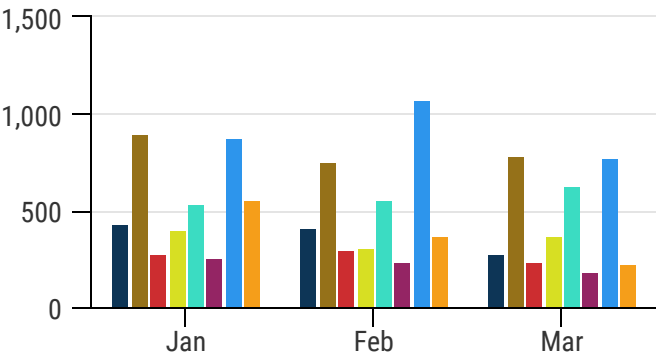
#### Comprehensives



Navy - Davidson  
Red - Montgomery  
Med. Blue - Rutherford  
Green - Sumner

#### Total Individual Visitors 32,679

#### Affiliates



Navy - Cheatham

Gold - Dickson

Red - Houston

Yellow - Humphreys

Teal - Robertson

Purple - Stewart

Med. Blue - Williamson

Orange - Wilson

# Northern Middle AJC Report

## January 1, 2020 - March 31, 2020

Unemployment Rates by County as of April 2020;

State = 15.0%

County	Unemployment Rate
Cheatham	11.6%
Davidson	15.9%
Dickson	14.0%
Houston	13.6%
Humphreys	12.0%
Montgomery	15.4%
Robertson	13.0%
Rutherford	16.7%
Stewart	11.3%
Sumner	14.8%
Trousdale	12.2%
Williamson	10.4%
Wilson	14.0%

Like the rest of the state and the rest of the country, the Northern Middle Tennessee Local Workforce area has been hit hard by the COVID-19 pandemic. Unemployment rates have more than quadrupled across our area.

Yet unlike other local areas in the state, our American Job Centers (AJCs) never completely closed. From mid-March through early May, our AJCs were closed to the public but many of our staff were inside working while others were working from home; serving our clients virtually and over the phone.

On May 11, all Title I staff reported back to our AJCs for Phase I of our re-opening to serve our clients on an appoint-only basis. May 26 began Phase II, which meant we opened our doors to the public on a very limited basis depending on building capacity. June 8 saw us go fully operational, while still observing CDC Guidelines. Other local areas are still in their planning stages, while our AJCs are committed to serve our local job-seekers in this crisis.

### Performance During COVID-19

The first two months of 2020, saw high levels of productivity in our AJCs. Foot traffic and Title I enrollments were up and things seemed to be setting up for a good 2020. Even the tornado in early March seemed to have little effect on performance. But when the COVID-19 pandemic hit in mid-March, our AJCs were closed to the public, at a time when unemployment was suddenly soaring. While our TN Department of Labor partners were focused exclusively on Unemployment Insurance (UI), the rest of the AJC staff was directed to answer phones and help them in any way possible. Still, the Title I staff was keeping an eye on helping provide Title I service to those who needed it. While virtual enrollments were possible for some, they weren't for others. That is why it was imperative that our AJCs opened sooner than later. Below is a comparison of new Title I enrollments for the quarter ending March 31 (left) and for the two months of April and May during the pandemic.

January 1 through March 31				
Adult	DW	Youth	Total	
160	78	92	330	

April 1 through May 31				
Adult	DW	Youth	Total	
40	28	23	91	

### Key Performance Indicators (KPI)

Beginning January 1, 2020; the Statewide Workforce Development Board (SWDB) established Key Performance Indicators for each major program under WIOA. Targets were reviewed with each Local Area in February. All AJC partners are to be included in the KPIs for 2020, including Title I, Adult Ed, Wagner-Peyser, Voc-Rehab, TANF, SCSEP & NCOA, RESEA, TAA, SNAP E&T among others. The Northern Middle Title I targets for 2020 are listed below, along with the actual data from Calendar Year Q1 2020.

	Calendar Year	Northern Middle Target	Actual
Adult and Dislocated Worker	Q1 2020	507	238
	Q2 2020	338	
	Q3 2020	507	
	Q4 2020	339	
	2020	1,691	
Youth	Q1 2020	185	92
	Q2 2020	123	
	Q3 2020	185	
	Q4 2020	123	
	2020	616	