



## Quarterly Board Meeting

August 12, 2020

[Click here for Zoom link](#)

11:30 a.m. to 1:00 p.m.

Tel: +1 312 626 6799 585487#

**\*\*Please sign your name in chat box to confirm attendance**

## AGENDA

**Call Meeting to Order**

John Zobl

**Approval of Minutes**

John Zobl

**Welcome-New Board Member Introductions**

John Zobl

**Recognition of Board Members & Mayors**

Marla Rye

**Election of Officers**

Anthony Holt, CLEO

**Workforce Study**

Rupa DeLoach

**Strategic Priorities:**

- ➡ ***Manage Board funds to support Career Pathways***  
Financial Report
- ➡ ***Connect People with Career Opportunities:***  
COVID-19 Response-NDWG  
One-Stop-Operator Report
- ➡ ***Train Workforce to Fill Employer Needs:***  
Eligible Training Provider Request -Apprenticeship  
ETPL Policy Update
- ➡ ***Improve Efficiency & Effectiveness of Training Programs***  
AJC Re-certification

Ginger Fussell

Andrea Dillard  
George Phillips

Freda Herndon  
Renee Hollis

John Watz/John Alexander

**Old Business:**

Marla Rye

- ➡ Project Return-Offender Pilot
- ➡ Napier Specialized AJC
- ➡ Regional and Local Plan Submission/Presentation

**Adjourn:**

John Zobl

## MARK YOUR CALENDAR:

November 10, 2020  
February 10, 2021  
May 12, 2021  
August 11, 2021

All Meetings start at 11:30 a.m.



Zoom Link: <https://us02web.zoom.us/j/87887337862?pwd=SkMxZmtEY2VPZjN2WDlucjRwV1BVZz09>

# **APPROVAL OF MINUTES JUNE 10, 2020**



# Northern Middle Tennessee Workforce Board Inc.

**DRAFT UNTIL  
APPROVED**

**Northern Middle TN Workforce Board Meeting  
June 10, 2020  
11:30 a.m. to 1:30 p.m.**

**Present Members:**

John Zobl  
Charles Story  
John Alexander  
Howard Bradley  
Bo Callis  
Jon Hunter  
Dan Caldwell  
Kristi Spurgeon  
G.C. Hixson  
Tylesha McCray  
Seth Thurman  
David Rutledge  
Christopher West  
Keith Carnahan  
Carol Puryear  
Dan Ryan

**Members Absent:**

Adam Adkisson  
Mark Peed  
Gealita Greenhill  
Amanda Russell  
Brian Sims  
David Dunlap

**Guest and Staff:**

Ginger Fussell  
Marla Rye  
Erin Lilly  
Renee Hollis  
Andrea Dillard  
Freda Herndon  
John Watz  
Jane Hamrick  
Meagan Dobbins  
Charlene Russell  
George Phillips  
Reginald Gardner  
Barbara Unruh  
Jimmy Johnston  
Susan Cowden  
Joseph Johnson  
Rubin Cockrell  
Mayor Kerry McCarver  
Mayor Robin Brandon  
Mayor Jim Durrett  
Ginger Hausser  
Kenyatta Lovett  
Mayor Anthony Holt  
Stuart Price

The Northern Middle Tennessee Workforce Development Board met on Wednesday June 10, 2020 at 11:30 a.m.

The meeting was called to order and Chairman John Zobl made opening remarks. Marla welcomed everyone to the first ever virtual meeting. John Zobl asked for a motion to approve the minutes. David Rutledge made the motion to approve. Howard Bradley seconded and the vote was unanimous.

**COVID-19 Response:**

Marla updated the board on the impact of COVID-19 in our workforce area. In Tennessee, there has been 561,000 claims so far and it continues to increase daily. Northern Middle went from a 2.6% unemployment rate to 14.8%. Marla gave an update on AJC operations due to COVID. She explained that we are the only area that is in phase two. Northern Middle opened the doors to the public on May 26, and are seeing clients in the centers. On June 8<sup>th</sup>, we opened our doors and still observed social distancing but continue to see clients at full capacity. Kenyatta Lovett stated he was impressed with the Northern Middle Workforce Board for their efforts to continue serving the customers and for the thoughtful and thorough plans of reopening. He explained that one of the things they have had to address during this time is security in the AJC's. He continued that a lot of people are hurting right now and the unemployment insurance claim situation is getting resolved, but that many people are still upset.

Marla explained that Northern Middle has applied for a National Emergency Grant (NEG) to provide employment services for individuals that have lost their job due to COVID-19. She explained that we are working with county mayors and their departments to help them with recovery efforts. Marla stated that we do have very thorough reopening plans, and have equipped our employees with the proper PPE and are providing social distancing guidelines.

**Manage Board funds to support Career Pathways:**

Ginger explained the action for today's meeting will revolve around approving the upcoming 20-21 fiscal budget. Ginger presented the executive summary that showed the Northern Middle's 19-20 budget expended to date being 57.5% of the total budget. She stated that the OSO contract had been running higher, and it continued to do so in quarter three at 91.9% of the \$400,000 budget. We have given guidance to our contractor that the contract amount is going to stay as is, and the contractor has worked with us in quarter four reducing their billing significantly.

Ginger stated that the original CSP contract was \$7.8 million and at the end of March Mid Cumberland was at 60.8%. During the year, we updated it with a modification, increasing that budget 9.3 million and Mid Cumberland expended 50.7% of that budget. Ginger explained that Campbell Strong had increased expenditures. She continued that overall we have spent 45% of the total contract. The enrollment goals for that project is at 80.6% which means we are reaching a lot of soldiers for the project.

Ginger mentioned positives for the quarter one being the MPC that is at 43.27%. Ginger presented the results from the PAR visit, our annual monitoring visit, and the report was issued with no findings.

Ginger mentioned a couple of areas that need our focus. She stated that the WIOA enrollments in the month of April for Northern Middle were 15. For the month of May that has increased to about 70, but the enrollment numbers were effected by COVID. Ginger explained that Mid Cumberland's billing at the highest mark was at \$740,000 for monthly billing. She continued that we are continuing to monitor our sub recipients and provide technical assistance on an ongoing basis. Ginger reported that Mid Cumberland has their audit for their prior year ending June 2019 and their audit was completed with no findings.

Ginger explained the upcoming fiscal year budget. She stated that we have received projected allocations that is \$700,000 less than our prior year allocations. She said we anticipate our carryover for this years budget is about 5.4 million. The new allocations are approximately 7.3 million. She continued that this is a fluid budget, but we approximate right at the \$15 million mark for grant revenues. Marla mentioned that one of the things discussed in the Budget Committee meeting was renewing the MCHRA contract for a six month time period. We have discussed on an ongoing basis some of the challenges that we have experienced with low enrollments. Marla stated that Mark Peed could not join us for the full board meeting, but she spoke with him and he wanted to recommend to approve the budget. He also suggested identifying goals and objectives during their six-month extension. The committee agreed to go ahead and look for other Career Service Providers in case those goals are not met from Mid Cumberland. John Zobl asked for a motion to approve the budget and for a six month extension for the CSP. John Alexander motioned. Carol Puryear seconded and the vote was unanimous. Charles Story asked if we have the criteria laid out for the CSP and if they know what is expected of them? Marla responded that we have technical assistance meetings regularly to let me know of the goals and expectations that are set for them.

Renee explained the eight new polices that the committee already approved. The Youth Incentives Policy is a new policy to address concerns of the youth federal monitoring report. It establishes the standards of achievement tied to training activities. The second one covers the Bylaws, Partnership Agreement, and Interlocal Agreement. It outlines the governance of the One-Stop System. The Board Meeting Information Access Policy is the requirement of open and accessible meeting minutes. The Adult Priority of Service Policy provides guidance for AJC staff on the implementation of priority of service. The Conflict of Interest Policy ensures that individuals of organizations entrusted with public funds will not benefit from these funds. The Grievance and Complaint Resolution Policy provides instruction regarding grievances and complaints from participants. The last policy was the Electronic Case File Policy that provides guidance for paperless documentation of participant files. John Watz explained that the state issued a consolidated local governance policy that added more requirements to the Bylaws, Interlocal Agreement, and Partnership Agreement. He added the changes into each document in red for review of the full board. Seth Thurman asked for a motion to approve the changes to the Bylaws, Interlocal Agreement, and Partnership Agreement and all policies. David Rutledge motioned and Carol Puryear seconded. With no discussion, the motion was passed unanimously.

#### **Connect People with Career Opportunities:**

John Watz explained that the Regional & Local Plans were submitted, and mid May the state sent back feedback on changes that needed to be made. After the changes were made to both plans they were

made available to the public for comments. John asked for both the Regional and Local Plans to be conditionally approved. Jon Hunter motioned, John Alexander seconded, and the motion was passed.

**Train Workforce to Fill Employer Needs:**

Freda Herndon gave an overview of the ETPL and Apprenticeship opportunity. She explained the top ten providers. She stated that the top programs with enrollments all align with our sector strategies as a board. Freda recommended to the board that we notify the current providers in writing about the credential attainment. She wants to establish a process of being added to the list so that it aligns with our board meetings. The last thing for improvement is that we deactivate providers that have not served a WIOA participant in the last two years. She also suggested that we deactivate programs that do not provide a credential. She stated there is a lot of discussion on what a credential is and how it is determined. Freda stated we have 103 active training providers on our ETPL and only 39 of those have an actual customer enrolled in those. She continued that there are 925 eligible programs but only 318 people enrolled. Marla asked the board if they want to approve programs that do not meet the credential attainment goal? We currently have a goal set by the state at 69% and we are currently failing this measure at only 47%. She mentioned that some of these participants are going to work at a good wage but they are not getting a credential. Marla recommended to the board that we go ahead, approve the new ETPL request, and reevaluate in August to see what the States evaluation committee has come up with for credential attainment. Carol Puryear stated that the Special Population Committee met and they suggest that the CSP look at serving the in school and out of school youth to help reach some of our goals. Carol Puryear made a motion to approve the CSP providing services to in school and out of school youth, as well as approving the list of ETPL discussed. Seth seconded and the vote passed unanimously.

**Old Business:**

Marla explained that Project Return has been postponed due to COVID-19 and jails not giving access to them at this time. The Napier Specialized AJC has been postponed due to COVID as well. We have asked the feds for the CSWP to be approved at a no cost extension. The Nashville Chamber of Commerce Workforce Study has been reset to include the correct data and the most up to date demographics and are hoping to have it done before our next meeting.

Marla Rye concluded the meeting by confirming future meeting dates. With no other business, Chairman Zobl adjourned the meeting.

# **WELCOME NEW BOARD MEMBERS**

Tony Adams

Richie Brandon

James Harper

Jennifer Hobbs

Lynn Seifert

Benefits Inc.

Local Carpenters 223

Hensel Phelps

Nashville Fabricators

Adult Education

Dickson County

Stewart County

Davidson County

Cheatham County

State

# **BOARD MEMBERS & MAYOR RECOGNITION**



# ELECTION OF OFFICERS

## CURRENT OFFICERS:

Chairman-	John Zobl
Vice Chair-	Charles Story
Secretary-	Kristi Spurgeon

# WORKFORCE STUDY

# **MANAGE BOARD FUNDS TO SUPPORT CAREER PATHWAYS**

**Financial Report- Ginger Fussell**

**NORTHERN MIDDLE TN WORKFORCE BOARD**  
**JUNE 2020 FISCAL UPDATE**  
**EXECUTIVE SUMMARY**

*2019-2020 Financial Recap*

Northern Middle LWDA	Expenses	Budget	
NM Expenditures	\$ 11,886,710	\$ 14,948,954	79.5%

Workforce Board	Expenses	Budget	
Workforce Board	1,108,676	1,165,645	95.1%

MCHRA One-Stop Operator	Expenses	Budget	
One-Stop (OSO)	431,904	437,585	98.7%

MCHRA Career Service	Expenses	Budget		
Career Service Provider (CSP)	6,413,521	7,822,301	82.0%	Initial
		9,376,458	68.4%	Modified

MCHRA Enrollments	Actual	Goal	
Participant Enrollments	1,358	2,307	58.9%

**NORTHERN MIDDLE TN WORKFORCE BOARD**  
**JUNE 2020 FISCAL UPDATE**

**EXECUTIVE SUMMARY**

***CAMPBELL STRONG 2-YEAR PROJECT RECAP***

***At 21 Months with 3 Months Remaining (extension requested)***

<b>Campbell Strong Project</b>	<b>Expenses</b>	<b>Budget</b>	
Campbell Strong Expenditures	\$ 4,406,419	\$ 7,750,048	56.9%

<b>Direct Participant Expenses</b>	<b>Expenses</b>	<b>Budget</b>	
Campbell Strong	2,314,669	4,000,000	57.9%

<b>Campbell Strong Enrollments</b>	<b>Actual</b>	<b>Goal</b>	
Participant Enrollments	1,307	1,440	90.8%

# NORTHERN MIDDLE TN WORKFORCE BOARD

## JUNE 2020 FISCAL UPDATE

### EXECUTIVE SUMMARY

Minimum Participant Cost Rate (MPCR) - Preliminary Through June 2020

Without  
Campbell Strong

# MPCR = 42.30%

	MCHRA Youth	MCHRA Adult & Dislocated Worker	Campbell Strong excluded	Statewide Grants	Other (WE Prior CSP & IFA)	Total
Qualifying Expenses	\$ 728,437	\$ 2,210,478		\$ 59,205	\$ 25,422	\$ 3,023,542
Total Program	\$ 1,713,963	\$ 4,321,989		\$ 85,378	\$ 1,025,826	\$ 7,147,156
MPCR	42.50%	51.14%	-	69.34%	2.48%	42.30%



**NORTHERN MIDDLE TN WORKFORCE BOARD**  
**JUNE 2020 FISCAL UPDATE**  
**EXECUTIVE SUMMARY**

Including  
Campbell Strong

**MPCR = 48.99%**

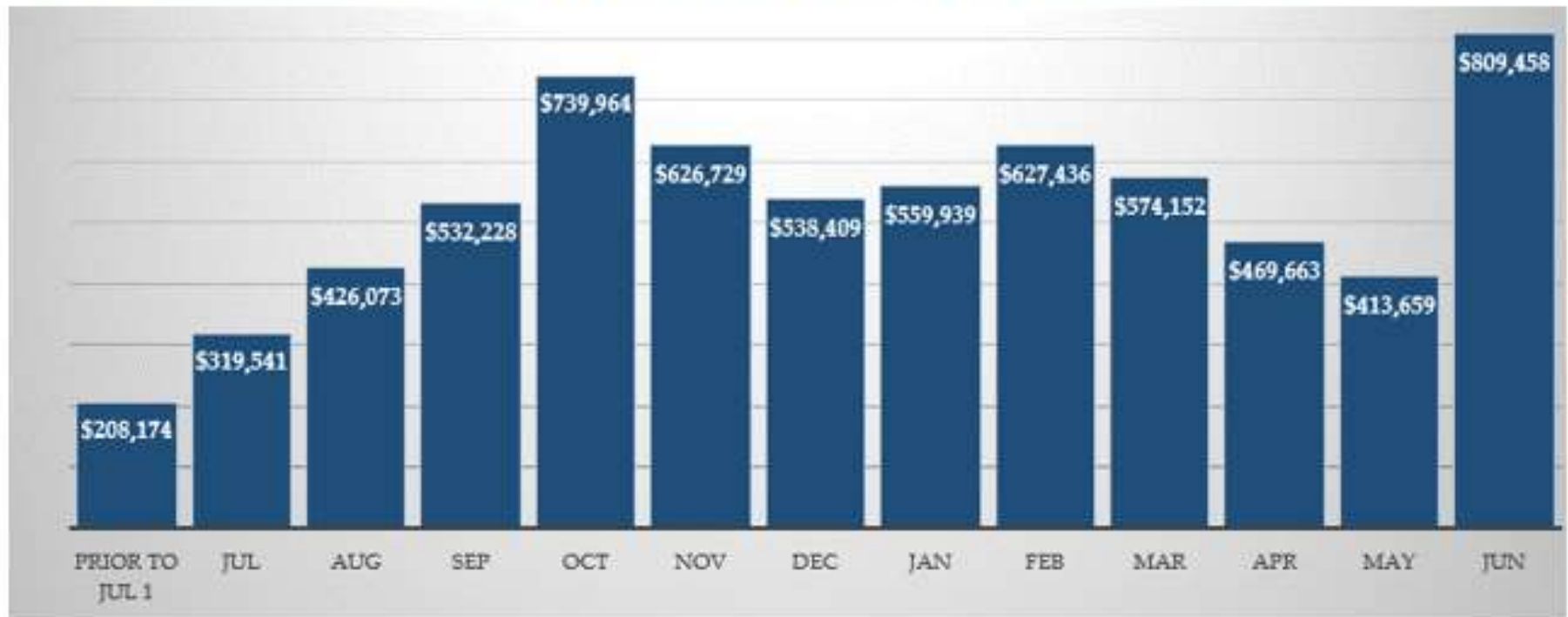
	MCHRA Youth	MCHRA Adult & Dislocated Worker	Campbell Strong	Statewide Grants	Other (WE Prior CSP & IFA)	Total
Qualifying Expenses	\$ 728,437	\$ 2,210,478	\$ 2,043,758	\$ 59,205	\$ 25,422	\$ 5,067,300
Total Program	\$ 1,713,963	\$ 4,321,989	\$ 3,195,618	\$ 85,378	\$ 1,025,826	\$ 10,342,774
<b>MPCR</b>	<b>42.50%</b>	<b>51.14%</b>	<b>63.96%</b>	<b>69.34%</b>	<b>2.48%</b>	<b>48.99%</b>

# NORTHERN MIDDLE TN WORKFORCE BOARD

## JUNE 2020 FISCAL UPDATE

### EXECUTIVE SUMMARY

*Mid-Cumberland HRA's billing reached a peak in June to the highest of all months in 2019-20.*





# **NORTHERN MIDDLE TN WORKFORCE BOARD**

## **JUNE 2020 FISCAL UPDATE**

### **EXECUTIVE SUMMARY**

#### **Northern Middle 2020-21 Funding Progression**

---

- \* \$15.0M Grant budget approved (after a 15% carryover of 2 Year funds)
  - \* \$ .1M Statewide funds for Rural Development, Career Exploration & Work-Based Learning grants
  - \* \$ 1.0M National Dislocated Worker grant (out of \$3M requested)
  - \* \$16.1M Funds available for 20-21
- 
- 

#### **MCHRA CSP/OSO Contract Extension to December 31, 2020**

---

- \* Career Service Provider contract revised to \$10.8M less \$6.4 spent thru 6/30 = \$4.4M remaining  
Goals and expectations have been communicated for Enrollments, MPCR, credentialing, & other KPI's
- \* One Stop Operator contract revised to \$650K less \$432K spent thru 6/30 = \$218 remaining

# NORTHERN MIDDLE TN WORKFORCE BOARD

## 2020-21 REVISED BUDGET

### GRANT REVENUES

Grant Revenue	rounded in millions		Projected \$	At 7/1/2020 \$
Carryover from 19-20	\$ 5.1		\$ 5,404,759	\$ 5,190,146
New Allocations	7.3		7,267,463	7,274,657
Total Adult, DW, Youth	12.4		12,672,222	12,464,803
Carryover at 15%	(1.8)		(1,900,833)	(1,869,720)
Total 20-21 Adult, DW, Youth	10.6		10,771,389	10,595,083
Campbell Strong Workforce Partnership **	3.3	**	3,125,000	3,343,629
RESEA	0.1		100,000	126,349
National Disaster and Other Funding	1.1			1,104,765
IFA	1.0		1,000,000	1,000,000
Total 20-21 Projected Grant Revenue	\$ 16.1		14,996,389	16,169,826

\*\* Campbell Strong expires September 30, 2020; extension requested

# NORTHERN MIDDLE TN WORKFORCE BOARD

## 2020-21 REVISED BUDGET

### GRANT EXPENSES

Projected Expenses	rounded in millions	%	\$
NM Workforce Board	\$ 1.3	8%	\$ 1,265,645
Board Incumbent Worker Program	0.3	2%	300,000
IFA (non-Title I)	1.0	6%	1,000,000
<b>Total Board and Overhead</b>	<b>2.6</b>	<b>16%</b>	<b>2,565,645</b>
 Campbell Strong Workforce Partnership **	 3.3	 20% **	 3,343,629
OSO	0.4	2%	418,835
CSP	8.6	53%	8,610,603
RESEA	0.1	1%	126,349
<b>National Disaster and Other Funding</b>	<b>1.1</b>	<b>7%</b>	<b>1,104,765</b>
<b>Total Contracted Grant Services</b>	<b>13.5</b>	<b>84%</b>	<b>13,604,181</b>
<b>Total 20-21 Grant Expense</b>	<b>16.1</b>	<b>100%</b>	<b>16,169,826</b>

\*\* Campbell Strong expires September 30, 2020; extension requested

**NORTHERN MIDDLE TN WORKFORCE BOARD**  
**JUNE 2020 FISCAL UPDATE**  
**Q4 MONITORING - AREAS OF CONCERN**

Northern Middle continues to monitor sub-recipients and provide technical assistance on an ongoing basis. The following Areas of Concern were included in the Quarter 4 Monitoring Report:

**Mid-Cumberland HRA**

- \* MCHRA staff turnover contributing to low enrollments, low CSP expenditures, and staff training concerns.
- \* MCHRA low productivity in the Youth fund stream for 2019-20.
- \* Northern Middle credentialing KPI measure for Dislocated Worker; MCHRA performance trending to negatively impact this measure in the future.
- \* MCHRA timeliness of direct participant payments and obligation tracking needs improvement, particularly where impacted by staff turnover.
- \* Questioned a MCHRA direct participant cost during the quarter due to its duplicative nature.

**Campbell Strong - Workforce Essentials/West Ky Workforce Board**

- \* Low total expenditures.



**NORTHERN MIDDLE TN WORKFORCE BOARD**  
**JUNE 2020 FISCAL UPDATE**  
**FY 19-20 MONITORING - MCHRA POSITIVES**

**Mid-Cumberland HRA**

- \* Monthly MCHRA invoicing schedule enabled Northern Middle to submit FY 19-20 grant reports on time
- \* Investments toward fiscal improvements in system reconciliations and corrective responses
- \* Concur system facilitates monitoring process of direct participant payments
- \* MCHRA contributed to Northern Middle achieving MPCR
- \* MCHRA personnel, to include the Director, CFO, fiscal and program management staff were committed to in-person attendance at quarterly contractor meetings.

**Northern Middle Workforce Board  
One-Stop Operator & Career Service Provider  
Procurement Timeline**

<b>Projected Date</b>	<b>Projected Date:</b>
<b>Executive committee approval</b>	<b>August 10, 2020</b>
<b>Release notice for third party administrator (TPA)</b>	<b>August 14, 2020</b>
<b>TPA proposals due</b>	<b>August 28, 2020</b>
<b>Selection of TPA</b>	<b>August 31, 2020</b>
<b>Define Scope of Work for CSP and OSO Proposals</b>	<b>September 11, 2020</b>
<b>Release of NM Request for Proposals</b>	<b>September 15, 2020</b>
<b>Questions from proposers deadline</b>	<b>September 22, 2020</b>
<b>Answers to questions posted</b>	<b>September 25, 2020</b>
<b>RFP Proposals Due</b>	<b>October 16, 2020</b>
<b>TPA evaluation and recommendation</b>	<b>October 23, 2020</b>
<b>Operations –Executive Committee Meeting –Recommendations</b>	<b>October 26-30</b>
<b>Notice of Intent to Award to Proposers (contingent)</b>	<b>November 1, 2020</b>
<b>Workforce Board Meeting</b>	<b>November 10, 2020</b>
<b>Contractual start date</b>	<b>January 1, 2021</b>

**NORTHERN MIDDLE TN WORKFORCE BOARD  
2020-21 BUDGET**

**ACTION ITEM**

- \* 2020-21 Financial Report and Budget Revision Approval**
- \* \$300,000 set-aside for Incumbent Worker, to include Apprenticeships**

# **CONNECT PEOPLE WITH CAREER OPPORTUNITIES**

**COVID-19 Response- NDWG- Andrea Dillard  
One-Stop-Operator Report- George Phillips**



# National Emergency Grant - NEG

## 1 | NEG- Disaster Relief Recovery Grant

- Contract Period:  
07/01/2020 – 06/30/2020
- Contract Amount:  
\$983,302
- Eligible Participants: Must  
qualify as a Dislocated  
Worker
- Eligible Employers: Public  
entities, city and county  
governments, school  
systems, etc.

## 2 | Contacts

The following  
individuals/employers have  
been contacted/notified about  
NEG opportunities:

- County Mayors
- City Mayors
- Local School Systems
- Emergency Management
- Department Heads for  
Local city and county  
government

## 3 | Positions

- 40 positions have  
presently been identified  
and filled across the 13-  
county Northern Middle  
Area.
- NEG Project Directors  
are currently working to  
recruit, interview, and hire  
approximately 200 NEG  
eligible participants to  
place in local school  
systems and other  
positions within city and  
county government.

# Northern Middle Tennessee Workforce Development Board AJC Report

For April 1 to June 30, 2020

Report Date: August 12, 2020

## Local Area Updates

After having the doors closed for almost two months, our American Job Centers (AJCs) began the re-opening process over a three-phase process on May 11 over our thirteen-county area. During Phase One, job-seekers were seen by appointment only. Phase Two began on May 26, as we unlocked the doors and saw walk-in traffic on a limited basis. On Monday June 8, the Northern Middle AJCs were open to full-capacity, while still enforcing social distancing and following all safety protocols. Northern Middle led the state in the re-opening process, with the idea that job-seekers needed our assistance more than ever, after unemployment rates saw a double-digit surge in such a short time. It was imperative that we open our doors as soon as possible.

We have taken the necessary steps to keep our staff safe, as well as our job-seekers; but our AJC staff is to be commended for their unselfish attitude in helping those that need our help now more than ever. Our AJCs are committed to putting Tennesseans back to work, sooner than later.

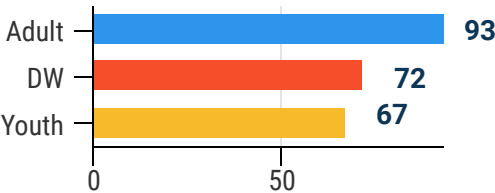
42.30%

Contractual  
MPCR

(Including OSO Costs,  
4.1.20 to 6.30.20)

### Partner Program Updates

#### Title I Quarterly Enrollments



#### Adult Education

A total of 475 students received their HiSETs with an average of 2,368 students enrolled in classes! This quarter, 253 students received a level gain.

#### Wagner Peyser

7,350

New employers  
registered in Jobs4TN

5,679

New Job Orders in Jobs4TN

359

Wagner Peyser Participants

#### Vocational Rehabilitation

1,338

Active Cases

152

Applications

89

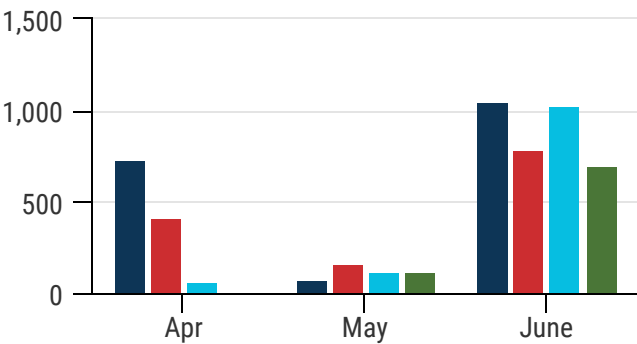
Working

44

Successful Closures

### AJC Total Traffic Counts

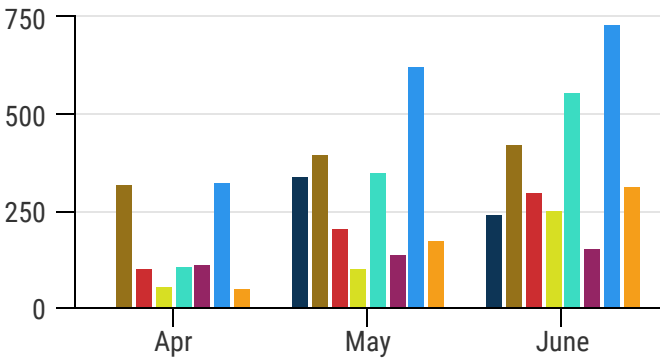
#### Comprehensives



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

## April 1, 2020 - June 30, 2020

Unemployment Rates by County as of June 2020;

State = 10.1%

County	Unemployment Rate (June)	Unemployment Rate (April)
Cheatham	7.8%	(11.6%)
Davidson	12.1%	(15.9%)
Dickson	7.6%	(14.0%)
Houston	9.3%	(13.6%)
Humphreys	7.4%	(12.0%)
Montgomery	10.0%	(15.4%)
Robertson	8.8%	(13.0%)
Rutherford	10.6	(16.7%)
Stewart	7.4	(11.3%)
Sumner	9.3%	(14.8%)
Trousdale	8.1%	(12.2%)
Williamson	6.7%	(10.4%)
Wilson	9.3%	(14.0%)

Last quarter, our Northern Middle counties saw their respective unemployment rates quadruple due to the pandemic in the course of only a few weeks.

In April, all of our counties had double-digit unemployment rates, one as high as 16.7%, while the state was at 15.0%. Over the last three months, our unemployment rates have dropped significantly. The fact that Northern Middle re-opened our doors to the American Job Centers (AJCs) much sooner than the rest of the state, cannot be ignored when looking at the dramatic drop in unemployment over the past three months.

Three of the four counties with comprehensive centers are still in double digits, but larger metropolitan areas normally take longer to recover. Still, the four comprehensive centers in Northern Middle saw an average drop of 5.2% in the unemployment rate over the last three months.

### COVID-19

Prior to re-opening on May 8, all of our Northern Middle American Job Centers (AJCs) underwent mandatory Safety Protocol Training for COVID-19. Protocols have been strictly enforced to ensure the safety of our staff as well as our job-seekers. The Northern Middle board has provided Personal Protective Equipment (PPE), including disposable masks and gloves, disinfectant, hand-sanitizers and even disposable gowns for regularly wiping down heavy traffic areas.Each visitor is screened before being allowed entry into each AJC.

### 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 and Q2 2020. Performance obviously suffered greatly when the AJCs were shut down and were not fully operational until almost mid-June.Now that they are fully operational again,performance has improved significantly.

	Calendar Year	Northern Middle Target	Actual
Adult and Dislocated Worker	Q1 2020	507	238
	Q2 2020	338	165
	Q3 2020	507	
	Q4 2020	339	
	2020	1,691	403
Youth	Q1 2020	185	92
	Q2 2020	123	67
	Q3 2020	185	
	Q4 2020	123	
	2020	616	159

# **TRAIN WORKFORCE TO FILL EMPLOYER NEEDS**

**Eligible Training Provider Request- Apprenticeship- Freda Herndon**  
**ETPL Policy Update – Renee Hollis**

## Northern Middle Tennessee Rapid Response

WARN Email	Company Name	Company Location	Number of Employees	Business Type	Layoff Date	Closure Date	Company Contact Made	Employee RR Meetings	Other Services Provided	Notes and Follow-up
1.8.2020 TDLWD email	Gaylord Opryland	2800 Opryland Drive Nashville, TN 37214	61	Hotel and Convention Center Laundry Services		March 6, 2020	Spoke with Jennifer Bracken 615.458.1807			Laundry will be outsourced. Anticipate employees will be hired by new vendor.
1.8.2020 TDLWD email	Macy's	1000 Rivergate Parkway Goodlettsville, TN 37072	117	Retail Store		March 17, 2020 to March 30, 2020	John Watz has reached out to regional and local contacts by phone and email.			
Media Notice 1.28.20	ConAgra (Odom's Tennessee Pride Sausage)	1655 Old Columbia Road Dickson, TN 37055	300	Frozen Food Manufacturer		Fall of 2021	Met with Leadership Team on 1.28.20 Jerry Rodgers, Tim Ambrose			Provided an overview of services. Will provide additional services closer to plant closure date.
2.12.20 TDLWD email	TruCore Behavioral Solutions	279 Stewarts Ferry Pike Nashville, TN 37214	98	Youth Services: Academy for Young Men		February 16, 2020 to February 29, 2020	Left a 2nd message on 2.18.2020 for Lori Santos VP HR 813.461.4344			
2.18.20 TDLWD email	Reliance Worldwide Corporation dba HoldRite	1001 Centre Pointe Drive La Vergne, TN 37086	71	Water and Plumbing systems		April 14, 2020 to June 30, 2020	Spoke with Lauren Buchbinder on 2.18.20 VP HR 770.863.4006. Left vm with local HR contact.	Scheduled for March 17 at 3:30 pm and March 18 at 2:00 am.	Cancelled RR due to Covid-19 guidelines. Delivered packets for employees.	11 of 71 have accepted jobs at Alabama location. Severance and outplacement services provided. Local Contact: Vicki Chase 615.410.4355 vicki.chase@rwc.com. *Note: Vicki expects less than 20 at 3:30 pm and maybe 20 -25 at 2:00 am
2.20.2020 TDLWD email	Brookdale Senior Living	Cool Springs Commons 7100 Commerce Way, Suite 175 Brentwood, TN 37245	58	Central Intake Office		April 6 - 20, 2020	Left message on 2.24.20 and 3.6.2020 for Teresa Cochran, Sr. HR Dir 615-564-8635			
2.24.2020 DLWD email	Logistics Insights	4500 Singer Road Murfreesboro, TN 37129	96	Trucking Company		April 1, 2020	Left message on 2.24.20 and 3.6.2020 for Dennis Glackin (586)-467-1434			Spoke with Dennis Glackin on 3/8/20. They are offering the majority of employees positions in other divisions of the company. Others will be picked up by the company awarded the new contract. His goal is placement for everyone prior to 4/1/20. He will contact me if anyone needs RR services.
Call from HR on 3.4.2020	Akebono	780 International Blvd. Clarksville, TN 37040	290	Parts Manufacturing		Tentative July 2020	Meeting with Michael Mabry on March 12 at 9:30 at Akebono to develop RR plan and timeline			Freda Herndon is in contact to provide assistance as requested for plant closure. Derailed by layoff due to Covid-19.
3.18.2020 TDLWD email	Aramark Uniform	6121 Cockrill Bend Circle, Nashville, TN 37209	93	Uniform Services	Friday, March 13, 2020		Chris Williamson Regional VP South East Region (704) 375-1705			Tornado. Laid off 3.13.2020. Indefinite until rebuild facility. Not all employees are union. Union representation. Joe H. Bennett, President Teamsters Local Union #327 1178 Antioch Pike, Nashville, TN 37211 (615) 781-1630 Ext. 101
3.19.2020 TDLWD email	CE Rentals dba Liberty Party Rental	444 Brick Church Park Drive, Nashville, TN 37207	29	Event Rental (chairs, tents, etc.)	Tuesday, March 17, 2020		Joanne Dennis 913-702-4747 Cell or 615-822-4392 office			Layoff due to Covid-19. Permanent reduction. Spoke to Joanne Dennis. She hopes to hire in summer.
3.19.2020 email	Nationwide Studios Teddy Bear Portraits Legacy Studios	152 Molly Walton Drive Hendersonville, TN 37075	56	studio photography	Monday, March 16, 2020		Michelle Burton Human Resources Mgr. 800-338-3339 ext. 1259			Layoff due to Covid-19. Left message with Michele Burton.
Chamber of Commerce Text Message	Martineia Fabco	1 Fabco Drive Springfield, TN 37172	250	automotive parts supplier	Thursday, March 19, 2020 until April 6, 2020		Attempted contact. No response. Chamber of Commerce also attempted contact.			Layoff due to Covid-19.
Call from HR on 3.20.2020	Akebono	780 International Blvd. Clarksville, TN 37040	290	Parts Manufacturing						Freda Herndon provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
Email from HR on 3.20.2020	Osram-Continental	175 Old Shackle Island Road Hendersonville, TN 37075	100	automotive parts supplier	Friday, March 20, 2020		Olivia Kritsch, Sr. Human Resources Business Partner office 615.826.0372 ext 237 or cell 615.840.3134			Freda Herndon provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
3.23.2020 TDLWD email	Platinum Companies	111 Broadway, Suite 300 Nashville, TN 37201	123	Hotel Properties in Mboro, Cookeville, Lebanon, Nash	Monday, March 23, 2020		Pedro M. Villa Counsel pedro.villa@platinumcos.com			Layoff due to Covid-19. Sent email.
3.24.2020 TDLWD email	OSF International dba The Old Spaghetti Factory	160 Second Ave. North Nashville, TN 37201	57	restaurant	Tuesday, March 24, 2020					Layoff due to Covid-19.
3.24.2020 TDLWD email	Round Two, Inc.	750 West Main Street, Ste. B, Hendersonville, TN 37075	14	restaurant	Tuesday, March 24, 2020					Layoff due to Covid-19.
3.24.2020 TDLWD email	Historic Tours of America dba Old Town Trolley Tours	120 Spence Lane Nashville, TN 37210	75	Sightseeing Tours	Monday, March 23, 2020		Beverly Flanders HR/Office Manager 629.208.0200			Layoff due to Covid-19.
3.27.2020 TDLWD email	Hilton Garden Inn Nashville Downtown	920 Broadway Nashville, TN 37203	66	Hotel	Wednesday, March 25, 2020		Christine Nilluka, VP Human Resources 972.830.3133			Layoff due to Covid-19.
Email from HR on 3.26 and 3.27.2020	Kyowa America Corporation	Portland, TN	183		April 3, 2020 through April 20, 2020		Carolina Rosales 619.207.0398 ext. 352			Freda Herndon provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
Email from HR on 3.25.2020	Hinkle Chair Company	Springfield, TN	20	chair manufacturer	Friday, March 20, 2020					Freda Herndon provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
3.27.2020 TDLWD email	RLCL dba Gray Line of TN	1307 Lebanon Pike Nashville, TN 37210	198	bus service	Monday, March 23, 2020		Charles O. Abbott, President and CEO 615.921.4000			Layoff due to Covid-19.
3.27.2020 TDLWD email	Driven Brands dba Take 5 Oil Change	6200 Charlotte Pike Nashville, TN	5	oil change	Sunday, March 22, 2020		Kelsey Williams, VP Field HR 704.644.8192			Layoff due to Covid-19.
3.27.2020 TDLWD email	Martin Electric	115 Orchard Valley Circle Hendersonville, TN 37075	11		Wednesday, March 25, 2020					Layoff due to Covid-19.

WARN Email	Company Name	Company Location	Number of Employees	Business Type	Layoff Date	Closure Date	Company Contact Made	Employee RR Meetings	Other Services Provided	Notes and Follow-up
3.27.2020 TDLWD email	Patlan, LLC dba Sports Clips	1101 Nashville Pike Suite 170 Gallatin, TN 37066; 203 Anderson Lane Suite N, Hendersonville, TN 37075	23	hair salon	Saturday, March 21, 2020		Ginger Eastha, Benefits Administrator 615.826.1583			Layoff due to Covid-19.
3.30.2020 TDLWD email	JGA Inc., dba Top Hog BBQ	632 Blythe Street Gallatin, TN 37066	15	restaurant	Saturday, March 21, 2020		Ginger Eastham, Benefits Administrator 615.826.1583			Layoff due to Covid-19.
3.30.2020 TDLWD email	Volunteer Express	1116 Polk Avenue Nashville, TN 37210	81	trucking company		Saturday, May 23, 2020	Randy Harris Director of HR ext 2006 Cporate 615-834-9470 crharris@palalin-capital.com			Sold to Central Freight Lines. Expects most employees to be hired by Central Transport.
3.30.2020 TDLWD email	Aspen Tennessee LLC dba Hotel Preston	733 Briley Parkway Nashville, TN 37217	76	hotel	Thursday, March 26, 2020		Marible Olmeda, Dir. Of HR 503.549.2573 maribel.olmeda@provenancehotels.com			Layoff due to Covid-19.
3.30.2020 TDLWD email	Chartwell Hospitality	5000 Meridian Blvd. Ste. 750 Franklin, TN 37967	830	hotels in multiple states	Friday, March 20, 2020		Chris Oclaray Corporate Director of Human Resources coclaray@chartwellhospitality.com 615.550.1270			Layoff due to Covid-19.
3.24.2020 Employer contacted NM	Hankook		1,000		Tuesday, March 24, 2020					Marla Rye provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
3.24.2020 Employer contacted NM	Akebono		250		Multiple dates					Freda Herndon provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
3.20.2020 and ongoing, RobCo contacted NM	Robertson County Industrial Council (multiple employers)				Multiple dates					Freda Herndon provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
3.24.2020 Employer contacted NM	Trane		1,000							Marla Rye provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
4.1.2020 TDLWD email	ABC Technologies dba Salga Plastics	400 ABC Blvd Gallatin, TN 37066	680		Friday, March 20, 2020		Sara Shields HR Mgr 615.575.4030			Layoff due to Covid-19.
4.1.2020 TDLWD email	ABC Technologies dba Salga Plastics	241 ABC Blvd Gallatin, TN 37066	207		Friday, March 20, 2020		Sara Shields HR Mgr 615.575.4030			Layoff due to Covid-19.
4.2.2020 TDLWD email	Prestige Maintenance USA LP	1808 10th Street, #300 Plano, TX 75074	52		March 19,2020		Custodians and maintenance for 28 locations of JCPenney and Kohl's Otis Scott, VP of HR 972.578.9801 ext. 151			Layoff due to Covid-19.
4.2.2020 TDLWD email	ZF Active Safety and Electronics US LLC	1103 W. Baddou Parkway Lebanon, TN 37090	34		Monday, March 30, 2020		(Salaried) Adam Stevens 615.443.6846 or cell 865.789.7996			Layoff due to Covid-19.
4.3.2020 TDLWD email	ZF Active Safety and Electronics US LLC	1103 W. Baddou Parkway Lebanon, TN 37090	257		Monday, March 30, 2020		Adam Stevens 615.443.6846 or cell 865.789.7996			Layoff due to Covid-19.
4.3.2020 Email from employer	MISA Metal Processing	104 Western Drive Portland, TN 37148	9		Monday, March 23, 2020		Stacy Garrison, Asst. HR Mgr 615.325.1326			Freda Herndon provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
4.7.2020 TDLWD email	AlSCO Linen & Uniform Rental Services	3101 Charlotte Ave. Nashville, TN 37209	34		Tuesday, March 24, 2020		Regina E. Reich, Regional HR Mgr. 314-504-7296			Layoff due to Covid-19.
4.7.2020 TDLWD email	TC Restaurant Group	301 Broadway Nashville, TN 37201	411		Sunday, March 15, 2020		Five restaurants in Davidson County: Sun Diner, Tequila Cowboy, Luigi's City Pizza, Luke's 32 Bridge, Jason Aldean's Kitchen. Adam Hesler, Owner 740.375.5800			Layoff due to Covid-19.
4.7.2020 TDLWD email	United Record Pressing	452 Allied Drive Nashville, TN 37211	120		Friday, March 20, 2020		Jerry Parisek, Dir. HR jerry.p@urpressing.com 615.490.6258			**Note--five employees lack a high school diploma
4.8.2020 TDLWD email	Ahern Rentals	181 Industrial Blvd LaVergne, TN	2		Monday, March 30, 2020		Rich Foltyniewicz, SVP HR 702.635.1228			Layoff due to Covid-19.
4.9.2020 Email from Mayor and TDLWD	Primeritus	435 Metroplex Drive Nashville, TN 37211	148		Furloughed 4.2.2020		Spoke with Melissa Hysong, corporate HR. 615.762.2460. She filed mass claim.			Freda Herndon provided general UI information, links to UI Covid-19 pages on tn.gov, and assistance to management.
4.9.2020 TDLWD email	Famous Dave's	227 Polk Place Drive Franklin, TN 37067	66		Friday, March 20, 2020		Hermitage and Smyrna Location: Tamara Lister, Owner 615-786-9839			33- Smyrna 33-Hermitage
4.9.2020 TDLWD email	Results Physiotherapy	800 Crescent Centre Drive Franklin, TN 37067	51		Friday, March 27, 2020		Brandon Dyson, Chief People & Culture Officer 615.306.7480			Layoff due to Covid-19.
4.9.2020 TDLWD email	Spire Hospitality	Doubletree Downtown 315 4th Avenue North Nashville, TN 37219	70		Friday, March 20, 2020		Barbara Doucet, VP HR 469.788.8710 bdoucet@spirehotels.com			Layoff due to Covid-19.
4.9.2020 TDLWD email	Nationwide Studios	152 Molly Walton Drive Hendersonville, TN 37075	209		Wednesday, March 25, 2020		Michelle Burton, HR (800) 338.3339 ext 1259			Layoff due to Covid-19.
4.13.2020 TDLWD email	Resources for Human Development	1102 Kermit Drive Suite 109 Nashville, TN 37217	53			Wednesday, April 1, 2020	John Odike HR Director 267.879.7194 john.odike@rhd.org			States permanent closure
4.13.2020 TDLWD email	RLCL dba Gray Line of TN	1307 Lebanon Pike Nashville, TN 37210	132		Tuesday, March 31, 2020		Charles O. Abbott, President and CEO 615.921.4000			Layoff due to Covid-19
4.14.2020 TDLWD email	Union Station Hotel	1001 Broadway Nashville, TN 37203	103		Tuesday, March 31, 2020		Billie-Ann Moore 615.712.2326 BillieAnn.Moore@SageHospitality.com			Layoff due to Covid-19
4.14.2020 TDLWD email	Schulte Companies	1111 Airport Center Drive, Nashville, TN 37214	193		Monday, March 16, 2020		Stephanie R. Appel, Chief HR Officer 502.489.3737 stephanie.appel@schultehospitality.com			Layoff due to Covid-19

WARN Email	Company Name	Company Location	Number of Employees	Business Type	Layoff Date	Closure Date	Company Contact Made	Employee RR Meetings	Other Services Provided	Notes and Follow-up
4.14.2020 TDLWD email	Collegiate Hotel Group	101 20th Ave N Nashville, TN 37203	80		Monday, March 16, 2020		Stephanie R. Appel, Chief HR Officer 502.489.3737 stephanie.appel@schultehospitality.com			Layoff due to Covid-19
4.15.2020 TDLWD email	CKE Restaurant Holdings	6700 Tower Circle Franklin, TN 37067	95		Monday, April 6, 2020		Kerry Olson, Chief Legal Officer			Layoff due to Covid-19
4.15.2020 TDLWD email	Bartaco	2526 12th Avenue South Nashville, TN 37203	108		Saturday, March 21, 2020		Marc Hinson HR mhinson@bartaco.com			Layoff due to Covid-19
4.15.2020 TDLWD email	Emily Salem dba Signature Salon	455 East Main Street Gallatin, TN 37066	5		Saturday, March 21, 2020		Daniel Robison, accountant 615.972.9817 Robison@bellsouth.net			Layoff due to Covid-19
4.16.2020 TDLWD email	Unique Restorations	P.O. Box 173 View, TN 37246	7	Pleasant	Tuesday, March 31, 2020		Daina Hunter, Office Manager 615.864.6205			
4.17.2020 TDLWD email	Hooters of America	multiple locations (6 in NM)	629		Monday, March 16, 2020		Benjamin Benson 770.799.2302 bbenson@hooters.com			Layoff due to Covid-19
4.17.2020 TDLWD email	L&W Inc dba Southtec, Inc.	6960 Eastgate Blvd. Lebanon, TN 37087	124		Monday, March 30, 2020		Danielle Baker, HR 734.397.6400			permanent reduction
4.17.2020 TDLWD email	Under Armour Nashville Distribution	13 Athletes Way Mt. Juliet, TN	323		Sunday, April 12, 2020		Charlease Deathridge Sr. Mgr. HR 629.802.9145			Layoff due to Covid-19. Expected to be permanent.
4.20.2020 TDLWD email	Merchants Restaurant	401 Broadway Nashville, TN 37203	121		Thursday, March 19, 2020		Benjamin Goldberg, Owner 615.248.8458			Layoff due to Covid-19
4.20.2020 TDLWD email	Downtown Sporting Club	411 Broadway Nashville, TN 37203	121		Thursday, March 19, 2020		Benjamin Goldberg, Owner 615.248.8458			Layoff due to Covid-19
4.20.2020 TDLWD email	Pinewood Social	33 Peabody Street Nashville, TN 37210	143		Thursday, March 19, 2020		Benjamin Goldberg, Owner 615.248.8458			Layoff due to Covid-19
4.21.2020 TDLWD email	Uncle Julio's	209 Franklin Road Brentwood, TN 37027	130		Thursday, March 19, 2020		Hillary Shabbabian, HR Director 972.554.6886			Layoff due to Covid-19
4.22.2020 TDLWD email	The Ruby Slipper Restaurant Group - multiple locations	37 Market Square Knoxville, TN 37902	103		Friday, March 20, 2020		Rebecca Leone, HR Director 504.388.0508			Layoff due to Covid-19
4.22.2020 TDLWD email	Ohlausen Billiard Manufacturing	1124 Vaughn Parkway Portland, TN 37148	83		Friday, March 20, 2020		Debbie Murillo, HR Manager 615.916.5493			Layoff due to Covid-19
4.22.2020 TDLWD email	Hutton Hotel	1808 West End Avenue Nashville, TN 37203	124		Friday, March 13, 2020		Billie-Ann Moore 615.712.2326 BillieAnn.Moore@SageHospitality.com			Layoff due to Covid-19
4.23.2020 TDLWD email	Primeritus	435 Metroplex Drive Nashville, TN 37211	5		Saturday, April 11, 2020		Spoke with Melissa Hysong, corporate HR. 615.762.2460. She filed mass claim. 2nd claim.			Layoff due to Covid-19
4.23.2020 TDLWD email	OPG Holdings LLC Another Broken Egg Café	208 Commerce Street Nashville, TN 37201	73		Monday, March 23, 2020		Stuart Ottinger, Owner 337.534.8480 Stuart@oxfordprovisions.com			Layoff due to Covid-19
4.24.2020 TDLWD email	Yazaki North America, Inc.	295 Tech Park Drive, Suite 1 LaVergne, Tennessee 37086	48		Monday, April 13, 2020		Mike Dersken 734.983.3946 mike.dersken@us.yazaki.com			Layoff due to Covid-19
4.24.2020 TDLWD email	Aradani Studios	105 Ben Allen Road Nashville, TN 37216	7		Wednesday, April 1, 2020					Layoff due to Covid-19
4.24.2020 TDLWD email	Hankook Tire	2950 International Blvd. Clarksville, TN 37040	840		Monday, March 23, 2020		Len Sennish, HR 440.482.3020			Layoff due to Covid-19. Return planned 4.12.2020
4.24.2020 TDLWD email	ZF Active Safety and Electronics US LLC	1103 W. Baddou Parkway Lebanon, TN 37090	113		Friday, April 17, 2020		Adam Stevens 615.443.6846 or cell 865.789.7996			Layoff due to Covid-19.
4.27.2020 TDLWD email	eventbrite	209 10th Ave. South # 300 Nashville, TN 37203	161		Wednesday, April 8, 2020		Lisa Gorman, Associate General Counsel 615.305.9897 lgorman@eventbrite.com			Layoff due to Covid-19.
4.27.2020 TDLWD email	OMS Nashville, PLLC.	131 Indian Lake Blvd, Suite 100 Hendersonville, TN 37075	64		Thursday, April 2, 2020		John Shea, DDS 615.822.8403			Layoff due to Covid-19. Eight are permanent layoffs.
4.28.2020 TDLWD email	Millers Ale House Nashville	1714 Old Fort Parkway Murfreesboro, TN 37129	76		Saturday, March 21, 2020		Patti Nash, VP HR 407.547.1219			Layoff due to Covid-19.
4.28.2020 TDLWD email	Virgin Hotels	#1 Music Row Nashville, TN	21		Sunday, April 5, 2020		Clio Knowles 954.224.1110 clio@virginhotels.com			Layoff due to Covid-19.
4.28.2020 TDLWD email	Millers Ale House Franklin	7087 Bakers Bridge Ave. Franklin, TN 37067	59		Saturday, March 21, 2020		Patti Nash, VP HR 407.547.1219			Layoff due to Covid-19.
4.28.2020 TDLWD email	Aptim Services	195 Dupont Road New Johnsville, TN 37134	101			Monday, May 4, 2020	Casey Walker, HR Manager 225.987.7673 casey.walker@aptim.com			Maintenance contract change. Expect majority of employees to be hired by new contractor.
4.29.2020 TDLWD email	Fast Pace Health multiple locations	6550 Carothers Parkway, Suite 225 Franklin, TN 37067	141		Monday, March 23, 2020		Lisa Gutierrez 6550 Carolthers Pkwy Franklin, TN 37067			Layoff due to Covid-19.
4.30.2020 TDLWD email	Holiday Inn Vanderbilt	2613 West End Ave. Nashville, TN 37203	70		Friday, April 3, 2020		Gena Shearon, HR Director 615.321.8242			Layoff due to Covid-19.
4.30.2020 TDLWD email	Advance Financial	100 Oceanside Drive Nashville, TN 37204	170		Saturday, March 21, 2020		Scott Bojczuk 615.341.5918			Layoff due to Covid-19.
4.30.2020 TDLWD email	Houzz Inc	315 Deaderick Street Nashville, TN 37238	58		Friday, May 1, 2020		Ana Harris-Padley 949.504.8546 ana.harris@houzz.com			Layoff due to Covid-19.
5.1.2020 TDLWD email	Hard Rock Café Nashville	100 Broadway Nashville, TN 37201	89		Monday, April 13, 2020		Julissa Cabrera 954.797.5478			Layoff due to Covid-19.
5.4.2020 TDLWD email	Visionworks multiple locations	1800 Galleria Blvd. #1300 Franklin, TN 37067	252		Saturday, April 4, 2020		HR Support Center 833-ONE-HR4U			Layoff due to Covid-19.
5.4.2020 TDLWD email	NP 5th, LLC	410 5th Avenue South Nashville, TN 37203	109		Friday, March 20, 2020		Ed Stelling 770.817.8413 ed.stelling@northpointhospitality.com			Layoff due to Covid-19.
5.4.2020 TDLWD email	Hendrickson, USA	151 Internation Blvd Clarksville, TN 37040	122		Monday, April 27, 2020		David Decker, HR Director 330.489.1980 ddecker@hendrickson-intl.com			Layoff due to Covid-19.



WARN Email	Company Name	Company Location	Number of Employees	Business Type	Layoff Date	Closure Date	Company Contact Made	Employee RR Meetings	Other Services Provided	Notes and Follow-up
5.5.2020 TDLWD email	Wegmann Automotive	1715 Joe B. Jackson Pkwy Murfreesboro, TN 37217	142		Monday, April 27, 2020		Julie Darnell, HR Manager 615.859.4448			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Bonefish	3010 Mallory Lane Franklin, TN 37607	42		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Bonefish	505 North Thompson Lane Murfreesboro, TN 37129	54		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Carrabba's	2110 Green Hills Village Dr Nashville, TN 37215	68		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Carrabba's	553 Cool Springs Blvd Franklin, TN 37067	73		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Carrabba's	544 N Thompson Lane Murfreesboro, TN 37129	63		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Carrabba's	202 N Anderson lane Hendersonville, TN 37075	64		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Flemings	2525 West End Avenue Nashville TN 37203	46		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Outback	8005 Moores Lane Brentwood, TN 37027	85		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Outback	1560 Gallatin Pike North Madison, TN 37115	60		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Outback	2790 Wilma Rudolph Blvd Clarksville, TN 37040	60		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Outback	1968 Old Fort Pkwy Murfreesboro, TN 37129	97		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Outback	5582 1d Hickory Blvd Hermitage, TN 27076	77		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Outback	1125 Franklin Rd Lebanon, TN 37090	73		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.6.2020 TDLWD email	OS Restaurants Outback	6840 Charlotte Pike Nashville, TN 37209	64		Thursday, March 12, 2020		Ivette Kaptzan, Employee Relations Mgt. 813.282.1225 ivettekaptzan@bloominbrands.com			Layoff due to Covid-19.
5.7.2020 TDLWD email	Holston House Nashville	118 7th Avenue North Nashville, TN 37203	48		Friday, March 20, 2020		Leslie Morales Leslie.Morales@hrproperities.com			Layoff due to Covid-19.
5.7.2020 TDLWD email	ArcelorMittal USA	278 Franklin Road Brentwood, TN 37207	1		Sunday, April 26, 2020		Maggie Cogan 312.899.3956			Layoff due to Covid-19.
5.8.2020 TDLWD email	Lyft, Inc.	150 2nd Avenue N., 4th Floor Nashville, TN 37201	143		Friday, May 8, 2020		Tara Presnell, Senior Counsel 415.504.2812			Layoff due to Covid-19.
5.12.2020 TDLWD email	Hampton Inn and Suites	310 4th Ave. South Nashville, TN	15		Thursday, March 19, 2020		Laura Warner, SVP HR 703.563.4931 laura.warner@crescenthotels.com			Layoff due to Covid-19.
5.12.2020 TDLWD email	Cox Automotive	8400 Eastgate Blvd. Mount Juliet, TN 37122	359		Sunday, May 17, 2020		Constance Walters 678.645.2220 Assistant General Counsel			Layoff due to Covid-19. Spoke with Connie Walters. Referred me to Melanie Lastrapes. Left msg. with Melanie and sent email.
5.12.2020 TDLWD email	Margaritaville Hotel Nashville	425 5th Avenue South Nashville, TN 37203	98		Monday, May 11, 2020		Jeff Webb, General Manager 615.986.9300 jwebb@margaritavillehotelnashville.com			Layoff due to Covid-19.
5.14.2020 TDLWD email	GCA Educational Services	2601 Bransford Avenue Nashville, TN 37210	301			Tuesday, June 30, 2020	Yvonne Polk 901.301.5850			Permanent Layoff. Loss of Contract
5.14.2020 TDLWD email	TECT Aerospace Nashville	1431 Vultee Boulevard Nashville, TN 37217	85		Friday, May 8, 2020		Wayne Martin 615.360.4037 Some Union employees			Layoff due to Covid-19.
5.19.2020 TDLWD email	Crossroads Sports Bar dba Donks.	2209 Murfreesboro Pike Nashville, TN 37013	16		Sunday, April 5, 2020		Ashley Gaddy 615.423.7185 donksnashville@gmail.com			Layoff due to Covid-19
5.20.2020 TDLWD email	Atrium Hospitality dba Embassy Suites Franklin	820 Crescent Centre Drive Franklin, TN 37067	111		Thursday, March 12, 2020		LaToya Williams 678.335.6956 ext 1509 latoya.williams@atriumhospitality.com			Layoff due to Covid-19
5.20.2020 TDLWD email	Atrium Hospitality dba Embassy Suites Murfreesboro	1200 Conference Center Blvd. Murfreesboro, TN 37129	119		Thursday, March 12, 2020		LaToya Williams 678.335.6956 ext 1509 latoya.williams@atriumhospitality.com			Layoff due to Covid-19
5.22.2020 TDLWD email	21c Museum Hotels Nashville	221 2nd Avenue North Nashville, TN	103		Friday, May 22, 2020		Andrew Lotter 502.882.6228			Layoff due to Covid-19
5.22.2020 TDLWD email	Mrs. Grisson's Salads	2500 Bransford Avenue Nashville, TN 37204	98			Sunday, June 21, 2020	David L. Johnson 615.651.6731 david.johnson@butlersnow.com			Loss of contract. Plant closure.
5.27.2020 TDLWD email	Sheraton Grand Nashville	623 Union Street Nashville, TN 37219	140		Thursday, May 7, 2020		Ed Knight 615.259.2000 Eknight@sheraton-nashville.om			Layoff due to Covid-19
5.27.2020 TDLWD email	Holiday Inn Express Downtown Nashville	920 Broadway Nashville, TN 37203	74		Wednesday, March 25, 2020		Christine Nilluka 972.830.3223			Layoff due to Covid-19
5.27.2020 TDLWD email	Barcelona Wine Bar	1200 Villa Place Nashville, TN 37212	70		Wednesday, March 18, 2020		hr@barcelonawinebar.com			Layoff due to Covid-19
6.1.2020 TDLWD email	Nashville Symphony Association	1 Symphony Place Nashville, TN 37201	131		Friday, May 1, 2020		Nakisha D. Hicks 615.687.6514 nhicks@nashvillesymphony.org			Layoff due to Covid-19. Union is American Federation of Musicians/Nashville Musicians Association
6.1.2020 TDLWD email	Wegmann Automotive	1715 Joe B. Jackson Pkwy Murfreesboro, TN 37217	55		Sunday, May 10, 2020		Julie Danell 615.849.4448			Layoff due to COVID-19
6.1.2020 TDLWD email	Union Station Hotel	1001 Broadway Nashville, TN 37203	108			Monday, July 27, 2020	Heather Ann Urban 412.264.4999 heatherann.urban@sagehospitalitygroup.inc			Permanent Layoff . Expect Hotel to be sold.
6.1.2020 TDLWD email	Hutton Hotel (2nd notice)	1808 West End Avenue Nashville, TN 37203	137			Friday, May 29, 2020	Heather Ann Urban 412.264.4999 heatherann.urban@sagehospitalitygroup.inc			Permanent Layoff.



WARN Email	Company Name	Company Location	Number of Employees	Business Type	Layoff Date	Closure Date	Company Contact Made	Employee RR Meetings	Other Services Provided	Notes and Follow-up
6.3.2020 TDLWD email	Results Physiotherapy (2nd notice)	800 Crescent Centre Drive Franklin, TN 37067	3			Sunday, May 31, 2020	Sarah DeFalco 629.215.5953			Permanent reduction in force.
6.3.2020 TDLWD email	Lowes Vanderbilt Hotel	2100 West End Avenue Nashville, TN 37203	149			Wednesday, May 27, 2020	Wayne Neyens 415-405-6162			Permanent layoff for 38. Extended layoff for 111.
6.2.2020 TDLWD email	Shearton Music City	777 McGavock Pike Nashville, TN 37214	121			Friday, May 22, 2020	Gregg Rosentreter 615.231.1283			Permanent Layoff
6.2.2020 TDLWD email	Continental Inns of America	303 Interstate Drive Nashville, TN	16			Friday, May 29, 2020	Michael West 615.452.4199 ext 103 michael.west@cihotels.com			Permanent reduction in Force. May close.
6.5.2020 TDLWD email	LAZ Parking	501 Union Street Nashville, TN 37219	196		Friday, May 1, 2020		Maggie DiPaolo 312.771.1939 mdipaolo@lazparking.com			Layoff due to COVID-19
6.8.2020 TDLWD email	Advanced Financial	100 Jceanside Drive Nashville, TN 37204	8		Monday, June 1, 2020		Scott Bojczuk 615.341.5918			Layoff due to COVID-19
6.8.2020 TDLWD email	The Hertz Corporation	1 Terminal Drive Nashville, TN 37214	79		Tuesday, April 14, 2020		Karen Gittleman 239.301.7018 Kgittleman@hertz.com			Layoff due to COVID-19
6.9.2020 TDLWD email	Akebono	780 International Blvd. Clarksville, TN 37040	257			Saturday, August 1, 2020	Michael Mabry 931.920.6185 michael.mabry@akebono-usa.com			Permanent Closure
6.9.2020 TDLWD email	Marriott Nashville Airport	600 Marriott Drive Nashville, TN 37243	240		Saturday, March 21, 2020		Thida Conn 615.872.2928			Layoff due to COVID-19
6.9.2020 TDLWD email	Renaissance Hotel	611 Commerce Street Nashville, TN 37203	388		Saturday, March 21, 2020		Larry Bennett 615.493.4009			Layoff due to COVID-19
6.11.2020 TDLWD email	The Inn at Opryland	2401 Music Valley Drive Nashville, TN 37214	107		Saturday, March 21, 2020		Mark Giovetti 615.231.8801			Layoff due to COVID-19
6.11.2020 TDLWD email	General Jackson Showboat	2812 Opryland Drive Nashville, TN 37214	104		Saturday, March 21, 2020		Patrick Walker 615.458.3906			Layoff due to COVID-19
6.11.2020 TDLWD email	Wildhorse Saloon	120 2nd Avenue North Nashville, TN 37214	123		Saturday, March 21, 2020		Brian Schaffer 615.902.8244			Layoff due to COVID-19
6.11.2020 TDLWD email	Opryland Resort	2800 Opryland Drive Nashville, TN 37214	2325		Saturday, March 21, 2020		Jennifer Bracken 615.458.1807			Layoff due to COVID-19
6.17.2020 TDLWD email	City Winery, Nashville	609 Lafayette Street Nashville, TN 37203	117		March 15, 2020		Anum Ganju 646.723.6470 ro Angela Alvino. angelaa@citywinery.com			64 temporary and 53 permanent layoffs Layoffs due to COVID-19.
6.23.2020 TDLWD email	American General Life Insurance Company	340 Seven Springs Way Brentwood, TN 37027	79			Friday, August 21, 2020	Mark Mitchell mark.mitchell2@aig.com 615.749.1285			
7.8.2020 TDLWD email	Holston House Nashville 2	118 7th Avenue North Nashville, TN 37203	23			Thursday, June 4, 2020	Leslie Morales Leslie.Morales@hriproperties.com			Permanent Layoff COVID 19
7.9.2020 TDLWD email	Kimpton Aertson Hotel	2021 Broadway Nashville, TN 37203	70			Thursday, March 19, 2020	Denise Valdez 415.733.9657			Permanent Layoff COVID 19
7.10.2020 TDLWD email	Central Research, Inc.	400 N. Belvedere Gallatin, TN	111		June 15, 2020		Kenny King 479.419.4090 kenny.king@central-research.com			Layoff due to COVID-19
7.13.2020 TDLWD email	Hilton Nashville Downtown	121 Fourth Ave. South Nashville, TN 37201	139		July 7, 2020		Prachi Naik 615.620.2168 pnaik@nashvillehilton.com			Layoff due to COVID-19
7.14.2020 TDLWD email	Delaware North Smoky Mountain SS, INC	501 Broadway Nashville, TN 37203	344		March 23, 2020		AskHR@delarenorth.com Kristi Sherman 1-877-936-2272			Layoff due to COVID-19
7.14.2020 TDLWD email	Delaware North DNC Hospitality Services	One Terminal Drive Suite 317 Nashville, TN 37214	121		March 23, 2020		See above			Layoff due to COVID-19
7.22.2020 TDLWD email	White Lodging Marriott Nashville	2555 West End Avenue Nashville, TN 37203	75		Friday, March 20, 2020		Michael Fischer 219.472.2930			Layoff extended due to COVID-19
7.23.2020 TDLWD email	Community Development Institute Head Start	412 East Vine Street Murfreesboro, TN 37130	175			August 31, 2020	Paul Valdez 509.945.4944.			Interim contract ending. New provider will most likely hire existing staff.
7.23.2020 TDLWD email	Core Civic Metro Davidson County Detention Facility	5115 Harding Place Nashville, TN 37243	202			Sunday, October 4, 2020	Andrea Cooper 615.263.3000 or andrea.cooper@corecivic.com			Will cease operations. Expect many employees to be hired by Metro government.
7.31.2020 TDLWD email	Hudson Company Nashville Intl Airport	1 Terminal Drive Nashville, TN 37214	54			Friday, July 31, 2020	Roger Fordyce 201.528.2477			COVID-19 permanent layoff of part of workforce. Airport retail.

Northern Middle Tennessee Apprenticeship Report									
Employer Name	Type	Training Provider	Sponsor	Number	Start Date	Tuition and Supplies	Total Grant	NM Funds	State Funds
Empower Electric, LLC 321 Homestead Road Nashville, TN 37207	Electrical	TCAT Nashville	TCAT Nashville	27	9/23/2019	\$4,500 tuition \$369.50 books Total RTI \$4,869.50	\$ 131,476.50	\$ 121,500.00	\$ 15,031.25
Merryman-Farr, LLC. 305 Hill Avenue Nashville, TN 37210	HVAC	TCAT Nashville	TCAT Nashville	17	1/17/2019	\$2,000 tuition \$311.50 books Total RTI \$2,311.50	\$ 39,295.50	\$ 29,201.75	\$ 10,093.75
Interstate AC 1877 Airplane Drive Nashville, TN 37210	HVAC	TCAT Nashville	TCAT Nashville	4	1/17/2019	\$2,000 tuition \$311.50 books Total RTI \$2,311.50	\$ 9,246.00	\$ 6,871.00	\$ 2,375.00
S & W Contracting 952 Salem Road Murfreesboro, TN 37219	NCCER Electrician	TCAT Murfreesboro	TCAT Murfreesboro	18	1/28/2020	\$3000 tuition \$389 books Total RTI \$3389	\$ 64,391.00	\$ 53,109.75	\$ 11,281.25
North American Stamping 160 Kirby Drive Portland, TN 37148	Tool and Die	North American Stamping	North American Stamping	9	1/2/2020	\$2777.78 Tuition \$550 Books Total RTI \$3327.78	\$ 29,950.02	\$ 25,000.02	\$ 4,950.00
Autocam Medical 905 Industrial Drive Murfreesboro, TN 37219	Machinist	TCAT Murfreesboro	TCAT Murfreesboro	6	1/17/2020	\$ 512.00	\$ 3,072.00	0	\$ 3,072.00
Integrated Control Systems 170 Jefferson Pike La Vergne, TN 37086	Machinist	TCAT Murfreesboro	TCAT Murfreesboro	1	1/17/2020	\$ 512.00	\$ 512.00	0	\$ 512.00
Asurion 648 Grassmere Park #300 Nashville, TN 37211	Application Developer	Nashville State	Nashville State	5	5/28/2020	\$9390* tuition \$1500 books Total RTI \$10,890	\$ 32,968.75	\$ 30,000.00	\$ 2,968.75
Nyrstar Clarksville, Inc. 1800 Zinc Plant Road Clarksville, TN 37043	Electro- Mechanical Technician	TCAT Clarksville	TCAT Clarksville	2	7/6/2020	\$1604 tuition \$1622.57 books Total RTI \$3266.57	\$ 6,533.14	\$ 5,345.64	\$ 1,187.50
TOTALS				89			\$ 317,444.91	\$ 271,028.16	\$ 51,471.50
*\$6,000 max per apprentice applied								90% obligated	98% obligated
Grant \$ available								\$ 300,000.00	\$ 52,250.00
Remaining funds								\$ 28,972.00	\$ 778.50

## AMERICAN JOB CENTER SERVICES

**RESOURCE CENTER** | Computer and Internet access, job search-related printing and fax. Registration in Jobs4TN. Assistance with résumé writing, job search, and Unemployment claims.

**JOB FAIRS** | Connect individuals with employers who are hiring in our area.

**CAREER COACHES AND CAREER SPECIALISTS** | Helping individuals create a solid career plan, assess their strengths and interests and navigate their path to finding employment or changing careers. A part of that path includes determining the right training or education needed.

**WIOA SCHOLARSHIPS** | Talent Development helps a person changing careers to increase his or her skills through the Workforce Innovation Opportunity Act training funds. Training is for customers who lack the necessary skills to achieve self-sufficient employment or those who are looking to get one step further in their careers.

**WORKSHOPS** | Educational workshops cover topics including résumé building, interview prep, professional image and more!

**EMPLOYERS** | The American Job Centers (AJCs) have direct access to businesses in the area actively seeking to hire many individuals.



**SIGN UP FOR JOBS4TN.GOV**  
JOB SEARCH | RESUME UPLOAD | DIGITAL  
RECRUITER UNEMPLOYMENT BENEFITS | ALISON TRAINING

## PARTNER PROGRAMS

**VOCATIONAL REHABILITATION** | Determine the provision of employment- focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities and resources.

**VETERANS** | Receive priority of service in all programs. Provide intensive services for veterans with significant barriers to employment.

**AMERICAN JOB CENTER NETWORK** | Resources, referrals, and co-enrollment are facilitated by AJC staff to partner programs listed as well as others such as Families First (TANF), Ticket to Work, and Job Corps.

**ADULT EDUCATION** | Educational services are delivered to adults who are over the age of 17 (unless granted an exception) lacking a high school diploma and no longer under compulsory attendance to public high school.

**RESEA** | Reemployment Services and Eligibility Assessments | A program for Unemployment Insurance (UI) claimants that includes an in-person review of the claimant's eligibility for UI, and personalized job search along with other reemployment assistance.

**SNAP E&T** | SNAP Employment and Training. | Prepares SNAP recipients for employment through work-related education and training services.

**TAA/TRA** | Trade Adjustment Assistance | A federal program that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. Income support payments are made to individuals who have exhausted Unemployment Compensation.

**SCSEP** | Senior Community Service Employment Program | A federal job training and employment program that assists low-income, unemployed job seekers 55+ obtain employment.



Funded in part by the TDLWD, Northern Middle Tennessee Workforce Board is an equal opportunity employer/program. Auxiliary aid and services will be provided upon request to persons with disabilities. 931.551.9110



## Northern Middle Tennessee Workforce Development Area American Job Center Locations

Cheatham County  
384 South Main Street  
Ashland City, TN 37015  
615.792.2520

Davidson County  
665 Mainstream Drive  
Nashville, TN 37243  
615.253.8920

Dickson County  
250 Beasley Drive  
Dickson, TN 37055  
615.446.0229

Houston County  
155 W. Front Street  
Erin, TN 37061  
931.289.4127

Humphreys County  
711 Holly Lane  
Waverly, TN 37185  
931.296.5872

Montgomery County  
523 Madison Street, Suite B  
Clarksville, TN 37040  
931.551.9737

Robertson County  
299 10<sup>th</sup> Avenue East  
Springfield, TN 37172  
615.384.1097

Rutherford County  
1313 Old Fort Parkway  
Murfreesboro, TN 37129  
615.898.8081

Stewart County  
1356 Donelson Parkway  
Dover, TN 37058  
931.232.5035

Sumner County  
1598 Greenlea Boulevard  
Gallatin, TN 37066  
615.452.1964

Trousdale County  
204 East McMurry Boulevard  
Hartsville, TN 37074  
615.680.3377

Williamson County  
118 Seaboard Lane  
Franklin, TN 37067  
615.370.6004

Wilson County  
415 Tennessee Boulevard  
Lebanon, TN 37087  
615.444.9355

### ADDITIONAL RESOURCES

#### Job Search

[www.jobs4tn.gov](http://www.jobs4tn.gov)  
[www.indeed.com](http://www.indeed.com)  
[www.careerbuilder.com](http://www.careerbuilder.com)

#### Free Computer Classes

[www.connectedtn.org](http://www.connectedtn.org)  
[www.gcflearnfree.org](http://www.gcflearnfree.org)  
[www.tntel.info](http://www.tntel.info)

*Please see the AJC staff for additional  
information and community resources.*



## **Eligible Training Providers Policy**

### **Purpose**

To provide information and direction required under the Workforce Innovation and Opportunity Act (WIOA) for training providers on Tennessee's statewide Eligible Training Provider List (ETPL).

### **Background**

The ETPL supplies useful information on training providers, the services they provide, and the quality of their programs. To maximize customer choice and assure that all population groups are served, a comprehensive process must ensure that a significant number of qualified Eligible Training Providers (ETPs) are available to customers. Only approved programs listed on the State's ETPL are authorized for referral and enrollment of a WIOA participant. Eligible applicants can use the ETPL to make an informed choice regarding training providers. In this way, the ETPL provides consumers with an option, which also supports increased performance accountability.

### **Policy & Instructions**

#### **I. Types of Entities Eligible To Apply to be Eligible Training Providers**

Training provider entities eligible to apply for inclusion on the ETP list include:

- A postsecondary educational institution that provides a program that leads to an associate degree, baccalaureate degree, diploma or certificate;
- An entity that carries out programs under the National Apprenticeship Act;
- A training program that is directly associated with the Tennessee Department of Human Services Division of Rehabilitation Services;
- A training provider that has demonstrated effectiveness in training populations that face established barriers to employment; or
- Other groups as determined by the Governor.

In-state and out-of-state post-secondary institutions must be authorized by a state governing body – such as the Tennessee Higher Education Commission (THEC), the Tennessee Board of Regents (TBR), the Tennessee Independent Colleges and Universities Association (TICUA), and the Southern Association of Colleges and Schools (SACS) – to operate in the State of Tennessee. This does not apply to Registered Apprenticeships.

#### **II. Eligible Training Providers and Programs of Study**

A program of study is defined as one or more courses or classes, or a structured regimen that provides job-driven training services and leads to at least one (1) of the following:

- A secondary school diploma or its equivalent
- Associate's degree
- Bachelor's degree
- Occupational licensure (recognized by the state involved or the Federal Government)



- Occupational certificate, including Career and Technical Education educational certificates
- A certificate of completion of a registered apprenticeship
- Occupational certification
- An industry-recognized certificate or certification

These training services may be delivered in person, online, or in a hybrid approach.

### **III. Initial Eligibility**

Training providers who wish to be placed on the statewide ETPL must go to [www.jobs4tn.gov](http://www.jobs4tn.gov), register as a Provider, and complete the online New Provider Application. Initial eligibility procedures apply to all training providers except for Registered Apprenticeships (RA). ETPs must provide the following for initial eligibility:

- Documentation of authorization by a state governing body to operate in the State of Tennessee or proof of exemption
- Description of each program of training services to be offered;
- Information concerning whether the provider is in a partnership with a business
- Evidence that programs result in the awarding of an industry-recognized credential, national or State certificate, or degree, including all appropriate industry competencies, licensing, and certification requirements:
- Cost information, including tuition and fees;
- Information that addresses alignment of the training services with in-demand industry sectors and occupations, to the extent possible;
- Access to training services throughout the State (including rural areas and through technology use).
- Information addressing the indicators of performance under the Workforce Innovation & Opportunity Act (WIOA): employment 2nd & 4th Quarter after exit, median earnings 2nd Quarter after exit, and credential attainment.

### **IV. Continued Eligibility**

Approved training providers and programs receive initial eligibility for one year from the initial approval date. After the initial eligibility expires, training providers are subject to application procedures for continued program eligibility every two years. Training providers on the ETPL will be required to provide performance data on all training participants as required in WIOA section 116(d)(4). The reporting elements are:

- Total number of individuals served;
- Total number of individuals exited (includes students who completed, withdrew or transferred out of the program);
- Total number who completed the program;
- Total number of exiters employed in the 2nd quarter after exit;
- Total number of exiters employed in the 4th quarter after exit;
- Median earnings of exiters in the 2nd quarter after exit;
- Total number of exiters who attained a credential during participation or within one year after exit;
- Average earnings in the 2nd quarter after exit; and
- Average earnings in the 4th quarter after exit.

In addition to the Federal requirements, the State has established four (4) performance standard measures to evaluate the Subsequent Eligibility determination for programs with a minimum of ten (10) WIOA students at the end of each program year ( July 1- June 30), and they are as follow:

- WIOA student completion rate for each Program must be greater than or equal to 40%.
- All student completion rates for each Program must be greater than or equal to 70%.
- WIOA student placement rate for each Program must be greater than or equal to 40%.
- All student placement rates for each Program must be greater than or equal to 70%.

## **V. Eligible Training Provider Responsibilities**

Eligible Training Providers must comply with the following:

- Must answer all questions on the application located on TDLWD's website [www.jobs4tn.gov](http://www.jobs4tn.gov) .
- Submit additional documents as needed to the LWDB at [ETPL@workforceessentials.com](mailto:ETPL@workforceessentials.com) and the TDLWD as required;
- Provide periodic updates on WIOA training participants, including copies of credentials and transcripts received by WIOA participants as required and requested by the Career Service Provider (CSP) staff;
- Collect information about all students attending a training program as required for reporting of performance measures;
- Notify the LWDB at [ETPL@workforceessentials.com](mailto:ETPL@workforceessentials.com) of any changes or updates to a training program;
- Notify the LWDB at [ETPL@workforceessentials.com](mailto:ETPL@workforceessentials.com) of any other changes such as a change in the point of contact, a transition of the school's location, or impending sale or closure;
- Submit the Annual Training Performance Report (Annual Report) to the LWDB at [ETPL@workforceessentials.com](mailto:ETPL@workforceessentials.com) and the TDLWD.
  - The annual performance reports must contain individual-level data for all participants in programs offered by the ETP that include at least one (1) student receiving WIOA funding.
  - The reports are due to the LWDB and TDLWD on July 15 of every year.
  - Submit accurate and timely information for participants receiving training under WIOA.
  - Provide the information necessary to determine program performance and to meet requirements per WIOA. The ETP must agree to make their data available to validate the information submitted for reporting.

## **VI. Third-Party Training Services**

ETPL approved training providers who wish to partner with third-party training services must ensure the training service provider has a physical presence in the United States. The third-party provider must be authorized for postsecondary training by the appropriate state authorization agency and comply with all WIOA and ETPL procedures. Each program must be evaluated individually to determine if successful completion of the program results in a recognized credential. The ETPL training provider is responsible for collecting initial and continued applications for performance data requirements of the ETPL annual reporting. Further, the certificate received by participants upon successful completion must be issued by the ETPL training provider. It must include the name of the training provider listed on the ETPL, not the name of the third party training provider.

## **VII. Local Workforce Development Board (LWDB) Responsibilities**

The LWDB is responsible for ensuring that all AJC staff members in the respective LWDAs have access to the ETPL and are knowledgeable about its use; the LWDB will also provide local access to the ETPL for customers within the AJCs. Additionally, LWDB must require training providers to supply information regarding their partnerships with businesses. The evidence may include whether the training program was designed as a result of the collaboration with the company and must also include assurance from employers that will hire the students upon successful completion of the training program. Additionally, The LWDB is responsible for:

- Reviewing training programs for initial eligibility;
- Ensuring that all participants are enrolled in approved training programs, as listed on the ETPL.
- Collecting performance and cost information and any other required information related to programs from training providers;
- Monitoring training providers for compliance and performance;
- Evaluating performance data of all training providers during the continued eligibility review to verify that the training programs meet minimum performance standards;
- Allowing training providers to appeal a denial or termination of eligibility of programs that includes an opportunity for a hearing at the local level, a timely decision and a right to appeal to TDLWD if the provider is unsatisfied with the LWDB decision.

## **VIII. Registered Apprenticeship Programs (RAP)**

Registered Apprenticeship Programs are automatically eligible to be included on the statewide ETPL. Registered Apprenticeships are not subject to the same application, performance information requirements, or period of initial eligibility procedures as they have already completed a detailed application and vetting process through the USDOL Office of Apprenticeship. The information required for a Registered Apprenticeship program to be added to the ETPL is:

- Occupation(s) included within the registered apprenticeship program;
- Name and address of the Registered Apprenticeship Program Sponsor;
- Name and address of the related technical instruction provider, including the location of the facility if different from the program sponsor's address;
- Method and length of instruction; and
- The number of active apprentices.

## **IX. Monitoring**

The LWDB staff will monitor a minimum of fifteen percent (15%) of the training providers' programs each year between July 1 and June 30. The LWDB staff will randomly select WIOA participant files and validate that the data has been uploaded into the system correctly, ensuring that the yearly Federal ETP report is accurate.

## **X. Loss of Eligibility**

To maintain eligibility as a training provider, an entity must provide accurate information and adhere to federal and state performance metrics.

Failure to meet performance requirements can result in punitive action to include written warnings, suspension, or removal of a provider or program from the ETPL.



## **XI. Appeals**

If the Board denies a training provider's initial application for listing on the ETPL, the staff will inform the training provider in writing within 30 days from the date of determination, including the detailed reason(s) for the denial and complete information on the appeal process.

### **A. Appeals to the Board**

This procedure applies to appeals by training providers to the Board based on the denial of a training provider's application for initial listing on the ETPL.

- (1) A training provider wishing to appeal a decision by the Board must submit an appeal to the staff within 30 days of the issuance of the denial notice. The appeal must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate provider official.
- (2) The Board appeal process must grant the training provider the opportunity to directly address the reasons for denial and do it either in writing or through an appeal hearing.
- (3) The Board will have 1-3 impartial appeal officers who are responsible for reevaluating the supplemental materials supplied by the training provider in addressing the initial reasons for denial. An impartial appeal officer may be any staff member uninvolved in the initial decision.
- (4) The Board will notify the training provider of the final appeal decision within 30 days of receipt of the appeal.
- (5) The Board appeal notification to the training provider will reference the process for filing a State appeal in the event that the training provider is not satisfied with the outcome of the local appeal.

### **Reasons for Denial of Application for Initial Eligibility:**

- The Board may deny eligibility if the application from a training provider is not complete or not submitted within required time frame.
- The Board may deny eligibility if an applicant fails to meet the minimum criteria for initial listing specified in this policy.
- The Board may deny eligibility if the training programs offered by the training provider do not lead to gainful employment in in-demand occupations as determined by a labor market analysis.
- The Board may deny eligibility if the training program demographics (i.e. costs and length) are substantially higher (beyond 50%) than previously approved programs offering the same credential (within the past two program years).
- The Board may deny eligibility if it is determined that the applicant intentionally supplied inaccurate information.
- The Board may deny eligibility to a training provider who has been found to have substantially violated any WIOA requirements.

### **B. Appeals to the State**

When training providers have exhausted the appeal process with the Board and are dissatisfied with the Board's final decision they may appeal to the State. A training provider wanting to appeal to the State must submit an appeal request to the State within 30 days from the Board's notification to the training provider of its final decision on an appeal. The request for an appeal to the State must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate provider official.

## **XII. Reciprocal Agreement**

While the ETPL is the primary list of ETPs and programs to be used when referring an eligible WIOA Title I-B candidate to training, the Career Service Provider can send a participant to training located in a different state if the training provider has a Reciprocal Agreement with Tennessee. These agreements allow Tennessee participants to use ETPs if that training provider appears on the other State's ETPL.

## **References**

20 CFR 680.410; 20 CFR 680.470; 20 CFR 680.480(b); 20 CFR 683.630(b); TEGL 3-18; TEGL 8-19; WIOA Section (3)(24); WIOA Section 116(d)(4); WIOA Section 122(b)(1); WIOA Section 122(d)(1); WIOA Section 134(c)(3)(E).

Authorized by:

Approved by:

---

Marla Rye, Executive Director

Date

---

John Zobl, Chairman

Date

# IMPROVE EFFICIENCY & EFFECTIVENESS OF TRAINING PROGRAMS

**AJC Re-certification**

**<https://nm-wb.com/news>**

## Northern Middle Workforce Board American Job Center Re-Certification

**Purpose:** The Workforce Innovation and Opportunity Act, along with the Tennessee Department of Labor and Workforce Development requires that each local American Job Center be recertified every two years.

### **Northern Middle Review Team:**

John Alexander, TDL&WD Regional Director	Mark Stiles, MCHRA Title I (Comprehensive)
Melissa Counts, MCHRA Title I (Affiliates)	John Watz, NM Board Staff
Andrea Dillard, NM Board Staff	
Tylesha McCray, TDHS-VR, Title IV	George Philips, MCHRA One-Stop-Operator (Facilitator)
Lynn Seifert, WE Adult Education, Title II	

### **Review Dates:**

July 14, 2020	Davidson County AJC
July 14, 2020	Rutherford County AJC
July 14, 2020	Williamson County AJC
July 14, 2020	Wilson County AJC
July 21, 2020	Cheatham County AJC
July 21, 2020	Fort Campbell AJC
July 21, 2020	Montgomery County AJC
July 21, 2020	Robertson County AJC
July 21, 2020	Sumner County AJC
July 23, 2020	Dickson County AJC
July 23, 2020	Houston County AJC
July 23, 2020	Humphreys County AJC
July 23, 2020	Stewart County AJC
July 29, 2020	Mobile AJC

### **Scope of Review:**

The Northern Middle AJC Review Team received a tour of each center by the AJC team lead. Utilizing the Tennessee Department of Labor's AJC certification checklist, team members questioned staff on scenarios and requirements of serving both job seekers and businesses. Special emphasis was placed on referral actions between affiliate and comprehensive AJCs and the process for customer referrals. Ms. McCray conducted an accessibility survey at each center. Team members made observations and or recommendations at the end of each tour and inspection. Notes were consolidated and any recommendations discussed between center visits.

**Findings:**

The Review Team found that all centers were properly functioning and aligned with state and Federal policy and delivered services as required. Five general areas were noted: 1) Wilson and Rutherford County AJC's did not have the proper logos and signage. However, the signage was on order and was installed on July 24, 2020. 2) Accessible bathrooms in the Robertson County AJC were not properly identified. Work-orders were submitted and proper signage installed on July 30th. 3) Staff were identified which need remedial training on resource center ADA software capability. The OSO is preparing to train staff by September 30, 2020. 4) Braille brochures describing AJC services were not available in each center. The Tennessee Department of Human Services Division of Vocational Rehabilitation provided assistance from Blind Services and created brochures which are being distributed to all centers. 5) The veteran referral form was outdated in some AJCs. The correct form has been delivered to all AJCs.

**Approval:**

The Executive Committee of the Northern Middle TN Workforce Board will review the certification packets on August 10, 2020 for submission to the Tennessee Department of Labor.

**Attachments:**

AJC Certification Checklists, Accessibility Surveys and Certification Applications for each AJC, Comprehensive and Affiliate Customer Flow diagrams

# **Old Business**

**PROJECT RETURN-OFFENDER PROJECT  
NAPIER SPECIALIZED AJC  
REGIONAL & LOCAL PLANNING**



**Northern Middle Tennessee  
Workforce Board Inc.**



# MARK YOUR CALENDAR:

November 10, 2020

February 10, 2021

May 12, 2021

August 11, 2021

All Meetings start at 11:30 a.m.

