



Quarterly Board Meeting

June 10, 2020

[Click here for Zoom link](#)

11:30 a.m. to 12:30 p.m.

Tel: 1-301-715-8592,,83149267311#

AGENDA

Call Meeting to Order

John Zobl

Approval of Minutes

John Zobl

COVID-19 Response

Marla Rye

Strategic Priorities:

- ➔ ***Manage Board funds to support Career Pathways***
2020 Budget Review-Monitoring -2021 Budget/IFA (VOTE)
Finance Committee Recommendation
Policy/ Agreements Updates (VOTE)
Innovation Committee Recommendation

Ginger Fussell
Mark Peed
Renee Hollis
Seth Thurman

- ➔ ***Connect People with Career Opportunities:***
Regional and Local WIOA Plan

John Watz

- ➔ ***Train Workforce to Fill Employer Needs:***
Eligible Training Provider List/Apprentice Grant (VOTE)

Freda Herndon

- ➔ ***Improve Efficiency & Effectiveness of Training Programs***
Enhancing Northern Middle's Youth Program (VOTE)
Special Populations Committee Recommendation

Andrea Dillard
Carol Puryear

Old Business:

John Watz

- ➔ Project Return-Offender Pilot
- ➔ Napier Specialized AJC
- ➔ Campbell Strong Workforce Partnership
- ➔ Nashville Chamber of Commerce Workforce Study

Adjourn:

John Zobl

Strategic Priorities

- Connect people with career opportunities better than they could on their own
- Manage board funds to support lifelong career paths
- Train workforce to fill employer requirements
- Improve the efficiency and effectiveness of our training processes



Northern Middle Tennessee Workforce Board Inc.

**DRAFT UNTIL
APPROVED**

**Northern Middle TN Workforce Board Meeting
February 12, 2020
Franklin, TN**

Present Members:

John Zobl
Charles Story
John Alexander
Howard Bradley
Bo Callis
Kathryn Bonecutter
Jon Hunter
Dan Caldwell
Kristi Spurgeon
G.C. Hixson
Tylesha McCray
Seth Thurman
David Rutledge
Christopher West
CAORL PURYEAR

Members Absent:

Adam Adkisson
Mark Peed
Keith Carnahan
Gealita Greenhill
Amanda Russell
Brian Sims
David Dunlap
Dan Ryan

Guest and Staff:

Rubin Cockrell
Ginger Fussell
Marla Rye
Kenny Clark
Joseph Johnson
Abigail Durwell
Suzie Tolmie
Brian Clark
Chassity Slott
Sylvia McDonald
Barry Lee
David Holtgrave
Rupa DeLoach
Mayor Rogers Anderson
Mayor Billy Vogle
Barbara Unruh
Erin Lilly
Renee Hollis
Andrea Dillard
Freda Herndon
John Watz
Jimmy Johnston
Ellen Gomez
George Phillips
Susan Cowden
Jane Hamrick
Shavone Menese
Ginger Hausser

The Northern Middle Tennessee Workforce Development Board met on Wednesday February 12, 2019 at 12:00p.m. at the American Job Center in Franklin, TN.

The meeting was called to order and Chairman John Zobl made opening remarks. He welcomed a new Board member, Kathryn Bonecutter, who is the Adult Education program director for Northern Middle. John Zobl asked for a motion to approve the minutes. G.C. Hixon made the motion to approve. Howard Bradley seconded and the vote was unanimous.

Transformation Journey:

Marla introduced the Ernst and Young team. She stated the Department of Labor and Workforce Development has contracted with EY to help improve the workforce system in the state of Tennessee. The guest speakers today will be Kenny Clark and Hannah McClure to present about the trends and the transformation journey. They stated they did a full assessment of each of the nine workforce areas and spent about two weeks doing interviews, talking about the processes, and receiving feedback. They have listed five areas for improvement: 1.) Org chart structure 2.) Performance Management 3.) Communication from the state down 4.) In depth training 5.) Technology improvements. They stated there were inconsistencies throughout all the workforce areas. They continued that they are in the middle of a customer experience journey to understand and improve the customer experience. They also mentioned AJC buildings and structures were vastly different across the state. The EY team has met with Kenyatta to focus on his vision for the workforce system as a whole is so that they can drive these changes moving forward. Marla mentioned she has seen some changes already as a result of this study. She noticed that the last couple of policies that have been released before they're going to the state workforce board, they're asking for local input from the board. She also noted that she hopes that part of the transformation journey is to improve the two-way communication with the state.

Manage Board funds to support Career Pathways:

Ginger presented the financials at the halfway point of the year. NM has spent \$5.4 million of our \$14.9 million budget for 19-20. Expenditures specific to the workforce board are at 50.9%. Ginger reported that the OSO Budget, originally \$400,000, was running high, but there has been technical assistance provided and everyone is aware of the problem and working together to solve the issues. MPCR is exceeding the requirement of 40%, we are currently at 43.63% and that is without the Campbell Strong activity.

The Campbell Strong project, total available funding is \$7.7 million. We have only spent 32% and that 77% of expenditures are directly related to participant costs. Marla added that last week there was a celebration at CSWP for serving the 1,000th soldier and spouse. She stated that we took time to recognize the staff for the great work they had done along with community partners and representatives from Ft. Campbell. John Zobl asked if we were getting many spouses to participate. Jon Hunter responded stating we did not have the spouse participation at this time we had hoped for but it was improving. He continued by saying it is hard to connect with spouses and get them into the building.

Ginger mentioned that she is working with MCHRA to increase expenditures through increased enrollments as well as reviewing the OSO budget. Marla stated that the finance committee decided that the contractor needed to bring their expenditures in line and additional money would not be offered.

Ginger presented the Northern Middle external audit for the fiscal year ending June 30, 2019 which was completed with no findings. She stated that she continues to monitor the OSO and CSP. The State Performance Accountability team was on location last week but do not have results yet.

Policy Updates:

Renee Hollis updated the Board on new policies that required a vote. She presented the updated Youth Eligibility policy. John Zobl asked for a motion to approve the new policy. Chris West motioned, and GC Hixon seconded. The vote was unanimous. Renee presented the One Stop Certification policy. Howard Bradley made a motion to approve. Bo Callis seconded and with no discussion, the policy was approved. Renee presented the second quarter performance measures. There are a couple of areas where we are not meeting those measures, specifically credentials in both our Dislocated Worker program and Youth program. Renee is working with the CSP to increase the credential ratings in both programs. Renee also is providing technical assistance to the CSP to ensure information is being captured in the state system. Marla mentioned that as a Board we need to go through our training providers and decide whom we continue to fund. Chris West suggested that we have a scholarship agreement that participant has to agree to take the certification in order to receive the funding.

Connect People with Career Opportunities:

Susan Cowden from MCHRA presented the One Stop Operator report and discussed the budget. Joe Johnson explained that the low enrollments in youth was partially due to the lack of staff that they had during that quarter. They have since fully staffed that department and are seeing positive outcomes. He stated that they are currently at 94% staffing and are working on improvements as the CSP.

Train Workforce to Fill Employer Needs:

George Phillips, the One Stop Operator (OSO) presented the OSO dashboard that shows an overview of the active cases and MPCR, which is at 43%. George reported the unemployment rate per county and stated overall most of our counties show an improvement in that rate. George states that every job seeker that comes through an AJC is given the opportunity to respond to a customer satisfaction survey. The results from that survey are on the dashboard. George asked Chairman Zobl to make a motion to certify the Trousdale AJC. John Zobl made a motion, Chris seconded it, and with no discussion, the motion was approved. Marla mentioned that by certifying this AJC this gives us one in every county in the workforce region.

Freda Herndon reviewed the recent warn notices. Conagra located in Dickson will be closing in 18 months with 300 employees. She mentioned that Macy's and Pier One in Rivergate have also both announced their closures. Freda transitioned to the ETPL and stated that she manages more than 200 providers on the ETPL list just in our 13 counties and that equates to about 2,500 programs. Freda gave an update on apprenticeship, and as of January we have five employers with 77 apprentices. More than 75% of the \$300,000 that the Board designated for apprenticeship funding has been committed to employers located in 7 of the 13 counties. Freda reported that the goal the state set for us was 84 apprentices and we are currently at 83. Brian asked if we can track the wages. Freda responded yes.

Improve Efficiency & Effectiveness of Training Programs:

Andrea presented the Federal Youth monitoring results and that all three workforce areas inspected in the state struggle with the same challenges. Findings have already been addressed along with additional assistance from the state. Andrea and John Watz presented an interactive survey for the group to establish framework for the delivery of the services. The results of this Menti.com survey are recorded in the Northern Middle TN Workforce records. Andrea reported that after the findings, we responded to the state and gave them a timeline of our plan to address these issues.

Old Business:

Rupa DeLoach reported on the labor force study. She stated they have completed the target market assessment for the region as well as the individual counties within the region. Rupa specified that they are currently working on a cluster analysis and labor market analysis. Her team is also conducting research to look at skills gaps in each county. She stated they are in the process of putting all of the findings into preliminary reports.

Committee Reports:

Marla stated they are working with MDHA and hope that we will be submitting a request to the state to operate a specialized center at Napier. She updated the Board about the potential to be located inside the Envision center and be located in a space to better serve the surrounding area. She reported that the finance committee agreed to run a pilot program with Project Return to serve offenders. Marla also spoke on the new office in Trousdale County and the work being done with Core Civics. For now, the pilot program will be for six months and we will reevaluate the program at that time.

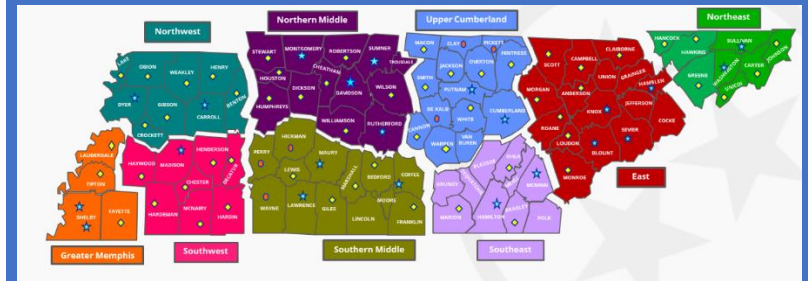
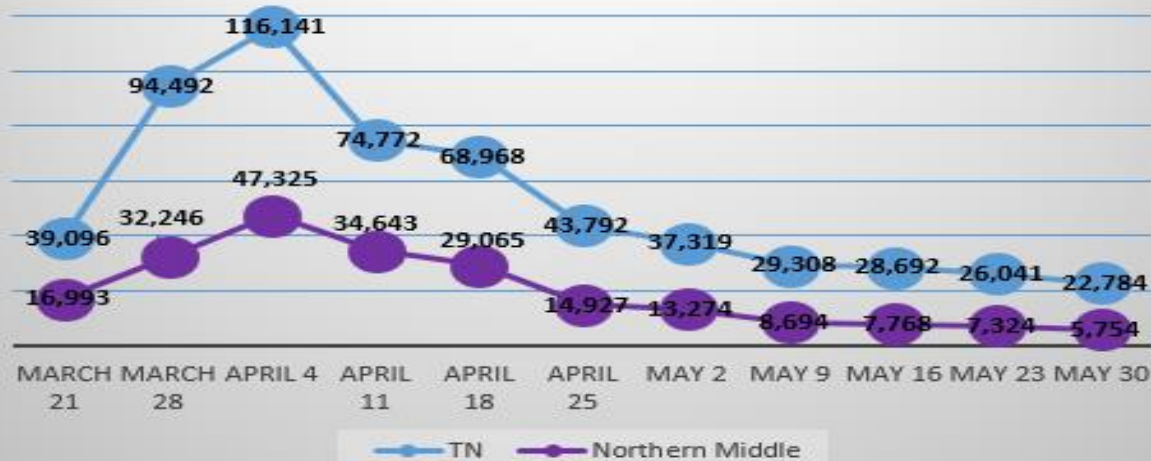
Marla Rye concluded the meeting by confirming future meeting dates. With no other business, Chairman Zobl adjourned the meeting.

Week Ending	TN	Northern Middle	Percent
March 14	2,702		0%
March 21	39,096	16,993	43%
March 28	94,492	32,246	34%
April 4	116,141	47,325	41%
April 11	74,772	34,643	46%
April 18	68,968	29,065	42%
April 25	43,792	14,927	34%
May 2	37,319	13,274	36%
May 9	29,308	8,694	30%
May 16	28,692	7,768	27%
May 23	26,041	7,324	28%
May 30	22,784	5,754	25%
Total	584,107	218,013	37%

Workforce Impact

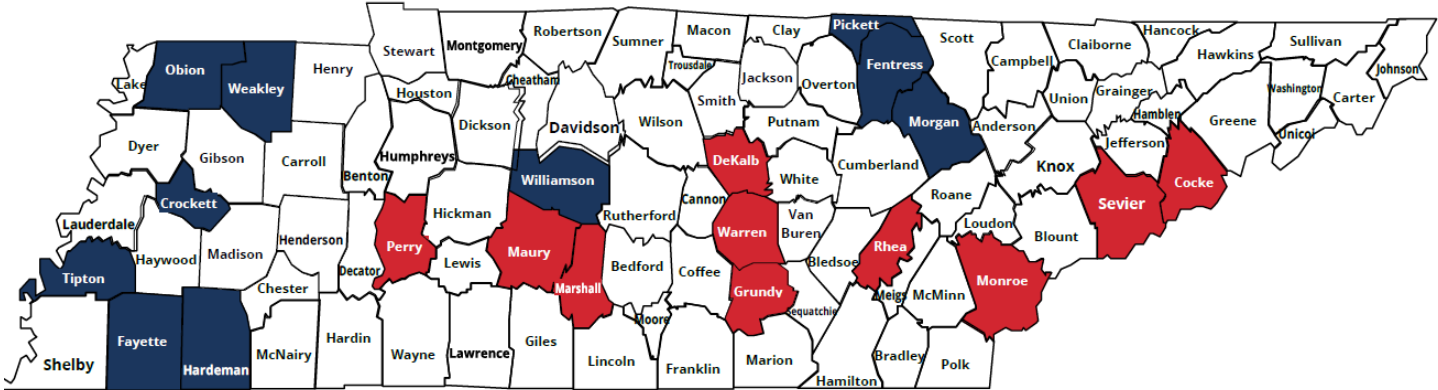
584,107
Claims

Unemployment Claims



Labor Force Estimates - LWDA

	Labor Force	Employed	Unemployed	Rate	Rate	Change
Northern Middle TN	1,050,465	894,519	155,946	14.8	2.6	12.2
Cheatham	20,317	17,952	2,365	11.6	2.5	9.1
Davidson	393,655	331,041	62,614	15.9	2.4	13.5
Dickson	25,650	22,052	3,598	14.0	2.8	11.2
Houston	3,178	2,747	431	13.6	5.4	8.2
Humphreys	8,633	7,599	1,034	12.0	3.9	8.1
Montgomery	83,065	70,297	12,768	15.4	3.6	11.8
Robertson	35,755	31,108	4,647	13.0	2.7	10.3
Rutherford	180,933	150,670	30,263	16.7	2.4	14.3
Stewart	5,272	4,674	598	11.3	4.2	7.1
Sumner	98,366	83,781	14,585	14.8	2.6	12.2
Trousdale	5,049	4,431	618	12.2	2.9	9.3
Williamson	117,675	105,441	12,234	10.4	2.4	8.0
Wilson	72,917	62,726	10,191	14.0	2.6	11.4



Workforce Impact April

Seasonally Adjusted *	Rate	Rate
TENNESSEE	14.7%	3.3%
UNITED STATES	14.7%	4.4%

Northern Middle
2.6%
to
14.8%

Name	Current Phase	Planning Progress	Phase 1 Progress	Phase 1 Opening
Northeast	Planning	100%	100%	2020-06-01
Southeast	Planning	92%	100%	2020-06-01
East	Planning	69%	51%	2020-06-15
Southern Middle	Planning	46%	17%	2020-06-04
Northern Middle	Phase 2	100%	100%	2020-05-11
Upper Cumberland	Planning	85%	83%	2020-06-01
Northwest	Planning	93%	17%	2020-06-15
Southwest	Planning	78%	33%	2020-06-08
Greater Memphis	Planning	62%	17%	2020-06-10

DASHBOARDS Notes:

- Overall as a State, we are 81% complete with the Planning Phase and 58% complete with Phase 1!
- We are scheduled to have all LWDAs transitioned to PH 1 by June 15, 2020.
- Current Phases for LWDAs:
 - LWDAs in Planning- NE, SE, East, SM, UC, NW, SW, GM
 - LWDAs in PH 1- n/a
 - LWDAs in PH2- NM
- Transitioning LWDAs next week:
 - Planning to PH 1- NE, SE, SM, UC

AJC OPENING BY LOCATION Notes:

- NM is the only LWDA that has AJCs that are open to the public. All but one (Springfield AJC has been closed for a deep cleaning) remain open.

Supporting Business and Industry: Getting the word out!

March 25-Robertson County Chamber and ECD- Participated in weekly industry updates

March 27--Nashville Area Chamber of Commerce Webinar-Managing your business through COVID-19

March 31-Clarksville/Montgomery County Chamber Podcast-How to file for Unemployment

April 1- Metro Nashville Government-Small Business Webinar Managing your business

April 8-Montgomery County Industrial Group- Workforce Update

April 15-Metro Nashville Government Webinar Unemployment Insurance

April 15-APSU-Small Business Administration-Managing COVID-19

April 16-Workforce Response to COVID-19 NAWB-HELP Committee and Congressional Delegation Webinar

April 21-US Chamber of Commerce Webinar on serving transitional soldiers.

April 30-Rutherford County Chamber of Commerce webinar-Unemployment Compensation

April 30-Tennessee Entertainment Commission webinar-Unemployment Compensation

International Alliance of Theatrical Stage Employees
American Federation of Musicians
Screen Actors Guild- American Federation of Television and Radio Artists
Nashville Filmmakers Guild
Nashville Songwriters Association International
Recording Academy/GRAMMY
Music Artist Coalition
Artist Rights Alliance
Future of Music

Distributed Information including FAQs to Chambers and Industry Groups

Social media campaign mirroring Tennessee Department of Labor

Operational Report-

Regional & Local Planning:

April 7th Middle TN Regional Planning Meeting

May 5th Middle TN Regional Planning Meeting

American Job Centers:

Rotated staffing in all American Job Centers to maintain center coverage during COVID-19 pandemic.

Answered 1,000s of unemployment insurance questions to include resetting passwords and emails in VOS.

Temporarily expanded hours for Comprehensive AJCs 7 a.m. to 7 p.m.

Expedited equipment purchase to allow staff to work from home.

Implemented scheduled virtual meetings with staff and partners.

Continued services to job seekers through WIOA Enrollments to include 458 new enrollments between March 1 and April 30th.

	WP	WIA	Adult Education
Office	New Enrollment	New Enrollment	New Enrollment
American Job Center - Ashland City * NEW *	0	1	2
American Job Center - Clarksville * NEW *	60	20	40
American Job Center - Dickson * NEW *	16	10	1
American Job Center - Dover * NEW *	9	3	7
American Job Center - Erin * NEW *	0	1	4
American Job Center - Franklin * NEW *	30	3	6
American Job Center - Gallatin * NEW *	43	11	15
American Job Center - Lebanon * NEW *	5	1	6
American Job Center - Murfreesboro * NEW *	61	10	64
American Job Center - Nashville * NEW *	97	14	60
American Job Center - Springfield * NEW *	12	2	15
American Job Center - Waverly * NEW *	13	5	1
American Job Center- Hartsville- Specialized CTR	0	1	0
Fort Campbell Strong- Specialized Center CTR	0	109	0
Total:	346	191	221

National Emergency Grant:

Coordinated with County Mayors to establish worksites for COVID-19 cleanup and recover efforts.

Identified over 200 positions for dislocated workers to fill in recovery efforts.

County	Description	Headcount
Cheatham	Administration and Cleaning	2
Davidson	cleaning personnel for EOC and OEM Dispatch building/areas	4
Davidson	Facility Maintenance - clean and disinfect NFD Facilities including GS buildings (43 facilities)	44
Davidson	Logistics - document, inventory and disseminate supplies / clean PPE gear	15
Davidson	Safety / Risk Management - file and document exposures and Injury on Duty	8
Davidson	Data Services - analyze data related to COVID 19 response	3
Davidson	Fire Administration - document COVID 19 response	4
Davidson	general cleaning staff	25
Davidson	floor technicians	4
Davidson	supervisors of Janitorial personnel in commercial & industrial assignments	3
Davidson	pressure washers	2
Davidson	painters	2
Davidson	public health professionals needed to assist with contacting diagnosed COVID-19 cases to conduct surveillance and contact tracing	25
Davidson	OEM ESU Shop - general maintenance assistant w/ forklift license	1
Davidson	OEM Admin/EOC - general assistance	5
Davidson	OEM Admin/ESU Shop/Field - general labor & logistics/inventory	4
Davidson	Metro Homeless Shelters - deep cleaning	12
Davidson	bookkeeper or accounting skilled clerical work related to insurance & FEMA claims	2
Dickson	Administration and Cleaning	2
Houston	Administration and Cleaning	1
Humphreys	Cleaning services-delivery to elderly	3
Montgomery	Administration -Due to office closure-backlogs	2
Montgomery	Increase in trash due to COVID19	1
Montgomery	Cleaning and Maintenance	5
Montgomery	Administration-Front Desk due to back log	2
Montgomery	Cleaning and Administration	2
Montgomery	Cleaning and Administration	2
Robertson	Administration and Cleaning	2
Rutherford	Administration and Cleaning	5
Stewart	Cleaning services-delivery to elderly-COVID 19 Administration	3
Tousdale	Cleaning services	1
Wilson	Administration due to backlog	2
Wilson	Administration due to backlog	2
Williamson	Cleaning Administration	3
Williamson	COVID19 Recovery Office	2
Sumner	COVID19 Recovery Office	3
Sumner	Cleaning Administration	2
Northern Middle	NEG Grant Case Manager (Dislocated Worker)	2
		212

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2020 FISCAL UPDATE

EXECUTIVE SUMMARY

1. 75% into the 2019-20 fiscal year, Northern Middle grant expenditures consisting of Mid-Cumberland HRA activity, Campbell Strong and Workforce Board expenditures were 57.5% of Northern Middle's \$14.9M budget, lagging 17.5% behind time progression. Total expenditures increased by \$524k in Quarter 2 compared to Quarter 1; then increased by an additional \$173k in Quarter 3 compared to Quarter 2. However, this increase fell short of Northern Middle goals.

19-20 Fiscal Year Progress Analysis - Through QTR 3 March 2020



	QTR 1	QTR 2	QTR 3	QTR 4	Total Exp.	Budget
NM Expenditures	2,447,561	2,990,356	3,163,571	-	8,601,487	14,948,954

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2020 FISCAL UPDATE

EXECUTIVE SUMMARY

2. Actual expenditures specific to \$1.17M budget allocated to the Workforce Board tier are tracking as expected at approximately 77.4%. This includes partial payments for the study approved by the Board.

19-20 Fiscal Year Progress Analysis - Through QTR 3 March 2020



	QTR 1	QTR 2	QTR 3	QTR 4	Total Exp.	Budget
WFB Expenditures	287,349	306,234	308,668	-	902,251	1,165,645

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2020 FISCAL UPDATE

EXECUTIVE SUMMARY

3. 75% into the fiscal year, Mid-Cumberland HRA billing as One-Stop Operator continues to exceed expectations at 91.9% compared to the \$418k contract budget. This results in only 8.1% budget remaining for the 25% remaining contract period, bringing this Area of Concern to an Elevated Status.

19-20 Fiscal Year Progress Analysis - Through QTR 3 March 2020



	QTR 1	QTR 2	QTR 3	QTR 4	Total Exp.	Budget
OSO Expenditures	164,929	149,552	70,315	-	384,796	418,835

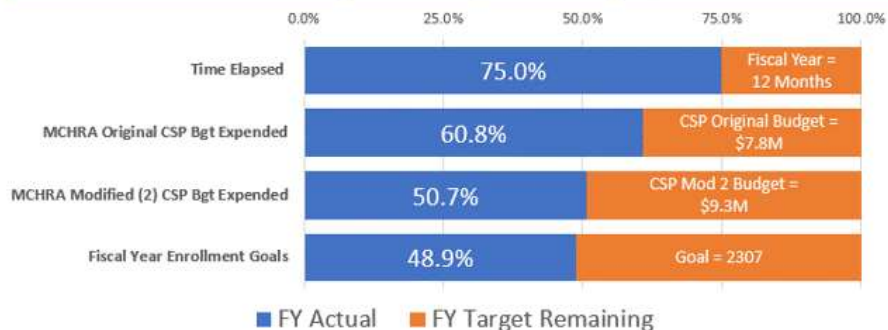
NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2020 FISCAL UPDATE

EXECUTIVE SUMMARY

4. Career Service Provider (CSP) Progress - 75% into the fiscal year, Mid-Cumberland HRA billing as Career Service Provider continues to lag at 60.8% in comparison to the original \$7.8M contract budget, and at 50.7% in comparison to the \$9.3M modified budget. Enrollment progress lags at 48.9% in comparison to the goal of 2,307.

19-20 Fiscal Year Progress Analysis - Through QTR 3 March 2020



	QTR 1	QTR 2	QTR 3	QTR 4	Total Exp.	Budget
CSP Expenditures	1,321,087	1,755,550	1,677,447	-	4,754,084	7,822,301

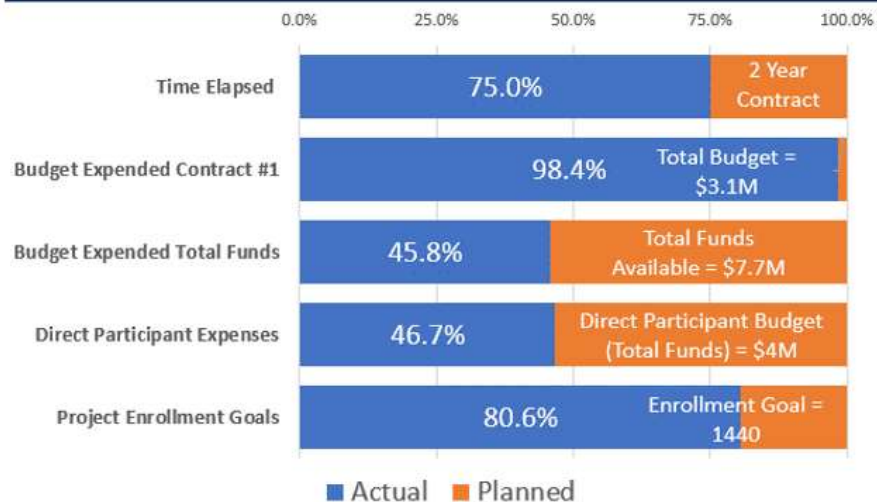
NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2020 FISCAL UPDATE
EXECUTIVE SUMMARY

5. Campbell Strong Progress - With 75% of the Campbell Strong project elapsed, expenditures continue to be lower than planned (98.4% of contract 1, but only 45.8% of total \$7.7M available funding). Enrollment goals have exceeded expectations to date tracking at 80.6% with six months remaining on the two-year project. Northern Middle continues to await Department of Labor approval for higher expenditure levels per participant, and awaits approval for a time extension on this contract.

	QTR 1	QTR 2	QTR 3	QTR 4	Total Exp.	Budget
C.Strong '19 Exp		132,934	334,357	449,544	916,834	
C.Strong '20 Exp	729,639	833,582	1,068,612		2,631,834	
C.Strong Expenses	729,639	966,516	1,402,969	449,544	3,548,668	7,750,048

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2020 FISCAL UPDATE
EXECUTIVE SUMMARY

Campbell Strong Contract-to-Date Progress at March 2020



NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2020 FISCAL UPDATE
POSITIVES

1a. Northern Middle's fiscal year-to-date MPCR (excluding Campbell Strong) is 43.27%, meeting the requirement of 40%. Minimum Participant Cost Rate (MPCR) reflects the percentage of program dollars that are spent directly on participants.

Without
Campbell Strong

MPCR = 43.27%

	MCHRA Youth	MCHRA Adult & Dislocated Worker	Campbell Strong excluded	Other (WE Prior CSP & IFA)	Total
Qualifying Expenses	\$ 580,346	1,647,534.77		\$ 25,422	\$ 2,253,303
Total Program	\$ 1,252,042	3,155,833.91		\$ 799,772	\$ 5,207,648
MPCR	46.35%	52.21%	-	3.18%	43.27%

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2020 FISCAL UPDATE
POSITIVES

1b. Northern Middle's fiscal year-to-date Minimum Participant Cost Rate (MPCR) is 50.56% including Campbell Strong.

Including
Campbell Strong

MPCR = 50.56%

	MCHRA Youth	MCHRA Adult & Dislocated Worker	Campbell Strong	Other (WE Prior CSP & IFA)	Total
Qualifying Expenses	\$ 580,346	1,647,534.77	\$ 1,597,352	\$ 25,422	\$ 3,850,655
Total Program	\$ 1,252,042	3,155,833.91	\$ 2,408,451	\$ 799,772	\$ 7,616,099
MPCR	46.35%	52.21%	66.32%	3.18%	50.56%

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2020 FISCAL UPDATE

POSITIVES

2. In addition to meeting MPCR, Northern Middle was meeting other performance measures per TDLWD's monthly report card through the month of March: >80% expended (obligated), >75% expended on Out of School Youth, >20% expended on Work Experience, <20% Adult/DW funds spent on Incumbent Worker Training, 0% anticipated recapture.
3. Campbell Strong had a strong quarter despite logistic challenges with COVID-19. Staff implemented an innovative daily progress check-in to ensure accountability and enrollments while working remotely. Quarterly expenditures were higher than any other quarter since the beginning of the project. Enrollments through March were 1,161 out of a project goal of 1,440 (80.6%). Enrollments in the challenging month of April were 54 (compared to a monthly average of 64) bringing the total to 1,215 (84.4%).
4. Northern Middle's FY20 monitoring report issued by the TDLWD Performance Accountability Review (PAR) team included no findings.
5. Northern Middle has achieved 71% completion toward Phase 3 status in AJC re-opening.

NORTHERN MIDDLE TN WORKFORCE BOARD

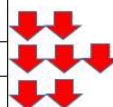
MARCH 2020 FISCAL UPDATE

AREAS NEEDING IMPROVEMENT

1. Cumulative MCHRA WIOA enrollments through March were 1127 out of 2307, or 48.9% of the 19-20 fiscal year goal. In April, MCHRA WIOA enrollments were only 15.
2. Minimum Participant Cost Rate (MPCR) for contractor expenses alone declined for all activities in Quarter 3. MCHRA MPCR dropped significantly in the month of April for Adult & Dislocated Workers, as well as Youth. Youth experienced decline for two consecutive quarters, in addition to the month of April.

MPCR Comparison by Contractor Activities

MPCR Comparison by Quarter				
Activity	QTR 1	QTR 2	QTR 3	APRIL
MCHRA Adult & Dislocated Worker	40.49%	59.32%	52.13%	38.20%
MCHRA Youth	51.84%	46.17%	43.12%	27.92%
Campbell Strong	65.46%	69.80%	64.23%	63.51%



NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2020 FISCAL UPDATE
AREAS NEEDING IMPROVEMENT

3a. April WIOA MPCR decline drops the overall MPCR without Campbell Strong closer to the 40% requirement, making MPCR attainment at risk in Quarter 4.

Without
Campbell Strong

MPCR = 42.10%

THROUGH APRIL	MCHRA Youth	MCHRA Adult & Dislocated Worker	Campbell Strong excluded	Other (WE Prior CSP & IFA)	Total
Qualifying Expenses	\$ 617,793	1,766,789		\$ 25,422	\$ 2,410,004
Total Program	\$ 1,386,155	3,468,046		\$ 869,748	\$ 5,723,949
MPCR	44.57%	50.94%	-	2.92%	42.10%

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2020 FISCAL UPDATE
AREAS NEEDING IMPROVEMENT

3b. April WIOA MPCR decline drops the overall MPCR with Campbell Strong under 50%.

Including
Campbell Strong

MPCR = 49.75%

THROUGH APRIL	MCHRA Youth	MCHRA Adult & Dislocated Worker	Campbell Strong	Other (WE Prior CSP & IFA)	Total
Qualifying Expenses	\$ 617,793	1,766,789	\$ 1,773,737	\$ 25,422	\$ 4,183,741
Total Program	\$ 1,386,155	3,468,046	\$ 2,686,169	\$ 869,748	\$ 8,410,118
MPCR	44.57%	50.94%	66.03%	2.92%	49.75%

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2020 FISCAL UPDATE

AREAS NEEDING IMPROVEMENT

4. MCHRA billing has decreased over the past 2 months. For full contract utilization through modification 2, average monthly billing should have averaged approximately \$826k.



NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2020 FISCAL UPDATE

AREAS NEEDING IMPROVEMENT

5. MCHRA billing in Quarter 2, Quarter 3 and the month of April compared to the prior year are as follows. Notice the decrease of just one month compared to the decline in Quarter 3.

	Total Q2 (in \$1,000's)	Total Q3 (in \$1,000's)	April (in 1,000's)
NM CSP FY19	\$ 1,895	\$ 2,108	\$ 690
MCHRA CSP FY20	\$ 1,905	\$ 1,761	\$ 469
Increase(Decrease)	\$ 10	\$ (347)	\$ (221)

6. (Repeat from Q1 & Q2) One-Stop Operator expenditures compared to budget remained higher than anticipated through March. Northern Middle staff raised this Area of Concern to an elevated status in the March monitoring report. Expenditures declined in April to a level that will contain expenditures to the contract amount if that level is maintained in May and June, removing the elevated status of the concern.

NORTHERN MIDDLE TN WORKFORCE BOARD MARCH 2020 FISCAL UPDATE MONITORING

1. TDLWD's Performance Accountability Review (PAR) team conducted monitoring of Northern Middle in February 2020. They issued a monitoring report with no findings.
2. Northern Middle continues to monitor sub-recipients and provide technical assistance on an ongoing basis. Quarterly reports of monitoring activities are submitted to TDLWD.
3. Mid-Cumberland HRA's external audit for the fiscal year ended June 30, 2019 was completed with no findings.

NORTHERN MIDDLE TN WORKFORCE BOARD MARCH 2020 FISCAL UPDATE Q3 MONITORING REPORT

The following Areas of Concern were included in the Q3 Monitoring Report:

Mid-Cumberland HRA

- * Elevated Concern - OSO expenditures nearing budget capacity with 3 months remaining
- * Staff turnover and position vacancies potentially impacting service delivery and enrollments
- * Expenditures and enrollments less than expected targets
- * Challenges with certain timely direct participant payments and in tracking expenditures against obligations
- * Some direct participant costs were disallowed due to issues in eligibility and providing assistance where the client was being served by another program

Campbell Strong - Workforce Essentials/West Ky Workforce Board

- * Low total expenditures

NORTHERN MIDDLE TN WORKFORCE BOARD MARCH 2020 FISCAL UPDATE FISCAL POLICY UPDATE

- * Northern Middle TN LWDB fiscal policies have been approved by the former North Tennessee Workforce Board (LWDA 08).
- * Upon LWDA merger, those same fiscal policies were updated for the LWDA name change from North Tennessee to Northern Middle Tennessee.
- * Northern Middle program policies are identified numerically, while the fiscal policy manual table of contents is labeled alphabetically. Some fiscal manual sections reference program policy numbers.
- * Program policy updates - Innovations Committee; Fiscal policy updates - Finance
- * Fiscal policy manual designed for broad, overarching internal control and compliance (attached with materials) while program policies are more specific to align board vision with programmatic compliance requirements.

NORTHERN MIDDLE TN WORKFORCE BOARD 2020-21 Proposed Budget Allocation Comparison

Projected allocations decreased approximately \$700k compared to the prior year.

	Current Year Allocations				
	P20		F21		Total
Youth	2,062,858		-		2,062,858
Adult	328,113		1,637,300		1,965,413
Dislocated Worker	591,508		2,647,684		3,239,192
	2,982,479		4,284,984		7,267,463

	Change - Current Year to Prior Year Allocations					
	P20 to P19		F21 to F20		Total	
Youth	(288,657)	-12%	-		(288,657)	-12%
Adult	(20,471)	-6%	(221,037)	-12%	(241,509)	-11%
Dislocated Worker	(1,332)	0%	(165,111)	-6%	(166,443)	-5%
	(310,461)	-9%	(386,149)	-8%	(696,609)	-9%

NORTHERN MIDDLE TN WORKFORCE BOARD 2020-21 PROPOSED BUDGET GRANT REVENUES

Grant Revenue	rounded \$ in millions	\$
Carryover from 19-20	\$ 5.4	5,404,759.01
New Allocations	7.3	7,267,463.22
Total Adult, DW, Youth	12.7	12,672,222.23
Carryover at 15%	(1.9)	(1,900,833.34)
Total 20-21 Adult, DW, Youth	10.8	10,771,388.89
Campbell Strong	3.1	3,125,000.00
RESEA	0.1	100,000.00
IFA	1.0	1,000,000.00
Total 20-21 Projected Grant Revenue	\$ 15.0	14,996,388.89

Prior Year budget was \$15.9M including \$1M for IFA (non-WIOA)

Approx 700k decrease in allocations

Approx 255k decrease in LG OJT grant

NORTHERN MIDDLE TN WORKFORCE BOARD 2020-21 PROPOSED BUDGET GRANT EXPENSES

Projected Expenses	rounded \$ in millions	%	\$
NM Workforce Board	1.3	9%	1,265,645.00 (next slide)
Board Incumbent Worker Program	0.3	2%	300,000.00
IFA (non-Title I)	1.0	7%	1,000,000.00
Total Board and Overhead	2.6	17%	2,565,645.00
Campbell Strong Workforce Partnership	3.1	21%	3,125,000.00
OSO	0.4	3%	418,835.00
CSP	8.8	59%	8,786,908.89
RESEA	0.1	1%	100,000.00
Total Contracted Grant Services	12.4	83%	12,430,743.89
Total 20-21 Grant Expense	15.0	100%	14,996,388.89

NORTHERN MIDDLE TN WORKFORCE BOARD
2020-21 PROPOSED BUDGET
Workforce Board Budget

	Admin	Program	Total
Salaries & Benefits	318,681	260,110	578,790
Travel	35,500	7,000	42,500
Communication	4,750	2,400	7,150
Third Party - Contracted/Allocations	441,113	19,692	460,805
Supplies	15,800		15,800
Insurance	100,000		100,000
Computer and Related Costs	5,400		5,400
Indirect	55,200		55,200
Total NM Board Expenses	976,443	289,202	1,265,645

NORTHERN MIDDLE TN WORKFORCE BOARD
2020-21 BUDGET
ACTION ITEMS

1. 2020-21 Budget Approval
2. Mid-Cumberland HRA contract extension for Career Service Provider
 * Six Months Ended 12/31/20
3. Mid-Cumberland HRA contract extension for One-Stop Operator
 * Six Months Ended 12/31/20

Campbell Strong contract extensions with partners will align with funding extensions



Northern Middle Tennessee Workforce Board Inc.

June 10, 2020

Executive Summary

Electronic Case Files Policy

1. What is the general purpose of this policy?

This policy provides guidance for paperless documentation of participant files and addresses timely data entry as well as accuracy of data entry.

2. What are the notable guidelines conveyed within this policy?

American Job Center (AJC) staff must use Jobs4TN to create and maintain participant electronic records to include all supporting documentation for participant related expenditures. All data must be entered in a timely manner and accurately.

Addresses the confidentiality of participant data and the required release forms to authorize AJC staff to request and/or release participant information to facilitate access to WIOA programs.

3. What are the modifications to this policy?

This policy has been revised to include the following:

- Timeliness and accuracy of data entry
- Required supporting documentation for participant related expenditures
- Updated Release form



Northern Middle Tennessee Workforce Board Inc.

June 10, 2020

Executive Summary

Grievance and Complaint Resolution Policy

1. What is the general purpose of this policy?

To provide instruction and procedures regarding grievances and complaints resolution from participants and other interested parties.

2. What are the notable guidelines conveyed within this policy?

- Describes the complaint and/or grievance process that are non-discriminatory in nature
- Describes the discriminatory complaint process

3. What are the modifications to this policy?

The policy was updated to describe the NMTWB local complaint and grievance procedure.



Northern Middle Tennessee Workforce Board Inc.

June 10, 2020

Executive Summary

Conflict of Interest Policy

1. What is the general purpose of this policy?

To ensure that individuals or representatives of organizations entrusted with public funds will not personally or professionally benefit from the award or expenditure of such funds. Provides direction on conducting business within guidelines that will prevent actual, potential, or questionable conflicts of interest.

2. What are the notable guidelines conveyed within this policy?

- When providing services to participants, in no instance shall any person determine eligibility, assess, or directly serve a family member or individual with whom a close relationship exists.
- Stakeholders within the local workforce system shall not use their position to influence a decision to enroll an individual in the WIOA program.
- Staff to the Board will not direct day to day services at the career centers.
- Board members must disclose any conflicts or potential conflicts of interest and must recuse themselves from any votes if a conflict of interest is involved

3. What are the modifications to this policy?

This policy has been modified to add detailed program procedures for service providers and a new Conflict of Interest Disclosure for Participant form.



Northern Middle Tennessee Workforce Board Inc.

June 10, 2020

Executive Summary

Adult Priority of Service Policy

1. What is the general purpose of this policy?

To provide guidance for American Job Center Staff on the implementation of priority of service for career and training services.

2. What are the notable guidelines conveyed within this policy?

- Describes the statutory priority for Adult funds
- Describes Veteran's priority of service and Adult priority and how to apply it

3. What are the modifications to this policy?

A fifth level of priority was added per Tennessee Department of Labor and Workforce Development's Adult Priority of Service Guidance.

Modified the definition of underemployed and removed the Adult eligibility guidelines, which is now described in a separate guidance memo.



Northern Middle Tennessee Workforce Board Inc.

June 10, 2020

Executive Summary

Board Meeting Information Access Policy

1. What is the general purpose of this policy?

To set forth the requirements of open and accessible local workforce board meetings and meeting minutes to ensure compliance with WIOA regulations and Tennessee open meeting statutes.

2. What are the notable guidelines conveyed within this policy?

- LWDBs must give the public adequate notice (30 calendar days) of meetings.
- Board meeting minutes must be made available to the public upon request as well as posted on the website within fifteen (15) business days of approval

3. What are the modifications to this policy?

The policy has been updated to reflect the correct website of www.nb-wb.com as well as to meet all requirements of Tennessee Department of Labor and Workforce Development's updated Workforce Services – Local Governance Policy

Executive Summary

Bylaws, Partnership Agreement, Interlocal Agreement

1. What is the general purpose of the policy/agreement changes?

On February 21, 2020 the Tennessee Department of Labor and Workforce Development implemented Workforce Services Policy – Local Governance. The policy outlines the governance of the One-Stop System, including guidance on the appointment of the local workforce board, actions required of the local elected officials and other general governance requirements.

2. What are the notable guidelines conveyed within the agreements?

- Bylaws specify the qualifications, rights, and liabilities of membership, including the powers, duties, and grounds for the dissolution of an organization.
- The roles and responsibilities that are given to a Chief Local Elected Official (CLEO) to conduct the nomination process.
- NMTLWDB open meeting requirements
- Creation of a NMTLWDB Meeting Minutes Policy that complies with state guidelines, including all federal rules and regulations.

3. What are the modifications to the agreements?

Bylaws:

- Define NMTLWDB's Meeting Minutes requirements
- Establishes that By Laws cannot exceed 2 years.
- Sets requirements of Board membership and replacements
- Strengthens open meetings requirements to Tennessee Code
- Establishes roles of committees

Interlocal Agreement:

- Establishes two year terms
- Mandates CLEO approve budget
- Sets requirements for new mayors to submit in writing concurrence with agreement.

Partnership Agreement:

- Sets terms at two years.
- Defines CLEO responsibilities of board appointments
- Requires public comment period
- Reinforces competitive procurement of service providers.



Northern Middle Tennessee Workforce Board Inc.

June 10, 2020

Executive Summary

Youth Incentives Policy

1. What is the general purpose of this policy?

This is a new policy to address Concern 6 of the Youth federal monitoring report. This policy establishes the standards of achievement tied to training activities and work experiences for the issuance of incentive payments to eligible WIOA Title I youth participants.

2. What are the notable guidelines conveyed within this policy?

Defines the nine (9) incentive awards available and the documentation required for each.