



**Northern Middle Tennessee Local  
Workforce Development Board**

Quarterly Board Meeting

August 13, 2024

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

TCAT Dickson

740 TN-46 Dickson, TN 37055

[Click here for Zoom link](#)

One tap mobile: +16469313860,,81277196101#

Meeting ID: 812 7719 6101 Passcode: 189611

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

## AGENDA

<b>Call Meeting to Order-Declaration of Quorum</b>	John Zobl
<b>Approval of Minutes</b>	John Zobl
<b>Welcome &amp; Recognition of Board Members</b>	Marla Rye
<b>Election of Officers</b>	Marla Rye
<b>Strategic Partner Focus:</b>	
<b>Construction Sector Training</b>	
Tennessee Builders Alliance/New Nissan Stadium	Beth Duffield
Rural Healthcare Initiatives	Teresa Smith
<b>Strategic Priorities:</b>	
➔ <b>Connect People with Career Opportunities:</b>	
One-Stop-Operator Report/Regional OSO	George Phillips
Federal Performance-Contractor Performance	Meagan Dobbins
➔ <b>Improve Efficiency &amp; Effectiveness of Training Programs</b>	
Eligible Training Provider Update & Requests (Vote)	Andrea Dillard
➔ <b>Manage Board funds to support Career Pathways</b>	
Financial Report (Vote)	Ginger Fussell
Infrastructure Cost Report	Marla Rye
➔ <b>Train Workforce to Fill Employer Needs:</b>	
AJC Redesign/Business Services	Andrea Dillard
<b>Special Projects: Workforce Board Certification/Partner Performance</b>	Marla Rye
<b>Public Comment Period:</b>	Open
<b>Wrap Up</b>	John Zobl

Zoom Link: <https://us02web.zoom.us/j/81277196101?pwd=9I3nZlIhBrpWvn4cCbUS9qDD8kLruTZ.1>

### Upcoming Meetings-Mark Your Calendars

February 12, 2025 | May 14, 2025 | August 13, 2025 | November 12, 2025



# Approval Of Minutes



**Northern Middle Tennessee Workforce Board  
Meeting Minutes  
August 14, 2024, In-Person & via Zoom at 12:00 p.m.**

<b>Members Attending</b>	<b>Staff &amp; Guest Attending</b>	<b>Staff &amp; Guest Attending Cont.</b>
Mary Lear	Marla Rye	Kimberly Wiggins
Dan Caldwell	Andrea Dillard	Cassandra McNair-Brown
Mark Peed	Meagan Dobbins	Pam Furlong
Paul Webb	Ginger Fussell	Josh Huhnke
Kristi Spurgeon	Alyssa Spaulding	Frank Buoyer
Shoshana Samuels	Kerwin Thompson	Jeremy Tudor
Seth Thurman	George Phillips	
Christopher West	Roe Falcone	
John Zobl	Liz McLaughlin	
Robin Baldree	Tanya Everenson	
Billy Givens	Katina Bass	
Anne Fugate	Patrick Wade	
George "Bo" Callis	Amy Maberry	
David Rutledge	Deniece Thomas	
Greg Jones	Madison Bumpus	
Nathan Garrett	Elizabeth Black	
Freda Herndon	Tiffany Robertson	
Corey Johns	Terry Malone	
Ryan Jolley	Anthony Holt	
	Larry Peoples	
<b>Members Absent</b>	Daniel Jayroe	
Kelly Tyler	Kim Rye	
James Harper	James Starnes	
Tony Adams	Lydia Bennet	
Jordan Osborne	Laura Travis	
	Heather Skelton	
<b>Mayors Attending</b>	Cathy Royals	
Mayor John Isbell	Robert Dancer	
Mayor Rogers Anderson	Patrick Buford	
Mayor Bob Rial	Benjamin Turner	
Mayor Billy Vogle	Trish Farmer	
Mayor Wes Golden	Jeremy Vetter	
Mayor Jack McCall	Brittany Gray	
Mayor Mike Pogreba	Larry Melf	
Mayor Randell Hutto	Tonzia Buor	
Jamari Brown (Proxy Mayor O'Connell)	Ashley Crisp-Randle	
Mayor Kerry McCarver	Erin Hutchens	
	Harold Simpson	

### **Call Meeting to Order- Declaration of Quorum**

The Northern Middle Tennessee Workforce Development Board met in person at the Tennessee Bankers Association in Nashville, TN with a virtual option on Wednesday, August 14, 2024, at 12:00 p.m.

The meeting was called to order by John Zobl. Attendance was taken, and a quorum was declared. The Chairman then asked for a motion to approve the minutes. Mark Peed made the motion. Chris West seconded. With no further discussion, the minutes were unanimously approved.

Marla thanked everyone in attendance and recognized the four new Board members: Billy Givens, Mary Lear, Ryan Jolley, and Kelly Tyler. The unemployment rate in the US is at 2.9%, and Northern Middle is at 2.7%. It ranges between 2.7% to 4.9%, with eight of the lowest rates in Tennessee being in the region. The Labor Force Participation rate continues to be lower than the state average. The US is 63%, Tennessee is 55.9%, and the Northern Middle region is 67.2%. However, the LFPR range is from 47.2% in Houston County to 78.8% in Trousdale County.

### **Consortium of County Mayors**

John Zobl then introduced Mayor Rial. Mayor Rial explained that this meeting in partnership with the Northern Middle Board is the annual meeting of the Northern Middle Consortium of Mayors. He gave a brief update on the Interlocal Agreement that all the mayors ratified for the period beginning July 1, 2024 and extending to June 30, 2026. He reviewed the agreement on behalf of the Mayors of the Northern Middle Tennessee area and explained that it defined the roles, responsibilities, and liabilities between the 13 counties. It also designates and confirms Mayor Rial as the Chief Local Elected Official responsible for the certification of the Northern Middle Tennessee Board members. He encouraged every Board member and County Mayor to attend every meeting and keep their local mayors updated as workforce development is a key component of economic development in the counties. Mayor Rial commended the work of the Board and commenced the meeting of the Northern Middle Board.

John Zobl thanked all of the county Mayors. He commented that they have had a long history of involvement with every county mayor over the last twenty years and looked forward to continuation in the future. He then announced that there had been a slight change in the agenda, which required them to go directly to Commissioner Denice Thomas.

### **Reimagining Workforce Development**

Commissioner Thomas began by thanking the board and commenting that it is a true testament to the board to see so many mayors show up despite their busy schedules to participate in workforce development. She thanked the Board members for being available and added that this region is often sought after for its innovation and ingenuity. She then thanked Marla for allowing her to come and speak to the Board because she believes it's important to stay connected with each other. She announced that she wanted to talk about what is being reimagined both in theory and practice and what the impetus is for this board to continue its work. She has traveled across the country in various roles and observed workforce initiatives. She has not been shy about expressing her concern that if the business is not done differently, she can see a future where the State and American Job Center network becomes irrelevant in the evolution of workforce development. It needs to be dynamic, adaptable, and agile.

She continued by defining her vision for the future and how it rests on services to business and industry. She stated that her department is prioritizing customer service and will be rolling out a new business services strategy to become more active in serving the employer customer. She then focused on how the department can become more efficient. By focusing on the returns on investment, she would analyze and divest in initiatives that were not high in returns. She stated that much money has been

spent on bricks and mortar and infrastructure. There will still be a place for bricks and mortar as there are still people who need to physically walk in the door to talk to someone but she also believes that the system must be agile enough to divest in locations where people are not walking through the door. It is possible to not have a base location and take services into the community wherever they may be. Commissioner Thomas brought up the Labor Force Participation. They know the zip codes in Tennessee where people are not actively participating and believe they need to be in these communities instead of waiting for them to go to an AJC. She continues that unemployed individuals only receive a maximum of 13 weeks of unemployment benefits, so getting them connected to services and back into the workforce quickly is imperative.

They are also entertaining any new, innovative models. The NM Board has already found ways to work alongside community organizations and nonprofits to establish a job center wherever possible. To do that, the TNDOL must take back some of the rigorous language and burdens that decide what it means to have a certified American Job Center. They will be revisiting some policy work that stands in the way of her goal of redefining American Job Centers in Tennessee.

Reimagining the workforce in TN means taking a tough look internally, starting just down the road at 220 French Landing. She stated it is not the TDLWD's job to be punitive or in the way; it is their job to resource boards so that they can make sure they're creating models for their region's success. She does not want to be a one-size-fits-all; she doesn't want to standardize everything to the point that they are rendered ineffective. Commissioner Thomas commended her team for their hard work, especially since she feels like she is always throwing new ideas at them. She stated her priority is innovation. She emphasized that she wants to work together to find the right solution for the right region at the right time. There will be more guidance in the future and fewer policies.

She concluded by asking for the Board's help in advance. Northern Middle is typically the first to raise their hand and offer when her department comes up with a new idea. She knows that she will need the Board to help her innovate. She again thanked the Board for everything they do and expressed her appreciation towards Chairman Zobl. He asked how long she has held her position as Commissioner, to which she replied that it will be 2 years in September. He continued that Commissioner Thomas is someone who has progressed through the ranks at TDLWD and he believes that it is refreshing to have somebody in the commissioner's position who understands how things work and has taken the time to have a working relationship with Marla and her team. Marla commented that Commissioner Thomas had invited her to meet with the Office of Management and Budget from Washington, DC on Monday. During the meeting, the OMB official in charge stated that the reason they chose Tennessee for a visit is because he had heard about the great things happening in Tennessee. He contributed the success to Commissioner Thomas's leadership and innovation. He also stated she was known nationally for her innovation and commitment to workforce development. Marla asked the Board to give Commissioner Thomas a round of applause in appreciation of her work.

### **Panel Discussion with Youth & Employers**

Marla then introduced Meagan Dobbins. Meagan presented three YEP participants: Laiklan, Grace and Chloe. Each communicated their experiences with the YEP program. Last, Meagan introduced Kimberly Wiggins, Montgomery County Trustee. She provided insight from an employer prospective and the value to instill work ethics in young adults.

### **One-Stop-Operator Report**

George Phillips presented the OSO report. The report primarily focused on information as of June 30. There were 154 adult enrollments in Q4 (compared to 71 in Q3), more than doubling their adult enrollments. Dislocated worker enrollments were 80 in Q4, almost 4 times more than what they did in

Q3. He commended contractors on Q4 enrollments. In Wagner Peyser, he stated a 46% increase in participants. Vocational Rehab had another strong quarter. There was a significant increase in foot traffic across the board at 23,000 versus 19,000 last quarter. The Sumner County AJC is still operating on a skeleton crew which has hindered their performance numbers.

### **Federal Performance Update/Negotiations**

Andrea Dillard updated the Board on contractor performance as of June 30. MAC, the youth contractor in Davidson County, achieved their enrollment and placement numbers. EDSI started the year off strong but then lagged behind in enrollments due to aggressive spending earlier in the year. Towards the end of the year, they improved with more strategic direction. Their most significant change was bringing in boots on the ground leadership. The new leadership conducted weekly meetings with the field staff. They strived to achieve 80% of their enrollment goals and realized 77% before they were told to halt on enrolling in late June. Board staff advised EDSI to plan for new fiscal year.

Andrea reviewed federal performance in Q4 of the program year 2023. She reminded the Board that green means 100% or better of the standard has been achieved, and yellow means 90% was achieved, which is passing. All standards are either passing or exceeding targets.

The standards for the new program year have not been finalized yet, as they are still being negotiated. Andrea Dillard gave an example of why Marla is still negotiating these standards. The goal for 4<sup>th</sup> quarter after exit for adults was 80.2 in 2022 and 81 in 2023. The Federal Government negotiated with the state for the standard to be 81.5. The state then proposed that the Northern Middle region's goal be 87%. Marla counter proposed that the goal should be 81.5, the same as the state standard. They came back with 83.8 for the region. Andrea Dillard assured the Board that they will and always have done everything to achieve the highest possible result, but they have had to go on record to say that some of these standards are unachievable. The region is expected, at minimum, to reach 90% of those goals. 90% of 83.8 is 75.42, and early predictive reports of Q1 say 75.7 was achieved, meaning they would barely pass. There are also concerns with all of the enrollments EDSI did at the end of the last program year; there is a possibility that some of the enrollments made to achieve quota will not be the best for the program at that time and will be a challenge to place and retain employment. She added that the only way to get standards lowered is to fail. Chairman Zobl asked if this was the highest goal ever set, and Marla replied that it was. Marla continued that when presented with the 87% proposed goal, she told them they were unattainable. This is a very high goal, and due to some of the challenges faced, there would be no way that it could be achieved. She appreciates their willingness to negotiate but believes the challenges will continue. Marla commented that she felt the region was a victim of its success. They take the benchmark of where it is and only raise it higher. If the region performs exceedingly well, they make it more difficult. If the region performs poorly, they will only increase it marginally.

### **Eligible Training Provider Update & Requests**

Andrea Dillard continued onto the Eligible Training Provider List, which was presented to the Innovations Committee. There are several programs seeking approval. The first few are new programs from an existing provider. Two are from TCAT Murfreesboro, and one is from Volunteer State Community College. All of the programs result in a credential and are in-demand occupations. The next category is programs with a cost increase of over 25% and needing reapproval. The automotive technician development training program with TCAT Dickson has been approved as an apprenticeship program. The remaining programs are 26 former programs that were on the list and fell off. The reason they fell off was not related to performance standards. In most cases, especially in the TCAT Murfreesboro programs, the person on their end for maintaining the ETPL was replaced, and the new individual did not do the renewal within the deadline. Billy Givens motioned to accept all programs

requesting approval. Mary Lear seconded the motion. With no further commentary, the motion to accept was unanimously passed.

### **Financial Report**

Ginger Fussell briefly presented the Financial Report and asked the Board to refer to their materials for more detailed information. The year ended with \$11.6M in expenditures. An additional \$362K was received as available funding in Q4, bringing the budget up to \$15.5M. More money was spent in the youth category than estimated in the initial 24-25 budget, giving less carry-over to the youth. However, additional dollars carried over in Adult/DW to partially offset it. Of the expiring grants, 99.5% of the available funds were spent. MPCR in Q4 did drop below the 40% target, but she reminded the Board that a Labor Force Participation Project is happening in 4 counties. There was also \$1.1M in Tennessee Youth Employment Program expenditures that could not be counted toward the MPCR. If they had been counted, the MPCR would have been 44.65%. Billing trends in EDSI throughout the end of the year were normal. Of EDSI's total contract at the end of 42 months, they utilized 97% of their grant funding, and MAC was almost 100%. Ginger thanked the work of the contractors and then moved on to the One-Stop Operator. MCHRA contained their billing to 85%, which is favorable as they are an overhead expense. Both contractors met their dollar-driven goals contract to date.

During the May meeting, Ginger Fussell presented a projected 2024-2025 budget. It has been tweaked due to the change in carryover, as less of the formula funded was spent than initially projected, and more was spent in the Tennessee Youth Employment program than initially expected. She noted that she had etched out some dollars for the contractors and some projects would be split in the materials, but changes would be proposed in the November meeting.

She then gave a monitoring update. Andrea previously mentioned that a new management team with EDSI has been boots on the ground. They have made three site visits since the last board meeting, and with their new enrollment strategy, they have met approximately 75% of their Q4 enrollment goals. They have established monthly goals for 24-25, which they met in July. There has been a proposed change with the One-Stop Operator effective October 1 that will be gone over shortly. The external financial auditor, Thurman and Campbell, will not be the auditor this year. At the previous meeting, Ginger mentioned that they had considered doing another year but ultimately decided to go with their original plan to discontinue governmental auditing. She added that that's happening among more audit firms. The Finance Committee approved the selection of Stone, Rudolph, and Henry. The TDLWD's Program Integrity Unit has scheduled entrance conference on August 27, and she hopes to be done with the monitoring by the November meeting. Ginger Fussell then presented the action items to the Board. The first action was to approve the 23-24 financial award of \$15.6M with the addition of \$361K. The second action was to approve the amended budget for 24-25. The third action item was to approve the auditor change. John Zobl asked for any discussion, and Mayor Anderson asked about the Northern Middle Fund Balance and amount of carryover. Ginger Fussell addressed his question by saying that Northern Middle is a cost reimbursement grantee so the terminology of fund balance only means unexpended funds at June 30. She explained that WIOA contracts are for two years and that the finance committee recommends that at least 20% be budgeted to carry forward into the next program year to supplement future allocations in case of a decline in federal allocations. Marla added that it was wise that the Board hold funds in reserve due to the contracting stipulations. Mayor Anderson then asked about the investment portfolio. Marla explained that they did not have access to the funds in advance. The state holds all funding until it's expended and then reimburses it. Thus, there are no federal funds in an investment portfolio. Mayor Anderson thanked Marla and Ginger for the explanation. Finance committee chair, Mark Peed made the motion to approve the action items. Greg Jones made the second. The motion passed unanimously.

## CSP Demonstration Projects

Amy Maberry was invited to speak on the CSP demonstration project. Amy is the Deputy Assistant Commissioner for the Division of Workforce Services. She stated that, as the Commissioner mentioned earlier, they are continuing to adapt to a changing workforce and changing needs of businesses and job seekers. It has been a really exciting time to be in workforce development. She thanked Marla for asking the State team to participate in the innovation the Board seeks.

Amy continued by saying that Chairman Zobl and Marla approached the deputy commissioner and told them they would like to be more innovative and relevant in our communities. They held a meeting to strategize how to improve service strategy. The result included three different pilot projects. Each one has a defined purpose. The pilots are focused in Nashville, Gallatin, and Clarksville. She commented that this Board is a leader in the area and that there are some things that the TDLWD can work on in these pilots that will be replicated across the state. The three models prioritize innovation, customer need, and partnership. There are a lot of details still to be worked out.

For the project in Nashville, the AJC will be relocated to a more strategic location with outreach centers or "AJCs in a box." This model will have an individual staff member equipped with their briefcase, laptop, and the AJC sign to go out to the communities and meet job seekers where they are. At the new AJC location, they plan to work with the hospitality sector to meet their needs with a training-based center specifically. She continued that they may not be everything to everyone, but as they look at the priority sectors, there are opportunities to go deeper.

The Gallatin project will be led by State staff. In Montgomery County, the Northern Middle Board will lead services. This will allow the Board to be hands-on with service delivery and have functional supervision of state staff to come together as one team. Amy told Chairman Zobl that there is a fantastic partnership between the TNDOL and the Board, and they have much work ahead of them.

Marla then added that the Executive Committee reviewed this plan early on and approved it since it required a change to the operating structure and a procurement was out. The procurement was canceled, and EDSI and MAC agreed to continue in the ten other counties that were not being piloted. She appreciated their willingness to do that and added that they have been looking to move the AJC in Davidson County for a long time. She believes that meeting people where they are will be beneficial to Nashville. Jamari Brown, a proxy for Mayor O'Connell, asked how they plan to get the word out to citizens about moving around Davidson County. Marla replied that these changes would take effect on October 1, so they had some time to inform the public. She added that they would communicate with registrants and Jobs4TN and do some PSAs to get the word out. Jamari Brown replied that he would love to help get the word out about the model change to make sure they get in touch with the Nashville community if there is any way the Mayor's office can help. Amy Maberry added that a state-led marketing campaign will be released in late fall 2024 to early 2025. It will highlight the agencies themselves and the outreach centers.

Bo Callis asked if these pilots would be included in the calculations for the standards set for this year and if the state would have to share any responsibility. Marla replied that they would be responsible for their share in Sumner. Bo Callis continued asking if they would be held accountable if they didn't meet the goals or if NM would have to take responsibility. She answered that technically if standards are missed for two years in a row, they could choose to dissolve the workforce area. However, she has made it known that the region is still outperforming other areas but fails to meet the given standards, and something is wrong.

**Bylaws**

The TNDOL requires the Board to update the bylaws every 2 years. The bylaws included in the materials would be from July 1, 2024, to June 30, 2026, and require a 2/3 vote of all Board members. All committees were given these changes two weeks prior. There was not a lot of substantive change, only compliance. The roles and responsibilities of the board language were changed to reflect the state policy and maintain compliance. The actual roles and responsibilities would not change. The motion to approve was made by Greg Jones. Dan Caldwell seconded the motion. With no further discussion, the motion to accept the bylaws was passed unanimously.

No one requested to make a public comment.

**Adjourn**

With no further discussion, Chairman Zobl reminded the board of their next meeting on November 13<sup>th</sup>. The meeting was adjourned.



# Welcome & Recognition



# **Election of Officers**

## **CURRENT OFFICERS**

**Chairman: John Zobl**

**Vice Chair: Chris West**

**Secretary: Kristi Spurgeon**



# **Partner Focus:**

# **Tennessee**

# **Builders Alliance**

# **New Nissan**

# **Stadium**



# Partner Focus:

# Rural Healthcare Initiatives



# *Rural Healthcare*



Presenter

Teresa Smith

TN Dept. of Labor &  
Workforce Development

# TDLWD Rural Healthcare Workforce Purpose

- **leverage** existing healthcare training structures
- **expand**
  - Apprenticeships
  - Workforce Development Initiatives (WDI)
  - Work Based Learning (WBL)
- **strengthen** the pipeline of healthcare professionals in rural communities

Build upon existing talent pipelines to healthcare occupations by **connecting talent to opportunity** and focusing on the following:

- state and local partner engagement
- retaining talent
- recruiting new talent
- growing existing talent
- supporting career changers
- removing barriers and allowing flexibility



# TDLWD Grant Timeline

TIMELINE	
Funding Announcement Release Date	October 14, 2024
Q&A Form Available for Questions	October 28-November 8, 2024
Q&A Information Session	November 1, 2024
<b>Applications Due by 5:00 pm CST</b>	<b>December 2, 2024</b>
Application Review Period	December 3-15, 2024
Notification of Awards	January 6, 2025
Seed Funding for Planning & Implementation	February 1, 2025, to June 30, 2025
Contract and Performance Period	July 1, 2025, to June 30, 2026

<p><b>Category A: Apprenticeship and Pre-Apprenticeship</b>  Expansion of State Approved Apprenticeship and/or State Certified Pre-Apprenticeship (see <a href="#">ApprenticeshipTN</a> for more information)  For information contact: <a href="mailto:Shalondria.Shaw@tn.gov">Shalondria.Shaw@tn.gov</a></p>	<p>\$2,746,270.00</p>
<p><b>Category B: Workforce Development Initiatives</b>  Adult Education Workforce Development Initiatives (WDI), Work-Based Learning (WBL), and Work Experience (WEX), Integrated Education &amp; Training, Workplace Specific, Adult Education Post-Secondary Pathways and Post-Secondary Dual Enrollment opportunities  For information contact: <a href="mailto:Zack.Dime@tn.gov">Zack.Dime@tn.gov</a> (adult) and <a href="mailto:Matthew.Spinella@tn.gov">Matthew.Spinella@tn.gov</a> (k-12)</p>	<p>\$2,674,730.00</p>
<p><b>Category C: Supportive Services</b>  Support apprentices by covering ancillary costs like transportation, childcare, supplies, scrubs, certification fees, examination fees, initial background checks and drug screens.</p>	<p>\$184,000.00</p>

# TDLWD Funding Categories

# TDLWD Funding Information

**Seed Funding Period:** February 1, 2025 – June 30, 2025

This period will provide initial funds to support program planning and early implementation, including infrastructure development, program marketing, and community outreach.

**Contract Performance Period:** July 1, 2025 – June 30, 2026

Funds will support the full-scale implementation of the program. Annual evaluation metrics will track the success of apprenticeships, retention, recruitment, and talent development.

# The following FOA Documents are available on the website:

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[Rural Workforce Initiatives Website](#)

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A question-and-answer form for prospective applicants can be found on the TDLWD website ([click here for link](#)) or use the QR code to submit questions. This link is live October 28 to November 8, 2024

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[Funding Opportunity Announcement \(FOA\) Grant Application Guide](#)

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[Rural Healthcare FOA Frequently Asked Questions \(PDF\)](#)

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[Application for Grant Funding Cover Page](#)

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[Rural Healthcare FOA Excel Budget Pages](#)

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[Rural Healthcare Q&A](#)

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[Information Session Presentation](#)

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# Q&A

Teresa Smith

[Rural.Workforce@tn.gov](mailto:Rural.Workforce@tn.gov)





# One-Stop Operator

# Northern Middle Tennessee Workforce Development Board AJC Report

For July 1 to September 30, 2024

Report Date: November 13, 2024

## Local Area Updates

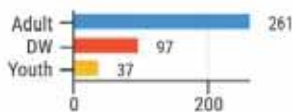
Throughout the first quarter of the Program Year, the primary theme throughout our Northern Middle American Job Centers (AJCs) was preparation. Three of our four comprehensive centers (Davidson, Montgomery and Sumner) have been targeted for three completely different Pilot Programs. Each one will deliver AJC services in a very different way. Montgomery will be controlled by the Title I provider (Workforce Essentials). In Sumner, all AJC services will be provided by the direction of the Tennessee Department of Labor. In Davidson County, AJC services will continue to be provided within the walls of the AJC, however – AJC services will also be taken to various Outreach Centers throughout the community.

In addition to preparing for each of these pilot programs, the Nashville AJC is also preparing to move across town to the Elm Hill Pike area. Preparing for Pilot Programs and preparing to move, while also providing regular services in the Rutherford County AJC, as well as our nine Affiliate offices has presented a challenge, but the staff is handling it well and embracing the changes and challenges.



## Partner Program Updates

### Title I Total Enrollments



### Adult Education

For the quarter ending Sep 30;  
3,635 received student services.  
150 students received their HiSETs  
175 students received a level gain

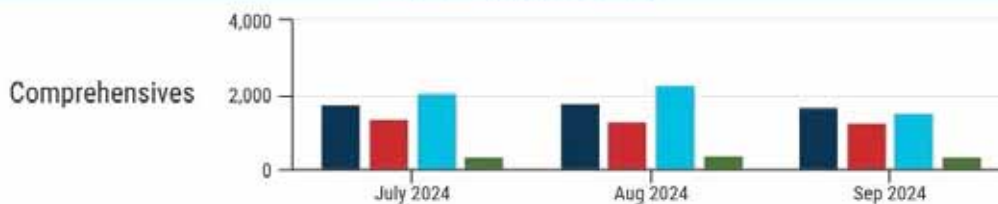
### Wagner Peyser

4,415 (-2.1%)	New employers registered
14,878 (-27.1)	New Job Orders in Jobs4TN
2,791 (+46.8%)	Wagner Peyser Participants

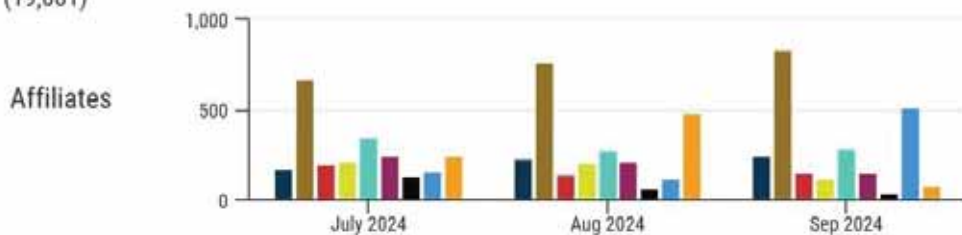
### Vocational Rehabilitation

2,434	Active Cases
431	Applications
81	Currently Working
70	Successful Closures

## AJC Total Traffic Counts



Total Individual Visitors  
**23,151**  
(19,081)



## Northern Middle AJC Report September 30, 2024

By County as of Sep 30, 2024; NM = 3.0% TN = 3.3%

Challenges Going Forward

County	Unemployment Rate (June 30)	Unemployment Rate (Sep 30)	Quarterly Change
Cheatham	2.8%	3.0%	+0.2
Davidson	3.0%	3.0%	--
Dickson	2.9%	3.0%	+0.1
Houston	4.9%	5.4%	+0.5
Humphreys	3.5%	3.4%	-0.1
Montgomery	4.1%	4.0%	-0.1
Robertson	3.1%	3.0%	-0.1
Rutherford	3.0%	2.9%	-0.1
Stewart	3.9%	3.8%	-0.1
Sumner	2.9%	3.0%	+0.1
Trousdale	3.2%	3.4%	+0.2
Williamson	2.7%	2.8%	+0.1
Wilson	2.9%	2.9%	--

For the past couple of years, staff turnover with our Title I provider has been an issue. Even though Title I staffing has stabilized recently, staffing with our state TDOL Title III partners has become a major concern. As a result of the state's budget shortfall, the state put in a hiring freeze back in the spring. Recent state layoffs have prompted more state resignations out of fear, and those positions are not allowed to be backfilled. State staff have also been subjected to a moratorium on travel.

The dwindling number of state staff in our Comprehensive AJCs and their inability to travel, has made it difficult to even deliver services on a consistent basis; much less try to implement Pilot Programs. If the state does not lift their hiring freeze and travel ban, this trend will continue.

### KPIs

Enrollments	July	August	September	Q1	Target
Title I - Adult	89	106	66	261	
Title I - DW	40	26	31	97	
Title I - Youth	26	51	37	114	
Title I Total	155	183	134	472	277
Jobs for Veterans	21	27	21	69	
Wagner-Peyser	908	1004	960	2,872	
WP + JVSG	929	1031	981	2,941	2,362
WP Co-Enrollments w/Title I	39.36%	39.86%	40.07	39.86	40%

The Tennessee department of Labor finally released what Key Performance Indicators (KPIs) will be used to evaluate performance during the Program Year 2024-25. There are far fewer parameters than before. For right now, there are only three KPIs – Total Title I enrollments, Total Wagner-Peyser & JVSG enrollments and Co-enrollments of Title I enrollments into Title III.

Northern Middle met all three KPI targets for the first quarter; making 170% of our Title I goal, 124% of our Wagner-Peyser+JVSG goal and just under 100% of our Co-enrollment goal.

Later in the year, the state will also roll out targets for Wagner-Peyser Participants Placed into Jobs; and also TYEP (Tennessee Youth Employment Program).



# WIOA Performance Update

**WIOA Federal Reporting Score Card  
NORTHERN MIDDLE WORKFORCE BOARD**

PY24 WIOA Core Performance Measures	Targets 100%	Targets 90%	Q1	Q2	Q3
			PY 24	PY 24	PY 24
<b>Adult Measures</b>			<b>EST</b>	<b>EST</b>	<b>EST</b>
Exiters					
Participants Served					
Employment Rate 2nd Quarter after exit	84.1%	75.69%	81.5%	82.2%	
Employment Rate 4th Quarter after exit	83.8%	75.42%	77.5%	77.0%	
Median Earnings 2 <sup>nd</sup> Quarter after exit	8,500	\$ 7,650	\$ 9,060	\$ 9,670	
Credential Attainment w/in 4 Quarters after exit	74.0%	66.60%	67.3%	62.3%	
Measurable Skills Gains	72.3%	65.07%	66.7%	57.9%	
<b>Dislocated Worker</b>					
Exiters					
Participants Served					
Employment Rate 2nd Quarter after exit	86.4%	77.76%	83.7%	86.8%	
Employment Rate 4th Quarter after exit	86.0%	77.40%	79.0%	81.4%	
Median Earnings 2 <sup>nd</sup> Quarter after exit	10,500	\$ 9,450	\$10,893	\$10,748	
Credential Attainment w/in 4 Quarters after exit	69.1%	62.19%	68.7%	66.2%	
Measurable Skills Gains	73.9%	66.51%	69.0%	63.8%	
<b>Youth</b>					
Exiters					
Participants Served					
Employment Rate 2nd Quarter after exit	87.6%	78.84%	78.7%	80.0%	
Employment Rate 4th Quarter after exit	85.3%	76.77%	82.0%	77.1%	
Median Earnings 2 <sup>nd</sup> Quarter after exit	6,000	\$ 5,400	\$ 6,054	\$ 5,664	
Credential Attainment w/in 4 Quarters after exit	75.3%	67.77%	71.7%	77.4%	
Measurable Skills Gains	61.5%	55.35%	57.7%	47.9%	

GREEN-Passing at 100% of Goal

YELLOW-Passing at 90% of goal

Red-Failing at less than 90% of goal



# CSP

# Performance

## EDSI 24-25 Incentive Quarterly Benchmarks

Matrix:		2024		
		Sep 30 (QTR 1)		
		Goal	Actual	%
Enrollments	A/DW	250	358	143.20%
	Total Youth	81	65	80.25%
	In-School		21	
*Exits (80% of enrollments)	A/DW	200	159	79.50%
	Youth	65	59	91.05%
Positive Exits # (85% of Exits)		Goal		Percent
	A/DW	170	136	80.00%
	Youth	55	55	100.00%
**Actual Positive Exit Rate	A/DW	159	136	85.53%
	Youth	59	55	93.22%
Placement Wage		Goal		Percent
	A/DW	\$ 16.50	\$ 21.35	129.39%
	Youth	\$ 13.00	\$ 16.34	125.69%

## MAC Goals 2024 2025

Matrix:		2024		
		Sep 30 (QTR 1)		
		Goal	Actual	%
Enrollments	ISY	36	36	100%
	OSY	14	14	100%
	Total	50	50	100%
Exits (80% of enrollments)				
	Youth	40	68	170%
Positive Exits (85% of Exits)		Goal		Percent
	Youth	34	53	155.9%
**Actual Positive Exit Rate (Goal 80%)		Exits		Percent
		68	53	77.9%
Placement Wage				
	Youth	\$ 13.00	\$ 16.17	124.4%



**Northern Middle Tennessee Local  
Workforce Development Board**

# **Eligible Training Provider Report**

<b>New Providers Requiring Board Approval for addition to the ETPL</b>										
Provider Name	Provider Main Address	Approval Agency	Approval Documented	Sector Strategy	Years in Business	Site Visit				Notes
Dental Assistant School of Nashville	1800 Mallory Lane Brentwood, TN 37027	THEC & TBOD	Letters of Approval	Healthcare	10 Years	Pending				
<b>New Programs Requiring Board Approval for addition to the ETPL</b>										
Provider Name	Provider Main Address	Program ID	Program Name	CIP Code	Total Cost	Program Length	Credential Earned	Job Outlook	Sector Strategy	Notes
Dental Assistant School of Nashville	1800 Mallory Lane Brentwood, TN 37027	1011987	Dental Radiology Certification	510601	\$ 4,977.00	13 Weeks	Registered Dental Assistant	Bright Outlook Locally & Nationally	Healthcare	
TCAT Murfreesboro	1303 Old Fort Parkway Murfreesboro, TN 37129	1011882	Emergency Medical Technology	510904	\$ 2,053.00	300 Hours	State License	Bright Outlook Locally & Nationally	Healthcare	
TCAT Murfreesboro	1303 Old Fort Parkway Murfreesboro, TN 37129	1011928	Aesthetics Technology	120409	\$ 4,922.00	40 Weeks	Aesthetician	Bright Outlook Locally & Nationally	Personal Health	
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1011936	Optician Certification Training	511801	\$ 1,995.00	6 Months	Certified Optician	Bright Outlook Locally	Healthcare	
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1011933	Freight Broker/Agent Training	499999	\$ 1,995.00	6 Months	Licensed Freight Broker	Bright Outlook Nationally	Transportation & Logistics	
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1011932	Certified Paralegal	220302	\$ 2,795.00	12 Months	Certified Paralegal through the National Association of Legal Assistants	Bright Outlook Locally & Nationally	Law	
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1011909	Video Game Design and Development	509999	\$ 2,145.00	12 Months		Bright Outlook Nationally	Information Technology	
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1011908	Mastering Project Management with PMP Prep	520211	\$ 1,545.00	6 Months	CAPM or PMP	Bright Outlook Nationally	Information Technology	
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1011907	Graphic Design with Photoshop	500409	\$ 2,545.00	9 Months		Bright Outlook Nationally	Information Technology	
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1011906	AutoCAD Training	151303	\$ 2,995.00	6 Months	AutoCAD Certified User (ACU) and AutoCAD Certified Professional (ACP)	Bright Outlook Locally & Nationally	Information Technology	

Former Programs Requiring Board Approval for ETPL Addition										
Provider Name	Provider Main Address	Program ID	Program Name	CIP Code	Total Cost	Program Length	Credential Earned	Job Outlook	Sector Strategy	Notes
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1011935	Pharmacy Technician	510805	\$ 3,095.00	12 Months	CPhT (Certified Pharmacy Technician)	Bright Outlook Locally & Nationally	Healthcare	Missed subsequent review 2021
Tennessee CDL School, Inc	720 Gallatin Pike Madison, TN 37115	1011899	Class A CDL Training	490205	\$ 5,200.00	160 Hours	Class A CDL	Bright Outlook Locally & Nationally	Transportation & Logistics	Removed 11/16/23 due to missing two performance standards
Allied Health Careers Institute	1237 Commerce Park Murfreesboro, TN 37130	1006859	Practical Nursing	513999	\$ 14,725.00	15 Months	LPN	Bright Outlook Locally & Nationally	Healthcare	Missed subsequent review 01/2024
Allied Health Careers Institute	1237 Commerce Park Murfreesboro, TN 37130	99646	Clinical Medical Assistant Day Program	510801	\$ 8,833.00	22 Weeks	CCMA	Bright Outlook Locally & Nationally	Healthcare	Missed subsequent review 01/2024
Allied Health Careers Institute	1237 Commerce Park Murfreesboro, TN 37130	99643	Billing and Coding Specialist Day Program	510713	\$ 9,175.00	25 Weeks	Certified Professional Coder (CPC)	Bright Outlook Locally & Nationally	Healthcare	Missed subsequent review 03/2024
Fortis Institute - Nashville	3354 Perimeter Hill Drive Suite 200 Nashville, TN 37211	1011981	Surgical Technologist	510909	\$ 41,592.00	20 Weeks	Certified Surgical Technologist (CST)	Bright Outlook Locally & Nationally	Healthcare	Missed subsequent review 02/2021
Cybersecurity Institute at Lab Four Nashville	44 Vantage Way Suite 503 Nashville, TN 37228	1009604	Microsoft Certified Expert: Microsoft Certified Azure Security Engineer Associate	110103	\$ 4,000.00	72 Hours	Microsoft Certification	Bright Outlook Locally & Nationally	Information Technology	Missed subsequent review 02/2024
Cybersecurity Institute at Lab Four Nashville	44 Vantage Way Suite 503 Nashville, TN 37228	1008069	Microsoft Certified Expert: Microsoft Certified Azure Administrator Associate	110103	\$ 4,000.00	72 Hours	Microsoft Certification	Bright Outlook Locally & Nationally	Information Technology	Missed subsequent review 01/2024
Cybersecurity Institute at Lab Four Nashville	44 Vantage Way Suite 503 Nashville, TN 37228	1008068	Front-End Web Designer/Developer	110103	\$ 20,500.00	600 Hous	Microsoft Certified SQL Server, or Microsoft Certified Cloud Developer	Bright Outlook Locally & Nationally	Information Technology	Missed subsequent review 01/2024
Cybersecurity Institute at Lab Four Nashville	44 Vantage Way Suite 503 Nashville, TN 37228	1008067	Data Science Architect Boot Camp	110103	\$ 18,775.00	600 Hours	Spark component of Cloudera Spark & Hadoop Developer Certification (CC175)	Bright Outlook Locally & Nationally	Information Technology	Missed subsequent review 01/2024
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066-3188	1008751	Patient Care Technician	510801	900	12 Weeks	CCMA	Bright Outlook & Nationally	Healthcare	Missed subsequent review 07/2021



# Financial Report

NORTHERN MIDDLE TN WORKFORCE BOARD  
SEPTEMBER 2024 FISCAL UPDATE

2024-25 BUDGET PROGRESSION & SPEND TREND

Northern Middle LWDA	(\$ in 000's)		
	24-25 QTR 1	Revised FY 2024-25 12 Mo. Budget	% Spent
Infrastructure Funding Agreement	98	1,000	9.8%
Adult	659	3,244	20.3%
Dislocated Worker Re-purposed for Adult	153	1,000	15.3%
Dislocated Worker for DW	349	3,645	9.6%
Youth	402	2,738	14.7%
RESEA	61	263	23.2%
RESEA Budget Reduced to 3 Mos Only		-202	0.0%
Titan Stadium Project	28	294	9.5%
Tennessee Youth Phase 2	446	787	56.7%
Apprenticeship		156	0.0%
National Apprenticeship		125	0.0%
<b>Total FY 24-25 Expense vs Budget</b>	<b>2,196</b>	<b>13,050</b>	<b>16.8%</b>

<i>24-25 budget last meeting</i>	12,181	
<i>Formula budget adjustments</i>	790	
<i>RESEA reduction to only 3 months</i>	-202	
<i>Apprenticeship grants</i>	281	869
<b>Revised 2024-25 budget</b>	<b>13,050</b>	

*\* Northern Middle's grant utilization for Quarter 1 decreased by \$822k compared to the prior quarter, is \$710k less than last year's quarterly average, and is \$1,240 less than Q1 of last year.*

*\* EDSI focused on enrollments in Q1 and was conservative in Q1 spending in effort not to repeat last year's early spending trend. They anticipate increased Q2 spending as they process invoices for fall semesters.*

NORTHERN MIDDLE TN WORKFORCE BOARD  
 SEPTEMBER 2024 FISCAL UPDATE

Minimum Participant Cost Rate (MPCR)

TDLWD Minimum Participant Cost Rate (MPCR) - Preliminary Through September 2024

**MPCR = 23.43%**

	MAC Youth	EDSI Youth	EDSI Adult, Dislocated Worker, Titans	NM Demo Pilots	Other (NM, & IFA)	Total
Qualifying Expenses	\$ 21,372	\$ 72,554	\$ 253,044	\$ -	\$ -	\$ 346,970
Total Program	\$ 96,115	\$ 201,135	\$ 905,686	\$ 2,378	\$ 275,747	\$ 1,481,061
<b>MPCR</b>	<b>22.24%</b>	<b>36.07%</b>	<b>27.94%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>23.43%</b>

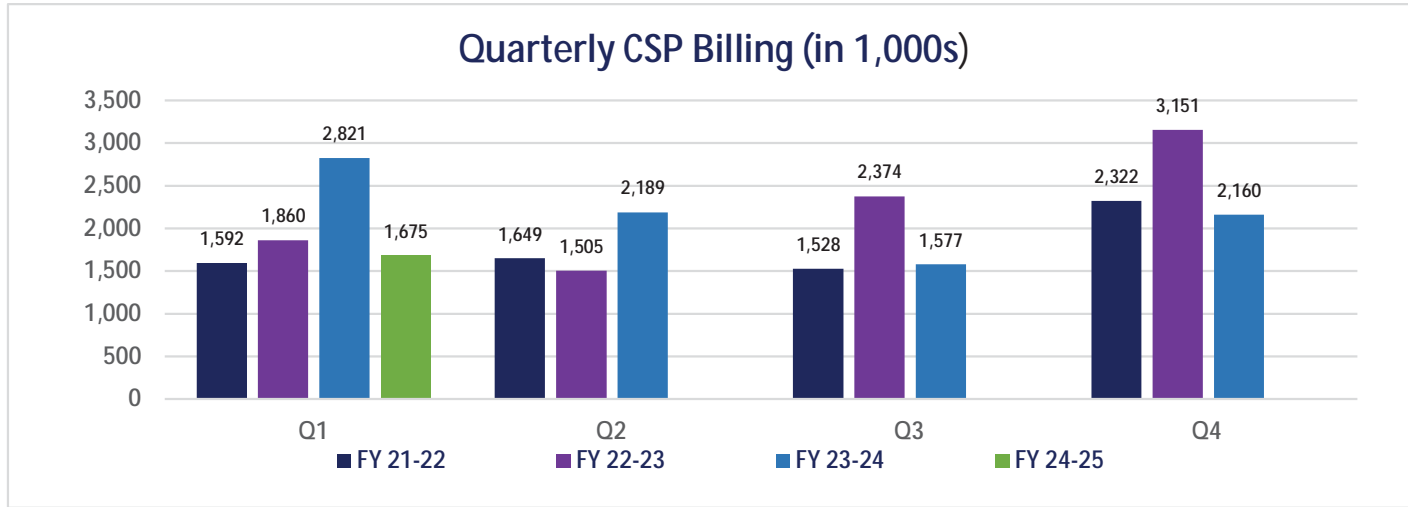
Northern Middle below 40% state requirement in Q1.  
 MPCR was impacted by the Labor Force Participation Rate Project,  
 as well as \$337k Tennessee Youth Employment expenditures  
 which do no count toward MPCR.

If TYEP were included, NM's MPCR would be 37.61%.

**\*\*\* PRIOR QUARTER MPCR = 37.21%\*\*\***

NORTHERN MIDDLE TN WORKFORCE BOARD  
 SEPTEMBER 2024 FISCAL UPDATE

CAREER SERVICE PROVIDER - BILLING TREND



*Q1 CSP billing decreased \$485k compared to last quarter and was \$1.1M more conservative than Q1 of the prior year.*

*EDSI has \$3.2M remaining for direct participant expenses; \$2.4M remaining for OH.*

*MAC has \$293k remaining for direct participant expenses; \$197k remaining for OH.*

Career Service Provider Billing	Q1	Q2	Q3	Q4	Total
CSP Billing FYE 6/30/22 EDSI & MAC	1,592	1,649	1,528	2,322	7,091
CSP Billing FYE 6/30/23 EDSI & MAC	1,860	1,505	2,374	3,151	8,890
CSP Billing FYE 6/30/24 EDSI & MAC	2,821	2,189	1,577	2,160	8,747
CSP Billing FYE 6/30/25 EDSI & MAC	1,675				1,675

NORTHERN MIDDLE TN WORKFORCE BOARD  
 SEPTEMBER 2024 FISCAL UPDATE  
 CONTRACTOR - BILLING PROGRESS

Career Service Provider Billing	In \$000's					% Spent - * 84% time elapsed (contracts extended)
	Cumulative through Jun 2024	Total Spent Qtr Ended Sept 2024	Budget Spent Contract To Date	Total 54 Month Contract Budget		
EDSI (54 Month Comparison)	\$ 23,457	\$ 1,136	\$ 24,593	\$ 29,856	82%	*
EDSI (TN Youth bgt ended at 8/31/23)	\$ 187	\$ -	\$ 187	\$ 187	100%	
EDSI (TN Youth bgt through 6/30/25)	\$ 1,191	\$ 416	\$ 1,607	\$ 1,835	88%	
EDSI Titans Stadium (through 6/30/25)	\$ 89	\$ 27	\$ 116	\$ 278	42%	
MAC (54 Month Comparison)	\$ 1,845	\$ 96	\$ 1,941	\$ 2,403	81%	*
MAC (TN Youth bgt through 6/30/25)	\$ 70	\$ -	\$ 70	\$ 96	73%	
Contract-to-Date through Q1 2024-25	\$ 20,913	\$ 1,675	\$ 28,514			

One-Stop Operator Billing	In \$000's					% Spent - 25% time elapsed (contract extended)
	Cumulative through Jun 2024	Total Spent Qtr Ended Sept 2024	Budget Spent Contract To Date	Total 12 Month Budget		
MCHRA - (12 out of 12 Month Comparison)	\$ -	\$ 69	\$ 69	\$ 300	23%	

**NORTHERN MIDDLE TN WORKFORCE BOARD**  
**SEPTEMBER 2024 FISCAL UPDATE**  
**EDSI - ADULT/DW MPCR TREND**  
**CONTRACT-TO-DATE & QUARTERLY 54 Months**

EDSI	MPCR - Goal 50% FY 24-25 Adult			MPCR - Goal 50% FY 24-25 DW			MPCR Adult/DW - Goal 50% FY 24-25 A/DW Combined		
	Direct \$ '000	Total \$ '000	51%	Direct \$ '000	Total \$ '000	50%	Direct \$ '000	Total \$ '000	51%
<b>CTD CUMULATIVE</b>									
July 2024	25	131	19%	28	67	41%	53	198	27%
Aug 2024	55	217	25%	25	77	32%	80	294	27%
Sep 2024	99	321	31%	22	93	23%	121	414	29%
<b>Total Extended 12 Months</b>	<b>179</b>	<b>669</b>	<b>27%</b>	<b>74</b>	<b>237</b>	<b>31%</b>	<b>253</b>	<b>906</b>	<b>28%</b>
<b>Cumulative CTD 54 Months</b>	<b>6,324</b>	<b>12,433</b>	<b>51%</b>	<b>2,656</b>	<b>5,301</b>	<b>50%</b>	<b>8,980</b>	<b>17,734</b>	<b>51%</b>

**Prior Fiscal Year**

EDSI	MPCR - Goal 30% FY 23-24 w LFPR Project Adult			MPCR - Goal 30% FY 23-24 w LFPR Project DW			MPCR Adult/DW - Goal 30% FY 23-24 w LFPR Project A/DW Combined		
	Direct \$ '000	Total \$ '000	%	Direct \$ '000	Total \$ '000	%	Direct \$ '000	Total \$ '000	%
QTR Ended 9/30/23	605	1,117	54%	151	328	46%	756	1,445	52%
QTR Ended 12/31/23	449	950	47%	237	416	57%	686	1,366	50%
QTR Ended 3/31/24	187	738	25%	34	222	15%	221	959	23%
QTR Ended 6/30/24	80	627	13%	84	272	31%	165	898	18%
<b>FYE 6/30/24 (12 Mos)</b>	<b>1,322</b>	<b>3,432</b>	<b>39%</b>	<b>507</b>	<b>1,237</b>	<b>41%</b>	<b>1,829</b>	<b>4,669</b>	<b>39%</b>

**Current Fiscal Year**

EDSI	MPCR - Goal 50% FY 24-25 w LFPR Project Adult			MPCR - Goal 50% FY 24-25 w LFPR Project DW			MPCR Adult/DW - Goal 50% FY 24-25 w LFPR Project A/DW Combined		
	Direct \$ '000	Total \$ '000	%	Direct \$ '000	Total \$ '000	%	Direct \$ '000	Total \$ '000	%
QTR Ended 9/30/24	179	669	27%	74	237	31%	253	906	28%
QTR Ended 12/31/24	0	0	0%	0	0	0%	0	0	0%
<b>FYE 6/30/25 (12 Mos)</b>	<b>179</b>	<b>669</b>	<b>27%</b>	<b>74</b>	<b>237</b>	<b>31%</b>	<b>253</b>	<b>906</b>	<b>28%</b>

**NORTHERN MIDDLE TN WORKFORCE BOARD**  
**SEPTEMBER 2024 FISCAL UPDATE**  
**EDSI - ADULT/DW MPCR TREND**  
**CONTRACT-TO-DATE & QUARTERLY 54 Months**

EDSI	MPCR - Goal 50%			Work Experience - Goal 20%			ISY/Youth - Goal 30% effective 07.1.23		
	Youth			Youth			Youth		
<b>CTD CUMULATIVE</b>	<b>Direct</b> \$ '000	<b>Total</b> \$ '000	<b>49%</b>	<b>Wk Exp</b> \$ '000	<b>Total</b> \$ '000	<b>28%</b>	<b>ISY</b> \$ '000	<b>Total</b> \$ '000	<b>30%</b>
July 2024	17	34	49%	10	34	30%	10	34	29%
Aug 2024	32	48	66%	17	48	35%	17	48	35%
Sep 2024	24	119	20%	27	119	23%	48	119	40%
<b>Total Extended 12 Months</b>	<b>73</b>	<b>201</b>	<b>36%</b>	<b>54</b>	<b>201</b>	<b>27%</b>	<b>75</b>	<b>201</b>	<b>37%</b>
<b>Cumulative CTD 54 Months</b>	<b>3,119</b>	<b>6,349</b>	<b>49%</b>	<b>1,633</b>	<b>6,019</b>	<b>27%</b>	<b>1,821</b>	<b>6,019</b>	<b>30%</b>

**Prior Fiscal Year**

EDSI	MPCR - Goal 50%			Work Experience - Goal 25%			ISY/Youth - Goal 30% effective 07.1.23		
	Youth			Youth			Youth		
QTR Ended 9/30/23	457	762	60%	140	651	22%	193	651	30%
QTR Ended 12/31/23	275	560	49%	141	560	25%	173	560	31%
QTR Ended 3/31/24	63	337	19%	120	337	36%	124	337	37%
QTR Ended 6/30/24	91	192	47%	90	192	47%	71	192	37%
<b>FYE 6/30/24 (12 Mos)</b>	<b>886</b>	<b>1,851</b>	<b>48%</b>	<b>492</b>	<b>1,740</b>	<b>28%</b>	<b>560</b>	<b>1,740</b>	<b>32%</b>

**Current Fiscal Year**

EDSI	MPCR - Goal 50%			Work Experience - Goal 20%			ISY/Youth - Goal 30% effective 07.1.23		
	Youth			Youth			Youth		
QTR Ended 9/30/24	73	201	36%	54	201	27%	75	201	37%
QTR Ended 12/31/24	0	0	0%	0	0	0%	0	0	0%
<b>FYE 6/30/25 (12 Mos)</b>	<b>73</b>	<b>201</b>	<b>36%</b>	<b>54</b>	<b>201</b>	<b>27%</b>	<b>75</b>	<b>201</b>	<b>37%</b>

NORTHERN MIDDLE TN WORKFORCE BOARD  
 SEPTEMBER 2024 FISCAL UPDATE

MAC YOUTH - MPCR, WORK EXPERIENCE & IN SCHOOL

	MPCR - Goal 50%			Work Experience - Goal 25%			ISY/Youth - 30% Goal beginning 7/1/23		
MAC	Youth			Youth			Youth		
CTD CUMULATIVE	Direct \$ '000	Total \$ '000	51%	Wk Exp \$ '000	Total \$ '000	41%	ISY \$ '000	Total \$ '000	39%
July 2024	7	22	30%	6	22	27%	8	22	37%
Aug 2024	8	30	28%	13	30	43%	15	30	52%
Sep 2024	5	43	13%	17	43	40%	20	43	47%
Oct 2024	1	1	100%	0	1	0%	0	1	0%
Total Extended 12 Months	21	96	22%	36	96	37%	44	96	45%
Cumulative CTD 54 Months	993	1,998	50%	787	1,942	41%	758	1,942	39%

	MPCR - Goal 50%			Work Experience - Goal 25%			ISY/Youth - 30% Goal beginning 7/1/23		
MAC	Youth			Youth			Youth		
QTR Ended 9/30/23	89	173	51%	59	132	45%	52	132	39%
QTR Ended 12/31/23	88	160	55%	90	160	56%	71	160	45%
QTR Ended 3/31/24	86	179	48%	62	179	34%	68	179	38%
QTR Ended 6/30/24	116	194	60%	76	194	39%	74	194	38%
FYE 6/30/24	379	706	54%	287	665	43%	265	665	40%

	MPCR - Goal 50%			Work Experience - Goal 25%			ISY/Youth - 30% Goal beginning 7/1/23		
MAC	Youth			Youth			Youth		
QTR Ended 9/30/24	20	95	21%	36	95	38%	44	95	46%
QTR Ended 12/31/24	1	1	100%	0	1	0%	0	1	0%
FYE 6/30/25	21	96	22%	36	96	37%	44	96	45%

# NORTHERN MIDDLE TN WORKFORCE BOARD

## SEPTEMBER 2024 FISCAL UPDATE

### MONITORING UPDATE

#### EDSI and MAC - Career Service Providers

- \* EDSI's additional leadership personnel continue to address Northern Middle's performance improvement and expectations.
- \* EDSI exceeded their Q1 Adult/DW enrollment goal, but fell short of their Youth enrollment goal.
- \* MAC met Q1 Youth enrollment goal.
- \* Neither EDSI nor MAC met Q1 MPCR, but are working on strategies to achieve MPCR in subsequent quarters.
- \* Northern Middle staff reviewed closure of RESEA program as of 9/30/24 and resulting impact on EDSI staff.
- \* Biweekly contractor meetings continue with EDSI and MAC.
- \* Monthly desk review of invoices is performed analyzing contract progress and dollar-driven performance.
- \* Northern Middle program and fiscal staff continue to provide technical assistance to EDSI and MAC as needed; Staff provided EDSI guidance on management of tracking obligations, pacing contract expenditures, creating enrollment options to include direct placement, and targets to achieve MPCR.
- \* Northern Middle program staff have conducted random sampling of EDSI and MAC participant files with required corrective action.

#### Mid-Cumberland HRA - One-Stop Operator

- \* The One-Stop Operator continues to promote enhanced oversight of partner accountability in supporting KPI goals.
- \* The One-Stop Operator has been asked to assume more responsibility in coordinating IFA agreements and addressing monitoring findings that may arise related to the AJC.
- \* A re-design of the OSO contract scope has resulted in the elimination of OSO greeters in the comprehensive centers. An assistant OSO position has been created to provide more oversight.

# NORTHERN MIDDLE TN WORKFORCE BOARD

## SEPTEMBER 2024 FISCAL UPDATE

### MONITORING UPDATE

#### Monitoring of Northern Middle

- \* FY 23-24 external financial audit is in progress with new audit firm Stone, Rudolph and Henry, PLC.
- \* TDLWD's Program Accountability Review (PAR) unit conducted their annual review of fiscal management and reporting. An entrance conference was held August 27, 2024. Most of the engagement was virtual with an on-site visit by two monitors. A monitor and board staff conducted onsite inventories at Cheatham and Davidson AJCs. PAR monitors conducted random sampling of approximately 187 transactions throughout the monitoring period, as well as testing the underlying support of each contractor's billing for one sample month. (Estimated documentation provided in excess of \$1.9M) An exit conference was held November 7, 2024 with the following issues discussed:
  - 1) A mathematical calculation error was found on one EDSI participant timesheet. EDSI has reimbursed Northern Middle for the \$532.13 error. Northern Middle will reimburse TDLWD.
  - 2) PAR identified Northern Middle as an LWDA that utilizes administrative cost pools according to a cost allocation plan. This method has been used by Northern Middle for decades. There is discussion at TDLWD about potential changes needed to existing methodology. Northern Middle will await specific guidance before making any changes.

The final monitoring report from PAR is pending at this time.

NORTHERN MIDDLE TN WORKFORCE BOARD  
SEPTEMBER 2024 FISCAL UPDATE

ACTION

\* 2024-25 Amended Budget = \$13.1M (+869k)



# AJC Redesign / Business Services



# AJC Redesign

James Roberson, Assistant Commissioner

# AJC Redesign: Workforce Reimagined

## Redefined Outreach and Service Strategies

- Increased “IN” flow of customers, reduced leakage of services, meet customers where they are
- Improve customer service to increase AJC foot traffic at Comprehensive Sites
- Flexible Outreach Access Points throughout the communities
- Virtual AJC engagement routed through Zendesk Tickets
- UI Claimants outreach engagement routed through Zendesk Tickets
- Reverse Referrals (AE, VR, SNAP, and RESEA Control Group)

## System Training & Accountability Metrics

- Cross-training of new customer flows
- Conversion Rates to measure high-performing AJCs
- Common Intake Assessments
- New employment metrics

## Marketing Campaign

AJC Network, Apprenticeships, and Employers' Campaigns launched October 2<sup>nd</sup>

# WFS Marketing Campaign

## American Job Center Video



## Highlighting Policy Updates to Support AJC Redesign



### One-Stop System Design Policy

- Redefine “Affiliate AJC” to promote agility in service provision

### One-Stop Certification Policy

- New certification process for AJCs to promote agility in service provision and outreach

### One-Stop Operator and Career Service Provider Procurement Policy

- Allow for State-procured One-Stop Operator to provide LWDBs with high-quality option and promote consistency in services across the state

### Minimum Participant Cost Rate (MPCR) Policy

- Add state-funded programs into MPCR calculations so LWDBs receive credit and incentive for this work

# What's Next in supporting AJC Redesign?

## Staffing Realignment

- One-Stop Functional Navigation
- Roles for OSO and OSO Outreach Manager
- Redacting RESEA funding allocations at the LWDB level; redirecting to Wagner Peyser Comprehensive Centers staff
- Working with TDLWD Human Resources to redefine Career Coach roles in the AJC

## Upcoming trainings

- Common intake assessments
- The AJC Customer's journey
- Business Services Training – Monday, November 18<sup>th</sup>

## Local Board Actions

- LWDBs redesigning their AJC footprint – more affiliate (outreach) centers
- Redefining local policy/guidance to support AJC redesign
- Demonstration pilots of new service models

**Northern Middle Program Year July 1, 2023 to June 30, 2024**

**Incumbent Worker Training (IWT) Grants (07.01.2024 - 06.30.2025)**

	County Location	Employer	UEI	Employees Trained	Contract Start Date	Contract End Date	Contract Amount	Amount Expended
1	Sumner	Clarendale @Indian Lake	SR6UG96MEP53	15	08.01.2024	05.31.2025	\$25,000.00	
2	Davidson	Coca-Cola Consolidated, Inc	EVMRM7AZGAC6	30	09.01.2024	05.31.2025	\$21,694.00	
3	Rutherford	Fessler & Bowman	NYPLTSQU9BB5	50	08.01.2024	05.31.2025	\$24,922.00	
4	Davidson	Military Systems Group	SBYBHNZL5UJ1	12	08.01.2024	05.31.2025	\$24,948.00	
5	Sumner	The GAP	ZYZJX5WLT3M9	54	09.01.2024	05.31.2025	\$12,213.00	
6	Davidson	Vanderbilt University Medical Center	GylUH9UXHDX5	94	08.01.2024	05.31.2025	\$25,000.00	
7	Rutherford	Schwan Cosmetics USA	W6DTG8ZMBH93	47	08.01.2024	05.31.2025	\$12,195.00	
8	Davidson	Glatfelter	VYHULQ7RCMA4	10	10.14.2024	05.31.2025	\$5,000.00	
9	Wilson	Solaren Risk Management, LLC	VWBAAWEAJP23	35	10.14.2024	05.31.2025	\$25,000.00	
10	Rutherford	Roscoe Brown, Inc	FXDHCW7M9F61	28	11.01.2024	05.31.2025	\$25,000.00	
				<b>375</b>			<b>\$200,972.00</b>	<b>\$0.00</b>

*Board designated funds available: \$ 300,000.00*

**Apprenticeship Training Grants (09.03.2024 - 06.30.2025)**

	County Location	Employer	UEI	Employees Trained	Contract Start Date	Contract End Date	Contract Amount	Amount Expended
1	Davidson	Dixon Management Group LLC	UVCJH9SV2V3	9	10.14.2024	05.31.2024	\$22,500.00	
2	Davidson	Classic Handyman Company, Inc.	PLMNU6JEDTW9	1	10.14.2024	05.31.2025	\$2,500.00	
3	Rutherford	Roscoe Brown, Inc	FXDHCW7M9F61	7	10.01.2024	05.31.2025	\$17,500.00	
4	Cheatham	Industrial Electrical Services, Inc.	MEMXUJNDRAR8	4	10.14.2024	05.31.2025	\$9,000.00	
5	Montgomery	Clarksville Montgomery Co Schools	QM24BH3KM7W7	20	10.14.2024	05.31.2025	\$50,000.00	
6	Rutherford	Cultivation Network	X7B4WU2WPA59	2	10.01.2024	05.31.2025	\$5,000.00	
7								
8								
				<b>43</b>			<b>\$106,500.00</b>	<b>\$0.00</b>

*State Apprenticeship Grant Amount Available: \$142,000.00*

**State Apprenticeship Expansion Formula Grant (10.01.2024 - 06.30.2025)**

	County Location	Employer	Employees Trained	Employment Sector	Contract Start Date	Contract End Date	Contract Amount	Amount Expended
1	Robertson	Robertson Co BOE	20	Teachers	10.01.2024	05.31.2025	\$50,000.00	
2	Rutherford	Rutherford Co BOE	10	Teachers	10.01.2024	05.31.2025	\$25,000.00	
3								
4								
			<b>30</b>				<b>\$75,000.00</b>	<b>\$0.00</b>

*SAEF Program Funds Available: \$112,500.00*



# **Workforce Board Certification / Partner Performance**

TN State Workforce Development Board Certification  
Program

Final Feedback Report

*Prepared by  
The University of Tennessee Center for Industrial  
Services*

August 23, 2024

Element of Governance	Achievement Level*
Structure, Roles, Relationships, Terms	Competent
Responsibilities	Competent
Governance System	Compliant
Strategic Insight	Compliant
Performance Management	Compliant
Legal & Ethical Behavior	Competent

\*Achievement Levels:

Non-Compliant: Practices are not in place.

Compliant: Practices are in place. Practices are accessible or known by those responsible for its execution. Compliant is a foundational level of achievement.

Competent: In addition to meeting the components of Compliant, practices are in place and followed. Some practices may be reviewed, and some indicators or measures are identified. Competent is a more mature level of achievement.

Role Model: In addition to meeting the components of Competent, practices are evaluated for effectiveness. Practices are determined to be effective and/or continually improved. Role model is the highest level of achievement and indicates practices that others could benefit from learning and implementing.

**South Central TN Workforce Alliance Report Card**  
**Tennessee Adult Education PY 2024-25**  
**Quarter 1: July 1 – September 30, 2024**

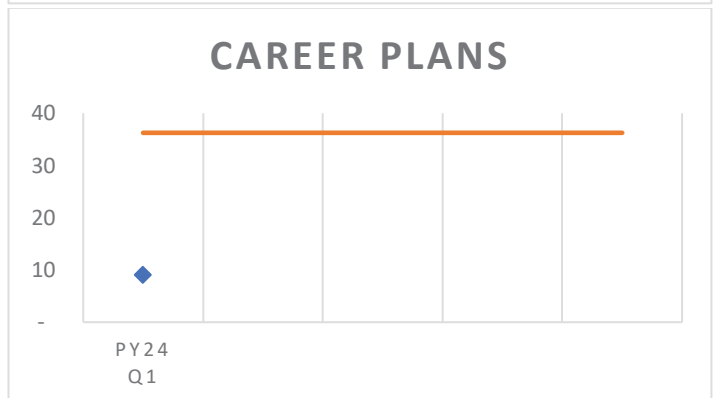
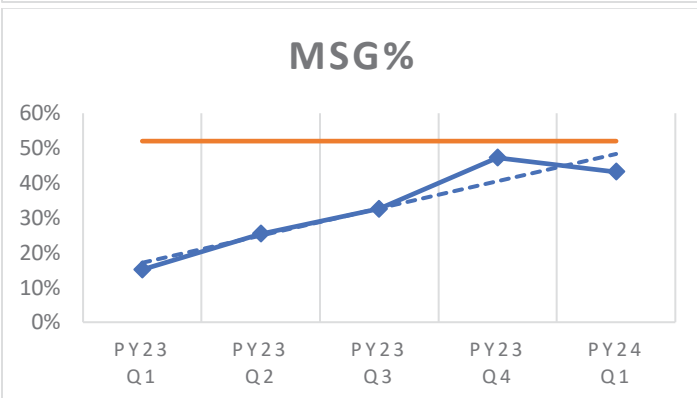
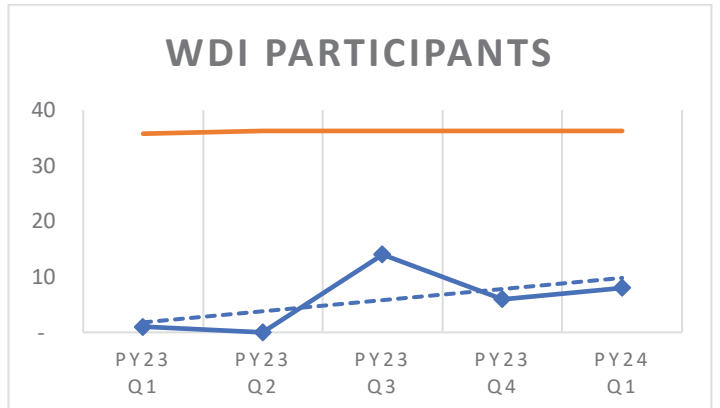
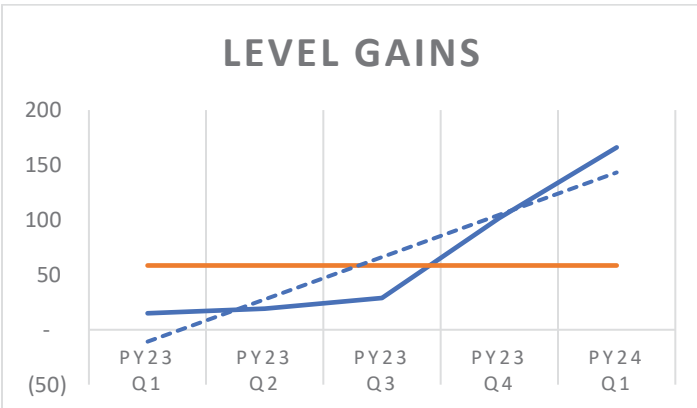
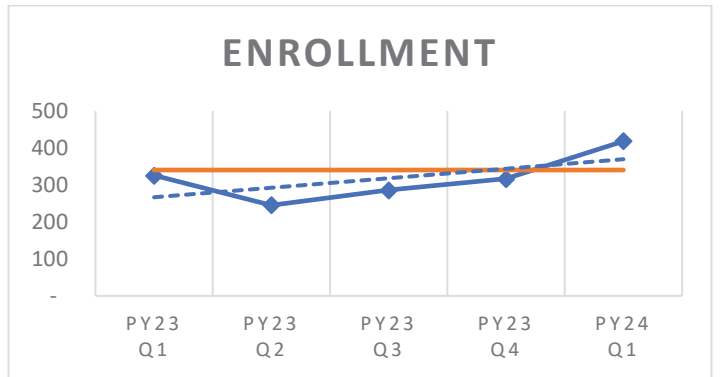
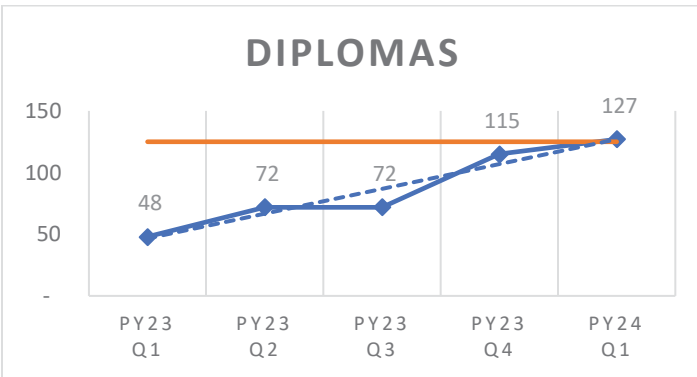
**Grade**

Q1: 7	Q2:
Q3:	Q4:

KPI	Annual Target	YTD Actual
Diplomas	500	127
Level Gains	234	166
Measurable Skill Gains %	52%	43.2%

KPI	Annual Target	YTD Actual
Enrollment	1680	737
WDI Participants	145	10
Students w/ Career Plan	145	9

Quarterly Trends: —◆— Actual — Target - - - Trendline



**Notes & Actions**

Goals Met – Diploma, Level Gains, and Enrollment

Goals Not Met – WDI Participants (28%), Career Plans (25%), and MSG

*Please note we anticipate lower scores in the first quarter as your program gets started for the year. We anticipate your score will improve in future quarters as you serve more students and see more gains from their work.*

**Workforce Essentials INC Report Card**  
**Tennessee Adult Education PY 2024-25**  
**Quarter 1: July 1 – September 30, 2024**

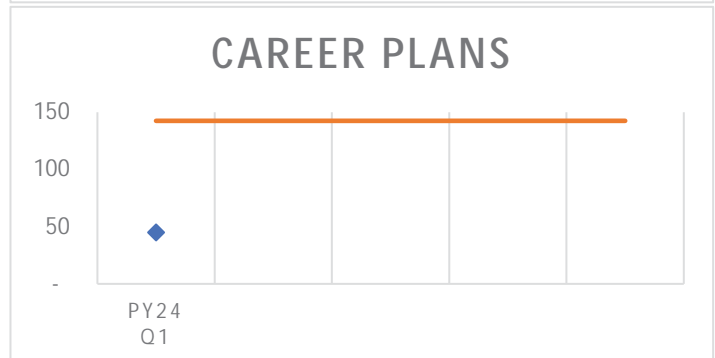
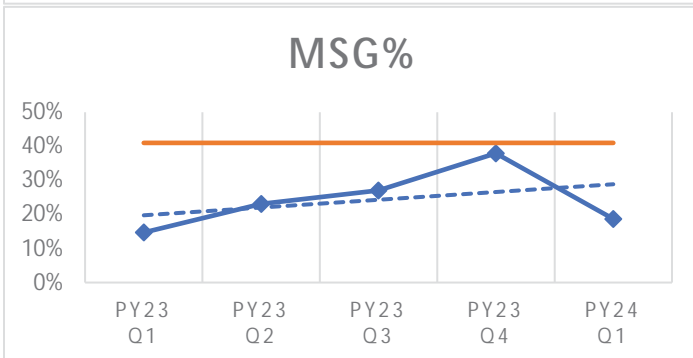
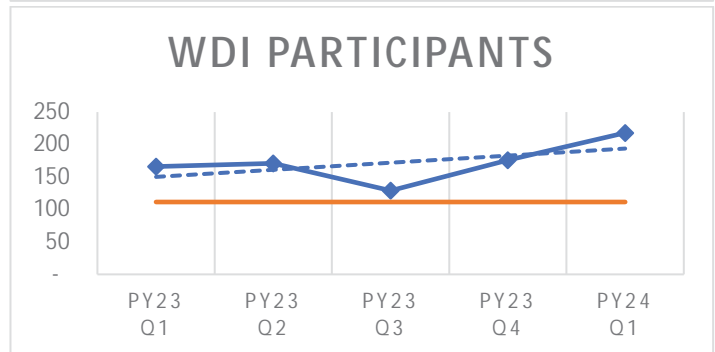
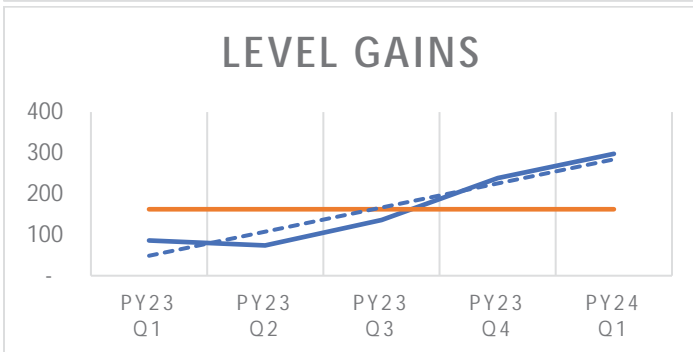
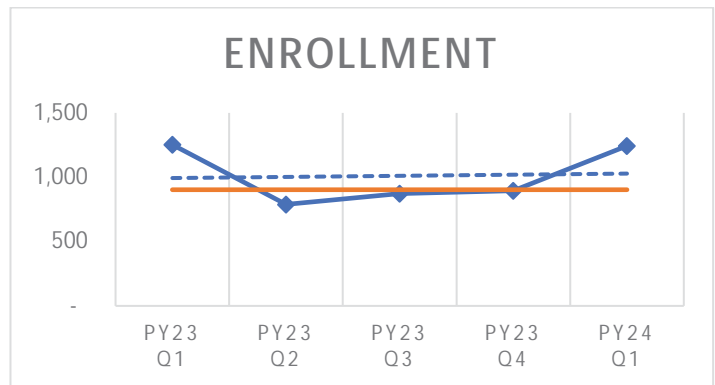
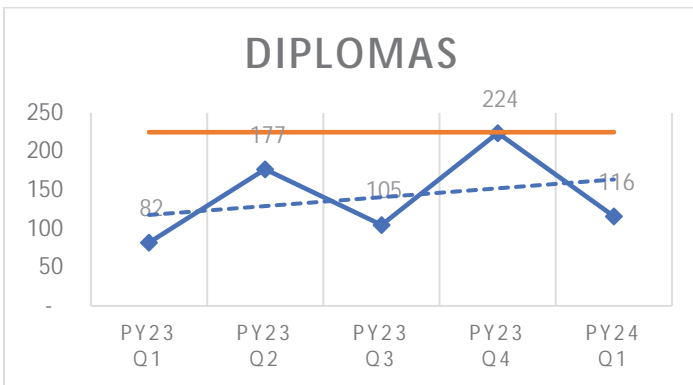
**Grade**

Q1: 6	Q2:
Q3:	Q4:

KPI	Annual Target	YTD Actual
Diplomas	900	<b>116</b>
Level Gains	650	<b>298</b>
Measurable Skill Gains %	41%	<b>18.7%</b>

KPI	Annual Target	YTD Actual
Enrollment	5,050	<b>2,681</b>
WDI Participants	570	<b>342</b>
Students w/ Career Plan	570	<b>45</b>

**Quarterly Trends:** —◆— Actual    — Target    - - - Trendline



**Notes & Actions**

Goals Met – Level Gains, Enrollment, WDI Participants

Goals Not Met – Diplomas (52%), Career Plans (32%), MSG 18.7

*Please note we anticipate lower scores in the first quarter as your program gets started for the year. We anticipate your score will improve in future quarters as you serve more students and see more gains from their work.*

**Volunteer State Community College Report Card**  
**Tennessee Adult Education PY 2024-25**  
**Quarter 1: July 1 – September 30, 2024**

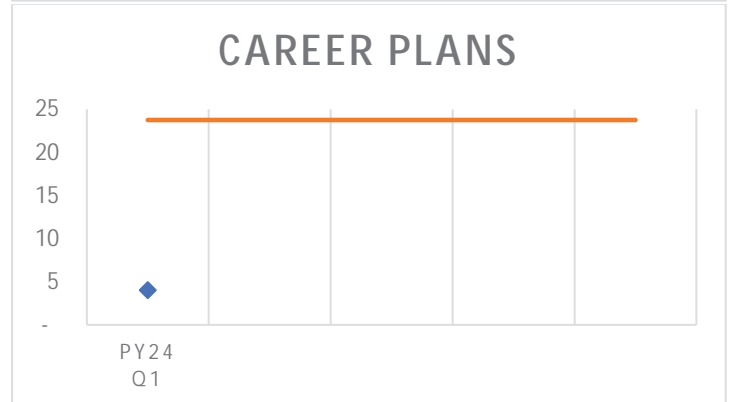
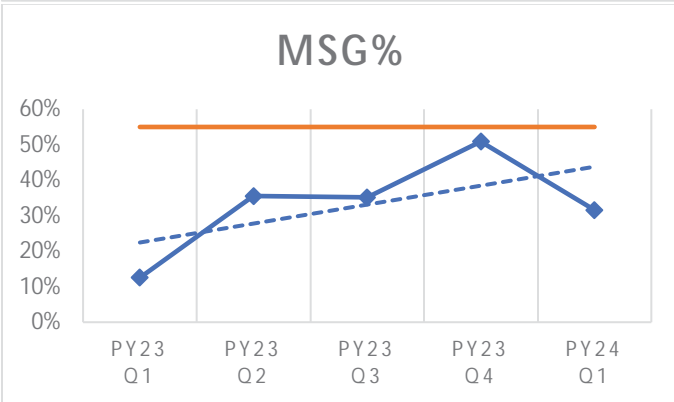
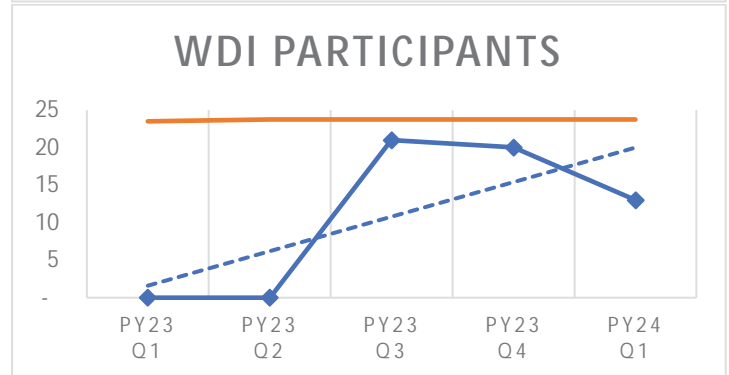
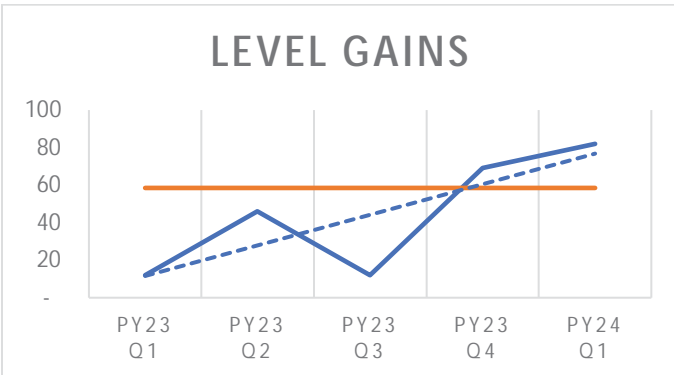
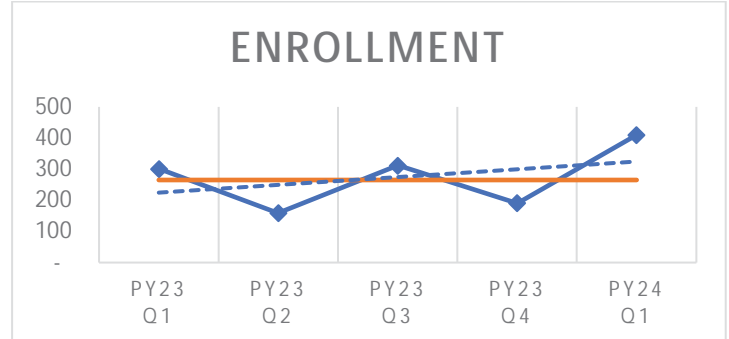
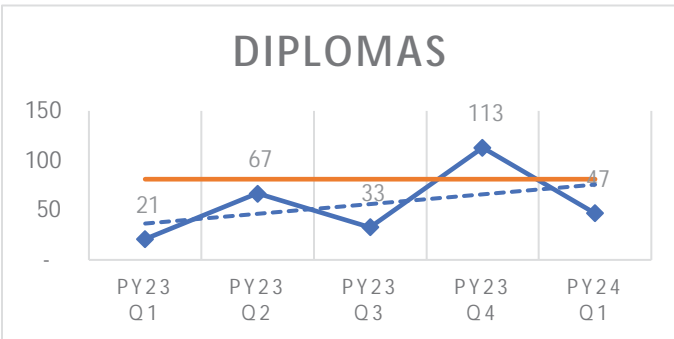
**Grade**

Q1: 5	Q2:
Q3:	Q4:

KPI	Annual Target	YTD Actual
Diplomas	325	47
Level Gains	234	82
Measurable Skill Gains %	55%	31.6%

KPI	Annual Target	YTD Actual
Enrollment	1,200	549
WDI Participants	95	14
Students w/ Career Plan	95	4

**Quarterly Trends:** —◆— Actual    — Target    - - - Trendline



**Notes & Actions**

Goals Met – Level Gains, Enrollment

Goals Not Met – Diplomas (58%), WDI Participants (58%), Career Plans (17%), MSG 31.6

*Please note we anticipate lower scores in the first quarter as your program gets started for the year. We anticipate your score will improve in future quarters as you serve more students and see more gains from their work.*

# Meharry Medical College Report Card

## Tennessee Adult Education PY 2024-25

### Quarter 1: July 1 – September 30, 2024

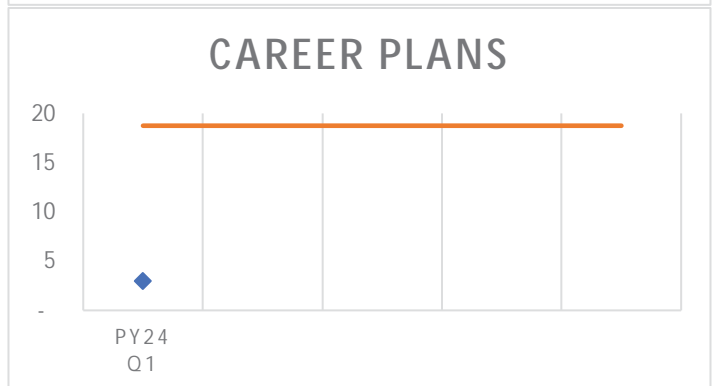
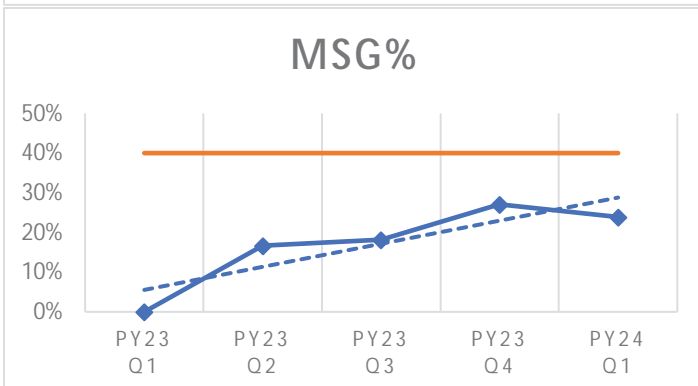
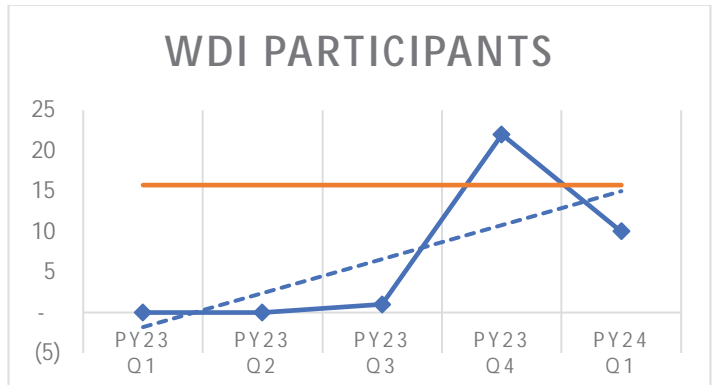
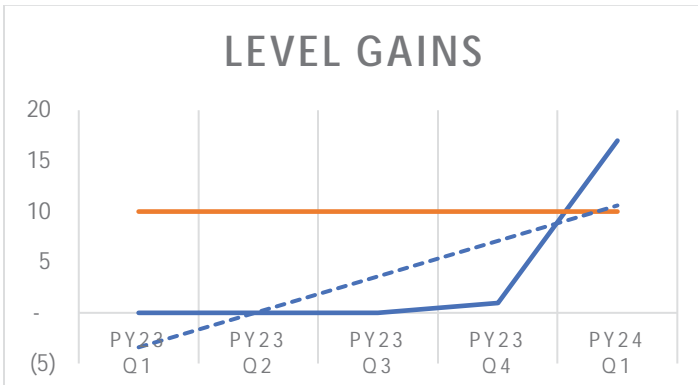
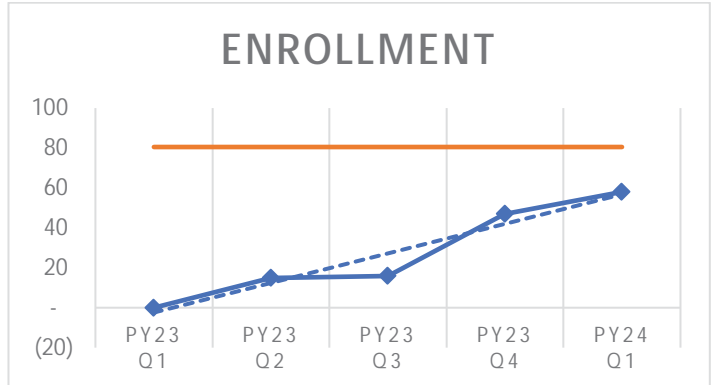
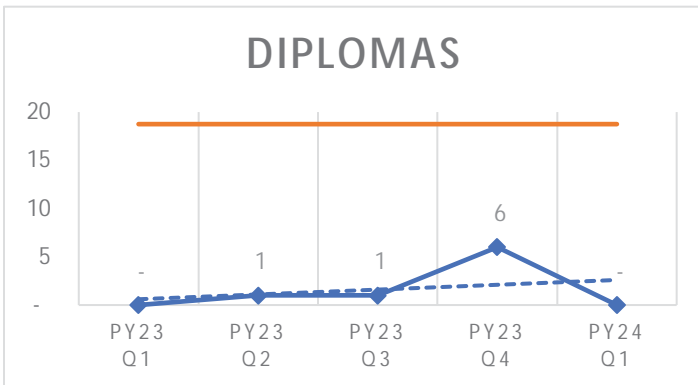
## Grade

Q1: 4	Q2:
Q3:	Q4:

KPI	Annual Target	YTD Actual
Diplomas	75	0
Level Gains	40	17
Measurable Skill Gains %	40%	23.9%

KPI	Annual Target	YTD Actual
Enrollment	360	96
WDI Participants	75	22
Students w/ Career Plan	75	3

Quarterly Trends: —◆— Actual — Target - - - Trendline



## Notes & Actions

Goals Met – Level Gains and WDI Participants

Goals Not Met – Diplomas (0%), Enrollment (72%), Career Plans (16%), and MSG

*Please note we anticipate lower scores in the first quarter as your program gets started for the year. We anticipate your score will improve in future quarters as you serve more students and see more gains from their work.*

Nashville International Center for Empowerment Report Card  
 Tennessee Adult Education PY 2024-25  
 Quarter 1: July 1 – September 30, 2024

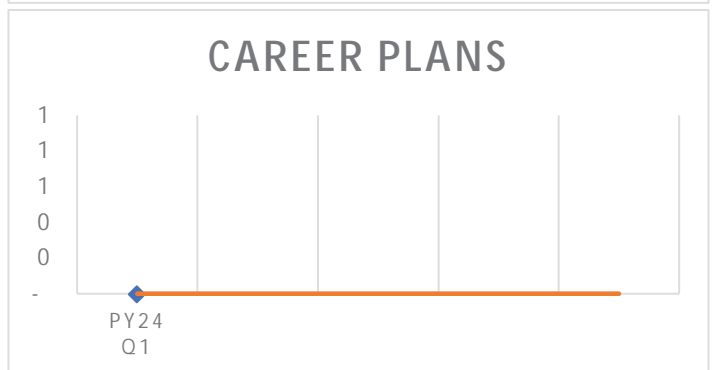
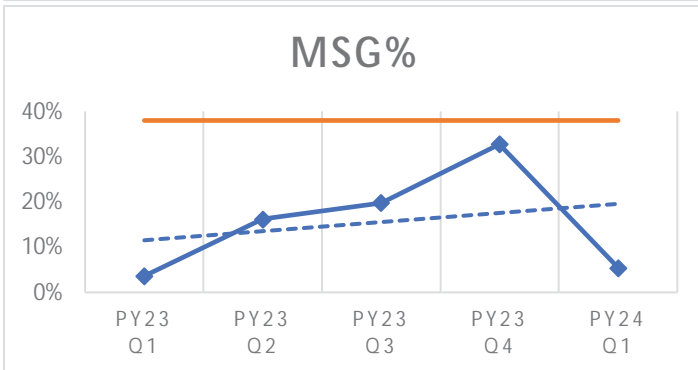
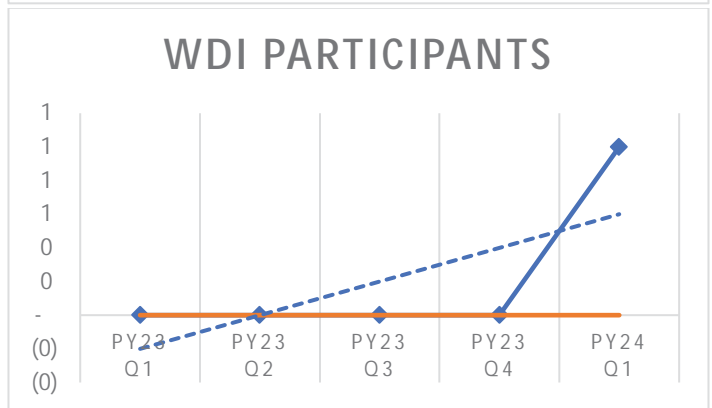
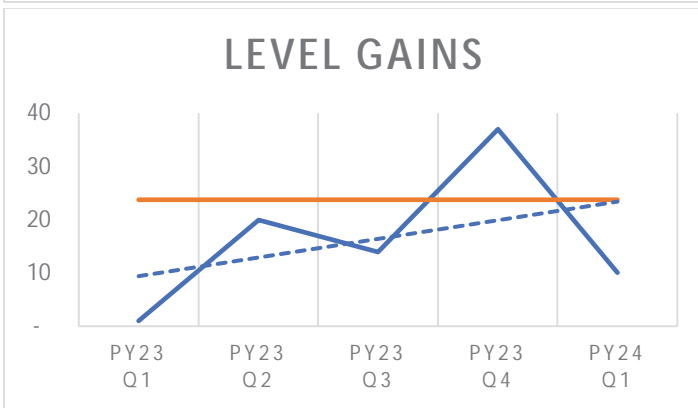
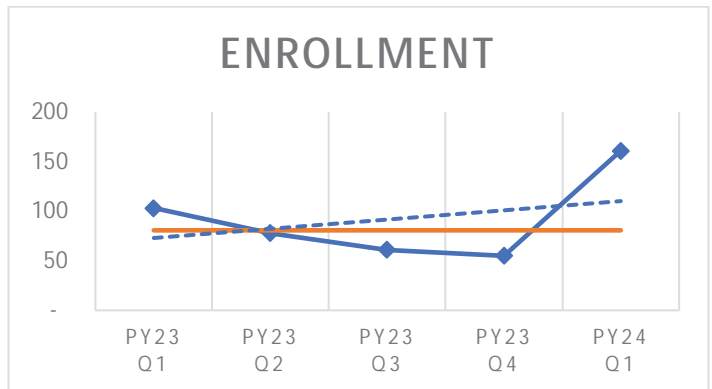
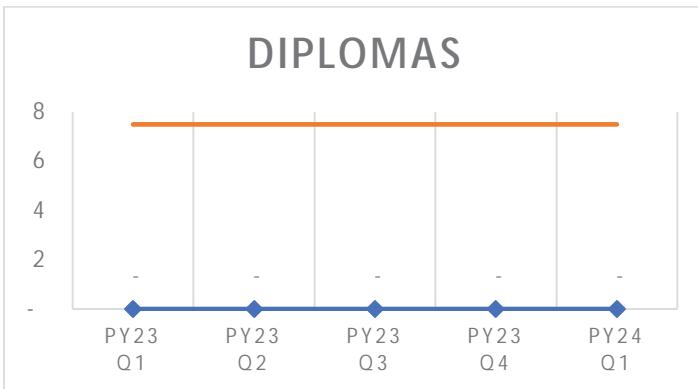
Grade

Q1: 4	Q2:
Q3:	Q4:

KPI	Annual Target	YTD Actual
Diplomas	30	0
Level Gains	95	10
Measurable Skill Gains %	38%	5.4%

KPI	Annual Target	YTD Actual
Enrollment	430	268
WDI Participants	0	1
Students w/ Career Plan	0	0

Quarterly Trends: —◆— Actual — Target - - - Trendline



Notes & Actions

Goals Met – Enrollment and WDI Participants

Goals Not Met – Diplomas (0%), Level Gains (42%), MSG

Please note we anticipate lower scores in the first quarter as your program gets started for the year. We anticipate your score will improve in future quarters as you serve more students and see more gains from their work.

**Workforce Essentials IELCE Report Card**  
**Tennessee Adult Education PY 2024-25**  
**Quarter 1: July 1 – September 30, 2024**

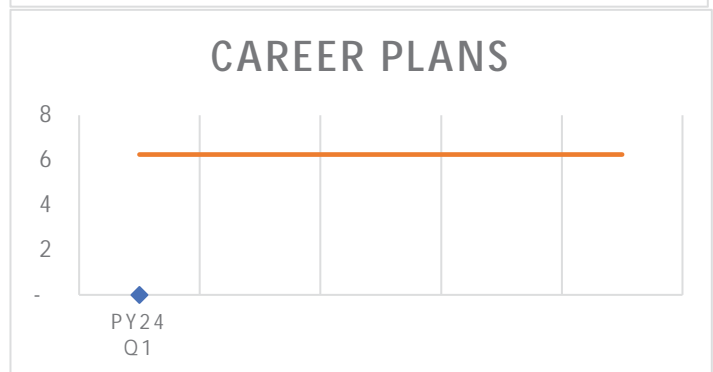
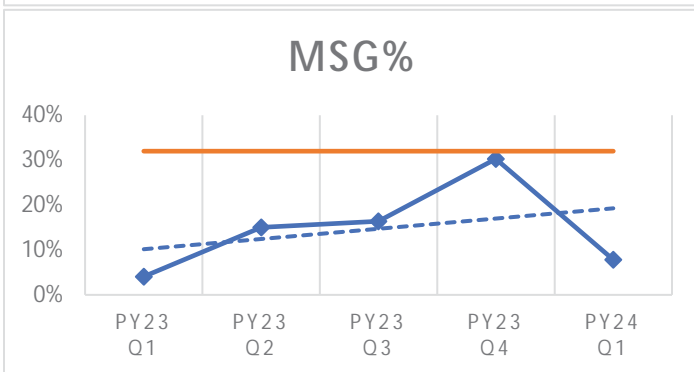
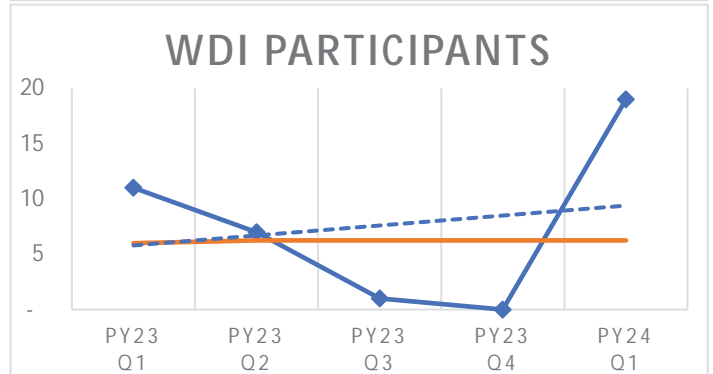
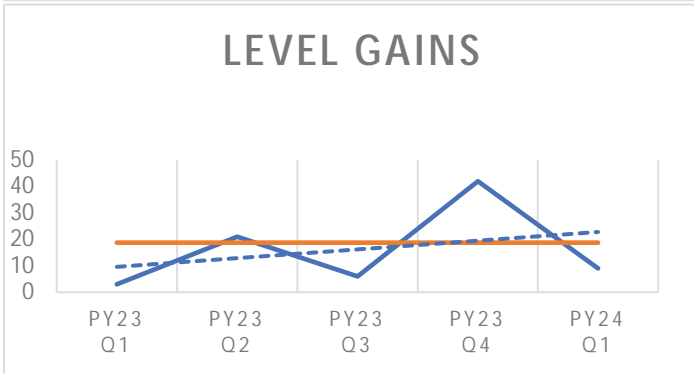
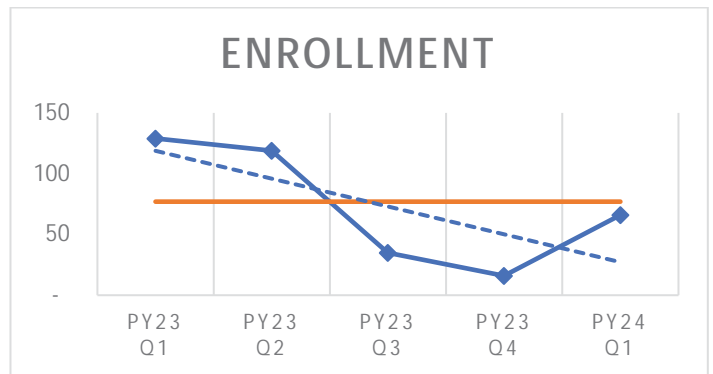
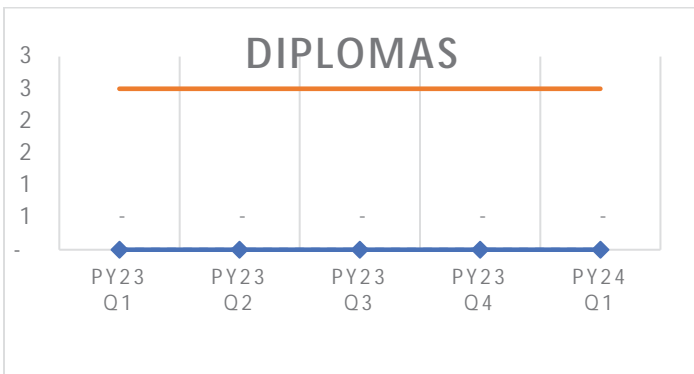
**Grade**

Q1: 4	Q2:
Q3:	Q4:

KPI	Annual Target	YTD Actual
Diplomas	10	0
Level Gains	75	9
Measurable Skill Gains %	32%	7.8%

KPI	Annual Target	YTD Actual
Enrollment	410	168
WDI Participants	25	20
Students w/ Career Plan	25	0

**Quarterly Trends:** —◆— Actual    — Target    - - - Trendline



**Notes & Actions**

Goals Met - Enrollment, WDI Participants

Goals Not Met – Diplomas, Level Gains (47%), Career Plans, MSG 7.8

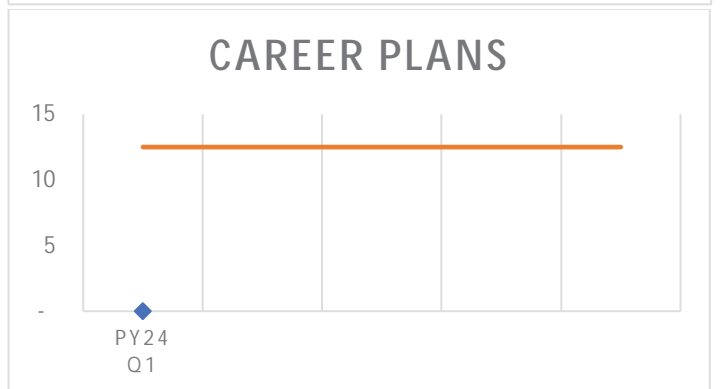
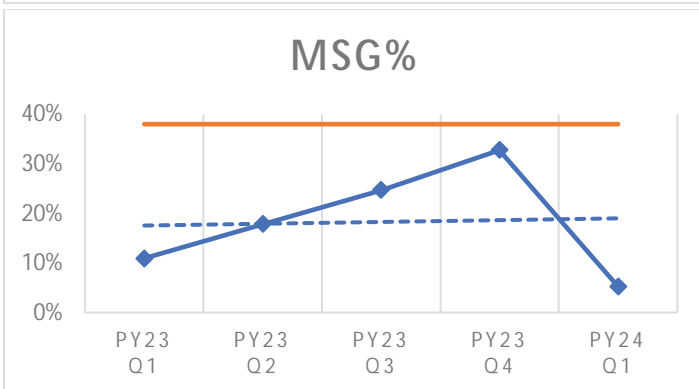
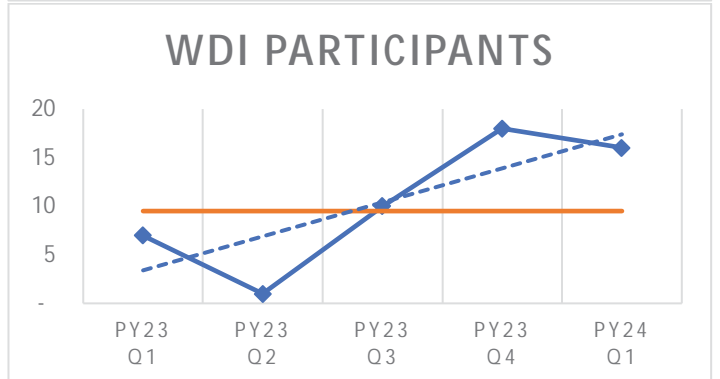
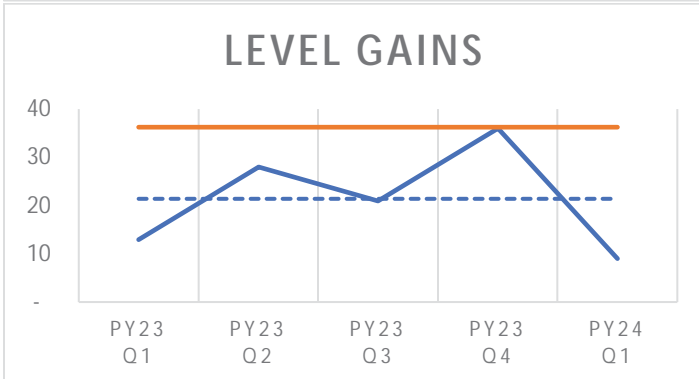
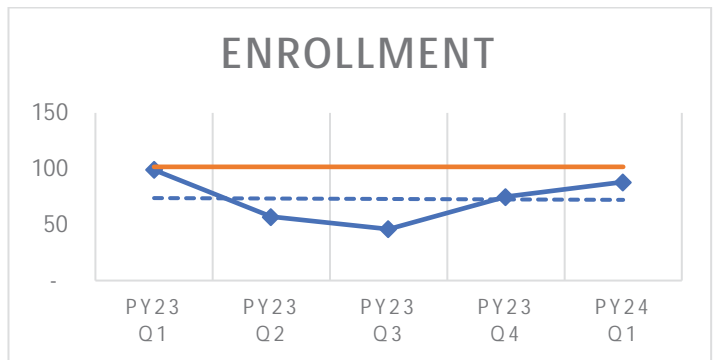
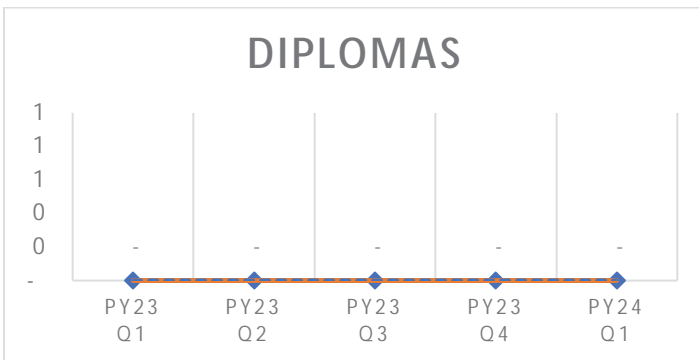
*Please note we anticipate lower scores in the first quarter as your program gets started for the year. We anticipate your score will improve in future quarters as you serve more students and see more gains from their work.*

Q1: 3	Q2:
Q3:	Q4:

KPI	Annual Target	YTD Actual
Diplomas	0	0
Level Gains	145	9
Measurable Skill Gains %	38%	5.2%

KPI	Annual Target	YTD Actual
Enrollment	550	231
WDI Participants	50	28
Students w/ Career Plan	50	0

Quarterly Trends: —◆— Actual — Target - - - Trendline



### Notes & Actions

Goals Met – WDI Participants

Goals Not Met – Level Gains (25%), Enrollment (86%), Career Plans (0%), and MSG

*Please note we anticipate lower scores in the first quarter as your program gets started for the year. We anticipate your score will improve in future quarters as you serve more students and see more gains from their work.*

**Northern Middle Vocational Rehabilitation**

<b>County</b>	<b>LWDA Region</b>	<b>Planning Region</b>	<b>New Enrollments</b>	<b>Open Cases</b>	<b>Closed Cases</b>	<b>Total Enrollments</b>
Cheatham	Northern Middle	Middle Planning Region	3	29	3	32
Davidson	Northern Middle	Middle Planning Region	168	999	89	1,088
Dickson	Northern Middle	Middle Planning Region	7	40	7	47
Houston	Northern Middle	Middle Planning Region	0	10	1	11
Humphreys	Northern Middle	Middle Planning Region	4	15	4	19
Montgomery	Northern Middle	Middle Planning Region	62	394	53	447
Robertson	Northern Middle	Middle Planning Region	11	53	7	60
Rutherford	Northern Middle	Middle Planning Region	69	369	44	413
Stewart	Northern Middle	Middle Planning Region	0	15	1	16
Sumner	Northern Middle	Middle Planning Region	46	177	22	199
Trousdale	Northern Middle	Middle Planning Region	1	9	4	13
Williamson	Northern Middle	Middle Planning Region	32	231	27	258
Wilson	Northern Middle	Middle Planning Region	33	120	17	137
<b>Total</b>	<b>-</b>	<b>-</b>	<b>436</b>	<b>2,461</b>	<b>279</b>	<b>2,740</b>



**Northern Middle Tennessee Local  
Workforce Development Board**

# Public Comment Period



**Next Meeting:  
February 12, 2025**

**Location:  
TBA**