



**Northern Middle Tennessee Local
Workforce Development Board**

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

Quarterly Board Meeting

May 8, 2024

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

Rutherford County Chamber of Commerce
3050 Medical Center Parkway, Murfreesboro

[Click here for Zoom link](#)

Tel: +1 312 626 6799

Meeting ID: 825 6301 8389 Passcode: 586955

AGENDA

Call Meeting to Order-Declaration of Quorum

John Zobl

Approval of Minutes

John Zobl

Welcome & Recognition of Board Members

Marla Rye
Greg Jones

Strategic Partner Focus: EDSI

TDLWD TOSS Monitoring Report
Corrective Action Response

Marla Rye
Kevin Schnieders
Danielle Ellis

Strategic Priorities:

➔ ***Connect People with Career Opportunities:***
One-Stop-Operator Report/Regional OSO
Federal Performanc Update

George Phillips
Andrea Dillard

➔ ***Improve Efficiency & Effectiveness of Training Programs***
Eligible Training Provider Update & Requests (Vote)

Andrea Dillard

➔ ***Manage Board funds to support Career Pathways***
Financial Report (Vote)

Ginger Fussell

➔ ***Train Workforce to Fill Employer Needs:***
CSP Procurement
WIOA Regional & Local Plan (Vote)
Tennessee Youth Employment Program (YEP)

Marla Rye

Public Comment Period:

Open

Wrap Up/

John Zobl

Zoom Link: <https://us02web.zoom.us/j/82563018389?pwd=K3BUR21nMndEMk5aTW1sT3pqbDJwQT09>

Upcoming Meetings-Mark Your Calendars

August 14, 2024 | November 13, 2024 | February 12, 2025 | May 14, 2025



**Northern Middle Tennessee Local
Workforce Development Board**

Approval Of Minutes

**Northern Middle Tennessee Workforce Board
Meeting Minutes
February 14, 2024, In-Person & via Zoom at 11:30 a.m.**

Members Attending	Members Absent	Staff & Guest Attending
Anne Fugate	David Rutledge	Mayor Bob Rial
Chris West	Ginger Jarrett	Mayor Randall Hutto
Cory Johns	James Harper	Mayor Wes Golden
Dan Caldwell	Keith Carnahan	Lee Harrell
Freda Herndon	Tony Adams	Andrea Dillard
George "Bo" Callis		Natalie McLimore
Jordan Osborne		George Phillips
Kristi Spurgeon		Dianna Web
Mark Peed		Lydia Bennett
Nathan Garrett		Ginger Fussell
Paul Webb		Marla Rye
Richie Brandon		Tanya Evrenson
Selittia Johnson		Laura Travis
Seth Thurman		Sherry Maynard
Sho Samuels		Liz McLaughlin
Greg Jones (Proxy D. Caldwell)		Daniel Jayroe
John Zobl (Proxy C. West)		Tonzia Buor
		Phillip Wallace
		Kerwin Thompson

The Northern Middle Tennessee Workforce Development Board met in person at TCAT Clarksville and with a virtual option on Wednesday, February 14, 2024, at 11:30 a.m.

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

Marla thanked everyone in attendance and recognized the new Board members, Freda Herndon, Nathan Garrett, and Jordan Osborne. Marla spoke about what is currently happening in our Northern Middle Workforce Area (NMWA). The NMWA has an unemployment rate of 2.5%, Tennessee is 3.5%, and US is 3.7%. There are about 30,000 on the unemployment rolls in the NMWA. Houston County is at 4.2% but is in the top 10 of the highest unemployment rates. Bledsoe County has the highest unemployment rate at 4.8%.

The Labor Force Participation Rate (LFPR) for the NMWA continues to excel, and the overall rate is 65.8%. The state of Tennessee is at 59.2%, and the national rate is 62.2%. Four counties in the Northern Middle Area are significantly lower than the state rate. Those counties are Montgomery, Stewart, Houston, and Humphreys Counties.

The Board staff has participated in several prospect meetings for economic development. Mayor Bob Rial of Dickson County, who joined the meeting virtually, had several economic development meetings in his area. Mayor Randall Hutto, who also joined the meeting virtually, has been working with two new employers in Wilson County. Simpson Ties in Sumner County has announced 37 new jobs. Summit Behavioral Health in Williamson County has announced 125 new jobs. Freightwise in Williamson County has announced 48 new jobs. Tech Labs in Nashville has announced 71 new jobs.

Natalie McLimore discussed rapid response activities in which she has been involved. Since December, 453 layoffs have been sent through the WARN system at the Tennessee Department of Labor and Workforce Development. Rapid response activities include meeting with those affected by the layoff and providing information on available services, including unemployment insurance. Many of those getting laid off speak different languages, and it can be a challenge to find employers equipped to handle that. Cargill in Nashville laid off a line of 111 workers; five different languages were spoken among them. Interpreters were used to communicate with them. APL in Lebanon is laying off 51 employees. Rapid response activities will happen there on April 30. GH Armour in Stewart County is laying off 40 employees. AmeriClean in Smyrna is laying off 80 employees.

Natalie also discussed how LG Chem, LG Electronics, Hankook, Daejin, and other foreign businesses invest over \$3.5B in Tennessee's economic development. Korean companies are among the top ten foreign investors.

Partner Focus

Business Engagement Plan

Elizabeth Black, Assistant Director of Training and Strategic Support in the TOSS Unit of the Department of Labor, spoke to the Board regarding the Business Engagement Plan. The plan aims to create a comprehensive agency-wide mindset redefining business engagement and providing a framework for state-wide execution. There are some areas to improve on when engaging with businesses and employers. Last summer, Commissioner Thomas' office did a survey assessing the current business services system, and a few areas of needed improvement showed up. Findings included insufficient system alignment and coordination, absence of strategically aligned vision, need for improved communication, inadequate service delivery, necessity for effective customer relationship management, and need for skill development and training. In response to these needs, pillars of success were developed. They are sector-based service delivery, business cycle framework, LWDBs as asset mappers, employer case management, enterprise alignment, AJC network, and training & development. Elizabeth then reviewed each of the pillars of success and discussed the strategies and goals of each one. Next, she talked about how to move forward with this plan. The plan is currently being communicated, and training is provided. The business cycle tool kit is being created and will then be implemented in the AJCs. Marla added that we need to keep the employers at the forefront of everything we do. She expressed that she felt this plan would promote consistency in service delivery.

Next, Mayor Wes Golden welcomed the Board to Montgomery County. Then Laura Travis welcomed everyone to TCAT and spoke briefly about the school.

Strategic Priorities

Manage Board funds to Support Career Pathways

Ginger Fussell reviewed the budget. She told the Board that Quarter 2 expenditures were \$2.9M, approximately \$477k lower than last quarter. This is approximately \$1.4M lower than the 4th quarter of the prior year. With budget reductions, and even without budget reductions, we could not maintain the pace of grant utilization we had at the end of last calendar year. Aggressive spending by EDSI in the prior months has resulted in a tighter budget this current fiscal year. It should be noted that EDSI does have

funding remaining to serve participants, just not at the high per-participant level as previously utilized. Fiscal Year-to-date expenditures were \$6.4M, approximately 43% of our 23-24 budget. We are midway through the year. Youth fund stream expenditures are outpacing the contract period. Northern Middle staff continue conversations with EDSI, our largest provider, to pace themselves according to their remaining budget. It should be noted and EDSI has been advised that Youth can continue to be served with work experience opportunities funded by the Summer Youth program, which does not end until August 2024.

New grants have increased our 23-24 budget by \$411k. The budget was reduced by \$41k to reflect the actual RESEA amount. A new apprenticeship grant was received with a budget of \$156k. A consolidated business grant of \$266k was received. And a national apprenticeship grant of \$30k was received. These changes amount to an increase of \$411k in our total budget, bringing the total to \$14.8M. In previous meetings, the Board granted staff the flexibility of requesting Dislocated Worker (DW) to Adult repurposing. Looking forward, we are requesting an action item for flexibility to request an additional \$1M repurposing (shifting) from DW to Adult through September 30, 2024. This amount should extend through the end of this year and into the start of the next year.

MPCR decreased from 49.82% last quarter to 46.82%, which remains strong compared to the 40% required. We are not surprised at the decrease because four counties are participating in the Labor Force Participation Rate (LFPR) project aimed at putting people directly to work. Looking forward, we expect that MPCR may continue to decrease since EDSI's remaining participant cost budget will be lower due to the aggressive 1st quarter.

Ginger then updated the Board regarding billing trends of the Contract Service Providers (CSPs). Their billing decreased by \$632k compared to the last quarter. It's been determined that combined contractor billing needs to average \$1.8M per remaining quarters to fully utilize base contracts. The seasonal Summer Youth contract has approximately \$1M (total) remaining to be spent by an end date of 8/31/24 and is a separate grant from their regular billing. With time progression at 86%, EDSI spent 86% of their contract budget. MAC spent 80% of their contract budget. Full utilization of CSP contracts is a favorable outcome. The One-Stop-Operator, Mid-Cumberland HRA spent 42% of its 12-month contract budget, with 50% of the contract period elapsed. As MCHRA's contract represents an overhead expense, lower utilization is a favorable outcome.

Contract-to-date (36 months) EDSI has met or exceeded all fiscal/dollar-driven goals except in-school youth. Adult/DW's minimum participant cost rate (MPCR) is 56%, which has exceeded their goal. The fiscal year MPCR is 51%. Their Youth MPCR is 51%, and their fiscal year youth MPCR is 55%. They met their work experience goal at 26% contract-to-date, but their fiscal year work experience MPCR is 23%, which does not meet their goal. Contract-to-date, in-school youth is 29%, which does not meet their goal, but in the fiscal year, in-school youth MPCR is 30%, which does meet their goal.

Contract-to-date (36 months) MAC met or exceeded all fiscal/dollar-driven goals. They met their Youth MPCR at 50% and the fiscal year goal at 53%. They exceeded their work experience goal at 42% and their fiscal year work experience goal at 51%. They met their in-school youth goal at 39% and fiscal year in-school youth goal at 42%. Both contractors have been told that we are relaxing the in-school youth requirement to 30%. Marla added that the state currently has a waiver that expires in June 2024, which states up to 50% of youth funds can be spent on in-school youth. After June it will go down to 30%. It's reasonable to lower the standard in case there is no waiver for next year.

Ginger went on to talk about monitoring. EDSI is not fully staffed at this time. Because of EDSI's aggressive participant spending in the 4th quarter of the fiscal year ending 6/30/23 and the 1st quarter

of the fiscal year ending 6/30/24, a limited budget for participant support remains in this fiscal year 23-24. This has caused a shift toward a direct placement model in counties not part of the LFPR project. This has also caused them to be behind in their enrollment goals. They still have funding to spend on participants; it can't be at the same level as the beginning of the fiscal year. Things are still operating smoothly with the one-stop-operator.

The Northern Middle Board has undergone multiple audits and reviews from July 2023 through December 2023. The Tennessee Department of Labor's PAR Unit completed its annual monitoring and issued its report with no findings. The Tennessee Department of Labor's Program Integrity Unit completed an on-site monitoring visit; the report is pending. The Program Integrity Unit also continues to complete desk reviews periodically. Northern Middle's fiscal year 22-23 external financial audit was issued with no findings, all unmodified (clean) opinions, and low-risk auditee qualification. Ginger expressed appreciation to the Thurman Campbell Group, PLC, for their years of audit services. A new audit firm will be procured for the year ending 6/30/24, as TCG will no longer be conducting governmental audits.

Ginger reviewed the requested action items. The first action item is to accept the 23-24 budget revision to include the addition of \$411k, bringing the budget total to \$14.8M. The second action item is the flexibility to request the state's permission to repurpose an additional \$1M of dislocated worker funding to adult (admin or program) through September 30, 2024.

Marla updated the Board regarding the procurement process. The original intent was to release the procurement by February 14, 2024. The state has engaged KPMG to study the American Job Centers, which will report to the state workforce board and commissioner and make recommendations about centers that may need to close and restructuring that needs to occur. It's difficult to release an RFP when it isn't clear what strategic direction will be taken. Marla said it would be beneficial to hear the results of the study before releasing the RFP and wait until the Summer Youth Program ends on August 30, 2024, to end the current contract in order to provide consistency through the youth program. Marla proposed releasing the RFP on April 1 and having a contractor selections by July 1. However, if new contractors are selected, the implementation date would be October 1, 2024. This allows time with a new contractor for training and transition.

The action third item is the flexibility to extend CSP contracts, if needed, up to an additional 90 days (through September 30, 2024) at a pro-rated budget for efficiency in CSP procurement and a transition that would better align with the Summer Youth program end date of August 31, 2024. Mark Peed moved to approve the action items as listed. Richie Brandon seconded the motion. With no further discussion, the Board approved the action items unanimously.

Connect People with Career Opportunities

George Phillips presented the OSO report. The Local Area Update shows that there have been lower enrollments this quarter than there were in the previous quarter. This quarter, 181 participants were enrolled, and in the last quarter, 469 were enrolled. This is related to the budget issues discussed previously. There has been a decrease in the Wagner Peyser enrollments for new employers and new job orders. There was a 13% increase in Wagner Peyser participants. Vocational Rehabilitation continues with their progress. AJC traffic counts continue to decrease with the comprehensive centers and the affiliates. However, Dickson County shows the highest traffic count among the affiliates. The Northern Middle Workforce Area has an unemployment rate of 2.5% compared to the state at 3.5% and the nation at 3.7%. Every county in the area has seen a drop in unemployment from the previous quarter. Even though Houston County is in the top 10, they dropped 0.3% from the previous quarter. Challenges going forward continue to be staff turnover and low enrollments.

Andrea Dillard gave an update about the career service providers' performance. EDSI exceeded its enrollment goal in the first quarter but did not meet its enrollment goal for the second quarter. Due to the aggressive enrollment in the first quarter for adults and dislocated workers, their budget was overspent, and now they must change their tactic and enroll individuals using the work first model and focus their efforts on placing participants directly in a job. This would also increase the Labor Force Participation Rate. EDSI is meeting its exit rate, positive exit rate, and placement wage goals. Their cumulative enrollment rate does not meet the 50% goal. MAC did not meet its enrollment goals for the second quarter. Due to them exceeding their enrollment goals during the first quarter, their YTD enrollment is still above their goal. They are on track to meet all of their set goals.

Danielle Ellis spoke to the Board regarding EDSI's plan to meet their enrollment goal with their remaining enrollment money. She stated that the second quarter was slow, and the holidays probably affected enrollment. She felt that over-enrollment during the first quarter would help them meet their cumulative goal. She said that making the change to place people in jobs first rather than sending them to training has made it harder to find participants. Since making the change to placing people in jobs first, they have had to change their marketing strategies, and she feels this has been successful. Danielle reported that Montgomery County saw just under 100 job seekers at their last hiring event. She said the teams have implemented new strategies to keep these participants engaged and screen them for WIOA eligibility. She said they are looking at successful job centers such as Dickson County and trying to replicate their process in other counties. Danielle said they were training their career advisors to have conversations regarding job placements and to be able to articulate how the program can be helpful even if training is limited. She said their funding challenges have been a lesson learned, and they are going back through their funding to take a closer look for funds that can be repurposed. She believes her team is enthusiastic and creative with the new changes.

Improve Efficiency & Effectiveness of Programs

Andrea Dillard began her report by reminding the Board of the revisions they have made to their ETPL policy, which requires the providers to have a completion rate of 60% and a job placement rate of 60%. The training providers were made aware of these policy changes. During a review, they must meet one of these goals during their first year, and then they can be renewed for a second year. However, they must meet both goals by the end of the second year. If they meet both goals at the end of their first year, then they can be renewed for two years. After CDL training companies were allowed to submit additional data that was not in VOS, it was found that two of the six CDL companies were not meeting both standards, and they were deactivated. One company was allowed to provide additional data, and the executive committee allowed them to be reinstated for a probationary period. The board staff would meet with them quarterly to ensure they were moving in the right direction.

Andrea informed the Board that the Innovations Committee did not have a quorum and could not vote regarding the ETPL. She gave the Board a full report. Existing providers are requesting eight new programs be added to the list. All programs are for in-demand fields and have a bright outlook. Some exceed the WIOA amount, but career coaches must ensure that the participant has other funding resources to cover the extra cost. Although the Beat Production and Recording Arts Technology program from Remington College-Nashville Campus has a bright outlook, this particular field is not one of our seven targeted sectors. Four programs missed their renewal period and requested reinstating on the list. The last program on the list as pending approval from THEC. This program is related to the Titans project and provides the training individuals need to work on the Titans project. Skilled Workforce has provided the information to THEC to be added to the ETPL. THEC has verified that all information has been submitted and is under review. They want to start their first class on April 8. Andrea requests approval today for this program so classes can begin on April 8 pending THEC approval. Since we are in the music

area, Chris West felt it would be beneficial to approve this program. Sho asked if anyone knew what the anticipated demand would be. Andrea stated that it is an in-demand field locally and nationally. Sho felt that we are in the right area for this to be a good program to approve. Seth Thurman made a motion to approve the ETPL as presented. Corey Johns and Sho Samuels seconded. With no further discussion, the Board unanimously approved the list.

Andrea went on to speak about the training grants. A percentage of WIOA funding was allocated for Incumbent Worker Training with employers. Of the \$300,000 allotted for IWT, \$93,746.88 has been utilized for four employers. The Apprenticeship Training Grant has \$148,216 available, and the entire amount has been obligated. The amount already expensed is \$69,970.54.

A new grant started with \$252,287 allocated, and so far, six employers have been awarded a Consolidated Business Grant, which has obligated \$135,799. More employers who are in targeted areas can be served with this grant. There is still funding, and any employer who has submitted their full application has been awarded training money. The State Apprenticeship Expansion Formula Grant has \$28,500 to be used, which has been awarded to an employer in the electrical field. Marla then encouraged the board members and the mayors present to refer businesses that are interested in upskilling their employees so the money would be utilized. Andrea said she would give them a flyer to use when speaking to businesses.

Train Workforce to Fill Employer Needs

Marla explained that the federal performance scorecard is based on how many are going to work, staying at work, and getting credentials. To be successful, we must meet the goal at 90%. The end of the first quarter was finalized and all goals were met at 100%. The second quarter goals are all at 100%, but the quarter isn't finalized yet. The third quarter predictive report shows the employment rate for the second quarter after exit for adult and dislocated worker are met at 90%, and employment rate for fourth quarter after exit for adult, dislocated worker, and youth are met at 90%. There is still time for these goals to be met at 100%. The other goals are met at 100%.

The CSP Procurement plan was already reviewed, but Marla reminded them that a contractor would be selected by July 1 and that full implementation would be complete by October 1.

Marla told the Board that the Northern Middle staff are in the middle of regional and local planning to recertify the Workforce Innovative Opportunity Act. A regional meeting was just held, and some great ideas were brought up. The plan will be receiving a copy of the draft plan in March and she welcomed board member comments. She stated the full plan will be brought to the Board at the next meeting.

No requests for public comments were submitted for this meeting.

Adjourn

Chris West reminded the Board that the next meeting would be May 8, 2024. With no other discussion, the meeting was adjourned.



**Northern Middle Tennessee Local
Workforce Development Board**

Welcome & Recognition



Partner Focus

Northern Middle Local Workforce Development Area





March 13, 2024

John Zobl, Board Chair
Northern Middle TN Local Workforce Board
523 Madison Street
Clarksville, TN 37040

Dear Mr. Zobl,

From January 23 to 24, 2024, the TOSS (Training, Oversight, and Strategic Support) Unit of the Tennessee Department of Labor and Workforce Development (TDLWD), including Program Subject Matter Experts, conducted its annual monitoring review of the Northern Middle Local Workforce Development Board (NMLWDB) in accordance with the Federal Core Monitoring Guide. The exit conference was conducted on March 1st, 2024. Enclosed is the report outlining the results of the review, which identifies two (2) compliance findings.

Monitoring and technical assistance are integral parts of the TDLWD oversight responsibilities, as mandated by law. Monitoring plays a crucial role in program management to ensure compliance with applicable laws, regulations, integrated workforce plans, provider agreements, policies, and procedures.

We trust that our review and this report will be beneficial to the Northern Middle Local Workforce Development Area (NMLWDA). Please convey our appreciation to your staff for their assistance during the annual monitoring process. If you have any inquiries, please reach out to Oversight's Assistant Director, Jacob Pease, at jacob.pease@tn.gov, or Director Justin Attkisson, at justin.attkisson@tn.gov.

Sincerely,

A handwritten signature in black ink that reads 'Justin Attkisson' in a cursive script.

Justin Attkisson

Oversight Director

cc: James Roberson
Amy Maberry
Jaylene Young
Jacob Pease
Heather Skelton
Bob Rial- CLEO
Marla Rye- Executive Director

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Executive Summary

Introduction

On January 23-24, 2024, staff from TDLWD TOSS Unit conducted an on-site monitoring visit with the NMLWDB. This monitoring review was conducted in accordance with the Federal Core Monitoring Guide, focusing on objectives related to Service Design & Delivery and Grant Operations.

The TOSS Unit conducted an on-site monitoring review following the guidelines outlined in the Tennessee Department of Labor and Workforce Development Monitoring Guide 2023-2024, effective as of October 1st, 2023.

This report reflects these three objectives of the on-site visit report. There are other objectives met through the annual processes, such as file reviews.

The objectives of Oversight monitoring include:

1. Examining Reviewing NMLWDB policies, procedures, and supporting documents involves a blend of virtual desktop and on-site monitoring visits, as outlined in the Local Governance policy.
2. Compiling any additional questions for the LWDB.
3. Meeting with Subject Matter Experts (SMEs) to provide guidance on LWDB response.

TDLWD utilizes a combination of on-site visits and desktop monitoring for program monitoring of each Local Workforce Development Board (LWDB) and sub-recipient, as outlined in the Workforce Innovation and Opportunity Act (WIOA) Section 183.

Local Governance

As part of the annual monitoring review process, the TOSS Unit conducted a review of NMLWDB's undertakings and guidance to Contract Service Providers. During the monitoring review, the TOSS Unit utilized an internally developed Local Governance Tool to monitor policy compliance. To benefit the process and provide full transparency, a copy of the Local Governance Tool can be provided upon request by contacting Oversight's Assistant Director, Jacob Pease, at jacob.pease@tn.gov. The Local Governance tool tracks the following activities to ensure policy compliance: Observations, On-site reviews, Quarterly Case File Reviews, PAR Compliance, and a checklist of policy requirements with corresponding expiration dates if applicable. Overall, a Local Governance policy tool used by the TOSS Unit provides a structured framework for assessing compliance, documenting findings, and facilitating continuous improvement within the LWDB to ensure effective governance practices and promote policy requirements.

In addition to programmatic reviews, the Local Governance Tool also facilitates a comprehensive assessment of NMLWDB policy compliance and operational status. This includes a thorough examination of Required Local Board Policies (cite), Meeting Minutes & Schedule (CY Cycle), Local Board Membership Review, and American Job Center (AJC) complaint logs. By integrating these elements into our monitoring framework, we ensure alignment with regulatory requirements and best practices within the workforce development landscape.

Based on our Local Governance document, the NMLWDB is currently in good standing. For further details, please refer to [Table 1](#) below for the Local Governance tool, which provides a comprehensive overview. Through this structured approach, we maintain transparency and accountability in our operations, enabling us to address any compliance issues promptly and effectively.

Table 1

Northern Middle Local Workforce Development Board	
Topic	Status
<i>Interlocal Agreement</i>	In-Compliance; 79 Days Until Expiration.
<i>Meeting Minutes</i>	In-Compliance; LWDB's meeting schedule and minutes are posted and available to the public.
<i>Required Local Policies</i>	In-Compliance; All required policies are on file and up to date.
<i>Board Rosters</i>	In-Compliance; Roster is on file and up to date for all the board members.
<i>AJC Complaint Log</i>	In-Compliance; Log submitted on 1/8/2024

Supplemental Reviews

Though participant files are conducted quarterly by both the Programs and TOSS units, this report does not contain the results of those reviews. Any findings or observations that are

found through participant file reviews are issued in a separate, quarterly report. No opinion or assurance regarding participant eligibility documentation is expressed at this time.

Findings, Observations & Best Practices

Findings

Any findings identified during our assessment will necessitate the development of a corrective action plan by the LWDB. This plan outlines the specific steps and measures the NMLWDB intends to implement to address the identified issues and ensure compliance with policy requirements. As part of the corrective action process, the NMLWDB is allotted a timeframe of 30 calendar days to submit their corrective action plan to the TOSS Unit for review. This timeframe allows for prompt attention to the identified issues and ensures timely resolution to mitigate any potential negative impacts on the effectiveness and integrity of the workforce development initiatives. Additionally, it enables the TOSS Unit to provide feedback and guidance to support the LWDB in developing effective corrective measures and fostering continuous improvement within the system.

Finding #1: Despite the Northern Middle Local Workforce Development Board (NLWDB) utilizing sufficient reoccurring internal controls to track funding through monthly invoice reviews, the Title I service provider for Title I Adult and Dislocated Worker overspent funding that led to a directive to pause fundable services to new participants. NMLWDB provided guidance in October and November 2023 on how to adjust services to make up for overspent funds. However, the service provider paused services instead of following direction from NMLWDB. As of the date of this review, no additional sanctions or direct technical assistance was implemented by the NMLWDB to address these actions.

Criteria: 20 CFR 680.140(a) WIOA title I formula funds allocated to local areas for adults and dislocated workers must be used to provide career and training services through the one-stop delivery system. Local WDBs determine the most appropriate mix of these services, but both types must be available for eligible adults and dislocated workers.

Corrective Action: The NMLWDB must have a process in place to manage the CSP contract and a plan to demonstrate when and how funding services will be made available again to new participants. NMLWDB will submit a plan within 30 calendar days of how they will start spending money on new participants again.

Finding #2: No signage on front door of days/ hours of operation at the Nashville AJC

Criteria: WFS Policy- One Stop Design- All Comprehensive AJCs must be open during statewide core hours at a minimum of 8:00 a.m. to 4:30 p.m. during weekdays. Additional certified AJCs must have

hours that are agreed upon in the Memorandum of Understanding with all applicable partners. All AJCs that the LWDB oversees must have their address and working hours posted on the LWDB website and updated, when necessary.

Corrective Action: The NMLWDB will provide signage at the Nashville AJC that indicates to customers of the days and hours the AJC is open.

Key observations/concerns

While observations do not necessitate the development of a formal corrective action plan, the LWDB is still required to provide a response within 30 calendar days of the exit conference on how the observations will be addressed with an included timeline for action. It is recommended that the LWDB offers a response outlining proactive measures to address the concerns raised during the observation process. If an observation recurs during the subsequent annual on-site monitoring review, the LWDB risks it becoming a finding. This response serves as an opportunity for the LWDB to demonstrate its commitment to addressing potential areas for improvement and implementing necessary changes to enhance performance and compliance with policy requirements. Additionally, it facilitates open communication between the Oversight team and the LWDB, fostering collaboration and mutual understanding in the pursuit of effective governance practices within the workforce development system. The observations from the NMLWDB annual on-site monitoring are listed below and grouped into corresponding categories for convenience and coherence.

1. Lack of Staff Capacity

Due to a lack of available staffing, high caseloads, and inefficient training on job duties, the staffing for WIOA Title I and Youth programs has put Northern Middle at a high risk of being out of compliance. Upon review, it has been noted that WIOA Title I Career Advisors at the Nashville AJC exhibit a deficiency in program knowledge attributed to the challenges posed by high turnover rates and burdensome caseloads. This observation underscores the critical need for increased staffing levels and a reduction in caseloads to address these deficiencies effectively. Therefore, it is suggested that the NMLWDB reviews its budgets to see if additional staffing to reduce the caseload per Title I Career Advisor is a viable option. The Nashville AJC is currently experiencing a significant influx of Title I caseloads, posing a substantial challenge to the operational capacity of the center. Specifically, the Title I Adult/Dislocated Worker (DW) program is confronting staffing shortages, with only one full-time Career Advisor dedicated to Adult/DW services. Moreover, the situation is exacerbated by having only one Lead staff member, whose responsibilities extend beyond the AJC to include duties in affiliate offices. This understaffing issue underscores the critical need for additional personnel

resources to effectively address the high volume of Title I caseloads and ensure the delivery of comprehensive services to the Adult/DW demographic within the Nashville AIC. The SNAP E&T program is presently in the process of training new staff to mitigate the shortage of personnel available to conduct visits to other AICs for enrollment and case management procedures. They are currently unable to visit other AIC's to meet participants. Upon the conclusion of this training, SNAP E&T will have sufficient staffing to facilitate visits to other centers on a monthly basis.

2. No representative from Title I on the Business Service Team (BST) in the Murfreesboro AIC

The absence of a representative from Title I on the BST has been noted, and the one-stop operator has been notified of this matter. Full program representation on the BST is crucial for success because it ensures comprehensive understanding of local employers' needs, facilitates effective job placements, and maximizes partnerships between job seekers and businesses by leveraging diverse expertise and resources. Necessary measures are being taken to ensure the addition of a WIOA Title I representative to the team, with clear communication regarding their role and its significance within the team.

3. EO Posters and Directory of Services

Certain entities – including but not limited to employers, housing providers, and *state agencies* - are required by law to share information with applicants, employees, tenants and the public regarding equal employment, fair housing and Title VI. Posters should be displayed in a prominent location where the general public has access. [Posters \(tn.gov\)](#)

While addressing the absence of TAA services in the directory of services, efforts were made to replace directories with updated versions containing TAA information. However, it has been noted that the language employed in these replacement directories presents a potential issue. Specifically, the verbiage may lead clients to assume eligibility for TAA services upon request, potentially resulting in dissatisfaction upon being informed otherwise. To rectify this situation and ensure accurate program representation, it is recommended that new flyers be generated, explicitly stating that clients may only receive TAA benefits if an active petition is on file with the U.S. Department of Labor.

4. Limited access to telephone designed for deaf/ hard of hearing

Limited access to telecommunication devices designed for individuals who are deaf or hard of hearing is noted across all NMLWDB AIC locations. NMLWDB needs to collaborate with Vocational Rehabilitation (VR) to ensure each AIC has appropriate accessibility options for the deaf and hard of hearing. This collaboration aims to improve accessibility and communication channels within AIC locations by exploring

options such as installing specialized telecommunication devices, as well as providing staff training on effective communication strategies for interacting with individuals who have hearing impairments. By actively pursuing these solutions, NMLWDB demonstrates its commitment to fostering inclusivity and removing barriers to access for all individuals, ultimately contributing to a more supportive environment within the workforce development system.

Identified Technical Assistance Needs

1. Career Specialists providing JII services need more Technical Assistance:

Career specialists need additional technical assistance to better serve Justice Involves Individuals (JIIs). This would need to include JI aligned case management and IEP training practices and accessing crucial external resources. Collaboration with local Chambers of Commerce can enhance networking opportunities. Establishing effective tracking systems and providing smartphone training for JIIs are also suggested improvements to optimize the program's effectiveness in supporting JIIs' reintegration into society and employment.

2. Front desk needs Technical Assistance on Disabled Veteran Outreach Program's job duties and identifying Significant Barriers to Employment (still has Veterans complete the Eligibility Triage Form)

It has been identified that the front desk staff requires technical assistance to effectively fulfill their job duties related to the Disabled Veterans Outreach Program (DVOP) and to accurately identify standard barriers to entry for veterans seeking services. Despite this need for support, veterans are still directed to complete the Eligibility Triage Form at the front desk. Therefore, enhancing the technical proficiency of front desk personnel in understanding DVOP responsibilities and recognizing common barriers to entry is crucial for streamlining service delivery and ensuring veterans receive the assistance they need upon entering the facility. We recommend that the necessary technical proficiency be addressed by the AJC's Local Veteran's Employment Representative (LVER) or available JVSG representative.

Best Practices

- 1. Nashville AJC's CSP (MAC) for the Youth Program; leverages their funding through community engagement & outreach in schools, housing and employers - Example** Metro Action Commission's approach to covering the Youth Program in Nashville demonstrates effective utilization of funding resources through community engagement across various sectors such as schools, housing, and employers. This collaborative

model highlights the importance of partnerships with community stakeholders, enhancing the program's reach and fostering a holistic support network for youth. Adopting a similar approach can benefit other service providers or AJCs by enhancing their impact and reach within their communities.

2. **Murfreesboro AJC's Title I Programs – effective follow-up tracking system**

Implementing a follow-up tracking system in the Youth Program through Youth Advisors offers numerous benefits, including improved staff coordination, simplified referrals, enhanced accountability, data-driven decision-making, and increased participant satisfaction. This practice enhances internal processes and service quality, making it a promising approach for other service providers or AJCs aiming to optimize their referrals and follow-ups to better meet client needs.

3. **Murfreesboro AJC's collaboration with Rutherford Re-entry Coalition**

The collaboration between the Murfreesboro AJC and the Rutherford Re-entry Coalition represents a promising model for other service providers or AJCs seeking to bolster their re-entry programs. Through this partnership, the Murfreesboro AJC taps into a network of stakeholders, including government agencies and nonprofits, to address the multifaceted needs of individuals reintegrating into society after incarceration. By offering holistic support beyond workforce services, such as housing assistance and mental health resources, and leveraging shared resources and expertise, the collaboration enhances service delivery efficiency and promotes positive outcomes for participants, including reduced recidivism rates and increased community stability. Adopting similar collaborative approaches can empower organizations to better support individuals with criminal justice involvement and foster community resilience.

Conclusion

In summary, the TOSS Unit has completed its comprehensive monitoring review of the NMLWDB, culminating in the identification of several promising practices and two findings that require correction. It is imperative that the NMLWDB submit a Corrective Action Plan (CAP) within 30 calendar days to the TOSS Unit for review. The CAP will aid in addressing the identified deficiencies and ensure compliance with established Federal WIOA and Tennessee state Workforce Services (WFS) guidelines. The CAP for Northern Middle's current annual on-site monitoring cycle will be due on (04/12/2024).

Moving forward, it is vital to acknowledge that the journey towards excellence is ongoing, and continuous improvement is essential for the sustained effectiveness of the NMLWDB. Should the NMLWDB require technical assistance or guidance in addressing the identified findings, the TOSS

Unit and Subject Matter Experts stand ready to offer support and expertise. Leveraging this collaborative approach ensures that the NMLWDB remains well-equipped to navigate challenges, optimize performance, and ultimately fulfill its mission of serving the workforce needs of the community effectively.

By embracing a culture of continuous learning and improvement, the NMLWDB can further enhance its impact, strengthen its partnerships, and advance its mission of fostering economic prosperity and opportunity for all stakeholders involved.



April 12, 2024

Mr. Justin Attkisson
TDLWD Program Integrity
220 French Landing Drive
Nashville, TN 37228

Dear Mr. Attkisson:

In response to the TOSS Monitoring report issued on March 13, 2024 and the January on-site monitoring, please find Northern Middle's response.

Finding #1: Despite the Northern Middle Local Workforce Development Board (NMLWDB) utilizing sufficient reoccurring internal controls to track funding through monthly invoice reviews, the Title I service provider for Title I Adult and Dislocated Worker overspent funding that led to a directive to pause fundable services to new participants. NMLWDB provided guidance in October and November 2023 on how to adjust services to make up for overspent funds. However, the service provider paused services instead of following direction from NMLWDB. As of the date of this review, no additional sanctions or direct technical assistance was implemented by the NMLWDB to address these actions. Corrective Action: The NMLWDB must have a process in place to manage the CSP contract and a plan to demonstrate when and how funding services will be made available again to new participants.

Response:

Northern Middle has had, and continues to have, a plan in place to manage the CSP contract. Steps include:

1. Establishment of financial and performance goals through contract with CSP.
2. New contractor fiscal and programmatic training on NM and State policies and procedures.
3. Monthly review and monitoring of CSP Invoice with red/green performance indicators.
4. Weekly meetings with new CSP and bi-weekly meetings at maturity.
5. On-going program and performance monitoring by Board staff.
6. Provide on-going technical assistance as needed and required to meet program goals.
7. Provide quarterly updates to NMWB (immediate if warranted).
8. Provide warnings or termination of contract if contractor is not meeting goals.

We acknowledge that the Northern Middle Workforce Board's career service provider (CSP) has failed to meet the 3rd quarter key performance indicator for enrolling new participants. However, we disagree that all enrollments were stopped and that the Northern Middle Board has not taken additional sanctions or provided direct technical assistance. We feel strongly that the following documentation demonstrates the boards continued efforts in dealing with this issue, to include moving forward with a current RFP for a new career service provider.

The Northern Middle Workforce Board's internal controls alerted to the fact that our CSP's expenditures were outpacing budget progression after the first quarter of program year 2023. This was brought to the attention of the CSP immediately.

October 18, 2023- Conducted regularly scheduled bi-weekly meeting with CSP and communicated need to strategically pace their spending and recalibrate service delivery strategy for customers through the program year.

October 19, 2023- NM Board staff provided written communication to the CSP regarding the aggressive expenditures during the first three months of the contract and the need to re-strategize to maintain services throughout the program year. Specifically, the CSP was told to send a positive message to staff and customers and to provide alternative service delivery strategies.

November 8, 2023- Staff notified the Northern Middle Board of EDSI's aggressive spending. The CSP director was required to present a strategic plan of action to the Board.

Northern Middle Staff met with CSP on the following dates to review staffing plans, new enrollments and expenditures:

November 1, 2023
November 15, 2023

On November 15th, the CSP provided AJC staff with a plan that had been approved by the NMWB staff to reduce per participant costs in order to continue to provide fundable services. We consider this and other board staff actions direct technical assistance.

Northern Middle withheld 2nd quarter enrollment incentive payments for failure to meet enrollment goals. It should be noted that CSP was at 92% of their adult and dislocated worker goal (425 enrolled Goal 460) and 95% of youth goal (141 enrolled Goal 149) at December 31, 2023. Please note that the Board Staff members were addressing this trending issue and providing technical assistance well before the January 23-24, 2024 monitoring review.

Northern Middle continued meetings with CSP biweekly, and into the new calendar year as follows:

November 29, 2023
 December 13, 2023
 January 10, 2024
 January 24, 2024
 February 7, 2024
 February 21, 2024
 March 6, 2024
 March 20, 2024
 April 3, 2024

At each meeting, the CSP was required to present information on enrollments, expenditures and staffing. Board staff provided suggestions to leverage funding such as the TYEP and reviewing obligations to free up additional funding.

On February 14, 2024, the Northern Middle Board met and staff reported the on-going issue to the Board again. CSP members were asked to address the Board. The Board also authorized the competitive procurement for Career Service Providers at this meeting.

Northern Middle will withhold 3rd quarter enrollment incentive payments for failure to meet enrollment goals. There were 105 adult/dislocated workers and 49 youth enrolled January through March, 2024. This demonstrates that services were never stopped, but continued at a slower rate. Also during the 3rd quarter, over \$222,000 was spend directly on participants. For the fiscal year, the CSP has spent over 2.4 million directly on participants and has over a combined 45% MPCR.

Youth Expenses:

CTD CUMULATIVE	Direct \$ '000	Total \$ '000	50%
July 2023	81	142	57%
Aug 2023	150	247	61%
Sep 2023	226	373	61%
Oct 2023	111	209	53%
Nov 2023	112	209	54%
Dec 2023	51	142	36%
Jan 2024	7	86	8%
Feb 2024	32	120	27%
Mar 2024	24	130	19%
Apr 2024	0	0	0%
May 2024	0	0	0%
June 2024	0	0	0%
Total Extended 12 Months	796	1,659	48%
Cumulative CTD 42 Months	2,956	5,957	50%

Adult & DW Expenses:

CTD CUMULATIVE	Direct \$ '000	Total \$ '000	54%
July 2023	19	160	12%
Aug 2023	341	561	61%
Sep 2023	396	724	55%
Oct 2023	271	495	55%
Nov 2023	264	494	53%
Dec 2023	151	377	40%
Jan 2024	107	333	32%
Feb 2024	71	289	24%
Mar 2024	44	337	13%
Apr 2024	0	0	0%
May 2024	0	0	0%
June 2024	0	0	0%
Total Extended 12 Months	1,664	3,770	44%
Cumulative CTD 42 Months	8,562	15,930	54%

CSP 07/01/2023 - 04/12/2024

	Adult & DW	Youth
Participants carried in:	1795	512
New Participants:	542	197
<i>New by month:</i>		
July	91	38
August	114	49
Sept	96	27
October	71	14
November	32	5
December	22	8
Jan	15	10
Feb	24	13
March	66	26
April	11	7

Including carryover, the CSP has served over 2,300 adult and dislocated workers this program year as well as 709 youth.

While we acknowledge the enrollment numbers are significantly below the goal for Northern Middle in 3rd quarter, we will continue to work with the CSP to address this deficiency in the 4th quarter..

As a result of this finding, Northern Middle will add a step to our contractor management process. We have require that the CSP determine an average cost per participant by accessing the total direct participant expense budget and dividing it by the enrollment goals for the year. In addition, we will require the CSP to clearly communicate this cost per participant with front line staff. Northern Middle staff will calculate the average cost per participant serve and provide projections of year-end performance.

It should be noted that with a competitive procurement in progress, the CSP is already seeing staff turnover which compounds the enrollment problem. We have determine that it will be detrimental to the AJC system and our customers to terminate a contract mid-year. With full transparency, the TYEP is gearing up and requires a lot of manpower. Northern Middle staff members are not projecting that the CSP will meet 4th quarter enrollment KPIs.

Finding #2: No signage on front door of days/hours of operation at the Nashville AJC

Signage, to include days and working hours, was placed on the front door of the Nashville American Job Center on March 4, 2024 by our One Stop Operator. Status-corrected.

Several key observations and concerns were noted during the review and on the monitoring report. As stipulated, below you will find the response and timeline of each.

Observation #1: Lack of Staff Capacity

We concur with this observation. Imposed state policies, such as the Minimum Participant Cost Rate (MPCR) and the required procurement of career service providers have forced restrictions on the Northern Middle Workforce Board that have created unintended consequences. Career service providers have to meet a 50% MPCR in order to achieve the state required 40%. This is because Board program costs and IFA

costs are not exempted from the MPCR calculation. The CSP has two options: 1) either staff at lower wages in order to increase headcount which causes turnover because of non-competitive wage or 2) increase wages which will lower headcount and place a workload burden on the employees. Ultimately, this option causes turnover as well.

Because of the requirement to procure service providers, the Northern Middle Board has recently issued an RFP to start the competitive process. We have already seen an exodus of staff from our CSP, which exacerbates the lack of staff capacity and hinders the quality of services provided in the AJCs.

The lack of adequate staffing, competitive wages and job security is a direct result of program restrictions and is the root cause for not having quality, trained and professional staff in the American Job Center system.

As to the SNAP staffing, the Northern Middle Board has no control over the hiring process.

Status: Northern Middle's procurement for Service Providers will be complete on July 1, 2024 with full implementation on October 1, 2024. However, without addressing the root cause of the issue, procurement will not solve the problem. Having multi-functional staff and sharing the caseloads between Title I and Title III would be an innovative solution to address this issue. However, it would require radical change and support from the Department to do so.

Observation 2: No representation from Title I on the BST in the Murfreesboro AJC

Eric Lake, Title I Career Advisor with EDSI, has been designated Business Services Team member in the Murfreesboro AJC. He has already started attending meetings. Status-corrected.

Observation 3: EO Posters and Director of Services

New posters have been delivered to the State owned American Job Centers in Davidson, Rutherford and Wilson Counties. They are displayed in the lobby areas. Status-corrected.

The Directory of AJC Services is in the process of being updated. State representatives have provided corrected TAA information. Printed materials will be updated by May 31, 2024.

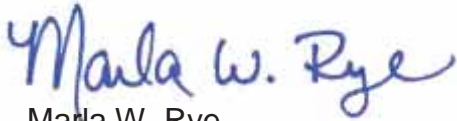
Observation 4: Limited access to telephone designed for deaf/hard of hearing

NM Board Staff has contacted Ms. Tiffany Kelly, Sensory Area Director with the Division of Rehabilitation Services to request information and assistance on technology to address the needs of the deaf and hard of hearing. We understand that TDLWD staff

are also working with her to provide technical assistance to the AJC network. Projected completion date is no later than June 30, 2024.

Northern Middle staff appreciates the opportunity to correct identified weaknesses and welcomes technical assistance. If you have additional questions or concerns, please reach out to me.

Sincerely,



Marla W. Rye
Executive Director

Cc: Mr. John Zobl, Chairman
Mayor Bob Rial, CLEO
Ginger Fussell, Fiscal Director

EDSI 23-24 Incentive Quarterly Benchmarks

Matrix:		2023						2024					
		Sep 30 (QTR 1)			Dec. 30 (QTR 2)			Mar. 31 (QTR 3)			Cumulative June 30		
		Goal	Actual	%	Goal	Actual	%	Goal	Actual	%	Goal	Actual	%
Enrollments	A/DW	210	301	143.33%	250	125	50.00%	250	105	42.00%	1000	531	53.1%
	Total Youth	69	114	165.22%	80	27	33.75%	81	49	60.49%	322	190	59.0%
	In-School	14	7	50.00%	21	4	19.05%	20	21	105.00%	76	32	42.0%
*Exits (80% of enrollments)	A/DW	168	75	44.64%	200	197	98.50%	200	96	48.00%	800	507	63.4%
	Youth	55	55	99.64%	64	59	92.19%	65	33	50.93%	258	212	82.3%
Positive Exits # (85% of Exits)		Goal	Actual	Percent	Goal	Actual	Percent	Goal	Actual	Percent	Goal	Actual	Percent
	A/DW	143	67	46.92%	170	184	108.2%	170	86	50.6%	680	450	66.2%
	Youth	47	54	115.09%	54	58	106.6%	55	30	54.5%	219	184	84.0%
		Exits	Positive	Percent	Exits	Positive	Percent	Exits	Positive	Percent	Exits	Positive	Percent
**Actual Positive Exit Rate	A/DW	75	67	89.33%	197	184	93.4%	96	86	89.6%	507	450	88.8%
Goal 80%	Youth	55	54	98.18%	59	58	98.3%	33	30	90.9%	212	184	86.8%
Placement Wage		Goal	Actual	Percent	Goal	Actual	Percent	Goal	Actual	Percent	Goal	Actual	Percent
	A/DW	\$ 16.50	\$ 21.75	131.82%	\$ 16.50	\$ 22.36	135.5%	\$ 16.50	\$ 21.76	131.9%	\$ 16.50	\$ 22.04	133.6%
	Youth	\$ 13.00	\$ 17.20	132.31%	\$ 13.00	\$ 16.01	123.2%	\$ 13.00	\$ 18.34	141.1%	\$ 13.00	\$ 17.57	135.2%

MAC Goals 2023-2024

Matrix:		2023						2024					
		Sep 30 (QTR 1)			Dec. 30 (QTR 2)			Mar. 31 (QTR 3)			Cumulative June 30		
		Goal	Actual	%	Goal	Actual	%	Goal	Actual	%	Goal	Actual	%
Enrollments	ISY	20	32	160%	14	9	64.29%	15	13	76.19%	62	54	87.1%
	OSY	15	28	187%	21	21	100.00%	19	34		77	83	107.8%
	Total	35	60	171%	35	30	85.71%	34	47	138.24%	139	137	98.6%
Exits (80% of enrollments)													
	Youth	28	49	175%	28	49	175.00%	27	43	158.09%	111	151	135.8%
Positive Exits (85% of exits)		Goal	Actual	Percent	Goal	Actual	Percent	Goal	Actual	Percent	Goal	Actual	Percent
	Youth	24	27	88.1%	24	44	184.9%	23	34	147.06%	95	111	117.4%
**Actual Positive Exit Rate		Exits	Positive	Percent	Exits	Positive	Percent	Exits	Positive	Percent	Exits	Positive	Percent
		49	27	55.1%	49	44	89.8%	43	34	79.07%	151	111	73.5%
Placement Wage		Goal	Actual	Percent	Goal	Actual	Percent	Goal	Actual	Percent	Goal	Actual	Percent
	Youth	\$ 13.00	\$ 16.80	129.2%	\$13.00	\$17.53	134.8%	\$ 13.00	\$ 15.73	121.0%	\$13.00	\$ 16.94	130.3%



One-Stop Operator

Northern Middle Tennessee Workforce Development Board AJC Report

For January 1 to March 31, 2024

Report Date: May 8, 2024

Local Area Updates

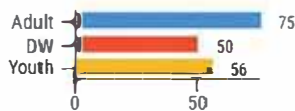
The third quarter got off to a horrendous start, as far as Title I enrollments go. Only 15 total enrollments (Adults, Dislocated & Youth) happened. Granted there was a week of snow that kept staff out of the American Job Centers (AJCs) during that time. Still, that didn't come close to hitting our targets. This improved dramatically in February and again in March, but that was only good enough to enroll 105 for the quarter – only 42% of what we should have done.

All of our four Comprehensive AJCs are moving to holding weekly job-fairs. The Rutherford County AJC deserves special recognition, as they have been holding job-fairs regularly every Thursday, since we re-opened from COVID. All of the others are about to follow suit.



Partner Program Updates

Title I Total Enrollments



Adult Education

For the quarter ending September 30;
2,851 received student services.
166 students received their HiSETs
184 students received a level gain

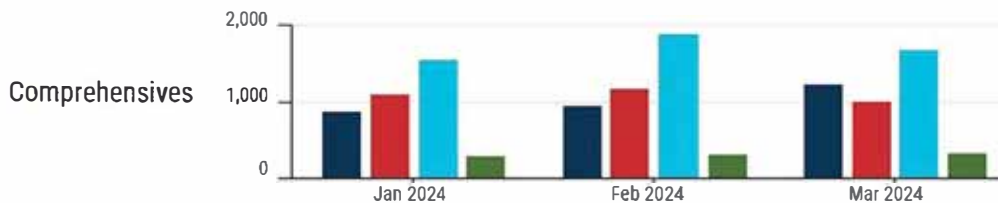
Wagner Peyser

5,263 (+25.5%) New employers registered
14,878 (--) New Job Orders in Jobs4TN
1,901 (-14.05%) Wagner Peyser Participants

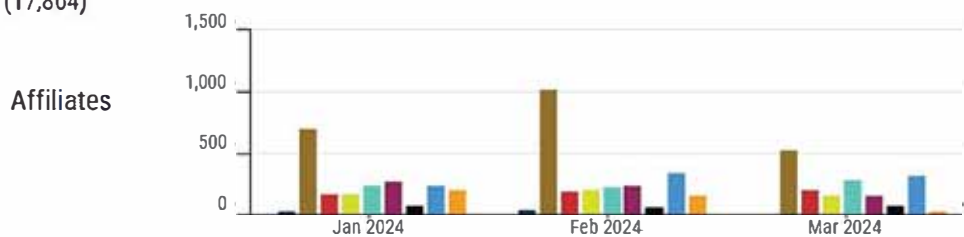
Vocational Rehabilitation

2,113 Active Cases
267 Applications
61 Currently Working
60 Successful Closures

AJC Total Traffic Counts



Total Individual Visitors
19,081
(17,864)



Northern Middle AJC Report March 31, 2024

By County as of Mar 31, 2024; NM = 2.5% TN = 3.2%

Challenges Going Forward

County	Unemployment Rate (Dec 31)	Unemployment Rate (Mar 31)	Quarterly Change
Cheatham	2.5%	2.3%	-0.2
Davidson	2.5%	2.5%	---
Dickson	2.5%	2.4%	-0.1
Houston	4.2%	4.1%	-0.1
Humphreys	3.1%	3.0%	-0.1
Montgomery	3.5%	3.4%	-0.1
Robertson	2.5%	2.4%	-0.1
Rutherford	2.4%	2.4%	--
Stewart	3.2%	3.2%	--
Sumner	2.4%	2.4%	--
Trousdale	3.0%	2.8%	-0.2
Williamson	2.3%	2.2%	-0.1
Wilson	2.5%	2.4%	-0.1

Staff turnover has been an ongoing problem for the past couple of years. Our Title I partner (EDSI) is dealing with a rash of resignations over the past quarter, and they have made the decision to not backfill any of the vacant positions. This puts a burden on the remaining staff, and creates logistical issues whenever staff call out sick. Most importantly, it causes a hardship when we are trying to serve our job-seekers.

There is still a void in management in our Sumner County AJC. The TDOL Team Lead position has been vacant since late January, but the state has yet to hire a replacement. Although it does not affect the Sumner County Team Lead position, TDOL has its own hiring freeze and are currently not replacing individuals that leave, adding to the staffing issues we are already facing.

KPIs

Enrollments	January	February	March	Q3	Target
Title I - Adult & DW	15	24	66	105	250
Title I - Youth	33	28	35	96	116
In-School Youth	11	0	15	34	35
Jobs for veterans	18	13	14	45	37
Justice Involved	38	48	59	145	257
RESEA Co-Enrollments	2	2	2	6	12
SNAP E&T	78	65	62	205	294
TAA Co-Enrollment	0	0	0	100%	100%
Wagner-Peyser	761	570	567	1,898	1,426

The Northern Middle KPIs improved in some areas (Youth, In-school Youth, Jobs for Veterans,); but declined in others (Adult, Dislocated, Justice-Involved). There was a solid week missed in January, but that only accounted for around 8% of the quarter. We missed several key targets by a lot more than that.

On a positive note, AJC Traffic improved by almost 7% - even with a week of inclement weather and a two-week period where clients could not file for Unemployment, as the state converted to their new UI system in February.



WIOA

Performance

Update

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

PY23 WIOA Core Performance Measures	Targets 100%	Targets 90%	Q1	Q2	Q3
			PY 23	PY 23	PY 23
Adult Measures			PASS	PASS	EST
Exiters			514	426	473
Participants Served			1857	1807	1832
Employment Rate 2nd Quarter after exit	81.5%	73.35%	85.2%	82.2%	83.3%
Employment Rate 4th Quarter after exit	81.0%	72.90%	86.1%	81.0%	80.4%
Median Earnings 2 nd Quarter after exit	7,025	\$ 6,323	\$ 8,678	\$ 8,740	\$ 8,653
Credential Attainment w/in 4 Quarters after exit	69.5%	62.55%	72.2%	73.8%	76.1%
Measurable Skills Gains	63.5%	57.15%	64.7%	69.9%	68.3%
Dislocated Worker					
Exiters			169	132	175
Participants Served			627	636	655
Employment Rate 2nd Quarter after exit	83.5%	75.15%	87.9%	84.3%	84.0%
Employment Rate 4th Quarter after exit	81.0%	72.90%	86.2%	85.1%	84.1%
Median Earnings 2 nd Quarter after exit	7,944	\$ 7,150	\$ 10,753	\$ 10,304	\$ 10,222
Credential Attainment w/in 4 Quarters after exit	65.5%	58.95%	68.5%	68.5%	67.9%
Measurable Skills Gains	61.2%	55.08%	70.0%	75.7%	78.3%
Youth					
Exiters			420	431	489
Participants Served			1203	1146	1193
Employment Rate 2nd Quarter after exit	78.0%	70.20%	89.5%	86.7%	83.0%
Employment Rate 4th Quarter after exit	77.0%	69.30%	87.50%	84.9%	81.6%
Median Earnings 2 nd Quarter after exit	3,800	\$ 3,420	\$ 5,874	\$ 6,171	\$ 6,289
Credential Attainment w/in 4 Quarters after exit	65.5%	58.95%	75.1%	74.0%	78.6%
Measurable Skills Gains	55.0%	49.50%	56.6%	62.0%	56.7%

GREEN-Passing at 100% of Goal

YELLOW-Passing at 90% of goal

Red-Failing at less than 90% of goal

New Providers Requiring Board Approval for addition to the ETPL

Provider Name	Provider Main Address	Years in Business	Approval Agency	Approval Documented						
The Crossroads Campus	1757 16th Avenue N Nashville, TN 37208	11 Years	THEC	THEC						

New Programs Requiring Board Approval for addition to the ETPL

Provider Name	Provider Main Address	Program ID	Program Name	CIP Code	Total Cost	Program Length	Credential Earned	Job Outlook	Projected Wage	Sector Strategy
The Crossroads Campus	1757 16th Avenue N Nashville, TN 37208	1011306	Pet Grooming Program	10504	\$6,440.00	6 Months		Bright Outlook Locally & Nationally	\$16.54	
Tennessee State University	3500 John A Merritt Blvd Nashville, TN 37209	1011391	TechWorks	119999	\$5,750.00	12 Weeks	CompTIA A+ Certification	Bright Outlook Locally & Nationally	\$26.29	Information Technology
Tennessee College of Applied Technology at Dickson	740 Highway 46 Dickson, TN 37055	1011551	Patient Care Technology/Medical Assisting	510810	\$5,667.00	12 Months	Diploma	Bright Outlook Locally & Nationally	\$18.94	Healthcare

Existing Programs Requiring Board Approval for Cost Increase and Program Extension

Provider Name	Provider Main Address	Program ID	Program Name	CIP Code	Total Cost	Program Length	Credential Earned	Job Outlook	Projected Wage	Sector Strategy	Notes
Austin Peay State University	601 College Street Clarksville, TN 37044	1008738	Project Management Professional (PMP) Exam Prep (Exam voucher included)	520211	\$2,544.00	52 Weeks	Project Management Professional Certification	Bright Outlook Locally & Nationally	\$39.14	Information Technology	Cost increase of 50% (No enrollments last PY)

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	Projected Wage	Sector Strategy	Notes
Volunteer State Community College	1480 Nashville Pike Gallatin, TN 37066	96212	HVAC/R Certified Technician with voucher and tools	150501	\$4,395.00	12 Months	HVAC Excellence or NATE Certification	Bright Outlook Locally & Nationally	\$25.78	Construction	Program expired from ETPL 04.03.2021

New Providers Requiring Board Approval for addition to the ETPL										
Provider Name	Provider Main Address	Years in Business	Approval Agency							
Elite Self Image Barber College	420 Madison Street, Ste A Clarksville, TN 37040	Opened 04/2024	TN Dept. of Commerce & Insurance							
New Programs Requiring Board Approval for addition to the ETPL										
Provider Name	Provider Main Address	Program ID	Program Name	CIP Code	Total Cost	Program Length	Credential Earned	Job Outlook	Projected Wage	Sector Strategy
Elite Self Image Barber College	420 Madison Street, Ste A Clarksville, TN 37040	1011619	Master Barber	120402	\$15,200.00	57 Weeks	Master Barber License	Bright Outlook Nationally	\$22.98	Personal Care Services
Elite Self Image Barber College	420 Madison Street, Ste A Clarksville, TN 37040	1011622	Barber Instructor	120402	\$4,225.00	300 Hours	Barber Instructor License	Bright Outlook Nationally	\$21.53	Personal Care Services
Elite Self Image Barber College	420 Madison Street, Ste A Clarksville, TN 37040	1011620	Barber Technician	120402	\$4,610.00	340 Hours	Barber Technician License	Bright Outlook Nationally	\$14.20	Personal Care Services
Elite Self Image Barber College	420 Madison Street, Ste A Clarksville, TN 37040	1011623	Cos-Barber Crossover	120402	\$4,225.00	300 Hours	Master Barber License	Bright Outlook Nationally	\$22.98	Personal Care Services



Financial Report

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2024 FISCAL UPDATE

2023-24 BUDGET PROGRESSION & SPEND TREND

Northern Middle LWDA	(\$ in 000's)					
	2023 QTR 1	2023 QTR 2	2024 QTR 3	Expenses YTD	Revised FY 2023-24 12 Mo. Budget	% Spent
Infrastructure Funding Agreement	101	97	97	295	1,000	29.5%
Adult	1,275	271	347	1,893	3,143	60.2%
Dislocated Worker Re-purposed for Adult	39	897	566	1,502	2,500	60.1%
Dislocated Worker for DW	441	614	333	1,388	2,757	50.3%
Youth	921	890	653	2,464	2,474	99.6%
RESEA	55	52	60	167	300	55.7%
National Dislocated Worker (Flood) ended 8/20/23	18	0		18	52	34.6%
Summer Youth Phase 1 ended 8/31/23	167			167	435	38.4%
Tennessee Youth Phase 2 beginning 7/1/23	419	60	52	531	1,760	30.2%
Total FY 23-24 Expense vs Budget	3,436	2,881	2,108	8,425	14,421	58.4%
Reduced RESEA Budget to Actual (net \$259)				0	-41	0.0%
Apprenticeship		78	23	101	156	64.7%
Consolidated Business Grant			81	81	266	30.5%
National Apprenticeship Grant				0	30	0.0%
December Total FY 23-24 Expense vs Budget	3,436	2,959	2,212	8,607	14,832	58.0%
Titan Stadium Project				0	389	0.0%
March Total FY 23-24 Expense vs Budget	3,436	2,959	2,212	8,607	15,221	56.5%
Net Budget Increase					389	
<p style="text-align: center;"><i>* Northern Middle's grant utilization for Quarter 3 decreased by \$747k over Q2. This decrease was needed to pace YTD formula grant expenditures after an aggressive start to the year in Q1.</i></p>						
<p style="text-align: center;"><i>* Youth spending is at 99.6% which has significantly outpaced budget time progression 75% into the fiscal year. Youth can continue to be served with work experience opportunities funded by the Tennessee Youth program.</i></p>						
<p style="text-align: center;"><i>* In our previous meeting, The Northern Middle Board approved flexibility through September 30, 2024 to request of TDLWD an additional \$1.0M for re-purposing of Dislocated Worker (admin and/or program) for Adult. The full amount was requested, and granted by the state.</i></p>						
<p style="text-align: center;"><i>* Numerous collaborative meetings and technical assistance has been given EDSI to strategically pace formula spending and increase new enrollments during the rest of 2023-24.</i></p>						

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2024 FISCAL UPDATE

Minimum Participant Cost Rate (MPCR)

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

MPCR = 40.37%

	MAC Youth	EDSI Youth	EDSI Adult, Dislocated Worker	NM's National DW Grant- Flood	Other (NM, & IFA)	Total
Qualifying Expenses	\$ 262,610	\$ 795,519	\$ 1,663,822	\$ 20,245	\$ (4,425)	\$ 2,737,771
Total Program	\$ 512,257	\$ 1,659,198	\$ 3,770,365	\$ 20,245	\$ 819,140	\$ 6,781,205
MPCR	51.27%	47.95%	44.13%	100.00%	-0.54%	40.37%

Northern Middle narrowly met 40% Requirement in preliminary calculations.

The transition of 4 locations to the Labor Participation Rate Pilot project lowers MPCR. Additionally, budget pacing with reduced participant spending lowered MPCR, however it should be noted that each CSP remained well over 40% per funding streams listed above despite 4 locations in the Labor Participation Rate Pilot.

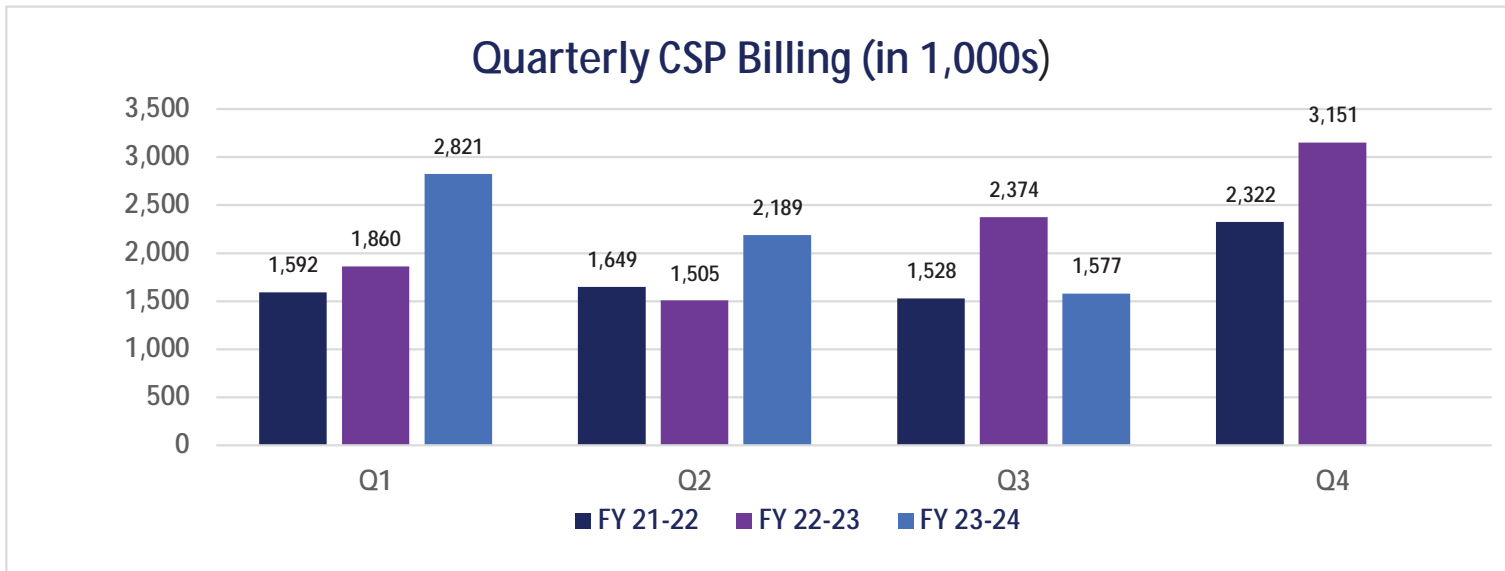
National Dislocated Worker (Humphreys Flood) grant included through 8/31/23.

***** PRIOR QUARTER MPCR = 46.82% *****

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2024 FISCAL UPDATE

CAREER SERVICE PROVIDER - BILLING TREND



Q3 CSP billing decreased \$612k compared to last quarter. In attempt to strategically manage remaining contract budgets ending 06/30/24, we determined CSP billing would need to average \$1.8M in quarters 3 and 4. Q3 came in at \$1.5M, leaving \$2.2M remaining for Q4. Seasonal Summer Youth contracts have approx \$900k (total) remaining to be spent by an ending date of 9/30/24.

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		6,587

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2024 FISCAL UPDATE

CONTRACTOR - BILLING PROGRESS

Career Service Provider Billing	In \$000's				% Spent - * 93% time elapsed (contracts extended)
	Cumulative through Dec 2023	Total Spent Qtr Ended Mar 2024	Budget Spent Contract To Date	Total 42 Month Contract Budget	
EDSI (39 Month Comparison)	\$ 20,943	\$ 1,352	\$ 22,295	\$ 24,282	92% *
EDSI (Summer Youth bgt ended at 8/31/23)	\$ 187	\$ -	\$ 187	\$ 320	58%
EDSI (Summer Youth bgt through 6/30/24)	\$ 443	\$ 46	\$ 489	\$ 1,439	34%
MAC (39 Month Comparison)	\$ 1,472	\$ 179	\$ 1,651	\$ 1,840	90% *
MAC (Summer Youth bgt through 6/30/24)	\$ 57	\$ -	\$ 57	\$ 96	59%
Contract-to-Date through Q3 2023-24	\$ 20,913	\$ 1,577	\$ 24,679		

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

One-Stop Operator Billing	In \$000's				% Spent - 75% time elapsed (new contract awarded)
	Cumulative through Dec 2023	Total Spent Qtr Ended Mar 2024	Budget Spent Contract To Date	Total 12 Month Budget	
MCHRA - (9 out of 12 Month Comparison)	\$ 125	\$ 65	\$ 190	\$ 300	63%

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2024 FISCAL UPDATE
EDSI - ADULT/DW MPCR TREND
CONTRACT-TO-DATE & QUARTERLY 39 Months

EDSI	MPCR - Goal 30% FY 23-24 w LFPR Project			MPCR - Goal 50%			MPCR Adult/DW - Goal 50%		
	Adult			DW			A/DW Combined		
CTD CUMULATIVE	Direct \$ '000	Total \$ '000	54%	Direct \$ '000	Total \$ '000	52%	Direct \$ '000	Total \$ '000	54%
July 2023	13	118	11%	6	42	14%	19	160	12%
Aug 2023	267	430	62%	74	131	57%	341	561	61%
Sep 2023	325	570	57%	71	154	46%	396	724	55%
Oct 2023	201	366	55%	71	129	55%	271	495	55%
Nov 2023	208	377	55%	56	117	48%	264	494	53%
Dec 2023	40	207	19%	111	170	65%	151	377	40%
Jan 2024	88	256	34%	19	77	25%	107	333	32%
Feb 2024	61	223	27%	10	66	15%	71	289	24%
Mar 2024	39	258	15%	5	78	6%	44	337	13%
Total Extended 12 Months	1,241	2,805	44%	423	965	44%	1,664	3,770	44%
Cumulative CTD 42 Months	6,064	11,137	54%	2,497	4,793	52%	8,562	15,930	54%

EDSI	MPCR - Goal 30% FY 23-24 w LFPR Project			MPCR - Goal 30% FY 23-24 w LFPR Project			MPCR Adult/DW - Goal 30% FY 23-24 w LFPR Project		
	Adult			DW			A/DW Combined		
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%
FYE 6/30/24 (12 Mos)	1,241	2,805	44%	423	965	44%	1,664	3,770	44%

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2024 FISCAL UPDATE
EDSI YOUTH - MPCR, WORK EXPERIENCE & IN-SCHOOL
CONTRACT-TO-DATE & QUARTERLY 39 Months

	MPCR - Goal 50%			Work Experience - Goal 25%			ISY/Youth - Goal 30% effective 07.1.23		
EDSI	Youth			Youth			Youth		
CTD CUMULATIVE	Direct \$ '000	Total \$ '000	50%	Wk Exp \$ '000	Total \$ '000	26%	ISY \$ '000	Total \$ '000	30%
July 2023	81	142	57%	18	66	27%	26	66	39%
Aug 2023	150	247	61%	63	212	30%	70	212	33%
Sep 2023	226	373	61%	59	373	16%	97	373	26%
Oct 2023	111	209	53%	45	209	21%	52	209	25%
Nov 2023	112	209	54%	52	209	25%	67	209	32%
Dec 2023	51	142	36%	45	142	32%	54	142	38%
Jan 2024	7	86	8%	22	86	26%	32	86	37%
Feb 2024	32	120	27%	44	120	37%	44	120	37%
Mar 2024	24	130	19%	33	130	25%	47	130	36%
Total Extended 12 Months	796	1,659	48%	381	1,548	25%	489	1,548	32%
Cumulative CTD 42 Months	2,956	5,957	50%	1,468	5,627	26%	1,676	5,627	30%

	MPCR - Goal 50%			Work Experience - Goal 25%			ISY/Youth - Goal 30% effective 07.1.23		
EDSI	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%	99	337	29%	124	337	37%
FYE 6/30/24 (12 Mos)	796	1,659	48%	381	1,548	25%	489	1,548	32%

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2024 FISCAL UPDATE

MAC YOUTH - MPCR, WORK EXPERIENCE & IN SCHOOL

	MPCR - Goal 50%			Work Experience - Goal 25%			ISY/Youth - Goal 30% beginning 7/1/23		
MAC	Youth			Youth			Youth		
CTD CUMULATIVE	Direct \$ '000	Total \$ '000	50%	Wk Exp \$ '000	Total \$ '000	39%	ISY \$ '000	Total \$ '000	39%
July 2023	26	56	46%	8	37	21%	15	37	41%
Aug 2023	39	68	58%	26	46	57%	20	46	44%
Sep 2023	24	50	48%	25	50	51%	16	50	33%
Oct 2023	6	36	17%	12	36	34%	14	36	40%
Nov 2023	28	49	58%	31	49	63%	17	49	35%
Dec 2023	54	75	71%	47	75	63%	40	75	53%
Jan 2024	15	75	20%	17	75	23%	27	75	36%
Feb 2024	52	53	98%	25	53	48%	19	53	36%
Mar 2024	19	51	37%	10	51	19%	21	51	41%
Total Extended 12 Months	263	512	51%	201	471	43%	190	471	40%
Cumulative CTD 42 Months	855	1,708	50%	628	1,600	39%	617	1,600	39%

	MPCR - Goal 50%			Work Experience - Goal 25%			ISY/Youth - Goal 30% 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%	52	179	29%	68	179	38%
FYE 6/30/24	263	512	51%	201	471	43%	190	471	40%

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2024 FISCAL UPDATE

MONITORING UPDATE

EDSI and MAC - Career Service Providers

- Chairman Zobl and Marla met with Kevin Schnieders, CEO of EDSI to discuss performance improvement and expectations through year-end.
- Incentive payments were withheld due to failure to meet quarterly enrollment KPIs.
- Weekly contractor meetings have been re-established with EDSI. Biweekly contractor meetings continue with MAC.
- Corrective Action Plan has been submitted by EDSI including new enrollment strategy.
- Staffing/Training update – Staffing issues are ongoing for EDSI. They are not fully staffed at this time, however, they recently posted 3 full-time positions.
- MAC has filled both their open positions. New staff will begin on May 13th. (There has been no interruption of services with MAC)
- Monthly desk review of invoices is performed analyzing contract progress and 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 remaining contract expenditures and creating enrollment options to include direct placement.
- Northern Middle program staff have conducted random sampling of EDSI and MAC participant files with required corrective action.
- Tennessee YEP technical assistance is ongoing.
- NM hired four temporary, part-time staff to assist EDSI with the new YEP Program, allowing them more time to focus on enrollment KPIs.

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 the 2023-2024 IFA agreement and addressing monitoring findings related to the AJC.

Monitoring of Northern Middle

- FY 23-24 external financial audit-Thurman Campbell Group considering another year.
- TDLWD's Training, Oversight, and Strategic Support Unit (TOSS) issued a report on the January Program Integrity on-site monitoring visit. NM requested a meeting to discuss Finding 1 of the report and a revision was issued to the March 13, 2024 report which contained two Findings (1. Paused funding for new participants; 2. No signage at Nashville AJC) and four Observations (1. Lack of staff capacity; 2. No representation from Title I on the BST in the Murfreesboro AJC; 3. Display of EO Posters and Director of Services; 4. Limited access to telephone designed for deaf/hard of hearing.) Northern Middle staff have responded with a corrective action plan.
- TDLWD's Program Integrity Unit continues to periodically complete desk reviews, monitoring and fiscal reports. A recent report required Northern Middle Staff had to justify potential recapture of expiring funds on June 30, 2023. Based upon current spending levels, recapture will not be required.

NORTHERN MIDDLE TN WORKFORCE BOARD

MARCH 2024 FISCAL UPDATE

FY2024-25 PROPOSED BUDGET - REVENUES

Grant Revenue	\$ in millions	\$
Carryover from 22-23 (expiring June 2024)		
Total Projected Carryover from 23-24	2.4	2,395,150.00
23-24 Projected Allocations		
24-25 Projected Allocations	8.3	8,318,031.00
Total Adult, DW, Youth	10.7	10,713,181.00
Carryover to 25-26 for Youth	(0.7)	(750,000.00)
Carryover to 25-26 at 20% of Adult, DW	(1.1)	(1,105,040.00)
Total 24-25 Adult, DW, Youth	8.9	8,858,141.00
Titans Stadium Project	0.3	300,000.00
RESEA	0.2	260,000.00
Summer Youth	1.0	1,000,000.00
IFA	1.0	1,000,000.00
Total 24-25 Projected Grant Revenue	11.4	11,418,141.00

NORTHERN MIDDLE TN WORKFORCE BOARD MARCH 2024 FISCAL UPDATE

FY2024-25 PROPOSED BUDGET - EXPENSES

Projected Expenses	\$ in millions	%	
NM Workforce Board	1.4	12%	1,365,645.00
Board Incumbent Worker Program	0.3	3%	300,000.00
Recruitment Campaign	0.1	1%	100,000.00
IFA (non-Title I)	1.0	9%	1,000,000.00
Total Board and Overhead	2.8	25%	2,765,645.00
Titans Stadium Project	0.3	3%	300,000.00
One Stop Operator	0.3	3%	300,000.00
Career Service Providers	6.8	60%	6,792,496.00
RESEA	0.2	2%	260,000.00
Summer Youth	1.0	9%	1,000,000.00
Total Contracted Grant Services	8.6	75%	8,652,496.00
Total 24-25 Grant Expense	11.4	100%	11,418,141.00

NORTHERN MIDDLE TN WORKFORCE BOARD
MARCH 2024 FISCAL UPDATE

ACTION

- * 2023-24 Financial Report
Revised Budget = \$15.2M (+\$389k Titan Stadium Project)
- * 2024-25 Proposed Budget



CSP

Procurement

Northern Middle Workforce Board CSP Procurement Timeline

RFP Timeline

The table below provides a timeline of activities for this procurement. In the event dates are changed, TPMA will provide notice through the procurement portal:

Activity	Date
RFP Release	April 1, 2024
Deadline for Bidder Questions	April 10, 2024
Response to Bidder Questions Posted	April 17, 2024
Intent to Apply	April 22, 2024
Proposal Deadline (email only)	May 3, 2024
Interviews (if necessary)	May 20-24, 2024
Selection of Winning Bids	May 31, 2024
Negotiations with Winning Bids	Beginning June 3, 2024
Acceptance of Contract Terms	June 30, 2024
Contract Transition Period	July 1- September 30, 2024
Northern Middle TN LWDB Approval	TBD
Notification to All Bidders	July 1, 2024
Full Implementation Date	October 1, 2024



**Northern Middle Tennessee Local
Workforce Development Board**

WIOA Regional & Local Plan



REGIONAL & LOCAL PLANS

PROJECT PROGRESSION

ED/RD Planning Session	SWA Guidance Released	Plan development	Public Comment	Submission to SWA	Review Period	Presented to SWB	Full Approval
12/13/23	1/08/24	1/8/24-3/8/24	 3/8/24	4/8/24	4/8/24-4/19/24	5/17/24	6/17/24

PLANNING PRIORITIES

- Leveraging historic infrastructure investments
- Investments that prepare workers for quality jobs
- Data-driven decisions
- Investing in youth
- Enhancing supporting services
- Strategic Partnering

PARTNERS

- WIOA Core Partners
- Additional Partners under the MOU
- Economic Development
- Business and Industry Groups
- Faith-Based Organizations

INNOVATIVE PROGRAM HIGHLIGHTS

- Tennessee Youth Employment Program
- Business Engagement Plan
- AJC operations improvement (following recommendations of KPMG stud

WIOA Strategic Workforce Development Plan

Local Plan Template

PYs 2024-2027

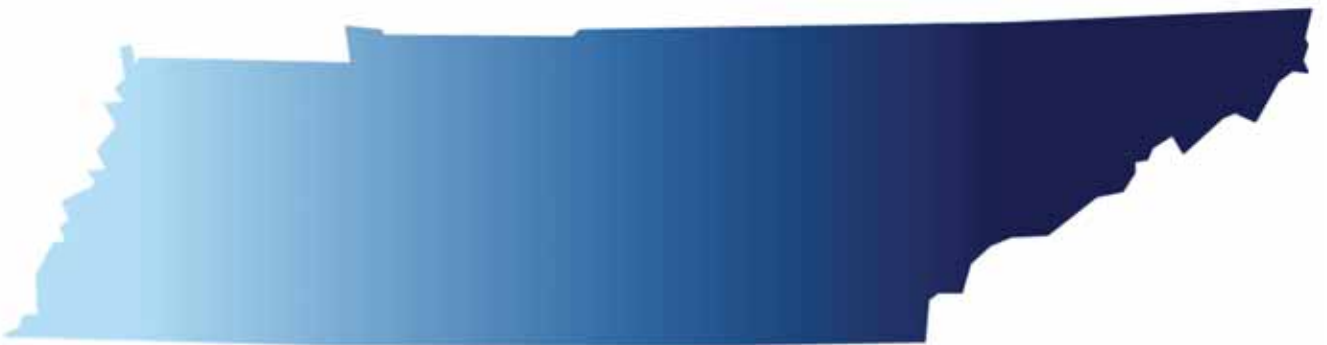


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Local Area Information

TN Local Area: Northern Middle Workforce Area

Local Workforce Development Area(s) Contact Information:

Executive Director Name	Email Address
Marla W. Rye	mrye@workforceessentials.com

Regional Director Contact Information:

Regional Director Name	Email Address
Vacant	

Chief Local Elected Official (CLEO) Contact Information:

CLEO Name	Email Address
Mayor Bob Rial	bobrial@dicksoncounty.net

Board Chair Contact Information:

Board Chair Name	Board Chair Email Address
Mr. John Zobl	johnzobl2013@gmail.com

Date of Submission: 4/8/24

LOCAL AREA: Northern Middle Workforce Area

Priority Initiative	What State initiative or regional priority does this support?	Goal Description- what is success?	Targeted Success Date	Milestone		Milestone		Milestone	
				Action Items	Targeted Success Date	Action Items	Targeted Success Date	Action Items	Targeted Success Date
Increase LFPR in Northern Middle	Increase LFPR	Improve LFPR in four counties that are below the state average.	6/30/2025 Ongoing	Survey residents (not in labor force) in 4 counties in partnership with county mayors	7/31/2024	Research and Implement Work-from-Home opportunities to support jobseekers with barriers to employment	9/30/2024	Engage local county jails/employers to develop more WD's with Title II AE to increase pipeline of workers	6/30/2025
Improve Tracking of Job Placement across the System	Expand Data Research and Analytics	Implement data tracking system to capture job placements across partners.	6/30/2025	Partner meeting to assess current data and system capacity	9/30/2024	Train staff and implement new system across partners	12/31/2024	Measure monthly dashboard to track job placements'	1/1/2025
Identify ownership and data tracking of services to employers	Implement Business Engagement Plan	Identify and empower Regional Business and Workforce Director to implement system to track employer services	9/30/2024	Identify Assets and funding resources in local area.	12/31/2024	Empower New Business and Workforce Director in Northern Middle -Implement dashboard for tracking BEP activity	3/31/2025	Train and implement new Zen Desk system with monthly dashboard to track services.	TBD
Increase participation in the TYEP	Increase LFPR	Increase enrollment in TYEP in Northern Middle Goal 692	6/30/2025	Work with county mayors to identify government positions for TYEP	7/1/2024	Milestone Enrollment 550	12/31/2024	Increase enrollments of individuals with disabilities in TYEP by working with CBOs and VR Goal of 100 enrollments	6/30/2025
Increase Staff Training	Superior Service Delivery/Implement Business Engagement Plan	Improve staff training in Northern Middle to provide a more comprehensive approach with both job seekers and employers	6/30/2026	On-going staff training on new BEP and for CSP selected for Northern Middle on 10/1/24	12/31/2024	Engage business consultants in grant opportunities such as IWT, Apprenticeships, and CBG grants so services can be delivered on front line. Expend 100% of Employer funding for 24-25	6/30/2025	Implement job seeker and employer customer satisfaction measure to improve quality of service deliver. Benchmark other areas	6/30/2025

WIOA Strategic Workforce Development Plan

Regional Plan Template

PYs 2024-2027



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Regional Area Information

TN Regional Area: Middle Tennessee

Local Workforce Development Area(s) Contact Information:

Executive Director Name	Email Address
Barbara Kizer (Southern Middle)	bkizer@sctdd.org
Becky Hull (Upper Cumberland)	bhull@ucworkforce.org
Marla Rye (Northern Middle)	mrye@workforceessentials.com

Regional Director Contact Information:

Regional Director Name	Email Address
Selina Moore (Southern Middle)	Selina.Moore@tn.gov
Tyler Asher (Upper Cumberland)	Tyler.Asher@tn.gov
Vacant (Northern Middle)	

Date of Form Submission: 3/15/24

Regional Plan Guidance Tracker- SAMPLE

REGIONAL AREA: Middle TN Region

Priority Initiative	What state initiative does this support?	GOAL description- what is success?	Targeted Success Date	Milestone		Milestone		Milestone	
				Action Items	Targeted Success Date	Action Items	Targeted Success Date	Action Items	Targeted Success Date
Expand SYEP/TYEP to include more work experience opportunities for the 14-16 year old age group	Increase/Sustain competitive labor force participation rate	Increase the ratio of hiring youth participants in the 14-16 year old age group		Targeted campaign and outreach to employers to show the benefit and value of hiring participants from this age group					
Increase regional LFPR	Increase/Sustain competitive labor force participation rate	Increase the LFPR percentage by 2% in the Middle TN Region		All core WIOA partners must track job placements for their respective programs. Title 1 will need access to the VOS 500 and 501 activity codes. Track job placements and direct hires for all WIOA Core Partners.					
Improve Customer Service	Superior service delivery across the public workforce system	Create a uniform regional survey to gage the effectiveness of business engagement and services							
Implement the new CRM / Zendesk for better business engagement tracking	Expand data research								
Create a regional dashboard showcasing performance metrics, business engagement activities, and best practices for the Middle RPC	Expand data research								



Public Comment Period



Next Meeting Date:

August 14, 2024