

Program Year 2020 - 2022 Local Plan for the East Workforce Development Area

*Serving the Counties of Anderson, Blount, Campbell, Claiborne, Cocke,
Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott,
Sevier, Union*



Open for public comment June 12 – 26, 2020
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EXECUTIVE SUMMARY

The East Tennessee Local Workforce Development Board serves as a strategic leader and convener of employers, citizens, workforce development professionals, education providers, economic development agencies, policy makers, and other workforce and economic development stakeholders in order to drive innovation, program synchronization, and alignment of AJC partner investments at the regional and local levels.

The East Tennessee Local Workforce Development Area (ETLWDA) is comprised of the following sixteen counties: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union, and it is a subdivision of the thirty-four county East Tennessee Regional Planning Council. The keystone of the public workforce development system network is the American Job Center (AJC). The Board, in conjunction with its One-Stop Operator, career services provider, AJC partners, and the Tennessee Department of Labor and Workforce Development oversees twenty-two American Job Centers of varying designation (Comprehensive, Affiliate, Access, and Specialized) and two Mobile American Job Centers.

Four key strategic goals serve as the foundation of WIOA service delivery in the ETLWDA under this Plan:

1. identifying, establishing, and nurturing clear connections to current industry and employers across the Grand East Tennessee Region by improving the quality and business-driven relevance of workforce investment education;
2. building and expanding clear pipeline development infrastructure by increasing access to—and alignment of—education, training, and employment—specifically for those individuals with barriers to employment;
3. integrating WIOA service delivery with local, regional, and state economic development initiatives; and
4. promoting clear data collection, evaluation and analysis for the purpose of identifying and replicating best practices in predictive analytics to direct continuous program improvement activities.

These goals are supported by four key elements:

1. improving skills and credential attainment by expanding vocation education and workforce development programs,
2. supporting regional and rural economic development strategies,
3. enhancing services and opportunities for justice-involved citizens, and
4. streamlining the delivery of supportive services in workforce development by collaborating with key agencies and organizations.

At the time of this writing, the COVID-19 pandemic has immobilized the American economy. Since March 2020, over one-half million Tennesseans have filed unemployment insurance claims. As reported in the U.S. Census Bureau Household Pulse Survey, 47% of Tennesseans aged 18 years old and older had lost their jobs or been furloughed by the second week in March 2020. And while some economists and policy makers expect economic growth to return during the 3rd/4th quarters of 2020, no one expects the job market to reach, in the near term, the same lofty levels of January 2020. Moody's Analytics reports 8 May 2020, that it does not expect the country to make up all current job losses until 2023. Complicating this from a workforce standpoint, a cohort of dislocated workers, e.g., small business owners, airline employees, healthcare workers, teachers, police officers, firefighters, gig-economy workers, business services professionals—all highly skilled workers—may have difficulty finding fulfilling work that pays comparable wages to the job they lost. On the other end of the spectrum, Federal Reserve Chair Jerome Powell observes in May 2020 that almost 40% of households making less than \$40,000.00 annually lost a job in March 2020. During the course of this Plan, workforce development professionals will be examining not only how the labor market can adapt to meet the occupational needs of job seekers and the pipeline needs of business and industry but also what media and tools can be employed to reach, serve, and support dislocated workers.

OPERATING SYSTEMS AND STRATEGIES

Provide a description of the one-stop delivery system in the LWDA including the roles and resource contributions of the one-stop partners.

The ETLWA one-stop delivery system sustains an integrated service delivery system through alignment of staff by functional teams while simultaneously supporting and executing cross training of partners on all programs and services offered through the American Job Center service delivery network. A Memorandum of Understanding exists among all AJC partners in order to 1) clarify and guide a service integration protocol that allows all partners to participate in a holistic service delivery model while also focusing on the service delivery dictates under which each partner's lead agency operates; 2) endorse the establishment and utilization of a cooperative referral protocol; and 3) participate in cooperative, mutually beneficial relationships, such as co-enrollment—when appropriate—of customers. An Infrastructure Funding Agreement exists in order to outline the equitable contributions by AJC partners of costs incurred in the operation of the AJC service delivery network.

Every customer enters the AJC as a customer of all MOU signatories, and each core partner is required to underwrite a portion of AJC operating costs. Proportional share, cost allocation methodologies, and additional considerations are determined among all partners, and costs are invoiced to partners monthly. Actual costs are invoiced rather than estimated or budgeted costs. Meetings among partners are held monthly to coordinate service delivery; quarterly meetings among core and required partners are held in order to negotiate the contributions of the one-stop partners engaged in the MOU. Integrated case management among most core AJC partners is accomplished through Jobs4TN. ETLWDB policy, Key Performance Indicators, and annually negotiated performance targets report and support service delivery accountability.

Twenty-two AJCs—a mix of comprehensive, affiliate, access points, and specialized Centers—in East are spread among thirteen of the sixteen counties in the Area and are housed in brick and mortar structures in retail locations, business parks, county jails, TBOR institutions, libraries, and community-based agencies. Plans are in place during the course of this plan to open four additional AJCs: one in each county not currently served, and one in the Morgan County Correction Complex, a TDOC maximum security prison. The proposed AJC in currently unserved Union County will open Q2 PY 2020-2021 in the career and technical education campus of the Union County High School in support of improving skills and credential attainment for secondary vocational education students. The proposed Cocke County AJC will open Q2 PY 2020-2021 in a new Walters State Community College campus and will be an immediate asset in this rural, distressed county for the 500+ employees facing layoff 31 December 2020 at Cargill, Cocke County's largest employer. The Mobile AJC serves as an on-demand access point to ensure responsiveness to the demands of the Area, particularly, rural communities in the ETLWDA.

Identify the career services and other program services to be provided

A combination of Basic Career Services is offered in every AJC including basic information on eligibility, customer recruitment and referral, partner orientation workshops, initial assessment(s), labor exchange services, referrals, labor market information, information addressing eligible training providers, employment recruitment and referral, non-traditional employment, outreach and intake, One-Stop performance, supportive services, financial aid assistance, meaningful assistance to UI claimants, information outlining the availability of supportive services or assistance, translation services, and provision of other adaptive appliances and services. Customers utilizing access points across the Area are assisted by non-WIOA staff at host partner facilities. Customers utilizing specialized AJCs in correction facilities are assisted by WIOA staff during hours agreed upon by the ETLWDB and host correction facilities.

A combination of Individualized Career Services is offered in AJCs including comprehensive, affiliate, and specialized AJCs including assessment(s); individual employment planning; counseling; development of an individual employment plan; career planning; short-term pre-vocational services to include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills; workforce pre-vocational skills; work-based learning; financial literacy; out-of-area job search assistance and relocation assistance; English language acquisition and integrated education and training, case management; supportive services; and follow-up services. Customers utilizing specialized AJCs in correction facilities are assisted by WIOA staff during hours agreed upon by the ETLWDB and host correction facilities.

Training Services are provided through an Individual Training Account in ETLWDA or training contract as discussed later in this chapter. Optimally, the selection of training services reflects the Area's sector strategies, and selection is made in consultation between the career specialist and the customer, is secured from approved eligible training providers, and, to the extent possible, is supported by braiding resources of AJC partners.

Follow up Services are provided to appropriate WIOA customers upon exit from the program and their placement in unsubsidized employment. Follow up services shall last for the entire duration of twelve months following a customer's exit from the program.

Explain how the one-stop centers provide all required or relatable services of customers based on their respective need(s) and a customer-centered design.

Additional services of partnering agencies in the AJC network include

- Temporary Aid for Needy Families provides program compliance and support to custodial parents with minor children. Workforce development services are offered along with support services, education support, and child care. TANF services in EAST are delivered by East Tennessee State University operating under a contract with the Tennessee Department of Human Services with offices co-located in AJCs located in the following EAST counties: Campbell, Knox, and Scott.
- Supplemental Nutrition Assistance Program provides program compliance and support to food stamp recipients who are not exempt from the federal programming. Education, support services, and community services are offered along with workforce development services. SNAP representatives are co-located in AJCs in the following EAST counties: Hamblen and Knox.
- Adult Education provides basic skills assessment services, English language acquisition, integrated education and work readiness training programs, and preparation for high school equivalency testing. Title II representatives are currently co-located in AJCs in these EAST counties: Blount, Campbell, Claiborne, Hamblen, Knox, Monroe, Morgan, Roane, Sevier, and Scott.
- Vocational Rehabilitation provides a variety of individualized services to persons with disabilities in preparation for competitive integrated employment in the labor market. Vocational Rehabilitation employees co-located within the American Job Center provide employment outcomes for clients that are consistent with their individual strengths, resources, abilities, capabilities, and informed choice. Services rendered by vocational rehabilitation representatives include but are not limited to training, maintenance and transportation, transition services from school to work, personal care assistance, job placement, post-employment services, supported employment, and independent living services. Special emphasis services include referrals to the Tennessee Rehabilitation Center at Smyrna, a state operated comprehensive rehabilitation facility offering a variety of vocational programs situated on a residential campus; community Tennessee rehabilitation centers offering comprehensive vocational evaluation services, employee development services, and job readiness training and placement; services for the deaf and hard of hearing to meet the unique needs of individuals who are deaf and hard of hearing; and services for the blind and visually impaired. Vocational Rehabilitation representatives are co-located in the following American Jobs Centers in the EAST counties: Anderson, Hamblen, and Knox.
- The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Participants have access to employment assistance through American Job Centers. Customers work an average of 20 hours a week and are paid the highest of federal, state or local minimum wage. This training serves as a bridge to unsubsidized employment opportunities for participants. The ETLWDB SCSEP program operates in five counties in the Area—Campbell, Morgan, Scott (distressed) and Claiborne and Union (at-risk), and provides temporary, part-time employment for thirty SCSEP customers.

TABLE 1: STAFFING BY AJC BY CORE PARTNER

AJC County (a)=affiliate (C)=comprehensive	Staffing By Phase: WIOA BY TITLE I, II, III, IV JVSG=LEVR & DVOP, J=JOB CORPS, RESEA=R, SNAP=S, SCSEP=S ² TANF=T, Welcome Team=W
Anderson County (a)	I, IV
Blount County (C)	I, II, III, JVSG, R, W
Campbell (a)	I, II, R, S ² , T
Claiborne (a)	I, II, R
Hamblen (C)	I, II, III, JVSG, R, W
Loudon (a)	I, II
Knox (C)	I, II, III, IV, JVSG J, R, S, T, W
Monroe (a)	I, II
Morgan (a)	I, II
Roane (a)	I, II, R
Sevier (C)	I, II, III, JVSG, R, W
Scott (a)	I, II

TABLE 2: ETLWDA AMERICAN JOB CENTER LOCATIONS BY COUNTY BY TYPE

Type	County	City	Address	Phone
Affiliate	Anderson	Oak Ridge	136 S. Illinois Avenue, Oak Ridge 37830	865-483-7474
Comprehensive	Blount	Alcoa	366 Glasscock St. Alcoa 37701	865-379-5525
Affiliate	Campbell	Jacksboro	1016 Main Street, Jacksboro 37757	423-566-3300
Access Point	Campbell		In process - Finalizing location	
Affiliate	Claiborne	Tazewell	1325 Claiborne Street, Tazewell 37879	423-526-2816
Specialized	Cocke		Walters State Community College	
Access Point	Grainger	Rutledge	7995 Rutledge Pk. Rutledge, TN 37861	865-828-5927
Comprehensive	Hamblen	Morristown	1633 E Andrew Johnson Highway, Morristown, TN 37814	423-317-1060
Comprehensive	Knox	Knoxville	2700 Middlebrook Pike, Knoxville 37921	865-594-5500
Access Point	Knox	Knoxville	500 West Church Ave. Knoxville, TN 37902	865-215-8723
Access Point	Knox	Knoxville	522 Maryville Pk. Knoxville, TN 37920	865-577-7591
Access Point	Knox	Knoxville	4610 Asheville Hwy. Knoxville, TN 37914	865-546-5125
Specialized	Knox	Knoxville	5001 Maloneyville Rd. Knoxville, TN 37918	865-281-6700
Access Point	Knox	Knoxville	120 W. Baxter Ave. Knoxville, TN 37917	865-247-6217
Affiliate	Loudon	Lenoir City	100 W. Broadway Suite 141, Lenoir City 37771	865-312-7735
Affiliate	Monroe	Vonore	155 Grand Vista, #4, Vonore 37885	423-884-2400
Access Point	Monroe	Madisonville	240 Houston St. Madisonville, TN 37354	423-442-4085
Affiliate	Morgan	Wartburg	1111 Knoxville Hwy. Wartburg 37887	423-346-3060
Specialized	Morgan		Morgan County Correction Facility- MCCX	
Affiliate	Roane	Harriman	2319 S. Roane St. Harriman, TN 37748	865-376-3082
Affiliate	Scott	Oneida	180 Eli Lane, Oneida 37841	423-569-9348
Access Point	Scott		In process- Finalizing location	
Comprehensive	Sevier	Sevierville	1216 Graduate Drive, Sevierville 37862	865-286-6386
Access Point	Sevier	Gatlinburg	158 Proffitt Rd. Gatlinburg, TN 37738	865-436-5588 ext 103
Access Point	Sevier	Pigeon Forge	2449 Library Dr. Pigeon Forge, TN 37863	865-429-7490
Access Point	Union	Maynardville	701 Main St. Maynardville, TN 37807	865-992-8816
Specialized	Union	Maynardville	Union County High School CTE Campus	

The ETLWDB aligns workforce development, education, and economic development with regional economic development strategies in order to meet the needs of local, regional, and state employers by providing a high-quality workforce system ensuring that career services are provided in the most inclusive and appropriate settings and

accommodations. The OSO ensures coordinated service delivery within the AJCs by providing technical assistance to promote human centered design among AJC partners. In comprehensive Centers, the OSO coordinates the Welcome Function, a team of AJC partner employees responsible for acclimating customers to basic career services. Each customer is encouraged to register for Jobs4TN.gov (hereinafter referred to as VOS), a web-based platform providing access to basic career services including but not limited to job search, labor market exchange, and UI enrollment and recertification. For customers who may wish to determine WIOA eligibility or explore WIOA intensive career services, Welcome Function staff are proficient in providing internal and external referrals to partner programs. The Welcome Function team coordinates with staff in the Career Development Team and Business Services Team to ensure all customers are aware and have the ability to access appropriate career services.

American Job Centers are located strategically throughout the Area and are accessible by differently-abled individuals. Resource rooms within all Centers feature accessible computer technology for self- or assisted-service delivery. All Resource Room staff are trained to offer meaningful assistance to UI claimants. Two Mobile AJCs serving ETLWDA are similarly configured. During PY 2020-2021, ETLWDB AJCs will undergo AJC recertification, a process involving evaluating and subsequently certifying that physical and programmatic accessibility for a diverse workforce.

Partners in the ETLWDA American Job Center and their specific roles/responsibilities are listed and described below.

- **Title I:** Title I staff facilitates the delivery of workforce development services to job seeking customers to include self-help job search; eligibility determination; outreach, intake, and orientation; initial, comprehensive, and specialized assessment; job search, job placement, and career counseling; individual service strategy development; placement in and financial support for education and/or training activities; individual and group case management; employment statistics/labor market information; eligible provider performance and program cost information; local performance information, support services, short-term prevocational services, work-based learning opportunities, and follow-up services. Title I staff facilitates the delivery of workforce development services to business customers to include employer needs assessment, job posting, applicant pre-screening, recruitment assistance, training assistance, labor market information, employer information and referral, and Rapid Response and Layoff Aversion.
- **Title II:** The Tennessee Department of Labor and Workforce Development Adult Education program serves to empower adult learners to become self-sufficient by applying instructions in basic academics, life coping, and employability skills. Adult education is an open-entry/open-exit institution offering year-round service. Adult aged 17 years of age and older who have not completed high school are eligible for services.
- **Title III:** Job Services, which includes labor exchange information continues to be ongoing, daily service provided by staff located at the ETLWDA Comprehensive American Job Centers. Registration for new customers—individual job seekers or employers—in VOS and updates for existing customers will be provided. Assessments and referrals will be provided as appropriate. Outreach activities for individuals and employers are also performed by WIOA Title III staff. Services are available at four comprehensive centers, eight affiliate centers, two mobile coaches, and through direct linkage utilizing VOS. Outreach materials are available to and disseminated by staff. The Business Services team coordinates among all partners to assist customers with registration, job orders, and job search.
- **Title IV:** The Vocational Rehabilitation Program (VR) provides a variety of services to eligible individuals with disabilities based on the rehabilitation needs of the individual in accordance with the individual's aptitudes, abilities, capabilities, and interests and as identified on an Individualized Plan for Employment to prepare an individual for competitive integrated employment. VR collaborates with AJC partners, community rehabilitation service providers, educational institutions, and employers to ensure that eligible persons with disabilities receive the services necessary for them to obtain employment in their communities. The Local Service Matrix illustrates the collaboration between VR and the partners to ensure the best use of resource in providing services to customers.
- **Unemployment Insurance:** All services provided by the Tennessee Department of Labor and Workforce Development staff located at Comprehensive AJCs will be conducted in compliance with functional alignment. Cross-training will be ongoing to ensure exceptional service delivery to customers of the AJC. Service delivery will be coordinated by the One-Stop Operator. The TDLWD Team Lead(s) for ETLWDA will serve as the primary interface with the One-Stop Operator. Deployment of UI staff in two locations within East (Knoxville/Morristown) facilitated access to services.

- **Job Counseling, Training, and Placement Services for Veterans:** State veterans' staff along with career specialists continue to provide ongoing priority of service to eligible veterans and the spouse of veterans. These services could include individual assessment, labor market information, consideration of training opportunities, and assisting veterans and their spouses with job search activities.
- **TRA:** AJC career specialists serve as the link between individuals determined to be eligible for TRA payments and the central staff in the Nashville TDLWD office that handles such payments. Staff provides assistance in resolving issues pertaining to weekly certification forms.
- **TAA:** AJC career specialists provide job search assistance to individuals whose employers have either relocated operations overseas or who have been impacted by foreign trade. Individuals may be reimbursed for job search mileage. Another aspect of TAA involves individuals applying for and being accepted into training. Career specialists assist in completion of required forms and training packets.
- **Migrant & Seasonal Workers:** The following services will be provided by the Tennessee Opportunity Programs, Inc. to eligible migrant and seasonal farmworkers through the ETLWDA AJC: assessment, comprehensive assessment, and diagnostic testing and counseling; training (classroom, work experience, OJT, and training assistance) job development, job placement, and follow-up services.
- **CSBG:** CSBG services are offered at four neighborhood centers in Knox County and are supported in part with CSBG funding flowing to the Knoxville-Knox County Community Action Committee (CAC). Through the neighborhood centers, CAC provides a wide range of emergency assistance, case management, support services, and self-sufficiency development activities to customers. CAC and the AJC agree to establish electronic computer-based links at the neighborhood centers so that customers receiving services at those locations may also access information and services available through the AJC. CSBG staff may be assigned to the AJC on an itinerant basis to recruit customers for CSBG services.
- **SCSEP:** ETLWDA AJCs routinely conduct workshops in conjunction with SCSEP partners to assist their older adult participants in re-engaging in the labor force. Services are provided at the Comprehensive AJCs to assist older adult customers, and referrals are made for the customers served in Affiliate AJCs.
- **DHS/TANF:** East Tennessee State CCO contracts with TN DHS to provide employment services to TANF recipients with a work requirement. Services provided include case management; career exploration/pathways; Jobs4TN signup; Keytrain™ and job search help; education exploration/goal setting assistance; referrals to the AJC for assessment, enrollment, and job assistance; support services (uniforms, tools, car repairs, help with testing fees, etc.); and incentives for meeting employment and educational milestones. Services are provided at select affiliate and/or comprehensive AJCs.
- **HUD Employment and Training:** Knoxville's Community Development Corporation (KCDC) agrees to coordinate service delivery with the AJC and to engage in an arrangement with the AJC to provide services to eligible customers through a system of mutual referral. Services will be provided by KCDC through its Career Investment Academy.
- **Job Corps:** Job Corps contractor and ETLWDA will develop and implement co-enrollment procedures so that Job Corps and other programs can share credit for outcomes of co-enrolled participants. The local Job Corps representative will be co-located at the Knox County Comprehensive AJC, will serve on a functionally-aligned team, and will participate in cross-training skill building activities. The AJC will permit Job Corps-related materials to be dispersed to all partners, tenants, and eligible youth where appropriate. Job Corps will be listed on the menu of services and tenants service directory where appropriate. Job Corps will participate in joint outreach, open houses, recruitment campaigns, and other efforts to service the community where appropriate.
- **Perkins/Post-Secondary CTE:** Pellissippi State Technical and Community College, Walters State Community College, and Roane State Community College will refer participants to appropriate services and activities provided by partner agencies at AJCs in the ETLWDA service delivery area. These post-secondary education institutions will also receive referrals from the AJC partners for customers desiring any of the range of post-secondary vocational and academic services offered.
- **TCAT/TN Reconnect:** TCAT campuses in Harriman, Jacksboro, Knoxville, Morristown, Huntsville, and Oneida will refer participants to appropriate services and activities provided by partner agencies at ETLWDA AJCs. TCAT campuses will also receive referrals from the AJC partners for customers desiring any of the range of post-secondary vocational and academic services offered by TCAT. TCAT Oneida will provide space for an affiliate AJC site in Scott County.

Mid Cumberland Human Resource Agency (MCHRA) is the contractor for One Stop Operator (OSO) services within the East Tennessee Workforce Area. MCHRA was procured through a competitive Request for Proposal, in accordance with WIOA §121(d)(2)(a), that was released on 24 August 2018; deadline for bid submission was 12 September 2018. The bid solicitation process was facilitated a third party entity: Anderson County (TN) Purchasing Department. The RFP was posted for the required time period and advertised in appropriate print and digital media. Four (4) qualified entities responded to the bid request for One-Stop Operator. A panel of five (5) WIOA practitioners was empaneled as scorers; the panel independently reviewed and rated bidders' responses using a scoring scale with a maximum score of 100 points. The scores were communicated to the Board's Executive Director who, on 18 September 2018, presented all four (4) finalists and the results of the scoring to the ETLWDB. MCHRA was the highest scoring bidder. The Board, during its 18 September 2018 meeting, selected the highest scoring bidder.

On 1 October 2018, the Board entered into an initial one-year OSO contract with MCHRA, with provision for an additional two, one-year contract extensions. The OSO contract was extended for an additional one-year period in June 2019. In July 2020, ETLWDB will enter into a final one-year extension of the contract with MCHRA.

The contract contains the Statement of Work for the OSO; a selection from that contract is seen immediately below:

The role of the OSO is to coordinate and execute the leadership of all AJC partners through functionally-aligned teams within the AJC service delivery network. The functions of and scope of work for the One-Stop Operator in the American Job Centers is defined through guidance provided in WIOA Workforce Services Regional and Local Planning Policy. In accordance with TDLWD guidance, the ETLWDB has incorporated into the OSO contract between the Board and the OSO contractor the additional information seen below in order to articulate clearly the role of the One-Stop Operator for the ETLWDA.

1. *Oversee management of One-Stop Centers and service delivery.*
2. *Evaluate performance (as indicated in the Incentives and Sanctions Policy) and implement required actions to meet performance standards – This does not include performance negotiations, as this is specifically a local board requirement.*
3. *Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff).*
4. *Ensure coordination of partner programs.*
5. *Act as liaison with the LWDB and One-Stop Center.*
6. *Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.).*
7. *Oversee full implementation and usage of all State systems by all local areas.*
8. *Design the integration of systems and coordination of services for the site and partners.*
9. *Manage fiscal responsibility for the system or site.*
10. *Plan and report responsibilities.*
11. *Write and maintain business plan.*
12. *Market One-Stop Career Center services.*
13. *Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the state system*
14. *Integration of available services and coordination of programs for the site with all partners.*

Describe the local one-stop operator's role and responsibility for coordinating referrals among required partners.

Specific referral procedures to and among partner programs in the AJC, as articulated in the MOU, will be coordinated between the OSO and partner staff to offer the most effective method to provide seamless services to customers. Co-located partner staff primarily refer customers through verbal warm handoffs. Referrals to partner agencies not co-located within the AJC may be accomplished by placing a telephone call to the agency, scheduling an appointment for customers, and/or providing the customer with introduction information. All referrals by WIOA Title I, II, and III staff are recorded in a customer's case management files contained in VOS. Methods of tracking of referrals among partners varies. Partners that have VOS privileges use VOS to track referrals among partnering agencies. Partners not using VOS

coordinate with the appropriate case specialist to update the customer's case management file. It is the ultimate responsibility of the career specialist to maintain current information in customers' files.

Provide information regarding the use of technology in the one-stop delivery system, including a description of how the workforce centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.

The ETLWDA utilizes VOS to accommodate customer intake, case management, and accountability reporting among partners. Jobs4TN/VOS provides an integrated electronic application which gathers relevant information to determine eligibility for Titles I, II, and III of WIOA (SNAP, TAA/TRA, Apprenticeship) while sharing common information. This electronic application serves as the repository for all related activities and includes electronic case notes which should document a participant's progress. The entirety of the application presents a total picture regarding an individual's interaction with the workforce system. Upcoming enhancements to VOS, most notably an electronic signature feature, will improve functionality and promote virtual enrollment of customers.

During the execution of the Local Plan for PYs 2018-2020, the ETLWDB integrated a number of web-based software platforms in its service delivery matrix. **A listing of these web-based programs is found on page twenty-six of this Plan.**

Evident by data validation activities is the lack of consistent proficiency among career specialists in the use of VOS. Technical assistance and professional development activities—executed by the current career service provider—designed to promote effective, efficient, and timely reporting of data have been carried out under the most recent local plan to unsatisfactory results as indicated in quarterly monitoring reports and subsequent corrective action plans. In February 2020, the board staff began shaping and delivering professional development activities for career specialists in the area of case management and reporting. The COVID-19 interruption of workforce services prevents any evaluation of this intervention by the Board.

Yet another weakness is the use of data to drive outcome visibility. Data exist within any number of systems and resources—including VOS—to inform decision-making through predictive analytics. During the course of this Plan, the East will explore—in consultation with the TDLWD—the opportunity to employ a staff member whose primary functions would be to mine, evaluate, synthesize, and report data on the local and regional levels.

How the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

The AJC model in ETLWDA largely consists of brick and mortar resources allowing staff to utilize technology within Centers to deliver services to job seekers and area employers. Shuttering all of these Centers in March 2020 in response to the COVID-19 pandemic exposed known and revealed unknown flaws in the workforce service delivery system.

One key element of the State Plan is supporting regional and rural economic development strategies. The use of technology provides a means to accomplish this notion. Unsurprisingly, many of the rural/remote areas of East struggle with access to technology because of lack of or spotty broadband access. In recognizing this issue, ETLWDA has made a concerted effort to locate access points with broadband access in most of the counties of the service area and has made it known to all the county mayors the prospect of bringing technology to those counties in the form of the Mobile American Job Centers. Additionally, over the course of the last local plan, the Area has invested in a number of technology-enabled service delivery tools including those listed on pages 26-27 of this Plan. A full discussion of future plans for expanding technology in the ETLWDA is seen beginning on pages 27-28 of this Plan.

Describe how the Local Board will support the strategy identified in the TN Combined State plan and work with entities carrying out core programs, including a description of expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment

The ETLWDB is committed to serving all eligible individuals. For job seekers, this commitment manifests itself in providing access to high-quality American Job Centers that connect them with a full range of training, education, and employment services. For employers, this commitment manifests itself in the provision of a skilled workforce and the maintenance of a robust talent pipeline **in the Area's sector strategies and high demand businesses and industries.**

The ETLWDB coordinates with and supports the East Regional Planning Council in its identification of regional and local high-demand and emerging sectors. Effective tools to mine these data include TDLWD tools including WIR²D and VOS, customer polling, Business Services Team outreach and feedback, the U.S. Census, TNECD data, LEAs' CTE comprehensive surveys, and reporting by regional economic development agencies. These and other data streams support coordination among TBOR and other training providers, the ETLWDB, employers, and TDLWD in developing and supporting training for high-demand occupations. The resultant identification and partner coordination is then integrated into ETLWDA workforce service delivery protocols and tools including, but not limited to, promotion of sector strategies, career pathways development, Individual Training Accounts, Registered Apprenticeships, work-based learning, and paid work experience education opportunities.

A number of statewide and local initiatives promoting the expansion of access to employment, training, and education that positively impact the economic development of the ETLWDA include:

1. **TN Reconnect:** Support for Tennessee Reconnect, an initiative to help more adults return to higher education to gain new skills, advance in the workplace, and fulfill lifelong dreams of completing a degree or credential, is supported in the ETLWDA by
 - counseling customers through assessments, information packets, and last dollar scholarships;
 - distributing marketing collateral through all Area American Job Centers;
 - employing TN Pathways East Regional director to deliver training to client-facing employees of AJC core partners;
 - braiding supportive services that provide the safety needs required by individuals with barriers to employment;
 - partnering with secondary and post-secondary education and training providers to
 - fund work-based learning opportunities that promote interest in high-demand occupations,
 - use ITAs to underwrite partially the expenses associated with tuition and supportive services needs,
 - encourage development and listing of eligible training providers for sector-based training programs, and
 - build capacity in training programs by contracting with eligible training providers to buy classes with long applicant waiting lists.
2. **Governor's Initiative in Vocational Education (GIVE):** The Governor's Investment in Vocational Education (GIVE) is designed to foster long-term regional partnerships between TBOR, industry, economic development/workforce agencies, and K-12 to identify and address skills gaps in local workforce pools. The ETLWDB partnered with four TBOR campuses in their GIVE grant applications and now provides supportive services for eligible students enrolled in structured work-based learning opportunities at TBOR institutions in Campbell (at-risk), Scott (distressed), Knox, Blount, and Roane counties with the intent to address:
 1. **barriers to education/training access, including a lack of understanding and awareness of viable career choices and training options for high-demand fields;**
 2. **insufficient early postsecondary education and training opportunities;**
 3. **insufficient student support services; and**
 4. **misalignment between education and workforce needs.**

GIVE grant programs in the LWDA will enable high school junior and seniors and post-secondary students to receive training in ETLWDA high demand/sector strategy fields of HVAC, Information Technology, Construction Technology, Advance/Additive Manufacturing, Mechatronics, and Cyber Security. In excess of twenty business and industries supported the TCAT GIVE applications across the Area.

3. **Transportation:** The ETLWDB underwrites a Job Access Reverse Commute (JARC) transportation program in the eight distressed and at-risk counties in the ETLWDA. JARC provides roundtrip transportation of eligible customers who wish to commute to school, visit an AJC, travel to work, or travel to a job interview. Over 3,300 roundtrips across the eight counties are funded with Rural Initiative funding.
4. **Pre-ETS initiatives:** The ETLWDB partners with Grainger County and Cocke County school districts to provide work-based learning opportunities for in excess of 145 high school students enrolled in Pre-ETS programs. The results:

over 120 Pre-ETS students in Cocke County's two high schools have participated in paid work experience education opportunities in the current school year. During school year 2020-2021, the Board is excited to continue discussions with Cocke County Schools about building a school-based business for these students to operate. At Grainger County High School, over twenty Pre-ETS students during the current school year participated in career exploration activities, leading to a 30% increase in the number of work-based learning opportunities in the school. The Pre-ETS programs at Grainger County and Cocke County schools will continue in PYs 2020-2022. During the course of this plan, the Board will extend Pre-ETS workforce development activities and services to all LEAs in the Area that wish to participate. **During the course of this plan, the Board will extend Pre-ETS workforce development activities and services to all LEAs in the Area that wish to participate.**

5. **Future Ready Expo:** The ETLWDB provided resources and in-kind support for this new career exploration opportunity partially funded by a ThreeStar grant and geared toward middle and high school youth and their parents. In PY 2019-2020, over 800 students from the Area's public and private schools interacted with over 85 vendors—employers and education/training providers—to explore career pathways **in the sector strategies identified by the Board and identified in the accompanying MOU.** ETLWDB will support the 2021 Future Ready Expo—expected to draw in excess of 3,000 Area learners— as well as the 2022 Future Ready Expo event.
6. **Justice Involved Individuals:** The ETLWDB underwrites a significant number of workforce development activities for current and former inmates, including, but not limited to:
 1. **operating** a specialized AJC in the Knox County Detention Center, a 1,100-bed facility;
 2. **opening** a proposed specialized AJC in the Morgan County Correction Complex, a 2,300-bed maximum security prison operated by the Tennessee Department of Corrections;
 3. HiSET classes in correction facilities in all 16 ETLWDA counties;
 4. \$37,500.00 welding program **(high demand/Area sector strategy)** at TCAT Huntsville for Morgan County (distressed) Jail inmates;
 5. \$37,500.00 welding program **(high demand/Area sector strategy)** at TCAT Huntsville for Scott County (distressed) Jail inmates;
 6. Individual Training Accounts for seventeen inmates in a TCAT Huntsville certified welding program **(high demand/Area sector strategy)** operating behind the walls at Morgan County Correction Complex;
 7. outreach by career specialists to the TDOC Day Reporting Center; drug, Veteran, juvenile, and child support courts; local jails in all sixteen counties; and TDOC probation and parole offices;
 8. outreach by Business Services Team members to audiences including but not limited to the Joint Economic Community Development Board, Industrial Board, and Chambers of Commerce to expand the use of the WOTC program; and
 9. **expansion and underwriting (ITAs) of TBOR training programs for local jail and TDOC populations in the disciplines of 1) building construction technology, 2) computer information technology, and 3) welding technology.**
7. **Youth Demonstration grant:** Two ETLWDA school systems, Morgan County Schools (distressed) and Hamblen County Board of Education, participated in work-based learning and career exploration grants in PY 2019-2020. Regrettably, because of COVID-19 and the shuttering of schools, these programs never got off the ground. TDLWD has permitted a transfer of these funds to 31 December 2020, and the ETLWDB will work with these school systems next school year to fund the activities—career exploration and work experience for in-school youth—outlined in this grant.
8. **WIOA Title II: the Board supports, through individual training accounts, integrated education and training enabling eligible customers to earn multiple credentials while simultaneously earning a high school equivalency diploma. Additionally, WIOA Title II is an AJC co-located core partner offering instruction in literacy, ABE, ASE, Integrated English Literacy Civics Education, English as a Second Language, and HiSET test prep. Administered in the Area by TCAT Knoxville, the program also offers correction education classes in all sixteen Area counties. To serve Area industries, curriculum is adapted concurrently and contextually to provide workforce preparation and training for**

the purposes of education advancement and career entry and advancement. The ETLWDB has supported TCAT Knoxville's integrated education program for health care professionals during PY 2019-2020 and will continue to support this program and expansion IE programs during the course of this plan.

9. **Apprenticeship State Grant:** The Board sponsored two Registered Apprenticeship grants during PY 2019-2020: building construction and maintenance in the hospitality industries—both high demand sectors in the Area. Plans for PY 2020-2022 include continued funding of these RAs with expansion of two additional RAs in the hospitality field: brewing and distilling and one additional RA in planning with Walters State Community College. It is anticipated the Area will receive funding to underwrite RAs for eligible youth, and the Board will report its plans in this regard through quarterly plan updates.
10. **Rural Initiative:** Individuals with barriers to employment in each of the eight distressed or at-risk counties in the sixteen-county ETLWDA receive assistance in the form of work-based learning opportunities, ITAs, or supportive services under the Governor's Rural Initiative grant.
 1. Campbell: \$40,000 is earmarked for OSY work experience education opportunities.
 2. Claiborne: \$24,046.23 is earmarked for work-based learning opportunities for 50 high school students at two Claiborne County high schools.
 3. Cocke: discussed in #3 above.
 4. Grainger: discussed in #3 above.
 5. Monroe: \$34,448.52 is earmarked for work-based learning opportunities for 64 students at two Monroe County high schools.
 6. Morgan: \$50,000.00 is earmarked for work-based learning opportunities for 100 students at Morgan County Career and Technical Education Center and Morgan County High School.
 7. Scott County: \$13,000.00 is earmarked for job readiness and career exploration training for students attending Oneida High School.
 8. Union County: \$34,558.14 is earmarked for work-based learning opportunities for 70 students at Union County High School.

Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs

The scope of services outlined in the MOU signed by all AJC partners calls for partners to share customer data for the purpose of advancing co-enrollment in core programs. In the ETLWDA, AJC partner programs and services are aligned and integrated to meet the twin goals of 1) creating a clear connection to current employers and industry and 2) maintaining a robust talent pipeline. This alignment focuses on employers' needs for a skilled workforce while working with AJC partners to improve access to sector-based education and training services for all eligible customers, particularly those with barriers to employment. A number of activities will support attainment of these goals:

1. determining employer needs, including the needs of emerging businesses and businesses facing closure as a result of COVID-19, and disseminating the results to workforce agencies, training providers, secondary and post-secondary schools, and community leaders in order to define/redefine programs to meet employers' hiring needs;
2. participating in regional sector partnerships that increase focus on high-demand, middle skill occupations;
3. expanding career pathways opportunities, including work-based learning education opportunities and integrated programs of study leading to industry-recognized credentials and improved employment and earnings;
4. expanding workforce opportunities, e.g., work experience and OJT education opportunities, through improved career services, career pathway programs, and expansion of bridge programs for customers facing multiple barriers to employment or career advancement; and
5. building on strong partnerships with career and technical education directors in LEAs by addressing the *Comprehensive Local Needs Assessment*.

Each AJC partner examines and evaluates existing programs with respect to preparing an educated and skilled workforce. For adult, dislocated worker, and youth programs under WIOA Title I, this review takes the form of evaluating current curricula funded within targeted industry sectors. The ETLWDA Title II program will expand its

integrated education and training program during the course of this plan to add additional career pathway programs beyond its current pathway program for healthcare.

Improving access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).

Workforce development is a critical element in maintaining a prosperous economy. To that effect, the ETLWDB coordinates regularly with both public and private educational institutions, economic development agencies, industry associations, chambers, local municipalities, one-stop partner agencies, and community-based organizations to stay aware and informed of the high demand skills and occupations. The ETLWDB is a partner in region-wide initiatives targeting common goals that will continue to ensure that the three local workforce areas provide a well-trained regional workforce resulting in quality lifestyles and prosperity to its residents and businesses.

The ETLWDB promotes ongoing strategies and initiatives to ensure that job seekers are prepared to enter training and are supported during training:

1. underwriting work-based learning opportunities for secondary students for the purpose of promoting career exploration;
2. placing high-demand occupations training programs on the Eligible Training Provider list to enable WIOA funds to be spent underwriting customers' studies;
3. partnering with employees and secondary schools on career pathways models in employer-driven training programs;
4. providing financial backing for secondary and post-secondary students participating in dual enrollment programs of study;
5. collaborating with business and industry to promote the value and applicability of industry-recognized credentials;
6. developing, implementing, evaluating, and replicating proven short-term prevocational services that are recognized and valued by business and industry, including development of learning skills, communication skills, interviewing skills, soft skills, punctuality, personal maintenance skills, and professional conduct in order to prepare individuals for unsubsidized employment;
7. providing training for middle skills occupations that will increase the wages of customers while meeting the skill needs of employers.

The partnerships and quarterly meetings among AJC partners, TBOR institutions, community- and faith-based organizations, career and technical education directors, business and industry, and other workforce development stakeholders serves to increase awareness, broadened the scope of various partner's focus, and assure that all stakeholders are operating within the same realm of understanding.

Provide information regarding the local coordination strategies with state (including the Combined Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I.

Each partner of the American Job Centers in ETLWDA is committed to aligning workforce programs and activities, seeking the best employment and education solutions for the job seekers in the area, and building the relationships with employers by providing the needed services. Services are integrated and delivered according to customer need—without emphasis on program—utilizing a customer centered/holistic approach. Assessments are conducted with each customer to not only determine needs, barriers, and skills gaps but also identify potential services available. Service delivery is divided into three functions: Welcome Function (Basic Career Services), Skills/Career Development Function (Individualized Career Services), and Business Services Function. Customers visiting the AJCs will be greeted by the shared staff at the welcome desk, where they will be directed to an appropriate service/service provider. Services may include the following: registration, orientation to services, re-employment program questions, provision of labor market information, access to resource room, initial assessment, identification of basic skill deficiencies, self-directed job referral and placement, referral to workshops, and referral to other community services. Services may also include skills analysis; facilitated assessments and testing, e.g. TABE; identification of support needs, provision of career guidance and coaching, arrangement for soft skills training, and referrals of job seekers to program-specific occupational training. Cross training is provided to staff in order to promote the efficient and effective provision of these services to

customers. Through knowledge of partner programs, staff can make the referrals appropriately to serve job seekers optimally.

Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Sec. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232.

On 15 May 2020, the TDLWD provided ETLWDB with a copy of the Knoxville TCAT response to RFP for provision of WIOA Title II services in the Area. Board members and board staff responded to the Department with observations addressing the respondent's bid. The Department informed the Board on 22 May 2020 that TCAT Knoxville had been awarded the contract for provision of WIOA Title II services in the ETLWDA for PYs 2021-2022.

Clear partnerships exist between K-12, Adult Education, Re-Entry, Dislocated Worker/Re-Employment, Title IV, JVSG (Military Transition), and Post-Secondary Education within the ETLWDA. These partnerships and quarterly meetings of all partners/parties of the MOU support the development of a pipeline focusing on training/education to work. Adult education is co-located in eleven AJCs in ETLWDA offering day and night classes in basic skills, HiSET preparation, and civics instruction.

Wagner-Peyser Act (29 U.S.C. 49 et seq.) services under WIOA Title III.

Wagner-Peyser, Title III, staff are located at each of the Comprehensive AJCs in the ETLWDA. The services under WIOA Title III are provided by state agency merit-based public employees including integration with the Business Service Team, meaningful UI assistance, labor exchange, MSFW, and coordination of services with the other partners within the AJC system.

Vocational rehabilitation service activities under WIOA Title IV.

Integral to the AJC certification process, VR provides on-going assistance to the ETLWDB. As a core partner integral to the success of the ETLWDA, Title IV has staff stationed at the comprehensive AJCs in the ETLWDA. Transitional services to youth and adults are offered in a coordinated, human centered, design.

Relevant secondary and post-secondary education programs and activities with education and workforce investment activities.

The ETLWDB is aligning educational opportunities to meet business and industry needs that are in demand and growing. Education fields including advanced/additive manufacturing, health sciences, information technology, logistics, transportation, and distribution; hospitality, business services and construction are all targets for job seekers and focal points for the investment of the Area's resources. Tennessee Board of Regents institutions are the prime purveyors of training for these high-demand occupations. Participation by secondary and post-secondary workforce partners in quarterly partner meetings and ETLWDB meeting ensures that education and training vendors are aware and involved in the decisions the Board makes.

How the Local Board will support the strategy identified in the State Plan § 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Strengthening Career and Technical Education for the 21st Century (Perkins V) Act (20 U.S.C. 2301 et seq.) to support service alignment.

The Board is guided in its support of *The Strengthening Career and Technical Education for the 21st Century Act* primarily through its interpretation and implementation of findings from the local needs assessments formulated by the LEAs within the sixteen county area. Activities underwritten by the Board, in conjunction with AJC partners WIOA Title I, Title IV, local secondary and postsecondary institutions, in support of career and technical education include but are not limited to

1. Future Ready Expo: The ETLWDB provided resources and in-kind support for this new career exploration opportunity partially funded by a ThreeStar grant and geared toward middle and high school youth and their parents. In PY 2019-2020, over 800 students from the Area's public and private schools interacted with over 85 vendors—employers and education/training providers—to explore career pathways in the sector strategies identified by the Board. ETLWDB will support the 2021 Future Ready Expo—expected to draw in excess of 3,000 Area learners—as well as the 2022 Future Ready Expo event.

2. Pre-ETS initiatives: The ETLWDB partners with Grainger County and Cocke County school districts to provide work-based learning opportunities for in excess of 145 high school students enrolled in Pre-ETS programs. The results: over 120 Pre-ETS students in Cocke County's two high schools have participated in paid work experience education opportunities in the current school year. During school year 2020-2021, the Board is excited to continue discussions with Cocke County Schools about building a school-based business for these students to operate. At Grainger County High School, over twenty Pre-ETS students during the current school year participated in career exploration activities, leading to a 30% increase in the number of work-based learning opportunities in the school. The Pre-ETS programs at Grainger County and Cocke County schools will continue in PYs 2020-2022. During the course of this plan, the Board will extend Pre-ETS workforce development activities and services to all LEAs in the Area that wish to participate.
 3. Partnering with the Tennessee Board of Regents and Claiborne County Schools, the ETLWDB earmarks \$24,046.23 of Rural Initiative funding to augment work-based learning for 50 additional students over the course of the grant at two Claiborne County High Schools. This is one of a number of partnerships with LEA to promote CTE, please see page 14 for a discussion of work-based learning opportunities across the Area; and
 4. Establishment of a specialized AJC in the Career and Technical Education campus of the Union County High School for use by students, their parents, and the general public.
- Additional references in this plan to activities in support of CTE are found on pages 17 and 22-24

Services to veterans and eligible spouses, to include priority of service and the use of available Jobs for Veterans State Grants (JVSG) staff.

In the ETLWDA, Veterans and their eligible spouses are given priority access to services including funding for training (see *Priority of Service* discussion on page 18 of this plan). In the ETLWDA, JVSG staff fill a crucial role on the business services team, promoting Veterans causes/concerns, ensuring priority of service to Veterans and their spouses, developing and delivering specialized workforce events for Veterans, and providing training to all staff within the AJC system on current issues that affect Veterans and other eligible persons. LVERS and DVOPs are co-located in each of the four comprehensive AJCs in Blount, Hamblen, Knox, and Sevier counties. These JVSG staff members provide blanket coverage for Veteran issues and service delivery throughout the sixteen county Area. Business Service Team members, including Jobs for Veteran staff, conduct outreach to Veterans and Veteran-friendly employers. The Welcome Function staff conducts initial assessment in order to determine Veteran eligibility status including spouses; Veteran-eligible customers are referred to JVSG staff for WIOA services. VR staff assist in addressing barriers to employment for Veteran customers. All partners/programs have referral processes in place for directing Veterans with Significant Barriers to Employment (SBE) to services offered by DVOPs.

Other services provided in the one-stop delivery system including but not limited to the programs outlined in WIOA Sec. 121.

The ETLWDA service delivery system is supported and supplemented by the workforce services provided by a number of community-based organizations including but not limited to Goodwill Industries, Clinch Powell, YouthBuild, Knoxville Area Urban League, and the Knoxville-Knox County Community Action Committee. A complete listing of partner agencies is found in the accompanying *Memorandum of Understanding* between the ETLWDB and AJC partners (See ATTACHMENT A). The services these entities bring to the system enhance the ability of the service delivery system to promote a healthier Tennessee, push services to a greater number of individuals—particularly at-risk populations with barriers to employment—while serving to streamline delivery of supportive services.

Provide a copy of the local supportive service policy and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area

Local funds may be used to provide supportive services to adult and dislocated workers who are 1) participating in programs with activities authorized in WIOA §134, 2) in need of support services in follow-up after program exit, and 3) unable to obtain supportive services from other programs providing said services. Supportive services for youth are defined as services that enable an individual to participate in WIOA activities. The provision of supportive services for eligible WIOA customers is determined by documented need, as revealed in the IEP or ISS. Support service activities and supporting case notes are uploaded into VOS. The One-Stop Operator and career service providers ensure procedures exist to coordinate supportive services through community partner referral to avoid duplication of support services. The ETLWDA supportive services policy is included as ATTACHMENT B.

Describe the local referral process and identify the entities between who the referrals occur

Specific referral procedures to partner programs in the AJC will be coordinated between the OSO and partner staff to offer the most effective method to provide seamless services to customers. Co-located partner staff primarily refer customers through verbal warm handoffs. Referrals to partner agencies not co-located within the AJC may be accomplished by placing a telephone call to the agency, scheduling an appointment for customers, and/or providing the customer with introduction information. All referrals by WIOA Title I, II, and III staff are recorded in a customer's case management files in VOS.

Explain the method(s) that will be used to refer participants between programs (external and internal).

Methods of tracking referrals among partners varies. VOS is the singular tool for tracking referrals among partnering agencies who employ VOS for customer relationship management. Partners not using VOS will coordinate with the appropriate case specialist to update the customer's case management file. It is the ultimate responsibility of the career specialist to maintain current information in customers' files.

Define the roles related to referrals.

Customer referral and co-enrollment processes are dictated by the MOU (MOU sections 6 and 8) among partners within the AJC service delivery system and enforced by the OSO who tracks, monitors, and trains AJC staff to not only ensure that proper referral processes are being followed and but also promote continuous process improvement in referral procedures protocol. Partners to the MOU agree to use approved technology platforms, digital media, paperwork, and/or verbal referrals of customers between and among AJC partners. When a partner is physically located within the AJC, warm handoffs between and among partner programs are the standard referral process. When referrals are made between and among partners not physically co-located within a facility, referrals may take place by means of a phone call, email message, or AJC referral form.

The One-Stop Operator for the Area utilizes a common intake form to summarize information gleaned from each customer by means of an initial assessment conducted by Welcome Function staff. This form serves to identify and inform partner staff of customer needs and to streamline and prioritize delivery of workforce services. A secondary but important use of the form is its use in keeping track of referrals and reporting referral metrics on a quarterly basis to the ETLWDB.

After completion of the intake form, customers are connected with the most appropriate partner program—according to the needs of the individual—for further assessment of needs. If a partner agency uncovers an unmet need or barrier for which it is not equipped to handle, that agency, following established referral protocol within the specific AJC, begins the referral process. At the time of this writing, it is understood that TDLWD is developing a state approved intake form.

Customer referrals occur between and among the following AJC partners:

Title I: Staff primarily refers customers through verbal warm handoffs to AJC co-located partners Title II, Title III, SNAP, TANF, and Job Corps. When verbal handoffs are not feasible, electronic handoffs are used.

Title II: Title II staff consistently make referrals to staff representing Title I, III, IV, SNAP, Job Corps, and other AJC partners agencies and local community-based organizations. These warm handoffs are performed either verbally or electronically in most instances. Follow-up to other referrals are handled on a case-by-case basis.

Title III: Wagner-Peyser staff consistently make referrals to Titles I, II, and IV, Job Corps, other AJC partner agencies and local community-based organizations. These are performed either verbally or electronically in most instances. Paper referrals are utilized for SNAP participants. Follow up to other referrals are handled on a case-by-case basis.

Title IV: The Vocational Rehabilitation Program (VR) may make referrals to an available partner program to meet the rehabilitation needs of eligible individuals. For co-located staff or VR offices, the referral method will meet the AJC partner standard. The local service matrix illustrates the collaboration between VR and the partners to ensure the best use of resources in providing services to customers. VR tracks referrals using specific referral codes and an electronic case management system.

UI: Customers wishing to file unemployment claims are provided access to computers with Jobs4TN.gov access and AJC staff are available to 1) assist individuals accessing the application website, 2) provide navigation instruction, 3) provide directions on how to file a ZenDesk ticket, and 4) answer questions about the Zopim Chat Line. AJC partner staff are cross trained to provide meaningful assistance for UI. This includes assisting customers using Jobs4TN.gov to complete

claims, weekly certifications, and utilize the live chat feature. Fax machines are also available at the AJC to allow customers to submit needed information to the TDLWD state offices.

Job Counseling, Training, and Placement Services for Veterans: A veterans' checklist is completed by veterans who visit the AJC for services. If significant barriers to employment are identified, referrals are made by other AJC staff to the Disabled Veterans Outreach Specialist. The DVOS staff perform case management that requires special tracking of participants.

Trade Readjustment Assistance: Emails are transmitted from the local Wagner-Peyser staff to central office staff in Nashville. No official referral form is utilized.

Trade Adjustment Assistance: The vast majority of individuals find out about TAA opportunities during Rapid Response meetings conducted at the employer locations. Eligible participants are encouraged to visit the AJC to obtain more information about jobs and training opportunities. If the customer decides to pursue training, the Wagner-Peyser career specialist completes a TABE referral form to transmit to the local Title I staff. This is the only referral form utilized during the process. Other referrals are handled verbally between functionally aligned staff. Wagner Peyser career specialist share information with Title I staff as necessary.

Migrant & Seasonal Farmworkers: All customers contacted are screened for services that they may be eligible to receive. Any partner services that may be needed result in a referral and an effort made to determine if the customer qualifies and is eligible to receive services from the AJC.

National Farmworker Jobs Program: All customers contacted are screened for services that they may be eligible to receive. Any partner services that may be needed result in a referral and an effort made to determine if the customer qualifies and is eligible to receive services from the Tennessee Opportunity Program.

CSBG: All partner agency staff are cross-trained to collaborate with Knoxville-Knox County Community Action Committee for the purposes of receiving and referring CSBG clients.

SCSEP: SCSEP provides referrals to all partners within the AJC. Referrals are done by phone or email. Emails are used to track referrals with follow-up by telephone.

DHS/TANF: ETSU refers TANF recipients to the respective AJCs primarily via email. In addition, and where/when possible, a phone call is also made to promote a warm hand off of the client to the AJC. Follow up with documentation in ACCENT is conducted through personal contact with the AJC partner. Co-enrollment of TANF customers is a primary goal of the AJC partners.

HUD Employment and Training Activities: Knoxville's Community Development Corporation (KCDC) agrees to coordinate service delivery with the Knox County AJC and to engage in arrangements with the Knox County AJC to provide services to eligible customers through a system of mutual referrals. Workforce development services will be provided by KCDC through its Career Investment Academy.

Perkins/Post-Secondary CTE: Pellissippi State Technical and Community College, Walters State Community College, and Roane State Community College will refer participants to appropriate services and activities provided by partner agencies at AJCs in the ETLWDA service delivery area. These post-secondary education institutions will also receive referrals from the AJC partners for customers desiring any of the range of post-secondary vocational and academic services.

Job Corps: A Job Corp representative is located within the Knox County AJC and participates in partner referrals within this Comprehensive AJC.

TCAT/Tennessee Reconnect: TCAT campuses in Harriman, Jacksboro, Knoxville, Oneida, and Morristown will refer customers to appropriate services and activities provided by the AJC.

Identify the method of tracking referrals

VOS is the tracking method utilized by the ETLWDA, OSO, and CSP and most AJC partners. As stated earlier, those partners without access to the customer relationship management (CRM) software will coordinate information exchange with partners having access. It is incumbent upon those partners to provide details to allow for tracking referrals and the result(s) of services provided outside the CRM. Responsibility rests with the OSO to ensure that this information is recorded by the appropriate party.

Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities can access available services

The OSO convenes regularly-scheduled and ad hoc meetings with partners and other stakeholders for the purpose of linking community workforce development service providers to each other and to the AJC service delivery network. The

development of stakeholder groups has been integral in framing strategic solutions to serving targeting populations. Stakeholder groups comprised of advocates for re-entry, immigrant and refugee, homeless, disability, and youth communities are convened to enable partners and community workforce development service providers to increase the efficiency and efficacy of the AJC. Communication between persons with disabilities and AJC staff is assessed on an individualized basis. Partnerships with advocates for the hearing impaired are in place to assist in service delivery. Nonverbal customers have access in every AJC to computers that produces text or speech to assist in communication between the customer and the workforce specialist. Additionally, Resource Rooms within the AJC feature computers equipped with large computer monitors, trackball mice, and adaptive keyboards. Resource Room staff is trained in the use of assistive aids and possess the skills to assist customers with job search and placement. All AJC facilities, including the Mobile AJC, are physically and programmatically accessible. Lastly, the ETLWDA uses an online asset mapping tool—*Disability Pathfinder*—allowing stakeholders to find and refer clients to community resources throughout the sixteen-county area.

Provide a description of how the local area will provide adult and dislocated worker employment and training activities including a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

ETLWDA covers sixteen (16) counties in EAST TN with multiple comprehensive and affiliate AJC locations providing Adult and Dislocated Worker services as described in WIOA§ 134. Adults and dislocated workers have access to education, training and employment services, as well as appropriate referrals to other partner services as defined in the ETLWDA MOU. ETLWDB provided eligible individuals access to employment and training and supportive services. Individual career services, available to all adult and dislocated worker customers, shall include, but are not limited to, the resource centers, labor market information, staff facilitated workshops, job search, and training provider information. Staff assisted career services will include, but are not limited to, orientation, intake, eligibility determination, skill assessment, job search and placement assistance, labor market information, navigation, and job referrals. Staff assisted intensive one-on-one career services will include, but are not limited to, comprehensive assessment, counseling, case management, and pre-vocational services. **Priority of services policies identify populations with barriers to employment including Veterans and eligible spouses, recipients of public assistance, other low-income individuals, individuals with disabilities, and individuals who are basic skills deficient. Pre-vocational and work-readiness workshops are offered through the AJC service delivery network.** ETLWDB has tiered training and supportive services policies that provide eligible adult and dislocated workers tuition assistance at approved education and training vendors and supportive services while engaged in **certificate-based** occupational training targeting high demand occupations offering middle skills jobs within East Grand Region. Training activities will incorporate the use of individual training accounts to underwrite partially customer's tuition. Work-based learning opportunities may include, but are not limited to, work training experiences, on-the-job training, **incumbent worker training**, transition jobs, and pre- and Registered Apprenticeship opportunities. These training activities will focus on targeted industries, as defined by the local board, which include advanced manufacturing, healthcare, transportation, business services, information technology, distribution/logistics, and hospitality. **The Business Services Team meets with employers to align training with employment needs and to create a pipeline of qualified candidates. Employer surveys are used to identify the staffing needs of legacy and emerging industries with reports of these surveys informing both career specialist training and Board priorities.**

Augmenting WIOA formula funding for adult and dislocated workers in ETLWDA are the following grants:

1. **Consolidated Business Grants:** A training program of work place employee upskilling will be funded at a minimum of \$250,000.00/annually.
2. **National Dislocated Worker Disaster Grant:** a yet undetermined amount of funding to employ two hundred six dislocated workers throughout the sixteen-county Area for COVID 19 disaster relief employment at \$20.00/hr.
3. **Registered Apprenticeship:** funded at \$55,000.00 in PY 2029-2020, a yet undetermined amount to fund RA training programs in construction, hospitality, and spirits brewing.
4. **Rural Initiative:** in excess of \$195,000.00 in dedicated to providing education and training and supportive services to individuals in all sixteen counties in the Area.

Statewide rapid response activities are coordinated by a member of the Board staff in cooperation with the OSO and relevant AJC partners in order to provide assistance to employers and employees through the provision of Rapid Response services including but not limited to assistance in:

1. filing a Worker Adjustment and Retraining Notification;
2. engaging WIOA Title I, Title III, and Business Services Team staff in documenting employers and employees activities in JOBS4TN;
3. scheduling a mass meeting among AJC partners, employers, and employees prior to a layoff;
4. conducting a needs assessment addressing supportive services and education/training needs of affected employees;
5. accessing the AJC program of services including JOBS4TN, TAA, TRA, and UI; and
6. developing and delivering informational messaging and products.

A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities. The ETLWDA employs a Board-designated Local Rapid Response Coordinator who coordinates statewide activities in connection with the One Stop Operator, the Career Services Provider, local state Wagner-Peyser staff, and unemployment insurance to deliver services to those companies identified as having a layoff, WARN Notification as generated by the State, or closure. Open lines of communication for questions from both employers and impacted employees is the key to the area's successful rapid response activities. Mass meetings in response to layoffs or closures afford the local coordinator the opportunity to provide information pertaining to the services, benefits, and programs available to workers who would be identified as dislocated workers. All activities are geared toward quicker response times to meet the needs of employers and workers.

Provide a description of how the local area will provide youth activities including a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.

The ETLWDB established and supports a youth council to advise Board members and consult on youth policy. The council meets quarterly and includes representative from business and industry, education, community- and faith-based institutions, economic development, and government. The ETLWDA youth program is designed to help eligible youth meet career and education goals through a year-round program that provides an individual service strategy for each customer to identify educational and employment goals and objectives with services and support for positive outcomes.

Please see page twenty-five for a discussion of expansion of the American Job Center service delivery network to the Union County High School Campus during PY 2020-2021. During the course of this plan, the ETLWDB will expand its AJC service delivery network by partnering with LEAs in every county to place a specialized AJC or AJC access point in a representative number of high schools in every county.

Through its career services provider and community-based organizations, The Board provides the youth elements seen in **TABLE 3**.

TABLE 3: FOURTEEN YOUTH ELEMENTS

Program Element	Provider
1 Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its equivalent	LEAs, WIOA Title II, WIOA Title I
2 Alternative secondary school services, or dropout recovery services	LEA, WIOA Title I
3 Paid and unpaid work experiences, that have an academic and occupational education component	WIOA Title I
4 Occupational skills training, which shall include priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in-demand industry sectors or occupations in the local area	WIOA Title I, Community Colleges and technical schools, SNAP
5 Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral (as appropriate)	WIOA Title I
6 Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors (as appropriate)	WIOA Title I
7 Supportive services	WIOA Title I, ETHRA, TANF, SNAP
8 Adult mentoring for the period of participation and a subsequent period, for a minimum total of 12 months	WIOA Title I

9 Follow-up services, for a minimum of 12 months, after the completion of participation (as appropriate)	WIOA Title I
10 Financial literacy services	WIOA Title I, Title III WP
11 Entrepreneurial skills training	WIOA Title I
12 Services that provide labor market and employment information about high demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services	Title I, Title III WP
13 Activities that help youth prepare for and transition to post-secondary education and training	WIOA Title I, LEA
14 Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster	WIOA Title I

A description of how local areas will meet the requirement that a minimum of 50 percent with waiver, or 75 percent without waiver, of the youth expenditures be for out-of-school youth.

A description of how LWDA will meet the requirements of the in-school youth waiver including the expenditure requirement for in-school youth and individual training account (ITA) opportunities for at-risk in-school youth.

The ETLWDB opted out of the waiver offered by the Tennessee Department of Labor and Workforce Development; as such, the ETLWDB dedicates no more than 25% of its available youth funding for in-school youth activities. During PY 2019-2020—as reported in the March 2020 TDLWD Report Card for East—ETLWDB attained its goal of 75% of youth funds spent on OSY activities. Training activities will incorporate the use of individual training accounts to partially underwrite customer's tuition for training in high demand occupations. Work-based learning opportunities may include, but are not limited to, work experience educational activities and pre- and Registered Apprenticeship opportunities.

The ETLWDB places emphasis on paid work experience education activities for its youth participants. Work experience is designed to enable youth to gain exposure to the demands of the world of work. These time-limited work assignments help youth acquire the personal attributes, knowledge, skills, and abilities needed to obtain, to hold, and to advance in a job. Youth customers participating in work experience education activities are placed in private and public sector employers under the following delivery vehicles: year round work assignments, summer youth employment opportunities, pre- and Registered Apprenticeships, internships and job shadowing, and on-the-job training. ETLWDA consistently performs above the minimum requirement that 20% of youth program funds shall be spent on paid work experience education activities.

One successful model for youth workforce development engagement is the Board's partnership with Cocke County Board of Education/Cocke County High School. Youth customers identified as having an Individualized Education Plan (IEP), with one or more identified learning/cognitive disabilities, are currently engaged in a Vocational Education Program, part of which involves paid work experience, which awards the individual a Vocational Diploma recognized by the employer/business community. This Vocational Diploma is viewed as a "step above" the diploma generally awarded in connection with an IEP. A mirror-image program operates under ETLWLB funding at Grainger County High School. The career services provider for the ETLWDA employs a youth career services manager, and ten youth career specialists work across the East service delivery network.

Partnerships between CTE, long standing connections with Boards of Education in the 16 counties, the input/observations of the youth services committee, and the current youth-serving staff and leadership of the CSP—many of whom have numerous years of experience in designing service strategy for at risk youth—assure the provision of evidence-based youth services through the life of this plan:

1. GIVE Grants—supportive service funds are dedicated for four TBOR institutions participating in the GIVE program
2. Rural Initiative—supportive service funds are dedicated to serving youth in eight distressed counties in ETLWDA
3. Pre-ETS—work experience education activities are underwritten for differently-abled youth at three Area high schools, two high school in Cocke County (distressed) and one in Grainger County.
4. Youth Demonstration Grants—work-based learning and career exploration activities are funded in two counties—Morgan (distressed) and Hamblen.
5. Future Ready Expo

MidCumberland HRA serving as career services provider enrolls ISY for Occupational Skills Training, providing ITAs and associated supportive services when appropriate. These expenditures are tracked by the Fiscal Agent and reported to the local and state boards in quarterly meetings.

Provide a description of how the LWDA will provide services to priority populations as outlined in Tennessee's State Combined Plan:

Priority of service must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skill deficient. For receipt of career and training services. Veterans and their eligible spouses receive priority of service for all DOL-funded job training program, which include WIOA programs. However, when programs are statutorily required to provide priority for a prescribed group of individuals, such as the WIOA priority described above, priority shall be provided in the sequence prescribed below:

1. Priority Group 1: Veterans/eligible spouses who are recipients of public assistance, low income, or basic skills deficient.
2. Priority Group 2: Non-Veterans who are recipients of public assistance, low income, or basic skills deficient.
3. Priority Group 3: Veterans/eligible spouses who are not recipients of public assistance, low income, or basic skills deficient.
4. Priority Group 4: Priority groups established by the Governor and/or local board.
5. Priority Group 5: Non-covered persons outside the groups given priority under WIOA or TDLWD policy.

In order to appropriately serve priority populations, the ETLWDB will provide appointments accordingly within the timeframes described below:

Priority Group 1: the first available appointment, but no longer than 3 working days.

Priority Group 2: the first available appointment, but no longer than 5 working days.

Priority Group 3: the first available appointment, but no longer than 5 working days.

Priority Group 4: the first available appointment, but no longer than 5 working days.

Non-covered persons outside the groups given priority under WIOA/TDLWD policy will be scheduled at the first available opportunity. The OSO is responsible for assuring that AJC staff is aware of, promotes, and complies with the Priority of Service policy. AJC staff will determine priority status during the initial assessment, eligibility process, and/or enrollment. Each AJC customer is greeted and provided with an evaluation of service need by the AJC Welcome Team staff which includes an initial question to all customers to the AJC requiring Veteran status.

Provide information on how priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E).

The ETLWDB's Priority of Service policy is the driving mechanism to ensure that priority will be given. A copy of the policy is included in the attachments. The OSO is charged with assuring that career specialists are properly trained to identify, serve, and document service to recipients of public assistance and other low-income individuals and individuals who are basic skills deficient. A copy of the ETLWDA Priority of Service policy accompanies this plan as ATTACHMENT C.

Describe how the LWDB will determine priority populations and how to best serve them, along with any other state requirements.

WIR²ED reports of substantial barriers to employment indicate the number of individuals within each category and determines the allocation of resources to serve each population group. Consultation and partnership with key workforce development stakeholders to address needs/barriers and service strategies are an ongoing collaboration and focus of quarterly regional partnership meetings. When funds allocated to the local area for adult employment and training activities are limited, individualized career services and training services will be limited to recipients of public assistance and other low-income individuals and other specific groups defined as adults who are unemployed or employed with an income below the ETLWDA Self Sufficiency Standard who are:

1. identified to need training to obtain a job, will be eligible for individualized career services and placement in a work-based learning opportunity,
2. currently attending classroom occupational skills training and making satisfactory progress and are identified by the training provider to have a financial unmet need that could result in discontinuation of training,
3. documented to having one or more barriers to employment as listed in WIOA §3(24), and
4. in need of training to secure employment.

Describe how the LWDB will focus efforts on priority populations to help meet the negotiated State and Local Performance Measures (Key Performance Indicators).

Through the OSO, quarterly monitoring of priority populations and the KPI Reporting Paths as established by the state, the ETLWDA will track and report to the ETLWDB progress in regards to the 1) yet-to-be determined negotiated local performance measures and the 2) Key Performance Indicators (KPI). Each partner/title participated in discussions regarding the establishment of KPIs; this topic will feature prominently in quarterly partner meetings throughout the duration of this plan. As the ETLWDB is informed of progress, or lack thereof, corrective action and/or policy will be issued as appropriate.

Provide a description of training policies and activities in the local area

Under WIOA, training is not an entitlement. Customers are eligible for Individual Training Account (ITA) funding regardless of whether they have first received career services. Training funds are available if an individual has been determined by staff to need training in the event the individual, through the provision of career services alone 1) is unlikely or unable, through to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment; 2) is in need to training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and 3) has the skills and qualifications to participate successfully in the selected program of training services. ITAs are used to underwrite partially traditional classroom training services. **The selection of training services is conducted in a manner that maximizes customer choice, reflects the Area sector strategies, and braids partners' funding streams to underwrite training and associated supportive services.** Customers may access training services through training providers who have met eligibility requirements by the State and Area in order to be listed on the state-managed Eligible Training Provider List. WIOA Title I staff work with the customer to select a program that best meets identified needs and for which the customer has the necessary prerequisite knowledge, skills, and abilities to be successful. ETLWDB provides up to \$12,000.00 in lifetime tuition assistance for customers engaged in instruction that addresses the occupational needs of the sixteen-county workforce development area and East Region. The goal of an ITA is training completion, credential attainment, and placement and retention in a career.

Local policy defines an ITA to include the costs of tuition, books, and fees. Prior to approving an ITA for an individual client, the career specialist and the career specialist manager must certify that the customer:

1. meets eligibility provisions of WIOA;
2. has been interviewed, evaluated, and been declared to be in need of training services;
3. has the prerequisite knowledge, skills, and abilities, as identified by intensive assessment, to undertake and succeed in the desired course of training;
4. has selected, with input from a career specialist, a program of training that is directly linked to employment opportunities in the area as identified by labor market information as a high-demand occupation;
5. has selected a training provider included on the Eligible Training Provider List; and
6. uses the WIOA training dollars as last dollar supplemental funds to underwrite the training program for long-term training programs. Short term, certificate programs of instruction do not have to meet "last dollar" requirements.

How local areas will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities.

Work-based learning is recognized in the ETLWDA as a proactive approach to bridging the gap between secondary/post-secondary education activities and high demand, highly skilled careers. The Board's strategy is to leverage connections among the Area's career and technical education directors, TBOR Pathways coordinators, and employers to broaden the understanding and awareness of sector strategies and career pathways. Coordination of information provided throughout the Area by the business services team regarding work-based learning opportunities fosters a sturdier connection with industry. Coordination among all stakeholders in the AJC service delivery network provides a uniform, success oriented outcome. Several ongoing WBL projects partially underwritten with WIOA funding are listed below:

- Anderson County: WBL for WIOA youth assigned to data extraction and analysis in ETLWDB office
- Blount County: WBL for post-secondary youth in construction and advance manufacturing
- Campbell and Claiborne Counties (at-risk): WBL for post-secondary youth in welding and nursing and 100 additional secondary students engaged in paid work experience

- Cocke County (distressed): WBL for 64 PreETS students at two county high schools
- Grainger (at-risk): WBL for PreETS students
- Hamblen County: WBL for 3,000+ youth in career exploration
- Knox County: WBL for post-secondary students engaged in information technology and healthcare career exploration
- Monroe County (at-risk): WBL for 64 secondary students
- Morgan County (distressed): WBL for 208 secondary students
- Roane County: WBL for secondary student dual enrolled in mechatronics and computer technology
- Scott County (distressed): WBL preparing secondary youth with soft skills through service learning at local non-profits
- Union County (at-risk): WBL for 70 career and technical education students at Union County High School

Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

A copy of the ETLWDA Training Policy is included as ATTACHMENT D.

ETLWDB provides training services, through the use of individual training accounts or other vehicles listed below, that are adaptive to the needs of the area's job seekers and employers through a variety of training media including but not limited to those identified below:

1. **Individual Training Accounts:** ITAs are used to fund the majority of training contracts for eligible clients who are unable to obtain grant assistance from other sources to pay the cost of training or who require assistance beyond that available under grant assistance from other sources to pay the costs of training. Workforce professionals assist customers with career and training choices, but the ultimate decision rests with the customer. ITAs are written with training providers listed on the Eligible Training Provider List. The Board, in its consideration of placement of entities on the ETPL, gives priority consideration to programs that lead to recognized post-secondary credentials aligned with the Area's high demand industry sectors or occupations.
In exceptional circumstances, a training contract may be used in place of an ITA. These circumstances include
 - **On-The-Job Training (OJT):** OJT provides job seekers the ability to learn a new skill or upgrade skills while working and being paid "on the job." The training is specific to the needs of the employer. ETLWDB works with employers in high demand industries. Candidates for OJT opportunities are WIOA Title I eligible job seekers and are referred to employers through the American Job Center. The duration of the OJT experience varies by employer and placement; typical OJT opportunities have a duration of six to eight weeks of subsidized placement. Once training is complete, the employer is expected to retain employees.
 - **Apprenticeship State Grant:** The Board sponsored two Registered Apprenticeship grants during PY 2019-2020: building construction and maintenance in the hospitality industries—both high demand sectors in the Area. Plans for PY 2020-2022 include continued funding of these RAs with expansion of two additional RAs in the hospitality field: brewing and distilling and one additional RA in planning with Walters State Community College. It is anticipated the Area will receive funding to underwrite RAs for eligible youth, and the Board will report its plans in this regard through quarterly plan updates.
 - **Contracted training:** Contracted Education: ETLWDB engages Tennessee Board of Regents institutions and other educational providers to create customized training programs to meet demand and talent pipeline of local employers. These cohorts of job seekers are more cost effective than ITAs and can be tailored to meet the specific needs of area businesses.
2. **Work Experience:** Paid and unpaid work experience is one of the 14 program elements for the WIOA youth program. Work experience is a planned, structured learning experience that takes place in a workplace and provides youth with opportunities for career exploration and skill development. During PY 2019-2020, the Area expended in excess of \$750,000.00 in work experience education activities for Area youth, an amount exceeding its required 20%

spend rate. During PYs 2020-2022, the Area will continue to exceed its minimum 20% spend rate for work experience.

3. Customized Training (CT): Customized training classes are created to help businesses find, train, and hire a group of workers for a specific need in a business or industry. CT opportunities provide cost effective and employer-responsive investment of training funds. The Board will employ customized training when appropriate.
4. Transitional Jobs: During PY 2019-2020, the Board funded one transitional job training program for a chronically unemployed customer underwritten with adult and dislocated worker funds. The Board will continue to employ this training vehicle in PYs 2020-2022 when traditional OJT or paid work experience opportunities are not suitable.
5. Incumbent Worker Training: In PY 2019-2020, the Board budgeted \$175,981.98 in formula funds and \$86,094.02 in state dedicated funding for IWT. As of this writing, the Area has invested in \$90,584.00 IWT programs across eighteen employers serving 127 employees. Four employers served are located in distressed counties. During the course of this plan, the Board will dedicated annually no less than \$225,000.00 for incumbent worker training in the high demand/sector strategy business and industries of the Area.
6. WIOA Title II: Adult education and literacy activities, including English Language acquisition and integrated education and training programs, are offered in all sixteen counties in the Area.

Provide a copy of the local training provider approval policy and procedures. Describe how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers.

A copy of the ETLWDA ETPL policies are included in the attachments. Local policy will be revised upon receipt of guidance from the TDLWD. Current local policy contains language referencing quarterly reporting of performance and does not consider information contained in the State's waiver request. As indicated by information contained in the State Plan, providers and their programs will be reviewed annually (at the expiration of a provider's initial one-year eligibility) to determine continued eligibility and/or placement on the ETPL. Four key performance indicators have been established: 1) WIOA student completion rate for each program with WIOA students must be $\geq 40\%$, 2) all students' completion rate for each program must be $\geq 40\%$, 3) WIOA student placement rate for each program with WIOA students must be $\geq 70\%$, and 4) all student placement rate for each program must be $\geq 70\%$. Those programs/providers, upon review of relevant performance metrics, will be subjected to the resolution steps in the current local/state policies.

Explain how the LWDB has reviewed their eligible training providers to determine if there are enough providers to meet the demand of industry.

As required by 20 C.F.R. 680.340, the State, in connection with the ETLWDB, must identify providers of training services that are qualified to receive WIOA funds to train adults and dislocated workers. WIOA emphasizes informed customer choice, job driven training, provider performance, and continuous improvement. Training services, whether those fundable with an ITA or under contract, must be delivered/provided in connection with high demand employment opportunities in the local area. The ETLWDA is fortunate to encompass three (3) community colleges and five (5) TCATs and several private entities. Each offers a robust list of available training and education programs listed on the ETPL. Should a deficiency be deemed evident, the ETLWDB would look to outside sources beyond the immediate area to meet the demands of industry.

Provide a description of how the ETLWDB will implement initiatives such as apprenticeships, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of employers in the corresponding region in support of the business service strategy.

The ETLWDB has identified in-demand industry/sector strategies to meet the needs of local and regional employers. The Board has created guidance, controls, and policy for Incumbent Worker Training, on-the job training, work-based learning, contracted training and education and Apprenticeships. In consultation with the 16 County Mayors, TNECD, industry partners, industry board members, CTE Directors, and Labor Representatives, the ETLWDB has developed a strong outreach/representation to business and industry to inform decision-making in establishing and supporting sector strategies. The ETLWDA has facilitated the emergence of a new Registered Apprenticeship program within the hospitality sector in direct support of the business service strategy/sector strategies. Additional Registered Apprenticeship training programs operate for the construction sector. Increasing access to opportunities, inclusive of those with barriers to employment and customers with disabilities, remains at the forefront of all initiatives considered by the ETLWDB.

Describe how the Business Services Team is structured and the process of disseminating the service strategy for employers from the ETLWDB to the team members responsible for implementation.

A Board Staff member, in coordination with the LVERS within the EAST Area, comprise the leadership for the Business Services Team. As the strategies are developed by the ETLWDB, relayed by the Board Staff, the LVERS functionally steer the dissemination of the service strategy for employers. Membership of the Business Service Team include representatives from all required partners within the AJC and TNECD. Additional stakeholders/representation of the BST include Ticket to Work employees, Community Block Grant program staff, and Community Based Groups.

Provide a description on the initiatives the LWDB is implementing or will implement to insure accessibility to programmatic services to rural areas (to include Distressed and At-Risk Counties). Provide details on how the LWDB has or will implement new programs to best serve the rural area (to include Distressed and At-Risk Counties).

Four initiatives will be discussed in this section of the East Local Plan:

I. The Rural Initiative

CAMPBELL COUNTY

1. Partnering with the Tennessee Board of Regents and Claiborne County Schools, the ETLWDB earmarks \$24,046.23 of Rural Initiative funding to augment work-based learning for 50 additional students over the course of the grant at two Claiborne County High Schools.
2. The East Tennessee Local Workforce Development Board is partnering with TCAT Jacksboro in its grant application request under the Governor's Investment in Vocational Education. The Board earmarks \$9,750.00 for in-school youth supportive services including but not limited to assistance with tools, textbooks, transportation, and childcare. A portion of this money partially underwrites welding training and supportive services including transportation and childcare for 20 dual enrolled students at Cumberland Gap High School.
3. Job Access Reverse Commute (JARC): Grant funding in the amount of \$9,585.25 is earmarked to underwrite 400 roundtrips for low-income individuals who document difficulty in accessing jobs from their rural neighborhoods or who need roundtrip transportation to the nearest American Job Center, job interviews, and/or work.

CLAIBORNE COUNTY

1. Partnering with the Tennessee Board of Regents and Claiborne County Schools, the ETLWDB earmarks \$24,046.23 of Rural Initiative funding to augment work-based learning for 50 additional students over the course of the grant at two Claiborne County High Schools.
2. The East Tennessee Local Workforce Development Board partners with TCAT Jacksboro in its grant application request under the Governor's Investment in Vocational Education. The Board earmarks \$9,750.00 for in-school youth supportive services including but not limited to assistance with tools, textbooks, transportation, and childcare. A portion of this money partially underwrites welding training and supportive services including transportation and childcare for 20 dual enrolled students at Cumberland Gap High School.
3. Job Access Reverse Commute (JARC): Grant funding in the amount of \$9,585.25 is earmarked to underwrite 400 roundtrips for low-income individuals who document difficulty in accessing jobs from their rural neighborhoods or who need roundtrip transportation to the nearest American Job Center, job interviews, and/or work.

COCKE COUNTY

1. Partnering with the Tennessee Board of Regents, the ETLWDB earmarks \$89,000.01 of Rural Initiative funding to augment work-based learning for sixty-four secondary school students enrolled in the Pre-ETS program at two Cocke County high schools. During PY 2020-2021, the Board will partner with Cocke County Schools to launch a school-based business that these students will operate.
2. Job Access Reverse Commute (JARC): Grant funding in the amount of \$16,958.00 is earmarked to underwrite 700 roundtrips for low income individuals who a.) document difficulty in accessing jobs from their rural neighborhoods, b.) need roundtrip transportation to access the Sevier County or Hamblen County AJC, c) need transportation to a job interview.

GRAINGER COUNTY

The ETLWDB earmarks \$42,104.40 for the following work-based learning activities for Pre-ETS secondary school students:

1. roundtrip transportation to/from industry or business sites for work experience and/or field trips;
2. roundtrip transportation to/from Tennessee Board of Regents institutions for dual-enrolled student career exploration opportunities for students;
3. career fairs hosted by schools for students and parents;
4. career preparation and job placement activities for students at two Grainger County high schools.

This funding package was crafted in cooperation with the Grainger County Schools and the Grainger County Mayor's office and is intended to increase work-based learning opportunities by 30% over the course of the grant funding.

MONROE COUNTY

1. Partnering with the Tennessee Board of Regents and Monroe County Schools, the ETLWDB earmarks \$32,033.77 of Rural Initiative funding to augment work-based learning for 64 additional students at two Monroe County High Schools.
2. Job Access Reverse Commute (JARC): Grant funding in the amount of \$10,816.17 is earmarked to underwrite 450 roundtrips for low-income individuals who document difficulty in accessing jobs from their rural neighborhoods or who need roundtrip transportation to the nearest American Job Center, job interviews, and/or work.

MORGAN COUNTY

1. Partnering with the Tennessee Board of Regents, the Morgan County Schools, and the County Executive of Morgan County, the ETLWDB earmarks \$50,000.00 of Rural Initiative funding to augment work-based learning and supportive service—including child care—for 100 students at Morgan County Career & Technical Center (MCCTC) and Wartburg High School.
2. Job Access Reverse Commute (JARC): Grant funding in the amount of \$17,676.44 is earmarked to underwrite 750 roundtrips for low-income individuals who document difficulty in accessing jobs from their rural neighborhoods or who need roundtrip transportation to the nearest American Job Center, job interviews, and/or work.
3. Partnering with the Morgan County Sheriff's office, the Morgan County Mayor, Morgan County courts and judges, and TCAT Huntsville, the ETLWDB earmarks \$35,085.25 to underwrite partially a pilot training program for state and local incarcerated inmates in the Morgan County Jail. Grant funding underwrites individual training accounts and supportive services for an estimated 30 justice-involved individuals enrolled in welding training at TCAT Huntsville.

SCOTT COUNTY

1. The ETLWDB—working with 1) S.T.A.N.D., a coalition of community organizations, businesses, and individuals focused on the health and well-being of the youth in Scott County; 2) the Scott County Chamber of Commerce; 3) Oneida High School; 4) Scott County Sheriff's Office and Scott County Courts, and 5) the Scott County Mayor—earmarks \$62,624.00 over the course of the grant for the following services:
 - The Employment Services Program partially underwrites the implementation of the 40-hour *Makin' it Work* curriculum to inmates at the Scott County Detention Center once per month. Class size will be limited to no more than 10 inmates per session. The fee for this program includes the cost of the required workbook that each participant must have to complete the course. The course covers soft skills for current and formerly incarcerated individuals and is an evidence-based program centered on the model for change. The Board \$14,400.00 earmarks over the course of the grant for this program.
 - The Peer Support Recovery Program addresses the substance-use disorder (SUD) problem facing many inmates in the Scott County Detention Center. A certified peer recovery specialist conducts weekly session with inmates facing SUD. The program covers transportation to and from the detention center. A proposed \$13,000.00 is earmarked over the course of the grant for this program.
 - The Youth Workforce Readiness Program addresses the needs of the workforce of the future by preparing in-school youth with the soft skills needed to enter the workforce. The *Beginning to Work it Out* program addresses soft skills for in-school at-risk youth using the same evidence-based model of change used in the

Makin' It Work program. Additionally, the program addresses Adverse Childhood Experiences (ACES) that underlie many of the problems facing youth. Finally, the program prepares youth for the workforce through a hands-on work program through volunteer service-learning experiences at local non-profit organizations. The Board earmarks \$13,000.00 over the course of the grant for this program.

- The Correctional Workforce Readiness Program prepares inmates of the Scott County Detention Facility to enter the workforce by providing support to inmates to acquire proper work documents, e.g., driver's license, birth certificates, social security cards. Approximately 90% of current inmates in Scott County Jail do not have the necessary documents to enter the workforce upon release. Additionally, support is provided to these potential inmates by ensuring that proper attire is procured for their initial week of work, e.g., steel-toed shoes if necessary, basic work clothing, and hygiene supplies. The Board earmarks \$13,000.00 over the course of the grant for this program.
 - A work-based learning project built on a project-based learning approach at Oneida High School promises to engage 200 in-school youth in soft skills training, career exploration, career awareness, career preparation, and career training. A proposed \$9,224.00 is earmarked over the course of the grant for this program.
2. Partnering with the Scott County Sheriff's office, the Scott County Mayor, Scott County courts and judges, and TCAT Huntsville, the ETLWDB earmarks \$35,085.25 to partially underwrite a training program for state and local incarcerated inmates in the Scott County Jail. Grant funding underwrites individual training accounts and supportive services for an estimated 30 justice-involved individuals enrolled in welding training at TCAT Huntsville.
 3. Job Access Reverse Commute (JARC): Grant funding in the amount of \$10,932.79 is earmarked to underwrite 455 roundtrips for low-income individuals who document difficulty in accessing jobs from their rural neighborhoods or who need roundtrip transportation to the nearest American Job Center, job interviews, and/or work.

UNION COUNTY

1. Partnering with the Tennessee Board of Regents, Union County Schools, and the Union County Mayor, the ETLWDB earmarks \$34,558.14 of Rural Initiative funding to augment work-based learning for 70 additional students over the course of the grant at Union County High School.
2. Job Access Reverse Commute (JARC): Grant funding in the amount of \$9,104.63 is earmarked to underwrite 380 roundtrips for low-income individuals who document difficulty in accessing jobs from their rural neighborhoods or who need roundtrip transportation to the nearest American Job Center, job interviews, and/or work.
3. During PY 2020-2021, The ETLWDB will establish a specialized AJC in the Career and Technical Education campus of the Union County High School for use by students, their parents, and the general public.

Governor Lee's Program Year Rural Initiative recognizes that health outcomes remain a challenge for rural communities, including shortages in access to primary care and educational attainment while labor workforce participation continues to lag within Tennessee rural communities. It is suggested in this Plan that TDLWD representatives consider reviewing the spending categories established by LWDA's for their Rural Initiative with a goal of re-engineering spending priorities when it is believed funds can be better spent in addressing the economic devastation of the COVID-19 pandemic in Tennessee's rural communities.

II. Mobile American Job Center

The East Tennessee Grand Division shares two mobile American Job Centers among its three local workforce development areas. Each mobile American Job Center has Internet-enabled computers, as well as photocopying and facsimile machines available to job seekers. Instructors use a large monitor and SMART board for basic instruction on computer hardware and software use. All computers have access to jobs available throughout the state through Jobs4TN.gov. The units are staffed with career specialist who can provide assistance to job seekers with job search, resumes, interviewing, as well as providing information about training and education opportunities.

The OSO for the ETLWDA sends the mobile American Job Center monthly calendar to all AJC partners, Chambers, economic development agencies, community- and faith-based organizations, and county and city mayors.

III. Existing and new affiliate American Job Centers, access points and specialized American Job Centers in rural communities

In accordance with the direct linkage requirement under WIOA, services are provided through career specialists and technology available at the AJCs. Currently the ETLWDA features brick and mortar American Job Centers in seven of its eight rural counties identified as distressed and at-risk. All twelve of the AJCs in East feature access to Jobs4TN.gov, an easy-to-use, secure, web-based, remote access for job seekers, partners, and employers seeking services including but not limited to access to the largest number of unduplicated online job opportunities currently available in one location with more than 90,000 jobs every day. Each of these twelve AJCs are staffed—at minimum—by two WIOA Title I career specialists who are experts at directing customers to employment and training opportunities within their communities, the Areas, and the region. A full listing of services for AJCs is seen on page five of this plan.

During PY 2020-2021, the ETLWDB will open American Job Centers in both of the ETLWDA counties that are not currently served by a brick and mortar AJC: Cocke County (a distressed county) and Jefferson County. The Cocke County AJC will be co-located in a new Walters State Community College campus in Newport, TN. Board staff is searching for suitable property and or partners in Jefferson County. As written earlier, the ETLWDB will partner with LEAs to establish specialized AJCs or AJC access point

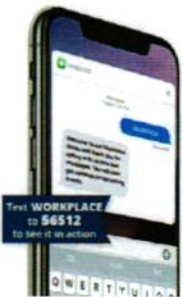
IV. Access to services, including in remote areas, through the use of technology

1. Pilot Engage by Cell:

Engage by Cell advances workforce engagement by mobile smartphone and is used by a number of workforce development providers across the nation: Goodwill; Workforce Alliance Center in New Haven, CT; and Greater Raritan One-Stop Center in Somerville, NJ. *Engage by Cell* offers two mobile platforms: web-based content platform and SMS text messaging. The mobile platform is supported by an authoring tool that allows workforce development programs to create customized customer landing pages; the text messaging tool pushes notifications to access the content to job seekers, employers, partners, and other AJC stakeholders.

Statistics for customer engagement strongly favor the blended approach—text messaging driving customers to smartphone-enabled content—for reaching customers. Text messages are eight times more effective at reaching workforce customers as opposed to voice mail and email messages. Ninety-one percent of Americans carry their phone within reach 24/7, and youth customers are considerably more likely to respond to text messaging. Lastly, 50% of all web hits both, commercial and non-commercial, emanate from smartphones.

An example of how these two tools work together to drive workforce development service delivery—especially in rural areas—is seen in three scenarios below.



Scenario 1: The AJC system is closed because of a pandemic; career specialists are cut off from face-to-face contact with clients. WIOA and AJC partners, working with Board staff, utilize the secure, web-based platform to develop a questionnaire to support monthly evaluations of customers' workforce activities. The SMS application pushes the questionnaire to customers, and their responses are returned and posted by career specialists to JOB4TN as a monthly case note. Similarly, an employer sponsoring a youth in a paid work experience education opportunity can send a picture of the customer's timesheet to the career specialist for process payment.

Scenario 2: It follows that instead of a questionnaire, the SMS application pushes a text message to potential customers with a link to an initial assessment posted at *Engage by Cell's* secure web-based platform. The potential WIOA candidate completes and returns the initial assessment. Following review, the customer may, if qualified, be sent a SMS text message to access the web-based platform to complete and return a WIOA application.

Scenario 3: As an outreach tool, *Engage by Cell* can be used to announce job fairs; AJC monthly calendars and special events; Mobile Coach schedules; notices for public comment; advertisement for procurement; and communications—including polling—with Board members, employers, AJC partners, and key stakeholders in the ETLWDA. Text messaging engages the targeted audience by directing them through a link to the mobile web-based platform for access to focused, customized content.

Engage by Cell is password protected; requires no IT involvement; and tracks every page view, poll, and assessment taken. **The ETLWDB, partnering with TDLWD and local workforce system stakeholders, will initiate a pilot *Engage by Cell* in Year 1 of this plan.** A unit within the Board staff, supervised by Board staff and manned by University of Tennessee interns and paid work experience WIOA customers, will develop, with input from AJC partners and other key stakeholders, the content for the *Engage by Cell* mobile platform.

2. *Career Ready* by Success Training Institute

The COVID-19 pandemic has made online workforce development tools a necessity. *Career Ready* is web-based instructional program that allows disadvantaged youth to receive training that meets or supports the Workforce Innovation Opportunity Act (WIOA) Youth objectives—commonly referred to as the 14 elements—while providing customers certification in mastery of critical soft skills including emotional intelligence, time management, effective decision-making, and many more overall workplace competencies. WIOA customers can access the eight-minute training sequences from their mobile devices; an evidence-based format proven to increase retention and engagement in adult, dislocated worker, and especially in youth populations. During PY 2019-2020, a cohort of adult, dislocated worker, and youth career specialists in the ETLWDA piloted *Career Ready*; all eight reviewers strongly supported the implementation of *Career Ready* in Area. **During the course of this Plan, the ETLWDA will integrate *Career Ready* in its service delivery.**



3. Investment in digital signature platform

During the first two quarters of PY 2020-2021, the Board will invest in cloud-based technology that permits remote, electronic signatures of WIOA documents by customers. The shuttering of the American Job Center service delivery network during the COVID 19 pandemic revealed a need for collecting potential and current customers' signatures on documents including but not limited to application and eligibility forms, time sheets, and monthly case note update reports. Training for use of this technology begins with career specialist 1-2 July 2020.

4. Current technology-driven workforce delivery platforms in use

A number of education/training, communication, and job search web-based programs are used in ETLWA including Khan Academy, Career Scope, WIN CRC Systems, Allison.com, Jobs4TN.gov, thebalance.com, smartaboutmoney.org, nationalmentoringresourcecenter.org, roanealliance.org, varsitytutors.com, findamentor.com, Burlington English, Essential Education, Schoology, Reading Theory, WebEx, Menti, and ZOOM.

Provide a description on the initiative the LWDB is implementing or will implement to serve individuals who will be re-entering the workforce who were previously incarcerated or justice-involved. Provide details on how the LWDB has or will implement new programs to best serve those who were previously incarcerated or justice involved.

The local workforce development board identified the development and delivery of reentry services for justice involved citizens as a priority during WIA. The current ETLWDB has and will continue to strengthen that commitment through a number of current and future activities including but not limited to:

1. establishing a specialized American Job Center in the Morgan County AJC, a 2,300-bed maximum security prison operated by the Tennessee Department of Corrections;

2. providing workforce development services to JII in local detention centers, jails, and community corrections;
3. providing workforce development services by WIOA Title I and II staff in local courts including but not limited to Vet Courts, juvenile courts, child support courts, and drug courts;
4. implementing workforce services orientations within state probation and parole facilities;
5. providing job search assistance/job club at the TDOC Day Recovery Center in Knoxville;
6. offering workforce prep services—from job readiness to FAFAS/financial aid assistance—delivered to alternative high schools serving juveniles who have been either in trouble in school or who are in the juvenile justice system;
7. continuing to provide training opportunities—adult education to post-secondary—to eligible inmates in local jails mirroring the current welding training offered to inmates in Morgan County and Scott County;
8. promoting the Work Opportunity Tax Credit to local employers interested in hiring the JII individual
9. expanding the nascent collaboration with Tennessee Child Support Employment and Parenting Program (TCSEPP) to provide legal/re-entry issues and chemical dependency and substance use disorder issues with JII customers;
10. working—at the staff to Board-level—with the Rural Communities Opioid Response Planning for the East Tennessee Consortium (RCORP-ETC). The RCORP-ETC region is a ten county subset of the East Tennessee Local Workforce Development Board and the group includes health, advocacy, and, workforce development, business, government, and community- and faith-based practitioners. The overarching goal of the group is to decrease the occurrence and devastation of opioid use disorder in the ten-county area. One work group in RCORP-ETC is addressing OUD in JII citizens. The Executive Director of the ETLWDB is a charter member of RCORP-ETC

Performance Goals and Evaluation

Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the LWDA and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system in the LWDA.

Parties to the MOU understand that performance information from Jobs4TN is required to support the achievement of performance goals. All parties agree to work cooperatively, to share data to the extent necessary-as permitted or required-by applicable governing regulation, and to enter into data sharing agreements as required in Jobs4TN. All required partners within the one-stop system utilize VOS/Jobs4TN to collect measure, review, and analyze data, including performance related data. Subsequent to re-alignment by the state, the ETLWDB has demonstrated, as reported by the State's Scorecard, a high level of performance. While the ETLWDB is on track to meet current performance goals regarding Title I, this level of performance will undoubtedly be impacted as a result of COVID-19.

In accordance with WIOA §107(d)(12)(B)(i)(II), the CLEO, after consultation with the LEOs, identifies ETHRA as the local fiscal agent for WIOA grant funds. According to the agreement between the Local Elected Officials and ETHRA, as the selected fiscal agent entity, the ETLWDB's responsibilities include:

- (1) ensuring fiscal integrity and accountability for expenditures of funds in accordance with Office of Management and Budget circulars, WIOA and corresponding Federal Regulations and State Policies;
- (2) maintaining proper accounting records and adequate documentation;
- (3) conducting financial monitoring of service providers; and
- (4) ensuring independent audits of all employment and training programs.

ETHRA is subjected to Internal and External audits, ensuring financial/fiscal integrity of all programs and to detect any irregularities, including fraud, waste or abuse. ETHRA and the ETLWDB is audited annually by the TN Department of Labor and Workforce Development's Performance and Accountability Review (PAR) team. A PAR monitoring visit for the ETLWDA commenced 31 March 2020. As of this writing, no final report of this PY 2018-2019 review is available.

All Eligible Providers must, in order to receive funds under Title I of WIOA, meet eligibility requirements as established by the TN Department of Labor and Workforce Development and the State Workforce Development Board for inclusion on the Eligible Training Provider List (ETPL). The ETLWDB adopts all procedures and formats provided by TDLWDB for accepting applications for inclusion/renewal on the ETPL. Potential training providers are accountable to established performance standards in accordance with Workforce Services Policy, and ETLWDB policy (Review and Appeal processes

for Eligible Training Providers). Providers are required to submit yearly performance reports to the State, which must contain individual level data for all participants in programs offered by the Eligible Training Provider that have serviced at least one student with the assistance of WIOA funding.

In measuring and monitoring the performance of the one-stop delivery system, Board staff utilizes public reporting pathways, supplied by TDLWD, to track indicators outlined in TABLE 4 below. Formative monitoring reports are supplied to ETLWDB members on a monthly basis; summative reports are supplied on a quarterly and annual basis. Further, to report monthly minimum costs per participant (adult, dislocated worker, and youth populations), staff to the Board utilizes FAR and status reports.

TABLE 4: WIOA PRIMARY INDICATORS OF PERFORMANCE
Through 30 September 2020

Adult		
<i>Federal Performance Indicator</i>	<i>State Proposed Target PY 2020</i>	<i>State Proposed Target PY 2021</i>
Employment Rate 2nd Quarter After Exit	83.5%	84.0%
Employment Rate 4th Quarter After Exit	83.5%	83.5%
Median Earnings 2nd Quarter After Exit	\$6,650	\$6,680
Credential Attainment within 4 Quarters After Exit	59.0%	60.0%
Measurable Skill Gains	52.0%	53.0%
Dislocated Worker		
<i>Federal Performance Indicator</i>	<i>State Proposed Target PY 2020</i>	<i>State Proposed Target PY 2021</i>
Employment Rate 2nd Quarter After Exit	82.5%	82.5%
Employment Rate 4th Quarter After Exit	82.0%	82.0%
Median Earnings 2nd Quarter After Exit	\$7,000	\$7,100
Credential Attainment within 4 Quarters After Exit	69.0%	70.0%
Measurable Skill Gains	48.0%	49.0%
Youth		
<i>Federal Performance Indicator</i>	<i>State Proposed Target PY 2020</i>	<i>Agreed upon outcome PY 2021</i>
Employment or Ed. Enrollment Rate 2nd Quarter After Exit	79.5%	80.0%
Employment or Ed. Enrollment Rate 4th Quarter After Exit	79.0%	80.0%
Median Earnings 2nd Quarter After Exit	\$3,300	\$3,400
Credential Attainment within 4 Quarters After Exit	70.0%	71.0%
Measurable Skill Gains	45%	47%

The above KPI metrics are monitored quarterly through data provided via JOBS4TN. Effectiveness Serving Employers is still being piloted for the appropriate approach at the state level for the first two years of PY 2020-2022. As a result the local area, much like the state, has not submitted an expected level of performance. The ETLWDB will collect data, based upon the "E" service activities reported in the state's system, Jobs4TN.

Based on the assigned level of responsibility, determined by the RPC, for the LWDB to meet State and Local Performance Measures (Key Performance Indicators). Explain how the measures will be monitored and progress will be tracked towards meeting the negotiated measures and how that information will be reported to the LWDB.

As indicated in the 2019 Actual figures, the ETLWDA should have been posed to meet/exceed the 2020 Targets. As with the negotiated performance metrics established by the State, these KPI figures will be heavily impacted by the unfolding landscape of workforce delivery in a post-Covid-19 era.

The ETLWDB has established a continuous improvement model of monitoring. As such, the reporting paths established by the RPC have been shared with the OSO for dissemination to the partners within the service delivery area. Each partner should monitor their program on a monthly basis and report to the OSO data necessary for reporting to the LWDB. Staff to the LWDB will interpret/synthesize data and track overall progress as reported by the RPC and share the same with the LWDB.

TABLE 5: KEY PERFORMANCE INDICATORS

LWDA East	2020 Target	2019 Actual	2017 to 2019 Average
Adult and Dislocated Worker New Enrollments	1,070	845	990
2020 Quarter 1	349	306	260
2020 Quarter 2	300	246	277
2020 Quarter 3	248	229	277
2020 Quarter 4	173	64	176
	2020 Target	2019 Actual	2017 to 2019 Average
Youth New Enrollments	511	478	451
2020 Quarter 1	124	115	109
2020 Quarter 2	161	164	141
2020 Quarter 3	143	141	127
2020 Quarter 4	83	58	74
	Program Year 2019 Target	Participants (PY18)	Potential to Serve (PY19)
Adult Education Enrollments			
TCAT- Knoxville	1,924 (2.28%)	1,737 (2.07%)	84,517
Quarter 1: July 1 to Sept 30	761		
Quarter 2: Oct 1 to Dec 31	358		
Quarter 3: Jan 1 to March 31	423		
Quarter 4: April 1 to June 30	382		
	2020 Target	2019 Actual	2018 to 2019 Average
Wagner-Peyser New Enrollments	4,014	2,803	2,855
2020 Quarter 1	1,043	744	704
2020 Quarter 2	1,013	680	683
2020 Quarter 3	947	647	639
2020 Quarter 4	1,011	732	829
	2020 Target	Program Year 2018 Actual	Program Year 2015-8 Actual
SCSEP Exits			
TNCSA	16	9	13
2020 Quarter 1	4	1	4
2020 Quarter 2	4	2	2

2020 Quarter 3	4	2	4
2020 Quarter 4	4	4	3
	2020 Target	2019 Actual	UI Claimants selected for RESEA 2019
RESEA Co-enrollments	121	110	2,699
2020 Quarter 1	36	76	709
2020 Quarter 2	33	14	715
2020 Quarter 3	31	10	652
2020 Quarter 4	21	10	623
	2020 Target		
(TAA) Title I Adult and Youth Co-enrollment Rate	50.0%		
2020 Quarter 1	50.0%		
2020 Quarter 2	50.0%		
2020 Quarter 3	50.0%		
2020 Quarter 4	50.0%		
	2020 Target	2019 Actual	2017 to 2019 Average
SNAP E&T New Enrollments	500	592	453
2020 Quarter 1	149	114	100
2020 Quarter 2	139	134	119
2020 Quarter 3	128	190	127
2020 Quarter 4	84	154	107
	2020 Target	2019 Actual	2018 to 2019 Average
JVSG New Enrollments	135	135	129
2020 Quarter 1	48	47	48
2020 Quarter 2	39	38	37
2020 Quarter 3	26	26	24
2020 Quarter 4	22	24	20
	2020 Target	2019 Actual	2017 to 2019 Average
MSFW New Enrollments	7	14	14
2020 Quarter 1	2	8	5
2020 Quarter 2	2	3	3
2020 Quarter 3	2	0	2
2020 Quarter 4	1	3	4
	2020 Target	2019 Actual	
Reentry New Enrollments	362	251	
2020 Quarter 1	107	52	
2020 Quarter 2	100	88	
2020 Quarter 3	93	66	
2020 Quarter 4	62	45	

TECHNICAL REQUIREMENTS, ASSURANCES, AND EVALUATION

Physical and Programmatic Accessibility

Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners will comply with WIOA §188, if applicable, and applicable provisions of the American with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. Include specific arrangements that have been implemented to ensure services are accessible to all.

The ETLWDA AJC workforce development service delivery network provides physical and program accessibility of facilities, programs and services, technology, and materials for differently-abled individuals. Ensuring and increasing accessibility for individuals with disabilities is a priority and goal for the East Board, AJC partners, and the East Region regional planning council. All signatories to the East Area Memorandum of Understanding agree that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act §188, Americans with Disabilities Act of 1990 and its amendments, Nontraditional Employment for Women Act of 1991, Civil Rights of 1965 Title VI and VII, Rehabilitation Act of 1973 Section 504 Age Discrimination Act of 1967, Education Amendments of 1972 Title IX and all other regulations implementing the aforementioned laws. Partners agree that they will not discriminate in employment practices or services on the basis of gender, gender identity or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. These partners are committed to promoting capacity-building and professional development for staff in order to increase awareness and understanding of serving customers with barriers to employment and individuals with disabilities. Partners assure they have policies and standard operating procedures in place to address these issues, and that such policies and SOP have been disseminated to employees and otherwise posted as required by law. Partners cooperate with compliance monitoring that is conducted to promote and to document that AJC programs, services, technology, and materials are physically and programmatically accessible and available to customers and staff.

As a core partner in the AJC service delivery network, WIOA Title IV employees are co-located in three AJCs in the Area. A formal referral protocol among AJC core, required, and other AJC partners is established and promotes the streamlining of services and co-enrollment of clients. Title IV staff and management collaborate with the OSO in the provision of quarterly staff training for AJC staff. The regional director for Title IV is a member of the ETLWDB.

Reasonable accommodations are provided for all aspects of a customer's experience in the AJCs, such as during application/registration for, and provision of assistance, benefits, services, and training. Accommodations are made according to a customer's need in order to 1) guarantee that he/she/they receives equal benefits from the program or activity, 2) compete fairly in educational work settings, and in general, 3) have an equal opportunity.

During PY 2019-2020, the ETLWB developed seven AJC access points across the Area. During PYs 2020-2022, the ETLWDB will expand AJC access points and specialized AJCs as well as providing services—e.g., work experience education activities for PreETS students—for special populations using career pathways as an effective strategy for developing skills of customers with multiple barriers. Connections with regional partners will also continue to expand through formal and informal agreements in order to ensure accessibility for all customers.

Practices in support of compliance with WIOA §188 that are incorporated in the AJC service delivery network include

1. designating MidCumberland HRA as the Equal Opportunity Officer for the AJC service delivery network. In its role, MCHRA monitors and investigates complaints from customers and provides training to customer-facing WIOA and partner staff. Appropriate signage in all AJC locations indicate how to contact the EO officer and attest to the fact that the AJC does not discriminate on the basis of disability;
2. assuring that postsecondary institutions that are listed on the Eligible Training Provider List do not discriminate on the basis of disability;
3. ensuring reasonable efforts govern universal access to the AJC service delivery network and its subrecipients' programs and services;
4. prohibiting discrimination in the registration for and the provision of aid, benefits, services, and training;
5. providing reasonable accommodations for individuals with disabilities;
6. providing reasonable modifications of policies, practices, and procedures;

7. offering individuals with disabilities the same opportunities to participate in programs and activities through reasonable accommodations, modifications, and auxiliary aids and services;
8. providing a list in accessible format of available assistive technology devices and services;
9. ensuring contractors and subrecipients have written policies addressing reasonable accommodations in employment; and
10. reviewing of contractors' policies, instruments, checklists, and other processes for nondiscrimination/equal opportunity provisions.

Fiscal Management—Identify the entity responsible for the disbursement of grant funds described in WIOA as determined by the chief elected local official. The East Tennessee Human Resource Agency (ETHRA) serves as the Administrative Entity and Fiscal Agent for the WIOA grants funds distributed to the ETLWDA as stipulated in the Interlocal Agreement. In this capacity, ETHRA, in accordance with WIOA §107(d)(12)(B)(III) shall distribute grant funds for workforce activities at the direction of the ETLWDB. The CLEO maintains responsibility—and thus liability—for the misuse of grant funds. A copy of the Agreement between the ETLWDA CLEO and ETHRA accompanies this Plan as ATTACHMENT E.

Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the sub-grants and contracts for WIOA Title I activities.

The ETLWDB follows the procurement policy of the East Tennessee Human Resource Agency, the Administrative Entity and Fiscal Agent for the ETLWDA. A copy of this policy is accompanies this Plan as ATTACHMENT F. The ETLWDB, meeting 12 March 2020, directed the board staff to issue a *Request for Proposal* for three WIOA services:

1. One-Stop Operator services,
2. Career Service Provider services, and
3. Youth services

Consistent with WIOA §107(d)(10) and 121(d) and the Workforce Services Policy regarding One-Stop Delivery and Design System, the ETLWDB shall designate a one-stop operator as described in WIOA §121(d)(2)(A). In order to provide for a competitive process for the identification and selection of a one-stop operator and Title I career service providers in accordance with WIOA §121(d)(2)(A), the Board has engaged Thomas P. Miller and Associates to conduct the RFP process. In its role as a third party, independent contractor, TPMA will perform duties related to procurement of services list above, including but not limited to,

1. reviewing the RFP for alignment with SWB policy
2. managing the RFP policy and timelines according to SWB policy
3. developing a scoring matrix to rank RFP responses
4. assembling responses to the RFP
5. reviewing and scoring the RFP responses, and
6. reporting rankings of RFP responses to the Board

The RFP process, scheduled to begin in PY 2020-2021, will follow procurement guidance and policy approved by the Tennessee State Workforce Board at its 5 June 2020 quarterly board meeting. A copy of that SWB policy accompanies this Plan as ATTACHMENT G.

Describe how the LWDA will meet the required 40 percent minimum participant cost rate.

The minimum participant cost rate policy, as set forth in the 8 November 2018, *Workforce Services Policy—Minimum Participant Cost Rate*, sets a standard for expenditure of WIOA funds of which the outcome is focusing resources on serving either more individuals or serving customers more deeply and intensively. The ETLWDB adopted a MPCR policy at its 16 October 2018 quarterly board meeting; a copy of this policy is seen in ATTACHMENT H. The East fiscal agent tracks MPCR compliance monthly and reports MPCR metrics to the ETLWDB, board staff, OSO, and career service provider. The Board directed its staff to include a minimum MPCR rate of 50% in its contract with its CSP, with the intent that setting a higher standard contractually would result in attainment of the state-mandated MPCR. Additionally, the Administrative Entity, ETHRA, has—on behalf of the Board—negotiated long-term leases for American Job Centers and renegotiated contracts with AJC suppliers in order to reduce overhead costs not associated with direct participant expenses. Lastly, staffing at the Board level is held to a minimum and salaries are relatively low in comparison to other LWDA's in order to maximize funding for direct participant expenses. Since the adoption of its MPCR

policy, the ETLWDA has consistently exceeded the 40% MPCR. The March 2020 MPCR reporting from TDLWD reveals the following MPCR levels: Adult (53.92%), Dislocated Worker (42.78%), and Youth (50.28) for a grand total of 50.98%.

Budget Information and Supporting Materials

Budget information and supporting materials is found in ATTACHMENT I. East Area owns no lands or buildings. **East Area receives no leveraged funds to include fee-based and/or revenue generated and receives non-TDLWD funding from federal, state, local, or private sources. During the course of this plan, East will develop alternative funding supports to mitigate its dependence on TWLWD federal pass-through funds. Example of alternative fund sources include but are not limited to grant funding from state agencies other than TDLWD, Appalachian Region Commission grant funding, fee-based services such as provision of Career Readiness Assessment for local industries, and private philanthropic funding.**

WIOA Title II contributes \$40,538.72 in in-kind resources through the MOU Infrastructure Funding Agreement for operation of the AJC service delivery network.

Describe a planned or existing approach regarding which local strategies will be financed by the transfer of Title I funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:

To transfer funds between the adult and dislocated worker funding streams.

To use funds for incumbent worker training as outlined in WIOA §134(d)(4)(A)(i).

To use funds for transitional jobs as outlined in WIOA §134(d)(5).

WIOA §133(b)(3)(C) allows a local board, with approval of the Governor, to transfer up to and including

- 100% of the funds allocated to the local area for a fiscal year between adult employment and training activities and dislocated worker employment and training activities. In recent years featuring low unemployment rates in the Area, the ETLWDB requested transfers up to \$1 million annually from the dislocated worker budget to the adult budget,
- 20% of the funds allocated to the local area for a fiscal year between adult employment and training activities and dislocated worker employment and training activities to Incumbent Worker Training activities. Prior to PY 2019-2020, TDLWD allocated sufficient funding in IWT to satisfy the needs of Area employers. In PY 2019-2020, TDLWD suspending this funding at the beginning of the program year only to restore in January 2020 approximately \$89,000.00 in IWT funding to the Area. Altogether, the ETLWD budgeted approximately \$300,000.00 to IWT funding in PY 2019-2020. The Board will dedicate a similar amount to IWT activities in PYs 2020-2022.
- 10% of the funds allocated to the local area for a fiscal year between adult employment and training activities and dislocated worker employment and training activities to transitional jobs. **The ETLWDB allocated \$17,500.00 to transitional jobs during PY 2019-2020 at the Knoxville City Garage. This particular education and training activity will be continued in PYs 2020-2022 and additional opportunities for establishing transitional jobs will be expanded.**

Because of the COVID-19 pandemic, the ETLWDB, during the course of this plan, in any given fiscal/program year, may choose to request, up to the maximum percentage amounts cited above, transfer(s) of funds between the adult, and dislocated worker programs. Decisions influencing any transfer request will be based on any number of factors, some known and unknown at present including

1. current labor market information, particularly the unemployment rate;
2. performance data;
3. increasing number of eligible dislocated workers displaced by the COVID-19 pandemic;
4. training needs of Area employers; and
5. costs associated with education/training, supportive services, and staffing in workforce service delivery.

Any such request shall follow guidance contained in Workforce Services Policy—*Transfer Authority for Adult and Dislocated Worker Funds*. The ETLWDB shall submit an application request to transfer adult or dislocated worker funds to the Workforce Services Division of the Tennessee Department of Labor and Workforce Development via Grants4TN. Supporting documentation and written acknowledgement/approval by the CLEO (or designee) shall document the reason(s) for the transfer to include:

1. Proposed services and number of participants originally planned to be served by the base allocation compared to the services and number of participants planned to be served after fund transfer;

2. Justification that the transfer of funds will not adversely impact the provision of services to participants and that necessary services and client-planned activities will be maintained in the program from which funds are transferred;
3. An assessment of any potential layoffs or closures of which ETLWDB is aware and how these events will be addressed using existing funds if funds are transferred from the dislocated worker program; and
4. Assurances that confirm transfers will not lower the obligation rate of the fund source to which the funds are transferred to a degree that jeopardizes the ability of the ETLWDB to achieve the required eighty percent obligation rate for either the adult or dislocated worker fund source by the end of the first program year.

The ETLWDB may also request transfers to Incumbent Worker Training and transitional jobs programs during the course of this plan. Any such request shall follow guidance contained in Workforce Services Policy—*Transfer Authority for Adult and Dislocated Worker Funds*. Incumbent Worker Training and transitional jobs programs are operated in accordance with the ETLWDB *Work-Based Learning Policy* seen in ATTACHMENT J.

If requested and approved, fund transfers between adult, dislocated worker, Incumbent Worker Training, and transitional jobs programs may be used to underwrite new strategies or services and/or existing strategies and services. If no funds dedicated to incumbent worker training are forthcoming from the Tennessee Department of Labor and Workforce Development during PYs 2020-2022, the Board shall dedicate no less than \$250,000.00 annually in formula funds to incumbent worker training activities.

Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional partners, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities.

Cooperative agreement between the ETLWDB and its Area partners are included as ATTACHMENT K.

Provide copies of Title VI trainings to all service providers, One-Stop Operators, and LWDB.

Title VI training materials are included in ATTACHMENT L.

ATTACHMENT A:
MEMORANDUM OF
UNDERSTANDING
AMONG
AJC
PARTNERS

MEMORANDUM OF UNDERSTANDING

BETWEEN

East Tennessee Local Workforce Board

AND

AJC Partners in the East Tennessee Local Workforce Area

Bill Walker, Division Director

bwalker@ethra.org

Individual designated by the Local
Workforce Board Chair to lead MOU
negotiations

Email address

Bill Walker, Division Director

bwalker@ethra.org

Impartial individual designated by the Local
Workforce Board Chair to lead annual
budget negotiations

Email address

1. CONVENING OF THE PARTIES TO MOU (WIOA SEC. 121(C)(1)) (Tennessee
MOU/IFA Instructions Page 4)

- List the required partner providing services in the local area
- List the partner agency providing services of each required partner

REQUIRED PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM TYPED NAME
Title I: Adult, Dislocated Worker, Youth	East TN Human Resource Agency
Title II: Adult Education and Family Literacy	TN College Applied Technology-Knoxville
Title III: Employment Programs under Wagner-Peyser	TN Dept Labor & Workforce Development
Unemployment Insurance	TN Dept Labor & Workforce Development
Trade Readjustment Assistance (TRA)	TN Dept Labor & Workforce Development
Trade Adjustment Assistance (TAA)	TN Dept Labor & Workforce Development
Job Counseling, Training, Placement Services for Veterans	TN Dept Labor & Workforce Development
Migrant and Seasonal Farmworkers	TN Opportunity Programs
Community Services Block Grant (CSBG)	Knoxville-Knox County CAC
Senior Community Services Employment Program (SCSEP)	East TN Human Resource Agency Knox County-Knox County CAC Office on Aging
Parties to the MOU	NAME
LWDB Chair	Martha Axford
LWDA Chief Local Elected Official	Mayor Terry Frank

Jobs for Veterans State Grant	TN Department of Labor & Workforce Development
Supplemental Nutrition Assistance Program	TN Department of Labor & Workforce Development
Permanent Labor Certification for Foreign Workers	TN Department of Labor & Workforce Development
Remployment Services and Eligibility Assessment	East TN HRA
YouthBuild	Knoxville Leadership Foundation
Ticket To Work	Knoxville-Knox County CAC
Knoxville Area Urban League	Knoxville Area Urban League
OTHER PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU	IF MARKED YES, ENTITY ADMINISTERING PROGRAM
TCAT/TN Reconnect	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No TBOR-TCATs Harriman, Knoxville, Morristown & Oneida/Huntsville, Jacksboro
Perkins/Post Secondary Career & Tech Ed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No TBOR- Pellissippi, Walters, & Roane State Community College
HUD	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Knoxville's Community Development Corp
TCSEPP	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No UTSWORPS
	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Yes <input type="checkbox"/> No
ADDITIONAL PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM

2. PURPOSE AND SCOPE OF MOU (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.
<ul style="list-style-type: none"> Describe the general purpose and scope of the "umbrella" MOU
See Attachment 1 Section 1.2

3. VISION FOR THE SYSTEM (Tennessee Combined State Plan Section II(b)) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.

- *Describe the shared vision and commitment of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor's Guidelines)*
- *Describe which aspects of the vision are currently in place*
- *Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place*

See Attachment 1 Section 1.3

4. MOU DEVELOPMENT (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.
<ul style="list-style-type: none"> • Fully describe the process and efforts of the Local Workforce Development Board and required partners to negotiate the MOU • Confirm whether all required partners participated in negotiations • Explain the process to be used if consensus on the MOU is not reached by partners • Please provide dates of partner meetings that specifically discussed the MOU
<p>See Attachment 1 Section 1.4</p>
5. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.
<ul style="list-style-type: none"> • Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system • Where applicable list the designated affiliated sites or specialized centers • Define any other operating titles that the local area assigns to each center • Describe how outreach will be conducted in towns in the local area without an AJC • Describe the local area's plans for the Mobile American Job Center <p><i>Note: The information provided in this section must match the Tennessee Development of Labor and Workforce Development listings</i></p>
<p>See Attachment 1 Section 1.5</p>

6. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (WIOA Sec. 121(c)(2)(A)(i))
(Final Rules § 678.500(b)(1)) (Tennessee MOU/IFA Instructions Page 5) If additional
space is needed, please include an attachment referencing this section.

- Complete a local service matrix (Attachment II) illustrating local methods of service delivery which includes:
 - Career services to be provided by each required partner in each comprehensive one-stop center
 - Other programs and activities to be provided by each required partner
 - Method of delivery for each service provided by each required partner (e.g., staff physically present, cross-trained staff, direct linkage technology)
- In the spaces provided below:
 - In the introductory paragraph of this section, describe the required partners' combined commitment to integration and "manner in which the services will be coordinated and delivered through the system" (§ 678.500(b)(1))
 - In the spaces below designated for each required partner, describe each partner's commitment to coordinated service delivery and explain how the local service matrices illustrate that commitment
 - For each required partner below, describe the location(s) at which services of each required partner will be accessible

See Attachment 1 Section 1.6

Title I (Adult, Dislocated Worker and Youth) –

See Attachment 1 Section 1.6

Title II (Adult Education and Family Literacy) –

See Attachment 1 Section 1.6

Title III (Employment Services under Wager-Peyser) –

See Attachment 1 Section 1.6

Unemployment Insurance (UI) –

See Attachment 1 Section 1.6

Job Counseling, Training and Placement Services for Veterans –

See Attachment 1 Section 1.6

Trade Readjustment Assistance –

See Attachment 1 Section 1.6

Trade Adjustment Assistance (TAA) –

See Attachment 1 Section 1.6

Ticket to Work –

See Attachment 1 Section 1.6

TCSEPP–

See Attachment 1 Section 1.6

Knoxville Area Urban League

See Attachment 1 Section 1.6

Migrant & Seasonal Farmworkers –

See Attachment 1 Section 1.6

National Farmworker Jobs Program (NFJP) –

See Attachment 1 Section 1.6

Community Service Block Grant (CSBG) –

See Attachment 1 Section 1.6

Senior Community Services Employment Program (SCSEP) –

See Attachment 1 Section 1.6

Title IV (Rehabilitation Services) –

See Attachment 1 Section 1.6

DHS/TANF –

See Attachment 1 Section 1.6

Second Chance (Reentry) –

See Attachment 1 Section 1.6

HUD Employment and Training Activities –

See Attachment 1 Section 1.6

YouthBuild –

See Attachment 1 Section 1.6

Perkins/Post-Secondary Career & Technical Education–

See Attachment 1 Section 1.6

TCAT/Tennessee Reconnect–

See Attachment 1 Section 1.6

7. PROCUREMENT OF ONE-STOP OPERATOR (Tennessee Memorandum Guidelines for One- Stop Operator Procurement) (Tennessee MOU/IFA Instructions Page 6) If additional space is needed, please include an attachment referencing this section.

- *Name the procured one-stop operator – (this information will be amended once the One-Stop Operators have been procured). The following bullet points should be explained in this section*
- *Describe the functions and scope of work of the one-stop operator as defined in the Request for Proposal or as planned for the competitive procurement process*
- *Assure that the one-stop operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest*

Note: One-stop operator designation takes effect July 1, 2017 (§ 678.635)

See Attachment 1 Section 1.7

8. REFERRAL PROCESS (WIOA Sec. 121 (c)(2)(A)(iii)) (Tennessee MOU/IFA Instructions Page 6). If additional space is needed, please include an attachment referencing this section.

- *In the spaces provided below, address all of the following:*
 - *In the introductory paragraph of this section, describe local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3))*
 - *In the spaces below designated for each required partner, each partner must list the other programs to which it will make referrals and the method(s) of referral to each partner; for example, in the Title I box, Title I will list all other programs to which it will refer clients and the method(s) of referral for each*
 - *Identify the method of tracking referrals*

Note: Local areas must be as specific as possible when describing the differences in referral methods between partner programs. DOL has expressed concern about this area in the past.

Title I (Adult, Dislocated Worker and Youth) –

See Attachment 1 Section 1.8

Title II (Adult Education and Family Literacy) –

See Attachment 1 Section 1.8

Title III (Employment Services under Wager-Peyser) –

See Attachment 1 Section 1.8

Title IV (Rehabilitation Services) –

See Attachment 1 Section 1.8

Unemployment Insurance (UI) –

See Attachment 1 Section 1.8

Job Counseling, Training and Placement Services for Veterans –

See Attachment 1 Section 1.8

TCSEPP–

See Attachment 1 Section 1.8

Knoxville Area Urban League

See Attachment 1 Section 1.8

Ticket To Work–

See Attachment 1 Section 1.8

Trade Readjustment Assistance –

See Attachment 1 Section 1.8

Trade Adjustment Assistance (TAA) –

See Attachment 1 Section 1.8

Migrant & Seasonal Farmworkers –

See Attachment 1 Section 1.8

National Farmworker Jobs Program (NFJP) –

See Attachment 1 Section 1.8

Community Service Block Grant (CSBG) –

See Attachment 1 Section 1.8

Senior Community Services Employment Program (SCSEP) –

See Attachment 1 Section 1.8

DHS/TANF –

See Attachment 1 Section 1.8

Second Chance (Reentry)–

See Attachment 1 Section 1.8

HUD Employment and Training Activities –

See Attachment 1 Section 1.8

Perkins/Post-Secondary Career & Technical Education–

See Attachment 1 Section 1.8

YouthBuild –

See Attachment 1 Section 1.8

TCAT/Tennessee Reconnect–

See Attachment 1 Section 1.8

9. PHYSICAL ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b) (4)) (Tennessee MOU/IFA Instructions Page 6) If additional space is needed, please include an attachment referencing this section.

Describe how—through specific examples and commitments—required partners will assure the physical accessibility of the comprehensive one-stop center(s), including the following:

- *The comprehensive one-stop center's layout supports a culture of inclusiveness*
- *Access to public transportation is available within reasonable walking distance*
- *The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities*

See Attachment 1 Section 1.9

10. PROGRAMMATIC ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b)(4)) (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

- *Describe how the comprehensive one-stop center provides access to all required career services in the most inclusive and appropriate settings for each individual participant*
- *Describe specific arrangements and resources available to assure that individuals with barriers to employment, including individuals with disabilities, can access available services and how outreach will be conducted to these groups (§678.500(b)(4). Include Mobile American Job Center information.*
- *Explain how services will be provided using technology that is actually available and in accordance with the "direct linkage" requirement under WIOA*

Note: Provide as much specificity as possible for each partner program

See Attachment 1 Section 1.10

11. DATA SHARING AND COLLECTION (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

- *Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved*
- *Provide assurances that participants' Personally Identifiable Information (PII) will be kept confidential*
- *In each description, cite specific examples of required partners demonstrating a commitment to integration in the local area*
- *Describe the collection of data across programs*
- *Describe how Jobs4TN will be utilized and incorporated*

NOTE: Partners are encouraged to seek clarification from their respective core partner state agency and/or data staff

See Attachment 1 Section 1.11

12. COST SHARING OF SERVICES (WIOA Sec. 121 (c)(2)(A)(ii)) (WIOA Final Rules §678.755 and §678.760) (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

- *To complete this section, see the Individual AJC Budget Template instruction sheet – Attachment II and the Infrastructure Funding Agreement – Attachment III.*
- *For the purposes of this section (12), only provide a narrative explanation of cost sharing services*
- *In the event that an agreement cannot be reached among partners, 20 CFR 678.750 will apply:*
 - (a) The Governor must establish a process, described under sec. 121(h)(2)(E) of WIOA, for a one-stop partner administering a program described in §§ 678.400 through 678.410 to appeal the Governor's determination regarding the one-stop partner's portion of funds to be provided for one-stop infrastructure costs. This appeal process must be described in the Unified State Plan.*
 - (b) The appeal may be made on the ground that the Governor's determination is inconsistent with proportionate share requirements in § 678.735(a), the cost contribution limitations in § 678.735(b), the cost contribution caps in § 678.738, consistent with the process described in the State Plan.*
 - (c) The process must ensure prompt resolution of the appeal in order to ensure the funds are distributed in a timely manner, consistent with the requirements of § 683.630 of this chapter.*
 - (d) The one-stop partner must submit an appeal in accordance with State's deadlines for appeals specified in the guidance issued under § 678.705(b)(3), or if the State has not set a deadline, within 21 days from the Governor's determination.*

See Attachment 1 Section 1.12

13. DURATION/AMENDMENT/APPEAL PROCEDURES (WIOA Sec. 121 (c)(2)(A)(v)) (WIOA Final Rules §678.500(b) (5)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

Describe the duration of the MOU

Describe amendment procedures, including annual negotiation of infrastructure and shared system costs to address the following:

- *The amount of notice a partner agency must provide the other partners to make amendments*
- *The procedures for informing other partners of the pending amendment*
- *The circumstances under which the local partners agree the MOU must be amended*
- *The procedures for amending the MOU to incorporate the final approved budget on an annual basis*
- *The procedures for terminating the MOU or a specific partner's participation in the MOU*
- *The process for resolving any disputes that evolve after the agreement is reached*
- *The appeals process for any disputes that evolve after the agreement is reached*
- *Process must follow the directives in WIOA678.500(b)(5)*

NOTE: Ensure the MOU reflects the most recent date as amendments are approved

See Attachment 1 Section 1.13

14. RENEWAL PROVISIONS (WIOA Sec. 121(c)(2)(A)(v)) (WIOA Final Rules §678.500(b)(6)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

Provide the process and timeline in which MOU will be reviewed, including:

- *Explain the renewal process, which must occur at a minimum of every three years*
- *Describe the required renewal process if substantial changes occur before the MOU's three-year expiration date*

NOTE: Ensure the MOU reflects the most recent date as renewals are approved

See Attachment 1 Section 1.14

15. ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (WIOA Sec. 121(c)(2)(B)) (WIOA Final Rules §678.500(c)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

Not Applicable

16. ADDITIONAL PARTNERS (WIOA Sec. 121 (b)(2)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

Not Applicable

17. OTHER CONTRIBUTIONS (TEGL 16-16) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

- *Describe contributions made to the one-stop system through other avenues, such as donations made by a non-partner entity*
- *Document third party in kind contributions made to supplement the operation of the American Job Center*

Not Applicable

18. NON-DISCRIMINATION & EQUAL OPPORTUNITY (WIOA Section 188) (Tennessee MOU/IFA Instructions Page 9) If additional space is needed, please include an attachment referencing this section

- *Describe how all partner staff will comply fully with all non-discrimination requirements*

See Attachment 1 Section 1.18

19. PRIORITY of SERVICE (TDLWD Veteran Priority of Service Policy) (WIOA Section 134 (c)(3)(E) (Tennessee MOU/IFA Instructions Page 9) If additional space is needed, please include an attachment referencing this section

- *Describe how each partner staff will comply with the priority of service requirements set forth in the Veteran Priority of Service Policy as well as priority of service outlined in WIOA section (c)(3)(E)*

See Attachment 1 Section 1.19

20. AUTHORITY AND SIGNATURES (WIOA Final Rules §678.500(d)) (Tennessee MOU/IFA Instructions Page 10) If additional space is needed, please include an attachment referencing this section.

- *Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA*

See Attachment 1 Section 1.20

21. ATTACHMENTS (Tennessee MOU/IFA Instructions Page 11)

- **Narrative - Attachment I**
- **Services Matrix - Attachment II**
- **Individual AJC Budget Template – Attachment III**
- **Individual AJC Budget Instructions – Attachment IV**

ATTACHMENT I.2: PURPOSE AND SCOPE

Comments: WIOA Section 121(c) requires that each Local Workforce Development Board (LWDB), with the agreement of the Chief Elected Local Official (CELO), develop and enter into a memorandum of understanding (between the local board and the one-stop partners), with all the entities that serve as partners in the local workforce development service delivery area. For purpose of this MOU, the East Tennessee Local Workforce Area (ETLWDA) is designated as the local service delivery area. ETLWDA is comprised of sixteen Tennessee counties including Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union.

WIOA Section 121(b) (1) (A) (iii) mandates all entities that are required partners in a local area to enter into a memorandum of understanding with the LWDB in the respective area pursuant to WIOA Section 121(c).

WIOA Section 121(b) (1) identifies the federal programs and requires that the services and activities under each of those programs must be made available through the LWDA. The entities that receive the federal funds for each of these programs and/or have the responsibility to administer the respective programs in the LWDA are required partners under WIOA Section 121(b)(1).

WIOA Section 121(b)(2) prescribes how entities that provide programs other than those required under WIOA Section 121(b)(1)(8) may participate in the LWDA as "additional partners" and provide the services available under their programs through the American Job Center delivery system.

WIOA Section 121(b)(1)(A)(iv) indicates that the requirements of each partner's authorizing legislation continue to apply under the LWDA workforce development delivery system and that participation in the American Job Center is in addition to other requirements applicable to each partner's program under each authorizing law.

WIOA Section 121(b) (2)(A) states core, required, and any and all additional partners are included as parties to the MOU. Therefore, all entities that participate in the ETLWDA service delivery system as American Job Center partners, whether core, required, or additional, must be parties to this MOU and must abide by the terms prescribed herein and by all applicable federal, state, and local rules, plans, and policies as applicable and authorized under the partner's program and in keeping with federal guidelines.

WIOA Section 121(b) lists the minimum responsibilities of all required partners under WIOA. For consistency, all partners will assume the responsibilities identified below, unless inconsistent with the federal law and regulations that authorize the partner program or as otherwise specified.

- Make career services provided under the partner's program available to individuals through the American Job Center service delivery system.
- Participate in infrastructure cost-sharing activities contained in this MOU and use a portion of funds made available to each partner's program to the extent not inconsistent with the federal law that authorizes each partner program to:
 - create and maintain the American Job Center delivery system; and
 - provide career services per WIOA Section 134(c)(2).
- Remain as a party to this MOU throughout the Agreement period in order to participate as an American Job Center partner per WIOA Section 121(c).
- Participate in the operation of the American Job Center system in accordance with the terms of this MOU and with the requirements of authorizing laws per WIOA Section 121(b)(1)(8).

- Provide representation (core partners WIOA Titles I-IV only) on the Local Workforce Development Board for the East Tennessee Local Workforce Development Area per WIOA Section 121 (b) (1). Additional partners may participate on the LWDB with the agreement of the Chief Local Elected Official in consultation with the Local Elected Officials
- Provide priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in 38 USC 4215.
- Comply with WIOA and all federal, state, and local laws, regulations, rules, policies and plans applicable to partners in their respective roles under this MOU and as consistent with the rules that govern each partner's respective program. Each partner expressly agrees to notify LWDB of any changes to the rules governing its respective program that impact the partner's performance under this MOU. The LWDB will communicate the changes to the American Job Center One-Stop operator and to other partners.
- Ensure compliance by its staff members who work in the American Job Center of standard operating policies and procedures that govern the operations of the American Job Center. Should a conflict exist between the American Job Center's personnel policies and a partner's personnel policies, the partner's policies will prevail.
- Use, when it is considered in the best interest of customers and in congruence with partner's policies, common practices, and procedures; forms and documents; software systems or applications; and other forms of media as agreed to by all parties in the performance of American Job Center services and activities and functions that support the workforce development service delivery system.

The East Tennessee Local Workforce Development Board is required to establish and to operate a local workforce development service delivery system in accordance with WIOA Section 121, with the WIOA State Plan, and with the WIOA Local Plan.

WIOA Section 134(c) lists the services and activities that must be provided through the American Job Center service delivery system. WIOA Section 107(d) gives the LWDB the responsibility for oversight of the American Job Center service delivery system and requires it to not only describe the activities and functions of the local workforce development service delivery system but also prescribe the guidelines for executing these responsibilities through the development of a Local Plan.

ATTACHMENT I.3: VISION FOR THE SYSTEM

Comments: The Local Workforce Development Board for the East Tennessee Local Workforce Development Area serves the workforce development needs of sixteen counties listed in §1.2 above, which together make up a significant portion of the workforce development delivery system for the East Tennessee Region workforce development service delivery system. The current Board is comprised of twenty-five (25) members: fourteen (14) are business leaders representing key local and regional industries, three (3) represent community development and government, four (4) represent Education, and four (4) represent organized labor.

The vision of the Board identifies sustainable employment through strategic human capital investments that produce positive economic returns for business/industry and the community. Its mission is to

1. Increase access to education, training, and employment,
2. Create a high-quality workforce development system,
3. Improve the labor market relevance of workforce investment,
4. Promote improvements in the delivery of services, and
5. Increase economic self-sufficiency and enhance the competitiveness of Tennessee.

To fulfill its mission, the Board has established four guiding principles by which it conducts business:

Engagement

- Engaging Business Customers—Determining business needs and identifying skills gaps in the local workforce
- Engaging Job Seeking Customers—Providing quality services, linking with resources, maintaining engagement
- Engaging targeted population
- Engaging community stakeholders

Awareness

- Promoting awareness of workforce development resources and services
- Establishing effective branding and implementing integrated marketing of services and resources
- Promoting awareness of labor market and economic development issues

Alignment

- Aligning education and the workforce development service delivery system
- Aligning major employer needs and job seeker skill development and training

Impact

- Demonstrating positive outcomes for individual job seeking customers and business customers
- Demonstrating community impact of WIOA-funded programs and services
- Generating a positive return on investment for funders and community

Pursuant to WIOA Section 108(b)(16), the Local Plan for ETLWDA details the competitive process used to award sub-grants and contracts in the local area for activities carried out under WIOA. The local workforce development board for the East Tennessee region adheres to established procurement and purchasing guidelines, including competitive procurement processes, for selecting vendors and service providers. This process is aimed at securing goods and services at competitive costs allowing ETLWDA to allocate the maximum amount of funding to programmatic functions.

Goal: Improving skills and credential attainment by expanding vocational education and workforce development systems.

Skills gaps arise in the economy because of insufficient education levels compared to projected education levels needed, shortages of skilled workers in traditional occupations in rural and lower-income areas, lack of soft skills and emotional intelligence on the part of workers in critical skills areas, lack of trained workers in areas of employer expansion or where the workforce is aging and retiring, and lower level skills attainment by those incarcerated who are now entering the workforce.

The LWDB, working with East Tennessee regional and local workforce development partners, stakeholders, and area service delivery providers, recognizes that information, planning, and thoughtful initiatives hold the key to building on the area's success and addressing remaining challenges to ensure that job seeking customers and business customers together achieve the prosperity the local area and region seeks. The LWDB, its AJC partners, and area workforce development stakeholders, has identified opportunities and challenges that the ETLWDA and the East Tennessee region will face over the coming decade. The result has been the development of a detailed assessment and comprehensive plan of action meeting the state's goal of making the region and the local workforce development area the #1 location for jobs in the Southeast. The Board's comprehensive plan of action follows these seven strategic initiatives:

- understanding the levers that, when combined, operate and maintain the balance of workforce supply and demand by quantity, type, and location;
- highlighting those aspects of the local area's and the region's infrastructure and programming that are foundations for attention and investment to ensure workforce needs are met;
- focusing deeply on the critical middle skill components of major industries;
- examining issues relating to key population groups that offer unique potential for engagement in workforce needs—veterans, youth, underemployed, language-hindered, the disabled, and others;
- incorporating those aspects of the dynamic interactions of the three diverse Local Workforce Development Areas in the East Tennessee Region wherever it adds clarity;
- considering the unique aspects of the area that differentiate it from many others, such as industry clusters, levels of entrepreneurship, and business environment, and geography; and
- assessing workforce issues from the local vantage point in light of programmatic activity and organizations serving workforce development, education, economic development, and public policy.

Working in tandem with local and regional partners, stakeholders, and workforce development professionals, the LWDB has successfully implemented plans of action to address all items listed above. Further, the Board, through its ongoing plans of action addressing **engagement, awareness, alignment, and impact** continues to define and refine its mission to ensure the ETLWDA and the East Tennessee region maintain economic vitality and build on the widespread appreciation for the high quality of life, affordability, and heritage of industry success that gives the ETLWDA—and the East Tennessee Region—solid reasons to anticipate continued influx of investment and population.

During Program Year (PY) the Board will open an American Job Center in Union County High School and will explore opening additional specialized American Job Centers in high schools in local education agencies across the Area.

Goal: Supporting regional and rural economic development

ETLWDA, in conjunction with local and regional partners and stakeholders, has identified nine key strategies for promoting economic development in the area. They include

- determining employers' needs, including the needs of emerging businesses, entrepreneurs, and businesses facing layoffs and closures. Disseminate the results to workforce agencies, training providers, secondary and postsecondary education enterprises, and community leaders to refine and develop programs to meet employers' workforce development needs;
- developing regional approaches for defining, funding, and implementing work-based and experiential learning opportunities, including youth-focused programs, as well as pre-apprenticeships and apprenticeships for youth and adults;
- developing a regional strategy to work with employers and training providers to develop/upgrade essential training and equipment, especially short-term training, pre-apprenticeships, and apprenticeships in targeted clusters;
- extending the reach of the AJC by utilizing AmeriCorp members, community volunteers, technology, and the mobile coaches to connect with individuals through affiliate AJC sites;
- marketing workforce development services and resources, including the mobile coaches and labor market information to job seeking and business customers;
- working with secondary and post-secondary partners and training providers to provide labor market information and career pathways guidance;
- identifying solutions to regional transportation barriers by working with transportation planning agencies;
- developing regional staff development activities and cross-training among functional teams within the AJC in order to provide high quality workforce development services to employers and job seekers

ETLWDA has more distressed and at-risk counties than any other local workforce development area in Tennessee. The Board received in excess of \$600,000.00 in Governor Lee's Rural Initiative to underwrite workforce development services through 30 September 2021 in the following eight counties: Campbell, Claiborne, Cocke, Grainger, Monroe, Morgan, Scott, and Union. The Board identified the three following priorities for building the workforce development service delivery network in these counties: transportation, provision of workforce development service for justice involved citizens, and support for career and technical education programs in local education agencies.

Goal: Enhancing services and opportunities for justice-involved citizens

ETLWDA is a state leader in provision of workforce development activities and services to justice-involved individuals. Begun in 2019 and continuing today are instructional activities for inmates in the Morgan County Correction Facility, a 2300-bed maximum security prison operated by the Tennessee Department of Corrections (TDOC). Partnering with the Tennessee College of Applied Technology in Huntsville, the Board underwrites training in welding, Information Technology, and construction.

In addition to its work with TDOC, the Board underwrites workforce development services and activities in every county jail in the ETLWDA, the Community Day Center, operated by TDOC; and the Knox County

Detention Center. The Knox County Detention Center boasts the State's first American Job Center within a local jail.

In PY 2020-2021, the Board will open the State's first specialized American Job Center inside a Tennessee Department of Corrections maximum security prison.

Goal: Increase work-integrated learning

The ETLWDA, its AJC partners, and the East Tennessee Workforce Development Region have identified thirty-four strategies for connecting the un-and underemployed to work-based learning opportunities. These strategies, which will be further refined in subsequent local and regional partner meetings during PYs 2018-2021, include but are not limited to

- encouraging RESEA and SNAP participants to participate in work-based learning opportunities;
- cultivating more work-based opportunities with employers, including pre-and registered apprenticeships;
- assessing applicants to determine if work-based learning would be more beneficial than classroom training;
- expanding relationships with law enforcement agencies to enhance work-based learning placements for ex-offenders;
- agreeing on a regional definition of work-based learning and using common procedures in the East Tennessee region;
- marketing work-based learning opportunities to business customers and job-seekers—including the un-and underemployed—and using media to ensure job seekers without computers know about work-based learning;
- developing short-term work experience opportunities;
- working with training providers on referrals to the AJCs for students who are unable to obtain employment, even after they have completed their degrees;
- using VOS as a tool to identify the unemployed;
- increasing funding to work-based learning through the AJCs; and
- introducing work-based learning region-wide in professional development activities.

The Board will focus attention on interweaving its fiscal and programmatic resources with educators that have existing pre and Registered Apprenticeships programs as a strategy for connecting a pipeline of talent to formal apprenticeships programs and immediate job opportunities. In addition, it will make a concerted effort to ensure this approach to apprenticeship is sound and informed by all parties critical to successful outcomes. Continuing education and on-the-job training opportunities will be addressed with business customers as a possible solution for overcoming specific basic skills deficiencies, e.g., math or language barriers, that often limit an individual's access to well-paying jobs. The Board, with assistance and guidance from local and regional partners, stakeholders, and business and industry, will 1) continue to lay the foundation for this critical work, 2) have models established, and 3) report tangible outcomes in the coming years

ATTACHMENT I.4: MOU DEVELOPMENT

Comments: Joint infrastructure funding is critical to establishing the foundation needed for integrated service delivery. Therefore, a number of required partners must contribute a portion of their funds or in-kind services toward maintaining the American Job Center system under WIOA. However, in order to ensure movement toward a customer-focused approach across all programs, the shared resources and cost portion of each MOU does not have to be negotiated until after the ETLWDB and AJC partners have first addressed shared customers and services.

The MOU development process will take place in two phases. Phase I of the MOU will address service coordination and collaboration amongst AJC partners. Phase II of the MOU will address how to functionally and fiscally sustain the unified system through the use of resource sharing and joint infrastructure costs.

Phase I: Service Coordination

For Phase I, the ETLWDB will work with all required and additional partners in the East Tennessee Local Workforce Development Area to develop an agreement regarding the operations of the local one-stop system as it relates to shared services and customers. Phase I of the MOU must be completed by 30 October 2018.

Phase II: Shared Resources and Costs

For Phase II, the ETLWDB will build upon agreements established in Phase I and determine how to best support established service delivery models through the sharing of resources and costs. Phase II of the MOU is an ongoing activity.

Comments: Required and additional partners to this MOU will be represented by local personnel who participate in meetings on the following dates to provide input into the development of and potential revisions to this MOU:

Dates for AJC partners meetings:

- December 18, 2018
- February 19, 2019
- April 24, 2019
- August 20, 2019
- December 12, 2019
- April 17, 2020

Local representatives of AJC required and additional partners participating in on-site meetings at the AJC for purposes of developing and negotiating the MOU are listed below.

TABLE 5: REPRESENTATIVE OF ETLWDA PARTNERS PARTICIPATING IN ON-SITE MOU NEGOTIATIONS

Partner	Name Of Representative(s)	Title
WIOA Title I	Bill Walker	Executive Director, ETLWDB
	Victor Oakley	Performance and Information manager, ETLWDB
	Kristy Jansen	Operations manager, ETLWDB
	Tonya Randolph	Business Services team manager, ETLWDB
WIOA Title II	Tonya Garrett	Regional director, WIOA Title II/Adult Education
WIOA Title III	Tanika Walthall	Regional director, WIOA Title III/TDLWD
	Ginger Armstrong	AJC Team Lead, TDLWD
WIOA Title IV	Angie Respass	Regional Director, WIOA Title IV/Vocational Rehabilitation
UI	Tanika Walthall	Regional director, TDLWD
TRA	Tanika Walthall	Regional director, TDLWD
TAA	Tanika Walthall	Regional director, TDLWD
Veteran's Services	Tanika Walthall	Regional director, TDLWD
TANF	John Gilbert	ETSU

Job Corps		Job Corps representative
DHS	Jimmy Cool	Director, Tennessee Department Human Services
Goodwill	Meaghan Johnson	VP Knoxville Goodwill
TDOC	Greg Goodman	TDOC
DHS	Lisa Cool	
Empower Cocke Co.	Annette Burke	
UT-CIS	Tim Waldo	
Chamber of Commerce	Alex Cibrowski	
DHS	Dearl Henard	
TBOR	Danny Saterfield	CTE
TDOC	Michael Bone	
KARM	Tracy Beal	
CSBG	Ray Abbas	Career Services Manager
DCS	Carren Broadnax	
Public Library	Alan May	
ECD	Gary Human	Regional Director TNECD
Clinch-Powell	Elizabeth Grisham	
Public Schools	Keith Wilson	CTE Director, Knox County Schools
FBO	Andrew Church	Youthbuild

Partner agency representatives, whether participating in face-to-face, on-site meetings or by other means, are requested to develop and submit responses to all sections contained in ATTACHMENT I AND ATTACHMENT II—TENNESSEE WIOA MOU TEMPLATE. Participants' verbal and written responses are collected, combined, and flowed into the template by LWDB staff. A final MOU is submitted for approval to an authorized signatory for each AJC partner, the LWDB Chair, and the LWDB Chief Local Elected Official.

Dispute Resolution: For purposes of this MOU, each partner expressly agrees to participate in good faith negotiations to reach a consensus. However, should a dispute arise among any partner to this MOU in negotiations to approve, amend, or renew this MOU, all parties agree to utilize the process cited below.

- The Executive Directors of applicable state agencies will designate an individual to negotiate and resolve any impasses involving state-level partners.
- In the event of all reasonable attempts to resolve the impasse at the local level are unsuccessful, the LWDB will report the impasse to the Tennessee Department of Labor and Workforce Development (TDLWD) as the MOU oversight agency, which will intervene with the parties to resolve the disputed issue(s). This MOU is legally binding. Therefore, if reasonable attempts by the TDLWD to help resolve any impasse are unsuccessful, it may be enforced in court.
- The partners intend for this MOU to be binding. If reasonable attempts by the Tennessee Department of Labor and Workforce Development to help resolve any impasse are unsuccessful, any partner may seek any remedy available to it by law. The partners recognize that only the Attorney General may agree to a legally binding resolution or settlement on behalf of the State of Tennessee or any of its agencies or institutions.

ATTACHMENT I.5: NAME AND LOCATION OF COMPREHENSIVE AND AFFILIATED ONE-STOP CENTERS IN ETLWDA

Comments: Addresses for ETLWDA Comprehensive American Job Centers are seen in **TABLE 5** below.

TABLE 5: LOCATION OF ETLWDA AMERICAN JOB CENTERS BY COUNTY

<u>AJC COUNTY</u>	<u>AJC TYPE</u>	<u>ADDRESS</u>
Anderson	Affiliate	101 S. Illinois Ave, Oak Ridge, TN
Blount	Comprehensive	366 Glasscock Street, Alcoa, TN
Campbell	Affiliate	1016 Main Street, Jacksboro, TN
Claiborne	Affiliate	1325 Claiborne Street, Tazewell, TN
Hamblen	Comprehensive	1633 E Andrew Johnson Hwy, Morristown, TN
Knox	Comprehensive	2700 Middlebrook Pike, Knoxville, TN
Loudon	Affiliate	1000 W. Broadway, Lenoir City, TN
Monroe	Affiliate	155 Grande Vista Drive, Vonore, TN
Morgan	Affiliate	1111 Knoxville Highway, Wartburg, TN
Roane	Affiliate	2319 S. Roane Street, Harriman, TN
Scott	Affiliate	180 Eli Lane, Oneida, TN
Sevier	Comprehensive	1216 Graduate Drive, Sevierville, TN

There exist twelve 4 comprehensive, 8 affiliate, 26 access points, and 1 specialized American Job Centers in ETLWDA.

ATTACHMENT I.6: DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES

Comments:

Title I

Title I staff facilitates the delivery of workforce development services to job seeking customers to include self-help job search; eligibility determination; outreach, intake, and orientation; initial, comprehensive, and specialized assessment; job search, job placement, and career counseling; individual service strategy development; placement in and financial support for education and/or training activities; individual and group case management; employment statistics/labor market information; eligible provider performance and program cost information; local performance information, support services, short-term prevocational services, work-based learning opportunities, and follow up services.

Title I staff facilitates the delivery of workforce development services to business customers to include employer needs assessment, job posting, applicant pre-screening, recruitment assistance, training assistance, labor market information, employer information and referral, and Rapid Response and Layoff Aversion.

Title II:

The Tennessee Department of Labor and Workforce Development Adult Education program serves to empower adult learners to become self-sufficient by applying instructions in basic academics, life coping, and employability skills. Adult education is an open-entry/open-exit institution offering year-round service. Adult aged 17 years of age and older who have not completed high school are eligible for services.

Title III:

Job Services, which includes labor exchange information continues to be ongoing, daily service provided by staff location at the ETLWDA Comprehensive American Job Centers. Registration for new customers—individual job seekers or employers—in VOS and updates for existing customers will be provide. Assessments and referrals will be provided as appropriate. Outreach activities for individuals and employers are also performed by WIOA Title III staff. Services are available at four comprehensive centers, eight affiliate centers, two mobile coaches, and through direct linkage utilizing VOS. Outreach materials are available to and disseminated by staff. Business Services team coordination among all partners to assist customers with registration, job orders, and job search.

Title IV

The Vocational Rehabilitation Program (VR) provides a variety of services to eligible individuals with disabilities based on the rehabilitation needs of the individual in accordance with the individual's aptitudes, abilities, capabilities, and interests and as identified on an Individualized Plan for Employment to prepare an individual for competitive integrated employment. VR collaborates with AJC partners, community rehabilitation service providers, educational institutions, and employers to ensure that eligible persons with disabilities receive the services necessary for them to obtain employment in their communities. The local service matrix illustrates the collaboration between VR and the partners to ensure the best use of resource in providing services to customers.

UI

All services provided by the Tennessee Department of Labor and Workforce Development staff located Comprehensive AJCs will be conducted in compliance with functional alignment. Cross-training will be ongoing to ensure exceptional service delivery to customers of the AJC. Service delivery will be coordinated by the One-Stop operator. The TDLWD Team Lead(s) for ETLWDA will serve as the primary interface with the One-Stop operator.

Job Counseling, Training, and Placement Services for Veterans

State veterans' staff along with career specialists continue to provide ongoing priority of service to eligible veterans and their spouses. These services could include individual assessment, labor market information, consideration of training opportunities, and assisting veterans and their spouses with job search activities.

TRA

AJC career specialists serve as the link between individuals determined to be eligible for TRA payments and the central staff in the Nashville TDLWD office that handles such payments. Staff provide assistance in resolving issues pertaining to weekly certification forms.

TAA:

AJC career specialists provide job search assistance to individuals whose employers have either relocated operations overseas or who have been impacted by foreign trade. Individuals may be reimbursed for job search mileage. Another aspect of TAA involves individuals applying for and being accepted into training. Career specialists assist in completion of required forms and training packets.

Migrant & Seasonal Workers

The following services will be provided by the Tennessee Opportunity Programs, Inc. to eligible migrant and seasonal farmworkers through the ETLWDA AJC: assessment, comprehensive assessment, and diagnostic testing and counseling; training (classroom, work experience, OJT, and training assistance) job development, job placement, and follow-up services.

CSGB

CSBG services are offered at three neighborhood centers in Knox County and are supported in part with CSBG funding flowing to the Knoxville-Knox County Community Action Committee (CAC). Through the neighborhood centers, CAC provides a wide range of emergency assistance, case management, support services, and self-sufficiency development activities to customers. CAC and the AJC agree to establish electronic computer-based links at the neighborhood centers so that customers receiving services at those locations may also access information and services available through the AJC. CSBG staff may be assigned to the AJC on an itinerant basis to recruit customers for CSBG services.

TICKET TO WORK

Ticket to Work programming provides assistance to individuals receiving Social Security Disability, but who are interested in entering employment. Including Ticket to Work staff in the American Job Center enables the AJC to function as an "Employment Network" for individuals with disabilities. A Disability Resource Coordinator is located in the American Job Center Monday – Friday to assist individuals in learning more about the Ticket to Work Program, registering for the program (as appropriate), and receiving or linking with a variety of services including training, job referrals, and other employment supports. Individuals with disabilities not eligible for Ticket to Work may also be referred to other community services. Ticket to Work staff coordinate referrals with other AJC partner staff, particularly Vocational Rehabilitation, WIOA Title I, and Veterans services

TCSEPP

TCSEPP supports non-custodial parents who live in Knox, Cocke, Grainger, Jefferson or Sevier County and are interested in finding and maintaining employment and developing strong relationships with their children. Coordinators provide intensive assistance in finding and maintaining employment as well as individual and intensive case management to non-custodial parents. The program works with local agencies to help individuals overcome barriers in their lives. TCSEPP coordinators assess participants and refer them to appropriate services in the community, connecting them to needed resources.

Knoxville Area Urban League

The Knoxville Area Urban League agrees to coordinate service delivery with the AJC and to engage in an agreement with the AJC to provide workforce services to eligible customers through a system of mutual referral.

SCSEP

ETLWDA AJCs routinely conduct workshops in conjunction with SCSEP partners to assist their older adult participants in re-engaging in the labor force. Services are provided at the Comprehensive AJCs to assist older adult customers, and referrals are made for these customer served in Affiliate AJCs.

DHS/TANF

East Tennessee State CCO contracts with TN DHS to provide employment services to TANF recipients with a work requirement. Services provided include case management; career exploration/pathways; Jobs4TN signup; Keytrain™ and job search help; education exploration/goal setting assistance; referrals to the AJC for assessment, enrollment, and job assistance; support services (uniforms, tools, car repairs, help with testing fees, etc.); incentives for meeting employment and educational milestones. Services are provided at select affiliate and/or comprehensive AJCs.

Second Chance:

No local partner affiliated with the AJC

HUD Employment and Training

Knoxville's Community Development Corporation (KCDC) agrees to coordinate service delivery with the AJC and to engage in an arrangement with the AJC to provide services to eligible customers through a system of mutual referral. Services will be provided by KCDC through its Career Investment Academy.

Job Corps

Job Corps contractor Alutiiqu and ETLWDA will develop and implement co-enrollment procedures so that Job Corps and other programs can share credit for outcomes of co-enrolled participants. The local Job Corps representative will be co-located at the Knox County Comprehensive AJC, will serve on a functionally-aligned team, and will participate in cross-training skill building activities. The AJC will permit Job Corps-related materials to be dispersed to all partners, tenants, and eligible youth where appropriate. Job Corps will be listed on the menu of services and tenants service directory where appropriate. Job Corps will participate in joint outreach, open houses, recruitment campaigns, and other efforts to service the community where appropriate.

YouthBuild:

Knoxville Leadership Foundation actively works with career service providers in the Knox County American Job Center through referral of YouthBuild clients to the American Job Center for basic career services.

Perkins/Post-Secondary CTE

Pellissippi State Technical and Community College, Walters State Community College, and Roane State Community College will refer participants to appropriate services and activities provided by partner agencies at AJCs in the ETLWDA service delivery area. These post-secondary education institutions will also receive referrals from the AJC partners for customer desiring any of the range of post-secondary vocational and academic services offered.

TCAT/TN Reconnect

TCAT campuses in Harriman, Jacksboro, Knoxville, Morristown, and Oneida will refer participants to appropriate services and activities provided by partner agencies at ETLWDA AJCs. TCAT campuses will also receive referrals from the AJC partners for customers desiring any of the range of post-secondary vocational and academic services offered by TCAT. TCAT Oneida will provide space for an affiliate AJC site in Scott County.

ATTACHMENT I.7: PROCUREMENT OF ONE-STOP OPERATOR

A One-Stop operator for the ETLWDA is Mid Cumberland Human Resource Agency with headquarters at 1101 Kermit Lane, Ste. 300 Suite 300 Nashville, Tennessee 37217

Comments: The ETLWDB conducted a competitive procurement process for selection of the One-Stop Operator. A Request for Proposal dated 24 August 2018 was disseminated to interested parties; four entities submitted One-Stop Operator bids. A panel of WIOA practitioners read and rated each Request for Proposal. Mid Cumberland HRA received the highest score by the panel and was chosen as the One-Stop Operator at the 18 September 2018, meeting of the East Tennessee Local Workforce Development Board. The Board extended contracts with Mid Cumberland for program year 2019-2020.

The role of the One-Stop Operator in the American Job Centers is defined through guidance provided in WIOA Workforce Services Regional and Local Planning Policy as follows in **bold print**. In accordance with TDLWD guidance, the LWDB for ETLWDA has provided additional information to "clearly articulate the role of the One-Stop Operator" for the ETLWDA.

A. **Oversee management of One-Stop Centers and service delivery**

The One-Stop Operator, under contract with the LWDB and in coordination with the AJC Partner Leadership, will oversee the day-to-day management and delivery of service in the comprehensive centers within ETLWDA. Responsibilities include:

- overseeing One-Stop property, including building(s) and equipment, and reporting any maintenance or other issues to the owner/lessor, as appropriate;
- facilitating appropriate changes and/or maintenance to assure the One-Stop property presents a professional atmosphere for job seeker, employer and partner customers and is conducive to AJC activities;
- observing and addressing any concerns to assure the staff present as professional, including, but not limited to appearance, conduct and service to customers;
- working with team leads to provide "functional" direction/supervision of AJC partner staff located in the center, including:
 - working with direct supervisors/team leaders to schedule staff to assure appropriate coverage of customer service needs during regular, holiday and/or extended hours, as needed,
 - implementing work schedules for "shared" responsibilities (customer flow, general workshops, etc.) that are fair and equitable to all AJC partner staff,
 - providing leadership and guidance to encourage AJC partner staff to function as a team,
 - ensuring that all required services as mandated by state and federal laws are being provided at or through the Center;
- coordinating with Partner Leadership to ensure good standing of AJC Certification status as directed by the LWDB Director;
- coordinating services with the LWDB's affiliate centers and/or identified access points to assure that partners are apprised of comprehensive center services for referral of customers;
- ensuring that all services are being provided in a manner consistent with local, regional, or state plans created and/or certified by the LWDB; and
- ensuring meaningful access to all customers by incorporating the principles of universal and human-centered design, for example: flexible space usage; the use of pictorial, written, verbal, and tactile modes to present information for customers with disabilities and English language learners; and providing

recommendations to the LWDB for necessary accommodations and adequate space for the use of assistive devices and adaptive technologies.

B. Evaluate performance (as indicated in the Incentives and Sanctions Policy) and implement required actions to meet performance standards – This does not include performance negotiations, as this is specifically a local board requirement

The One-Stop Operator will evaluate performance of comprehensive center(s) by:

- maintaining a working knowledge of WIOA Performance Measures for all AJC partners, including how they correlate for overall performance of local and regional goals;
- exhibiting a working knowledge of the state data tracking system, Virtual One Stop (VOS), to record data and extract reports as needed;
- preparing and analyzing reports related to One-Stop services for the LWDB, including but not limited to
 - overall Traffic counts via VOS Greeter
 - customer sign-in to specific partners via VOS Greeter
 - registrations of Job Seekers via VOS; and
- tracking and reporting on One-Stop performance standards that may be established by the LWDB.

C. Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff)

The One-Stop Operator will develop and initiate LWDB-approved evaluation processes to determine customer experiences in the comprehensive center. Evaluation methods may include on-site as well as on-line designs, must maintain confidentiality, and be timely to the customer experience. The LWDB Director will utilize results of on-going evaluations to assess services of the One-Stop Operator. The One-Stop Operator will share results with the AJC partners to celebrate successes and address opportunities for improvement.

D. Ensure coordination of partner programs

The One-Stop Operator will be responsible for the coordination of core and required partners, both on-site and off-site, for the comprehensive center, including, but not limited to the following activities:

- maintaining and updating a digital and hard copy listing of all partner programs, including a brief description of service and contact information to assure that all staff in the AJC have up-to-date information for referral of customers;
- reporting changes in Memorandums of Understanding and Resource Sharing Agreements to the LWDB Director to assure agreements remain up-to-date;
- scheduling and reporting on monthly meetings of on-site partner consortium;
- scheduling and reporting on meetings and events involving off-site partners; and
- establishing a system to maintain and update information, such as AJC policies, procedures, updates, schedules, etc. for access by all partners.

E. Act as liaison with the LWDB and One-Stop Center

The One-Stop Operator will serve as liaison between the LWDB Chair and AJC partners of the comprehensive center, including assisting with regular partner meetings, resolving customer service complaints, proposing promising practices and disseminating general communication of policy and procedures.

F. Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.)

The One-Stop Operator will meet common operational needs of the comprehensive center by:

- developing and implementing training manuals and instructional activities to promote excellence in customer service and other AJC related topics such as safety, evacuation planning, emergency procedures, etc.;

- providing technical assistance to staff and partner agencies to understand the vision, mission, goals and objectives of the AJC; and
- coordinating with the AJC Partner Leadership to provide cross-training of AJC staff, as appropriate, to increase staff capacity, expertise, and efficiency.

G. Oversee full implementation and usage of all State systems by all local areas

The One-Stop Operator will provide oversight of full implementation and usage of State systems in the comprehensive center(s) by:

- working with all AJC partner staff (new & existing) to determine system access and skill levels,
- expediting requests for access and/or training with the State to assure a seamless system of reporting for the AJC, and
- providing technical assistance to AJC partner staff in usage of State systems.

H. Design the integration of systems and coordination of services for the site and partners

The One-Stop Operator will coordinate with AJC Partner Leadership in the comprehensive center to design an integrated system that provides seamless coordination of services by:

- establishing local workgroups to gather front-line experience and coordinate with AJC Partner Leadership to develop integrated customer flow and coordination of services;
- developing plan to be submitted to LWDB Director to assure all AJC partners are contributing to the center, both financially as well as through resources and staff time; and
- coordinating with AJC Partner Leadership to ensure service integration focuses on serving all customers seamlessly, including any targeted populations as deemed by the LWDB, by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope and requirements of each partner program.

I. Manage fiscal responsibility for the system or site

The One-Stop Operator will maintain fiscal responsibility and accountability for applicable LWDB approved contract/budget for management of the comprehensive center. This will include assisting the LWDB Fiscal Agent in administering the Resource Sharing/Infrastructure Funding Agreement between partners for the comprehensive centers. Responsibilities will include gathering and updating data (square footage, full-time equivalents, traffic counts, etc.) to allocate expenses on a fair and equitable basis to all partners.

The One-Stop Operator may also recommend purchases/services to the LWDB Director and AJC Partners for necessary increases in the Resource Sharing/Infrastructure Funding Agreement. Examples of the types of purchases/services would be replacement equipment, furniture for additional staff, and other shared expenses such as advertising, supplies, etc. that will impact the RSA/IFA.

J. Plan and report responsibilities

The One-Stop Operator will develop adequate staffing plans for the comprehensive center and report responsibilities to LWDB Executive Director and AJC partner staff leadership for approval. Staffing plans will assure that customer service needs are met and include the flexibility to shift staff when necessary to meet demand. Staffing plans may include shared responsibilities including workshops, welcome function, assessments, etc. and should be equitable based on program benefit. Staffing plans should include contingency plans for when staff must be out due to sickness, vacation, scheduled training, etc.

K. Write and maintain business plan

The One-Stop Operator will write and maintain an annual Business Plan for the management of the comprehensive center that supports the local LWDB Plan and Regional Plan. The Business Plan may include an Executive Summary, Business Description, Products and Services, Marketing and Outreach, Operations, Management Team, Development, and Financial components.

L. Market One-Stop Career Center services

The One-Stop Operator will market the AJC comprehensive center(s) services by:

- coordinating with the LWDB Director and all partners to assure appropriate logos and messaging are included on any marketing materials or presentations; and
- evaluate branding throughout the Center and any Affiliates or Access Points to ensure consistency and adherence to all federal, state and local mandates.

M. Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the state system

The One-Stop Operator will facilitate the sharing and maintenance of data in the comprehensive center, including but not limited to State systems by:

- coordinating with LWDB Director and AJC Partners Leadership to determine applicable policies/procedures for data sharing and maintenance of Personally Identifiable Information (PII);
- establishing LWDB-approved data sharing agreements between AJC internal and external partners to streamline customer service;
- training AJC staff on sharing and maintenance of data protocols, including PII and confidentiality; and
- monitoring compliance with LWDB data sharing policies/procedures and Operator agreements to determine compliance and reporting any discrepancies to the LWDB Director.

N. Integration of available services and coordination of programs for the site with all partners

The One-Stop Operator will coordinate with AJC Partner Leadership to ensure integration of available services and coordination of programs for all partners, internal and external, of the comprehensive center including, but not limited to:

- designing and implementing a multi-partner orientation for customers;
- developing multi-partner materials to provide a comprehensive overview of all available services;
- developing workshop and other informational offerings to be delivered by AJC partner staff or other entities; and
- providing technical assistance and cross training for AJC partner staff to assure customers receive a seamless, positive experience when accessing services.

ATTACHMENT I.8: REFERRAL PROCESS

Title I:

Comments:

Staff primarily refers customers through verbal warm handoffs to AJC co-located partners Title II, Title III, SNAP, TANF, and Job Corps. When verbal handoffs are not feasible, electronic handoffs are used.

Title II

Title II staff consistently make referrals to staff representing Title I, III, IV, SNAP, Job Corps, and other AJC partner agencies and local community-based organizations. These warm handoffs are performed either verbally or electronically in most instances. Follow-up to other referrals are handled on a case-by-case basis.

Title III

Wagner-Peyser staff consistently make referrals to Titles I, II, and IV, Job Corps, other AJC partner agencies and local community-based organizations. These are performed either verbally or electronically in most instances. Paper referrals are utilized for SNAP participants. Follow up to other referrals are handled on a case-by-case basis.

Title IV

The Vocational Rehabilitation Program (VR) may make referrals to an available partner program to meet the rehabilitation needs of eligible individuals. For co-located staff or VR offices, the referral method will meet the AJC partner standard. The local service matrix illustrates the collaboration between VR and the partners to ensure the best use of resources in providing services to customers. VR tracks referrals using specific referral codes and an electronic case management system.

UI

Customers wishing to file unemployment claims are provided access to computers with Jobs4TN.gov access and AJC staff are available to 1) assist individuals accessing the application website, 2) provide navigation instruction, 3) provide directions on how to file a ZenDesk ticket, and 4) answer questions about the Zopim Chat Line. AJC partner staff are cross trained to provide meaningful assistance for UI. This includes assisting customers using Jobs4TN.gov to complete claims, weekly certifications, and utilize the live chat feature. Fax machines are also available at the AJC to allow customers to submit needed information to the TDLWD state offices.

Job Counseling, Training, and Placement Services for Veterans

A veterans' checklist is completed by veterans who visit the AJC for services. If significant barriers to employment are identified, referrals are made by other AJC staff to the disabled veterans outreach specialist. The DVOS staff perform case management that requires special tracking of participants.

Trade Readjustment Assistance

Emails are transmitted from the local Wagner-Peyser staff to central office staff in Nashville. No official referral form is utilized.

Trade Adjustment Assistance

The vast majority of individuals find out about TAA opportunities during Rapid Response meetings conducted at the employer locations. Eligible participants are encouraged to visit the AJC to obtain more information about jobs and training opportunities. If the customer decides to pursue training, the Wagner-Peyser career specialist completes a TABE referral form to transmit to the local Title I staff. This is the only referral form utilized during the process. Other referrals are handled verbally between functionally aligned staff. Wagner Peyser career specialist share information with Title I staff as necessary.

Migrant & Seasonal Farmworkers

All customers contacted are screened for services that they may be eligible to receive. Any partner services that may be needed result in a referral and an effort made to determine if the customer qualifies and is eligible to receive services from the AJC.

National Farmworker Jobs Program

All customers contacted are screened for services that they may be eligible to receive. Any partner services that may be needed result in a referral and an effort made to determine if the customer qualifies and is eligible to receive services from the Tennessee Opportunity Program.

CSBG

All partner agency staff are cross trained to collaborate with Knoxville-Knox County Community Action Committee for the purposes of receiving and referring CSBG clients.

Ticket To Work

A Ticket To Work representative is located within the Knox County AJC and participates in partner referrals within this comprehensive AJC.

TSCEPP

Coordinators rotate between the AJCS in Knox, Hamblen, and Sevier County and participate in partner referrals and share resources/information within the AJC network of the East Local Workforce Development Area.

Knoxville Area Urban League

The Knoxville Area Urban League actively works with career service providers in the Knox County American Job Center to coordinate referrals to the Center for basic and intensive career services while also offering training as an eligible training provider to eligible WIOA Title I customers.

SCSEP

SCSEP provides referrals to all partners within the AJC. Referrals are done by phone or email. Emails are used to track referrals with follow-up by telephone.

DHS/TANF

ETSU refers TANF recipients to the respective AJCs primarily via email. In addition and where/when possible, a phone call is also made to promote a warm hand off of the client to the AJC. Follow up with documentation in ACCENT is conducted through personal contact with the AJC partner. Co-enrollment of TANF customers is a primary goal of the AJC partners.

HUD Employment and Training Activities

Knoxville's Community Development Corporation (KCDC) agrees to coordinate service delivery with the Knox County AJC and to engage in arrangements with the Knox County AJC to provide services to eligible customers through a system of mutual referrals. Workforce development services will be provided by KCDC through its Career Investment Academy.

Perkins/Post-Secondary CTE

Pellissippi State Technical and Community College, Walters State Community College, and Roane State Community College will refer participants to appropriate services and activities provided by partner agencies at AJCs in the ETLWDA service delivery area. These post-secondary education institutions will also receive referrals from the AJC partners for customer desiring any of the range of post-secondary vocational and academic services.

Job Corps

A Job Corp representative is located within the Knox County AJC and participates in partner referrals within this Comprehensive AJC.

YouthBuild

Knoxville Leadership Foundation actively works with career service providers in the Knox County American Job Center through referral of YouthBuild clients to the American Job Center for basic career services.

TCAT/Tennessee Reconnect

TCAT campuses in Harriman, Jacksboro, Knoxville, Oneida, and Morristown will refer customers to appropriate services and activities provided by the AJC. Specific referral procedures to partner programs in the AJC will be coordinated between management and staff to offer the most effective method to provide seamless services to customers. Referrals to partner agencies not co-located within the AJC may be accomplished by placing a telephone call to the agency, scheduling an appointment for customers, and/or providing the customer with introduction information.

ATTACHMENT I.9: PHYSICAL ACCESSIBILITY

Comments: ETLWDA AJCs will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoors and outdoors. Services will be available in a convenient, high-traffic, and accessible location, taking into account reasonable distance from public transportation and adequate, compliant parking—including the appropriate number of clearly marked parking spaces for individuals with disabilities. Indoor space will be designed and maintained in an equal and meaningful manner providing access for individuals with disabilities. The ADA Accessibility Review of all AJC offices has been conducted and is on file.

All signatories to this Memorandum of Understanding agree that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act §188, Americans with Disabilities Act of 1990 and its amendments, Nontraditional Employment for Women Act of 1991, Civil Rights of 1965 Title VI and VII, Rehabilitation Act of 1973 Section 504, Age Discrimination Act of 1967, Education Amendments of 1972 Title IX, and all other regulations implementing the aforementioned laws. Partners agree that they will not discriminate in employment practices or services on the basis of gender, gender identity or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

ATTACHMENT I.10: PROGRAMMATIC ACCESSIBILITY

Comments: The mobile coaches based in ETLWDA AJC are programmatically accessible.

ETLWDA convenes meeting with stakeholder partners for the purpose of linking community workforce development service providers to each other and to the American Job Center. Small group meetings of one or more service providers and partner(s) promote outreach efforts that serve clients with barriers to employment. Larger group meetings of all service providers and partners allow ETLWDA AJC staff to update its compendium of programmatic services and its listing of local service providers as well as linking community stakeholders to each other and to the American Job Center.

The development of stakeholder groups has been integral in framing strategic solutions to serving targeted populations. Stakeholder groups comprised of representatives of re-entry, immigrant and refugee, disability, and youth communities are convened to enable partners and community workforce development service providers to work with one another to provide feedback on service strategies that can be utilized to increase the AJC's effectiveness in serving the respective populations of partners and stakeholders. A representative outcome of these regularly-scheduled meetings include training for court clerk staff on the services provided by the AJC as well as designating AJC staff to attend court related sessions allowing them an opportunity to assist the public. Another example is the development and delivery of a series of workshops formulated to give immigrants and refugees a foundation to expand their job search and explore training opportunities. A third outcome of this effort is the nascent partnership formed among the ETLWDB, the Tennessee Board of Regents, the Tennessee departments of Labor and Workforce Development and Corrections to provide workforce development training for inmates at the Morgan County Correction Facility. Lastly, the Board has provided funding for pre-employment transition services in two E. TN school systems.

Additional outreach strategies include but are not limited to

- AJC monthly calendar distribution to area social services providers
- AJC-branded materials provided at a variety of community events
- Specialized Job Fairs such as *Paychecks for Patriots*
- Providing appropriate workforce development services to individuals engaged in the criminal justice system
- Providing workforce development services to inmates in 16 county jails in ETLWDA.

Workshops offered both at the AJC and off-site locations serve as outreach tools for homeless individuals receiving services from area providers. The Knox County Comprehensive AJC engages in conversations with the Great Schools Partnership to explore options for providing workshops and career service resources to families involved with Community Schools.

Communication between persons with disabilities and AJC staff is assessed on an individualized basis. An existing partnership is in place with Knoxville Center for the Deaf for sign language and interpretive services for individuals fluent in American Sign Language (ASL) during job readiness training events. For persons with hearing impairments not fluent in ASL, most material is available in other formats. A nonverbal person has access to computers in the Resource Room that produces text or speech to assist in the communication between the customer and staff. Resource Rooms have designated computers that are equipped with a large computer monitor, trackball mouse, and adaptive keyboard to allow customers to access the Jobs4TN website and other work related websites. Resource Room staff have been trained on the assistive aids and possesses skills to assist the customer with job search and placement.

For individuals participating in the WIOA training programs, services to evaluate the need for job and training accommodation is provided by the East Tennessee Technology Access Center (ETTAC). The AJC has partners with ETTAC to help individuals successfully complete their training program of choice. ETTAC also provides evaluation of accommodation needs for persons with disabilities looking to join the workforce.

The Knox County AJC's involvement in the Knoxville Area Employment Consortium (KAEC), a collaborative of non-profit organizations committed to improving employment outcomes for persons with disabilities, has evolved into much more than simply an agency resource. Knox County AJC staff are active participants of the committee assisting in the planning of community conversations, Disability Mentoring Day, and other events to bring awareness to the untapped labor force in

the disability community. The point of contact for KAEC is also a valuable member of the ETLWDA Business Service Team and contributes a wealth of knowledge and many years of experience working with employers in the community facilitating job placements and advocating for individuals with disabilities.

ATTACHMENT I.11: DATA SHARING AND COLLECTION

Comments: WIOA Titles I, II, and III AJC partners in the ETOLWDA workforce services delivery system commit to using the VOS platform to storing, sorting, and retrieving business and job seeker customer information. Title IV and other AJC partners use customer management platforms designed to their specific needs.

The Welcome Team members in the AJC Resource Room will coordinate Jobs4TN registration for job seekers. The Business Services Team will coordinate Jobs4TN registration for business customers.

All partners to the MOU expressly agree to abide by all applicable federal, state, and local laws regarding confidential information and to adhere to the same standards of confidentiality as State employees-including, but not limited to:

1. 29 USC 2935(a)(4)-as amended by WIOA - Reports, Recordkeeping, Investigation.
2. 29 U.S.C. 2871(f)(3)-as amended by WIOA - regarding complying with confidentiality.
3. 20 CFR Part 603 – Safeguards and security requirements regarding disclosed information under Unemployment Compensation.
4. 42 U.S.C.A. 503-regarding state laws governing UI operations.
5. 20 U.S.C.A. 123g-regarding family educational and privacy rights.
6. 20 CFR 617.57(b)-regarding disclosure of information under the Trade Act.
7. 29 U.S.C.A. 491-2(a)(2)-as amended under WIOA – regarding information to be confidential under the Wagner Peyser Act
8. The Privacy Act (5 USC 552a).
9. The Family Educational and Privacy Rights Act (20 USC 1232g)
10. 34 CFR 361.38 Protection, use and release of personal information of Vocational Rehabilitation Services participants.
11. HIPAA: 45 CFR 164.500-164.534.
12. 2 CFR 200.303 regarding reasonable measures to safeguard protected personally identifiable information.

Each partner stipulates that the collection and use of any information, systems, or records that contain personally identifiable information should be limited to purposes that support the programs and activities described in this MOU as part of the American Job Center service delivery system.

Each partner stipulates that access to software systems and files under its control containing personally identifiable information should be limited to authorized staff members who are not only assigned responsibilities in support of the services and activities provided as part of the American Job Center service delivery system but also who must have access the information in order to perform those responsibilities. Each partner agrees, to the extent that it is able, to take reasonable measures that no personally identifiable information is accessible by unauthorized individuals.

Each partner will maintain a current list of staff members who are authorized to access personally identifiable information and will identify the types of data and data sources that the authorized staff members will access.

ATTACHMENT I.12: COST SHARING OF SERVICES

Comments: AJC partners are required to share infrastructure costs of operating the American Job Center service delivery system. Utilities and janitorial expenses are based on square footage utilized. Rent, copier rental, maintenance, repairs, services, and third party expenses are based on headcount/full time equivalency. Quarterly meetings of the partners are held to determine if any of the expenses of operation or contributory triggers listed above have changed. This MOU may be revised, at any time during its duration, upon agreement by signature of all partners.

ATTACHMENT I.13: DURATION/AMENDMENT/APPEAL PROCEDURES

Comments: This MOU will be in effect from 1 July 2020 through 30 June 2021.

MOU Termination: This MOU will remain in effect until the end date specified above unless

- all partners mutually agree to terminate the Memorandum of Understanding,
- funding cuts by one or more federal programs are so substantial that American Job Center operations cannot continue as specified herein and a new MOU must be negotiated,
- WIOA regulations or statute is repealed, and/or
- local area designations are changed

Partner Separation: WIOA Section 121(c) mandates the execution of this MOU between the LWDB and AJC partners. However, any single partner may terminate its participation as a partner to this MOU upon thirty (30) days written notice to the LWDB. In such an event, the LWDB shall provide written notice to the One-Stop Operator and all remaining partners and shall subsequently amend this MOU. The termination of one or more partner's participation as a partner will not result in a termination of this MOU unless the number or contribution of the terminating partner(s) is so substantial that it necessitates the negotiation of a new MOU.

Effect of Termination: Per WIOA Section 121, any partner that terminates its role as a partner to this MOU is no longer eligible to participate as a partner in the American Job Center system and will not be permitted to serve on the LWDB as an American Job Center partner representative.

Partner Disqualification: An entity identified as a core or required partner at the time of execution of this MOU that subsequently loses federal funding or the authority to administer the federal program in ETLWDA and therefore no longer qualifies as a required partner under WIOA Section 121(b)(1) must send written notice of the change in status to the LWDB as soon as possible. In such an event, a formal amendment to this MOU will be required. The entity may continue as an additional partner if mutually agreed by the LWDB, CEO, and the remaining partners.

Amendment: This MOU may be amended upon mutual agreement of all partners that is not inconsistent with federal, state, or local laws, regulations, rules, plans, or policies or for one or more of the following reasons:

1. The addition or removal of a partner to this MOU
2. A change to the IFA affecting partners who contribute monetarily or by in-kind contributions
3. Removal or addition of program responsibilities for any partner that administers more than one federal program
4. An extension of the effective ending date
5. A change in the American Job Center administrative entity or fiscal agent or a change in the physical location of an American Job Center
6. A change in the services, service delivery methods currently utilized, referral methods, methods to determine fair share, or methods to allocate costs

All partners agree that amendments related to the reasons listed immediately above require authorized signatures from all AJC partners to this MOU. All amendments will involve the following process:

1. The partner seeking an amendment will submit a written request to the LWDB that includes
 - a) the requesting partner's name,
 - b) the reason(s) for the amendment request,
 - c) each section of this MOU that will require revision,
 - d) the desired date for the amendment to be effective, and
 - e) the signature of an authorized representative of the requesting partner.

2. If the request is approved, the LWDB shall notify the remaining partners of the intent to amend and will provide each remaining partners thirty (30) days from the date of the notice (unless another timeframe is specified in the notice) to review the anticipated changes and to submit a response to LWDB. Failure by a partner to respond within the prescribed timeframe will be deemed that partner approval of the proposed changes.
3. In the event that a remaining partner has questions and/or concerns regarding the proposed amendment, the partner must list its questions and/or concerns in writing and submit the list to the LWDB within the specified timeframe.
4. The LWDB will review the listed questions/concerns and will issue a response within fifteen (15) days of receipt of the list. If the LWDB deems it necessary, the listed questions/concerns will be sent to all other partners and/or a meeting with all partners will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.
5. The final, approved amendment draft will be signed by authorized representatives of the affected partners, then submitted to LWDB for the final signature.
6. LWDB will distribute copies of the fully executed amendment to all partners.

This writing constitutes the entire agreement among the partners with respect to each partner role and responsibility in the ETLWDA American Job Center service delivery system. All partners agree that any amendments to any applicable laws or regulations cited herein will result in the correlative modification of this MOU without necessitating a formal, written amendment.

All partners agree to communicate details of the amendment to their respective staff members whose responsibilities may be impacted by changes and further agree to ensure that their respective staff members are referencing or utilizing the most current version of the MOU and attachments in the performance of responsibilities under this MOU.

Amendments that will require the signatures of all partners must be executed no later than ninety (90) days prior to the end of the MOU period. Amendments that require only the signatures of the LWDB, the CLEO, and the affected partners must be executed no later than 45 days from the end of the current State Fiscal Year.

Dispute Resolution: For purposes of this MOU and for American Job Center-related issues, each partner expressly agrees to participate in good faith negotiations to reach a consensus. However, should a dispute arise among any partners to this MOU in negotiations to amend or renew this MOU or in matters pertinent to local American Job Center operations or activities not addressed in this MOU, all partners agree to utilize the process cited below.

The Commissioners or designee of applicable state agencies will designate an individual to negotiate and resolve any impasses involving state-level partners. All partners agree to enlist the following process for the resolution of disputes:

In the event that all reasonable attempts to resolve the impasse at the local level are unsuccessful, the LWDB will report the impasse to Tennessee Department of Labor and Workforce Development (TDLWD) as the MOU oversight agency, which will intervene with the partners to help resolve the disputed issue(s).

The Partners intend for this MOU to be binding. If reasonable attempts by the TDLWD to help resolve any impasse are unsuccessful, any Partner may seek any remedy available to it at law. The Partners recognize that only the Attorney General may agree to a legally binding resolution or settlement on behalf of the State of Tennessee or any of its agencies or institutions.

ATTACHMENT I.14: RENEWAL PROVISIONS

Comments: Pursuant to WIOA Section 121, this MOU shall be reviewed annually to assure appropriate funding and delivery of services.

The Chief Local Elected Official (CLEO), in consultation with the LWDB Chair, will determine the schedule for renewing this MOU after consideration of circumstances, some of which may now not be known or foreseen.

A discussion of events and actions that may lead to the generation of a new MOU within the three year period is found in Attachment 1.13 Duration/Amendment/Appeal Procedures.

ATTACHMENT I.18: NON-DISCRIMINATION & EQUAL OPPORTUNITY

Comments: Partners shall be an AA/EEO employer that does not unlawfully discriminate, harass, or allow harassment against any employee, applicant for employment, or AJC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations. Each partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

The AJC partners commit to promoting capacity building and professional development for staff in order to increase awareness and understanding of serving individuals with barriers to employment and individuals with disabilities.

ATTACHMENT I.19: PRIORITY OF SERVICE

Comments: Section 134(c)(3)(E) of WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, the American Job Center staff responsible for these funds must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skill deficient in the provision of individualized career services.

The ETLWDB has adopted a priority of service for individuals served in the ETLWDA based on WIOA requirements as seen below. All AJC partners agree to follow the priority of service guidelines.

1st Priority – Covered persons (veterans and eligible spouses) who are:

- a) low income [as defined by WIOA Sec. 3(36)], or
- b) recipients of public assistance, or
- c) basic skills deficient.

2nd Priority - Individuals (non-covered persons) who are:

- a) low income [as defined by WIOA Sec. 3(36)], or
- b) recipients of public assistance, or
- c) basic skills deficient.

3rd Priority - Veterans and eligible spouses who are not

- a) low income, and
- b) recipients of public assistance, and
- c) basic skills deficient.

4th Priority - Individuals (non-covered persons) who do not meet the above priorities but who:

- a) have unmet financial need to complete training or enter employment
 - I. includes unmet financial need as indicated by an approved training institution
 - II. or other demonstrated unmet need
- b) are underemployed as defined in TEGL 3-15
 - I. Individuals employed less than full-time who are seeking full-time employment;
 - II. Individuals employed in a position that is inadequate with respect to their skills and training;
 - III. Individuals who are employed and meet the definition of a low income individual in WIOA sec. 3(36); and
 - IV. Individuals who are employed but whose current job's earnings are not sufficient compared to their previous job's earnings from their previous employment, per State and/or local policy
- c) Individuals with barriers to employment as identified in 20 CFR 680.320 including the following:
 - I. Displaced homemakers
 - II. Low-income individuals
 - III. Indians, Alaska Natives, and Native Hawaiians
 - IV. Individuals with disabilities
 - V. Older individuals, i.e. aged 55 and over
 - VI. Ex-offenders
 - VII. Homeless Individuals
 - VIII. Youth who are in or have aged out of the foster care system
 - IX. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
 - X. Eligible migrant and seasonal farm workers, defined in WIOA sec 167(i)
 - XI. Individuals within 2 years of exhausting lifetime eligibility under TANF (part A of title IV of the Social Security Act)

ATTACHMENT I.20: AUTHORITY AND SIGNATURES

Let it be known that all signatories to this MOU are duly recognized agents of the partnering agency and are authorized to sign this MOU thereby committing the agency to the provisions contained here within.

WIOA TITLE IB—ADULT, DISLOCATED WORKER, YOUTH


SIGNATURE

Mr. Gary Holiway

PRINTED NAME

Executive Director

TITLE

DATE

2/20/2020

East Tennessee Human Resource Agency
ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE IB
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

WIOA TITLE II—ADULT EDUCATION & FAMILY LITERACY

SIGNATURE

Kelli Chaney

PRINTED NAME

President

TITLE

DATE

TCAT Knoxville

ORGANIZATION

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE II IF DIFFERENT THAN THE SIGNATORY ABOVE

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

WIOA TITLE III—EMPLOYMENT PROGRAMS UNDER WAGNER-PEYSER



SIGNATURE

Tanika Walthall

PRINTED NAME

Regional Director

TITLE

2/20/2020

DATE

Tennessee Department of Labor and Workforce Development

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE III
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

TRADE READJUSTMENT ALLOWANCE (TRA)

Tanika Walthall
SIGNATURE

Tanika Walthall

PRINTED NAME

Regional Director

TITLE

2/20/2020
DATE

Tennessee Department of Labor and Workforce Development
ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TRA
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

TRADE ADJUSTMENT ASSISTANCE (TAA)

Tanika Walthall
SIGNATURE

Tanika Walthall

PRINTED NAME

Regional Director
TITLE

2/20/2020
DATE

Tennessee Department of Labor and Workforce Development
ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TRADE ADJUSTMENT ASSISTANCE
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

JOB COUNSELING, TRAINING, AND PLACEMENT SERVICES FOR VETERANS


SIGNATURE

Tanika Walthall

PRINTED NAME

Regional Director

TITLE

2/20/2020
DATE

Tennessee Department of Labor and Workforce Development

ORGANIZATION

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR JOB COUNSELING, TRAINING, AND
PLACEMENT SERVICES FOR VETERANS IF DIFFERENT THAN THE SIGNATORY ABOVE

SIGNATURE

PRINTED NAME

TITLE

1 July 2019

DATE

ORGANIZATION

MIGRANT AND SEASONAL FARMWORKER PROGRAM

Cheryl Lewis
SIGNATURE

Cheryl Lewis

PRINTED NAME

Career Manager
TITLE

3/2/2020
DATE

Tennessee Opportunities Program
ORGANIZATION

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR MIGRANT AND SEASONAL FARMWORKER PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE

Leecia F. Walker
SIGNATURE

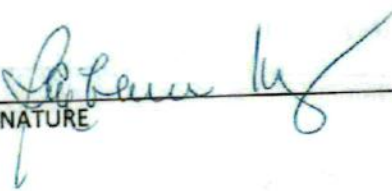
Leecia F. Walker
PRINTED NAME

Executive Director
TITLE

1 July 2019/ Feb 14, 2020
DATE

Tennessee Opportunity Programs
ORGANIZATION

COMMUNITY SERVICES BLOCK GRANT PROGRAM

 _____ SIGNATURE	Barbara Kelly _____ PRINTED NAME
Executive Director _____ TITLE	2-18-2020 _____ DATE
Knoxville-Knox County Community Action Committee _____ ORGANIZATION	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR CSBG PROGRAM
IF DIFFERENT THAN THE SIGNATORY ABOVE

_____ SIGNATURE	_____ PRINTED NAME
_____ TITLE	_____ DATE
_____ ORGANIZATION	

SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM

SIGNATURE

Barbara Kelly

PRINTED NAME

Executive Director

DATE _____

Knoxville-Knox County Community Action Committee

ORGANIZATION

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SCSEP PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE

SIGNATURE

PRINTED NAME

TITLE

DATE _____

ORGANIZATION

SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM


SIGNATURE

Gary Holiway

PRINTED NAME

Executive Director

TITLE

DATE

2/20/2020

East Tennessee Human Resource Agency

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SCSEP PROGRAM
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

LOCAL WORKFORCE DEVELOPMENT BOARD CHAIR

Martha Axford

SIGNATURE

Martha Axford

PRINTED NAME

Chair

TITLE

June 8, 2020

DATE

East Tennessee Local Workforce Development Board

ORGANIZATION

CHIEF LOCAL ELECTED OFFICIAL



SIGNATURE

Terry Frank

PRINTED NAME

County Mayor/Chief Local Elected Official for
ETLWDA

TITLE

DATE

6/9/2020

Anderson County, Tennessee

ORGANIZATION

JOBS FOR VETERANS STATE GRANTS

Tanika Walthall

SIGNATURE

Tanika Walthall

PRINTED NAME

Regional Director

TITLE

2/20/2020

DATE

Tennessee Department of Labor and Workforce Development

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR PERMANENT LABOR CERTIFICATION
FOR FOREIGN WORKERS IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM



SIGNATURE

Tanika Walthall

PRINTED NAME

Regional Director

TITLE

2/20/2020

DATE

Tennessee Department of Labor and Workforce Development

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SUPPLEMENTAL NUTRITION
ASSISTANCE PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

PERMANENT LABOR CERTIFICATION FOR FOREIGN WORKERS

Tanika Walthall

SIGNATURE

Tanika Walthall

PRINTED NAME

Regional Director

TITLE

2/20/2020

DATE

Tennessee Department of Labor and Workforce Development

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR PERMANENT LABOR CERTIFICATION
FOR FOREIGN WORKERS IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

RE-EMPLOYMENT SERVICES & ELIGIBILITY ASSESSMENT


SIGNATURE

Mr. Gary Holiway

PRINTED NAME

Executive Director

TITLE



DATE

East Tennessee Human Resource Agency

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TCSEEP-TN CHILD SUPPORT
EMPLOYMENT & TRAINING PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

YOUTHBUILD


SIGNATURE

Mr. Chris Martin

PRINTED NAME

President

TITLE

DATE

2-17-2020

Knoxville Leadership Foundation

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

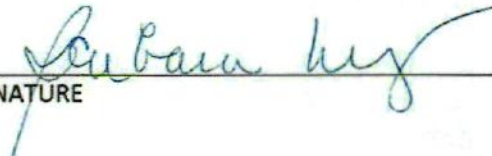
PRINTED NAME

TITLE

DATE

ORGANIZATION

TICKET TO WORK


SIGNATURE

Barbara Kelly

PRINTED NAME

Executive Director

TITLE

DATE

2-18-2020

Knoxville-Knox County Community Action Committee

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR
TICKET TO WORK PROGRAM IF DIFFERENT THAN THE
SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

TENNESSEE COLLEGE OF APPLIED TECHNOLOGY HARRIMAN

Danice Turpin

SIGNATURE

Danice Turpin

PRINTED NAME

President

TITLE

02/25/2020

DATE

TENNESSEE BOARD OF REGENTS—TCAT HARRIMAN

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TCAT HARRIMAN
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

TENNESSEE COLLEGE OF APPLIED TECHNOLOGY KNOXVILLE—TN RECONNECT

Kelli Chaney

SIGNATURE

PRINTED NAME

President

TITLE

DATE

TENNESSEE BOARD OF REGENTS—TCAT KNOXVILLE

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TCAT KNOXVILLE IF DIFFERENT THAN
THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

TENNESSEE COLLEGE OF APPLIED TECHNOLOGY MORRISTOWN



Jerry S. Young

SIGNATURE

PRINTED NAME

President

May 5, 2020

TITLE

DATE

TENNESSEE BOARD OF REGENTS—TCAT MORRISTOWN
ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TCAT MORRISTOWN IF DIFFERENT
THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

TENNESSEE COLLEGE OF APPLIED TECHNOLOGY ONEIDA/HUNTSVILLE—

TN RECONNECT

SIGNATURE

Dwight Murphy

PRINTED NAME

President

2.19.2020

TITLE

DATE

TENNESSEE BOARD OF REGENTS—TCAT ONEIDA/HUNTSVILLE

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TCAT ONEIDA/HUNTSVILLE
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

1 July 2019

TITLE

DATE

ORGANIZATION

TENNESSEE COLLEGE OF APPLIED TECHNOLOGY JACKSBORO


SIGNATURE

Dr. Debbie Petree

PRINTED NAME

President

TITLE

DATE

2/20/2020

TENNESSEE BOARD OF REGENTS—TCAT JACKSBORO

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TCAT JACKSBORO
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

**PERKINS/POST SECONDARY CAREER & TECHNICAL EDUCATION—PELLISSIPPI
STATE TECHNICAL COMMUNITY COLLEGE**

DocuSigned by:
L. Anthony Wise, Jr.
SIGNATURE

Dr. Anthony Wise
PRINTED NAME

President
TITLE

2/19/2020
DATE

Tennessee Board of Regents--Pellissippi State Technical Community College
ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR PELLISSIPPI STATE TECHNICAL
COMMUNITY COLLEGE IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

Walters State Community College
WSCC Contract No. 332.96-20-171N

**PERKINS/POST SECONDARY CAREER & TECHNICAL EDUCATION—WALTERS
STATE COMMUNITY COLLEGE**

Tony Miksa
SIGNATURE

Dr. Tony Miksa
PRINTED NAME

TITLE
President

2/19/2020
DATE

Tennessee Board of Regents—Walters State Community College

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR WALTERS STATE COMMUNITY COLLEGE
IF DIFFERENT THAN THE SIGNATORY ABOVE

SIGNATURE

PRINTED NAME

TITLE

DATE _____

ORGANIZATION

**PERKINS/POST SECONDARY CAREER AND TECHNICAL EDUCATION & TN
RECONNECT—ROANE STATE COMMUNITY COLLEGE**

Dr. Chris Whaley
SIGNATURE

Dr. Chris Whaley
PRINTED NAME

President
TITLE

3/17/20
DATE

Tennessee Board of Regents—Roane State Community College
ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR ROANE STATE COMMUNITY COLLEGE
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

HOUSING AND URBAN DEVELOPMENT EMPLOYMENT AND TRAINING ACTIVITIES

Benjamin M Bentley

Mr. Benjamin M Bentley

SIGNATURE

PRINTED NAME

Executive Director and CEO

February 14 2020

TITLE

DATE

Knoxville's Community Development Corporation

ORGANIZATION

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR HUD E&T PROGRAM
IF DIFFERENT THAN THE SIGNATORY ABOVE**

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

TENNESSEE CHILD SUPPORT EMPLOYMENT & TRAINING PROGRAM

DocuSigned by:

Jean M. Mercer

SIGNATURE

Jean M. Mercer

PRINTED NAME

Assistant Vice Chancellor for Research
Director of Sponsored Programs

TITLE

2/24/2020

DATE

University of Tennessee

ORGANIZATION

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TCSEEP-TN CHILD SUPPORT
EMPLOYMENT & TRAINING PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE

SIGNATURE

PRINTED NAME

TITLE

DATE

ORGANIZATION

BASIC CAREER SERVICES

REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance information on providers of education, training and workforce	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education
Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket To Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES

REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Title II: Adult Education and Family Literacy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES

[illegible]

OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title I (Adult, Dislocated Worker, Youth)	assistive technology, outreach and recruitment in local courts
Title II: Adult Education and Family Literacy	basic skills assessment, HiSET OPT, functional staffing
Title III: Employment Programs under Wagner-Peyser	assistive technology
Title IV: Rehabilitation Services	physical & mental restoration, pre-employment transition services for students w/disabilities, 6 others
Post-secondary Career and Technical Education under Perkins	
Unemployment Insurance	
Job Counseling, Training and Placement Services for Veterans	
Trade Readjustment Allowance (TRA)	
Trade Adjustment Assistance (TAA)	
Migrant and Seasonal Farmworkers	classroom training, on-the-job training, and work experience
National Farmworker Jobs Program	classroom training, on-the-job training, and work experience
Community Services Block Grant (CSBG)	one-on-one counseling and referral to 3 neighborhood centers funded through CSBG funding
Senior Community Services Employment Program (SCSEP)	
TANF	direct support service assistance, transportation assistance, child care assistance
Second Chance	
Housing and Urban Development Employment and Training Activities	
Job Corps	referral to Job Corps network of specialized training centers
YouthBuild	

SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
Title I (Adult, Dislocated Worker, Youth)	See Attachment 1 Section 1.6	Services: WIOA II, III, IV Partner: WIOA II, III, IV	Services: WIOA I Provider: MCHRA	Services: SCSEP Method:
Title II: Adult Education and Family Literacy	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:
Title III: Employment Programs under Wagner-Peyser	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:
Title IV: Rehabilitation Services	See Attachment 1 Section 1.6	Services: VR Counselor Partner:	Services: VR Counselor Provider:	Services: VR Counselor Method:
Post-secondary Career and Technical Education under Perkins	See Attachment 1 Section 1.6	Services: Partner:	Services: client referral, training Provider: TN Board of Regents	Services: Method:
Unemployment Insurance	See Attachment 1 Section 1.6	Services: necessary assistance Partner: WIOA I, III	Services: Provider:	Services: Method:
Job Counseling, Training and Placement Services for Veterans	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:
Trade Readjustment Allowance (TRA)	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:
Trade Adjustment Assistance (TAA)	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:
Migrant and Seasonal Farmworkers	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:
National Farmworker Jobs Program	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:
Community Services Block Grant (CSBG)	See Attachment 1 Section 1.6	Services: Partner:	Services: client referral Provider: Knox CAC	Services: Method:
Senior Community Services Employment Program (SCSEP)	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:

PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
TANF	See Attachment 1 Section 1.6	Services: Partner:	Services: Provider:	Services: Method:
Second Chance	NA	Services: Partner:	Services: Provider:	Services: Method:
Housing and Urban Development Employment and Training Activities	NA	Services: Partner:	Services: Provider:	Services: Method:
Job Corps		Services: Partner:	Services: Provider:	Services: Method:
YouthBuild	NA	Services: Partner:	Services: Provider:	Services: Method:
Ticket to Work	See Attachment 1 Section 1.6	Services: Partner:	Services: client referral Provider: Knoxville CAC	Services: Method:
TN Opportunity Programs	See Attachment 1 Section 1.6	Services: Partner:	Services: client referral Provider: UT Knoxville	Services: Method:
Knoxville Area Urban League	See Attachment 1 Section 1.6	Services: Partner:	Services: client referral Provider: Knoxville Area Urban League	Services: Method:

Attachment III- Individual AJC Budget Template

Entity Name : _____

Date: 3/13/2017

BUDGET INFORMATION

SECTION A - BUDGET SUMMARY

	Overall Budget Total by Cost Category			
	Shared Costs		Non-Shared Costs	(4)
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1. Office (Site) Location	\$	\$	\$	\$ 0

SECTION B - BUDGET CATEGORIES

	Line Item Costs by Cost Category			
	Shared Costs		Non-Shared Costs	Total
	(1)	(2)	(3)	
	Infrastructure Costs	Additional Costs	Direct Costs	
2. Line Item Categories	\$ 0	\$ 0	\$ 0	\$ 0
a. Personnel				0
- Administrative				0
- Program				0
b. Fringe Benefits				0
- Administrative				0
- Program				0
c. Travel				0
d. Equipment				0
e. Supplies				0
f. Contractual				0
g. Other				0
h. Sub-Total (sum of 2a-2g)	0	0	0	0
i. Indirect Charges	0	0	0	0
j. TOTALS (sum of 2h and 2i)	\$ 0	\$ 0	\$ 0	\$ 0
k. (Over) / Under	0	0	0	0

SECTION C - BUDGET NARRATIVE

Line Item Instructions for the WIOA One-Stop Operating Budget

Note: Each American Job Center Partner will be required to complete a budget sheet individual budgets for each site they have a presence in. These budgets will be consolidated into a master budget indicative of the One-Stop Operating Budget and Costs (TEGL 17-16).

SECTION A - BUDGET SUMMARY	
Line Item	Instructions
Office (Site) Location	Enter name of the AJC (i.e., AJC Nashville)
Total Infrastructure Costs	Sum of all line item Infrastructure Cost indicated in Section B-Budget Categories. As provided in TEGL 17-16 Infrastructure costs of AJCs are defined as non-personnel costs that are necessary for the general operation of the one-stop center, including: rental of the facilities; utilities and maintenance; equipment (including assessment-related and assistive technology for individuals with disabilities); and technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). This list is not exhaustive.
Total Additional Costs	Sum of all line item Additional Cost indicated in Section B-Budget Categories. As provided in TEGL 17-16 One-stop partners must share in additional costs, which must include applicable career services, and may include shared operating costs and shared services that are necessary for the general operation of the one-stop center. <i>Career Services</i> . One-stop partners must ensure that at least some career services, described in WIOA sec. 134(c)(2), are provided at the one-stop center. Shared Operating Costs and Shared Services. One-stop partners also may share other costs that support the operations of the one-stop centers, as well as the costs of shared services. The costs of shared services may include initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to other one-stop partners, and business services (WIOA sec. 121(i)(2), 20 CFR 678.760, 34 CFR 361.760, and 34 CFR 463.760).
Total Direct Costs	Sum of all line item Direct Cost indicated in Section B-Budget Categories. Direct Costs are attributable to a single grant program or partner (i.e., WIOA staff providing ITA assistance only). These are non-shared costs.
SECTION B - BUDGET CATEGORIES	
Line Item	Instructions
a. Personnel	This amount will be the combined total of Administrative and Program wages. As infrastructure costs are non-personnel costs. This line item for infrastructure should be blank.
- Administrative	Enter the amount of wages for Administrative staff only
- Program	Enter the amount of wages of Program staff only
b. Fringe Benefits	This amount will be the combined total of Administrative and Program fringe benefits. As infrastructure costs are non-personnel costs, This line item for infrastructure should be blank.
- Administrative	Enter the amount of Fringe benefits for Administrative staff only
- Program	Enter the amount of Fringe benefits for Program staff only
c. Travel	Enter the amount for staff related travel.
d. Equipment	Enter the amount of funds expended on equipment. Expenditures must meet the prescribed threshold outlined in 2 CFR 200.33
e. Supplies	Enter the amount of funds expended on supplies. Expenditures must meet the prescribed threshold outlined in 2 CFR 200.94
f. Contractual	Enter the amount of contractual obligations. For example One-Stop Operator costs would be an Additional Costs contractual item.
g. Other	Subrecipients are required to submit supporting documentation detailing the amount reflected here as Other Costs.
h. Sub-Total	This amount is the total of line items a. through g.
i. Indirect Charges	Provide Indirect Costs. Indirect costs are attributable to an organization or entity and would not be reflected as shared costs, nor would they be allocated.
j. TOTALS	Amount reflects the total line item costs by cost category
SECTION C - BUDGET NARRATIVE	
Budget Narrative	Provide brief narrative in support of the One-Stop Operating budget

Comprehensive Centers

Partner Program & Authorization / Category	Partner Organization	Physically Co- Located - Knoxville (Knox County)	Direct Linkage - Knoxville (Knox County)	Physically Co- Located - Alcoa (Blount County)	Direct Linkage - Alcoa (Blount County)	Physically Co- Located - Morristown (Hamblen County)	Direct Linkage - Morristown (Hamblen County)	Physically Co- Located - Sevierville (Sevier County)	Direct Linkage - Sevierville (Sevier County)
WIOA Title I Adult and Dislocated Worker	ETHRA Workforce Development /Mid Cumberland Human Resource Agency	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
WIOA Title I Youth	ETHRA Workforce Development /Mid Cumberland Human Resource Agency	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	TCAT-Knoxville	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
WIOA Title III Wagner-Peyser Employment Services (ES), authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), also providing the state's public labor exchange	TN Department of Labor and Workforce Development	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
WIOA Title IV State Vocational Rehabilitation program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)	TN Department of Human Services, Department of Rehabilitation Services	Yes	N/A	No	Yes	Yes	N/A	No	Yes
Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)	East Tennessee State University	No	Yes	No	Yes	No	Yes	No	Yes
Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)	East Tennessee Human Resource Agency/Mid Cumberland Human Resource Agency	No	Yes	No	Yes	No	Yes	No	Yes
	Knoxville CAC-Office on Aging	No	Yes	N/A	N/A	N/A	N/A	N/A	N/A
	Roane State Community College								
	Pellissippi State Community College								
	Walters State Community College								
	TCAT-Crossville								
	TCAT-Harriman								
	TCAT-Jacksboro								
	TCAT-Onelda/Huntsville								
	TCAT-Morristown								
	TCAT-Knoxville								
TCSEPP-TN Child Support Employment and Parenting Program	University of Tennessee	No	Yes	No	Yes	No	Yes	No	Yes
Ticket To Work	Knoxville CAC	Yes	N/A	No	Yes	No	Yes	No	Yes
Knoxville Area Urban League	Knoxville Area Urban League	No	Yes	No	Yes	No	Yes	No	Yes
Trade Adjustment Assistance (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)	TN Department of Labor and Workforce Development	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C.	TN Department of Labor and Workforce Development	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
Employment and training activities carried out under the Community Services Block Grant Act (CSBG) (42 U.S.C. 9901 et seq.)	East Tennessee Human Resource Agency	No	Yes	No	Yes	No	Yes	No	Yes
Unemployment Insurance (UI) programs under state unemployment compensation laws	TN Department of Labor and Workforce Development	Yes	N/A	No	Yes	Yes	N/A	No	Yes
Migrant & Seasonal Farmworker Program	TN Opportunity Program	No	Yes	No	Yes	No	Yes	No	Yes
Additional Partner - Re-Employment Services and Eligibility Assessment	ETHRA Workforce Development	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Additional Partner - Native American Indian Association	TN Department of Labor and Workforce Development	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
Additional Partner - Permanent Labor Certification for Foreign Workers (ALC)	Native American Indian Association	No	Yes	No	Yes	No	Yes	No	Yes
	TN Department of Labor and Workforce Development	No	Yes	Yes	N/A	No	Yes	No	Yes
Additional Partner - Supplemental Nutrition Assistance Program E&T	TN Department of Labor and Workforce Development	Yes	N/A	No	Yes	Yes	N/A	No	Yes

Partner Program & Authorization / Category	Partner Organization	Physically Co- Located - Jacksboro (Campbell County)	Direct Linkage - Jacksboro (Campbell County)	Physically Co- Located - Lenoir City (Loudon County)	Direct Linkage - Lenoir City (Loudon County)	Physically Co- Located - Oak Ridge (Anderson County)	Direct Linkage - Oak Ridge (Anderson County)	Physically Co- Located - Oneida (Scott County)	Direct Linkage - Oneida (Scott County)
WIOA Title I Adult and Dislocated Worker	ETHRA Workforce Development /Mid Cumberland Human Resource Agency	Yes	N/A	Yes	N/A	Yes	N/A	No	Yes
WIOA Title I Youth	ETHRA Workforce Development /Mid Cumberland Human Resource Agency	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A
WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	TCAT-Knoxville	Yes	N/A	No	Yes	No	Yes	Yes	N/A
WIOA Title III Wagner-Peyser Employment Services (ES), authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), also providing the state's public labor exchange	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes
WIOA Title IV State Vocational Rehabilitation program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)	TN Department of Human Services, Department of Rehabilitation Services	No	Yes	No	Yes	Yes	N/A	No	Yes
Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)	East Tennessee State University	Yes	N/A	No	Yes	No	Yes	Yes	N/A
Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)	East Tennessee Human Resource Agency/Mid Cumberland Human Resource Agency	Yes	N/A	No	Yes	No	Yes	Yes	N/A
	Knoxville CAC-Office on Aging	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Roane State Community College								
	Pellissippi State Community College								
	Walters State Community College								
	TCAT-Crossville	No	Yes	No	Yes	No	Yes	No	Yes
	TCAT-Harriman								
	TCAT-Jacksboro								
	TCAT-Oneida/Huntsville								
	TCAT-Morristown								
	TCAT-Knoxville								
TCSEPP-TN Child Support Employment and Parenting Program	University of Tennessee	No	Yes	No	Yes	No	Yes	No	Yes
Ticket To Work	Knoxville CAC	No	Yes	No	Yes	No	Yes	No	Yes
Knoxville Area Urban League	Knoxville Area Urban League	No	Yes	No	Yes	No	Yes	No	Yes
Trade Adjustment Assistance (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes
Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C.	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes
Employment and training activities carried out under the Community Services Block Grant Act (CSBG) (42 U.S.C. 9901 et seq.)	East Tennessee Human Resource Agency	No	Yes	No	Yes	No	Yes	No	Yes
Unemployment Insurance (UI) programs under state unemployment compensation laws	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes
Migrant & Seasonal Farmworker Program	TN Opportunity Program	No	Yes	No	Yes	No	Yes	No	Yes
Additional Partner - Re-Employment Services and Eligibility Assessment	ETHRA Workforce Development	Yes	N/A	No	Yes	No	Yes	No	Yes
Additional Partner - Native American Indian Association	TN Department of Labor and Workforce Development	N/A	N/A	No	Yes	No	Yes	No	Yes
Additional Partner - Permanent Labor Certification for Foreign Workers (ALC)	Native American Indian Association	No	Yes	No	Yes	No	Yes	No	Yes
Additional Partner - Supplemental Nutrition Assistance Program E&T	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes

Partners		Centers									
Partner Program & Authorization / Category	Partner Organization	Physically Co- Located - Rockwood (Roane County)	Direct Linkage - Rockwood (Roane County)	Physically Co- Located - Vonore (Monroe County)	Direct Linkage - Vonore (Monroe County)	Physically Co- Located - Wartburg (Morgan County)	Direct Linkage - Wartburg (Morgan County)	Physically Co- Located - Tazewell (Claiborne County)	Direct Linkage - Tazewell (Claiborne County)		
WIOA Title I Adult and Dislocated Worker	ETHRA Workforce Development /Mid Cumberland Human Resource Agency	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A		
WIOA Title I Youth	ETHRA Workforce Development /Mid Cumberland Human Resource Agency	Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A		
WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	TCAT-Knoxville	No	Yes	No	Yes	No	Yes	No	Yes		
WIOA Title III Wagner-Peyser Employment Services (ES), authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), also providing the state's public labor exchange	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes		
WIOA Title IV State Vocational Rehabilitation program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.)	TN Department of Human Services, Department of Rehabilitation Services	No	Yes	No	Yes	No	Yes	No	Yes		
Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601et seq.)	East Tennessee State University	No	Yes	No	Yes	No	Yes	No	Yes		
Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)	East Tennessee Human Resource Agency/Mid Cumberland Human Resource Agency	No	Yes	No	Yes	Yes	N/A	Yes	N/A		
	Knoxville CAC-Office on Aging	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	Roane State Community College										
	Pellissippi State Community College										
	Walters State Community College										
	TCAT-Crossville	No	Yes	No	Yes	No	Yes	No	Yes		
	TCAT-Harriman										
	TCAT-Jacksboro										
	TCAT-Onelda/Huntsville										
	TCAT-Morrisstown										
	TCAT-Knoxville										
TCSEPP-TN Child Support Employment and Parenting Program	University of Tennessee	No	Yes	No	Yes	No	Yes	No	Yes		
Ticket To Work	Knoxville CAC	No	Yes	No	Yes	No	Yes	No	Yes		
Knoxville Area Urban League	Knoxville Area Urban League	No	Yes	No	Yes	No	Yes	No	Yes		
Trade Adjustment Assistance (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271et seq.)	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes		
Jobs for Veterans State Grants (JVSIG), authorized under chapter 41 of title 38, U.S.C.	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes		
Employment and training activities carried out under the Community Services Block Grant Act (CSBG) (42 U.S.C. 9901 et seq.)	East Tennessee Human Resource Agency	No	Yes	No	Yes	No	Yes	No	Yes		
Unemployment Insurance (UI) programs under state unemployment compensation laws	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes		
Migrant & Seasonal Farmworker Program	TN Opportunity Program	No	Yes	No	Yes	No	Yes	No	Yes		
Additional Partner - Re-Employment Services and Eligibility Assessment	ETHRA Workforce Development	No	Yes	No	Yes	No	Yes	Yes	N/A		
Additional Partner - Native American Indian Association	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	N/A	N/A		
Additional Partner - Permanent Labor Certification for Foreign Workers (ALC)	Native American Indian Association	No	Yes	No	Yes	No	Yes	No	Yes		
Additional Partner - Supplemental Nutrition Assistance Program E&T	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes		
	TN Department of Labor and Workforce Development	No	Yes	No	Yes	No	Yes	No	Yes		

Partner Program & Authorization / Category	Partner Organization	East Mobile Coach
WIOA Title I Adult and Dislocated Worker	ETHRA Workforce Development /Mid Cumberland Human Resource Agency	Yes
WIOA Title I Youth	ETHRA Workforce Development /Mid Cumberland Human Resource Agency	Yes
WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	TCAT-Knoxville	Yes
WIOA Title III Wagner-Peyser Employment Services (ES), authorized under the Wagner-Peyser Act (29 U.S.C. 49 <i>et seq.</i>), also providing the state's public labor exchange	TN Department of Labor and Workforce Development	Yes
WIOA Title IV State Vocational Rehabilitation program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 <i>et seq.</i>)	TN Department of Human Services, Department of Rehabilitation Services	Yes
Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 <i>et seq.</i>)	East Tennessee State University	N/A
Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 <i>et seq.</i>)	East Tennessee Human Resource Agency/Mid Cumberland Human Resource Agency	N/A
	Knoxville CAC-Office on Aging	N/A
	Roane State Community College	
	Pellissippi State Community College	
	Walters State Community College	
	TCAT-Crossville	N/A
	TCAT-Harriman	
	TCAT-Jacksboro	
	TCAT-Oneida/Huntsville	
	TCAT-Morristown	
	TCAT-Knoxville	
TCSEPP-TN Child Support Employment and Parenting Program	University of Tennessee	N/A
Ticket To Work	Knoxville CAC	N/A
Knoxville Area Urban League	Knoxville Area Urban League	N/A
Trade Adjustment Assistance (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 <i>et seq.</i>)	TN Department of Labor and Workforce Development	Yes
Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C.	TN Department of Labor and Workforce Development	Yes
Employment and training activities carried out under the Community Services Block Grant Act (CSBG) (42 U.S.C. 9901 <i>et seq.</i>)	East Tennessee Human Resource Agency	N/A
Unemployment Insurance (UI) programs under state unemployment compensation laws	TN Department of Labor and Workforce Development	N/A
Migrant & Seasonal Farmworker Program	TN Opportunity Program	N/A
	ETHRA Workforce Development	N/A
Additional Partner - Re-Employment Services and Eligibility Assessment	TN Department of Labor and Workforce Development	N/A
Additional Partner - Native American Indian Association	Native American Indian Association	N/A
Additional Partner - Permanent Labor Certification for Foreign Workers (ALC)	TN Department of Labor and Workforce Development	N/A
Additional Partner - Supplemental Nutrition Assistance Program E&T	TN Department of Labor and Workforce Development	N/A

EAST Local Workforce Development Area							
ONE-STOP OPERATING BUDGET							
American Job Centers - Four Comprehensive Centers (Alcoa, Knoxville, Morristown, Sevierville) & Eight Affiliate Centers							
Location	Partner	Cost Category	Cost Pool	Cost Item	Allocation Base		Cost
Alcoa	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Alcoa	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$	1,081.24
Alcoa	WIOA	Infrastructure Costs	Utilities	Utilities	FTE	\$	9,675.50
Alcoa	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$	8,980.92
Alcoa	WIOA	Infrastructure Costs	Rent	Building Rent	Square Footage	\$	60,000.00
Alcoa	WIOA	Infrastructure Costs	Insurance-Contents	Insurance	Square Footage	\$	690.00
Alcoa	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$	1,741.52
Alcoa	WIOA	Infrastructure Costs	Copier rental	Copiers	FTE	\$	593.00
Alcoa	WIOA	Infrastructure Costs	Supplies	Professional Services	FTE	\$	346.00
Alcoa	Wagner Peyser	Infrastructure Costs	Communications	Telephones	FTE	\$	3,638.41
Alcoa	AE	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	7,575.00
Alcoa	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	97,815.00
Alcoa	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	27,225.00
Alcoa	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	4,898.00
Alcoa	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$	24,894.00
Alcoa	AE	Shared Direct	Salaries	AE Staff	Shared-Direct	\$	27,860.00
Alcoa	AE	Shared Direct	Benefits	AE Staff	Shared-Direct	\$	3,939.00
Alcoa	RESEA (State)	Shared Direct	Salaries	RESEA Staff	Shared-Direct	\$	27,364.41
Alcoa	RESEA (State)	Shared Direct	Benefits	RESEA Staff	Shared-Direct	\$	10,799.57
Alcoa	RESEA (State)	Shared Direct	Travel	RESEA Staff	Shared-Direct	\$	67.56
Alcoa	RESEA (State)	Shared Direct	Prof. Svcs State	Training Instructors	Shared-Direct	\$	364.91
Alcoa	RESEA (State)	Shared Direct	Indirect	RESEA (State)	Shared-Direct	\$	5,768.64
Alcoa	Wagner Peyser	Shared Direct	Salaries	WP Staff	Shared-Direct	\$	83,319.12
Alcoa	Wagner Peyser	Shared Direct	Benefits	WP Staff	Shared-Direct	\$	48,275.76
Alcoa	Wagner Peyser	Shared Direct	Travel	WP Staff	Shared-Direct	\$	1,534.25
Alcoa	Wagner Peyser	Shared Direct	Indirect	WP Staff	Shared-Direct	\$	18,712.44
Jacksboro	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Jacksboro	WIOA	Infrastructure Costs	Utilities and Fuel	Utilities	FTE	\$	16,970.45
Jacksboro	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$	694.30
Jacksboro	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$	6,739.50
Jacksboro	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$	2,375.84
Jacksboro	WIOA	Infrastructure Costs	Insurance-Contents	Insurance	Square Footage	\$	336.00
Jacksboro	WIOA	Infrastructure Costs	Rent	Building Rent	Square Footage	\$	34,200.00
Jacksboro	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$	1,618.80
Jacksboro	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	135,752.00
Jacksboro	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	35,631.00
Jacksboro	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	6,567.00
Jacksboro	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$	32,563.00
Jacksboro	ETSU TANF	Shared Direct	Salaries	ETSU TANF Staff	Shared-Direct	\$	37,894.68
Jacksboro	ETSU TANF	Shared Direct	Benefits	ETSU TANF Staff	Shared-Direct	\$	28,978.32
Knoxville	WIOA	Infrastructure Costs	Communications	Printing & Publications	FTE	\$	1,000.00
Knoxville	WIOA	Infrastructure Costs	Communications	Postage	FTE	\$	2,000.00
Knoxville	WIOA	Infrastructure Costs	Communications	Internet	FTE	\$	13,200.00
Knoxville	WIOA	Infrastructure Costs	Contractual	Comp Maint / Other Prof Services	FTE	\$	22,320.00
Knoxville	WIOA	Infrastructure Costs	Professional & Admin. Services	Copiers	FTE	\$	8,000.00
Knoxville	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Knoxville	WIOA	Additional Costs	Salaries - Shared Staff	Welcome Staff Function	FTE	\$	91,882.00
Knoxville	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	465,000.00
Knoxville	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	185,000.00
Knoxville	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	9,000.00
Knoxville	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$	65,900.00
Knoxville	WIOA	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	1,109,000.00
Knoxville	SNAP	Non-Shared Direct	Participant costs	Direct Participant Costs - LWDA SNAP	Direct	\$	27,900.00
Knoxville	SNAP	Shared Direct	Salaries	SNAP Staff	Shared-Direct	\$	95,661.36
Knoxville	SNAP	Shared Direct	Benefits	SNAP Staff	Shared-Direct	\$	37,798.16
Knoxville	SNAP	Shared Direct	Travel	SNAP Staff	Shared-Direct	\$	5,644.14
Knoxville	SNAP	Shared Direct	Communications	Communications	Shared-Direct	\$	770.00
Knoxville	SNAP	Shared Direct	Supplies & Materials	Supplies & Materials	Shared-Direct	\$	355.71
Knoxville	SNAP	Shared Direct	Prof Svcs State	Prov Svcs State	Shared-Direct	\$	1,795.14
Knoxville	SNAP	Shared Direct	Indirect	Indirect	Shared-Direct	\$	20,312.58
Knoxville	AE	Shared Direct	Salaries	AE Staff	Shared-Direct	\$	24,840.00
Knoxville	AE	Shared Direct	Benefits	AE Staff	Shared-Direct	\$	2,000.00
Knoxville	AE	Non-Shared Direct	Indirect	AE Indirect	Direct	\$	2,980.00
Knoxville	AE	Non-Shared Direct	Participant costs	AE Participant Testing	Direct	\$	11,475.00
Knoxville	VR	Shared Direct	Salaries	VR Staff	Shared-Direct	\$	37,170.00
Knoxville	VR	Shared Direct	Benefits	VR Staff	Shared-Direct	\$	16,390.00
Knoxville	VR	Shared Direct	Travel	Travel	Shared-Direct	\$	179.00
Knoxville	VR	Shared Direct	Supplies	Supplies	Shared-Direct	\$	50.00
Knoxville	VR	Shared Direct	Equipment	Equipment	Shared-Direct	\$	2,400.00
Knoxville	VR	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	1,165,129.00
Knoxville	RESEA (State)	Shared Direct	Salaries	RESEA Staff	Shared-Direct	\$	41,681.64
Knoxville	RESEA (State)	Shared Direct	Benefits	RESEA Staff	Shared-Direct	\$	17,210.88
Knoxville	RESEA (State)	Shared Direct	Travel	RESEA Staff	Shared-Direct	\$	623.41
Knoxville	RESEA (State)	Shared Direct	Prof Svcs State	Training Instructors	Shared-Direct	\$	584.81
Knoxville	RESEA (State)	Shared Direct	Indirect	RESEA Staff	Shared-Direct	\$	7,550.04
Knoxville	TAA	Shared Direct	Salaries	TAA Staff	Shared-Direct	\$	15,530.00
Knoxville	TAA	Shared Direct	Benefits	TAA Staff	Shared-Direct	\$	9,546.15
Knoxville	TAA	Shared Direct	Travel	TAA Staff	Shared-Direct	\$	902.81
Knoxville	TAA	Shared Direct	Prof Svcs State	Prof Svcs State	Shared-Direct	\$	262.91
Knoxville	TAA	Shared Direct	Indirect	TAA Staff	Shared-Direct	\$	3,816.65
Knoxville	Wagner Peyser	Infrastructure Costs	Copier rental	Copiers	FTE	\$	550.00
Knoxville	Wagner Peyser	Infrastructure Costs	Communications	Telephones, Fax & Internet	FTE	\$	3,350.00
Knoxville	Wagner Peyser	Infrastructure Costs	Rent	Building Lease/Rent	Square Footage	\$	328,060.80
Knoxville	Wagner Peyser	Shared Direct	Salaries	WP Staff	Shared-Direct	\$	173,096.28
Knoxville	Wagner Peyser	Shared Direct	Benefits	WP Staff	Shared-Direct	\$	59,460.96
Knoxville	Wagner Peyser	Shared Direct	Travel	WP Staff	Shared-Direct	\$	4,526.30
Knoxville	Wagner Peyser	Shared Direct	Communications	WP Staff	Shared-Direct	\$	197.41
Knoxville	Wagner Peyser	Shared Direct	Supplies & Materials	Supplies & Materials	Shared-Direct	\$	1,827.36
Knoxville	Wagner Peyser	Shared Direct	IT/Data Processing	IT/Data Processing	Shared-Direct	\$	46.80
Knoxville	Wagner Peyser	Shared Direct	Prof Svcs State	Prof Svcs State	Shared-Direct	\$	2,750.76
Knoxville	Wagner Peyser	Shared Direct	Indirect	WP Staff	Shared-Direct	\$	30,562.23
Knoxville	Wagner Peyser	Shared Direct	Salaries	Mobile Coach Staff	Shared-Direct	\$	25,824.05
Knoxville	Wagner Peyser	Shared Direct	Benefits	Mobile Coach Staff	Shared-Direct	\$	14,736.38
Knoxville	Wagner Peyser	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	-
Knoxville	Vets	Shared Direct	Salaries	Vets Staff	Shared-Direct	\$	105,498.00
Knoxville	Vets	Shared Direct	Benefits	Vets Staff	Shared-Direct	\$	33,159.36
Knoxville	Vets	Shared Direct	Travel	Travel	Shared-Direct	\$	3,895.94
Knoxville	Vets	Shared Direct	Communications	Communications	Shared-Direct	\$	11.81
Knoxville	Vets	Shared Direct	Supplies & Materials	Supplies & Materials	Shared-Direct	\$	252.81

EAST Local Workforce Development Area						
ONE-STOP OPERATING BUDGET						
American Job Centers - Four Comprehensive Centers (Alcoa, Knoxville, Morristown, Sevierville) & Eight Affiliate Centers						
Location	Partner	Cost Category	Cost Pool	Cost Item	Allocation Base	Cost
Knoxville	Vets	Shared Direct	IT/Data Processing	IT/Data Processing	Shared-Direct	\$ 118.11
Knoxville	Vets	Shared Direct	Prof Svcs State	Prof Svcs State	Shared-Direct	\$ 2,578.16
Knoxville	Vets	Shared Direct	Indirect	Vets Staff	Shared-Direct	\$ 20,783.76
Knoxville	Vets	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$ -
Knoxville	SCSEP	Shared Direct	Shared Direct	Off-site Partner receiving service	Shared-Direct	\$ -
Knoxville	CSBG	Shared Direct	Shared Direct	Off-site Partner receiving service	Shared-Direct	\$ -
Knoxville	EQC	Shared Direct	Shared Direct	Off-site Partner receiving service benefit	Shared-Direct	\$ -
Knoxville	Hope	Shared Direct	Shared Direct	Off-site Partner receiving service benefit	Shared-Direct	\$ -
Knoxville	CSEPP	Shared Direct	Shared Direct	Families First Staff	Shared-Direct	\$ -
Knoxville	ETSU	Shared Direct	Shared Direct	Families First Staff	Shared-Direct	\$ 35,000.00
Lenoir City	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$ 16,666.67
Lenoir City	WIOA	Infrastructure Costs	Utilities and Fuel	Utilities	FTE	\$ 11,486.16
Lenoir City	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$ 616.54
Lenoir City	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$ 1,800.00
Lenoir City	WIOA	Infrastructure Costs	Insurance-Contents	Insurance	Square Footage	\$ 206.04
Lenoir City	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$ 3,244.68
Lenoir City	WIOA	Infrastructure Costs	Rent	Building Rent	Square Footage	\$ 26,404.08
Lenoir City	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$ 1,155.00
Lenoir City	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$ 74,577.00
Lenoir City	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$ 20,688.00
Lenoir City	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$ 635.04
Lenoir City	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$ 18,100.00
Morristown	WIOA	Additional Costs	Career Center Move	Professional Services	FTE	\$ 67,536.19
Morristown	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$ 16,666.67
Morristown	WIOA	Infrastructure Costs	Printing	Printing	FTE	\$ 4,500.00
Morristown	WIOA	Infrastructure Costs	Computer Maintenance	Professional Services	FTE	\$ 14,480.00
Morristown	WIOA	Infrastructure Costs	Supplies & Materials	Supplies	FTE	\$ 16,350.00
Morristown	WIOA	Infrastructure Costs	Insurance-Contents	Insurance	Square Footage	\$ 151.04
Morristown	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$ 2,500.00
Morristown	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$ 8,513.71
Morristown	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$ 42,400.00
Morristown	WIOA	Infrastructure Costs	Utilities and Fuel	Utilities	FTE	\$ 29,259.00
Morristown	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$ 12,000.00
Morristown	WIOA	Infrastructure Costs	Janitorial	Building Maintenance	Square Footage	\$ 9,990.00
Morristown	WIOA	Infrastructure Costs	Janitorial-Sidewalk/Windows	Building Maintenance	Square Footage	\$ 1,920.00
Morristown	WIOA	Infrastructure Costs	Maint & Repair	Alarm Monitoring	FTE	\$ 830.81
Morristown	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$ 1,428.57
Morristown	WIOA	Infrastructure Costs	Rent	Building Rent	Square Footage	\$ 108,000.00
Morristown	WIOA	Infrastructure Costs	Janitorial	Contractors	Square Footage	\$ 9,890.00
Morristown	WIOA	Non-Shared Direct	Wages	Participant Wages	Direct	\$ 309,562.71
Morristown	WIOA	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$ 1,276,612.63
Morristown	VR	Non-Shared Direct	Wages	Participant Wages	Direct	\$ 59,980.00
Morristown	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$ 208,065.89
Morristown	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$ 479,287.80
Morristown	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$ 3,958.13
Morristown	Wagner Peyser	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$ 1,493.79
Morristown	Wagner Peyser	Shared Direct	IT/Data Processing	Computer	Shared-Direct	\$ 231.23
Morristown	Wagner Peyser	Shared Direct	Salaries	WP Staff	Shared-Direct	\$ 255,292.94
Morristown	Wagner Peyser	Shared Direct	Benefits	WP Staff	Shared-Direct	\$ 118,059.08
Morristown	Wagner Peyser	Shared Direct	Travel	WP Staff	Shared-Direct	\$ 9,473.40
Morristown	Wagner Peyser	Shared Direct	Communications	Comm/Internet	Shared-Direct	\$ 15,547.00
Morristown	Wagner Peyser	Shared Direct	Prof SVCS State	Professional Services	Shared-Direct	\$ 3,747.36
Morristown	Wagner Peyser	Shared Direct	Indirect	Wagner Peyser Staff	Shared-Direct	\$ 54,838.35
Morristown	VR	Shared Direct	Salaries	VR Staff	Shared-Direct	\$ 39,600.00
Morristown	VR	Shared Direct	Benefits	VR Staff	Shared-Direct	\$ 26,400.00
Morristown	VR	Shared Direct	Printing	Printing	Shared-Direct	\$ 150.00
Morristown	VR	Shared Direct	Communications	Telephones	Shared-Direct	\$ 1,413.00
Morristown	VR	Shared Direct	Internet	Internet	Shared-Direct	\$ 497.00
Morristown	VR	Shared Direct	Advertising	Advertising	Shared-Direct	\$ 133.04
Morristown	VR	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$ 2,711.00
Morristown	VR	Shared Direct	Additional Costs	Professional Services	Shared-Direct	\$ 483.04
Morristown	VR	Shared Direct	Equipment	VR Staff	Shared-Direct	\$ 2,483.00
Morristown	VETS	Shared Direct	Printing	Printing	Shared-Direct	\$ 150.00
Morristown	VETS	Shared Direct	Supplies & Materials	Supplies	Shared-Direct	\$ 548.01
Morristown	VETS	Shared Direct	IT/Data Processing	Computer	Shared-Direct	\$ 209.97
Morristown	Vets	Shared Direct	Salaries	VETS Staff	Shared-Direct	\$ 80,826.53
Morristown	Vets	Shared Direct	Benefits	VETS Staff	Shared-Direct	\$ 42,636.45
Morristown	Vets	Shared Direct	Travel	VETS Staff	Shared-Direct	\$ 5,414.39
Morristown	Vets	Shared Direct	Prof Svcs & 3rd Party	Professional Services	Shared-Direct	\$ 485.00
Morristown	Vets	Shared Direct	Prof Svcs State	Professional Services	Shared-Direct	\$ 1,099.20
Morristown	Vets	Shared Direct	Indirect	VETS Staff	Shared-Direct	\$ 18,791.12
Morristown	TAA	Shared Direct	Salaries	TAA Staff	Shared-Direct	\$ 2,579.33
Morristown	TAA	Shared Direct	Benefits	TAA Staff	Shared-Direct	\$ 1,744.65
Morristown	TAA	Shared Direct	Travel	TAA Staff	Shared-Direct	\$ 36.77
Morristown	TAA	Shared Direct	Indirect	TAA Staff	Shared-Direct	\$ 658.01
Morristown	TAA	Shared Direct	Prof Svcs State	Professional Services	Shared-Direct	\$ 44.51
Morristown	SNAP	Shared Direct	Salaries	SNAP Staff	Shared-Direct	\$ 25,206.53
Morristown	SNAP	Shared Direct	Benefits	SNAP Staff	Shared-Direct	\$ 11,403.36
Morristown	SNAP	Shared Direct	Travel	SNAP Staff	Shared-Direct	\$ 2,888.42
Morristown	SNAP	Shared Direct	Communications	Dedicated Phone lines	Shared-Direct	\$ 8.39
Morristown	SNAP	Shared Direct	Prof. Svcs State	Contractors	Shared-Direct	\$ 401.54
Morristown	SNAP	Shared Direct	Indirect	SNAP Staff	Shared-Direct	\$ 5,568.44
Morristown	RESEA (State)	Shared Direct	Salaries	RESEA Staff	Shared-Direct	\$ 20,906.21
Morristown	RESEA (State)	Shared Direct	Benefits	RESEA Staff	Shared-Direct	\$ 7,611.60
Morristown	RESEA (State)	Shared Direct	Travel	RESEA Staff	Shared-Direct	\$ 782.96
Morristown	RESEA (State)	Shared Direct	Prof. Svcs State	Training Instructors	Shared-Direct	\$ 319.11
Morristown	RESEA (State)	Shared Direct	Indirect	RESEA Staff	Shared-Direct	\$ 4,321.82
Morristown	AE	Shared Direct	Salaries	AE Staff	Shared-Direct	\$ 17,835.00
Morristown	AE	Shared Direct	Benefits	AE Staff	Shared-Direct	\$ 5,170.00
Morristown	AE	Shared Direct	Indirect	AE Staff	Shared-Direct	\$ 2,556.00
Oak Ridge	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$ 16,666.67
Oak Ridge	WIOA	Infrastructure Costs	Utilities and Fuel	Utilities	FTE	\$ 4,000.76

EAST Local Workforce Development Area							
ONE-STOP OPERATING BUDGET							
American Job Centers - Four Comprehensive Centers (Alcoa, Knoxville, Morristown, Sevierville) & Eight Affiliate Centers							
Location	Partner	Cost Category	Cost Pool	Cost Item	Allocation Base		Cost
Oak Ridge	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$	889.11
Oak Ridge	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$	5,350.56
Oak Ridge	WIOA	Infrastructure Costs	Insurance-Contents	Insurance	Square Footage	\$	321.00
Oak Ridge	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$	2,180.00
Oak Ridge	WIOA	Infrastructure Costs	Rent	Building Rent	Square Footage	\$	23,928.00
Oak Ridge	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$	1,412.67
Oak Ridge	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	102,510.00
Oak Ridge	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	28,510.00
Oak Ridge	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	1,138.00
Oak Ridge	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$	24,894.00
Oak Ridge	VR	Shared Direct	Salaries	VR Staff	Shared-Direct	\$	35,172.00
Oak Ridge	VR	Shared Direct	Benefits	VR Staff	Shared-Direct	\$	18,055.00
Oak Ridge	VR	Non-Shared Direct	Participant Costs	Direct Participant Costs	Direct	\$	126,237.00
Oneida	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Oneida	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$	3,282.26
Oneida	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$	210.00
Oneida	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$	2,943.47
Oneida	WIOA	Infrastructure Costs	Insurance-Contents	Insurance	Square Footage	\$	166.00
Oneida	WIOA	Infrastructure Costs	Rent	Building Rent	Square Footage	\$	32,400.00
Oneida	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$	1,958.40
Oneida	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	108,314.00
Oneida	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	25,258.00
Oneida	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	2,697.00
Oneida	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$	25,379.00
Oneida	ETSU TANF	Shared Direct	Salaries	ETSU TANF Staff	Shared-Direct	\$	37,894.68
Oneida	ETSU TANF	Shared Direct	Benefits	ETSU TANF Staff	Shared-Direct	\$	28,993.20
Oneida	ETSU TANF	Shared Direct	Indirect	ETSU TANF Staff	Shared-Direct	\$	
Rockwood	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Rockwood	WIOA	Additional Costs	Career Center Move	Professional Services	FTE	\$	7,500.00
Rockwood	WIOA	Infrastructure Costs	Utilities and Fuel	Utilities	FTE	\$	19,945.79
Rockwood	WIOA	Infrastructure Costs	Internet/Telephone	Internet/Telephone	FTE	\$	3,081.00
Rockwood	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$	6,435.00
Rockwood	WIOA	Infrastructure Costs	Insurance-Contents	Insurance	Square Footage	\$	464.00
Rockwood	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$	3,428.36
Rockwood	WIOA	Infrastructure Costs	Rent	Building Rent	Square Footage	\$	36,000.00
Rockwood	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	130,210.00
Rockwood	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	33,830.00
Rockwood	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	5,682.00
Rockwood	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$	31,168.00
Sevierville	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$	2,308.80
Sevierville	WIOA	Infrastructure Costs	Supplies & Materials	Supplies	FTE	\$	743.70
Sevierville	Wagner Peyser	Infrastructure Costs	Supplies & Materials	Supplies	FTE	\$	875.54
Sevierville	Wagner Peyser	Infrastructure Costs	Communications	Telephones	FTE	\$	2,308.80
Sevierville	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Sevierville	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	6,510.03
Sevierville	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	1,931.21
Sevierville	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	151.00
Sevierville	Wagner Peyser	Shared Direct	Salaries	WP Staff	Shared-Direct	\$	49,794.17
Sevierville	Wagner Peyser	Shared Direct	Benefits	WP Staff	Shared-Direct	\$	25,706.73
Sevierville	Wagner Peyser	Shared Direct	Travel	WP Staff	Shared-Direct	\$	805.32
Sevierville	Wagner Peyser	Shared Direct	Indirect	Wagner Peyser Staff	Shared-Direct	\$	11,274.20
Sevierville	Wagner Peyser	Infrastructure Costs	Rent	Building Rent	Square Footage	\$	80,864.40
Tazewell	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	67,730.09
Tazewell	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	35,723.80
Tazewell	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	701.92
Tazewell	RESEA (Local)	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	6,924.31
Tazewell	RESEA (Local)	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	2,949.28
Tazewell	WIOA	Infrastructure Costs	Communications	Internet/Fax/Telephone	FTE	\$	2,483.04
Tazewell	WIOA	Infrastructure Costs	Insurance-Contents	Insurance	Square Footage	\$	85.00
Tazewell	WIOA	Additional Costs	Administrative Costs	Admin	FTE	\$	2,186.00
Tazewell	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Tazewell	WIOA	Infrastructure Costs	Rent	Building Rent	Square Footage	\$	12,480.00
Vonore	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Vonore	WIOA	Infrastructure Costs	Utilities and Fuel	Utilities	Square Footage	\$	5,047.69
Vonore	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$	5,697.66
Vonore	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$	7,139.79
Vonore	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$	2,359.49
Vonore	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	120,214.00
Vonore	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	33,477.00
Vonore	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	4,513.00
Vonore	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$	29,201.00
Wartburg	WIOA	Additional Costs	Salaries	One-Stop Operator	FTE	\$	16,666.67
Wartburg	WIOA	Infrastructure Costs	Utilities and Fuel	Utilities	FTE	\$	1,525.82
Wartburg	WIOA	Infrastructure Costs	Communications	Telephones	FTE	\$	2,784.54
Wartburg	WIOA	Infrastructure Costs	Maint & Repair	Building Maintenance	Square Footage	\$	1,283.97
Wartburg	WIOA	Infrastructure Costs	Supplies & Materials	Supplies	FTE	\$	81.40
Wartburg	WIOA	Infrastructure Costs	Equipment Rentals & Insurance	Copiers	FTE	\$	960.80
Wartburg	WIOA	Infrastructure Costs	Internet	Internet	FTE	\$	653.00
Wartburg	WIOA	Shared Direct	Salaries	WIOA Staff	Shared-Direct	\$	72,075.00
Wartburg	WIOA	Shared Direct	Benefits	WIOA Staff	Shared-Direct	\$	20,049.00
Wartburg	WIOA	Shared Direct	Travel	WIOA Staff	Shared-Direct	\$	3,189.00
Wartburg	WIOA	Shared Direct	Indirect	WIOA Staff	Shared-Direct	\$	17,504.00

TOTAL \$ 10,569,746.68

Cost Allocation and Partner Contributions

Row Labels	Cost
Direct	\$ 4,096,451.34
Non-Shared Direct	\$ 4,096,451.34
Alcoa	\$ 7,575.00
Oak Ridge	\$ 126,237.00
Knoxville	\$ 2,316,484.00
Morristown	\$ 1,646,155.34
FTE	\$ 660,928.49
Additional Costs	\$ 369,104.23
Alcoa	\$ 16,666.67
Jacksboro	\$ 16,666.67
Lenoir City	\$ 16,666.67
Oak Ridge	\$ 16,666.67
Oneida	\$ 16,666.67
Rockwood	\$ 24,166.67
Vonore	\$ 16,666.67
Wartburg	\$ 16,666.67
Knoxville	\$ 108,548.67
Morristown	\$ 84,202.86
Sevierville	\$ 16,666.67
Tazewell	\$ 18,852.67
Infrastructure Cost	\$ 291,824.26
Alcoa	\$ 17,075.81
Jacksboro	\$ 21,659.45
Lenoir City	\$ 16,502.34
Oak Ridge	\$ 8,482.60
Oneida	\$ 8,184.13
Rockwood	\$ 26,455.15
Vonore	\$ 8,057.15
Wartburg	\$ 6,005.60
Knoxville	\$ 50,420.00
Morristown	\$ 120,262.11
Sevierville	\$ 6,236.88
Tazewell	\$ 2,483.04
Shared-Direct	\$ 4,990,823.20
Shared Direct	\$ 4,990,823.20
Alcoa	\$ 382,837.66
Jacksboro	\$ 277,386.00
Lenoir City	\$ 114,000.00
Oak Ridge	\$ 210,279.00
Oneida	\$ 228,535.88
Rockwood	\$ 200,890.00
Vonore	\$ 187,405.00
Wartburg	\$ 112,817.00
Knoxville	\$ 1,582,302.34
Morristown	\$ 1,484,068.26
Sevierville	\$ 96,272.66
Tazewell	\$ 114,029.40
Square Footage	\$ 821,543.65
Infrastructure Cost	\$ 821,543.65
Alcoa	\$ 69,670.92
Jacksboro	\$ 41,275.50
Lenoir City	\$ 28,410.08
Oak Ridge	\$ 29,599.50
Oneida	\$ 32,776.00
Rockwood	\$ 42,899.00
Vonore	\$ 12,187.48
Wartburg	\$ 1,283.97
Knoxville	\$ 328,060.80
Morristown	\$ 141,951.00
Sevierville	\$ 80,864.40
Tazewell	\$ 12,565.00
Grand Total	\$ 10,569,746.68

Cost Allocation and Partner Contributions

Office Sharing / Payment Ratio¹

American Job Centers - Four Comprehensive Centers (Alcoa, Knoxville, Morristown, Sevierville) & Eight Affiliate Centers

Partner Program	Weekly Staff		Payment		Notes:
	# of Staff	Hours	# of FTEs	Ratio	
WIOA Title I Adult and Dislocated Worker, Youth	10	408.00	10.880	100.00%	On-Site Knoxville, Comprehensive Center, Partners
WIOA Title II Adult Education	6	142.50	3.800	100.00%	
WIOA Title III Wagner-Peyser Employment Services	11	412.50	11.000	100.00%	
WIOA Title IV State Vocational Rehabilitation program	2	32.00	0.853	100.00%	
Additional Partner - SNAP - TDLWD Staff	3	113.00	3.013	100.00%	
Additional Partner - RESEA - TDLWD Staff	1	37.50	1.000	100.00%	
JVSG-DVOS	3	112.50	3.000	100.00%	
JVSG-LVER	2	75.00	2.000	100.00%	
TAA	1	37.50	1.000	100.00%	
TANF - ETSU Families First Staff	1	37.50	1.000	100.00%	
Ticket To Work	1	37.50	1.000	100.00%	On-Site Morristown, Comprehensive Center, Partners
WIOA Title II Adult Education	2	46.00	1.227	100.00%	
SNAP	1	37.50	1.000	100.00%	
WIOA Title IV State Vocational Rehabilitation program	1	15.00	0.400	100.00%	
Additional Partner - RESEA - TDLWD Staff	1	37.50	1.000	100.00%	
JVSG-DVOS	1	37.50	1.000	100.00%	
JVSG-LVER	1	37.50	1.000	100.00%	
TAA	1	1.00	0.027	100.00%	
Additional Partner - Unemployment Insurance - TDLWD	1	37.50	1.000	100.00%	
WIOA Title III Wagner-Peyser Employment Services	7	262.50	7.000	100.00%	On-Site Sevierville Comprehensive Center, Partners
WIOA Title I Adult and Dislocated Worker, Youth	7	272.00	7.253	100.00%	
WIOA Title II Adult Education	3	95.00	2.533	100.00%	
Additional Partner - RESEA - TDLWD Staff	1	22.50	0.600	100.00%	
Title III Wagner-Peyser Employment Services	4	127.50	3.400	100.00%	
WIOA Title I Adult and Dislocated Worker, Youth	3	120.00	3.200	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	3	120.00	3.200	100.00%	
WIOA Title II Adult Education	4	86.50	2.307	100.00%	
WIOA Title III Wagner-Peyser Employment Services	3	88.50	2.360	100.00%	
Additional Partner - RESEA - TDLWD Staff	1	22.50	0.600	100.00%	On-Site Alcoa Comprehensive Center, Partners
Additional Partner - SNAP - TDLWD Staff	1	18.50	0.493	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	4	160.00	4.267	100.00%	
WIOA Title II Adult Education	2	28.00	0.747	100.00%	
Additional Partner - ETSU TANF	1	22.50	0.600	100.00%	
Additional Partner - RESEA	1	7.50	0.200	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	2	75.00	2.000	100.00%	
WIOA Title II Adult Education	1	28.00	0.747	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	3	112.50	3.000	100.00%	
JVSG-SQ/50	1	37.50	1.000	100.00%	On-Site Oak Ridge
WIOA Title IV State Vocational Rehabilitation program	1	37.50	1.000	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	3	95.00	2.533	100.00%	
Additional Partner - ETSU TANF	1	15.00	0.400	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	4	180.00	4.800	100.00%	
WIOA Title II Adult Education	2	57.50	1.533	100.00%	
Additional Partner - RESEA	1	7.50	0.200	100.00%	
WIOA Title I Adult and Dislocated Worker, Youth	2	72.00	1.920	100.00%	
Additional Partner - RESEA	1	22.50	0.600	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	2	80.00	2.133	100.00%	On-Site Wartburg
WIOA Title II Adult Education	1	18.00	0.480	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	2	80.00	2.133	100.00%	
WIOA Title II Adult Education	2	41.00	1.093	100.00%	
Total	124	4107.50	109.533		

Square Footage

American Job Centers - Four Comprehensive Centers (Alcoa, Knoxville, Morristown & Sevierville) & Eight Affiliate Centers

Partner Program	Assigned Office Space / Square Footage	# of Staff	Weekly Staff Hours	Square Footage Paid for Based on Office Sharing / Payment Ratio	% of Total Square Footage	Square Footage Cost	Square Footage Cost Breakdown by Cost Category				
							Infrastructure Costs	Additional Costs	Shared Direct	Non-Shared Direct	
WIOA Title I Adult and Dislocated Worker, Youth	1176.75	10.00	408.00	1177	39.300%	\$ 128,928.96	\$128,928.96	\$0	\$ -	\$ -	Knoxville Comprehensive Center
WIOA Title II Adult Education	459.00	8.00	142.50	459	15.329%	\$ 50,289.69	\$50,289.69	\$0	\$ -	\$ -	
WIOA Title III Wagner-Peyser Employment Services	602.75	11.00	412.50	603	20.130%	\$ 66,039.46	\$66,039.46	\$0	\$ -	\$ -	
WIOA Title IV State Vocational Rehabilitation program	51.00	2.00	32.00	51	1.703%	\$ 5,587.74	\$5,587.74	\$0	\$ -	\$ -	
Additional Partner - SNAP - TDLWD Staff	153.00	3.00	113.00	153	5.110%	\$ 16,763.23	\$16,763.23	\$0	\$ -	\$ -	
Additional Partner - RESEA - TDLWD Staff	51.00	1.00	37.50	51	1.703%	\$ 5,587.74	\$5,587.74	\$0	\$ -	\$ -	
JVSG-DVOS	153.00	3.00	112.50	153	5.110%	\$ 16,763.23	\$16,763.23	\$0	\$ -	\$ -	
JVSG-LVER	102.00	2.00	76.00	102	3.407%	\$ 11,175.49	\$11,175.49	\$0	\$ -	\$ -	
TAA	51.00	1.00	37.50	51	1.703%	\$ 5,587.74	\$5,587.74	\$0	\$ -	\$ -	
TANF - ETSU Families First Staff	51.00	1.00	37.50	51	1.703%	\$ 5,587.74	\$5,587.74	\$0	\$ -	\$ -	
Ticket To Work	143.75	1.00	37.50	144	4.801%	\$ 15,749.77	\$15,749.77	\$0	\$ -	\$ -	Morristown Comprehensive Center
WIOA Title II Adult Education	78.00	2.00	46.00	78	3.400%	\$4,911.13	\$4,911.13	\$0	\$ -	\$ -	
SNAP	78.00	1.00	37.50	78	3.400%	\$4,911.13	\$4,911.13	\$0	\$ -	\$ -	
WIOA Title IV State Vocational Rehabilitation program	180.00	1.00	15.00	180	6.104%	\$11,631.62	\$11,631.62	\$0	\$ -	\$ -	
Additional Partner - RESEA - TDLWD Staff	125.00	1.00	37.50	125	5.690%	\$8,077.51	\$8,077.51	\$0	\$ -	\$ -	
JVSG-DVOS	76.00	1.00	37.50	76	3.490%	\$4,911.13	\$4,911.13	\$0	\$ -	\$ -	
JVSG-LVER	76.00	1.00	37.50	76	3.490%	\$4,911.13	\$4,911.13	\$0	\$ -	\$ -	
TAA	32.00	1.00	1.00	32	1.457%	\$2,067.84	\$2,067.84	\$0	\$ -	\$ -	
Additional Partner - Unemployment Insurance - TDLWD	72.00	1.00	37.50	72	3.278%	\$4,652.65	\$4,652.65	\$0	\$ -	\$ -	
WIOA Title III Wagner-Peyser Employment Services	767.75	7.00	262.50	768	34.948%	\$49,608.86	\$49,608.86	\$0	\$ -	\$ -	Sevierville Comprehensive Center
WIOA Title I Adult and Dislocated Worker, Youth	716.00	7.00	272.00	716	32.544%	\$46,268.00	\$46,268.00	\$0	\$ -	\$ -	
WIOA Title II Adult Education	64.00	3.00	96.00	64	5.689%	\$4,600.29	\$4,600.29	\$0	\$ -	\$ -	
Additional Partner - RESEA - TDLWD Staff	51.00	1.00	22.50	51	4.533%	\$3,665.85	\$3,665.85	\$0	\$ -	\$ -	
Title III Wagner-Peyser Employment Services	818.00	4.00	127.50	818	72.711%	\$58,797.40	\$58,797.40	\$0	\$ -	\$ -	
WIOA Title I Adult and Dislocated Worker, Youth	192.00	3.00	120.00	192	17.067%	\$13,800.86	\$13,800.86	\$0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	588.25	3.00	120.00	588	57.433%	\$40,014.28	\$40,014.28	\$0	\$ -	\$ -	
WIOA Title II Adult Education	68.50	4.00	96.50	69	6.711%	\$4,675.44	\$4,675.44	\$0	\$ -	\$ -	
WIOA Title III Wagner-Peyser Employment Services	270.00	3.00	88.50	270	26.451%	\$18,428.75	\$18,428.75	\$0	\$ -	\$ -	
Additional Partner - RESEA - TDLWD Staff	64.00	1.00	22.50	64	6.270%	\$4,368.30	\$4,368.30	\$0	\$ -	\$ -	Alcoa Comprehensive Center
Additional Partner - SNAP - TDLWD Staff	32.00	1.00	18.50	32	3.135%	\$2,184.15	\$2,184.15	\$0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	806.00	4.00	160.00	806	51.338%	\$21,189.84	\$21,189.84	\$0	\$ -	\$ -	
WIOA Title II Adult Education	564.00	2.00	28.00	564	35.924%	\$14,827.63	\$14,827.63	\$0	\$ -	\$ -	
Additional Partner - ETSU TANF	100.00	1.00	22.50	100	6.369%	\$2,629.01	\$2,629.01	\$0	\$ -	\$ -	
Additional Partner - RESEA	100.00	1.00	7.50	100	6.369%	\$2,629.01	\$2,629.01	\$0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	735.50	2.00	75.00	736	88.822%	\$25,251.50	\$25,251.50	\$0	\$ -	\$ -	
WIOA Title II Adult Education	92.00	1.00	28.00	92	11.118%	\$3,158.58	\$3,158.58	\$0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	472.00	3.00	112.50	472	78.667%	\$23,284.94	\$23,284.94	\$0	\$ -	\$ -	
JVSG-SO50	64.00	1.00	37.50	64	10.967%	\$3,157.28	\$3,157.28	\$0	\$ -	\$ -	Oak Ridge
WIOA Title IV State Vocational Rehabilitation program	64.00	1.00	37.50	64	10.967%	\$3,157.28	\$3,157.28	\$0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	739.00	3.00	95.00	739	72.593%	\$23,793.19	\$23,793.19	\$0	\$ -	\$ -	
Additional Partner - ETSU TANF	279.00	1.00	15.00	279	27.407%	\$8,082.81	\$8,082.81	\$0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	1323.60	4.00	160.00	1324	81.553%	\$34,985.28	\$34,985.28	\$0	\$ -	\$ -	
WIOA Title II Adult Education	126.00	2.00	57.50	126	7.793%	\$3,330.42	\$3,330.42	\$0	\$ -	\$ -	
Additional Partner - RESEA	173.40	1.00	7.50	173	10.684%	\$4,583.29	\$4,583.29	\$0	\$ -	\$ -	
WIOA Title I Adult and Dislocated Worker, Youth	1072.71	2.00	72.00	1073	94.370%	\$11,857.55	\$11,857.55	\$0	\$ -	\$ -	
Additional Partner - RESEA	64.00	1.00	22.50	64	5.630%	\$707.45	\$707.45	\$0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	105.00	2.00	80.00	105	100.000%	\$12,187.48	\$12,187.48	\$0	\$ -	\$ -	Tazewell
WIOA Title II Adult Education	0.00	1.00	18.00	0	0.000%	\$0.00	\$0.00	\$0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	565.00	2.00	80.00	565	58.793%	\$754.88	\$754.88	\$0	\$ -	\$ -	
WIOA Title II Adult Education	396.00	2.00	41.00	396	41.207%	\$529.09	\$529.09	\$0	\$ -	\$ -	
Total Office Space Square Footage	15,178										
Total Common / Shared Area Square Footage ¹	20,292										
Total	35,470				15,178	100%	\$821,543.65	\$821,543.65	\$ -	\$ -	
				Total	\$ 821,543.65						

¹ These partners/programs are linked virtually through online service access to a program staff member via American Job Center resource rooms and through cross-trained front desk staff and other, physically co-located, partner staff who can provide information and referrals.

² Common / shared areas include: resource rooms, conference rooms, classrooms, workshop rooms, staff break room/kitchen, bathrooms, etc.

Full-Time Equivalent (FTE)¹

American Job Centers - Four Comprehensive Centers (Knoxville, Alcoa, Morristown, Sevierville) & Eight Affiliate Centers

Partner Program	# of Staff	Weekly Staff Hours	FTEs	% of Total FTEs	FTE Cost	FTE Cost Breakdown by Cost Category		
						Infrastructure Costs	Additional Costs	
WIOA Title I Adult and Dislocated Worker, Youth	10	408.00	10.88	28.23%	\$ 44,869.75	\$ 14,231.31	\$ 30,638.43	Knoxville Comprehensive Center
WIOA Title II Adult Education	6	142.50	3.80	9.86%	\$ 15,671.42	\$ 4,970.49	\$ 10,700.92	
WIOA Title III Wagner-Peyser Employment Services	11	412.50	11.00	28.54%	\$ 45,364.63	\$ 14,388.27	\$ 30,976.36	
WIOA Title IV State Vocational Rehabilitation	2	32.00	0.85	2.21%	\$ 3,519.20	\$ 1,116.18	\$ 2,403.01	
Additional Partner - SNAP - TDLWD Staff	3	113.00	3.01	7.82%	\$ 12,427.16	\$ 3,941.52	\$ 8,485.64	
Additional Partner - RESEA - TDLWD Staff	1	37.50	1.00	2.59%	\$ 4,124.06	\$ 1,308.02	\$ 2,816.03	
JVSG-DVOS	3	112.50	3.00	7.78%	\$ 12,372.17	\$ 3,924.07	\$ 8,448.10	
JVSG-LVER	2	75.00	2.00	5.19%	\$ 8,248.12	\$ 2,616.05	\$ 5,632.07	
TAA	1	37.50	1.00	2.59%	\$ 4,124.06	\$ 1,308.02	\$ 2,816.03	
TANF - ETSU Families First Staff	1	37.50	1.00	2.59%	\$ 4,124.06	\$ 1,308.02	\$ 2,816.03	
Ticket To Work	1	37.50	1.00	2.59%	\$ 4,124.06	\$ 1,308.02	\$ 2,816.03	Morristown Comprehensive Center
WIOA Title II Adult Education	2	46.00	1.23	5.87%	\$ 11,896.87	\$ 7,056.20	\$ 4,940.47	
SNAP	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
WIOA Title IV State Vocational Rehabilitation	1	15.00	0.40	1.91%	\$ 3,911.96	\$ 2,300.93	\$ 1,611.02	
Additional Partner - RESEA - TDLWD Staff	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
JVSG-DVOS	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
JVSG-LVER	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
TAA	1	1.00	0.03	0.13%	\$ 260.80	\$ 153.40	\$ 107.40	
Additional Partner - Unemployment Insurance -	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
WIOA Title I Adult and Dislocated Worker, Youth	7	272.00	7.25	34.69%	\$ 70,936.83	\$ 41,723.59	\$ 29,213.24	
WIOA Title III Wagner-Peyser Employment Services	7	262.50	7.00	33.48%	\$ 68,459.25	\$ 40,266.33	\$ 28,192.92	Sevierville Comprehensive Center
WIOA Title II Adult Education	3	95.00	2.53	26.03%	\$ 5,961.20	\$ 1,623.30	\$ 4,337.90	
Additional Partner - RESEA - TDLWD Staff	1	22.50	0.60	6.16%	\$ 1,411.86	\$ 384.47	\$ 1,027.40	
Title III Wagner-Peyser Employment Services	4	127.50	3.40	34.93%	\$ 8,000.56	\$ 2,178.64	\$ 5,821.92	
WIOA Title I Adult and Dislocated Worker, Youth	3	120.00	3.20	32.88%	\$ 7,529.93	\$ 2,050.48	\$ 5,479.45	Alcoa Comprehensive Center
WIOA Title II Adult Education	3	120.00	3.20	35.71%	\$ 12,050.89	\$ 6,096.50	\$ 5,952.38	
WIOA Title III Wagner-Peyser Employment Services	4	86.50	2.31	25.74%	\$ 8,686.68	\$ 4,396.00	\$ 4,290.68	
Additional Partner - RESEA - TDLWD Staff	3	88.50	2.36	26.34%	\$ 8,887.53	\$ 4,497.65	\$ 4,389.88	
WIOA Title I Adult, Dislocated Worker, Youth	1	22.50	0.60	6.70%	\$ 2,259.54	\$ 1,143.47	\$ 1,116.07	Jackso
Additional Partner - SNAP - TDLWD Staff	1	18.50	0.49	5.51%	\$ 1,857.84	\$ 940.19	\$ 917.66	
WIOA Title I Adult, Dislocated Worker, Youth	4	160.00	4.27	73.39%	\$ 28,129.26	\$ 15,896.84	\$ 12,232.42	
WIOA Title II Adult Education	2	28.00	0.75	12.84%	\$ 4,922.62	\$ 2,781.95	\$ 2,140.67	
Additional Partner - ETSU TANF	1	22.50	0.60	10.32%	\$ 3,955.68	\$ 2,235.49	\$ 1,720.18	Lenoir City
Additional Partner - RESEA	1	7.50	0.20	3.44%	\$ 1,318.56	\$ 745.16	\$ 573.39	
WIOA Title I Adult, Dislocated Worker, Youth	2	75.00	2.00	72.82%	\$ 24,152.19	\$ 12,016.27	\$ 12,135.92	
WIOA Title II Adult Education	1	28.00	0.75	27.18%	\$ 9,016.82	\$ 4,486.07	\$ 4,530.75	
WIOA Title I Adult, Dislocated Worker, Youth	3	112.50	3.00	60.00%	\$ 15,089.56	\$ 5,089.56	\$ 10,000.00	Oak Ridge
JVSG-50/50	1	37.50	1.00	20.00%	\$ 5,029.85	\$ 1,696.52	\$ 3,333.33	
WIOA Title IV State Vocational Rehabilitation program	1	37.50	1.00	20.00%	\$ 5,029.85	\$ 1,696.52	\$ 3,333.33	
WIOA Title I Adult, Dislocated Worker, Youth	3	95.00	2.53	86.36%	\$ 21,462.05	\$ 7,068.11	\$ 14,393.94	
Additional Partner - ETSU TANF	1	15.00	0.40	13.64%	\$ 3,388.75	\$ 1,116.02	\$ 2,272.73	Oneida
WIOA Title I Adult, Dislocated Worker, Youth	4	180.00	4.80	73.47%	\$ 37,191.54	\$ 19,436.44	\$ 17,755.10	
WIOA Title II Adult Education	2	57.50	1.53	23.47%	\$ 11,880.63	\$ 6,208.86	\$ 5,671.77	
Additional Partner - RESEA	1	7.50	0.20	3.06%	\$ 1,549.65	\$ 809.85	\$ 739.80	
WIOA Title I Adult and Dislocated Worker, Youth	2	72.00	1.92	76.19%	\$ 16,255.78	\$ 1,891.84	\$ 14,363.94	Tazewell
Additional Partner - RESEA	1	22.50	0.60	23.81%	\$ 5,079.93	\$ 591.20	\$ 4,488.73	
WIOA Title I Adult, Dislocated Worker, Youth	2	80.00	2.13	81.63%	\$ 20,182.71	\$ 6,577.27	\$ 13,605.44	
WIOA Title II Adult Education	1	18.00	0.48	18.37%	\$ 4,541.11	\$ 1,479.88	\$ 3,061.23	
WIOA Title I Adult, Dislocated Worker, Youth	2	80.00	2.13	66.12%	\$ 14,989.93	\$ 3,970.64	\$ 11,019.29	Warburg
WIOA Title II Adult Education	2	41.00	1.09	33.88%	\$ 7,682.34	\$ 2,034.96	\$ 5,647.38	
Total	124	4107.50	109.53		\$ 660,928.49	\$ 291,824.26	\$ 369,104.23	

\$ 660,928.49

¹ An FTE (full-time equivalent) is the hours worked by one employee on a full-time basis. The concept is used to convert the hours worked by several part-time employees into the hours worked by full-time employees. On an annual basis, an FTE is considered to be 2,080 hours, which is calculated as: 8 hours per day or 40 hours per work week.

² These partners/programs are linked virtually through online service access to a program staff member via American Job Center resource rooms and through cross-trained front desk staff and other, physically co-located, partner staff who can provide information and referrals.

Direct Costs

Cost	Column Labels				
Row Labels	Direct	FTE	Shared-Direct	Square Footage	Grand Total
Alcoa	\$ 7,575.00	\$ 33,742.48	\$ 382,837.66	\$ 69,670.92	\$ 493,826.06
AE	\$ 7,575.00		\$ 31,799.00		\$ 39,374.00
Wagner Peyser		\$ 3,638.41	\$ 151,841.57		\$ 155,479.98
WIOA		\$ 30,104.07	\$ 154,832.00	\$ 69,670.92	\$ 254,606.99
RESEA (State)			\$ 44,365.09		\$ 44,365.09
Jacksboro		\$ 38,326.12	\$ 277,386.00	\$ 41,275.50	\$ 356,987.62
WIOA		\$ 38,326.12	\$ 210,513.00	\$ 41,275.50	\$ 290,114.62
ETSU TANF			\$ 66,873.00		\$ 66,873.00
Lenoir City		\$ 33,169.01	\$ 114,000.00	\$ 28,410.08	\$ 175,579.09
WIOA		\$ 33,169.01	\$ 114,000.00	\$ 28,410.08	\$ 175,579.09
Oak Ridge	\$ 126,237.00	\$ 25,149.27	\$ 210,279.00	\$ 29,599.50	\$ 391,264.77
VR	\$ 126,237.00		\$ 53,227.00		\$ 179,464.00
WIOA		\$ 25,149.27	\$ 157,052.00	\$ 29,599.50	\$ 211,800.77
Oneida		\$ 24,850.80	\$ 228,535.88	\$ 32,776.00	\$ 286,162.68
WIOA		\$ 24,850.80	\$ 161,648.00	\$ 32,776.00	\$ 219,274.80
ETSU TANF			\$ 66,887.88		\$ 66,887.88
Rockwood		\$ 50,621.82	\$ 200,890.00	\$ 42,899.00	\$ 294,410.82
WIOA		\$ 50,621.82	\$ 200,890.00	\$ 42,899.00	\$ 294,410.82
Vonore		\$ 24,723.82	\$ 187,405.00	\$ 12,187.48	\$ 224,316.30
WIOA		\$ 24,723.82	\$ 187,405.00	\$ 12,187.48	\$ 224,316.30
Wartburg		\$ 22,672.27	\$ 112,817.00	\$ 1,283.97	\$ 136,773.24
WIOA		\$ 22,672.27	\$ 112,817.00	\$ 1,283.97	\$ 136,773.24
Knoxville	\$ 2,316,484.00	\$ 158,968.67	\$ 1,582,302.34	\$ 328,060.80	\$ 4,385,815.81
AE	\$ 14,455.00		\$ 26,840.00		\$ 41,295.00
SNAP	\$ 27,900.00		\$ 162,337.20		\$ 190,237.20
TAA			\$ 30,058.66		\$ 30,058.66
Vets	\$ -		\$ 166,298.01		\$ 166,298.01
VR	\$ 1,165,129.00		\$ 56,189.00		\$ 1,221,318.00
Wagner Peyse	\$ -	\$ 3,900.00	\$ 313,028.55	\$ 328,060.80	\$ 644,989.35
WIOA	\$ 1,109,000.00	\$ 155,068.67	\$ 724,900.00		\$ 1,988,968.67
SCSEP			\$ -		\$ -
CSBG			\$ -		\$ -
EOC			\$ -		\$ -
Hope			\$ -		\$ -
CSEPP			\$ -		\$ -
ETSU			\$ 35,000.00		\$ 35,000.00
RESEA (State)			\$ 67,650.92		\$ 67,650.92
Morristown	\$ 1,646,155.34	\$ 204,464.97	\$ 1,484,068.26	\$ 141,951.00	\$ 3,476,639.57
AE			\$ 25,561.00		\$ 25,561.00
SNAP			\$ 45,476.68		\$ 45,476.68
TAA			\$ 5,063.23		\$ 5,063.23
Vets			\$ 150,160.66		\$ 150,160.66
VR	\$ 59,980.00		\$ 73,870.00		\$ 133,850.00
Wagner Peyser			\$ 458,683.15		\$ 458,683.15
WIOA	\$ 1,586,175.34	\$ 204,464.97	\$ 691,311.82	\$ 141,951.00	\$ 2,623,903.13
RESEA (State)			\$ 33,941.72		\$ 33,941.72
Sevierville		\$ 22,903.55	\$ 96,272.66	\$ 80,864.40	\$ 200,040.61
Wagner Peyser		\$ 3,184.38	\$ 87,580.42	\$ 80,864.40	\$ 171,629.20
WIOA		\$ 19,719.17	\$ 8,692.24		\$ 28,411.41
Tazewell		\$ 21,335.71	\$ 114,029.40	\$ 12,565.00	\$ 147,930.11
WIOA		\$ 21,335.71	\$ 104,155.81	\$ 12,565.00	\$ 138,056.52
RESEA (Local)			\$ 9,873.59		\$ 9,873.59
Grand Total	\$ 4,096,451.34	\$ 660,928.49	\$ 4,990,823.20	\$ 821,543.65	\$ 10,569,746.68

Total Partner Contributions - Allocation Base

American Job Centers - Two Comprehensive Centers (Crossville & Alcoa) & Seven Affiliate Centers

Partner Program	Square Footage Cost	FTE Cost	Shared-Direct Costs	Non-Shared Direct Costs	Total	
WIOA Title I Adult and Dislocated Worker, Youth	\$ 128,928.96	\$ 44,869.75	\$ 724,900.00	\$ 1,109,000.00	\$ 2,007,698.71	Knoxville Comprehensive Center
WIOA Title II Adult Education	\$ 50,289.69	\$ 15,671.42	\$ 26,840.00	\$ 14,455.00	\$ 107,256.11	
WIOA Title III Wagner-Peyser Employment Services	\$ 66,039.46	\$ 45,364.63	\$ 313,028.55	\$ -	\$ 424,432.64	
WIOA Title IV State Vocational Rehabilitation	\$ 5,587.74	\$ 3,519.20	\$ 56,189.00	\$ 1,165,129.00	\$ 1,230,424.94	
Additional Partner - SNAP - TDLWD Staff	\$ 16,763.23	\$ 12,427.16	\$ 162,337.20	\$ 27,900.00	\$ 219,427.59	
Additional Partner - RESEA - TDLWD Staff	\$ 5,587.74	\$ 4,124.06	\$ 67,650.92	\$ -	\$ 77,362.72	
VETS (JVSG LVER/DVOS)	\$ 27,938.72	\$ 20,620.29	\$ 166,298.01	\$ -	\$ 214,857.01	
TAA	\$ 5,587.74	\$ 4,124.06	\$ 30,058.66	\$ -	\$ 39,770.46	
TANF - ETSU Families First Staff	\$ 5,587.74	\$ 4,124.06	\$ 35,000.00	\$ -	\$ 44,711.80	
Ticket To Work	\$ 15,749.77	\$ 4,124.06	\$ -	\$ -	\$ 19,873.82	
WIOA Title II Adult Education	\$ 4,911.13	\$ 11,996.67	\$ 25,561.00	\$ -	\$ 42,468.80	Morristown Comprehensive Center
SNAP	\$ 4,911.13	\$ 9,779.89	\$ 45,476.68	\$ -	\$ 60,167.70	
WIOA Title IV State Vocational Rehabilitation	\$ 11,631.62	\$ 3,911.96	\$ 73,870.00	\$ 59,980.00	\$ 149,393.58	
Additional Partner - RESEA - TDLWD Staff	\$ 8,077.51	\$ 9,779.89	\$ 33,941.72	\$ -	\$ 51,799.13	
JVSG-LVER/DVOP	\$ 9,622.26	\$ 19,559.79	\$ 150,160.66	\$ -	\$ 179,542.70	
TAA	\$ 2,067.84	\$ 260.80	\$ 5,063.23	\$ -	\$ 7,391.87	
Additional Partner - Unemployment Insurance - TDLWD	\$ 4,652.65	\$ 9,779.89	\$ -	\$ -	\$ 14,432.54	
WIOA Title III Wagner-Peyser Employment Services	\$ 49,608.86	\$ 70,938.83	\$ 458,683.15	\$ -	\$ 579,228.84	
WIOA Title I Adult and Dislocated Worker, Youth	\$ 46,268.00	\$ 68,459.25	\$ 691,311.82	\$ 1,586,175.34	\$ 2,392,214.41	
WIOA Title II Adult Education	\$ 4,600.29	\$ 5,961.20	\$ -	\$ -	\$ 10,561.48	Sevierville Comprehensive Center
Additional Partner - RESEA - TDLWD Staff	\$ 3,665.85	\$ 1,411.86	\$ -	\$ -	\$ 5,077.72	
Title III Wagner-Peyser Employment Services	\$ 58,797.40	\$ 8,000.56	\$ 87,580.42	\$ -	\$ 154,378.38	
WIOA Title I Adult and Dislocated Worker, Youth	\$ 13,800.86	\$ 7,529.93	\$ 8,692.24	\$ -	\$ 30,023.03	
WIOA Title I Adult, Dislocated Worker, Youth	\$ 40,014.28	\$ 12,050.89	\$ 154,832.00	\$ -	\$ 206,897.17	Alcoa Comprehensive Center
WIOA Title II Adult Education	\$ 4,675.44	\$ 8,686.68	\$ 31,799.00	\$ 7,575.00	\$ 52,736.12	
WIOA Title III Wagner-Peyser Employment Services	\$ 18,428.75	\$ 8,887.53	\$ 151,841.57	\$ -	\$ 179,157.85	
Additional Partner - RESEA - TDLWD Staff	\$ 4,368.30	\$ 2,259.54	\$ 44,365.09	\$ -	\$ 50,992.93	
Additional Partner - SNAP - TDLWD Staff	\$ 2,184.15	\$ 1,857.84	\$ -	\$ -	\$ 4,041.99	Jacksboro
WIOA Title I Adult, Dislocated Worker, Youth	\$ 21,189.84	\$ 28,129.26	\$ 210,513.00	\$ -	\$ 259,832.11	
WIOA Title II Adult Education	\$ 14,827.63	\$ 4,922.62	\$ -	\$ -	\$ 19,750.25	
Additional Partner - ETSU TANF	\$ 2,629.01	\$ 3,955.68	\$ 66,873.00	\$ -	\$ 73,457.69	
Additional Partner - RESEA	\$ 2,629.01	\$ 1,318.56	\$ -	\$ -	\$ 3,947.57	Lenoir City
WIOA Title I Adult, Dislocated Worker, Youth	\$ 25,251.50	\$ 24,152.19	\$ 114,000.00	\$ -	\$ 163,403.69	
WIOA Title II Adult Education	\$ 3,158.58	\$ 9,016.82	\$ -	\$ -	\$ 12,175.40	Oak Ridge
WIOA Title I Adult, Dislocated Worker, Youth	\$ 23,284.94	\$ 15,089.56	\$ 157,052.00	\$ -	\$ 195,426.50	
JVSG-50/50	\$ 3,157.28	\$ 5,029.85	\$ -	\$ -	\$ 8,187.13	Oneida
WIOA Title IV State Vocational Rehabilitation	\$ 3,157.28	\$ 5,029.85	\$ 53,227.00	\$ 126,237.00	\$ 187,651.13	
WIOA Title I Adult, Dislocated Worker, Youth	\$ 23,793.19	\$ 21,462.05	\$ 161,648.00	\$ -	\$ 206,903.24	Rockwood
Additional Partner - ETSU TANF	\$ 8,982.81	\$ 3,388.75	\$ 66,887.88	\$ -	\$ 79,259.44	
WIOA Title I Adult, Dislocated Worker, Youth	\$ 34,985.28	\$ 37,191.54	\$ 200,890.00	\$ -	\$ 273,066.83	Tazewell
WIOA Title II Adult Education	\$ 3,330.42	\$ 11,880.63	\$ -	\$ -	\$ 15,211.05	
Additional Partner - RESEA	\$ 4,583.29	\$ 1,549.65	\$ -	\$ -	\$ 6,132.94	Vonore
WIOA Title I Adult and Dislocated Worker, Youth	\$ 11,857.55	\$ 16,255.78	\$ 104,155.81	\$ -	\$ 132,269.14	
Additional Partner - RESEA	\$ 707.45	\$ 5,079.93	\$ 9,873.59	\$ -	\$ 15,660.97	Wartburg
WIOA Title I Adult, Dislocated Worker, Youth	\$ 12,187.48	\$ 20,182.71	\$ 187,405.00	\$ -	\$ 219,775.19	
WIOA Title II Adult Education	\$ -	\$ 4,541.11	\$ -	\$ -	\$ 4,541.11	Wartburg
WIOA Title I Adult, Dislocated Worker, Youth	\$ 754.88	\$ 14,989.93	\$ 112,817.00	\$ -	\$ 128,561.81	
WIOA Title II Adult Education	\$ 529.09	\$ 7,682.34	\$ -	\$ -	\$ 8,211.43	Wartburg
Total	\$ 821,543.65	\$ 660,928.49	\$ 4,990,823.20	\$ 4,096,451.34	\$ 10,569,746.68	
					\$ 10,569,746.68	

Total Partner Contributions - By Cost Category

American Job Centers - Four Comprehensive Centers (Knoxville, Morristown, Alcoa, & Sevierville) & Eight Affiliate Centers									
Partner Program	Infrastructure Costs	Additional Costs	Shared-Direct	Non-Shared	Total				Billed Amount
WIOA Title I Adult and Dislocated Worker, Youth	\$ 143,160.27	\$ 30,638.43	\$ 724,900.00	\$ 1,109,000.00	\$ 2,007,698.71	Knoxville Comprehensive Center			\$ 173,798.71
WIOA Title II Adult Education	\$ 55,260.19	\$ 10,700.92	\$ 25,840.00	\$ 14,455.00	\$ 107,256.11				\$ 85,961.11
WIOA Title III Wagner-Peyser Employment Services	\$ 80,427.73	\$ 30,976.36	\$ 313,028.55	\$ -	\$ 424,432.64				\$ 111,404.09
WIOA Title IV State Vocational Rehabilitation program	\$ 6,703.92	\$ 2,403.01	\$ 56,189.00	\$ 1,185,129.00	\$ 1,230,424.94				\$ 9,106.94
Additional Partner - SNAP - TDLWD Staff	\$ 20,704.75	\$ 8,486.64	\$ 162,337.20	\$ 27,900.00	\$ 219,427.59				\$ 29,190.39
Additional Partner - RESEA - TDLWD Staff	\$ 6,995.77	\$ 2,816.03	\$ 67,650.92	\$ -	\$ 77,362.72				\$ 9,711.80
VETS (JVSG LVERIDVOS)	\$ 34,479.84	\$ 14,080.16	\$ 166,298.01	\$ -	\$ 214,857.01				\$ 48,599.00
TAA	\$ 6,895.77	\$ 2,816.03	\$ 30,056.66	\$ -	\$ 39,770.46				\$ 9,711.80
TANF - ETSU Families First Staff	\$ 6,895.77	\$ 2,816.03	\$ 35,000.00	\$ -	\$ 44,711.80				\$ 9,711.80
Ticket To Work	\$ 17,057.79	\$ 2,816.03	\$ -	\$ -	\$ 19,873.82				\$ 19,873.82
WIOA Title II Adult Education	\$ 11,967.32	\$ 4,940.47	\$ 25,561.00	\$ -	\$ 42,468.80	Morristown Comprehensive Center			\$ 16,507.80
SNAP	\$ 10,683.48	\$ 4,027.56	\$ 45,476.68	\$ -	\$ 60,187.70				\$ 14,691.02
WIOA Title IV State Vocational Rehabilitation program	\$ 13,932.56	\$ 1,611.02	\$ 73,872.00	\$ 50,980.00	\$ 140,395.58				\$ 15,543.58
Additional Partner - RESEA - TDLWD Staff	\$ 13,629.85	\$ 4,027.56	\$ 33,941.72	\$ -	\$ 51,799.13				\$ 17,857.41
JVSG LVERIDVOP	\$ 21,306.92	\$ 8,096.12	\$ 150,160.66	\$ -	\$ 179,563.70				\$ 29,382.04
TAA	\$ 2,221.24	\$ 107.40	\$ 5,063.23	\$ -	\$ 7,391.87				\$ 2,326.64
Additional Partner - Unemployment Insurance - TDLWD	\$ 10,404.96	\$ 4,027.56	\$ -	\$ -	\$ 14,432.54				\$ 14,432.54
WIOA Title III Wagner-Peyser Employment Services	\$ 91,320.45	\$ 29,213.24	\$ 456,683.15	\$ -	\$ 577,226.84				\$ 120,545.69
WIOA Title I Adult and Dislocated Worker, Youth	\$ 86,534.33	\$ 28,192.92	\$ 691,311.62	\$ 1,586,175.34	\$ 2,392,214.41				\$ 114,727.25
WIOA Title II Adult Education	\$ 6,223.58	\$ 4,337.90	\$ -	\$ -	\$ 10,561.48				\$ 10,561.48
Additional Partner - RESEA - TDLWD Staff	\$ 4,050.32	\$ 1,027.40	\$ -	\$ -	\$ 5,077.72	Sevierville Comprehensive Center			\$ 5,077.72
Title III Wagner-Peyser Employment Services	\$ 60,976.04	\$ 5,821.92	\$ 87,580.42	\$ -	\$ 154,378.38				\$ 66,797.96
WIOA Title I Adult and Dislocated Worker, Youth	\$ 15,851.34	\$ 5,479.45	\$ 8,692.24	\$ -	\$ 30,023.03				\$ 21,330.79
WIOA Title I Adult, Dislocated Worker, Youth	\$ 46,112.78	\$ 5,952.36	\$ 154,832.00	\$ -	\$ 206,897.17				\$ 52,065.17
WIOA Title II Adult Education	\$ 9,071.45	\$ 4,290.68	\$ 31,799.00	\$ 7,575.00	\$ 52,736.12				\$ 13,362.12
WIOA Title III Wagner-Peyser Employment Services	\$ 22,926.40	\$ 4,389.88	\$ 151,841.57	\$ -	\$ 179,157.85				\$ 27,316.26
Additional Partner - RESEA - TDLWD Staff	\$ 5,511.77	\$ 1,118.07	\$ 44,365.09	\$ -	\$ 50,994.93				\$ 6,627.84
Additional Partner - SNAP - TDLWD Staff	\$ 3,124.33	\$ 917.66	\$ -	\$ -	\$ 4,041.99				\$ 4,041.99
WIOA Title I Adult, Dislocated Worker, Youth	\$ 37,066.69	\$ 12,232.42	\$ 210,513.00	\$ -	\$ 259,812.11				\$ 49,319.11
WIOA Title II Adult Education	\$ 17,009.58	\$ 2,140.67	\$ -	\$ -	\$ 19,150.25	Jacksboro			\$ 19,150.25
Additional Partner - ETSU TANF	\$ 4,864.51	\$ 1,720.18	\$ -	\$ -	\$ 6,584.69				\$ 6,584.69
Additional Partner - RESEA	\$ 3,374.18	\$ 573.39	\$ 66,873.00	\$ -	\$ 70,820.57				\$ 3,947.57
WIOA Title I Adult, Dislocated Worker, Youth	\$ 37,267.76	\$ 12,136.92	\$ 114,000.00	\$ -	\$ 163,404.68				\$ 48,403.89
WIOA Title II Adult Education	\$ 7,544.66	\$ 4,530.75	\$ -	\$ -	\$ 12,175.40				\$ 12,175.40
WIOA Title I Adult, Dislocated Worker, Youth	\$ 26,374.50	\$ 10,000.00	\$ 157,052.00	\$ -	\$ 193,426.50				\$ 38,374.50
JVSG-SO50	\$ 4,853.80	\$ 3,333.33	\$ -	\$ -	\$ 8,187.13				\$ 8,187.13
WIOA Title IV State Vocational Rehabilitation program	\$ 4,853.80	\$ 3,333.33	\$ 53,227.00	\$ 126,237.00	\$ 187,651.13				\$ 8,187.13
WIOA Title I Adult, Dislocated Worker, Youth	\$ 30,861.30	\$ 14,393.94	\$ 161,648.00	\$ -	\$ 206,903.24				\$ 45,255.24
Additional Partner - ETSU TANF	\$ 10,098.83	\$ 2,272.73	\$ 66,887.88	\$ -	\$ 79,259.44				\$ 12,371.56
WIOA Title I Adult, Dislocated Worker, Youth	\$ 54,421.72	\$ 17,756.10	\$ 200,890.00	\$ -	\$ 273,068.83	Rockwood			\$ 72,176.83
WIOA Title II Adult Education	\$ 9,539.26	\$ 5,671.77	\$ -	\$ -	\$ 15,211.05				\$ 15,211.05
Additional Partner - RESEA	\$ 5,393.15	\$ 739.80	\$ -	\$ -	\$ 6,132.94				\$ 6,132.94
WIOA Title I Adult and Dislocated Worker, Youth	\$ 13,749.39	\$ 14,363.94	\$ 104,155.81	\$ -	\$ 132,269.14				\$ 28,113.33
Additional Partner - RESEA	\$ 1,298.65	\$ 4,486.73	\$ 9,873.59	\$ -	\$ 15,660.97				\$ 5,787.36
WIOA Title I Adult, Dislocated Worker, Youth	\$ 18,764.75	\$ 13,695.44	\$ 187,405.00	\$ -	\$ 219,775.19				\$ 32,370.19
WIOA Title II Adult Education	\$ 1,479.88	\$ 3,061.23	\$ -	\$ -	\$ 4,541.11				\$ 4,541.11
WIOA Title I Adult, Dislocated Worker, Youth	\$ 4,725.53	\$ 11,019.29	\$ 112,817.00	\$ -	\$ 128,561.81				\$ 13,744.81
WIOA Title II Adult Education	\$ 2,564.04	\$ 5,647.38	\$ -	\$ -	\$ 8,211.43				\$ 8,211.43
Total	\$ 1,150,719.86	\$ 369,104.23	\$ 4,990,823.20	\$ 4,096,451.34	\$ 10,569,746.58				\$ 1,519,824.09

Cost Allocation and Partner Contributions

Row Labels	Cost
Direct	\$ 4,096,451.34
Non-Shared Direct	\$ 4,096,451.34
Alcoa	\$ 7,575.00
Oak Ridge	\$ 126,237.00
Knoxville	\$ 2,316,484.00
Morristown	\$ 1,646,155.34
FTE	\$ 660,928.49
Additional Costs	\$ 369,104.23
Alcoa	\$ 16,666.67
Jacksboro	\$ 16,666.67
Lenoir City	\$ 16,666.67
Oak Ridge	\$ 16,666.67
Oneida	\$ 16,666.67
Rockwood	\$ 24,166.67
Vonore	\$ 16,666.67
Wartburg	\$ 16,666.67
Knoxville	\$ 108,548.67
Morristown	\$ 84,202.86
Sevierville	\$ 16,666.67
Tazewell	\$ 18,852.67
Infrastructure Cost	\$ 291,824.26
Alcoa	\$ 17,075.81
Jacksboro	\$ 21,659.45
Lenoir City	\$ 16,502.34
Oak Ridge	\$ 8,482.60
Oneida	\$ 8,184.13
Rockwood	\$ 26,455.15
Vonore	\$ 8,057.15
Wartburg	\$ 6,005.60
Knoxville	\$ 50,420.00
Morristown	\$ 120,262.11
Sevierville	\$ 6,236.88
Tazewell	\$ 2,483.04
Shared-Direct	\$ 4,990,823.20
Shared Direct	\$ 4,990,823.20
Alcoa	\$ 382,837.66
Jacksboro	\$ 277,386.00
Lenoir City	\$ 114,000.00
Oak Ridge	\$ 210,279.00
Oneida	\$ 228,535.88
Rockwood	\$ 200,890.00
Vonore	\$ 187,405.00
Wartburg	\$ 112,817.00
Knoxville	\$ 1,582,302.34
Morristown	\$ 1,484,068.26
Sevierville	\$ 96,272.66
Tazewell	\$ 114,029.40
Square Footage	\$ 821,543.65
Infrastructure Cost	\$ 821,543.65
Alcoa	\$ 69,670.92
Jacksboro	\$ 41,275.50
Lenoir City	\$ 28,410.08
Oak Ridge	\$ 29,599.50
Oneida	\$ 32,776.00
Rockwood	\$ 42,899.00
Vonore	\$ 12,187.48
Wartburg	\$ 1,283.97
Knoxville	\$ 328,060.80
Morristown	\$ 141,951.00
Sevierville	\$ 80,864.40
Tazewell	\$ 12,565.00
Grand Total	\$ 10,569,746.68

Office Sharing / Payment Ratio:

Partner Program	Weekly Staff		Payment		Notes:
	# of Staff	Hours	# of FTEs	Ratio	
WIOA Title I Adult and Dislocated Worker, Youth	10	408.00	10.880	100.00%	On-Site Knoxville, Comprehensive Center, Partners
WIOA Title II Adult Education	6	142.50	3.800	100.00%	
WIOA Title III Wagner-Peyser Employment Services	11	412.50	11.000	100.00%	
WIOA Title IV State Vocational Rehabilitation program	2	32.00	0.853	100.00%	
Additional Partner - SNAP - TDLWD Staff	3	113.00	3.013	100.00%	
Additional Partner - RESEA - TDLWD Staff	1	37.50	1.000	100.00%	
JVSG-DVOS	3	112.50	3.000	100.00%	
JVSG-LVER	2	75.00	2.000	100.00%	
TAA	1	37.50	1.000	100.00%	
TANF - ETSU Families First Staff	1	37.50	1.000	100.00%	
Ticket To Work	1	37.50	1.000	100.00%	On-Site Morristown, Comprehensive Center, Partners
WIOA Title II Adult Education	2	46.00	1.227	100.00%	
SNAP	1	37.50	1.000	100.00%	
WIOA Title IV State Vocational Rehabilitation program	1	15.00	0.400	100.00%	
Additional Partner - RESEA - TDLWD Staff	1	37.50	1.000	100.00%	
JVSG-DVOS	1	37.50	1.000	100.00%	
JVSG-LVER	1	37.50	1.000	100.00%	
TAA	1	1.00	0.027	100.00%	
Additional Partner - Unemployment Insurance - TDLWD	1	37.50	1.000	100.00%	
WIOA Title III Wagner-Peyser Employment Services	7	262.50	7.000	100.00%	
WIOA Title I Adult and Dislocated Worker, Youth	7	272.00	7.253	100.00%	
WIOA Title II Adult Education	3	95.00	2.533	100.00%	
Additional Partner - RESEA - TDLWD Staff	1	22.50	0.600	100.00%	
Title III Wagner-Peyser Employment Services	4	127.50	3.400	100.00%	
WIOA Title I Adult and Dislocated Worker, Youth	3	120.00	3.200	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	3	120.00	3.200	100.00%	
WIOA Title II Adult Education	4	86.50	2.307	100.00%	
WIOA Title III Wagner-Peyser Employment Services	3	88.50	2.360	100.00%	
Additional Partner - RESEA - TDLWD Staff	1	22.50	0.600	100.00%	
Additional Partner - SNAP - TDLWD Staff	1	18.50	0.493	100.00%	On-Site Alcoa, Comprehensive Center, Partners
WIOA Title I Adult, Dislocated Worker, Youth	4	160.00	4.267	100.00%	
WIOA Title II Adult Education	2	28.00	0.747	100.00%	
Additional Partner - ETSU TANF	1	22.50	0.600	100.00%	
Additional Partner - RESEA	1	7.50	0.200	100.00%	On-Site Jacksonboro
WIOA Title I Adult, Dislocated Worker, Youth	2	75.00	2.000	100.00%	
WIOA Title II Adult Education	1	28.00	0.747	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	3	112.50	3.000	100.00%	
JVSG-50/50	1	37.50	1.000	100.00%	On-Site Ridge
WIOA Title IV State Vocational Rehabilitation program	1	37.50	1.000	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	3	95.00	2.533	100.00%	On-Site Oneida
Additional Partner - ETSU TANF	1	15.00	0.400	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	4	180.00	4.800	100.00%	On-Site Rockwood
WIOA Title II Adult Education	2	57.50	1.533	100.00%	
Additional Partner - RESEA	1	7.50	0.200	100.00%	
WIOA Title I Adult and Dislocated Worker, Youth	2	72.00	1.920	100.00%	On-Site Tazewell
Additional Partner - RESEA	1	22.50	0.600	100.00%	
WIOA Title I Adult, Dislocated Worker, Youth	2	80.00	2.133	100.00%	
WIOA Title II Adult Education	1	18.00	0.480	100.00%	On-Site Vero
WIOA Title I Adult, Dislocated Worker, Youth	2	80.00	2.133	100.00%	
WIOA Title II Adult Education	2	41.00	1.093	100.00%	
Total	124	4107.50	109.533		

Square Footage

American Job Centers - Four Comprehensive Centers (Alcoa, Knoxville, Morristown & Sevierville) & Eight Affiliate Centers

Partner Program	Assigned Office Space / Square Footage	# of Staff	Weekly Staff Hours	Square Footage Paid for Based on Office Sharing / Payment Ratio	% of Total Square Footage	Square Footage Cost	Square Footage Cost Breakdown by Cost Category				
							Infrastructure Costs	Additional Costs	Shared Direct	Non-Shared Direct	
WIOA Title I Adult and Dislocated Worker, Youth	1176.75	10.00	406.00	1177	39.300%	\$ 128,928.96	\$128,928.96	\$ 0	\$ -	\$ -	Knoxville Comprehensive Center
WIOA Title II Adult Education	459.00	6.00	142.50	459	15.329%	\$ 50,289.09	\$50,289.09	\$ 0	\$ -	\$ -	
WIOA Title III Wagner-Peyser Employment Services	602.75	11.00	412.50	603	20.130%	\$ 66,039.46	\$66,039.46	\$ 0	\$ -	\$ -	
WIOA Title IV State Vocational Rehabilitation program	51.00	2.00	32.00	51	1.703%	\$ 5,587.74	\$5,587.74	\$ 0	\$ -	\$ -	
Additional Partner - SNAP - TD/LWD Staff	153.00	3.00	113.00	153	5.110%	\$ 16,763.23	\$16,763.23	\$ 0	\$ -	\$ -	
Additional Partner - RESEA - TD/LWD Staff	51.00	1.00	37.50	51	1.703%	\$ 5,587.74	\$5,587.74	\$ 0	\$ -	\$ -	
JVSG-DVOS	153.00	3.00	112.50	153	5.110%	\$ 16,763.23	\$16,763.23	\$ 0	\$ -	\$ -	
JVSG-LVER	102.00	2.00	75.00	102	3.407%	\$ 11,175.40	\$11,175.40	\$ 0	\$ -	\$ -	
TAA	51.00	1.00	37.50	51	1.703%	\$ 5,587.74	\$5,587.74	\$ 0	\$ -	\$ -	
TANF - ETSU Families First Staff	51.00	1.00	37.50	51	1.703%	\$ 5,587.74	\$5,587.74	\$ 0	\$ -	\$ -	
Ticket To Work	143.75	1.00	37.50	144	4.801%	\$ 15,749.77	\$15,749.77	\$ 0	\$ -	\$ -	Morristown Comprehensive Center
WIOA Title II Adult Education	76.00	2.00	48.00	76	3.460%	\$4,911.13	\$4,911.13	\$ 0	\$ -	\$ -	
SNAP	76.00	1.00	37.50	76	3.460%	\$4,911.13	\$4,911.13	\$ 0	\$ -	\$ -	
WIOA Title IV State Vocational Rehabilitation program	180.00	1.00	15.00	180	8.194%	\$11,631.62	\$11,631.62	\$ 0	\$ -	\$ -	
Additional Partner - RESEA - TD/LWD Staff	125.00	1.00	37.50	125	5.690%	\$8,077.51	\$8,077.51	\$ 0	\$ -	\$ -	
JVSG-DVOS	76.00	1.00	37.50	76	3.460%	\$4,911.13	\$4,911.13	\$ 0	\$ -	\$ -	
JVSG-LVER	76.00	1.00	37.50	76	3.460%	\$4,911.13	\$4,911.13	\$ 0	\$ -	\$ -	
TAA	32.00	1.00	1.00	32	1.457%	\$2,067.84	\$2,067.84	\$ 0	\$ -	\$ -	
Additional Partner - Unemployment Insurance - TD/LWD	72.00	1.00	37.50	72	3.278%	\$4,652.65	\$4,652.65	\$ 0	\$ -	\$ -	
WIOA Title III Wagner-Peyser Employment Services	767.70	7.00	262.50	768	34.949%	\$49,608.86	\$49,608.86	\$ 0	\$ -	\$ -	Sevierville Comprehensive Center
WIOA Title I Adult and Dislocated Worker, Youth	716.00	7.00	272.00	716	32.594%	\$46,268.00	\$46,268.00	\$ 0	\$ -	\$ -	
WIOA Title II Adult Education	64.00	3.00	95.00	64	5.689%	\$4,600.29	\$4,600.29	\$ 0	\$ -	\$ -	
Additional Partner - RESEA - TD/LWD Staff	51.00	1.00	22.50	51	4.533%	\$3,666.86	\$3,666.86	\$ 0	\$ -	\$ -	
Title III Wagner-Peyser Employment Services	818.00	4.00	127.50	818	72.711%	\$58,797.40	\$58,797.40	\$ 0	\$ -	\$ -	
WIOA Title I Adult and Dislocated Worker, Youth	192.00	3.00	120.00	192	17.007%	\$13,800.86	\$13,800.86	\$ 0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	586.25	3.00	120.00	586	57.433%	\$40,014.28	\$40,014.28	\$ 0	\$ -	\$ -	
WIOA Title II Adult Education	68.50	4.00	86.50	69	6.711%	\$4,675.44	\$4,675.44	\$ 0	\$ -	\$ -	
WIOA Title III Wagner-Peyser Employment Services	270.00	3.00	88.50	270	26.451%	\$18,428.75	\$18,428.75	\$ 0	\$ -	\$ -	
Additional Partner - RESEA - TD/LWD Staff	64.00	1.00	22.50	64	6.270%	\$4,368.30	\$4,368.30	\$ 0	\$ -	\$ -	Alcoa Comprehensive Center
Additional Partner - SNAP - TD/LWD Staff	32.00	1.00	18.50	32	3.136%	\$2,184.15	\$2,184.15	\$ 0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	806.00	4.00	160.00	806	51.338%	\$21,189.84	\$21,189.84	\$ 0	\$ -	\$ -	
WIOA Title II Adult Education	564.00	2.00	28.00	564	35.924%	\$14,827.63	\$14,827.63	\$ 0	\$ -	\$ -	
Additional Partner - ETSU TANF	100.00	1.00	22.50	100	6.369%	\$2,629.01	\$2,629.01	\$ 0	\$ -	\$ -	
Additional Partner - RESEA	100.00	1.00	7.50	100	6.369%	\$2,629.01	\$2,629.01	\$ 0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	735.50	2.00	75.00	736	88.882%	\$25,251.50	\$25,251.50	\$ 0	\$ -	\$ -	
WIOA Title II Adult Education	92.00	1.00	28.00	92	11.118%	\$3,158.58	\$3,158.58	\$ 0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	472.00	3.00	112.50	472	78.667%	\$23,284.94	\$23,284.94	\$ 0	\$ -	\$ -	
JVSG-5050	64.00	1.00	37.50	64	10.667%	\$3,157.26	\$3,157.26	\$ 0	\$ -	\$ -	Oak Ridge Center
WIOA Title IV State Vocational Rehabilitation program	64.00	1.00	37.50	64	10.667%	\$3,157.26	\$3,157.26	\$ 0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	739.00	3.00	95.00	739	72.583%	\$23,793.19	\$23,793.19	\$ 0	\$ -	\$ -	
Additional Partner - ETSU TANF	279.00	1.00	15.00	279	27.407%	\$8,982.81	\$8,982.81	\$ 0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	1323.60	4.00	180.00	1324	81.553%	\$34,985.28	\$34,985.28	\$ 0	\$ -	\$ -	
WIOA Title II Adult Education	126.00	2.00	57.50	126	7.783%	\$3,330.42	\$3,330.42	\$ 0	\$ -	\$ -	
Additional Partner - RESEA	173.40	1.00	7.50	173	10.684%	\$4,583.29	\$4,583.29	\$ 0	\$ -	\$ -	
WIOA Title I Adult and Dislocated Worker, Youth	1072.71	2.00	72.00	1073	94.370%	\$11,857.55	\$11,857.55	\$ 0	\$ -	\$ -	
Additional Partner - RESEA	64.00	1.00	22.50	64	5.630%	\$707.45	\$707.45	\$ 0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	105.00	2.00	80.00	105	100.000%	\$12,187.48	\$12,187.48	\$ 0	\$ -	\$ -	Voorhees Center
WIOA Title II Adult Education	0.00	1.00	18.00	0	0.000%	\$0.00	\$0.00	\$ 0	\$ -	\$ -	
WIOA Title I Adult, Dislocated Worker, Youth	565.00	2.00	80.00	565	58.793%	\$754.88	\$754.88	\$ 0	\$ -	\$ -	
WIOA Title II Adult Education	396.00	2.00	41.00	396	41.207%	\$529.09	\$529.09	\$ 0	\$ -	\$ -	
Total Office Space Square Footage	15,178										
Total Common / Shared Area Square Footage ¹	20,292										
Total	35,470			15,178	100%	\$ 821,543.65	\$821,543.65	\$ -	\$ -	\$ -	
Total							\$ 821,543.65	\$ -	\$ -	\$ -	

¹ These partners/programs are linked virtually through online service access to a program staff member via American Job Center resource rooms and through cross-trained front desk staff and other, physically co-located, partner staff who can provide information and referrals.

² Common / shared areas include: resource rooms, conference rooms, classrooms, workshop rooms, staff break room/kitchen, bathrooms, etc.

Full-Time Equivalent (FTE)¹

erican Job Centers - Four Comprehensive Centers (Knoxville, Alcoa, Morristown, Sevierville) & Eight Affiliate Cent

Partner Program	# of Staff	Weekly Staff Hours	FTEs	% of Total FTEs	FTE Cost	FTE Cost Breakdown by Cost Category		
						Infrastructure Costs	Additional Costs	
WIOA Title I Adult and Dislocated Worker, Youth	10	408.00	10.88	28.23%	\$ 44,869.75	\$ 14,231.31	\$ 30,638.43	Knoxville Comprehensive Center
WIOA Title II Adult Education	6	142.50	3.80	9.86%	\$ 15,671.42	\$ 4,970.49	\$ 10,700.92	
WIOA Title III Wagner-Peyser Employment Services	11	412.50	11.00	28.54%	\$ 45,364.63	\$ 14,388.27	\$ 30,976.36	
WIOA Title IV State Vocational Rehabilitation	2	32.00	0.85	2.21%	\$ 3,519.20	\$ 1,116.18	\$ 2,403.01	
Additional Partner - SNAP - TDLWD Staff	3	113.00	3.01	7.82%	\$ 12,427.16	\$ 3,941.52	\$ 8,485.64	
Additional Partner - RESEA - TDLWD Staff	1	37.50	1.00	2.59%	\$ 4,124.06	\$ 1,308.02	\$ 2,816.03	
JVSG-DVOS	3	112.50	3.00	7.78%	\$ 12,372.17	\$ 3,924.07	\$ 8,448.10	
JVSG-LVER	2	75.00	2.00	5.19%	\$ 8,248.12	\$ 2,616.05	\$ 5,632.07	
TAA	1	37.50	1.00	2.59%	\$ 4,124.06	\$ 1,308.02	\$ 2,816.03	
TANF - ETSU Families First Staff	1	37.50	1.00	2.59%	\$ 4,124.06	\$ 1,308.02	\$ 2,816.03	
Ticket To Work	1	37.50	1.00	2.59%	\$ 4,124.06	\$ 1,308.02	\$ 2,816.03	
WIOA Title II Adult Education	2	46.00	1.23	5.87%	\$ 11,996.67	\$ 7,058.20	\$ 4,940.47	Morristown Comprehensive Center
SNAP	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
WIOA Title IV State Vocational Rehabilitation	1	15.00	0.40	1.91%	\$ 3,911.96	\$ 2,300.93	\$ 1,611.02	
Additional Partner - RESEA - TDLWD Staff	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
JVSG-DVOS	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
JVSG-LVER	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
TAA	1	1.00	0.03	0.13%	\$ 260.80	\$ 153.40	\$ 107.40	
Additional Partner - Unemployment Insurance -	1	37.50	1.00	4.78%	\$ 9,779.89	\$ 5,752.33	\$ 4,027.56	
WIOA Title I Adult and Dislocated Worker, Youth	7	272.00	7.25	34.69%	\$ 70,936.83	\$ 41,723.59	\$ 29,213.24	
WIOA Title III Wagner-Peyser Employment Services	7	262.50	7.00	33.48%	\$ 68,459.25	\$ 40,266.33	\$ 28,192.92	
WIOA Title II Adult Education	3	95.00	2.53	26.03%	\$ 5,961.20	\$ 1,623.30	\$ 4,337.90	Sevierville Comprehensive Center
Additional Partner - RESEA - TDLWD Staff	1	22.50	0.60	6.16%	\$ 1,411.86	\$ 384.47	\$ 1,027.40	
Title III Wagner-Peyser Employment Services	4	127.50	3.40	34.93%	\$ 8,000.56	\$ 2,178.64	\$ 5,821.92	
WIOA Title I Adult and Dislocated Worker, Youth	3	120.00	3.20	32.88%	\$ 7,529.93	\$ 2,050.48	\$ 5,479.45	
WIOA Title II Adult Education	3	120.00	3.20	35.71%	\$ 12,050.89	\$ 6,096.50	\$ 5,952.38	
WIOA Title III Wagner-Peyser Employment Services	4	86.50	2.31	25.74%	\$ 8,686.68	\$ 4,396.00	\$ 4,290.68	
Additional Partner - RESEA - TDLWD Staff	3	88.50	2.38	26.34%	\$ 8,887.53	\$ 4,497.65	\$ 4,389.88	
WIOA Title I Adult, Dislocated Worker, Youth	1	22.50	0.60	6.70%	\$ 2,259.54	\$ 1,143.47	\$ 1,116.07	
Additional Partner - SNAP - TDLWD Staff	1	18.50	0.49	5.51%	\$ 1,857.84	\$ 940.19	\$ 917.66	
WIOA Title I Adult, Dislocated Worker, Youth	4	160.00	4.27	73.39%	\$ 28,129.26	\$ 15,896.84	\$ 12,232.42	
WIOA Title II Adult Education	2	28.00	0.75	12.84%	\$ 4,922.62	\$ 2,781.95	\$ 2,140.67	Alcoa Comprehensive Center
Additional Partner - ETSU TANF	1	22.50	0.60	10.32%	\$ 3,955.68	\$ 2,235.49	\$ 1,720.18	
Additional Partner - RESEA	1	7.50	0.20	3.44%	\$ 1,318.56	\$ 745.16	\$ 573.39	
WIOA Title I Adult, Dislocated Worker, Youth	2	75.00	2.00	72.82%	\$ 24,152.19	\$ 12,016.27	\$ 12,135.92	
WIOA Title II Adult Education	1	28.00	0.75	27.18%	\$ 9,016.82	\$ 4,486.07	\$ 4,530.75	
WIOA Title I Adult, Dislocated Worker, Youth	3	112.50	3.00	60.00%	\$ 15,089.56	\$ 5,089.56	\$ 10,000.00	
JVSG-50/50	1	37.50	1.00	20.00%	\$ 5,029.85	\$ 1,696.52	\$ 3,333.33	
WIOA Title IV State Vocational Rehabilitation program	1	37.50	1.00	20.00%	\$ 5,029.85	\$ 1,696.52	\$ 3,333.33	
WIOA Title I Adult, Dislocated Worker, Youth	3	95.00	2.53	86.36%	\$ 21,462.05	\$ 7,068.11	\$ 14,393.94	
Additional Partner - ETSU TANF	1	15.00	0.40	13.64%	\$ 3,388.75	\$ 1,116.02	\$ 2,272.73	
WIOA Title I Adult, Dislocated Worker, Youth	4	180.00	4.80	73.47%	\$ 37,191.54	\$ 19,436.44	\$ 17,755.10	Oak Ridge City
WIOA Title II Adult Education	2	57.50	1.53	23.47%	\$ 11,880.63	\$ 6,208.86	\$ 5,671.77	
Additional Partner - RESEA	1	7.50	0.20	3.06%	\$ 1,549.85	\$ 809.85	\$ 739.80	
WIOA Title I Adult and Dislocated Worker, Youth	2	72.00	1.92	76.19%	\$ 16,255.78	\$ 1,891.84	\$ 14,363.94	
Additional Partner - RESEA	1	22.50	0.60	23.81%	\$ 5,079.93	\$ 591.20	\$ 4,488.73	
WIOA Title I Adult, Dislocated Worker, Youth	2	80.00	2.13	81.63%	\$ 20,182.71	\$ 6,577.27	\$ 13,605.44	
WIOA Title II Adult Education	1	18.00	0.48	18.37%	\$ 4,541.11	\$ 1,479.88	\$ 3,061.23	
WIOA Title I Adult, Dislocated Worker, Youth	2	80.00	2.13	66.12%	\$ 14,989.93	\$ 3,970.64	\$ 11,019.29	
WIOA Title II Adult Education	2	41.00	1.09	33.88%	\$ 7,682.34	\$ 2,034.96	\$ 5,647.38	
Total	124	4107.50	109.53		\$ 660,928.49	\$ 291,824.26	\$ 369,104.23	

\$ 660,928.49

¹ An FTE (full-time equivalent) is the hours worked by one employee on a full-time basis. The concept is used to convert the hours worked by several part-time employees into the hours worked by full-time employees. On an annual basis, an FTE is considered to be 2,080 hours, which is calculated as: 8 hours per day or 40 hours per work week.

² These partners/programs are linked virtually through online service access to a program staff member via American Job Center resource rooms and through cross-trained front desk staff and other, physically co-located, partner staff who can provide information and referrals.

Direct Costs

Cost Row Labels	Column Labels				
	Direct	FTE	Shared-Direct	Square Footage	Grand Total
Alcoa	\$ 7,575.00	\$ 33,742.48	\$ 382,837.66	\$ 69,670.92	\$ 493,826.06
AE	\$ 7,575.00		\$ 31,799.00		\$ 39,374.00
Wagner Peyser		\$ 3,638.41	\$ 151,841.57		\$ 155,479.98
WIOA		\$ 30,104.07	\$ 154,832.00	\$ 69,670.92	\$ 254,606.99
RESEA (State)			\$ 44,365.09		\$ 44,365.09
Jacksboro		\$ 38,326.12	\$ 277,386.00	\$ 41,275.50	\$ 356,987.62
WIOA		\$ 38,326.12	\$ 210,513.00	\$ 41,275.50	\$ 290,114.62
ETSU TANF			\$ 66,873.00		\$ 66,873.00
Lenoir City		\$ 33,169.01	\$ 114,000.00	\$ 28,410.08	\$ 175,579.09
WIOA		\$ 33,169.01	\$ 114,000.00	\$ 28,410.08	\$ 175,579.09
Oak Ridge	\$ 126,237.00	\$ 25,149.27	\$ 210,279.00	\$ 29,599.50	\$ 391,264.77
VR	\$ 126,237.00		\$ 53,227.00		\$ 179,464.00
WIOA		\$ 25,149.27	\$ 157,052.00	\$ 29,599.50	\$ 211,800.77
Oneida		\$ 24,850.80	\$ 228,535.88	\$ 32,776.00	\$ 286,162.68
WIOA		\$ 24,850.80	\$ 161,648.00	\$ 32,776.00	\$ 219,274.80
ETSU TANF			\$ 66,887.88		\$ 66,887.88
Rockwood		\$ 50,621.82	\$ 200,890.00	\$ 42,899.00	\$ 294,410.82
WIOA		\$ 50,621.82	\$ 200,890.00	\$ 42,899.00	\$ 294,410.82
Vonore		\$ 24,723.82	\$ 187,405.00	\$ 12,187.48	\$ 224,316.30
WIOA		\$ 24,723.82	\$ 187,405.00	\$ 12,187.48	\$ 224,316.30
Wartburg		\$ 22,672.27	\$ 112,817.00	\$ 1,283.97	\$ 136,773.24
WIOA		\$ 22,672.27	\$ 112,817.00	\$ 1,283.97	\$ 136,773.24
Knoxville	\$ 2,316,484.00	\$ 158,968.67	\$ 1,582,302.34	\$ 328,060.80	\$ 4,385,815.81
AE	\$ 14,455.00		\$ 26,840.00		\$ 41,295.00
SNAP	\$ 27,900.00		\$ 162,337.20		\$ 190,237.20
TAA			\$ 30,058.66		\$ 30,058.66
Vets	\$ -		\$ 166,298.01		\$ 166,298.01
VR	\$ 1,165,129.00		\$ 56,189.00		\$ 1,221,318.00
Wagner Peyse	\$ -	\$ 3,900.00	\$ 313,028.55	\$ 328,060.80	\$ 644,989.35
WIOA	\$ 1,109,000.00	\$ 155,068.67	\$ 724,900.00		\$ 1,988,968.67
SCSEP			\$ -		\$ -
CSBG			\$ -		\$ -
EOC			\$ -		\$ -
Hope			\$ -		\$ -
CSEPP			\$ -		\$ -
ETSU			\$ 35,000.00		\$ 35,000.00
RESEA (State)			\$ 67,650.92		\$ 67,650.92
Morristown	\$ 1,646,155.34	\$ 204,464.97	\$ 1,484,068.26	\$ 141,951.00	\$ 3,476,639.57
AE			\$ 25,561.00		\$ 25,561.00
SNAP			\$ 45,476.68		\$ 45,476.68
TAA			\$ 5,063.23		\$ 5,063.23
Vets			\$ 150,160.66		\$ 150,160.66
VR	\$ 59,980.00		\$ 73,870.00		\$ 133,850.00
Wagner Peyser			\$ 458,683.15		\$ 458,683.15
WIOA	\$ 1,586,175.34	\$ 204,464.97	\$ 691,311.82	\$ 141,951.00	\$ 2,623,903.13
RESEA (State)			\$ 33,941.72		\$ 33,941.72
Sevierville		\$ 22,903.55	\$ 96,272.66	\$ 80,864.40	\$ 200,040.61
Wagner Peyser		\$ 3,184.38	\$ 87,580.42	\$ 80,864.40	\$ 171,629.20
WIOA		\$ 19,719.17	\$ 8,692.24		\$ 28,411.41
Tazewell		\$ 21,335.71	\$ 114,029.40	\$ 12,565.00	\$ 147,930.11
WIOA		\$ 21,335.71	\$ 104,155.81	\$ 12,565.00	\$ 138,056.52
RESEA (Local)			\$ 9,873.59		\$ 9,873.59
Grand Total	\$ 4,096,451.34	\$ 660,928.49	\$ 4,990,823.20	\$ 821,543.65	\$ 10,569,746.68

Total Partner Contributions - Allocation Base

American Job Centers - Two Comprehensive Centers (Crossville & Alcoa) & Seven Affiliate Centers

Partner Program	Square Footage Cost	FTE Cost	Shared-Direct Costs	Non-Shared Direct Costs	Total	
WIOA Title I Adult and Dislocated Worker, Youth	\$ 128,928.96	\$ 44,869.75	\$ 724,900.00	\$ 1,109,000.00	\$ 2,007,698.71	Knoxville Comprehensive Center
WIOA Title II Adult Education	\$ 50,289.69	\$ 15,671.42	\$ 26,840.00	\$ 14,455.00	\$ 107,256.11	
WIOA Title III Wagner-Peyser Employment Services	\$ 66,039.46	\$ 45,364.63	\$ 313,028.55	\$ -	\$ 424,432.64	
WIOA Title IV State Vocational Rehabilitation	\$ 5,587.74	\$ 3,519.20	\$ 56,189.00	\$ 1,165,129.00	\$ 1,230,424.94	
Additional Partner - SNAP - TDLWD Staff	\$ 16,763.23	\$ 12,427.16	\$ 162,337.20	\$ 27,900.00	\$ 219,427.59	
Additional Partner - RESEA - TDLWD Staff	\$ 5,587.74	\$ 4,124.06	\$ 67,650.92	\$ -	\$ 77,362.72	
VETS (JVSG LVER/DVOS)	\$ 27,938.72	\$ 20,620.29	\$ 166,298.01	\$ -	\$ 214,857.01	
TAA	\$ 5,587.74	\$ 4,124.06	\$ 30,058.66	\$ -	\$ 39,770.46	
TANF - ETSU Families First Staff	\$ 5,587.74	\$ 4,124.06	\$ 35,000.00	\$ -	\$ 44,711.80	
Ticket To Work	\$ 15,749.77	\$ 4,124.06	\$ -	\$ -	\$ 19,873.82	
WIOA Title II Adult Education	\$ 4,911.13	\$ 11,996.67	\$ 25,561.00	\$ -	\$ 42,468.80	Morristown Comprehensive Center
SNAP	\$ 4,911.13	\$ 9,779.89	\$ 45,476.68	\$ -	\$ 60,167.70	
WIOA Title IV State Vocational Rehabilitation	\$ 11,631.62	\$ 3,911.96	\$ 73,870.00	\$ 59,980.00	\$ 149,393.58	
Additional Partner - RESEA - TDLWD Staff	\$ 8,077.51	\$ 9,779.89	\$ 33,941.72	\$ -	\$ 51,799.13	
JVSG-LVER/DVOP	\$ 9,822.26	\$ 19,559.79	\$ 150,160.66	\$ -	\$ 179,542.70	
TAA	\$ 2,067.84	\$ 260.80	\$ 5,063.23	\$ -	\$ 7,391.87	
Additional Partner - Unemployment Insurance - TDLWD	\$ 4,652.65	\$ 9,779.89	\$ -	\$ -	\$ 14,432.54	
WIOA Title III Wagner-Peyser Employment Services	\$ 49,608.86	\$ 70,936.83	\$ 458,683.15	\$ -	\$ 579,228.84	
WIOA Title I Adult and Dislocated Worker, Youth	\$ 46,268.00	\$ 68,459.25	\$ 691,311.82	\$ 1,586,175.34	\$ 2,392,214.41	
WIOA Title II Adult Education	\$ 4,600.29	\$ 5,961.20	\$ -	\$ -	\$ 10,561.48	Sevierville Comprehensive Center
Additional Partner - RESEA - TDLWD Staff	\$ 3,665.85	\$ 1,411.86	\$ -	\$ -	\$ 5,077.72	
Title III Wagner-Peyser Employment Services	\$ 58,797.40	\$ 8,000.56	\$ 87,580.42	\$ -	\$ 154,378.38	
WIOA Title I Adult and Dislocated Worker, Youth	\$ 13,800.86	\$ 7,529.93	\$ 8,692.24	\$ -	\$ 30,023.03	
WIOA Title I Adult, Dislocated Worker, Youth	\$ 40,014.28	\$ 12,050.89	\$ 154,832.00	\$ -	\$ 206,897.17	Alcoa Comprehensive Center
WIOA Title II Adult Education	\$ 4,675.44	\$ 8,686.68	\$ 31,799.00	\$ 7,575.00	\$ 52,736.12	
WIOA Title III Wagner-Peyser Employment Services	\$ 18,428.75	\$ 8,887.53	\$ 151,841.57	\$ -	\$ 179,157.85	
Additional Partner - RESEA - TDLWD Staff	\$ 4,368.30	\$ 2,259.54	\$ 44,365.09	\$ -	\$ 50,992.93	
Additional Partner - SNAP - TDLWD Staff	\$ 2,184.15	\$ 1,857.84	\$ -	\$ -	\$ 4,041.99	
WIOA Title I Adult, Dislocated Worker, Youth	\$ 21,189.84	\$ 28,129.26	\$ 210,513.00	\$ -	\$ 259,832.11	Jacksboro
WIOA Title II Adult Education	\$ 14,827.63	\$ 4,922.62	\$ -	\$ -	\$ 19,750.25	
Additional Partner - ETSU TANF	\$ 2,629.01	\$ 3,955.68	\$ 66,873.00	\$ -	\$ 73,457.69	
Additional Partner - RESEA	\$ 2,629.01	\$ 1,318.56	\$ -	\$ -	\$ 3,947.57	
WIOA Title I Adult, Dislocated Worker, Youth	\$ 25,251.50	\$ 24,152.19	\$ 114,000.00	\$ -	\$ 163,403.69	Lenoir City
WIOA Title II Adult Education	\$ 3,158.58	\$ 9,016.82	\$ -	\$ -	\$ 12,175.40	
WIOA Title I Adult, Dislocated Worker, Youth	\$ 23,284.94	\$ 15,089.56	\$ 157,052.00	\$ -	\$ 195,426.50	Oak Ridge
JVSG-50/50	\$ 3,157.28	\$ 5,029.85	\$ -	\$ -	\$ 8,187.13	
WIOA Title IV State Vocational Rehabilitation	\$ 3,157.28	\$ 5,029.85	\$ 53,227.00	\$ 126,237.00	\$ 187,651.13	Oneida
WIOA Title I Adult, Dislocated Worker, Youth	\$ 23,793.19	\$ 21,462.05	\$ 161,648.00	\$ -	\$ 206,903.24	
Additional Partner - ETSU TANF	\$ 8,982.81	\$ 3,388.75	\$ 66,887.88	\$ -	\$ 79,259.44	Rockwood
WIOA Title I Adult, Dislocated Worker, Youth	\$ 34,985.28	\$ 37,191.54	\$ 200,890.00	\$ -	\$ 273,066.83	
WIOA Title II Adult Education	\$ 3,330.42	\$ 11,880.63	\$ -	\$ -	\$ 15,211.05	
Additional Partner - RESEA	\$ 4,583.29	\$ 1,549.65	\$ -	\$ -	\$ 6,132.94	Tazewell
WIOA Title I Adult and Dislocated Worker, Youth	\$ 11,857.55	\$ 16,255.78	\$ 104,155.81	\$ -	\$ 132,269.14	
Additional Partner - RESEA	\$ 707.45	\$ 5,079.93	\$ 9,873.59	\$ -	\$ 15,660.97	Vonore
WIOA Title I Adult, Dislocated Worker, Youth	\$ 12,187.48	\$ 20,182.71	\$ 187,405.00	\$ -	\$ 219,775.19	
WIOA Title II Adult Education	\$ -	\$ 4,541.11	\$ -	\$ -	\$ 4,541.11	Wartburg
WIOA Title I Adult, Dislocated Worker, Youth	\$ 754.88	\$ 14,989.93	\$ 112,817.00	\$ -	\$ 128,561.81	
WIOA Title II Adult Education	\$ 529.09	\$ 7,682.34	\$ -	\$ -	\$ 8,211.43	
Total	\$ 821,543.65	\$ 660,928.49	\$ 4,990,823.20	\$ 4,096,451.34	\$ 10,569,746.68	
					\$ 10,569,746.68	

Total Partner Contributions - By Cost Category

American Job Centers - Four Comprehensive Centers (Knoxville, Morristown, Alcoa, & Sevierville) & Eight Affiliate Centers							
Partner Program	Infrastructure Costs	Additional Costs	Shared-Direct	Non-Shared	Total		Billed Amount
WIOA Title I Adult and Dislocated Worker, Youth	\$ 143,160.27	\$ 30,636.43	\$ 724,900.00	\$ 1,109,000.00	\$ 2,007,696.71	Knoxville Comprehensive Center	\$ 173,798.71
WIOA Title II Adult Education	\$ 55,260.19	\$ 10,700.92	\$ 26,840.00	\$ 14,455.00	\$ 107,256.11		\$ 65,961.11
WIOA Title III Wagner-Peyser Employment Services	\$ 80,427.73	\$ 30,976.36	\$ 313,028.55	\$ -	\$ 424,432.64		\$ 111,404.09
WIOA Title IV State Vocational Rehabilitation program	\$ 6,703.92	\$ 2,403.01	\$ 56,189.00	\$ 1,155,129.00	\$ 1,230,424.94		\$ 9,106.94
Additional Partner - SNAP - TDLWD Staff	\$ 20,704.75	\$ 8,486.64	\$ 162,337.20	\$ 27,900.00	\$ 219,427.59		\$ 29,190.39
Additional Partner - RESEA - TDLWD Staff	\$ 6,895.77	\$ 2,816.03	\$ 67,650.92	\$ -	\$ 77,362.72		\$ 9,711.80
VETS (JVSG LVERDVOS)	\$ 34,476.84	\$ 14,080.16	\$ 166,298.01	\$ -	\$ 214,857.01		\$ 46,559.00
TAA	\$ 6,895.77	\$ 2,816.03	\$ 30,058.66	\$ -	\$ 39,770.46		\$ 9,711.80
TANF - ETSU Families First Staff	\$ 6,895.77	\$ 2,816.03	\$ 36,000.00	\$ -	\$ 44,711.80		\$ 9,711.80
Ticket To Work	\$ 17,057.79	\$ 2,816.03	\$ -	\$ -	\$ 19,873.82		\$ 19,873.82
WIOA Title II Adult Education	\$ 11,967.32	\$ 4,940.47	\$ 25,561.00	\$ -	\$ 42,468.80	Morristown Comprehensive Center	\$ 16,907.80
SNAP	\$ 10,663.46	\$ 4,027.56	\$ 45,476.68	\$ -	\$ 60,167.70		\$ 14,601.02
WIOA Title IV State Vocational Rehabilitation program	\$ 13,832.56	\$ 1,611.02	\$ 73,870.00	\$ 59,980.00	\$ 149,393.58		\$ 15,543.58
Additional Partner - RESEA - TDLWD Staff	\$ 13,829.85	\$ 4,027.56	\$ 33,941.72	\$ -	\$ 51,799.13		\$ 17,857.41
JVSG LVERDVOP	\$ 21,326.92	\$ 8,055.17	\$ 150,160.66	\$ -	\$ 179,542.70		\$ 29,382.04
TAA	\$ 2,221.24	\$ 107.40	\$ 5,063.23	\$ -	\$ 7,391.87		\$ 2,308.64
Additional Partner - Unemployment Insurance - TDLWD	\$ 10,404.98	\$ 4,027.56	\$ -	\$ -	\$ 14,432.54		\$ 14,432.54
WIOA Title III Wagner-Peyser Employment Services	\$ 91,332.45	\$ 29,213.24	\$ 459,893.15	\$ -	\$ 579,228.84		\$ 120,545.09
WIOA Title I Adult and Dislocated Worker, Youth	\$ 80,534.33	\$ 28,192.92	\$ 691,311.82	\$ 1,586,175.34	\$ 2,392,214.41		\$ 114,727.25
WIOA Title II Adult Education	\$ 6,223.58	\$ 4,337.90	\$ -	\$ -	\$ 10,561.48		\$ 10,561.48
Additional Partner - RESEA - TDLWD Staff	\$ 4,050.32	\$ 1,027.40	\$ -	\$ -	\$ 5,077.72	Sevierville Comprehensive Center	\$ 5,077.72
Title III Wagner-Peyser Employment Services	\$ 60,976.04	\$ 5,821.92	\$ 87,500.42	\$ -	\$ 154,378.38		\$ 60,797.96
WIOA Title I Adult and Dislocated Worker, Youth	\$ 15,651.34	\$ 5,479.45	\$ 8,692.24	\$ -	\$ 30,223.03		\$ 21,330.79
WIOA Title I Adult, Dislocated Worker, Youth	\$ 46,112.78	\$ 5,952.38	\$ 154,832.00	\$ -	\$ 206,897.17		\$ 52,065.17
WIOA Title II Adult Education	\$ 9,071.45	\$ 4,290.68	\$ 31,799.00	\$ 7,575.00	\$ 52,736.12		\$ 13,362.12
WIOA Title III Wagner-Peyser Employment Services	\$ 22,926.40	\$ 4,389.88	\$ 151,841.57	\$ -	\$ 179,157.85		\$ 27,316.28
Additional Partner - RESEA - TDLWD Staff	\$ 5,511.77	\$ 1,116.07	\$ 44,365.09	\$ -	\$ 50,992.93		\$ 6,627.84
Additional Partner - SNAP - TDLWD Staff	\$ 3,124.33	\$ 917.66	\$ -	\$ -	\$ 4,041.99		\$ 4,041.99
WIOA Title I Adult, Dislocated Worker, Youth	\$ 37,066.69	\$ 12,232.42	\$ 210,513.00	\$ -	\$ 259,832.11		\$ 48,319.11
WIOA Title II Adult Education	\$ 17,509.58	\$ 2,140.67	\$ -	\$ -	\$ 19,750.25	Alcoa Comprehensive Center	\$ 19,750.25
Additional Partner - ETSU TANF	\$ 4,864.51	\$ 1,720.18	\$ -	\$ -	\$ 6,584.69		\$ 6,584.69
Additional Partner - RESEA	\$ 3,374.18	\$ 573.39	\$ 66,873.00	\$ -	\$ 70,820.57		\$ 3,947.57
WIOA Title I Adult, Dislocated Worker, Youth	\$ 37,267.76	\$ 12,135.92	\$ 114,000.00	\$ -	\$ 163,403.69		\$ 48,403.69
WIOA Title II Adult Education	\$ 7,644.66	\$ 4,530.75	\$ -	\$ -	\$ 12,175.40		\$ 12,175.40
WIOA Title I Adult, Dislocated Worker, Youth	\$ 28,374.50	\$ 10,000.00	\$ 157,062.00	\$ -	\$ 195,426.50		\$ 38,374.50
JVSG 50/50	\$ 4,853.80	\$ 3,333.33	\$ -	\$ -	\$ 8,187.13		\$ 8,187.13
WIOA Title IV State Vocational Rehabilitation program	\$ 4,853.80	\$ 3,333.33	\$ 53,227.00	\$ 126,237.00	\$ 187,651.13		\$ 8,187.13
WIOA Title I Adult, Dislocated Worker, Youth	\$ 30,861.30	\$ 14,393.94	\$ 161,648.00	\$ -	\$ 206,903.24		\$ 45,255.24
Additional Partner - ETSU TANF	\$ 10,098.83	\$ 2,272.73	\$ 66,887.88	\$ -	\$ 79,259.44		\$ 12,371.56
WIOA Title I Adult, Dislocated Worker, Youth	\$ 54,421.72	\$ 17,755.10	\$ 200,890.00	\$ -	\$ 273,066.83	Oak Ridge	\$ 72,176.83
WIOA Title II Adult Education	\$ 6,539.28	\$ 5,671.77	\$ -	\$ -	\$ 15,211.05		\$ 15,211.05
Additional Partner - RESEA	\$ 5,393.15	\$ 739.80	\$ -	\$ -	\$ 6,132.94		\$ 6,132.94
WIOA Title I Adult and Dislocated Worker, Youth	\$ 13,749.39	\$ 14,363.94	\$ 104,155.81	\$ -	\$ 132,269.14		\$ 28,113.33
Additional Partner - RESEA	\$ 1,298.05	\$ 4,488.73	\$ 9,873.59	\$ -	\$ 15,660.37		\$ 5,787.38
WIOA Title I Adult, Dislocated Worker, Youth	\$ 18,764.75	\$ 13,605.44	\$ 187,405.00	\$ -	\$ 219,775.19		\$ 32,370.19
WIOA Title II Adult Education	\$ 1,479.88	\$ 3,061.23	\$ -	\$ -	\$ 4,541.11		\$ 4,541.11
WIOA Title I Adult, Dislocated Worker, Youth	\$ 4,725.53	\$ 11,019.29	\$ 112,817.00	\$ -	\$ 128,561.81		\$ 15,744.81
WIOA Title II Adult Education	\$ 2,564.04	\$ 5,647.38	\$ -	\$ -	\$ 8,211.43		\$ 8,211.43
Total	\$ 1,150,719.86	\$ 369,104.23	\$ 4,990,823.20	\$ 4,096,451.34	\$ 10,569,746.68		\$ 1,519,824.09

ATTACHMENT B:

ETLWDB

SUPPORTIVE

SERVICES

POLICY

ETLWDA
WORKFORCE INNOVATION AND
OPPORTUNITY ACT
POLICY MANUAL



Pages: 6
Issued: 16 October 2018
Effective: immediately

APPROVED ETLWDB CHAIR:

A handwritten signature in blue ink, appearing to read "Martha Oxford", is written over a horizontal line.

SUBJECT: SUPPORTIVE SERVICES POLICY

INTRODUCTION: The East Tennessee Local Workforce Development Board shall adopt a Supportive Services Policy in accordance with WIOA §3(59)

PURPOSE: To establish the Supportive Services Policy under Title I of the Workforce Innovation and Opportunity Act (WIOA) for the East Tennessee Local Workforce Development Board (ETLWDB). All WIOA-enrolled adults, dislocated workers, out-of-school and in-school youth are eligible for supportive services as defined in **WIOA Section 3(59)**. This policy will establish guidelines for uniformity, where feasible, in the process and amount of supportive services provided to individuals. Such guidelines are consistent with **WIOA Sections 134(d)(2) and 129(c)(2)** and were developed during the regional planning process by the ETLWDB in consultation with One-Stop Partners and area providers within the WIOA East Tennessee Planning Region (**WIOA Section 106(c)(1)(F)**).

POLICY: Supportive services are available to clients enrolled in ETLWDB career and training grant-funded initiatives who are unable to obtain supportive services through community programs providing such services. In accordance with WIOA, the ETLWDB has developed this written policy to ensure high quality comprehensive service provision, non-duplication of resources and reasonable limits on the amount and duration of these services.

Supportive services must be provided in a manner that maximizes informed client choice in selecting supportive service providers (where applicable) and be in accordance with the goals/activities outlined in the client's Individual Employment Plan or Individual Service Strategy. The cost of supportive services must be reasonable and competitive in price. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available. The career specialist will assist the client with such choices but the ultimate decision rests with the client. However, when making decisions regarding these costs, all ETLWDB staff should consider if the purchase is "reasonable" and "prudent" as well as a good use of taxpayer dollars. WIOA is not an entitlement program. Supportive services are limited, must be based upon documented financial need (entered into VOS by case managers) and leveraged with other local and state resources. ETLWDB supportive services payments should be limited to items/needs that are directly related to assisting clients in obtaining gainful employment.

Who May Receive Supportive Services: Funds allocated to the ETLWDB may be used to provide supportive services to the following participants:

Adults and Dislocated Workers who:

- Are participating in programs with activities authorized in **WIOA Section 134(c)(1)(A)(ii) or WIOA Section 134(c)(1)(A)(iii)**;
- Are unable to obtain supportive services through other programs providing such services.

Youth Participants: Supportive services for youth, as defined in WIOA Section 3(59), are services that enable an individual to participate in WIOA activities. These support services are allowable for active participants and for those who have exited and need post-program support services as follow-up for up to twelve (12) months;

These services may include, but are not limited to **(20 CFR 680.900) (20 CFR 681.570)**:

- Linkages to community service

- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications

Needs-Related Payments: One-Stop centers provide financial assistance as a supportive service for the purpose of enabling participants to engage in training **WIOA Section 134(d)(3)**. Unlike other supportive services, to qualify for needs-related payments the participant must be enrolled in training. To receive need-related payments:

- Adults and Out of School Youth (OSY) aged 18-24- Must be unemployed, not qualify for (or have ceased qualifying for) unemployment compensation and be enrolled in a program of training services under **WIOA Section 134(d)(4)**.
- Dislocated Workers- Must be unemployed and
 - Ceased to qualify for unemployment benefits or trade readjustment allowance under TAA, and be enrolled in a program of training services under **WIOA Section 134(d)(4)** by the end of the 13th week of the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
 - Unable to qualify for unemployment benefits or trade readjustment assistance under TAA and be enrolled in a program of training services under **WIOA Section 134(c)(3)**.

Payments to Dislocated Workers shall not exceed the greater of **(20 CFR 680.970)**:

- Eighty percent (80%) of the maximum prevailing weekly unemployment benefit rate for participants who were eligible for unemployment as a result of a qualifying dislocation; or
- The poverty level (LLSIL for non-distressed counties or poverty level for distressed counties) for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family incomes, as determined by ETLWDB.

The following guidelines will apply to individuals receiving supportive services through the American Job Centers within the East Tennessee Local Workforce Development Board:

- Transportation Assistance:

Transportation assistance will be provided as needed to WIOA-enrolled participants. This includes but is not limited to gas assistance, arranged rides, travel reimbursement (based on miles driven), and bus passes. This service will be provided to participants who are currently engaged in training, job search, or employment. There is *no set cap/limit* for transportation assistance; however, assistance may be limited based on available funding within the ETLWDB supportive services budget.

The table below will be utilized to calculate the allowance for travel of those participants who have shown a need for such expenses as determined by the Career Services Provider staff. Based upon the fact that the East Tennessee region is comprised of predominately rural areas, daily allowances are higher than ones found in urban areas. However, mileage allowances are not intended to reimburse the participant for all costs incurred with transportation, but to reduce the overall burden of participating in a training component.

One-way miles should be verified through an online provider such as Google Maps or MapQuest and documented in the participant's file. For participants in training attending clinical placements, mileage to the clinical site is allowable.

ONE WAY MILES	DAILY ALLOWANCE
01 – 10	\$ 7.00
11 – 20	\$ 10.00
21 -30	\$13.00
31+	\$16.00

For individuals completing job search only, the allowance for travel will be \$5 per day.

B. Childcare Assistance:

If childcare support is not available through other resources, such as Families First or DHS Smart Steps, then support will be provided as needed to WIOA-enrolled participants on a short-term basis to allow the participant to reach an educational or employment goal. This service will be provided to participants who are currently engaged in training, job search, or employment only and the following will apply:

1. Care must be for child(ren) who are dependents between ages 0-12 years old. Documentation must be provided (in the form of birth certificate, court order, etc.) proving that the child is his/her legal responsibility.
2. A statement of need must be signed by the participant that she/he, as the sole support of the child and requires daycare assistance. This should be kept in the participant's file.
3. The ETLWDB Child Care Services Participant of Understanding Form must be signed by the Participant and kept in the participant's file prior to receiving payments.
4. Payment will made to the Participant as reimbursement for child care costs incurred during training, after submitting monthly invoice and verification. All forms and payments should be documented within the participant file.
5. Childcare assistance will be limited to \$2,400 per year per participant.

Childcare rates:

- Full-time care (2 years old and younger) \$34/day
- Full-time care (2 to 5 years of age) \$30/day
- Children 6-12 years of age \$20/day
- Part-time care (before/after school) \$10/day

C. Medical Care:

Medical care assistance will be provided as needed to WIOA-enrolled participants. This service will be provided to participants who are currently engaged in training, job search, or employment. This service is to cover medical needs/situations that arise when a current participant is actively participating in a Title I activity that would prevent the continuance of their attendance. When possible, payment should be made directly to the provider. If the situation requires payment to the participant, invoices/receipts will be required as proof of the expense. All payments must be recorded in the participant's file. Medical care assistance will be limited to \$1,000 per year. Examples of medical care services include but are not limited to:

- Eye Exam/Glasses
- Dental Services
- Hearing Aids

D. Employment/Training-Related Expenses:

Employment and/or training-related expenses may be funded for a WIOA-enrolled participant. This assistance will be provided to increase the likelihood of establishing and maintaining employment. When possible, payment should be made directly to the provider. Invoices/receipts are required, and all payments must be recorded in the participant's file. Examples of employment/training-related supportive services include but are not limited to:

- Vaccinations
- Blood Tests
- Drug Screens
- Physicals
- Background Checks
- Seminars
- Professional Societies
- Conferences
- Legal aid services

E. Vehicle Repair:

WIOA-enrolled participants may receive support related to vehicle repair and/or maintenance while actively participating in Career or Training activities. This service includes, but is not limited to, tires, vehicle repairs, and mechanical repairs. The vehicle must be registered to the participant with a copy of the title placed within the participant's file. Vehicle repairs will be limited to *\$1,000 per year*.

Any repair/parts/support that will exceed \$500 must have a minimum of three (3) estimates by a certified mechanic and/or auto parts store before the support payment can be approved. Invoices/receipts are required, and all payments must be recorded within the participant's file.

F. Emergency Supportive Services:

WIOA funds can be used when a current participant has an emergency arise while actively participating in WIOA career or training activities which would prevent the continuation of their attendance. The purpose of the funds must be documented. Payments made to the participant require a copy of the bill or receipt *listing the participant as the debtor* attached to the authorization. Rent/Housing payments will require a copy of a lease agreement naming the participant. Authorizations to vendors for items should be returned with proof (a signature) that the person received the items. The following are cost limits, per service/per year, established by ETLWDB:

- | | |
|------------------------------------|------------|
| • Utilities (electric, gas, water) | \$500/year |
| • Rent/Housing | \$750/year |
| • Phone Service/Internet/Data Plan | \$250/year |
| • Automobile Insurance | \$350/year |

G. Workforce Development and Training Supplies:

WIOA-enrolled participants may receive assistance with supplies while actively participating in career or training activities. The ETLWDB has established there are no cost limits imposed on required books and supplies for any post-secondary training. Books and supplies assistance will be determined each semester/trimester, etc. based on a required book/supply list from the training provider. A copy of the required book/supply list and proof of payment should be kept in the participant's file. Additional supply payments must be documented and may be made for the following:

Basic Supplies for Training (\$150 max/semester), including but not limited to:

- Highlighters, Pens, Pencils, Binders, Notebooks, Calculators, 3-Hole Punches, Backpacks (Satchels, Over the Shoulder Bags, Laptop Bags, Laptop Cases), Staplers, Scissors, Markers, Colored Pencils, Loose Leaf Paper, Paper Clips, Binder Clips, Dividers, Index Cards, and other supplies as deemed necessary by the Training Provider

Supplies needed for employment (\$1,000 max/year), including but not limited to:

- Stethoscope, Footwear, Uniforms, Watches, Clothing for Interviews/ Employment, Payment of Licensure/Credentials, Hardhats, Earplugs, Gloves, Safety Vests, Thermal Clothing, Protective Gear, and other supplies as deemed necessary by the Employer

H. Tutoring (WIOA Title I Youth Only):

If a WIOA Youth participant needs assistance in completing a training program, HiSET program, getting into a training program, or passing an entrance test for a field of work or military, the Career Services

provider will contract with a certified teaching professional to provide tutoring services. The licensed professional must present their license for review by Career Services Provider staff as well as sign a Contract Service Agreement. The contracted provider will be paid at a rate of \$25.00 per hour not to exceed 5 hours a week. All payments must be documented in the participant's file. Contracted tutoring for a Youth participant will not exceed \$750/year, unless otherwise approved by the LWDB Executive Director.

- I. **Incentives (WIOA Title I Youth Only):** Incentive payments may be made to youth participants in the follow up phase of services for each quarter the participant provides documentation of allowable placement for up to four (4) quarters. Allowable placement includes: employment, military enlistment, post-secondary and advanced training, etc. Documentation includes a completed Employment Verification form documenting contact with the participant's employer, a pay stub, a transcript for current post-secondary or extended training program, proof of active service in the military or other documentation of being employed or attending post-secondary.

HiSET

- | | |
|---|-------|
| i. Attend four classes after orientation
totaling 12 class Hours | \$100 |
| ii. Complete the HiSET voucher | \$100 |
| iii. Completion of HiSET | \$250 |
- Follow up
- | | |
|---|---------------|
| iv. Milestones of placement in Q1-Q4 after exit | \$100/quarter |
|---|---------------|

Unallowable Support Services- Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Advances against future payments are not allowed. Unallowable services include, but are not limited to:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Taxes, hospital bills, past due credit card bills
- Entertainment, including tips
- Contributions and donations
- Prescription/over-the-counter drugs
- Vehicle or mortgage payments
- Refund deposits
- Alcohol or tobacco products
- Pet food
- Items to be purchased by family or friends
- Out-of-state job searches and relocation expenses that will be paid by the prospective employer

Exceptions- Waivers to this policy may be granted on a case-by-case basis subject to the approval of the ETLWDB Executive Director. In such instances, a written justification outlining the circumstances shall be required.

Priority of Service- Participants in the WIOA programs who face significant barriers to employment (recipients of public assistance, low-income individuals, or individuals who are basic skills deficient) should be given service according to their level of need. ETLWDB Priority of Service Policies should be followed.

Monitoring of Payments: ETLWDB staff will monitor funds for supportive services to ensure that they are allowable and spent without duplication of services. The service provider should keep monthly reports detailing participant payments and make available to the Board staff upon request. As part of its routine monitoring procedures, ETLWDB staff will regularly examine participant files for allowable payments, basis of determination of needs, and documentation required to ensure program integrity and efficiency.

Conflict of Interest Policy- All ETLWDB intake/eligibility forms or documents to provide a benefit (training, gas card, etc.) must include a disclosure stating that workforce system members (CLEOs, LWDB members, Board Staff, WIOA staff, AJC partner staff, and WIOA sub recipients and/or contractors) will not provide direct service during the intake or eligibility determination of a family member or close acquaintance. No workforce staff or member will have a personal or business relationship with, or a positive bias for, or a special interest in, that particular applicant. Accusations that certain decisions were influenced by a conflict of interest will be avoided by the participant being served by another workforce staff member.

- If such a relationship exists between a workforce member and a participant, documentation including the name of the member and the nature of the relationship must be maintained in the participant's file.
- A list of any Workforce members who have disclosed any of these close relationships will be maintained by ETLWDB staff and will be provided to Program Accountability Review (PAR) program monitors at the onset of all monitoring visits.
- Training concerning internal conflicts of interest will be provided to all workforce members on an annual basis. All new staff members and providers will be informed of this policy.

For questions regarding this policy, contact Bill Walker, Director, East Tennessee Local Workforce Development Board at bwalker@ethra.org.

Attachments: Child Care Services Participant Statement of Understanding

Policy Duration: Indefinite

ATTACHMENT C:

ETLWDB

PRIORITY OF

SERVICE

POLICY

APPROVED ETLWDB CHAIR:



SUBJECT: PRIORITY OF SERVICE

POLICY STATEMENT: The East Tennessee Local Workforce Development Area shall develop and implement eligibility and enrollment policies that follow WIOA Section 3, 134(c)(3)(E) and TEGL 3-15-protocol for priority of service for WIOA Title I adult programs.

Introduction: WIOA provides a focus on serving individuals with barriers to employment; the intent is to ensure access to these individuals on a priority basis. Under WIA, priority was required for public assistance recipients and other low-income individuals when funds were limited. Under WIOA, priority of service is required regardless of funding levels and also is expanded to include individuals who are basic skills deficient.

Purpose: To provide guidance and to ensure that individuals in the targeted groups (public assistance, other low-income individuals, individuals who are basic skills deficient, and underemployed who are also low income) are given priority over other individuals for receipt of individualized career services and training services funded by Title I adult program.

Eligible WIOA Customer: targeted groups

Process: The list below describes the priority of service for individuals served in the WIOA Adult Program based on the requirements in WIOA Section 134(c)(3)(E), proposed 20 CFR 680.600 and 680.640, TEGL 3-15, and TEGL 10-09.

1st Priority - Covered persons (veterans and eligible spouses) who are:

- **low income** [as defined by WIOA Sec. 3(36)], or
- recipients of public assistance, or
- who are basic skills deficient.

2nd Priority - Individuals (non-covered persons) who are:

- **low income** [as defined by WIOA Sec. 3(36)], or
- recipients of public assistance, or
- who are basic skills deficient.

3rd Priority - Veterans and eligible spouses who are:

- not low income, and
- not recipients of public assistance, and
- not basic skills deficient.

4th Priority - Individuals (non-covered persons) who do not meet the above priorities but who:

- have unmet financial need to complete training or enter employment
 - o includes unmet financial need as indicated by an approved training institution
 - o or other demonstrated unmet need
- are underemployed as defined in TEGL 3-15
 - o Individuals employed less than full-time who are seeking full-time employment;
 - o Individuals employed in a position that is inadequate with respect to their skills and training;
 - o Individuals who are employed and meet the definition of a low income individual in WIOA sec. 3(36); and
 - o Individuals who are employed but whose current job earnings are not sufficient compared to their previous job earnings from their previous employment, per State and/or local policy

- Are individuals with barriers to employment as identified in 20 CFR 680.320 including the following:
 - o Displaced homemakers
 - o Low-income individuals
 - o Indians, Alaska Natives, and Native Hawaiians
 - o Individuals with disabilities
 - o Older individuals, i.e. aged 55 and over
 - o Ex-offenders
 - o Homeless Individuals
 - o Youth who are in or have aged out of the foster care system
 - o Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
 - o Eligible migrant and seasonal farm workers, defined in WIOA sec 167(i)
 - o Individuals within 2 years of exhausting lifetime eligibility under TANF (part A of title IV of the Social Security Act)
 - o Single parents (including single pregnant women)
 - o Long-term unemployed individuals
 - o Other groups determine by the Governor to have barriers to employment
- Are unemployed and determined to be an appropriate candidate for On-the-Job training with an OJT-approved local employer

Individuals qualifying for services as 4th priority may be enrolled on a case by case basis with documented managerial approval. Local policy limits the number of adults enrolled in WIOA who are not low income, public assistance recipients, or basic skills deficient to not more than 15% of all adults registered in the current program year. The request for 4th Priority of Service must be submitted in writing using the "*WIOA Adult 4th Priority Enrollment Authorization Request*" form. A copy of the form shall be included in the participant file.

NOTE: When past income is an eligibility determinant for federal employment training programs, any amounts received as military pay or allowances by any person who served on active duty and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority, in accordance with 38 U.S.C. 4213.

WIOA Adult Program 4th Priority Enrollment Authorization Request

Priority of WIOA Adult Program individualized career and training services shall be given to:

- 1st Priority: Covered persons (veterans and eligible spouses) who are low income, or recipients of public assistance, or who are basic skills deficient.
- 2nd Priority: Non-covered persons who are low income, or recipients of public assistance, or who are basic skills deficient.
- 3rd Priority: Veterans and eligible spouses who are not low income, and not recipients of public assistance, and not basic skills deficient.
- 4111 Priority - Individuals (non-covered persons) who do not meet the above priorities.

On an exception basis, WIOA-eligible individuals (non-covered persons) who do not meet the WIOA Adult Program eligibility for priorities 1, 2 or 3 may be served under the 4111 Priority. The request for 4111 Priority must be submitted in writing using this form. The WIOA eligible adult must meet one or more of the following categories of an individual with a barrier to employment:

- have unmet financial need(s) in order to complete training or to enter employment which has been indicated by an approved training institution or other demonstrated unmet need
- are underemployed as defined in TEGL 3-15
 - (a) Individuals employed less than full-time who are seeking full-time employment
 - (b) Individuals employed in a position that is inadequate with respect to their skills and training;
 - (c) Individuals who are employed and meet the definition of a low income individual in WIOA sec. 3(36); and
 - (d) Individuals who are employed, but whose current job earnings are not sufficient compared to their previous job earnings from their previous employment, per State and/or local policy
- Displaced homemakers;
- Low-income individuals;
- Indians, Alaska Natives, and Native Hawaiian;s
- Individuals with disabilities;
- Older individuals;
- Ex-offenders;
- Homeless individuals;
- Individuals who are English language learners, have low levels of literacy, and/or are facing substantial cultural barriers;
- Eligible migrant and seasonal farm workers;
- Individuals within 2 years of exhausting lifetime TANF eligibility
- Single parents (including single pregnant women);
- Long-term unemployed individuals.
- Are unemployed and determined to be an appropriate candidate for On-the-Job training with an OJT approved local employer

Fourth Priority Enrollment Request Form

I (Case Manager), _____, am requesting enrollment into the WIOA

Adult Program 4111 Priority for (Applicant Name): _____

who has the following barriers to self-sufficient employment:

Services to be provided to the participant are documented on the Individual Employment Plan (IEP) located in the participant file and in VOS (or designated tracking software).

Estimated WIOA Adult funds to be used: \$

WIOA Career Specialist Signature

Date

WIOA Career Services Manager or Designee

Date

ATTACHMENT D:

ETLWDB TRAINING POLICY



ETLWDA
WORKFORCE INNOVATION AND
OPPORTUNITY ACT
POLICY MANUAL

Pages: 3
Issued: 16 October 2018
Effective: Immediately

SUBJECT: TRAINING POLICY

APPROVED ETLWDB CHAIR:

Martha Ayford

POLICY STATEMENT: Training services are provided to adult, dislocated workers and out-of-school youth who meet the eligibility requirements of the Workforce Innovation and Opportunity Act (WIOA) and who require training to equip them to enter the workforce and retain employment. Training must be directly linked to the in-demand employment opportunities in the local area or in an area in which the adult or dislocated worker is willing to relocate. Decisions on appropriate training tracks should be guided by career pathways that provide, upon successful completion of the training, sustainable wages, as determined by either the LWDA 4 Self-Sufficiency policy or the MIT Livable Wage Calculator

Introduction: Under the Workforce Innovation and Opportunity Act (WIOA), training services for adults, dislocated workers, and out-of-school youth are primarily provided through Individual Training Accounts (ITAs). The ITA is established on behalf of a registered WIOA participant and is used to purchase training services from an eligible training provider selected in conjunction with a career specialist. Training services such as on-the-job training, registered apprenticeships, pre-apprenticeships and incumbent worker training are approved services under WIOA but do not utilize Individual Training Accounts.

Purposes: Training services can be critical to the employment success of many adults, dislocated workers, and out-of-school youth. The purposes of this policy are to ensure that selection of training services is

- conducted in a manner that maximizes customer choice,
- linked to in-demand occupations,
- informed by the performance of relevant training providers, and
- coordinated to the extent possible with other sources of assistance, including Pell Grants.

Eligible WIOA Customer: eligible adult, dislocated worker, and youth customers

Process: WIOA participants applying for training services should be fully informed of the selected provider's performance, labor market conditions and trends, and additional sources of grant assistance in order to make an informed choice about their training selection.

A. ITAs will be issued to WIOA-registered customers within the following parameters:

- In conjunction with a career specialist, the individual must have completed an Individual Employment Plan (IEP).
- The individual must be determined by assessment, interview, or evaluation to be unable, without training services, to obtain or retain employment that leads to economic self-sufficiency.
- The individual must have the skills and qualifications to successfully complete the selected training program.
- Training must be in an occupation identified by the local LWDA as a growth and/or demand occupation or documentation of employment prospects for areas not identified must be provided.
- All training services are contingent on the availability of funding and the local service level expectations.

- B. A maximum ITA of \$12,000.00 per customer lifetime is established to assist in covering the costs of training and training related expenses. The ETHRA Workforce Services Division director may approve exceptions to the cap. ITAs are funded at state residency rates, no out-of-state tuition fees will be paid. Based on availability of funding, ITA allowable purchases include: books, fees, tuition, tools, uniforms, and other education materials necessary to complete training.
- C. All applicants requesting WIOA services should be informed that it is one of many funding sources that may be available to them. The individual must have applied, with support from the career specialist, for appropriate and applicable sources of financial aid such as Pell Grant, tuition assistance/exemption, Hope Scholarships, TN Promise, TN Reconnect, etc. The customer file should include documentation of the financial aid award by using the notice from financial aid or the participant's self-attestation. The ITA amounts for tuition may not exceed the State of Tennessee residency tuition.
- D. ITAs may not be used for payment of late fees caused by customer error or delay. The customer is responsible for these items, as they are responsible for other fines or penalties.
- E. Short-term training is preferred. Programs should not exceed 104 weeks (two years). Exceptions to this policy may be approved on a case-by-case basis and requests must include evidence that financial support is available during extended training periods. The ETHRA Workforce Services Division director may approve exceptions.
- F. Continuing Education and other similar courses may be allowed only if the following conditions apply:
 - The customer must have a specific occupational goal.
 - The customer has a work history or educational background that relates to the occupational goal.
 - The customer must present evidence as to how the proposed training will increase his/her employment marketability.
- G. Normally, distance learning will be approvable only if other appropriate training is not available at a lower cost within the commuting area. Distance learning is approvable only when it is part of a curriculum that:
 - leads to the completion of a training program; and
 - requires students to interact with instructors; and
 - requires students to take periodic tests; and
 - requires students to come onto campus, or other approved facility, for tests and meetings.
- H. Customers must meet minimum academic standards for continuation of funding.
- I. In general, all training programs must be within a reasonable commute of the LWDA. Training programs not within commuting distance to the LWDA may be approved on a case-by-case basis. All approved training must be located within the contiguous United States.

Access:

- A. To ensure equity of access as well as ability to benefit from training, a management-level employee of the career service provider shall review
 - Customer's objective assessment results
 - Customer's Individualized Employment Plan (IEP)
 - Pell grant application status
 - Case notes developed during case-management appointment(s)
 - Customer's financial analysis

- B. The customer must consult with a career specialist routinely to ensure that the customer is making satisfactory progress in training. The training provider will certify the individual's satisfactory progress. If the trainee is not making satisfactory progress each term (quarter/semester/other), the career specialist may either renegotiate a new ITA or de-obligate ITA funds
- C. Contracts for services may be used instead of ITAs only when one or more of the following five exceptions applies:
- If the Local Workforce Development Board determines on-the-job training—which may include paying for the on-the-job training portion of a registered apprenticeship program, customized training, incumbent worker training, or transitional jobs—is feasible, effective, efficient, and appropriate;
 - If the Local Workforce Development Board determines that there are an insufficient number of Eligible Training Providers in the local area to accomplish the purpose of a system of ITAs. This determination process must include a public comment period for interested providers of at least 30 days and must be described in the Local Plan;
 - If engagement of a training services program of demonstrated effectiveness offered in a local area by community-based organization or other private organization to serve individuals with barriers to employment. The Local Workforce Development Board must develop criteria to be used in determining demonstrated effectiveness, particularly as it applies to individuals with barriers to employment to be served. The criteria may include:
 - Financial stability of the organization;
 - Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate; attainment of the skills, certificates, or degrees the program is designed to provide; placement after training in unsubsidized employment; and retention in employment; and
 - How the specific program relates to the workforce investment needs identified by the local plan;
 - If the Local Workforce Development Board determines that the most appropriate training could be provided by an institution of higher education or other provider of training services in order to facilitate the training of a cohort of multiple individuals for jobs in high demand sectors or occupations, provided that the contract does not limit consumer choice; and/or
 - If the Local Workforce Development Board determines a pay-for performance contract is suitably consistent with WIOA §683.500 (note that no more than 10 percent of the local funds may be spent on pay-for-performance contract strategies as they are defined in section 3(47) of WIOA, and be consistent with 20 CFR 683.510).

ATTACHMENT E:
AGREEMENT
BETWEEN THE
CLEO AND
FISCAL AGENT

WIOA FISCAL AGENT
Agreement Between the
East Tennessee Workforce Development Area Chief Local Elected Official
And
The East Tennessee Human Resource Agency

This AGREEMENT is entered into by and between the following parties: The Chief Local Elected Official (CLEO) of the East Tennessee Local Workforce Development Area and the East Tennessee Human Resource Agency.

WITNESSETH that:

WHEREAS, Federal Public Law 113-128 the Workforce Innovation and Opportunity Act of 2014-Title I ("WIOA") enacted by the Congress of the United States and signed into Law by the President of the United States has prescribed a unified workforce investment system that increases the employment, retention, and earnings of participants, and increases the attainment of recognized post-secondary credentials by participants, and as a result improves the quality of the workforce, reduces welfare dependency, increases economic self-sufficiency, meets the skill requirements of employers and enhances the productivity and competitiveness of the Nation; and

WHEREAS, in accordance WIOA Section 107(d)(1)(2)(B)(i)(II), the CLEO, in collaboration with the LEOs of the Area, has designated the East Tennessee Human Resource Agency to serve as Fiscal Agent for the East Tennessee Local Workforce Development Area.

NOW, THEREFORE, the parties agree to the duties and responsibilities as follow:

1. receive funds to underwrite the activities associated with delivery of goods and services under WIOA;
2. pay all eligible workforce program expenses;
3. provide assistance to procure contracts and written agreements;
4. ensure sustained fiscal integrity and accountability for expenditures of funds in accordance with Office of Management and Budget circulars, WIOA and the corresponding Federal Regulations, and State policies;
5. prepare for program accountability review (PAR) annual monitoring and respond to audit findings, if any;
6. be independently audited;
7. maintain proper accounting records and adequate documentation;
8. prepare financial reports;
9. assure that adequate liability coverage is in place;
10. provide technical assistance to sub-recipients regarding fiscal issues;
11. conduct financial monitoring of service providers; and
12. other reasonable duties as required by direction of the CLEO or the Local Workforce Development Board.

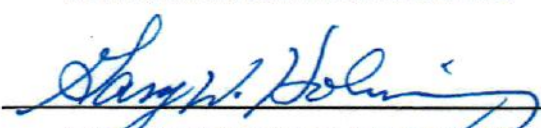
Designation of the fiscal agent shall not relieve the CLEO of liability for the misuse of grant funds.

On a monthly basis, the fiscal agent shall provide reports detailing the financial condition of the Area to the CLEO, the chair of the LWDB, and the Tennessee Department of Labor and Workforce Development. Additionally, the fiscal agent will respond, in a timely manner, to any and all reasonable *ad hoc* requests for information from the CLEO, the LWDB, and the Tennessee Department of Labor and Workforce Development. The fiscal agent will also provide reports detailing the financial condition of the Area at all meetings of the LWDB.

The Term of this agreement becomes effective upon acceptance by both parties and shall remain in force until 30 June 2021, at which time one or more parties may call for a modification, amendment, alteration, or termination of the terms and conditions herein.



Mayor Terry Frank, Chief Local Elected Official, East TN LWDA

5-13-2020
Date


Gary Holway, Executive Director, East TN Human Resource Agency

5/13/2020
Date

ATTACHMENT F: PURCHASING POLICY

		STATEMENT of POLICY and PROCEDURE		
		SUBJECT: Purchasing Policy & Procedures		
Date Effective:	10/8/19	Approved by:	Gary Holiway, Executive Director	Policy No.
Prior Revision:	04/11/2017	Adopted By Board:		OPS-080

Introduction

These purchasing procedures set purchasing standards for the East Tennessee Human Resource Agency, Inc. (ETHRA) and for all grants unless otherwise stated in individual contracts or through applicable laws and administrative directives.

ETHRA was established pursuant to Tennessee code Annotated: "Human Resource Agency Act of 1973" and is a public 501c3 not-for-profit agency.

Definitions

Executive Director: *Executive Director or designee*

Program Manager: *Program Manager, Program Director, or designee*

Purchasing Agent: *Purchasing Agent or designee*

Policy

It is ETHRA's policy that all procurement transactions, regardless of method or dollar value, will maximize open and free competition consistent with applicable State and Federal procurement standards.

ETHRA personnel shall not engage in procurement practices which may be considered arbitrary or restrictive. Furthermore, no officer, employee, or agent of ETHRA shall unlawfully benefit directly or indirectly from the purchasing of materials or services by ETHRA.


Purchases may only be made from vendors that have a demonstrated capacity to produce goods or provide services within a reasonable period of time as established by ETHRA. In addition, any vendors found to be misrepresenting quality, quantity, price or that are disbarred from contracting with the Tennessee or Federal governments will be disqualified.

Scope

This policy applies to all ETHRA personnel including employees, volunteers, and Title V employees at all locations. Where purchases involve negotiated contracts, additional provision may be mandated by a program's grantor or state and federal laws.

Purchase Methods

Purchasing requirements and procedures vary depending on the amount of the purchase and type of product or service being purchased. The competitive procedure(s) used should be appropriate for the purchase undertaken. The procedures used must comply with State and local law as well as with Federal requirements. Federal restrictions vary with the type of procurement method used.

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Where necessary, specification requirements shall be based upon a clear and accurate description of the technical requirements for the material, product or service. The absence of such detail shall be recognized as meaning that only the best commercial practices are to prevail and only first quality materials and workmanship are to be used. Reference to brand names, model numbers or other descriptions peculiar to specific brand products will be made where appropriate to establish a required level of quality and functional capabilities, not to restrict purchases only to these brands. Comparable products of other manufacturers will be considered if proof of comparability is contained in the bid. Provision of such proof is the total responsibility of the vendor and could include such things as brochures, catalog pages or other data, attached to the bid.

I. Micro-Purchases (Less than \$10,000)


Micro-Purchases are procurements totaling less than \$10,000. Bids are not required on Micro-Purchases, but the procedure below must be followed.

Micro-Purchases Procedure: Micro-purchases can be made either by an LPO (Limited Purchase Order) or by bank card. LPO's must be approved by an authorized manager and accompanied by relevant documentation. Bank card purchases require supervisory approval via the issuing bank's online bank card system. When approving a purchase, managers must ensure that included documentation demonstrates that the price paid is fair, reasonable and the item meets operational needs. One may not divide or reduce the size of its procurement merely to come within the micro-purchase limit.

II. Small Purchases (\$10,000 to \$50,000)

Small Purchases are those totaling at least \$10,000, but no more than \$50,000. The Purchasing Agent must complete a purchase order for all Small Purchases, and follow the Competitive Quotes procedure below. The Purchasing Agent is also prohibited from dividing or reducing the size of the procurement merely to avoid the requirements of a larger acquisition.

Small Purchases Procedure: The Purchasing Agent must obtain a minimum of three competitive (unsealed, informal) bids or quotes from different vendors, and place said quotes in the transaction file, along with the final purchase order. If a quote is given in writing, said document may be directly placed in the transaction file. If a quote is given verbally, the Purchasing Agent must transfer the pertinent facts about the quote to a written document and place it in the transaction file. If it is impossible or impractical to obtain at least three quotes, then the reason why must be documented in writing, and placed in the transaction file, along with the final purchase order. The purchase order will be considered as written confirmation of the quote.

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Also note, any purchase of \$25,000 or more must be reviewed by the Purchasing Oversight Committee (see subsequent section herein for more details on this Committee). Therefore, some, but not all Small Purchases, might require Committee review. It is the responsibility of the Purchasing Agent to ensure every procurement transaction has secured all necessary approvals.

III. Large Purchases (Greater than \$50,000)

Large Purchases are those totaling over \$50,000. Large Purchases must follow either the Sealed Bids Procedure or the Competitive Negotiation Procedure, in the absence of an approved Exception.

Large Purchases Procedure #1: Sealed Bidding. Sealed bids must be requested for purchases greater than \$50,000. Invitations to bid should be sent to prospective vendors on all formal, sealed-bid purchases, published on ETHRA's website or social media accounts, advertised in print media or by any other appropriate method.


Where federal funds are involved, the Request for Bids (RFP) must also specifically notify all potential bidders that the bid winner must be willing and able to meet all applicable government procurement requirements as applied to the original grant and those specifically related to contract sub recipients.

Invitations to bid shall indicate that bids are to be received by ETHRA on or before a specified date or hour. Bids should be returned in sealed envelopes, addressed as follows. Emailed or faxed bids will not be accepted.

When a sealed bid is opened, examined and recorded, the original copy is placed in a file for evaluation by the Purchasing Agent.

In the event that a request for bids results in only one bid submission, the Purchasing Oversight Committee will review all aspects of the RFP, including product specifications, method(s) used to convey the RFP, geographic area in which RFP advertised, etc. to ensure that nothing in the RFP process would restrict the opportunity to obtain more vendor bids. A thorough review should either support the original RFP process or result in a retraction of the original RFP. The original RFP will be canceled and a new RFP may then be issued addressing the deficiencies of the original RFP specifications or process.

Large Purchases Procedure #2: Competitive Negotiation. The Competitive Negotiation procedure is utilized when the Purchasing Agent determines that the use of Sealed Bidding is not practicable, i.e., when it is not possible to detail fully the scope or quantity of the services or goods sought by ETHRA. Contracts may also use the Competitive Negotiation procedure when the Purchasing Agent determines that the bid prices received by competitive sealed bidding are either unreasonable, or were not independently

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reached in open competition. However, the Purchasing Agent must document the specific reasons why the Sealed Bidding method was not utilized, and place such documentation in the transaction file. Proposals or requests for qualifications leading to a negotiated procurement shall be publicly advertised and solicited in order to obtain the greatest possible competition.

Purchasing Oversight Committee

All purchases of \$25,000 or more must be reviewed by a Purchasing Oversight Committee, consisting of the Financial Director, the Legal Advisor / Compliance Officer, and the Purchasing Agent. In addition, the Oversight Committee must review all purchase requisitions for new technology and purchase requisitions which are or may be perceived to be of a sensitive nature. The Purchasing Oversight Committee must also review Consultant Contracts and requests to purchase vehicles (see *Vehicle Management Policy and Procedure*). In addition, all purchase requests involving computer hardware, software, and peripherals must also be specifically reviewed and authorized by the Information Systems Director. *Any of the reviews to be completed by the Purchasing Oversight Committee or the Information Systems Director must be reduced to writing, dated, signed, and then preserved in the transaction file.*

IV. Exceptions to Standard Procurement Procedures


NOTE: No ETHRA Employee or Purchasing Agent is authorized to independently determine that an exception listed below applies to a given procurement situation without first bringing the details of the proposed transaction to the Purchasing Oversight Committee for a preliminary review and determination of exception applicability.

Purchases from Government-Qualified Source

ETHRA qualifies to purchase off State of Tennessee contracts which do not require additional bids. If ETHRA finds the same product at a price lower than the State contract we are authorized to purchase without additional bids, but must attach a copy of the State contract for comparison. When purchasing equipment or services available on a state contract using Federal funds, regardless of amount of Federal funds expended, ETHRA must ensure that appropriate Federal clauses are incorporated in the procurement contracts with the selected vendor. This can be accomplished by ensuring that the selected vendor is provided a copy of applicable Federal clauses and returns a signed document agreeing to specified clauses to ETHRA for inclusion in ETHRA's files. As a general rule, any Federal clauses and documents that are signed by ETHRA in order to implement a Federal grant agreement and award of Federal funds are the same clauses that must be reviewed and signed by the vendor selected from an existing state contract.

Sole-source Purchases

Purchases may be arranged without benefit of bid when an item is unique and has specific characteristics that can be filled by only one source. A justification for the sole-source purchase shall be included in the file and shall not be based solely on information from the source vendor. In making the sole-source determination, the Purchasing Agent and Oversight Committee will consider the following:

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- Whether the vendor possesses exclusive or predominant capabilities or the item contains a patented feature providing a superior utility not obtainable from similar products;
- Whether the product or service is unique and easily established as one of a kind;
- Whether the program requirements can be modified so that competitive products or services may be used;
- Whether the product is available from only one source and not merchandised through wholesalers, jobbers, or retailers;
- Whether items must be interchangeable or compatible with in-place items.

After the Committee's review of the written justification from the requisitioning department and ascertaining that the item to be purchased meets one or more of the above criteria, the sole-source purchase may be made without following competitive bid procedures.

Emergency orders

Purchases may be placed by the Purchasing Agent or designee when immediate delivery (one to two days) is necessary for continuation of services. A written memo will be attached to the file copy of the purchase order.

Blanket Purchase Orders

Where continued purchase of services or consumable materials is anticipated from a single vendor, ETHRA may elect to obtain purchases through use of a "blanket" order. A blanket order requisition follows regular purchasing guidelines. A blanket order requires bids, is restricted to routine consumable- type purchases, and denotes a maximum annual obligation.


Products Produced by State Agencies, such as Tennessee State Industries and Services for the Blind, will be utilized where possible in accordance with TCA Section 14-14-104 and 41-22-119.

Procurement Documentation

As indicated above, ETHRA employees initiate a purchase of goods and/or services by completing a Purchase Requisition (PR), obtaining a Limited Purchase Order, or using their ETHRA bank card. Regardless of purchase method, the employee should ensure that documentation describing the item(s) or services needed, any price quotes obtained, relevant vendor information, etc. is attached as support for the purchase.

LPO's

When an LPO is appropriate, the Program Manager or authorized employee fills out and signs the LPO, attaches it to the order confirmation and submits it to Finance.

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Purchase Orders

When a Purchase Order is appropriate, the Program Manager fills out a Purchase Requisition with a description of the needed items, price, vendor name, chargeable account name, required quotes and proper supporting documentation. The Program Manager signs the PR on the "Requested By" line.

If the purchase total (as noted above) triggers a review by the Purchasing Committee, it must be approved by two members of that committee before being presented to the Executive Director. The Executive Director reviews the PR, approves the PR by signature, and either returns it to the Purchasing Agent or forwards it to the Finance Department where the PR is coded with the appropriate general ledger code(s).

The Purchasing Agent creates a numerically-controlled PO, reviews any supporting documentation for compliance related issues, and if appropriate, signs it. Alternatively, the Executive Director may sign the PO if the Purchasing Agent is not available. The PO should include the PO creation date; vendor name and address; program name issuing the requisition; type, quantity and price of supplies and equipment; delivery date, where necessary; any special information needed by the vendor. The completed PO package is sent to the Finance Department.

The Purchasing Agent (or designee) returns a copy of the Purchase Order to the Program Manager who initiated the process. The Program Manager makes the purchase and forwards proof of the purchase (i.e. a purchase confirmation, a screen copy of the order placed, or other proof) to the Finance Department.


The original purchase order is filed numerically and retained in accordance with ETHRA's *Data Retention Policy*. A copy of the purchase order should be provided to the vendor.

Receipt of Goods and Billings

All ETHRA employees are authorized to accept deliveries; however, the receiving employee **MUST** confirm by direct examination that the shipping container does not display any visible damage. If it does, the employee must record on the shipper's manifest the apparent degree of damage to the shipping container and notify the ordering individual as noted on the shipping label of the delivery and the degree of damage. The container should be forwarded to the ordering individual.

On receipt, the employee who ordered the goods will open the container; compare the contents to the purchase order and packing list; note any discrepancies or damage found on the packing list; and sign the packing list. The packing list **MUST** be forwarded to the Finance Department promptly to ensure that the vendor can be paid.

The Accounts Payable, Finance Department will compare the invoice, packing list, and purchase order as evidence that purchases have been received, are in good order, and agree to the vendor's invoice. Any adjustments in amounts due are made at this time. All processed transactions are entered into ETHRA's

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accounts payable system. All scheduled payments will be approved by the Executive Director or designee. On payment, all supporting documents are scanned into an electronic document management system. Scanned documents are filed and retained in accordance with ETHRA's *Data Retention Policy*.


Purchase Order Exceptions

Exceptions to the use of purchase orders (note: these are not the same as the exceptions to the procurement procedures) are as follows:

- telephone billing;
- freight charges incurred in connection with the purchase of supplies and equipment;
- postage charged including purchase of metered postage;
- charges on airlines and gasoline credit cards;
- bonding fees or notary public fees;
- utility billings, connection fees, deposits;
- tuition, fees and other supplies for training of individuals;
- charges for rooms for meetings and attendant costs;
- rental of vehicles while on approved travel;
- rental or leasing of office and storage space; or
- participant/ client expenditures.


Vendor Bidder Selection

Vendors will be selected on the basis of competitive bids where practicable. Selection of bidders for small purchases shall be based on past performance. The selection for large purchases will be based primarily on the apparent ability of the vendor to perform the contract and past performance. Measures used in determining ability might include net worth, number of employees, and gross annual sales.

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Format/or Sealed Bid Envelope

<p>From _____</p> <p>_____</p> <p>ATTN: PURCHASING DIVISION East Tennessee Human Resource Agency 9111 Cross Park Drive Suite D-100 Knoxville, TN 37923</p> <p>DO NOT OPEN - SEALED BID To be opened</p>

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ETHRA may cancel an invitation to bid any time prior to the award. Bids delivered past the date and hour designated for opening will be rejected and placed in the file unopened. The vendor representative signing the bid must be authorized to bind the vendor to contract. A bid not appropriately signed will be rejected.

Terms and conditions established by the bidder must be noted conspicuously on the face of the invitation. If the conditions vary materially from the terms listed in the invitation to bid, the bid could be considered unresponsive and subject to rejection.

Net pricing shall be requested for the units specified. Net price is list price less all trade or other discounts offered. Insertion of price escalator clauses, minimum order requirements, delivery costs, and other items should be listed where appropriate.

Erasures or use of correction fluid on bid forms are not acceptable and the bid will be rejected. Errors may be corrected, prior to submission, by lining out and entering the substituted words or figures with the change initialed and dated by the person signing the bid. Bids shall not be altered or amended after the bid opening. In the case of arithmetic errors in the extended prices, the unit price will govern.

Amendment or withdrawal of bids may be permitted under certain circumstances. *Prior to the opening*, a vendor may amend or withdraw a bid by submitting the request in writing to ETHRA's Purchasing Agent. After the opening, a vendor may withdraw their bid when there is an obvious calculation error, a factual error, or enforcement would impose considerable hardship on the vendor. A vendor requesting the withdrawal of a bid must do so in writing to the Purchasing Agent, stating the reasons for the request. ETHRA's Purchasing Agent may, after review of the submitted documentation, permit the bid to be withdrawn. In no event should the bidder be permitted to change any pricing or provision of a bid once opened.


Questions concerning invitations to bid should be directed to the Purchasing Agent or other ETHRA employee whose name and phone appears on the invitation to bid.

Vendors may examine bid files at ETHRA's main office during normal working hours, after bid award. A request to review the bid should be made through the purchasing agent.

Bid Awards

Bids shall be awarded to the best qualified vendor submitting the best bid, considering the factors stated in the invitation. Such factors may include but may not be limited to:

- vendor experience and ability to perform, including past performance;
- price;
- quality and reliability of product;

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- associated training costs;
- the effect on Agency productivity;
- purpose or use;
- discount for payment;
- freight;
- delivery terms; and
- environmental impact.

Where more than one item is specified in the invitation, ETHRA reserves the right to determine the low vendor, either on the basis of each individual item, or group of items, or total of all items, unless otherwise stated in the invitation to bid.

Tie bids may exist where two or more vendors offer products that meet all specifications, terms and conditions at identical prices. Tie bids will be broken by the following methods, in descending order of preference:

- in-state business;
- certified Disadvantaged Business Enterprises;
- small business;
- best delivery terms, or
- award purchase on a line item basis to the low vendor on that item.

ETHRA may require additional time to award a bid in order to accumulate sufficient information to make a fair comparison and determine the best bid.


Rejection of Bids

ETHRA may reject any or all bids. Action to reject all bids shall be taken for unreasonably high prices, errors in the invitation to bid, cessation of need, unavailability of funds, or any other reason approved by the Executive Director. Vendor bids may also be rejected if a search of the applicable government disbarment database reveals that the vendor has been barred from bidding on government contracts.

Vendor Performance

Notice of back orders, when necessary, should be presented to ETHRA in writing, specifying expected shipping or delivery date.

Product deficiencies or vendor performance will be reported in writing by the Purchasing Agent to the vendor. The memorandum will request a written answer to ETHRA. Vendors who do not respond promptly are subject to disqualification in future bidding.

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Cancellation of purchase orders will be in writing by the Purchasing Agent. A contractor may request cancellation and ETHRA may grant relief. ETHRA has the right to disqualify any contractor who defaults from future bidding.

Payment may be withheld until such time as all requirements of the purchasing contract have been complied with in full.

Note: Grantor approval should always be obtained before permitting or making any changes in contract terms, service delivery, or product specifications from those specified in the original contract. A copy of the grantor's approval should be retained in the contract file.

Vendor Protests

Resolving controversies concerning protest of qualification of bidders, suspension from bidding and invitation to bid, and stay of award prior to actual award shall be resolved in the manner provided herein. Vendors who disagree in any of the aforementioned areas may document their position in writing and request re-evaluation. If the re-evaluation does not resolve the disagreement, the vendor may request evaluation of the record, including the written protest documentation, through a hearing with the Executive Director. The evaluation by the Executive Director constitutes the final determination for the Agency. However, the vendor may request an appeal in writing to the Board of Directors. A hearing may be scheduled before a committee of the Board of Directors for resolution of the disagreement.


Affirmative Action and Equal Opportunity Statement

All prevailing civil rights legislation will be adhered to and strictly enforced. Section 188 of the workforce Investment Act of 1998 prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, and status of a lawfully admitted immigrant authorized to work in the United States.

ETHRA is an Equal Opportunity Employer/Program/Service Provider. Auxiliary aids and services are available upon request to individuals with disabilities. For more information contact Steve Bandy, Title VVEqual Opportunity Officer by emailing sbandy@ethra.org.

Taxes

Prices quoted by vendors shall not contain provisions for Federal Excise Taxes or State Sales Tax. ETHRA is exempt from such taxes.

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Liability Claims and Damages

ETHRA, its officers, agents, and employees shall be held harmless from liability from any claims, damages and actions of any nature arising from the use of any materials furnished by the vendor, provided such liability is not attributable to negligence on the part of ETHRA or failure by ETHRA to utilize the materials in the manner outlined by the vendor in descriptive literature or specifications submitted with the vendor's bid.

Related Policies

Other ETHRA policies related to purchasing include the following:


- o *GEN-020 Code of Business Conduct*
- o *GEN-040 Vendor Gift Policy*
- o *GEN-060 Whistleblower Policy*
- o *GEN-090 Data Retention Policy*
- o *OPS-060 Fuel Purchasing Card Policy*
- o *OPS-100 Vehicle Management Policy and Procedure*
- o *FIN-020 Credit Policy*
- o *OPS-130 Bid Analysis Guidelines*

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Questions or Clarifications Related to This Policy

All questions or other clarifications of this policy and its related responsibilities should be addressed to the Executive Director, who shall be responsible for the administration, revision, interpretation, and application of this policy.

Approval


 Board Chair

10/8/19
 Date


 Executive Director

10/8/19
 Date

ATTACHMENT G:

Workforce Services Policy – One-Stop Operator and Service Provider Procurement



STATE OF TENNESSEE
STATE WORKFORCE DEVELOPMENT BOARD
220 French Landing Drive, 4A
Nashville, TN 37243-1002
(615) 741-0409

Workforce Services Policy - One-Stop Operator and Service Provider Procurement

Effective Date: June 5, 2020

Duration: June 5, 2022

Purpose:

This policy sets the requirement that each Local Workforce Development Board (LWDB) must competitively procure¹ the One-Stop Operator (OSO) and Career Service Provider (CSP) for the American Job Center (AJC) System. This policy outlines the federal criteria² regarding procurement for the OSO and CSP. Tennessee has added criteria to state that the OSO and CSP must be procured separately and be different entities. To ensure proper firewalls are established to allow for proper oversight, monitoring, and evaluation of performance of the service provider at the LWDB level³, Tennessee is adopting this policy to allow for a natural firewall to be established. This policy also outlines the requirements to procure Youth Service Providers and that the procurement of these services must be conducted with separate Request For Proposal (RFP) than those RFPs for the OSO and CSP.

Scope:

Office of the Governor, Tennessee Department of Labor and Workforce Development (TDLWD); Division of Workforce Services (WFS); Tennessee Department of Economic and Community Development (ECD); Tennessee Department of Education (TNED); Tennessee Department of Human Services (DHS); State Workforce Development Board (SWDB); **Title I** – Adult, Dislocated Worker, and Youth Programs, **Title II** – Adult Education and Family Literacy Act Program(AE); **Title III** – Wagner-Peyser Act Program (WP); **Title IV** – Vocational Rehabilitation Program (VR); Regional Planning Council (RPC); Local Workforce Development Boards (LWDB); Local Workforce Development Areas (LWDA); American Job Center (AJC); One-Stop Operator (Operator); Workforce System Sub-Recipients (Sub-Recipients); Workforce System Partners (Partners).

¹ 2 CFR 200.319

² 20 CFR 678.605

³ 20 CFR 678.625

I. Competitive Procurement Requirements for One-Stop Operator and Career Service Provider:

The minimal requirements, to inform LWDBs in developing the competitive procurement documents (request for proposals) at the local level, are listed at the end of this section. Each RFP for the OSO and CSP must include the duties set forth in currently-existing federal regulations, which define the OSO's role within the workforce system⁴. Under this policy, the State strengthens federal guidance—which states that OSOs can be CSPs⁵—to require that the OSO and CSP be different entities. This requirement creates a natural firewall between the OSO and CSP to ensure compliance with roles and duties. In addition, the LWDB is expected to procure multiple service providers to ensure proper coverage of effective youth, adult, and dislocated worker services. This competitive procurement for the OSO and Service Providers must take place, at minimum, every four (4) years⁶. The LWDB may choose to procure more than once every four (4) years.

Upon approval of this policy, current contracts with single entity providers for the One-Stop Operator and Service Provider will be grandfathered into the newly established requirements of this policy until those existing contracts have expired.

The below items are additional requirements the LWDBs must follow when procuring an OSO and CSP.

The RFP must be conducted using the non-federal entity's own document procurement procedures that conform to general procurement standards⁷.

A. Bidder's List Requirements:

- LWDBs must maintain a comprehensive list of eligible entities able to provide OSO and CSP services.
- LWDBs must share and compare bidder's list within the same planning region to facilitate quick reference of available providers.
- LWDBs must distribute the RFP to a minimum of five (5) applicable legal publications, as well as on procuring entity's website.

B. Documentation Requirements:

- In order to be considered, the LWDB must receive two (2) years of audited financial history from the bidding entity.
- In order for a bidder to be considered, an organizational chart must be submitted. Bidders must describe whether current or newly-hired staff will provide services. This must be accompanied with resumes of current staff or title and job description of any new positions.
- All bidders must provide their Dun & Bradstreet number (DUNS number) to the Grants and Budgets unit at Grants.Budgets@tn.gov.
- The reviewing entity must verify that the bidders are not on the federal debarment and suspension list, including documentation of verification.

C. Evaluation Response Requirements:

- Bidders must state how they will comply with all federal/state/local regulations, as well as provide oversight to ensure compliance.

⁴ 20 CFR 678.620

⁵ 20 CFR 678.625

⁶ 20 CFR 678.605(a)

⁷ 2 CFR 200.318

- OSO bidders must include how they will incorporate all partners into the comprehensive One-Stop system, including assurance that all partners will still fulfill all federal and state requirements of their respective programs.
- Bidders must detail all implementation plans for training of all partner staff, to include: co-enrollment of participants and outreach to target populations.
- Bidders must describe their customer service experience, to include: management of complaints and/or concerns, oversight of staff teams, and experience in development and delivery of technical assistance.
- Bidders must propose outcome measures that comprehensively capture and evaluate their effectiveness at providing services as they relate to the local and regional plans.

D. Evaluation Criteria Requirements:

- There must be at least one (1) evaluation criterion that assesses the bidder's financial capabilities.
- There must be at least one (1) evaluation criterion that assesses the bidder's technical/programmatic capabilities.
- There must be at least one (1) evaluation criterion that assesses the bidder's service delivery experience.

E. Conflict of Interest:

- All evaluators must disclose any potential conflict of interest they may have with the potential bidders for the OSO and CSP. This form must be collected and maintained along with the required procurement documents.
- If an evaluator of the bidders knowingly has information that they have connection with an entity who has bid on the contract(s), the evaluator must recuse themselves from evaluation and disclose that information to the LWDB Chair.

II. Procurement Requirements for Youth Service Providers:

The following items are the requirement set by Federal Law and the State Workforce Development Board (SWDB) on the procurement requirements for Youth Service Providers:

- The LWDB must identify the eligible providers of youth workforce development activities in the Local Workforce Development Area (LWDA) through a separate RFP. Some⁸ or all of the youth program elements may be delivered by one more service providers, including the local grant recipient so that LWDA's will be best positioned to provide program elements resulting in strong outcomes. If the LWDB chooses to award grants or contracts to CSPs for some or all of the youth program elements, the contracts must be awarded on a competitive basis.
- The LWDB must identify eligible youth providers based on the recommendation of the youth standing committee, if they choose to establish a standing youth committee and assign it that function. If a youth standing committee is not established for the LWDA, this responsibility falls to the LWDB. Any member of the LWDB with a potential conflict of interest must recuse themselves from the selection process.
- Bidders must demonstrate the ability to successfully meet Federal and State performance accountability measures to include performance indicators established by ETA and Key Performance Indicators (KPIs) set by the SWDB in their delivery of services. Bidders must also commit to successful outcomes for all contracted services. In all cases, the LWDBs must ensure that all sub-recipients and contractors are monitored for quality of services and achievement of the above performance standards.

⁸ TEGL 21-16

- LWDBs must ensure that each of the fourteen (14) youth program elements is available in the LWDA. Each program element may be delivered by one (1) or more eligible CSPs (including the local grant recipient). The State expects the LWDB to use youth service providers who are best positioned to provide program elements resulting in strong economic growth outcomes. Each program element must be made available through the following identification or selection methods:
 - A. Provided by the Local Grant Recipient:** Service Providers and/or LWDBs may directly provide some or all of the fourteen (14) program elements. All written agreements, to include amendments, must be sent to Workforce.Board@tn.gov prior to the execution of contracts and the contracts must be submitted once executed.
 - B. Competitive Selection:** If the LWDB chooses to award grants or contracts to service providers, LWDBs must conduct a full and open competition to secure youth service providers⁹ in addition to applicable State or county procurement codes.
 - C. Non-Competitive Selection (Sole Source):** In situations where the LWDB identifies an insufficient number of youth service providers in the LWDA, such as a rural area, then WIOA allows for the LWDB to noncompetitively procure services¹⁰. The LWDB must establish a policy that defines what would constitute an insufficient number of eligible youth providers. LWDBs must still follow applicable state or county procurement codes for contractor selection by sole source.
 - D. Leveraging of Partner Resources:** LWDBs are encouraged to leverage partner resources to provide one or more of the program elements if WIOA Title I funds are not used to pay for services. However, the LWDB must ensure that if a program element is not funded with WIOA Title I Youth funds, the local program has an agreement in place with a partner organization to ensure that the appropriate services will be offered. The LWDB must ensure that the services are closely connected and coordinated with the WIOA Title I Youth program.
- When the LWDB has selected youth service provider(s) to administer youth workforce investment activities, the funding award notice(s), amendments, and/or Letter of Intent must include the following:
 - WIOA Title I Youth eligibility criteria;
 - All applicable expenditure requirements; and
 - All State and Federal performance requirements.

III. Regional Procurement:

Each of the Grand Planning Regions has the option to procure their OSO and/or CSP through regional procurement. This means that all three LWDAs within a region will share the same organization as either their OSO, CSP, or both. This organization will take direction from Regional Planning Council (RPC) on how to carry out business within all three LWDAs.

If a region decides to procure through regional procurement it must:

- Follow the standards set for procurement as stated in this policy.
- The agency that is selected through the RFP will contract with one (1) LWDA and receive direction from the RPC
- All LWDAs will sign a Memorandum of Understanding (MOU) that contains:
 - A summary of the purpose of the MOU;

⁹ 2 CFR Parts 200 and 2900

¹⁰ WIOA Section 123

- A list of participating OSOs and CSPs;
- A description of how the OSOs and CSPs will meet regional performance metrics as they relate to fiscal and programmatic performance;
- An explanation of how the LWDBs will pool applicable resources to support the funding of the procured agency;
- A description of how policies will be aligned within the region to provide a consistent service strategy.
- Set procedures on how to resolve issues if one LWDB becomes dissatisfied with the performance of the procured agency, to include arbitration procedures if a resolution is not reached within a period of time defined within the MOU;
- A description of how all applicable parties will have an opportunity to amend the agreement, to include the process to formally approve any changes; and
- A signature from all the LWDB Chairpersons within the region.
- At least one (1) member from each LWDB must participate in the scoring and selection committees for the RFP.

IV. Request for Information (RFI)¹¹

A "Request for Information" or "RFI" is a solicitation sent to a broad base of potential suppliers for the purpose of developing strategy, building a database, or preparing for a Request for Proposals (RFP). A RFI enables an equitable and simultaneous comparison of vendors. LWDBs are encouraged to use this tool to gather information about the availability of services. A RFI should be utilized when:

- The LWDB has a procurement need, but requires more information to fully understand the industry;
- The LWDB to identify vendors who are available to supply the needed service; or
- When the LWDB determines that a RFP process will benefit from a RFI

References:

2 CFR 200.318-326; 20 CFR 678.200, 678.600, 678.605, 678.610, 678.400, 678.625, 679.430; WIOA Sec. 134(c)(2)(C); TEGL 21-16; WIOA Section 123; Central Procurement Policy 2013-002

Contact:

For any questions related to this policy, please contact the Program Integrity Unit at Workforce.Board@tn.gov.

Tim Berry, State Workforce Development Board Chair

¹¹ Central Procurement Policy 2013-002

ATTACHMENT H:

MINIMUM PARTICIPANT COST RATE POLICY



ETLWDA
WORKFORCE INNOVATION AND
OPPORTUNITY ACT
POLICY MANUAL

Pages: 1
Issued: 16 October 2018
Effective: Immediately

SUBJECT: MINIMUM PARTICIPANT COST RATE (MPCR)

APPROVED ETLWDB CHAIR:

Martha G. Ford

POLICY STATEMENT: The East Tennessee Local Workforce Development Board shall adopt a Minimum Participant Cost Rate (MPCR) in accordance with State Workforce Development Board policy.

INTRODUCTION: Pursuant to WIOA §101(d)(4), the State Workforce Development Board (SWDB) shall establish minimum performance accountability measures to assess the effectiveness of the core programs in the State. As noted in WIOA §116(b)(2)(B), states may establish additional performance accountability measures. The Tennessee State Workforce Board (SWB) has developed a minimum participant cost rate to serve as a performance accountability measure designed to establish a benchmark for participant expenditures in order to focus Federal resources on serving more individuals.

PURPOSE: The effect of the MPCR will be a greater emphasis on ensuring financial integrity of taxpayer dollars by identifying allowable participant costs under WIOA-funded services per WIOA §129(c)(2), WIOA §134, TEGL 19-16, and TEGL 21-16.

ELIGIBLE WIOA CUSTOMERS: WIOA Title I adult, dislocated workers, and youth participants are targeted audiences.

PROCESS: Directed by guidance from the SWB and the Tennessee Department of Labor and Workforce Development, the East Tennessee Local Workforce Development Board shall implement, enforce, calculate, and report a Minimum Participant Cost Rate that, at minimum, matches the benchmark for qualifying participant expenditures as identified and codified by the SWB.

Staff to the LWDB shall identify qualifying participant expenditures and provide technical assistance to WIOA Title I career services providers to not only ensure that contractors' services are allowable but also determine if the expenditures can be included in the minimum participant cost rate calculation.

ATTACHMENT I:

BUDGET AND SUPPORTING MATERIALS



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
220 French Landing Drive
Nashville, TN 37243
(615) 741-6642

Bill Lee
GOVERNOR

Jeff McCord
COMMISSIONER

May 19, 2020

Bill Walker, Executive Director
East Tennessee Human Resource Agency
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923

Dear Mr. Walker:

I am pleased to inform you that the United States Department of Labor has released the Workforce Innovation and Opportunity Act (WIOA) Program Allotments for the Youth, Adult, and Dislocated Worker for Program years PY20/FY21 as outlined in Training and Employment Guidance Letter (TEGL) No. 16-19. PY20 Youth contracts will have an effective date of April 1, 2020. Adult and Dislocated Worker Base funds will be available for obligation effective July 1, 2020 and Adult and Dislocated Advanced funds will be available for obligation effective October 1, 2020. The Local Workforce Development Area (LWDA) allotments were based on formula provisions defined in WIOA. This letter is to inform you of the approximate PY20/FY21 Youth, Adult, and Dislocated Worker allocations specific to your LWDA.

	P20	F21
Youth	\$ 1,977,140.70	\$ -
Adult	\$ 324,575.36	\$ 1,619,645.17
Dislocated Worker	\$ 403,319.78	\$ 1,805,323.29
Total	\$ 2,705,035.84	\$ 3,424,968.46

East Tennessee Human Resource Agency agrees to comply with all reporting requirements in the manner specified by the State and under all applicable laws, regulations, and instruction in order to account for all funds expended by the Grantee.

Should you have any questions or need to modify the scope of the program, please contact Chandra Pleas, Director of Grants and Budgets, at (615) 313-5771.

Sincerely,

Jeff McCord

CEP/DF/BE

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

SECTION A - BUDGET SUMMARY						
Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Adult	N/A	\$ 1,619,345.17	\$ -	\$ -	\$ -	\$ -
2.		-	-	-	-	-
3.		-	-	-	-	-
4.		-	-	-	-	-
5. Totals		\$ -	\$ -	\$ -	\$ -	\$ -

SECTION B - BUDGET CATEGORIES

Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				
	(1)	(2)	(3)	(4)	(5)
a. Personnel	\$ 189,216.96	\$ -	\$ -	\$ -	\$ -
b. Fringe Benefits	57,998.10	-	-	-	-
c. Travel	4,341.60	-	-	-	4,341.60
d. Equipment	-	-	-	-	-
e. Supplies	4,226.23	-	-	-	4,226.23
f. Contractual	1,292,300.00	-	-	-	1,292,300.00
g. Construction	-	-	-	-	-
h. Other	48,250.00	-	-	-	48,250.00
i. Total Direct Charges (sum of 6a - 6h)	\$ 1,596,332.89	\$ -	\$ -	\$ -	\$ 1,596,332.89
j. Indirect Charges	23,312.29	-	-	-	23,312.29
k. TOTALS (sum of 6i and 6j)	\$ 1,619,645.17	\$ -	\$ -	\$ -	\$ 1,619,645.17
7. Program Income	\$ -	\$ -	\$ -	\$ -	\$ -

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SECTION C - NON-FEDERAL RESOURCES

(a) Grant Program		(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS
8.		\$	\$	\$	\$
9.					
10.					
11.					
12. TOTAL (sum of lines 8 - 11)		\$	\$	\$	\$

SECTION D - FORECASTED CASH NEEDS

	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	\$	\$	\$	\$	\$
13. Federal	\$	-	-	-	-
14. NonFederal		-	-	-	-
15. TOTAL (sum of lines 13 and 14)	\$	\$	\$	\$	\$

SECTION E - BUDGET ESTIMATES FOR FEDERAL FUNDS FOR BALANCE OF THE PROJECT

(a) Grant Program	FUTURE FUNDING PERIODS (Years)			
	(b) First	(c) Second	(d) Third	(e) Fourth
16. Adult	\$	\$	\$	\$
17. Amount of Grant Funds Remaining after first year estimates are entered:	\$			
18. Amount of Grant Funds Remaining after future funding periods are estimated:	\$			
19.				
20. TOTAL (sum of lines 16 - 19)	\$	\$	\$	\$

SECTION F - OTHER BUDGET INFORMATION

21. Direct Charges	22. Indirect Charges
See Budget Narrative	See Budget Narrative
23. Remarks	
See Budget Narrative	

Name of Grantee Organization
East TN Human Resource Agency
Amount Awarded
\$ 1,619,645 Adult

Funding Period		
10/1/2020	to	9/30/2021
# of Months:	12	

Object Class Category (a.): PERSONNEL

A	B	C	D	E
Position	% of Time	Monthly Salary/Wage	# of Months	Cost
1 Coordinator	29.00%	\$ 3,080.00	12.00	\$ 10,718.40
2 Coordinator	14.00%	3,024.00	12.00	5,080.32
3 Coordinator	31.00%	4,285.00	12.00	15,940.20
4 IS Tech	6.00%	3,585.00	12.00	2,581.20
5 IS Tech	6.00%	3,583.00	12.00	2,579.76
6 Program Manager	33.00%	5,021.00	12.00	19,883.16
7 Program Manager	28.00%	3,519.00	12.00	11,823.84
8 Accountant	45.00%	3,168.00	12.00	17,107.20
9 Admin:				
10 Coordinator	30.00%	3,024.00	12.00	10,886.40
11 Coordinator	100.00%	1,137.00	12.00	13,644.00
12 IS Tech	3.00%	3,585.00	12.00	1,290.60
13 IS Tech	3.00%	3,583.00	12.00	1,289.88
14 Division Director	100.00%	6,366.00	12.00	76,392.00
15.				
16.				
17.				
18.				
19.				
20.				
TOTAL PERSONNEL				\$ 189,216.96

Budget Narrative - PERSONNEL

--

Object Class Category (b.): FRINGE BENEFITS

A	B	C	D	E
Position/s	Benefit/s	Rate	Base Amount	Cost
1. Coordinator	Full Package	9.28%	\$ 36,950.00	\$ 3,428.96
2. Coordinator	Full Package	4.48%	36,290.00	1,625.79
3. Coordinator	Full Package	9.92%	51,290.00	5,087.97
4. IS Tech	Full Package	1.76%	43,017.00	757.10
5. IS Tech	Full Package	1.76%	42,995.00	756.71
6. Program Manager	Full Package	10.56%	60,255.00	6,362.93
7. Program Manager	Full Package	8.96%	42,230.00	3,783.81
8. Accountant	Full Package	14.40%	38,010.00	5,473.44
9. Admin:				
10. Coordinator	Full Package	9.60%	36,290.00	3,483.84
11. Coordinator	Partial Package (List in	15.43%	13,640.00	2,104.65
12. IS Tech	Full Package	0.80%	43,017.00	344.14
13. IS Tech	Full Package	0.80%	42,995.00	343.96
14. Division Director	Full Package	32.00%	76,390.00	24,444.80
14.				
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39.				
40.				
TOTAL FRINGE BENEFITS				\$ 57,998.10

Budget Narrative - FRINGE BENEFITS

Part time personnel do not qualify for insurance benefits

Object Class Category (c.): TRAVEL

A	B	C	D	E	F
Item	# of Staff	# of Units	Unit Type	Cost per Unit	Cost
1. Mileage - Nashville	6.00	480.0	Miles	\$ 0.47	\$ 1,353.60
2. Hotel - Nashville	4.00	3.0	Item/s	249.00	2,988.00
3.					
4.					
5.					
6.					
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12.					
13.					
14.					
14.					
16.					
17.					
18.					
19.					
20.					
TOTAL TRAVEL				\$	4,341.60

Budget Narrative: TRAVEL

Meetings in Nashville 1 per year.

Object Class Category (d.): EQUIPMENT

(Includes equipment costing \$5,000 or more and a useful life of more than one year)

A		B	C	D
Item		# of Items	Cost per Item	Cost
1.			\$	\$
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL EQUIPMENT			\$	

Budget Narrative: EQUIPMENT

Object Class Category (e.): SUPPLIES

(Includes equipment costing less than \$5,000)

A	B	C	D	E
Item	# of Units	Unit Type	Cost per Unit	Cost
1. Postage	1	Other	\$ 500.00	\$ 500.00
2. Office Supplies - Basic	1	Other	\$3,525.00	\$3,525.00
3. Janitorial Supplies	1	Other	\$201.23	\$201.23
4.				
5.				
6.				
7.				
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9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL SUPPLIES				\$ 4,226.23

Budget Narrative: SUPPLIES

Postage stamps and mailing services. Basic office supplies, ie.. Paper, pens staples, etc. Janitorial supplies for cleaning facilities.

Object Class Category (f.): CONTRACTUAL

A		B
Brief Description		Cost
1.	Audit	\$ 2,300.00
2.	Midcumberland HRA	1,290,000.00
3.		
4.		
5.		
6.		
7.		
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9.		
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11.		
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13.		
14.		
14.		
16.		
17.		
18.		
19.		
20.		
TOTAL CONTRACTUAL		\$ 1,292,300.00

Budget Narrative: CONTRACTUAL

Indepenent annual Audit. Midcumberland expenses for providing services.

Object Class Category (h.): OTHER COSTS

(Including Training Expenses)

A Item	B # of Units	C Unit Type	D Cost per Unit	E Cost
1. Equipment Rental - Copier/Printers	1	Item/s	\$ 12,000.00	\$ 12,000.00
2. Insurance General Liability	1	Item/s	\$1,900.00	1,900.00
3. Janitorial	1	Item/s	\$1,200.00	1,200.00
4. Printing & Publications	1	Item/s	\$900.00	900.00
5. Occupancy - Rent and Utilities	1	Item/s	\$20,000.00	20,000.00
6. Telephone - Offices	1	Item/s	\$12,000.00	12,000.00
7. Professional Memberships	1	Item/s	\$250.00	250.00
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL OTHER COSTS				\$ 48,250.00

Budget Narrative: OTHER COSTS

Copier and Printer rental. General Liability Insurance for facilities. Janitorial/Cleaning and maintenance of facilities. Printing & publications, brochures, business cards and printing services. Rent and utilities for facilities. Telephone and internet services of facilities. Memberships for professionals and chambers.

Object Class Category (i.): INDIRECT CHARGES

Choose one of the following options to apply indirect charges to the grant:

OPTION A**For grantees that have an approved Indirect Cost Rate Agreement**

Federal agency that issued the agreement	DHS
What is the approved rate (%)?	18.92%
What is the base against which rate is applied? (Note: enter description as specified in the agreement)	Salaries and Fringe Benefits
What is the the base amount (\$)?	\$ 123,215.06
Enter the rate (%) that will be used for this grant	18.92%
Enter the amount (\$) that will be used for this grant	\$ 23,312.29

OPTION B**For grantees that DO NOT have an approved Indirect Cost Rate Agreement**

Enter fixed amount (\$) that will be used	
---	--

(Note: This will be only temporary until your Indirect Cost Rate Application is Submitted and Approved)

TOTAL INDIRECT CHARGES \$ 23,312.29

Budget Narrative - INDIRECT CHARGES

ADMINISTRATIVE COSTS

Pursuant to 20 CFR 683.205 , grantees are limited to no more than 10 percent on administrative costs on funds administered under this grant. The cost of administration shall include those activities enumerated in 20 CFR 683.215 .

Budget Narrative - ADMINISTRATIVE COSTS

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Adult	N/A	\$ 324,575.36	\$ -	\$ -	\$ -	\$ -
2.		-	-	-	-	-
3.		-	-	-	-	-
4.		-	-	-	-	-
5. Totals		\$ -	\$ -	\$ -	\$ -	\$ -

SECTION B - BUDGET CATEGORIES

Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				
	(1)	(2)	(3)	(4)	(5)
a. Personnel	\$ 47,304.24	\$ -	\$ -	\$ -	\$ -
b. Fringe Benefits	14,499.52	-	-	-	-
c. Travel	1,447.20	-	-	-	1,447.20
d. Equipment	-	-	-	-	-
e. Supplies	424.22	-	-	-	424.22
f. Contractual	247,337.50	-	-	-	247,337.50
g. Construction	-	-	-	-	-
h. Other	1,762.50	-	-	-	1,762.50
i. Total Direct Charges (sum of 6a - 6h)	\$ 312,775.18	\$ -	\$ -	\$ -	\$ 312,775.18
j. Indirect Charges	11,800.18	-	-	-	11,800.18
k. TOTALS (sum of 6i and 6j)	\$ 324,575.36	\$ -	\$ -	\$ -	\$ 324,575.36
7. Program Income	\$ -	\$ -	\$ -	\$ -	\$ -

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SECTION C - NON-FEDERAL RESOURCES

(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS
8.	\$	\$	\$	\$
9.				
10.				
11.				
12. TOTAL (sum of lines 8 - 11)	\$	\$	\$	\$

SECTION D - FORECASTED CASH NEEDS

	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	\$	\$ -	\$ -	\$ -	\$ -
14. NonFederal		\$ -	\$ -	\$ -	\$ -
15. TOTAL (sum of lines 13 and 14)	\$	\$	\$	\$	\$

SECTION E - BUDGET ESTIMATES FOR FEDERAL FUNDS FOR BALANCE OF THE PROJECT

(a) Grant Program	FUTURE FUNDING PERIODS (Years)			
	(b) First	(c) Second	(d) Third	(e) Fourth
16. Adult	\$	\$ -	\$ -	\$ -
17. Amount of Grant Funds Remaining after first year estimates are entered:	\$			
18. Amount of Grant Funds Remaining after future funding periods are estimated:	\$			
19.				
20. TOTAL (sum of lines 16 - 19)	\$	\$	\$	\$

SECTION F - OTHER BUDGET INFORMATION

21. Direct Charges	22. Indirect Charges
See Budget Narrative	See Budget Narrative
23. Remarks	
See Budget Narrative	

Name of Grantee Organization
East TN Human Resource Agency
Amount Awarded
\$ 324,575 Adult

Funding Period		
7/1/2020	to	9/30/2020
# of Months:		3

Object Class Category (a.): PERSONNEL

A	B	C	D	E
Position	% of Time	Monthly Salary/Wage	# of Months	Cost
1. Coordinator	29.00%	\$ 3,080.00	3.00	\$ 2,679.60
2. Coordinator	14.00%	3,024.00	3.00	1,270.08
3. Coordinator	31.00%	4,285.00	3.00	3,985.05
4. IS Tech	6.00%	3,585.00	3.00	645.30
5. IS Tech	6.00%	3,583.00	3.00	644.94
6. Program Manager	33.00%	5,021.00	3.00	4,970.79
7. Program Manager	28.00%	3,519.00	3.00	2,955.96
8. Accountant	45.00%	3,168.00	3.00	4,276.80
9. Admin:				
10. Coordinator	30.00%	3,024.00	3.00	2,721.60
11. Coordinator	100.00%	1,137.00	3.00	3,411.00
12. IS Tech	3.00%	3,585.00	3.00	322.65
13. IS Tech	3.00%	3,583.00	3.00	322.47
14. Division Director	100.00%	6,366.00	3.00	19,098.00
15.				
16.				
17.				
18.				
19.				
20.				
TOTAL PERSONNEL				\$ 47,304.24

Budget Narrative - PERSONNEL

--

Object Class Category (b.): FRINGE BENEFITS

A	B	C	D	E
Position/s	Benefit/s	Rate	Base Amount	Cost
1. Coordinator	Full Package	9.28%	\$ 9,237.50	\$ 857.24
2. Coordinator	Full Package	4.48%	9,072.50	406.45
3. Coordinator	Full Package	9.92%	12,822.50	1,271.99
4. IS Tech	Full Package	1.76%	10,754.25	189.27
5. IS Tech	Full Package	1.76%	10,748.75	189.18
6. Program Manager	Full Package	10.56%	15,063.75	1,590.73
7. Program Manager	Full Package	8.96%	10,557.50	945.95
8. Accountant	Full Package	14.40%	9,502.50	1,368.36
9. Admin:				
10. Coordinator	Full Package	9.60%	9,072.50	870.96
11. Coordinator	Partial Package (List in	15.43%	3,410.00	526.16
12. IS Tech	Full Package	0.80%	10,754.25	86.03
13. IS Tech	Full Package	0.80%	10,748.75	85.99
14. Division Director	Full Package	32.00%	19,097.50	6,111.20
14.				
16.				
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36.				
37.				
38.				
39.				
40.				
TOTAL FRINGE BENEFITS			\$	14,499.52

Budget Narrative - FRINGE BENEFITS

Part time personnel do not qualify for insurance benefits

Object Class Category (c.): TRAVEL

A	B	C	D	E	F
Item	# of Staff	# of Units	Unit Type	Cost per Unit	Cost
1. Mileage - Nashville	2.00	480.0	Miles	\$ 0.47	\$ 451.20
2. Hotel - Nashville	2.00	2.0	Item/s	249.00	996.00
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
14.					
16.					
17.					
18.					
19.					
20.					
TOTAL TRAVEL				\$	1,447.20

Budget Narrative: TRAVEL

Meetings in Nashville 1 per year.

Object Class Category (d.): EQUIPMENT

(Includes equipment costing \$5,000 or more and a useful life of more than one year)

A		B	C	D
Item		# of Items	Cost per Item	Cost
1.			\$	\$
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL EQUIPMENT			\$	

Budget Narrative: EQUIPMENT

Object Class Category (e.): SUPPLIES

(Includes equipment costing less than \$5,000)

A	B	C	D	E
Item	# of Units	Unit Type	Cost per Unit	Cost
1. Postage	1	Other	\$ 50.00	\$ 50.00
2. Office Supplies - Basic	1	Other	\$354.21	\$354.21
3. Janitorial Supplies	1	Other	\$20.01	\$20.01
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL SUPPLIES				\$ 424.22

Budget Narrative: SUPPLIES

Postage stamps and mailing services. Basic office supplies, ie.. Paper, pens staples, etc. Janitorial supplies for cleaning facilities.

Object Class Category (f.): CONTRACTUAL

A		B
Brief Description		Cost
1.		\$
2.	Midcumberland HRA	247,337.50
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
14.		
16.		
17.		
18.		
19.		
20.		
TOTAL CONTRACTUAL		\$ 247,337.50

Budget Narrative: CONTRACTUAL

Midcumberland expenses for providing services.

Object Class Category (h.): OTHER COSTS

(Including Training Expenses)

A Item	B # of Units	C Unit Type	D Cost per Unit	E Cost
1. Equipment Rental - Copier/Printers	1	Item/s	\$ 300.00	\$ 300.00
2. Insurance General Liability	1	Item/s	\$190.00	190.00
3. Janitorial	1	Item/s	\$120.00	120.00
4. Printing & Publications	1	Item/s	\$90.00	90.00
5. Occupancy - Rent and Utilities	1	Item/s	\$312.50	312.50
6. Telephone - Offices	1	Item/s	\$750.00	750.00
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL OTHER COSTS				\$ 1,762.50

Budget Narrative: OTHER COSTS

Copier and Printer rental. General Liability Insurance for facilities. Janitorial/Cleaning and maintenance of facilities. Printing & publications, brochures, business cards and printing services. Rent and utilities for facilities. Telephone and internet services of facilities.

Object Class Category (i.): INDIRECT CHARGES

Choose one of the following options to apply indirect charges to the grant:

OPTION A**For grantees that have an approved Indirect Cost Rate Agreement**

Federal agency that issued the agreement	DHS
What is the approved rate (%)?	18.92%
What is the base against which rate is applied? (Note: enter description as specified in the agreement)	Salaries and Fringe Benefits
What is the the base amount (\$)?	\$ 62,368.80
Enter the rate (%) that will be used for this grant	18.92%
Enter the amount (\$) that will be used for this grant	\$ 11,800.18

OPTION B**For grantees that *DO NOT* have an approved Indirect Cost Rate Agreement**

Enter fixed amount (\$) that will be used	
---	--

(Note: This will be only temporary until your Indirect Cost Rate Application is Submitted and Approved)

TOTAL INDIRECT CHARGES \$ 11,800.18

Budget Narrative - INDIRECT CHARGES

ADMINISTRATIVE COSTS

Pursuant to 20 CFR 683.205, grantees are limited to no more than 10 percent on administrative costs on funds administered under this grant. The cost of administration shall include those activities enumerated in 20 CFR 683.215.

Budget Narrative - ADMINISTRATIVE COSTS

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Youth	N/A	\$ 1,977,140.70	\$ -	\$ -	\$ -	\$ -
2.		-	-	-	-	-
3.		-	-	-	-	-
4.		-	-	-	-	-
5. Totals		\$ -	\$ -	\$ -	\$ -	\$ -

SECTION B - BUDGET CATEGORIES

Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				
	(1)	(2)	(3)	(4)	(5)
a. Personnel	\$ 81,626.40	\$ -	\$ -	\$ -	\$ -
b. Fringe Benefits	25,844.86	-	-	-	-
c. Travel	11,094.00	-	-	-	11,094.00
d. Equipment	-	-	-	-	-
e. Supplies	4,891.88	-	-	-	4,891.88
f. Contractual	1,745,000.00	-	-	-	1,745,000.00
g. Construction	-	-	-	-	-
h. Other	88,350.00	-	-	-	88,350.00
i. Total Direct Charges (sum of 6a - 6h)	\$ 1,956,807.14	\$ -	\$ -	\$ -	\$ 1,956,807.14
j. Indirect Charges	20,333.56	-	-	-	20,333.56
k. TOTALS (sum of 6i and 6j)	\$ 1,977,140.70	\$ -	\$ -	\$ -	\$ 1,977,140.70
7. Program Income	\$ -	\$ -	\$ -	\$ -	\$ -

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SECTION C - NON-FEDERAL RESOURCES

(a) Grant Program		(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS
8.		\$	\$	\$	\$
9.					
10.					
11.					
12. TOTAL (sum of lines 8 - 11)		\$	\$	\$	\$

SECTION D - FORECASTED CASH NEEDS

	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	\$	\$	\$	\$	\$
13. Federal		-	-	-	-
14. NonFederal		-	-	-	-
15. TOTAL (sum of lines 13 and 14)	\$	\$	\$	\$	\$

SECTION E - BUDGET ESTIMATES FOR FEDERAL FUNDS FOR BALANCE OF THE PROJECT

(a) Grant Program	FUTURE FUNDING PERIODS (Years)			
	(b) First	(c) Second	(d) Third	(e) Fourth
16. Youth	\$	\$	\$	\$
17. Amount of Grant Funds Remaining after first year estimates are entered:	\$			
18. Amount of Grant Funds Remaining after future funding periods are estimated:	\$			
19.				
20. TOTAL (sum of lines 16 - 19)	\$	\$	\$	\$

SECTION F - OTHER BUDGET INFORMATION

21. Direct Charges	22. Indirect Charges
See Budget Narrative	See Budget Narrative
23. Remarks	
See Budget Narrative	

Name of Grantee Organization
East TN Human Resource Agency
Amount Awarded
\$ 1,977,141 Youth

Funding Period		
4/1/2020	to	3/31/2021
# of Months:	12	

Object Class Category (a.): PERSONNEL

A	B	C	D	E
Position	% of Time	Monthly Salary/Wage	# of Months	Cost
1 Summer OS Tech	2.00%	\$ 3,585.00	12.00	\$ 860.40
2 Summer OS Tech	2.00%	3,583.00	12.00	859.92
3 OS IS Tech	6.00%	3,585.00	12.00	2,581.20
4 OS IS Tech	6.00%	3,583.00	12.00	2,579.76
5 OS Program Manager	20.00%	5,021.00	12.00	12,050.40
6 OS Program Manager	39.00%	3,519.00	12.00	16,468.92
7 OS Accountant	10.00%	3,168.00	12.00	3,801.60
8 Accountant	45.00%	3,168.00	12.00	17,107.20
9 IS IS Tech	2.00%	3,585.00	12.00	860.40
10 IS IS Tech	2.00%	3,583.00	12.00	859.92
11 IS Program Manager	20.00%	5,021.00	12.00	12,050.40
12 IS Program Manager	5.00%	3,519.00	12.00	2,111.40
13 Admin				
14 Coordinator	26.00%	3,024.00	12.00	9,434.88
15				
16				
17				
18				
19				
20				
TOTAL PERSONNEL				\$ 81,626.40

Budget Narrative - PERSONNEL

--

Object Class Category (b.): FRINGE BENEFITS

A	B	C	D	E
Position/s	Benefit/s	Rate	Base Amount	Cost
1. Summer OS Tech	Full Package	0.48%	\$ 43,017.00	\$ 206.48
2. Summer OS Tech	Full Package	0.48%	42,995.00	206.38
3. OS IS Tech	Full Package	1.76%	43,017.00	757.10
4. OS IS Tech	Full Package	1.76%	42,995.00	756.71
5. OS Program Manager	Full Package	6.40%	60,255.00	3,856.32
6. OS Program Manager	Full Package	12.48%	42,230.00	5,270.30
7. OS Accountant	Full Package	3.20%	38,010.00	1,216.32
8. Accountant	Full Package	14.40%	38,010.00	5,473.44
9. IS IS Tech	Full Package	0.64%	43,017.00	275.31
10. IS IS Tech	Full Package	0.64%	42,995.00	275.17
11. IS Program Manager	Full Package	6.40%	60,255.00	3,856.32
12. IS Program Manager	Full Package	1.60%	42,230.00	675.68
13. Admin				
14. Coordinator	Full Package	8.32%	36,290.00	3,019.33
14.				
16.				
17.				
18.				
19.				
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21.				
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37.				
38.				
39.				
40.				
TOTAL FRINGE BENEFITS				\$ 25,844.86

Budget Narrative - FRINGE BENEFITS

Object Class Category (c.): TRAVEL

A	B	C	D	E	F
Item	# of Staff	# of Units	Unit Type	Cost per Unit	Cost
1. Mileage - Nashville	6.00	2,000.0	Miles	\$ 0.47	\$ 5,640.00
2. Hotel - Nashville	4.00	4.0	Item/s	249.00	3,984.00
3. Professional Conference	1.00	1.0	Item/s	1,000.00	1,000.00
4. Mileage - Local	2.00	500.0	Miles	0.47	470.00
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
14.					
16.					
17.					
18.					
19.					
20.					
TOTAL TRAVEL				\$	11,094.00

Budget Narrative: TRAVEL

Mileage and overnight stays for meetings in Nashville approx 4 times per year. SETA Conference for new staff September 2020 in Mississippi. Local mile to main office and other facilities.

Object Class Category (d.): EQUIPMENT

(Includes equipment costing \$5,000 or more and a useful life of more than one year)

A		B	C	D
Item		# of Items	Cost per Item	Cost
1.			\$	\$
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL EQUIPMENT			\$	\$

Budget Narrative: EQUIPMENT

--

Object Class Category (e.): SUPPLIES

(Includes equipment costing less than \$5,000)

A	B	C	D	E
Item	# of Units	Unit Type	Cost per Unit	Cost
1. Postage	1	Item/s	\$ \$650.00	\$ \$650.00
2. Office Supplies - Basic	1	Item/s	\$3,000.00	\$3,000.00
3. Janitorial Supplies	1	Item/s	\$1,241.88	\$1,241.88
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL SUPPLIES			\$	\$4,891.88

Budget Narrative: SUPPLIES

Postage stamps and mail services. Basic office supplies, ie.. Paper, pens, staples, etc. Janitorial supplies for cleaning of facilities.

Object Class Category (f.): CONTRACTUAL

A		B
Brief Description		Cost
1.	Audit	\$ 5,000.00
2.	Midcumberland HRA	1,740,000.00
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
14.		
16.		
17.		
18.		
19.		
20.		
TOTAL CONTRACTUAL		\$ 1,745,000.00

Budget Narrative: CONTRACTUAL

Independent annual Audit. Midcumberland expenses to provide services.

Object Class Category (h.): OTHER COSTS

(Including Training Expenses)

A	B	C	D	E
Item	# of Units	Unit Type	Cost per Unit	Cost
1 Telephone	1	Item/s	\$ 20,000.00	\$ 20,000.00
2 Janitorial	1	Item/s	\$20,000.00	20,000.00
3 Insurance General Liability	1	Item/s	\$1,500.00	1,500.00
4 Equipment Rental - Copier/Printer	1	Item/s	\$10,000.00	10,000.00
5 Printing & Publications	1	Item/s	\$600.00	600.00
6 Occupancy - Rent and Utilities	1	Item/s	\$36,000.00	36,000.00
7 Professional Memberships	1	Item/s	\$250.00	250.00
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL OTHER COSTS				\$ 88,350.00

Budget Narrative: OTHER COSTS

Telephone and Internet Services. Janitorial/Cleaning and Maintenance of Facilities. General Liability Insurance. Copier and Printer Rental. Printing & Publications, brochures, business cards and basic printing. Rent and Utilities of facilities. Memberships for Professionals and Chambers.

Object Class Category (i.): INDIRECT CHARGES

Choose one of the following options to apply indirect charges to the grant:

OPTION A**For grantees that have an approved Indirect Cost Rate Agreement**

Federal agency that issued the agreement	
What is the approved rate (%)?	18.92%
What is the base against which rate is applied? (Note: enter description as specified in the agreement)	Salaries and Fringe Benefits
What is the the base amount (\$)?	\$ 107,471.26
Enter the rate (%) that will be used for this grant	18.92%
Enter the amount (\$) that will be used for this grant	\$ 20,333.56

OPTION B**For grantees that DO NOT have an approved Indirect Cost Rate Agreement**

Enter fixed amount (\$) that will be used	
---	--

(Note: This will be only temporary until your Indirect Cost Rate Application is Submitted and Approved)

TOTAL INDIRECT CHARGES \$ 20,333.56

Budget Narrative - INDIRECT CHARGES

ADMINISTRATIVE COSTS

Pursuant to 20 CFR 683.205, grantees are limited to no more than 10 percent on administrative costs on funds administered under this grant. The cost of administration shall include those activities enumerated in 20 CFR 683.215.

Budget Narrative - ADMINISTRATIVE COSTS

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Dislocated Worker	N/A	\$ 403,379.78	\$ -	\$ -	\$ -	\$ -
2.		-	-	-	-	-
3.		-	-	-	-	-
4.		-	-	-	-	-
5. Totals		\$ -	\$ -	\$ -	\$ -	\$ -

SECTION B - BUDGET CATEGORIES

Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				
	(1)	(2)	(3)	(4)	(5)
a. Personnel	\$ 26,905.35	\$ -	\$ -	\$ -	\$ 26,905.35
b. Fringe Benefits	7,984.91	-	-	-	7,984.91
c. Travel	1,348.50	-	-	-	1,348.50
d. Equipment	-	-	-	-	-
e. Supplies	1,227.28	-	-	-	1,227.28
f. Contractual	356,000.00	-	-	-	356,000.00
g. Construction	-	-	-	-	-
h. Other	3,312.50	-	-	-	3,312.50
i. Total Direct Charges (sum of 6a - 6h)	\$ 396,778.54	\$ -	\$ -	\$ -	\$ 396,778.54
j. Indirect Charges	6,601.24	-	-	-	6,601.24
k. TOTALS (sum of 6i and 6j)	\$ 403,379.78	\$ -	\$ -	\$ -	\$ 403,379.78
7. Program Income	\$ -	\$ -	\$ -	\$ -	\$ -

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SECTION C - NON-FEDERAL RESOURCES

(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS
8.	\$	\$	\$	\$
9.				
10.				
11.				
12. TOTAL (sum of lines 8 - 11)	\$	\$	\$	\$

SECTION D - FORECASTED CASH NEEDS

	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	\$	\$ -	\$ -	\$ -	\$ -
14. NonFederal		-	-	-	-
15. TOTAL (sum of lines 13 and 14)	\$	\$	\$	\$	\$

SECTION E - BUDGET ESTIMATES FOR FEDERAL FUNDS FOR BALANCE OF THE PROJECT

(a) Grant Program	FUTURE FUNDING PERIODS (Years)			
	(b) First	(c) Second	(d) Third	(e) Fourth
16. Dislocated Worker	\$	\$ -	\$ -	\$ -
17. Amount of Grant Funds Remaining after first year estimates are entered:	\$			
18. Amount of Grant Funds Remaining after future funding periods are estimated:	\$			
19.				
20. TOTAL (sum of lines 16 - 19)	\$	\$	\$	\$

SECTION F - OTHER BUDGET INFORMATION

21. Direct Charges	22. Indirect Charges
See Budget Narrative	See Budget Narrative
23. Remarks	
See Budget Narrative	

Name of Grantee Organization	
East TN Human Resource Agency	
Amount Awarded	
\$	403,320 DW

Funding Period		
7/1/2020	to	9/30/2020
# of Months:		3

Object Class Category (a.): PERSONNEL

A	B	C	D	E
Position	% of Time	Monthly Salary/Wage	# of Months	Cost
1. Coordinator	71.00%	\$ 3,080.00	3.00	\$ 6,560.40
2. Coordinator	29.00%	4,285.00	3.00	3,727.95
3. IS Tech	2.00%	3,584.00	3.00	215.04
4. IS Tech	2.00%	3,583.00	3.00	214.98
5. Program Manager	27.00%	5,021.00	3.00	4,067.01
6. Program Manager	28.00%	3,519.00	3.00	4,217.64
7. Accountant	45.00%	3,168.00	3.00	4,750.65
8. [REDACTED]				
9. Admin:				
10. Coordinator	30.00%	3,024.00	3.00	2,721.60
11. IS Tech	2.00%	3,585.00	3.00	215.10
12. IS Tech	2.00%	3,583.00	3.00	214.98
13. [REDACTED]				
14. [REDACTED]				
15. [REDACTED]				
16. [REDACTED]				
17. [REDACTED]				
18. [REDACTED]				
19. [REDACTED]				
20. [REDACTED]				
TOTAL PERSONNEL				\$ 26,905.35

Budget Narrative - PERSONNEL

Object Class Category (b.): FRINGE BENEFITS

<div><div>A</div><div>B</div><div>C</div><div>D</div><div>E</div></div>				
Position/s	Benefit/s	Rate	Base Amount	Cost
1. Coordinator	Full Package	22.72%	\$ 9,237.50	\$ 2,098.76
2. Coordinator	Full Package	9.28%	12,855.00	1,192.94
3. IS Tech	Full Package	0.48%	10,754.25	51.62
4. IS Tech	Full Package	0.48%	10,748.75	51.59
5. Program Manager	Full Package	8.64%	15,063.75	1,301.51
6. Program Manager	Full Package	8.96%	10,557.50	945.95
7. Accountant	Full Package	14.40%	9,502.50	1,368.36
8.				
9. Admin:				
10. Coordinator	Full Package	9.60%	9,072.50	870.96
11. IS Tech	Full Package	0.48%	10,754.25	51.62
12. IS Tech	Full Package	0.48%	10,748.75	51.59
13.				
14.				
14.				
16.				
17.				
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35.				
36.				
37.				
38.				
39.				
40.				
TOTAL FRINGE BENEFITS				\$ 7,984.91

Budget Narrative - FRINGE BENEFITS

Object Class Category (c.): TRAVEL

A Item	B # of Staff	C # of Units	D Unit Type	E Cost per Unit	F Cost
1. Mileage - Nashville	1.00	500.0	Miles	\$ 0.47	\$ 235.00
2. Hotel - Nashville	2.00	2.0	Item/s	249.00	996.00
3. Mileage - Local	2.00	125.0	Miles	0.47	117.50
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
14.					
16.					
17.					
18.					
19.					
20.					
TOTAL TRAVEL				\$	1,348.50

Budget Narrative: TRAVEL

Travel to Nashville for meetings 1 times. Local mileage to facilities and main office.

Object Class Category (d.): EQUIPMENT

(Includes equipment costing \$5,000 or more and a useful life of more than one year)

A		B	C	D
Item		# of Items	Cost per Item	Cost
1.			\$	\$
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL EQUIPMENT			\$	

Budget Narrative: EQUIPMENT

Object Class Category (e.): SUPPLIES

(Includes equipment costing less than \$5,000)

A	B	C	D	E
Item	# of Units	Unit Type	Cost per Unit	Cost
1. Postage	1	Other	\$ 50.00	\$ 50.00
2. Office Supplies - Basic	1	Other	\$1,028.25	\$1,028.25
3. Janitorial Supplies	1	Other	\$149.03	\$149.03
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL SUPPLIES			\$	\$1,227.28

Budget Narrative: SUPPLIES

Postage stamps and mailing services. Basic office supplies, ie.. Paper, pens, staples, etc. Janitorial supplies for cleaning facilities.

Object Class Category (f.): CONTRACTUAL

A		B	
Brief Description		Cost	
1.		\$	
2.	Midcumberland HRA		356,000.00
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
14.			
16.			
17.			
18.			
19.			
20.			
TOTAL CONTRACTUAL		\$	356,000.00

Budget Narrative: CONTRACTUAL

Midcumberland expenses for providing services.

Object Class Category (h.): OTHER COSTS

(Including Training Expenses)

A		B	C	D	E
Item		# of Units	Unit Type	Cost per Unit	Cost
1	Telephone	1	Item/s	\$ 312.50	\$ 312.50
2	Janitorial	1	Item/s	\$600.00	600.00
3	Insurance - General Liability	1	Item/s	\$150.00	150.00
4	Equipment Rental - Copier/Printers	1	Item/s	\$125.00	125.00
5	Printing & Publications	1	Item/s	\$312.50	312.50
6	Occupancy - Rent and Utilities	1	Item/s	\$1,812.50	1,812.50
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
14.					
16.					
17.					
18.					
19.					
20.					
TOTAL OTHER COSTS					\$ 3,312.50

Budget Narrative: OTHER COSTS

Telephone and Internet service for facilities. Janitorial/Cleaning and maintenance for facilities. General liability insurance for facilities. Rental of copiers/printers. Printing and publications, brochures, business cards and printing services. Rent and utilities of facilities.

Object Class Category (i.): INDIRECT CHARGES

Choose one of the following options to apply indirect charges to the grant:

OPTION A**For grantees that have an approved Indirect Cost Rate Agreement**

Federal agency that issued the agreement	DHS
What is the approved rate (%)?	18.92%
What is the base against which rate is applied? (Note: enter description as specified in the agreement)	Salaries and Fringe Benefits
What is the the base amount (\$)?	\$ 34,890.26
Enter the rate (%) that will be used for this grant	18.92%
Enter the amount (\$) that will be used for this grant	\$ 6,601.24

OPTION B**For grantees that DO NOT have an approved Indirect Cost Rate Agreement**

Enter fixed amount (\$) that will be used

(Note: This will be only temporary until your Indirect Cost Rate Application is Submitted and Approved)

TOTAL INDIRECT CHARGES \$ 6,601.24

Budget Narrative - INDIRECT CHARGES

ADMINISTRATIVE COSTS

Pursuant to 20 CFR 683.205 , grantees are limited to no more than 10 percent on administrative costs on funds administered under this grant. The cost of administration shall include those activities enumerated in 20 CFR 683.215 .

Budget Narrative - ADMINISTRATIVE COSTS

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Dislocated Worker	N/A	\$ 1,805,323.29	\$ -	\$ -	\$ -	\$ -
2.		-	-	-	-	-
3.		-	-	-	-	-
4.		-	-	-	-	-
5. Totals		\$ -	\$ -	\$ -	\$ -	\$ -

SECTION B - BUDGET CATEGORIES

Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				
	(1)	(2)	(3)	(4)	(5)
a. Personnel	\$ 107,621.40	\$ -	\$ -	\$ -	\$ 107,621.40
b. Fringe Benefits	31,939.65	-	-	-	31,939.65
c. Travel	3,594.00	-	-	-	3,594.00
d. Equipment	-	-	-	-	-
e. Supplies	4,913.29	-	-	-	4,913.29
f. Contractual	1,584,000.00	-	-	-	1,584,000.00
g. Construction	-	-	-	-	-
h. Other	46,850.00	-	-	-	46,850.00
i. Total Direct Charges (sum of 6a - 6h)	\$ 1,778,918.34	\$ -	\$ -	\$ -	\$ 1,778,918.34
j. Indirect Charges	26,404.95	-	-	-	26,404.95
k TOTALS (sum of 6i and 6 j)	\$ 1,805,323.29	\$ -	\$ -	\$ -	\$ 1,805,323.29
7. Program Income	\$ -	\$ -	\$ -	\$ -	\$ -

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Previous Editions Usable

SECTION C - NON-FEDERAL RESOURCES

(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS
8.	\$	\$	\$	\$
9.				
10.				
11.				
12. TOTAL (sum of lines 8 - 11)	\$	\$	\$	\$

SECTION D - FORECASTED CASH NEEDS

	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	\$	\$	\$	\$	\$
14. NonFederal					
15. TOTAL (sum of lines 13 and 14)	\$	\$	\$	\$	\$

SECTION E - BUDGET ESTIMATES FOR FEDERAL FUNDS FOR BALANCE OF THE PROJECT

(a) Grant Program	FUTURE FUNDING PERIODS (Years)			
	(b) First	(c) Second	(d) Third	(e) Fourth
16. Dislocated Worker	\$	\$	\$	\$
17. Amount of Grant Funds Remaining after first year estimates are entered:	\$			
18. Amount of Grant Funds Remaining after future funding periods are estimated:	\$			
19.				
20. TOTAL (sum of lines 16 - 19)	\$	\$	\$	\$

SECTION F - OTHER BUDGET INFORMATION

21. Direct Charges	22. Indirect Charges
See Budget Narrative	See Budget Narrative
23. Remarks	
See Budget Narrative	

Name of Grantee Organization	
East TN Human Resource Agency	
Amount Awarded	
\$	1,805,323 DW

Funding Period		
10/1/2020	to	9/30/2021
# of Months:		12

Object Class Category (a.): PERSONNEL

A Position	B % of Time	C Monthly Salary/Wage	D # of Months	E Cost
1. Coordinator	71.00%	\$ 3,080.00	12.00	\$ 26,241.60
2. Coordinator	29.00%	4,285.00	12.00	14,911.80
3. IS Tech	2.00%	3,584.00	12.00	860.16
4. IS Tech	2.00%	3,583.00	12.00	859.92
5. Program Manager	27.00%	5,021.00	12.00	16,268.04
6. Program Manager	28.00%	3,519.00	12.00	16,870.56
7. Accountant	45.00%	3,168.00	12.00	19,002.60
8. [REDACTED]				
9. Admin:				
10. Coordinator	30.00%	3,024.00	12.00	10,886.40
11. IS Tech	2.00%	3,585.00	12.00	860.40
12. IS Tech	2.00%	3,583.00	12.00	859.92
13. [REDACTED]				
14. [REDACTED]				
15. [REDACTED]				
16. [REDACTED]				
17. [REDACTED]				
18. [REDACTED]				
19. [REDACTED]				
20. [REDACTED]				
TOTAL PERSONNEL				\$ 107,621.40

Budget Narrative - PERSONNEL

Object Class Category (b.): FRINGE BENEFITS

A	B	C	D	E
Position/s	Benefit/s	Rate	Base Amount	Cost
1. Coordinator	Full Package	22.72%	\$ 36,950.00	\$ 8,395.04
2. Coordinator	Full Package	9.28%	51,420.00	4,771.78
3. IS Tech	Full Package	0.48%	43,017.00	206.48
4. IS Tech	Full Package	0.48%	42,995.00	206.38
5. Program Manager	Full Package	8.64%	60,255.00	5,206.03
6. Program Manager	Full Package	8.96%	42,230.00	3,783.81
7. Accountant	Full Package	14.40%	38,010.00	5,473.44
8.				
9. Admin:				
10. Coordinator	Full Package	9.60%	36,290.00	3,483.84
11. IS Tech	Full Package	0.48%	43,017.00	206.48
12. IS Tech	Full Package	0.48%	42,995.00	206.38
13.				
14.				
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33.				
34.				
35.				
36.				
37.				
38.				
39.				
40.				
TOTAL FRINGE BENEFITS				\$ 31,939.65

Budget Narrative - FRINGE BENEFITS

Object Class Category (c.): TRAVEL

A Item	B # of Staff	C # of Units	D Unit Type	E Cost per Unit	F Cost
1. Mileage - Nashville	1.00	2,400.0	Miles	\$ 0.47	\$ 1,128.00
2. Hotel - Nashville	2.00	2.0	Item/s	249.00	996.00
3. Mileage - Local	2.00	500.0	Miles	0.47	470.00
4. Professional Conference	1.00	1.0	Item/s	1,000.00	1,000.00
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
14.					
16.					
17.					
18.					
19.					
20.					
TOTAL TRAVEL				\$	3,594.00

Budget Narrative: TRAVEL

Travel to Nashville for meetings approx 4 times. Local mileage to facilities and main office. SETA Conference for new staff in September 2020

Object Class Category (d.): EQUIPMENT

(Includes equipment costing \$5,000 or more and a useful life of more than one year)

A		B	C	D
Item		# of Items	Cost per Item	Cost
1.			\$	\$
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL EQUIPMENT			\$	\$

Budget Narrative: EQUIPMENT

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Object Class Category (e.): SUPPLIES

(Includes equipment costing less than \$5,000)

A	B	C	D	E
Item	# of Units	Unit Type	Cost per Unit	Cost
1. Postage	1	Other	\$ 500.00	\$ 500.00
2. Office Supplies - Basic	1	Other	\$4,113.00	\$4,113.00
3. Janitorial Supplies	1	Other	\$300.29	\$300.29
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL SUPPLIES			\$	\$4,913.29

Budget Narrative: SUPPLIES

Postage stamps and mailing services. Basic office supplies, ie.. Paper, pens, staples, etc. Janitorial supplies for cleaning facilities.

Object Class Category (f.): CONTRACTUAL

A		B
Brief Description		Cost
1.	Audit	\$ 5,000.00
2.	Midcumberland HRA	1,579,000.00
3.		
4.		
5.		
6.		
7.		
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14.		
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18.		
19.		
20.		
TOTAL CONTRACTUAL		\$ 1,584,000.00

Budget Narrative: CONTRACTUAL

Independent annual Audit. Midcumberland expenses for providing services.

Object Class Category (h.): OTHER COSTS

(Including Training Expenses)

A	B	C	D	E
Item	# of Units	Unit Type	Cost per Unit	Cost
1 Telephone	1	Item/s	\$ 5,000.00	\$ 5,000.00
2 Janitorial	1	Item/s	\$3,200.00	3,200.00
3 Insurance - General Liability	1	Item/s	\$2,400.00	2,400.00
4 Equipment Rental - Copier/Printers	1	Item/s	\$2,000.00	2,000.00
5 Printing & Publications	1	Item/s	\$5,000.00	5,000.00
6 Occupancy - Rent and Utilities	1	Item/s	\$29,000.00	29,000.00
7 Professional Membership	1	Item/s	\$250.00	250.00
8.				
9.				
10.				
11.				
12.				
13.				
14.				
14.				
16.				
17.				
18.				
19.				
20.				
TOTAL OTHER COSTS				\$ 46,850.00

Budget Narrative: OTHER COSTS

Telephone and Internet service for facilities. Janitorial/Cleaning and maintenance for facilities. General liability insurance for facilities. Rental of copiers/printers. Printing and publications, brochures, business cards and printing services. Rent and utilities of facilities. Memberships for professionals and chambers.

Object Class Category (i.): INDIRECT CHARGES

Choose one of the following options to apply indirect charges to the grant:

OPTION A**For grantees that have an approved Indirect Cost Rate Agreement**

Federal agency that issued the agreement	DHS
What is the approved rate (%)?	18.92%
What is the base against which rate is applied? (Note: enter description as specified in the agreement)	Salaries and Fringe Benefits
What is the the base amount (\$)?	\$ 139,561.05
Enter the rate (%) that will be used for this grant	18.92%
Enter the amount (\$) that will be used for this grant	\$ 26,404.95

OPTION B**For grantees that DO NOT have an approved Indirect Cost Rate Agreement**

Enter fixed amount (\$) that will be used	
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(Note: This will be only temporary until your Indirect Cost Rate Application is Submitted and Approved)

TOTAL INDIRECT CHARGES \$ 26,404.95

Budget Narrative - INDIRECT CHARGES

ADMINISTRATIVE COSTS

Pursuant to 20 CFR 683.205, grantees are limited to no more than 10 percent on administrative costs on funds administered under this grant. The cost of administration shall include those activities enumerated in 20 CFR 683.215.

Budget Narrative - ADMINISTRATIVE COSTS

ATTACHMENT J:
WORK-BASED
LEARNING
POLICY



EAST TENNESSEE LOCAL WORKFORCE
DEVELOPMENT AREA
WORKFORCE INNOVATION AND
OPPORTUNITY ACT
POLICY MANUAL

Pages: 7
Issued: 9 April 2019
Effective: Immediately

SUBJECT: WORK-BASED LEARNING

APPROVED:

Martha Axford

Purpose: To establish policy and guidance for the offering of work-based learning activities with WIOA funding.

Policy: The East Tennessee Local Workforce Development Board offers various opportunities for Work-Based Learning, including On- the-Job Training, Work Experience, Transitional Jobs, Apprenticeships, and Incumbent Worker Training.

Appropriate support services, as described in the Supportive Services policy, may be used in combination with work-based training as prescribed below and in accordance with the needs of participants. The Board strives to utilize approximately 10% of funding allocated to local area through formula program funds and / or specialized funding such as Consolidated Business Grants (CBGs) to provide work-based learning opportunities. Work-based training expenditures are tracked accordingly in the accounting system of record and reported monthly on internal documents as well required State reports. Expenditures and obligations are monitored monthly to ensure compliance with appropriate expenditure and obligation requirements, such as 80% of CBG funds being allocated within the first 180 days of the grant.

In order to maximize services to populations with barriers, agencies serving these populations are targeted for outreach efforts such as distribution of marketing materials, participation in events, and invitations to participate in AJC events and strategy meetings. The AJC displays marketing materials for core and community partners, and provides materials to be displayed at the partners' sites. Social media accounts are also used to connect with customers and other agencies and inform them of the services available through the AJC. The Business Services Team conducts rapid response meetings in order to serve workers dislocated through closures or layoffs. Outreach to unemployment claimants regarding AJC services is also conducted when contact information is available. Specialized programs such as RESEA, serving unemployment claimants, and SNAP Employment & Training, serving SNAP (i.e. food stamp recipients) are also incorporated into services at the AJC.

The Regional Planning Council, which includes members of the core partners as well as other partners, identifies regional and local in-demand and emerging sectors using available labor market data, strategy meetings, and other data gathering methods. Workforce efforts, including Work-Based Learning, are then focused on identified sectors through services available in the AJC. For instance, manufacturing and healthcare are two of the most prominent sectors in the area, therefore On-the-Job Training (OJT) and Incumbent Worker Training (IWT) grants are heavily concentrated in these areas. The Board strives to continually increase employer penetrations rates and will serve as many employers as possible based on employer hiring needs and availability of funding.

Contracts and Agreements

Work-based opportunities will include an agreement (contract) with the employer and a training plan for the employee. The contract must include the requirements of WIOA rules and regulations,

the type of occupation and skills, the competencies to be learned, and the length of training that will be provided. All contracts/agreements for work-based learning will be in an approved format in accordance with Board guidance and include the following:

- Basic Program description
- Cost Per Participant (varies by activity; subject to Northwest TN Workforce Board policy)
- Appropriate goals for the participant and/or employer.
- The contract awarded will be cost reimbursement. No expenses are reimbursable until a contract has been fully executed (signed by all parties) and, all participant data have been submitted and deemed eligible.

Additionally, work-based learning activities will comply with the following:

- All necessary information about a work-based participant and employer must be properly recorded in the Jobs4TN (VOS) system. Work-based training expenses must be reported by Service Providers on a timely basis to ensure that Board staff can properly report the expenditures in the Grants4TN system.
- Contracts for Work-based training must be monitored at least once by the Service Provider as the contracting authority. Monitoring will be based on the contract agreement and may be performed by the contract manager or another position. If the Work-based training is for reimbursement of wages, the employer must submit the following for review:
 - Invoice form;
 - Payroll records showing the gross wages paid to the trainee;
 - Time records showing actual hours worked;

Onsite monitoring visits should be conducted by the Service Provider shortly after the trainee begins work, and include additional visits at appropriate intervals (determined by the length of the training plan). Effective monitoring also includes desk review of correspondence from the employer, including payment invoices and required documentation to support those invoices. The Service Provider must regularly review each trainee's progress in meeting program and service strategy objectives. Such strategies should include the trainee's acquisition of basic/occupational skills and the adequacy of supportive services provided as related to work-based training. Any deviation from the work-based training contract should be dealt with and documented promptly.

Monitoring at the Board, State, and Federal levels will include, at minimum, a review of the Service Provider's monitoring and oversight of participant training and corresponding employer payroll records, as well as a review of how work-based activities align with and are facilitating the progress of career pathway strategies outlined in the local plan.

Business Eligibility Criteria

Businesses classified as a Tennessee (TEGL 25-15) for-profit business or, not-for-profit business with a presence in accordance with Federal, State and Local law, and in business for at least 120 days are eligible for work-based learning contracts. Further, the employer must meet the following requirements:

- Be registered with Internal Revenue Service (IRS), have an account with Unemployment Insurance, and carry workers' compensation insurance (Federal Register Vol. 81, No. 161, Page 56117) and be current on all local, state and federal tax obligations.
- Be financially solvent and have an adequate payroll recordkeeping system that tracks hours worked, gross pay, deductions, and net pay.
- Must not appear on any federal suspension or debarment list.
- Agreements that WIOA customers will not displace any currently employed worker (WIOA Section 181[b][2][A]).

- Agreements will not be made with an employer who has terminated any regular employee, or otherwise reduced the workforce, in order to hire an OJT employee.
- No contract may be written with a company that has relocated (for the first 120 days after beginning operations) if the move has resulted in any employee job losses at the original location (WIOA Section 181[d][2]).
- To verify that the relocation has not resulted in a loss of employment, WIOA program staff and the OJT employer must complete a Standardized Pre-Award Review.
- The employer must not currently be involved in a labor dispute or have workers currently in a layoff status. (20 CFR 680.840)
- Employees may not work on construction, maintenance, or operation of any facility that is used for sectarian activities. (WIOA Section 188[a][3])
- The prospective employers must not meet the existing "pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages and employment benefits". (20 CFR 680.700[b])
- The Employer must not illegally discriminate in training or hiring practices because of race, color, sex, national origin, religion, disability, political beliefs or affiliation, or age
- Training for employees must be in a high demand industry as determined by the East Tennessee Local Workforce Development Board and/or its' Service Provider
- Training will benefit employees by increasing opportunity for learning new skills, gaining experience, retention, advancement, credentials, or wages.
- Training will benefit the employer by providing assistance with training employees, which may result in saving jobs or preventing layoffs, enhancing process improvement, or improving the overall competitiveness of the employer.

General Participant Eligibility

Work-based training opportunities must be identified as an appropriate activity for program participants on the Individual Employment Plan (IEP) or Individual Service Strategy (ISS). IEPs or ISSs, and/or case notes, will specify goals of the work-based training activity by identifying the purpose of the activity and expected outcomes. The ETLWDA *Priority of Service Policy* will be adhered to in determining participants' eligible to participate in work-based training. In addition, the participant must be:

- A U.S. citizen or individual legally entitled to work in the U.S.
- Age 18 or older* (exception may be made for Eligible WIOA Youth)
- Registered for the Selective Service unless an exception is justified (Selective Service requires registration of all males who are 18 or older and born on or after January 1, 1960)

Incumbent Worker Training

According to the WIOA, "the local board may reserve and use not more than 20 percent of the funds allocated to the local area involved under section 133(b) to pay for the Federal share of the cost of providing training through a training program for incumbent workers." The term "incumbent worker training" (IWT) means training that is

1. Designed to meet the specific requirements of an employer (including a group of employers); and
2. Conducted with a commitment by the employer to continue to employ an individual upon successful completion of training.

IWT may be used to help avert potential layoffs or to increase the skill levels of employees so they can be promoted within the company and create backfill opportunities for the employers. Under WIOA Section 134(d)(4)(A)(i), a LWDB may use up to twenty percent (20%) of its adult and dislocated worker formula funds to provide for the Federal share of the cost of providing incumbent worker training. To be eligible, a participant must be employed by the employer receiving the grant. The Employer is required to match requested training costs. Percentage of

match is based on the size of the company, in accordance with Tennessee Department of Labor and Workforce Development policy.

On-the-Job Training

On-the-job Training (OJT) is a form of work-based training provided to an eligible WIOA participant upon entry into employment and while engaged in paid work. OJTs address specific gaps in the trainee's knowledge or skills that are inhibiting his/her ability to perform assigned duties fully and adequately and provides reimbursement to the employer of up to 50 percent of the wage rate of the participant for the extraordinary costs of providing the training and additional supervision related to the training. In order to participate in OJT, a participant must be a new hire in the employer position.

The Employer will be reimbursed up to 50% of participant wages upon completion of a designated training period not to exceed the Specific Vocational Preparation (SVP) level, taking in to account the prior education, training, work experience and the service strategy of the participant, as appropriate. Further, the Employer must not have exhibited a "pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages and employment benefits."

In order to promote and strategize the availability of OJTs, understanding and meeting the needs of employers is given the utmost importance and is achieved through a collaboration of partners serving on the Business Services Team, such as Labor Exchange, Veterans Programs, Trade Act, Re-Employment Services, Unemployment Insurance, Economic Development, Temporary Assistance for Needy Families, Vocational Rehabilitation, and Board staff. The Business Services Team is responsible for connecting with companies in the targeted industry sectors and occupations, and other employers that have hiring needs, in order to understand and meet their needs through a variety of employer-driven initiatives and services, such as OJT.

In order to understand and to meet the needs of employers, Business Services Team members connect with area employers by participating in regional economic development groups comprised of training providers, Chambers of Commerce, plant managers, and economic developers in order to identify high-growth jobs and industries that are adding substantial jobs to the local economy. Local employers also serve on the local board and board committees. Labor market information (LMI) is also utilized to identify and meet employers' needs. LMI is available through Jobs4TN and Economic Modeling Systems, Inc. (EMSI) and can be used to help employers identify average wages for jobs in an area, which occupations are predicted to have the most future job openings, as well as unemployment rates in an area.

The Executive Director of the East Tennessee Local Workforce Development Board and/or his/her designee, also supports and promotes work-based learning with existing and prospective industry, when appropriate. Interested employers are referred to a Business Services Team member for specific details and services.

Registered Apprenticeships

A Registered Apprenticeship (RA) is an "earn and learn" training model that combines structured learning with on-the-job training from an assigned mentor. The goal is to provide workers with advanced sets of skills that meet the specific needs of employers. Upon completion of a RA program, participants receive an industry issued, postsecondary credential that certifies occupational proficiency. This credential is also portable (see WIOA Section 122[a][2][A]). Local areas may also offer support services, in coordination with career and or training services, to participants in an RA program in accordance with supportive services consistent with WIOA Section 134(d)(2), TEGL 19-16, and local policies. To be eligible, a participant must be selected by the employer to participate in a Registered Apprenticeship program (included on the WIOA Eligible Training Provider List), which may include participation in a pre-apprenticeship program.

- A Pre-apprenticeship is a program or set of strategies designed to prepare individuals to enter, and succeed in, registered apprenticeship programs. These programs have a documented partnership with at least one registered apprenticeship program sponsor. Pre-apprenticeship programs expand the participant's career pathway opportunities by combining industry-based training and classroom instruction. Adult, Dislocated Workers, or Youth participating in pre-apprenticeship may receive funding through paid work experience positions, and associated support services, in accordance with the guidelines listed in the Work Experience section of this policy.

Transitional Jobs

The local area may use up to 10% of its combined total of Adult and Dislocated Worker allotments for transitional jobs as described in WIOA Sec. 134(d)(5). A transitional job is one that provides a time-limited work experience that is subsidized in the public, private, or non-profit sectors for those individuals with barriers to employment who are chronically unemployed or have an inconsistent work history. Transitional jobs must be combined with comprehensive career and support services and are designed to enable an individual to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to entry into and retention in unsubsidized employment. Unlike an On-the-Job Training (OJT) contract, there is no expectation that the individual will continue his or her hire with the employer after the work placement is complete; however, employers are encouraged to consider establishing an OJT contract and ultimately employ individuals participating in transitional jobs as part of a *Ready, Set, Hire* approach to hiring job seekers.

The *Ready, Set, Hire* approach allows a job seeker and employer to mutually benefit from the combined offerings of:

- *Ready - Transitional Job* Up to 320 hours of subsidized employment through a transitional job based on the job seeker's needs as documented on the Individual Service Strategy (ISS). The job seeker's employment is subsidized through the WIOA Adult or Dislocated Worker program at no cost to the employer. The job seeker will be paid through the program at the higher of 80% of the starting rate of the position being performed or a minimum of \$8.00 per hour. For instance, a participant working in a Production position which pays \$10 per hour would be paid \$8.00 per hour for the duration of the transitional job ($\$10.00 \times 0.8 = \8.00 per hour). (Examples: Starting wage = \$9; $\$9 \times 0.8 = \7.20 ; pay = \$8.00; or starting wage = \$11; $\$11 \times 0.8 = \8.80 ; pay = \$8.80).

Note: The Director may approve work placement through a transitional job beyond 320 hours on a case-by-case basis as needed based on the job seeker's need as documented on the ISS.

- *Set - OJT Position* Up to 320 hours of employment through an OJT grant, based on the job seeker's needs as documented on the ISS and the training needs of the position as demonstrated by the Specific Vocational Preparation (SVP) level of the position. Employers may be reimbursed up to 50% of an eligible OJT participant's wages for the completion of the specified training period in accordance with the guidelines.
- *Hire!* Employers are encouraged to consider hiring participants who successfully complete a Transitional Job, with or without an OJT contract. Participants on an OJT contract are employees of the business and are expected to be retained upon the successful completion of the training period. Employers may qualify for a Work Opportunity Tax Credit ranging from \$1,200 to \$9,600 for hiring individuals with barriers who are considered a member of a qualified targeted group.

Eligibility Criteria - In order to be eligible for a transitional job, applicants must:

- Be determined eligible as an Adult or Dislocated Worker in accordance with the guidelines set forth in the Eligibility Manual.
- Have a barrier(s) to employment as documented by being a member of 1 or more of the following populations in accordance with the guidelines:
 - Displaced homemakers.
 - Low-income individuals.
 - Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166.
 - Individuals with disabilities, including youth who are individuals with disabilities.
 - Older individuals.
 - Ex-offenders.
 - Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6))), or homeless children and youths (as H. R. 803—10 defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))).
 - Youth who are in or have aged out of the foster care system.
 - Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers.
 - Eligible migrant and seasonal farmworkers, as defined in section 167(i).
 - Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).
 - Single parents (including single pregnant women).
 - Long-term unemployed individuals (i.e. individuals who have been unemployed 27 weeks or longer).
 - Such other groups as the Governor involved determines to have barriers to employment.
- Be chronically unemployed or have an inconsistent work history, as defined by the LWDB in accordance with § 680.190, and documented in the work history section of the Application and Eligibility Form. Taking into consideration an individual's labor market history, unemployment status, durations of unemployment, and long-term unemployment status, the East Tennessee Local Workforce Development Board has determined individuals to be chronically unemployed or to have an inconsistent work history if they meet one or more of the following items:
 - Currently unemployed and have been unemployed for 27 weeks or longer (long-term unemployed).
 - Currently unemployed for less than 27 weeks but have had at least one period of unemployment for 27 weeks or longer within the last 5 years.
 - Two or more significant (13 weeks or longer) gaps in employment within the last five years.
 - Five or more position changes within the last three years.
 - Three or more gaps in employment within the last three years.
 - Have been incarcerated within the last 10 years.
- Receive appropriate Basic and / or Individualized Career Services to prepare for a successful entry into and retention in a transitional job and ultimately unsubsidized employment as documented on the ISS.
- Receive support services in order to be able to participate in a transitional job and ultimately unsubsidized employment. Support services for transitional jobs include:
 - A one-time only payment, up to \$300.00, for work-related items such as appropriate work attire, uniforms, tools, medical physicals, back ground checks, drug screens, industry certifications if not covered by an ITA, driver's license, etc. The items will be purchased by a program staff person on behalf of the participant in accordance with applicable purchasing policies.
 - Transportation assistance to the worksite for the first 30 days of employment. The transportation assistance will be paid as a one-time only payment based on the participant's work schedule and mileage from home to the worksite.

Work Experience

WIOA and 20 CFR § 681.590(a) require that a minimum of 20 percent of local area funds for the Title I Youth program be spent on work experience. As explained in 20 CFR § 681.590(b), local area administrative costs are not subject to the 20 percent minimum work experience expenditure requirement. Work experience is defined as paid (subsidized) or unpaid work experience that is a planned, structured learning experience in a workplace for a limited period of time. This experience provides participants with opportunities for career exploration and skill development. Work experience must include academic and occupational education (20 CFR 681.600[a-b]). The wage scale for paid work experience is found in the *ETLWDA Work Experience Policy*.

WIOA identifies four categories of work experience: (1) summer employment opportunities and other employment opportunities available throughout the school year; (2) pre-apprenticeship programs; (3) internships and job shadowing; and (4) on-the-job training (OJT) opportunities as defined in WIOA Section 3(44) and in 20 CFR § 680.700. Eligible WIOA youth program participants may participate in more than one work experience program (i.e. summer employment, job shadowing, pre-apprenticeship) over the duration of their program participation (20 CFR 681.600[c]).

- Job shadowing is a work experience option where youth learn about a job by “walking through the work day as a shadow” to become competent workers. The job shadowing work experience is temporary, unpaid exposure to the workplace in an occupational area of interest to the youth.

Work experience expenditures are recorded in the State’s Virtual One Stop by career service provider staff and tracked monthly, both on internal documents and required State reports.

Reference: 20 CFR 680.700(b); 20 CFR 680.840; Federal Register Vol. 81, No. 161, Page 56117; TEGL 03-15 (specifically “Training Contracts” on pages 9-10); WIOA Section 181(b)(2)(A); WIOA Section (d) (2); WIOA Section 188(a)(3)

Related TDLWD Policy: Incumbent Worker Training (IWT) Grants Policy; Work-Based Training Guidance (pages 3 and 10).

ATTACHMENT K:

COOPERATIVE AGREEMENTS



24 March 2020

Mr. Chris Martin, President
Knoxville Leadership Foundation
318 N. Gay Street, Suite 210
Knoxville, TN 37917-7528

Dear Mr. Martin:

The East Tennessee Local Workforce Development Board (ETLWDB) appreciates the opportunity to partner with the Knoxville Leadership Foundation (KLF) with regard to the KLF's Workforce Development Program. This letter acknowledges that ETLWDB will serve as a workforce skills development and employment partner for qualified participants selected by KLF. It will participate in the workforce program as described, as well as all pre-planning and post-program follow-up evaluation activities required by KLF for this program. The Board will provide work readiness and career exploration opportunities for subsidized and un-subsidized work placement leading to full-time employment whenever possible. Board and WIOA Title I contractor staff will engage with students to encourage hands-on learning designed to provide a strong foundation for all program participants to develop critical skills required to be successful in our workplace and community.

As is true for KLF, ETLWDB also is dedicated to addressing the needs of disadvantaged and at-risk youth, young adults, and adults and their families in Knox County. It fully supports the goals of KLF's proposed Workforce Development Program and recognizes the importance of providing project-based learning and occupational skills training to prepare program participants to successfully transition to becoming valued, law-abiding, and productive individuals who actively contribute to the well-being of our community as well as more fully reaching their own personal potential.

The commitment of the Board to the KLF Workforce Development Program will be effective throughout the time frame of the grant or as long as its participation is sought. The Board looks forward to working with KLF on this program to provide life-changing opportunities.

Sincerely,

Bill Walker, executive director
East Tennessee Local Workforce Development Board



April 1, 2020

Elizabeth Nother, President & CEO
Goodwill Industries—Knoxville, Inc.
5307 Kingston Pike
Knoxville, TN 37919

Dear Ms. Nother:

Thank you for the opportunity to engage as a partner in the Goodwill Pathway Home grant opportunity offered by the U.S. Department of Labor Employment and Training Administration. I am in full support of the grant application and look forward to contributing to the successful transition of adults enrolled in the program.

As the Executive Director of the East Tennessee Local Workforce Board, I oversee a sixteen-county workforce service delivery network featuring twelve American Job Centers serving in excess of 100,000 customer annually.

The Local Workforce Development Board will:

- a. Stay abreast of progress being made on the grant and identify opportunities where individuals may be co-enrolled in Title I Adult or Out-of-School Youth services in order to maximize opportunities for participants post-release.
- b. Work with Goodwill Industries—Knoxville, Inc. to identify potential employer partnerships that will lead to employment in a high demand, high-growth industry within our workforce development area.

I look forward to working with you to support the successful transition of justice involved individuals in the East Tennessee Local Workforce Development Area. By my signature below, I certify our partnership during the entire grant term of July 1, 2020, through December 31, 2023.

Sincerely,



Bill Walker, executive director
East Tennessee Local Workforce Development Board



8 May 2020

Mr. Jerry Vagnier, President and CEO
Helen Ross McNabb Center, Inc.
201 Springdale Avenue
Knoxville, TN 37917

Dear Mr. Vagnier

Please accept this letter of commitment to Helen Ross McNabb Center, Inc. (HRMC) and their proposal to provide evidenced-based programming to support individuals with substance use disorders to help them successfully participate in the workforce. The Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) has a long history of contracting and partnering with HRMC to serve vulnerable populations with high need. Through these partnerships we have witnessed the care and diligence with which HRMC approaches project development and service delivery.

HRMC has provided quality behavioral health services for over seventy years in Knoxville and the surrounding rural communities. They work well with local and state government, as well as community and grassroots partners to develop strategies to meet the evolving challenges facing individuals with substance use disorders. HRMC has the reputation, relationships and commitment necessary to develop successful partnerships to help individuals with employment engagement and sustainability.

The East Tennessee Local Workforce Development Board works with and collaborates well with Helen Ross McNabb Center. We fully commit to partnering in their proposed project for helping individuals gain and maintain employment by offering workforce development and supportive services through the American Job Center service delivery network across the sixteen counties in the East Tennessee Local Workforce Development Area. We look forward to the successful outcomes this project can bring to our citizens in remote areas of need.

Sincerely,

Bill Walker

Bill Walker, executive director
East Tennessee Local Workforce Development Board



May 13, 2020

To Whom it May Concern:

It is with great enthusiasm that I submit this letter of support for the proposed partnership by Hamblen County, Jefferson County, and Cocke County to create a CTE Advanced Manufacturing exploration lab for the Five Rivers Region. This initiative supports the twin goals of the East Tennessee Local Workforce Development Board to not only enhance the region's career and technical education secondary school capacity but also its community outreach.

The proposed modules or stations fit perfectly with the rankings of in-demand high wage jobs available now and in the future for the Five Rivers Region. It is a researched based fact that the more exposure students have to career exploration activities such as this, the better-informed student's post-secondary and career goals are created. It is also a relevant and purposeful tool in that this will provide a look into the career opportunities for all students regardless of where they reside. As the executive director for the Board, I look forward with much anticipation for the grantee announcement. We eagerly support this effort and believe in the goals that Cocke, Hamblen, and Jefferson are working to achieve.

Sincerely,

Bill Walker

Bill Walker, executive director
East Tennessee Local Workforce Development Board



21 August 2019

Ms. Kim Harris, Director
Workforce Training & Placement
Roane State Community College
276 Patton Lane
Harriman, TN 37748

Subject: Partnership on Governor's Investment in Vocational Education (GIVE) Grant Application by Roane State Community College

Dear Ms. Harris,

The purpose of the Workforce Innovation and Opportunity Act (WIOA) is to improve the opportunity for everyone on the economic ladder in the East Local Workforce Development Area (ELWDA) so that individuals may contribute to the economy in the way that they are most capable. Through the American Job Center network, we underwrite workforce development activities that increase the employment, retention, and earnings of customers, thereby improving the quality of the workforce, reducing public assistance dependency, and enhancing the productivity and competitiveness of the area, state, and the nation. We serve 16 counties including eight Distressed and At-Risk counties, two of which—Campbell and Morgan—are included in this grant proposal.

Our goals align with the mission of this grant, and we look forward to partnering with Roane State Community College in achieving them:

1. To assist job seekers (youth and adult) in developing and implementing a plan to obtain employment. This may include formal training, job search skills development (employability workshops focused on areas such as mock interviews), case management, work-based learning (WBL) experiences, on-the-job training or internships and more.
2. To provide youth with the opportunity to develop job skills through work-based learning and other experiences to develop the social and behavioral skills required to succeed in today's workplace. This primary focus will afford youth work experiences through work-based learning and participation in other developmental and academic enrichment activities, and ultimately culminate in scholarships for post-secondary training that results in self-sufficient employment.

3. To deliver services in coordination with other WIOA partner services (Adult Education, Vocational Rehabilitation, TN Dept. of Labor and Workforce Development, Dept. of Human Services, etc.) in a fashion that meets the customer needs. The delivery of WIOA and WIOA partner services through an American Job Center system is critical to the effective delivery of services at a local level. WIOA services alone cannot meet the needs of many of our customers.

ETHRA is very supportive of these training opportunities and the assistance participants receive to provide entry level positions to start their career ladder. While we cannot commit to a specific dollar amount for the future, it is our intent to be able to continue to support the programs identified in the grant (Cyber Defense and Mechatronics) as well as other academic pathways. The benefits from the provided training, earned industry recognized credentials, and obtained employability/ WBL job skills assist WIOA participants in obtaining their goal of self-sufficiency.

Roane State is a key provider of high-quality training in our area. We look forward to partnering with the college to support the needs of our area's employers.

Sincerely,



Bill Walker, Director
Workforce Services Division

Addendum#1

MEMORANDUM OF UNDERSTANDING

Between

Knoxville's Community Development Corporation and
The East Tennessee Local Workforce Development Board

PARTIES AND PURPOSE

This Memorandum of Understanding (MOU) is made by and between Knoxville's Community Development Corporation (KCDC) and the East Tennessee Local Workforce Development Board (Parties).

WHEREAS, the United States Department of Housing and Urban Development (HUD) has authorized 2019 funding under the Jobs Plus Initiative to develop locally-based, job-driven approaches that increase earnings and advance employment outcomes through work readiness, employer linkages, job placement, educational advancement, technology skills, and financial literacy for residents of public housing;

WHEREAS, Knoxville's Community Development Corporation (KCDC) will submit a Jobs Plus Initiative grant application for the Western Heights development;

WHEREAS, the United States Congress authorized the Workforce Innovation and Opportunity Act (WIOA) of 2014 (1) to increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market; (2) to support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States; (3) to improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide America's employers with the skilled workers the employers need to succeed in a global economy; (4) to promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers, and employers; (5) to increase the prosperity of workers and employers in the United States, the economic growth of communities, regions, and States, and the global competitiveness of the United States; and (6) for the purposes of subtitle A and B of Title I, to provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized post-secondary credentials by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation;

WHEREAS, Section 121(b)(1) of WIOA mandates that each required One-Stop Center provide access through the one-stop delivery system to such program or activities carried out by the

entity, including making the career services described in section 134(c)(2) that are applicable to the program or activities available at the one-stop centers (in addition to any other appropriate locations);

WHEREAS, Section 121(c)(1) of WIOA requires that the East Tennessee Local Workforce Development Board, with the agreement of the chief elected official, shall develop and enter into a memorandum of understanding with One-Stop Partners, consistent with Section 121(c)(2), concerning the operation of the one-stop delivery system in the local area; and

WHEREAS, the HUD Jobs Plus grant specifies that applicants must include a description in existing MOUs with Local Workforce Development Boards the following information:

- Identify the roles and responsibilities of the signatory agencies as it pertains to the program,
- Identify how the Workforce Innovation and Opportunity Act (WIOA) funds will be used to support the Jobs Plus program at the targeted project, and
- Describe the local employment market with information related to skills and training for in-demand jobs.

NOW THEREFORE, this Addendum to the MOU addresses the required elements of the signatories to the relative to the HUD Jobs Plus Grant Program.

The Parties' performance under this Addendum to the existing MOU shall commence on February 14, 2020 (subject to KCDC being awarded a Jobs Plus Grant), and shall terminate on July 13, 2024 (54 months), unless and until modified or terminated in writing and executed by one of the Parties.

PROVISIONS

I. Access to Services

Each Party will make their services accessible through the one-stop delivery system by the following methods.

The East Tennessee Local Workforce Development Board has identified the following location as the comprehensive One-Stop Center for the local workforce development area providing career services; access to training services; access to employment, apprenticeship, and training activities; access to programs and activities, including Wagner-Peyser Employment Services (ES); and workforce and labor-market information.

2700 Middlebrook Pike
Knoxville, Tennessee 37919

Individuals enrolled in KCDC Jobs Plus Grant Program may directly seek career services from the one-stop delivery system and shall receive services beyond what they could obtain on their

own using self-service tools, such as public websites or telephone services where the individual is placed into a queue along with all other applicants in the state.

II. Service Delivery

Services to be provided by KCDC at KCDC facilities for Jobs Plus Initiative participants include:

- Enrollment;
- Secondary education and GED classes;
- Leadership development;
- Career exploration;
- Career and college readiness training;
- Career training;
- Work experience;
- Career and postsecondary placement assistance; and
- Follow-up services

KCDC will provide space for the above services at the following location:

Western Heights
1621 Jouroldman Avenue
Knoxville, Tennessee 37921

Additional information regarding the proposed program and its services are available at:

Phone: (865)403-1420
E-mail: SGilbert@kcdc.org
Website: <https://www.kcdc.org/>

The East Tennessee Local Workforce Development Board shall coordinate the identification and delivery of career services that are relevant to each KCDC Jobs Plus participant and make those services available through this MOU. KCDC shall serve as convener of the workforce system to ensure that all participants are aware of all services available through the comprehensive workforce system.

III. Current Resources

The East Tennessee Local Workforce Development Board services for the Jobs Plus Grant Program will be funded through the following sources:

- Workforce Innovation and Opportunity Act (WIOA), effective July 22, 2014, and
- In-kind contributions

IV. Current Labor Market

KCDC and its partners frequently access the Tennessee Department of Labor and Workforce Development Economic Data to track the area labor market (Knox County/East Tennessee) to help inform local workforce development programs. Additionally, through its partner organization to the Jobs Plus Grant Application, Knoxville Leadership Foundation,

communicates with its 25+ employers to ensure that training being offered aligns with positions that are available in the community. The table below shows the long term industry projections for all industries in East Tennessee for the 2016-2026 projection period.

Industry Projections Table					
State Ranking	Industry	Industry Code	2016 Estimated Employment	2026 Projected Employment	Total 2016-2026 Employment Change
1	Health Care and Social Assistance	62	62,480	74,330	11,850
2	Accommodation and Food Services	72	59,580	72,190	12,620
3	Manufacturing	31-33	61,110	65,740	4,630
4	Educational Services	61	46,510	51,120	4,620
5	Administrative/Support Waste Management and Remediation Services	56	35,940	39,930	3,990
6	Self-Employed Workers, Primary Job	006010	34,190	36,540	2,350
7	Public Administration	92	30,440	32,990	2,550
8	Professional, Scientific, and Technical Services	54	24,910	30,080	5,170
9	Construction	23	20,460	23,850	3,390

Source: Tennessee Department of Labor & Workforce Development, Division of Employment Security, LMI. <https://www.jobs4tn.gov/vosnet/analyzer/results.aspx>. Accessed September 17, 2019.

In order to be competitive in the labor market, KCDC's targeted Jobs Plus clientele, Western Heights Public Housing residents, must ensure they have the proper education and skills to stand out as a candidate. KCDC's Jobs Plus program has been designed to focus resident training, education, and employment towards health services occupations and construction which are identified as local area growth occupations. These occupations generally require a high school diploma and short-term, on-the-job training or work experience, but usually less than a bachelor's degree.

V. Modifications and Amendments

This MOU may be modified, revised, or amended by mutual written consent of all the signatory Parties. A written request must be submitted to the named Parties. The modification shall not be effective unless agreed to in writing by all Parties in an Amendment to this MOU, properly executed and approved in accordance with applicable State law and State Fiscal Rules.

VI. Additional Provisions

This MOU may be cancelled or terminated by any Party upon thirty (30) days written notice from any Party.

This MOU is not intended, nor should it be interpreted, to affect or extend the legal responsibilities of either of the Parties, create or change pre-existing legal obligations, nor to create or extend any legal rights to any person or entity not a party to this MOU. This MOU sets forth the intent of the signatories hereto. It is not a legally binding document and is not intended to confer remedies on any Party in the event of its breach.

REQUIRED SIGNATURES

Knoxville Community Development Corporation

BY: *Begonia M. Butler*

DATE: September 18 2019

East Tennessee Local Workforce Development Board

BY: *Bill Walker*

DATE: 20 September 2019

PELLISSIPPI STATE COMMUNITY COLLEGE

2019 Governor's Investment in Vocational Education (GIVE)

Program Title: GIVE Blount County Careers Collaborative (BC³)

Lead Entity and Fiscal Agent: Pellissippi State Community College

IN PARTNERSHIP WITH:

1. Blount Partnership and East Tennessee Local Workforce Development Board
2. Tennessee College of Applied Technology (TCAT) – Knoxville
3. Alcoa City Schools, Blount County Schools, Maryville City Schools
4. Employer Partners: AESSEAL, Arconic, Danny Davis Electric, DENSO, ICC International, and Massey Electric

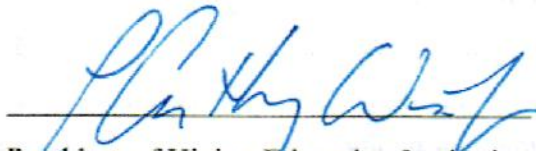
Project Director: Teri Brahams, Executive Director Economic and Workforce Development
Pellissippi State Community College
10915 Hardin Valley Rd., Knoxville, TN 37933

865-694-6476

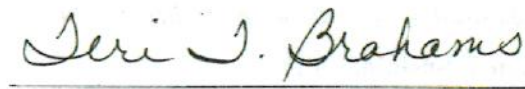
tbrahams@pstcc.edu

Funding Requested:

\$998,416.00



President of Higher Education Institution
(Fiscal Agent)



Teri J. Brahams
Project Director (Lead Entity)

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Abstract/Project Summary:

The GIVE Blount County Career Collaborative (BC³) will address some of the most pressing workforce-related needs in the East Tennessee region: 1) barriers to education/training access, including a lack of understanding and awareness of viable career choices and training options for high-demand fields; 2) insufficient early postsecondary education and training opportunities; 3) insufficient student support services; and 4) misalignment between education and workforce needs. With the addition of essential human resources, expanded access to a variety of postsecondary opportunities, expanded industry-recognized certification options, outreach and awareness activities, and enhancement/expansion of critical student support services, the BC³ initiative will increase enrollment in and completion of advanced manufacturing and construction-related technical diplomas, certifications, and degrees in the following programs: Engineering Technology AAS–Manufacturing, Industrial Maintenance, Automated Industrial Systems, and Civil Engineering concentrations; Electrical Engineering Technology AAS (Pellissippi State); Industrial Maintenance/Mechanronics Technology; Pipefitting and Plumbing Technology; Industrial Electricity; HVAC Technician (TCAT).

Three major strategies will be utilized as part of the BC³ initiative: 1) enhancing and expanding advanced manufacturing and construction-related career pathway programs utilizing a stackable credentials approach; 2) developing and implementing a collaborative, meaningful, and structured work-based learning (WBL) continuum that begins in middle school and continues through completion of postsecondary credentials; and 3) expanding access to industry recognized certification preparation and testing, including Precision Measurement Instruments, OSHA-30, NCCER electricity, Autodesk Revit, Autodesk AutoCAD, and AutoCAD Civil 3D.

Section 1. Demonstration of Need

Alignment with Tennessee's Drive to 55 Goals: Partnering to form the GIVE Blount County Careers Collaborative (BC³), Pellissippi State Community College, TCAT, Alcoa City Schools, Blount County Schools, Maryville City Schools, Blount Partnership, East Tennessee Local Workforce Development Board, and multiple employer partners in the advanced manufacturing and construction sectors are committed to achieving Tennessee's Drive to 55 goals. In order to reach the Drive to 55, Blount County needs to increase the percent of its population with a postsecondary degree from 37.8% to 53.8%, or 3,984 college graduates per year through 2025.¹ While Blount County ranked second in the East Tennessee region in percent of adults with a postsecondary degree or credential by 2015, Complete Tennessee's *Room to Grow* highlighted the continued need for postsecondary pathways and student support. Based on a series of statewide listening sessions, *Room to Grow* cites four main obstacles to achievement, all of which BC³ will address: 1) barriers to access, from a lack of options to a lack of understanding and awareness of viable career choices within high-demand fields; 2) insufficient early postsecondary education and training opportunities; 3) inadequate student support; and 4) misalignment between education and workforce needs.²

Localized Data Demonstrating the Need for Action: Change in the landscape of jobs, skills, and training in East Tennessee means that innovation and proactive collaboration are more essential than ever. Discussions over the past several years between the regional higher education and K-12 systems and employers across the region have pointed to two workforce areas of critical need in Blount County—advanced manufacturing and architecture/construction clusters.

¹ Tennessee Higher Education Commission & Tennessee Student Assistance Corporation, *2017 Higher Education County Profile, Blount County*.

² Complete Tennessee, *Room to Grow: Regional Perspectives on Higher Education Improvement*, Complete Tennessee, Nashville, TN, 2017.

See Appendix A for a letter from Blount Partnership showing labor market trends and local workforce needs. Tennessee is first in the nation for advanced manufacturing industry growth. Advanced manufacturing job creation in Tennessee far outpaces national growth, with employment concentration 42% higher than the national average.³ In addition to advanced manufacturing, all across the state of Tennessee, the construction industry is struggling to meet demand. In April 2018, the Associated General Contractors of America (AGC), presented an outlook of construction for Tennessee and the U.S. According to their findings, East Tennessee is seeing the highest rate of construction growth in the state.⁴ Additionally, citing 56 as the average age of Tennessee construction and manufacturing workers, it is estimated that for every four workers that leave these industries each year, only one is replaced. Unfortunately, interest in the pursuit of construction and manufacturing-related occupations has been on a steady decline. Misperceptions about wages, career pathways, and the elimination of many vocational programs with the push for four-year degrees have compounded the problem. Young people are considering these occupations less frequently, and parents and counselors have become equally reluctant to discuss these career paths.⁵ As a result, supply and demand gaps widen.

A Jobs4TN *Area Profile* report includes occupations within the advanced manufacturing and construction-related sectors in its top 100 occupations with the highest annual openings between 2016-2026, including three occupational categories in the top 25—team assemblers, maintenance/repair workers, and construction laborers.⁶ See Table 1.

³ Tennessee Department of Economic and Community Development, Mastered in Tennessee article, August 4, 2016, <https://tnecd.com/news/tennessee-is-top-state-in-us-for-advanced-industry-job-growth-brookings-institution-report-finds/>

⁴ Associated General Contractors of East TN, *2018 Outlook on Construction Spending, Labor and Materials for Tennessee and the United States*, <https://www.agcetn.org/2018-construction-outlook.html>

⁵ Go Build Tennessee Annual Report & Impact Study, April 2018

⁶ Jobs4TN, <https://www.jobs4tn.gov/vosnet/Default.aspx?enc=vLa15KtdCzQQMP6jrcRdIQ>, Area Profile for East Tennessee, Occupations by Projected Growth Table, Top 100

Table 1			
Rank	Programs of Study	Occupation	Annual Openings
10	Manufacturing	Team Assemblers	1,175
20	Manufacturing	Maintenance and Repair Workers	655
25	Construction Science	Construction Laborers	575
65	Construction Science	Supervisors of Construction and Extraction Workers	245
TOTALS			2,650

Additionally, an East Tennessee Regional Workforce Council's economic and workforce analysis shows advanced manufacturing and construction in the top ten sectors for in-demand jobs needed by regional employers at number one and number nine respectively.⁷ The Tennessee School Boards Association District Data Dashboard identifies multiple advanced manufacturing and construction occupations with projected growth rates through 2026 above 10%--between 11.9% and 25%, including maintenance and repair workers, production workers, industrial machinery mechanics, mechanical engineering technicians, construction laborers, electricians, construction managers, and civil engineering technicians.⁸ In line with the regional data from Jobs4TN and other sources, the GIVE BC³ employer partners⁹ have indicated significant need over the next three to six years for a variety of advanced manufacturing and construction-related positions with median wages ranging between \$29,339 - \$52,172 annually.¹⁰ See table 2 below.

Table 2			
Jobs	Median Wages (Annual)	Estimated Annual Openings 2020-2026: BC³ Employer Partners	Annual Openings 2020-2026 for East TN: Jobs4TN and TN School Boards Association District Data Dashboard
CNC/Manual Machinists	\$48,580	16	225
Production Maintenance (multi-craft)	\$36,681	37	487
Production Associates (Team Assemblers)		743	283
Industrial Mechanics and Technicians (Maintenance and Repair Workers)	\$45,725	52	158

⁷ East Tennessee Regional Workforce Council, *East Tennessee Workforce Region, Regional Plan 2018-2020*, provided by ETHRA

⁸ Tennessee School Boards Association District Data Dashboard, Blount County School District, LWDA4 and LWDA3 Workforce Regions, Manufacturing Career Cluster, <https://tsbadatadashboard.com>

⁹ AESSEAL, Arconic, Danny Davis Electric, DENSO, ICC International, and Massey Electric

¹⁰ Tennessee School Boards Association District Data Dashboard, Blount County School District, LWDA4 and LWDA3 Workforce Regions, Manufacturing Career Cluster, <https://tsbadatadashboard.com>

Electrical Apprentices	\$30,344-\$50,381	40	65
Construction Laborers, Pipefitters, Plumbers, Heating, Ventilation, and Air Conditioning & Refrigeration	\$29,339-\$41,584	150	472
Construction Site Supervisors	\$52,172	25	102
Totals		1,063	1,792

It is evident that the projected advanced manufacturing and construction-related workforce needs in the region are significant; unfortunately, the completion rates for the related education/training programs are not sufficient to meet the projected needs. In the past three years, there have been only 102 graduates from the five AAS degree programs at Pellissippi State that prepare students for positions as machinists, production maintenance workers, production associates, and industrial mechanics. TCAT has prepared approximately 200 students with technical diplomas in the fields of Mechatronics, Industrial Electricity, HVAC, Pipefitting, and Plumbing over this same time period. Job placement rates for these graduates are close to 100% due to high demand; however, demand remains much higher than supply.

Employers also report critical skills gaps within available workforce pools. The East Tennessee Regional Workforce Council surveyed over 75 employers in the region's in-demand sectors, asking them to provide an analysis of the knowledge and skills needed to meet the employment needs. In those surveys, employers indicated that more than 60% of applicants lack a wide variety of important workplace skills, including math and science knowledge, computer skills, customer service skills, and other soft skills.¹¹ The BC³ employer partners agreed and cited additional skills gap deficiencies, including: learning and innovation skills; life and career skills; critical thinking and problem solving; adaptability; and effective communication.

Clear Linkages Between Grant Activities and Local Needs: The GIVE BC³ initiative will have a positive impact on the region's workforce needs. With the addition of critical human resources, expanded access to postsecondary opportunities, needed equipment/supplies and

¹¹ East Tennessee Workforce Region Regional Plan 2018-2020, East Tennessee Regional Workforce Council, 2018

instructional modules, and outreach, awareness and student support activities, the BC³ initiative will increase the number of advanced manufacturing and construction-related program graduates.

Section 2. Program Plan

Detailed Project Timeline and Overview: The GIVE BC³ initiative will focus on six overarching goals within advanced manufacturing and architecture/construction-related education/training: 1) to enhance/expand career pathways; 2) to increase awareness, interest, and preparedness for careers; 3) to increase participation in dual enrollment; 4) to increase access to and completion of industry recognized certifications; 5) to increase access to and participation in work-based learning experiences; and 6) to increase completion of technical diplomas, certificates, and AAS degrees. These goals will be accomplished through three major strategies and related activities included below; a detailed project timeline is included as ***Appendix B:***

Strategy 1: Enhance/expand advanced manufacturing and construction-related career pathway programs utilizing a stackable credentials approach. ***Related Activities:*** 1) hire a career navigator who will work closely with college advising staff, K-12, postsecondary, industry, and other partners to develop and implement a systematic approach to career pathway navigation; 2) work with employer partners to develop advanced manufacturing and construction-related competency models; 3) develop career maps, ladders, and other visual aids in multi-media formats that identify entry and exit points and show the alignment of college and industry credentials and associated opportunities; 4) offer course delivery options that are flexible and responsive to the needs of diverse learners; 5a) develop and implement a schedule of outreach, recruitment, and advisement activities to be conducted by the career navigator and other college advisors on high school campuses; 5b) develop and execute an outreach and recruitment plan targeting underrepresented student groups, including how information will be disseminated

across student groups and a calendar of events to educate students, families, and community members of program and work-based learning opportunities; 6) expand Mississippi State and TCAT advanced manufacturing and construction-related course crosswalks and articulation agreements; 7) enroll students in introductory courses for advanced manufacturing and/or construction-related career pathways; 8) develop and provide structured student support services.

Strategy 2: Develop and implement a collaborative, meaningful, and structured work-based learning (WBL) continuum. *See Appendix C* for initial WBL progression and planning documents. ***Related Activities:*** 1) hire a work-based learning director who will work collaboratively with partner high schools' WBL directors to engage with business and industry to identify current and future workforce needs and be responsible for coordination, development, and implementation of the BC³ WBL continuum; 2) facilitate job skills validation by employers to ensure that curriculum, instruction, and work-based learning prepare students for careers; 3) work with K-12 partners to develop a schedule of junior high/early high school career awareness and career exploration WBL activities (workplace tours, guest speakers, career fairs, teacher externships); 4) develop/expand career preparation and capstone WBL activities, such as internship, apprenticeship, instructor externships; 5) plan and execute student and community career awareness/exploration/preparation events (Young Manufacturers Academy, Go Build TN event, Remake Learning Days, Career Expos, etc.); 6) develop and implement a worker ethic program to address employer-identified worker skills gaps (i.e., Work Ethic Diploma, Work Ethics Matter, Work Ethic Distinction, National Career Readiness, etc.). **Strategy 3:** Provide industry recognized certifications to meet identified regional workforce needs – Precision Measurement, OSHA-30, NCCER electricity, Autodesk Revit, Autodesk AutoCAD, and AutoCAD Civil 3D. ***Related Activities:*** 1a) purchase precision measurement instruments (PMI)

instructional kits, electrical wiring learning systems, and NCCER textbooks; 1b) purchase access to online OSHA-30 instructional modules; 1c) purchase CAD certification program modules; 2a) identify and embed up-to-date preparation for industry certifications within curriculum; 2b) offer expanded access and flexible delivery methods for certification preparation and testing; 3) conduct transitional advisement sessions with students completing certifications (career navigator/WBL director); assist them with employment placement, and/or enroll them in next steps along a career pathway.

Clear Alignment of Workforce Data and Drive to 55 Goals: The Give BC³ initiative aligns with regional workforce data and the Drive to 55 goals. East Tennessee anticipates over 1,000 openings annually in the targeted positions. Through the project's activities, enrollment and completion of programs that prepare individuals for these jobs should increase, moving Blount county closer to achieving the Drive to 55 goals. The BC³ core team will align its work with the ongoing work of the WBL directors at each of the partner high schools, with Maryville City Schools Pathways Apprenticeship grant project, and the state's TN Pathways Initiative to ensure coordination of efforts and to avoid duplication of services.

Measurable Objectives for Each Phase of Project: Measurable objectives are established for each phase of the project as follows: Planning/Development Phase Objectives: Hire project staff; Convene BC³ team and establish schedule of planning meetings; Establish core team subcommittees for each strategy focus; Review/finalize project implementation schedule; Hire evaluator; Establish formative and summative evaluation schedules and determine evaluation activities. Implementation Phase Objectives: To increase participation in career awareness, career exploration, and career preparation work-based learning activities at the intermediate/middle/junior high and early high school levels; To increase by 10 students per year

participation in advanced manufacturing and construction-related dual enrollment opportunities; To increase by 20% enrollment in advanced manufacturing and construction-related postsecondary programs; To increase by 10% annually participation in advanced manufacturing and construction-related capstone WBL opportunities (internships, apprenticeships, OJT, etc.) at the high school and postsecondary level; To increase by 10% annually completion of advanced manufacturing and construction-related credentials, including: industry-recognized certifications, technical diplomas, and AAS degrees in the following programs: Engineering Technology AAS – Manufacturing, Industrial Maintenance, Automated Industrial Systems, and Civil Engineering concentrations; Electrical Engineering Technology AAS; Industrial Maintenance/Mechanronics Technology; Pipefitting and Plumbing Technology; Industrial Electricity; Heating, Ventilation, and Air Conditioning Technician. Evaluation/Sustainability Phase Objectives: Finalize evaluation methods; Collect and analyze data; Conduct formative and summative evaluation activities; Report results; Disseminate results; Convene stakeholders to determine sustainability measures; Finalize sustainability plan based on evaluation results; Implement sustainability plan.

Recruitment of Underrepresented Student Groups: Recruitment of underrepresented student groups (gender, race/ethnicity, economically disadvantaged students, English Language Learners, students with disabilities) will be an important focus for the GIVE Blount County Careers initiative. The BC³ core team will work over the first six months of the project to develop an outreach and recruitment plan targeting underrepresented student groups, including how information will be disseminated across student groups (i.e., a communication plan; brochures in Spanish and/or relevant second language) and a calendar of events to educate students, families, and community members of program opportunities.

Project Governance and Accountability Plan: Pellissippi State is the lead entity and fiscal agent for the proposed GIVE BC³ initiative and will maintain oversight throughout the project. The college will be responsible for the governance, meeting schedule and facilitation, and the decision-making structure for the project. The college's executive director of economic and workforce development will serve as the project director, with management assistance from the project's evaluator and work-based learning director. The BC³ core team¹², under Pellissippi State's leadership, will serve as a steering committee, providing project guidance, direction, and coordination. The BC³ management team will utilize a shared governance model to provide a structure for partnership, equity, accountability, and ownership for project-related decision making. Subcommittees of the core team will be formed to address each strategy and will determine meeting frequency that allows them to direct and facilitate each strategy's discreet activities. The core team will meet monthly during the first six months of the project to ensure completion of the project's planning/development objectives. The WBL director and project director will facilitate decision-making around the parameters/criteria/budget information included in the BC³ proposal; the core team will share implementation responsibility for the project's activities, and the team's leadership will monitor and report on progress towards meeting the project's objectives. Meetings of the core team will continue quarterly. Pellissippi State's director of grant development will monitor programmatic/fiscal compliance of the project, working closely with the project director, VPs, deans, and grant accountant.

¹² Members of the BC³ Core Team: Pellissippi State Community College – Teri Brahams, Margaret Ann Jeffries, Sami Ghezawi, Rushton Johnson, Kathy Byrd/Jonathan Fowler, WBL Director; TCAT – Boyd Hestand; Alcoa City Schools – Patricia Thomas; Blount County Schools – Alisa Tefeteller; Maryville City Schools – Donna Wortham; Blount Partnership – Jessica Belitz; East Tennessee Local Workforce Development Board – Bill Walker, and employer partner representatives from AESSEAL, Arconic, Danny Davis Electric, DENSO, ICC International, and Massey Electric

Structure of Work-Based Learning Program: With the goal of students being better prepared for college and careers, the BC³ core team will implement a WBL system that broadens student access, deepens learning experiences, and engages the community in a proactive approach to bridging the gap between high school and/or postsecondary education and high-demand, high-skill careers. The BC³ team will utilize the state's WBL Framework to develop a quality program that begins in 6th-8th grades and includes career awareness, exploration, preparation, and training experiences. The program will be designed to guide participants through sequenced experiences that ensure preparation for next steps. The program will meet the state's expectations for structure, coordination, supervision of students, development of personalized learning plans, student assessment, and program evaluation and will include:

Table 3: Program Development
Coordination of services among endorsed teachers, counselors, the high school WBL coordinators, and the project's WBL director
Partnerships with postsecondary institutions and job training programs to facilitate successful transitions beyond high school
Adequate staffing of the work-based learning coordination function
A school schedule that enables quality work-based learning and supervision
Communication materials to inform employers, students, and parents of opportunities
Technology infrastructure to support placements, orientations, and actual WBL experiences
Tools, processes and documentation for quality control and compliance with legal requirements
Community-based advisors (employer and other partners) involved in program and with experience planning and generating opportunities for students
Strong capstone work-based learning experiences, including internships, apprenticeships, job shadowing, OJT, and externships for instructors
A culture that values and supports WBL across the curriculum for all students
Regionally-aligned pathways with community-shared expectations for WBL experiences and learning outcomes
Evaluative measures that facilitate continuous program improvement

A key component in ensuring success for the BC³ WBL program is in the team's plan to work closely with employer partners. This will include bringing the BC³ core team and other business and industry partners together on a regular basis over the first six months to discuss the needs of the workforce and what is and is not being done to prepare students for successful WBL experiences. This bridge building will be an important step that will allow employer partners to

move towards capstone WBL commitments. For partners who have not previously offered internships or apprenticeships, the plan is to secure their involvement in early career awareness and exploration activities at the 6th-8th grade level during the first year of the project, while planning for commitments of hosting groups of 3-10 summer and/or other interns in capstone experiences. Some funding is requested to offset the cost to employers of hosting students in capstone WBL experiences. Career awareness, exploration, and preparation activities include employer partners' commitments for involvement in workplace tours and field trips, informational interviews, career mentoring, job shadowing, summer enrichment camps, and externships for instructors to gain industry knowledge and become familiar with updates in industry-specific technology and business practices. All WBL experiences developed through the BC³ initiative will be: developmentally appropriate; include an orientation for all parties; identify learning objectives; explore multiple aspects of an industry; develop workplace readiness competencies; assess student performance; link to the student's next step; be documented and recorded; and comply with state and federal labor laws. The BC³ WBL director will be responsible for coordinating the development and implementation of the WBL Program, monitoring the program's progress, and conducting program evaluation.

Role of Proposed Equipment Request: The equipment included in the BC³ budget is directly tied to the employment and training needs as expressed by the BC³ employer partners. Precision Measurement, OSHA-30, NCCER electrical, and Autodesk Revit, Autodesk AutoCAD, and AutoCAD Civil 3D certifications were cited by the project's employer partners as critically important to their workforce needs. Expanding accessibility to the training needed for students to earn these certifications will facilitate more participation in internships and related WBL experiences, and lead to better prospects for employment.

Equipment to be purchased will expand access to industry-recognized Precision Measurement Instruments (PMI) and related electrical certification training for high school students.

Equipment: electrical wiring learning systems and precision measurement instrument kits.

Section 3. Strength of Partnership

Pellissippi State, the Blount Partnership, ETLWDB, TCAT, the three Blount County school systems, and the BC³ employer partners have longstanding relationships; they have worked together for years to identify and address regional workforce needs and skills gaps. In synergy with the existing partnerships, the GIVE BC³ brings new focus to expanding career pathways and implementing a structured continuum of WBL experiences.

Detailed Description of Each Partner's Role and Capabilities of Each Mandatory

Partner: Each BC³ partner is committed to the goals outlined in this proposal and will be actively involved in the planning, implementation, evaluation, and sustainability phases. Specific project roles, assigned tasks, and related personnel and capabilities of each partner are included in *Appendix D* and within the signed MOUs included as Appendix E.

Memorandum of Understanding (MOU): MOUs have been executed that establish an agreement among the BC³ partners, outlining each partner's respective benefits, roles, and responsibilities. *See Appendix E* for all partner MOUs.

Section 4. Budget Plan

Clear Alignment Between Funding Request and Grant Activities: All budget requests are closely aligned with the needs and activities outlined in the project narrative. *See Appendix F* for complete budget request details and budget justification narrative.

Explanation of Anticipated Indirect Costs: An evaluator will be contracted to facilitate intentional formative and summative evaluation planning and sustainability measures. A skilled

evaluator will ensure the thorough execution of every step, help design internal project reporting processes, and set and monitor progress towards achieving milestones. The evaluator will determine if the project is progressing as intended, as well as identify areas that need improvement throughout the life of the grant. Indirect costs are also included to cover contract and/or stipend amounts for project management and compliance activities.

Section 5. Sustainability

Plan for Sustaining the Program Beyond the 30-month Funding Period: The BC³ initiative revolves around developing, expanding, and enhancing services and activities that will prepare individuals for the pursuit and completion of postsecondary education and entry into the workforce. The project will achieve its goals through the addition of resources needed to develop and enhance programs and services that can grow into self-sustaining initiatives. The services proposed require additional human resources--a work-based learning director and career navigator who will work closely with the K-12 school systems, TCAT, and employer partners to plan and execute many of the project's strategies and activities. The project includes equipment/supply purchases related to increasing industry-recognized certification opportunities and the implementation of career awareness, exploration, preparation, and training activities that have initial development and ongoing implementation costs. As each project strategy is implemented, it is anticipated that it will become an integral part of the college's student services and academic support offerings. Each new initiative will be comprehensively evaluated for effectiveness. Relevant data will be analyzed and shared with the BC³ core team, and outcomes will be used as a basis for documenting the need for continued collaborative programmatic and fiscal efforts. Regular sustainability planning will begin in the first full year of the project's implementation. Partners will be informed of the

actual costs of activities as they are implemented, results will be evaluated, and partners will work together to determine the best ways by which the various project services can be sustained. Pellissippi State is fully committed to absorbing into its operational budget the salary for the full-time work-based learning director at the end of the 30-month grant period. As gains in tuition and state reimbursement are realized, Pellissippi State plans to institutionalize the career navigator position and other activities as well. The total recurring costs of the proposed initiative is expected to be approximately \$350,000 per year. This is equivalent to the state appropriations the college would receive (\$6,889/FTE/year) for fewer than 50 full-time students. The college will grow by 50 FTEs over the course of the initiative through the strategies proposed. Additional sustainability funding will come from the Pellissippi State Foundation's Construction Management Program Endowment. This endowment, established with a \$50,000 donation from the Rufus H. Smith, Jr. Housing Foundation in June 2004, has grown into an estimated \$142,000 that will continue to earn interest and generate spendable funds. These funds can be used to support the civil engineering and/or related programs at Pellissippi State and will augment the overall post-grant sustainability budget. With the resources requested in this GIVE application, the 30-month project plan can be executed. In turn, educational success and attainment levels in the region will increase. When the programs and services are operational and producing anticipated results, the state appropriations generated will ensure that services can continue.

Plan for Maintaining Communication and Sharing Resources Among Program Partners:

Communication and sharing of resources among program partners will continue beyond the grant period. The partners have a longstanding history of working together to identify and address local workforce needs and skills gaps, and they will continue to do so. Meetings of the core team

will continue on a quarterly to biannual basis, and data regarding the programs and services started through the project will be shared, discussed, and evaluated. Services will continue to evolve with the input of the core team and others. The WBL director position will be institutionalized by Pellissippi State and will maintain responsibility for convening the partner group on a regular basis and ensuring that communication and resources continue to be shared and utilized to further the goals established through the BC³ initiative.

Availability of Long-term Resources to House, Maintain, Repair Equipment: Upkeep of equipment will be the responsibility of each partner who receives it. The equipment will be housed on the campuses identified and technicians on those campuses will be responsible for including the equipment in the school's regular maintenance and inspection schedules.

Commitment/Strategy to Maintain a GIVE-developed WBL Program: The college and project partners are committed to maintaining the GIVE-developed WBL program beyond the 30-month funding period. As detailed in the sustainability plan, the WBL director position will be institutionalized by the end of the 30-month period. This position will work closely with the partner high schools' WBL directors, employer partners, college faculty and staff, and the project's evaluator to finalize and implement the sustainability strategy and secure firm commitments for maintaining the program that is developed through the BC³ initiative.

Structures for supporting students, including central points of contact for supervisors and other supports, such as transportation and scheduling will all be part of the finalized sustainability plan. The BC³ WBL Director will be the main point of contact and the coordinator for the program during and after the grant period.

Section 6. Economic Status Acknowledgement – N/A

PROJECT TIMELINE FIRST SIX MONTHS – PLANNING PHASE		
Month and Year	Activities	Key person or group responsible
Nov 2019	-Advertise for Work-Based Learning Director, Career Navigator, and Evaluator -Convene BC ³ core team: <ul style="list-style-type: none"> • Review application materials and budget • Revise timeline as needed -Develop subcommittees and action plans for each strategy -Draft and issue subawards	Project Director with college staff Project Director Project Director with college staff College staff
Dec 2019 – Feb 2020	-Hire Work-Based Learning Director, Career Navigator, and Evaluator -Convene monthly meeting of BC3 core team and subcommittees: Strategy 1: Enhance/expand advanced manufacturing and construction-related career pathway programs, including dual credit/dual enrollment opportunities	Project Director, hiring committee Project Director, Work-Based Learning Director Career Navigator Evaluator
Feb 2020 – Jun 2020	-Begin development of advanced manufacturing and construction-related competency models with employers	Project Director, WBL Director, Strategy 1 subcommittee
Feb 2020 – ongoing	-Work with TCAT and high schools to expand course crosswalks and articulation agreements; complete at least two new crosswalks and agreements	College faculty and staff
Feb 2020	-Develop career pathway maps, ladders, and other visual aids in multi-media formats that identify entry and exit points and show the alignment of college and industry credentials and associated career opportunities	BC ³ core team with college staff
Feb 2020 – Apr 2020	-Develop schedule of outreach, recruitment, and advisement activities for implementation beginning in summer 2020	Career Navigator
Mar 2020 – May 2020	-Develop framework and schedule of student support service activities for implementation beginning in summer 2020	Career Navigator

PROJECT TIMELINE FIRST SIX MONTHS – PLANNING PHASE		
Month and Year	Activities	Key person or group responsible
Dec 2019 – May 2020	Strategy 2: Develop and implement a collaborative, meaningful, and structured work-based learning (WBL) continuum	Strategy 2 subcommittee, WBL Director, and college staff
	-Develop schedule of career awareness and career exploration activities for 2020-2021; Develop schedule of career preparation activities for 2020-2021 – to include middle school/junior high/intermediate and early high school	WBL Director with employer partners
	-Develop structure and action plan for implementation of summer and other internship, co-op, apprenticeship, and instructor externship experiences (capstone WBL plans)	Project Director, WBL Director, high school partners, college staff
	-Evaluate worker ethic programs (i.e., Work Ethic Diploma, National Career Readiness, etc.) for consideration of adoption by high school partners and colleges	
	Strategy 3: Provide industry recognized certifications to meet an identified regional workforce need – Precision Measurement and OSHA-30, Autodesk Revit, Autodesk AutoCAD, and AutoCAD Civil 3D	Strategy 3 subcommittee, Alcoa City Schools, Blount County Schools, Maryville City Schools, Pellissippi State
	-Plan and begin development of industry recognized certification enhancements/expansions; Develop criteria for student eligibility for industry-recognized certification exam fee vouchers	Blount County Schools, Maryville City Schools, Pellissippi State
	-Purchase necessary equipment, supplies and instructional modules	Alcoa City Schools, Blount County Schools
	-Plan flexible delivery methods for OSHA-30 certification	Partner high schools and Pellissippi State
	-Include new certification course options in fall 2020 schedule	Project Director, BC ³ core team

PROJECT TIMELINE FIRST SIX MONTHS – PLANNING PHASE		
Month and Year	Activities	Key person or group responsible
	-Introduce evaluator to BC ³ core team and subcommittees --Convene formative evaluation meetings Develop evaluation criteria and formative assessment schedule; establish roles and expectations for evaluation; determine assignment of evaluation tasks	Project Director, Work-Based Learning Director, Career Navigator, Evaluator

PROJECT TIMELINE FIRST FULL YEAR – IMPLEMENTATION PHASE		
Month and Year	Activities	Key person or group responsible
June 2020 – May 2021	- Convene monthly meeting of BC3 core team and/or subcommittees -Implement formative evaluation tasks--collect and analyze data; Conduct formative evaluation; Report results; Disseminate results; work with project staff to plan and implement necessary changes	Project Director, Work-Based Learning Director Evaluator, Project Director, WBL Director, Career Navigator
	Strategy 1: Enhance/expand advanced manufacturing and construction-related career pathway programs, including dual credit/dual enrollment opportunities	
June 2020	-Finalize development of advanced manufacturing and construction-related competency models with employers	Project Director, WBL Director, Strategy 1 subcommittee
Ongoing	-Continue work with TCAT and high schools to expand course crosswalks and articulation agreements; complete at least two new crosswalks and agreements	College faculty and staff
June 2020	-Finalize career pathway flowcharts and outreach collateral in multi-media formats; launch career pathway multi-media outreach/recruitment plan	BC ³ core team with college staff
Jul/Aug 2020	-Implement schedule of outreach, recruitment, and advisement activities for Year 1	Career Navigator
Jul/Aug 2020 – ongoing	-Enroll students in summer and/or fall dual enrollment and/or other career pathway opportunities; provide advisement activities and structured student support services	Career Navigator, college staff

PROJECT TIMELINE FIRST FULL YEAR – IMPLEMENTATION PHASE		
Month and Year	Activities	Key person or group responsible
	Strategy 2: Develop and implement a collaborative, meaningful, and structured work-based learning (WBL) continuum	
Jun – Aug 2020	-Determine worker ethic program (i.e., Work Ethic Diploma, National Career Readiness, etc.) and develop implementation plans; begin implementation by fall 2020	Project Director, WBL Director, high school partners, college staff
Su/Fa 2020	-Implement career awareness and career exploration activities for 2020-2021—Young Manufacturer Academy, Go Build Tennessee event, Remake Learning Days; Implement schedule of career preparation activities for 2020-2021-- Career Expo, etc.	WBL Director, Career Navigator, Strategy 2 subcommittee
Su 2020	-Conduct 1 st year summer and other internship, co-op, apprenticeship, and/or instructor externship experiences	WBL Director with employer partners
	Strategy 3: Provide industry recognized certifications to meet an identified regional workforce need – Precision Measurement and OSHA-30	
Sept 2020 and Jan 2021	-Deliver expanded access and flexible delivery methods of PMI and OSHA-30 online certification prep for high school and postsecondary students Provide career pathway advisement to students completing certifications	Alcoa City Schools, Blount County Schools, Maryville City Schools, Pellissippi State Career Navigator
Sept 2020 and Jan 2021	-Enroll students in next steps for their identified career pathway program	Career Navigator, high school and college staff
May 2021	-Prepare 1 st year summative evaluation report and share with stakeholders	Evaluator
May-Jun 2021	-Begin discussion and development for sustainability plan based on 1 st year evaluation results	Project Director, Evaluator, BC ³ core team

PROJECT TIMELINE SECOND FULL YEAR – IMPLEMENTATION (CONT.) AND EVALUATION/SUSTAINABILITY PHASE		
Month and Year	Activities	Key person or group responsible
June 2021-May 2022	<p>- Convene bi-monthly/quarterly meeting of BC3 core team and/or subcommittees</p> <p>-Implement formative evaluation tasks--collect and analyze data; Conduct formative evaluation; Report results; Disseminate results; work with project staff to plan and implement necessary changes</p>	<p>Project Director, Work-Based Learning Director</p> <p>Evaluator, Project Director, WBL Director, Career Navigator</p>
May 2021 – Ongoing	<p>Strategy 1: Enhance/expand advanced manufacturing and construction-related career pathway programs, including dual credit/dual enrollment opportunities</p> <p>-Utilize advanced manufacturing and construction-related competency models to advise students and to continue work with employers to develop and implement career preparation and career training WBL activities</p>	Project Director, WBL Director, Career Navigator
Ongoing	-Continue work with TCAT and high schools to expand course crosswalks and articulation agreements	College faculty and staff
Ongoing	-Utilize career pathway flowcharts and outreach collateral to continue career pathway multi-media outreach/recruitment efforts	BC ³ core team with college staff
Ongoing	-Continue outreach, recruitment, and advisement activities for Year 2	Career Navigator
Su 2021 and Fall 2021 and ongoing	-Enroll students in summer and/or fall dual enrollment and/or other career pathway opportunities; provide advisement activities and structured student support services	Career Navigator, college staff

PROJECT TIMELINE SECOND FULL YEAR – IMPLEMENTATION (CONT.) AND EVALUATION/SUSTAINABILITY PHASE		
Month and Year	Activities	Key person or group responsible
Fall 2021	Strategy 2: Develop and implement a collaborative, meaningful, and structured work-based learning (WBL) continuum	Project Director, WBL Director, high school partners, college staff
Fall 2021 and Spring 2022	-Implement worker ethic program (i.e., Work Ethic Diploma, National Career Readiness, etc.) and develop implementation plans	WBL Director, Career Navigator, Strategy 2 subcommittee
Summer 2022	-Expand career awareness and career exploration activities for 2021-2022—i.e., Young Manufacturer Academy, Go Build Tennessee event, Remake Learning Days; Implement schedule of career preparation activities for 2021-2022--Career Expo, etc.	WBL Director with employer partners
	-Conduct 2 nd year summer and other internship, co-op, apprenticeship, and instructor externship experiences	
Ongoing	Strategy 3: Provide industry recognized certifications to meet an identified regional workforce need – Precision Measurement and OSHA-30	
Ongoing	-Continue delivery of expanded access and flexible delivery methods of PMI and OSHA-30 online certification prep for high school and postsecondary students	Alcoa City Schools, Blount County Schools, Maryville City Schools, Pellissippi State Career Navigator
Ongoing	Provide career pathway advisement to students completing certifications	Career Navigator, high school and college staff
May-Jun 2022	-Enroll students in next steps for their identified career pathway program	Career Navigator, high school and college staff
May-Jun 2022	-Prepare 2nd year summative evaluation report and share with stakeholders	Evaluator
May-Jun 2022	-Finalize sustainability plan and present to administration teams for implementation consideration	Project Director, Evaluator, BC ³ core team Project Director, WBL

PROJECT TIMELINE SECOND FULL YEAR – IMPLEMENTATION (CONT.) AND EVALUATION/SUSTAINABILITY PHASE		
Month and Year	Activities	Key person or group responsible
	-Begin sustainability measures	Director, college staff

GRANT BUDGET				
GIVE Program Competitive Grant				
The grant budget line-item amounts below shall be applicable only to expenses incurred during the following				
Applicable Period: BEGIN: October 24, 2019 END: April 25, 2022				
POLICY 03 Object Line- item Reference	EXPENSE OBJECT LINE-ITEM CATEGORY 1	GRANT CONTRACT	GRANTEE PARTICIPATION	TOTAL PROJECT
1, 2	Salaries, Benefits & Taxes	421,368	0.00	421,368
4, 15	Professional Fee, Grant & Award ²	281,078	0.00	281,078
5, 6, 7, 8, 9, 10	Supplies, Telephone, Postage & Shipping, Occupancy, Equipment Rental & Maintenance, Printing & Publications	32,000	0.00	32,000
11, 12	Travel, Conferences & Meetings	57,600	0.00	57,600
13	Interest ²	0.00	0.00	0.00
14	Insurance	0.00	0.00	0.00
16	Specific Assistance To Individuals	0.00	0.00	0.00
17	Depreciation ²	0.00	0.00	0.00
18	Other Non-Personnel ²	136,370	0.00	136,370
20	Capital Purchase ²	0.00	0.00	0.00
22	Indirect Cost	70,000	0.00	70,000
24	In-Kind Expense	0.00	0.00	0.00
25	GRAND TOTAL	998,416	0.00	998,416

¹ Each expense object line-item shall be defined by the Department of Finance and Administration Policy 03, *Uniform Reporting Requirements and Cost Allocation Plans for Sub recipients of Federal and State Grant Monies, Appendix A.* (posted on the Internet at: www.state.tn.us/finance/act/documents/policy3.pdf).

² Applicable detail follows this page if line-item is funded.

GRANT BUDGET LINE-ITEM DETAIL**Line 1 Salaries And Wages****PERSONNEL: \$303,834**

	Nov 2019- Apr 2020 6 months	May 2020- May 2021	June 2021- Apr 2022
Personnel Total	\$39,240	\$131,120	\$133,474

Staff:

All listed full-time staff positions are charged 100% to this grant, with 100% of their time and effort assigned to direct program activities. A 2% cost-of-living increase is built into full-time staff and faculty positions. For purposes of budgeting, the full grant period of performance is November 2019 to April 2022.

- **Work-Based Learning Director.** \$74,000 annual salary – The WBL director will: Work with BC3 partners to plan and execute a collaborative, meaningful, and structured work-based learning (WBL) continuum that begins in middle school and continues through completion of postsecondary credentials. This college-based position will work collaboratively with each partner high school's WBL director to ensure coordination of K-12 and postsecondary efforts and to avoid duplication of services.

Major responsibilities for the WBL director include: Promote work-based learning. Assist the College president, and K-12 representatives in defining needs, developing plans, establishing goals, and formulating policies and procedures for program development. Recruit new businesses and organizations to provide quality work-based and school based learning opportunities for students; serve as the liaison between the College and business and industry for the development of work-based learning opportunities. Assist in screening, interviewing, and selecting qualified students for work-based learning experiences. Coordinate Cooperative Education, Internships, Job Shadowing, Service Learning, and other work-based learning programs offered that relate to worksite learning. Contact business and industry in regards to their employment and training needs and to encourage partnerships. Disseminate information on work-based learning programs to employers, parents, teachers, students, and counselors. Assist with curriculum development and integration of technical and academic education. Assist with career development of students through career clusters, extended learning opportunities, and employability skills. Orient students, parents/guardians, and employers to work-based learning experiences. Work with students to develop measurable learning goals and objectives that connect their experience to academic standards. Conduct or arrange classroom activities related to pre-employment skills, work readiness and job search skills. Counsel students about jobs and careers. Supervise college student WBL participants. Conduct on-site employer visits to monitor and evaluate student progress.

- **Career Navigator.** \$43,720 annual salary – The Career Navigator will coordinate BC³ activities involving student engagement, advising, outreach/recruitment, enrollment, retention, and success in collaboration with other Pellissippi State advising and student support staff.

Major responsibilities for the Career Navigator include: Coordinate planning and execution of career pathway-related activities with employer partners, K-12 partners, and college staff. Work with students on identification of appropriate career pathways and steps needed to enroll, progress, and complete selected pathways. Monitor student progress toward education/training goals and preparation for employment. Collect and analyze student data, preferences, and needs to identify potential barriers affecting completion. Devise and evaluate methods and procedures for collecting data, such as surveys, opinion polls, or questionnaires, or arrange to obtain existing data.

- **Adjunct instructors.** \$16,800 - \$700 per course load hour for a total of 24 course load hours for adjunct instructors to facilitate industry-recognized certification preparation courses. Instructors will familiarize students with specific certification exam formats, review technical skill knowledge with students, determine students' strengths and weaknesses within the certification subjects, and develop improvement plans and strategies. (\$700 per course load hour x 12 hours x 2 years = \$16,800).
- **Career Awareness and Exploration Camp Activities - Instructor Stipends.** \$10,000 – Stipends of \$1,000 each will be paid to instructors to plan and execute instruction for career awareness and exploration camp activities. Instructors will be responsible for teaching June 2020 and June 2021 camps designed to engage students in hands-on learning with industry partners and colleges. The camps will be up to four-day experiences and may include tours of industry sites, informational interviews, and other classroom and hands-on learning activities. (5 instructors x \$1,000 = \$5,000 x 2 years = \$10,000).

Title	Employment Dates	Annual Salary	Total Salary over 2½ years
1.0 FTE Work-Based Learning Director	11/01/2019 – 4/25/2022	\$74,000	\$174,147
1.0 FTE Career Navigator	11/01/2019 – 4/25/2022	\$43,720	\$102,887
Adjunct instructors	05/01/2020 – 04/25/2022	\$8,400	\$16,800
Instructor stipends [camps]	June 2020 & June 2021	\$5,000	\$10,000

Line 2 Employee Benefits & Payroll Taxes**BENEFITS AND TAXES: \$117,534**

Nov 2019- Apr 2020 First 6 months	May 2020- May 2021	June 2021- Apr 2022
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Benefits and Taxes Total	\$15,696	\$50,448	\$51,390
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Full-time staff benefits are calculated at 40.00% of wage. Full-time staff benefits include FICA (7.65%); state retirement, insurance unemployment, terminal leave, employee fee waiver, 401-K match, compensated absences/OPEB (32.35%)

Line 4 Professional Fees

N/A

Line 5 Supplies**SUPPLIES: \$32,000**

Nov 2019- Apr 2020 First 6 months	May 2020- May 2021	June 2021- Apr 2022
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Supplies Total	\$16,000	\$16,000
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Career Awareness and Exploration Camp Activities. \$32,000 Career awareness and outreach activities for two 2020 camps and two 2021 camps x \$16,000 a year = \$32,000

Line 6 Telephone

N/A

Line 7 Postage And Shipping

N/A

Line 9 Equipment Rental and Maintenance

N/A

Line 10 Printing And Publications

N/A

Line 11 Travel**TRAVEL: \$57,600**

	Nov 2019- Apr 2020 First 6 months	May 2020- May 2021	June 2021- Apr 2022
Travel Total		\$28,800	\$28,800

Career Awareness and Exploration Camp Activities

- **Transportation.** \$19,200 - Four school buses per day for four days at \$300.00 per day will be provided to transport up to 200 students to two 2020 and two 2021 career awareness/exploration camp events.

Dual Enrollment Summer Courses

- **Transportation.** \$9,600 - One school bus per day for two days a week for eight weeks at \$300.00 per day will be provided to transport students to dual enrollment course locations during summer 2020 and summer 2021.

Line 12 Conferences And Meetings

N/A

Line 15 Grants And Awards**GRANTS AND AWARDS: \$281,078**

	Nov 2019- Apr 2020 First 6 months	May 2020- May 2021	June 2021- Apr 2022
Grants And Awards Total	\$204,078	\$38,500	\$38,500

Sub-award to Alcoa City Schools \$40,774**Alcoa High School**

Precision measurement equipment. \$40,774 for precision measurement instruments, including tape and rule, slide caliper, gage, angle, micrometer, and dial gage and bore measurement to facilitate delivery of PMI training curriculum on high school campus

Sub-award to for Blount County Schools \$158,829**Heritage High School and William Blount High School**

Electrical wiring learning system. \$36,156 to facilitate electrical/electricity construction curriculum delivery. ($\$18,078 \times 2 = \$36,156$)

OSHA 30 Training Online. \$22,375 to facilitate OSHA 30-Hour training online through the OSHA Education Center. The OSHA 30-Hour safety training will educate students about OSHA safety standards. Students who complete the OSHA-authorized course will receive an official OSHA card from the U.S.

Department of Labor. The training is fully narrated and interactive and a comprehensive overview of standards that OSHA has set in place for job site safety, specifically structured for hazard identification, avoidance, control and prevention. OSHA 30 training will benefit a variety of workers, such as those in construction, building development and other related fields. The OSHA 30-Hour course promotes a safe and healthful work environment by teaching workers how to identify, predict and avoid hazards in the workplace. ($\$179 \times 50$ students $\times 2\frac{1}{2}$ years = $\$22,375$)

National Center for Construction Education and Research (NCCER) textbooks. $\$18,750$ for students to take NCCER electricity industry certification exam ($\$125$ textbook cost $\times 60$ students a year $\times 2\frac{1}{2}$ years = $\$18,750$)

Precision measurement equipment. $\$81,548$ for precision measurement instruments, including tape and rule, slide caliper, gage, angle, micrometer, and dial gage and bore measurement to facilitate delivery of PMI training curriculum on two high school campuses ($\$40,774 \times 2 = \$81,548$)

Sub-award to Maryville City Schools \$4,475

Maryville High School

OSHA 30 Training Online. $\$4,475$ for Maryville High School to facilitate OSHA 30-Hour training online through the OSHA Education Center. The OSHA 30-Hour construction training will educate students about OSHA safety standards. Students who complete the OSHA-authorized course will receive an official OSHA card from the U.S. Department of Labor. The training is fully narrated and interactive and a comprehensive overview of standards that OSHA has set in place for job site safety, specifically structured for hazard identification, avoidance, control and prevention. OSHA 30 training will benefit a variety of workers, such as those in construction, building development and other related fields. The OSHA 30-Hour Construction course promotes a safe and healthful work environment by teaching workers how to identify, predict and avoid hazards in the workplace. ($\$179 \times 10$ students $\times 2\frac{1}{2}$ years = $\$4,475$)

Sub-award to Tennessee College of Applied Technology-Knoxville \$25,000

Remake Learning Days Knoxville Services \$25,000 – TCAT-Knoxville will partner with community and industry partners to develop and execute community engagement events and activities to promote technical career exploration. Up to 50 events will be held across the region by the end of 2022. ($\$12,500 \times 2$ years = $\$25,000$)

Instructor Externships \$20,000

Instructors (college and high school) will earn stipends of $\$1,000$ each to participate in externships within business/industry facilities to gain industry

knowledge and become familiar with updates in industry-specific technology and business practices (\$1,000 x 10 instructors a year x 2 years = \$20,000).

Work-Based Learning Wage Reimbursements \$32,000

\$32,000 for work-based learning wage reimbursements (up to one-half actual intern/employee wage) to be paid to employers to participate/offer capstone work-based learning experiences to high school and/or college students
(\$5 an hour x 16 hours a week x 8 weeks x 25 students x 2 years = \$32,000)

Line 18 Other Nonpersonnel Expenses

OTHER NONPERSONNEL EXPENSES \$136,370

	Nov 2019- Apr 2020 First 6 months	May 2020- May 2021	June 2021- Apr 2022
Other Nonpersonnel Expenses			
Total	\$23,050	\$56,660	\$56,660

Video Production Services and Printed Materials for Career Awareness, Exploration, Preparation, Outreach and Recruitment \$60,000

- 1) To develop virtual industry tours and/or other digital content to be used to provide students with the opportunity to explore industry environments from the classroom. Video segments will include a career tour of partner employer facilities, interviews with employees, and industry representatives discussing work requirements, education levels, salary, and job prospects and to develop career maps/ladders, and other visual aids in multi-media formats; and
- 2) To promote targeted programs in catalog, book, manual, flyer, brochure, and/or other formats. Development of outreach and recruitment materials targeting underrepresented student groups, i.e., a communication plan; brochures in Spanish and/or relevant second language, and a calendar of events to educate students, families, and community members of targeted career and technical education (CTE) program opportunities and work-based learning opportunities.

Worker Ethic and/or Career Readiness Certification Programs. \$15,250 for Pellissippi State Community College to be a testing site and to administer tests electronically; to establish a registration, certification, and reporting data system; and to generate and receive printed certificates. (Annual costs: \$2,100; \$32 cognitive and soft skills assessments x 50 students x 2½ years = \$4,000).

Autodesk Revit Certification. \$10,400 for students to take Autodesk Revit certification exam (\$100 average exam cost x 52 students a year x 2 years = \$10,400)

Autodesk AutoCAD Certification. \$15,600 for students to take Autodesk AutoCAD certification exam (\$150 average exam cost x 52 students a year x 2 years = \$15,600)

Autodesk AutoCAD Civil 3D Certification. \$20,800 for students to take Autodesk AutoCAD Civil 3D certification exam (\$200 average exam cost x 52 students a year x 2 years = \$20,800)

OSHA 30 Training Online. \$14,320 for Pellissippi State Community College to facilitate OSHA 30-Hour training online through the OSHA Education Center. The OSHA 30-Hour construction training will educate students about OSHA safety standards. Students who complete the OSHA-authorized course will receive an official OSHA card from the U.S. Department of Labor. The training is fully narrated and interactive and a comprehensive overview of standards that OSHA has set in place for job site safety, specifically structured for hazard identification, avoidance, control and prevention. OSHA 30 training will benefit a variety of workers, such as those in construction, building development and other related fields. The OSHA 30-Hour Construction course promotes a safe and healthful work environment by teaching workers how to identify, predict and avoid hazards in the workplace. (\$179 x 40 students x 2½ years = \$14,320)

Line 19 Capital Purchases

N/A

Line 22 Indirect Costs

INDIRECT COSTS \$70,000

	Nov 2019- Apr 2020 First 6 months	May 2020- May 2021	June 2021- Apr 2022
Indirect Costs Total	\$10,000	\$30,000	\$30,000

Evaluator/Strategy Planner/Project Management. \$30,000 An evaluator will be contracted to facilitate intentional formative and summative evaluation planning and sustainability measures. A skilled evaluator will ensure the thorough execution of every step, help design internal project reporting processes, and set and monitor progress towards achieving milestones. The evaluator will determine if the project is progressing as intended, as well as identify areas that need improvement throughout the life of the grant. The evaluator will also assist with project management responsibilities, including budget monitoring, programmatic reporting, and compliance monitoring.

Line 24 In-Kind Expenses

N/A

Line 25 Total Expenses

TOTAL EXPENSES \$998,416

	Nov 2019- Apr 2020 First 6 months	May 2020- May 2021	June 2021- Apr 2022
Total Expenses	\$292,064	\$351,528	\$354,824

Memorandum of Understanding

Between

Tennessee College of Applied Technology, Jacksboro

And

East Tennessee Human Resource Agency (ETHRA)

This Memorandum of Understanding (MOU) sets forth the terms and understanding between the Tennessee College of Applied Technology, Jacksboro and the East Tennessee Human Resource Agency (ETHRA) for mutual support activity involving the Governor's Investment in Vocational Education (GIVE) in Tennessee grant program and the Tennessee College of Applied Technology, Jacksboro's Innovative New Vocational Education in the State of Tennessee (INVEST) program.

Background

ETHRA recognizes the importance of working closely with the TCAT Jacksboro to provide a post-secondary education for students who do not wish to pursue a university education but would rather enter a craft or technical trade. TCAT Jacksboro and ETHRA have worked closely together for many years for the mutual benefit of each institution and for the greater good of our community by recognizing and addressing barriers to those in pursuit of a technical education that provides an immediate entry into the workforce. ETHRA has been a provider and a source of financial assistance to those qualifying TCAT students in need.

Purpose

This MOU will define the roles each partner will play in the achievement of the following goals:

- Continued alignment with Tennessee's Drive to 55 goals of increasing post-secondary education involvement
- Expand existing and create new opportunities to seek and reach at risk students, primarily Eighth graders, for career counseling and guidance
- Provide guidance to career services contractor to assist funding opportunities for qualifying students in financial need to pursue an advanced technical education
- Create opportunities for training the local workforce to meet the needs as future Residential, Commercial and Industrial Electricians, Machinists and Welders

The above goals will be accomplished by undertaking the following activities:

- ETHRA workforce administration will assist in the coordination of activities that will enhance the overall workforce development activities in the East Tennessee Workforce area
- Provide a conduit to other partner agencies to ensure non-duplication of services provided under the grant
- Lend expertise and assist in developing a Work Ethics Diploma in Campbell and Claiborne Counties
- When the opportunities permit, assist when appropriate in the coordination of apprenticeship development
- Assist in coordinating ETHRA public transportation services for qualifying students

Reporting

Designated representatives from TCAT Jacksboro and ETHRA will meet quarterly and review the established goals and success of the program and provide minutes of each meeting

Funding

It is specifically stated and understood by both partners that no provision of this MOU requires a monetary investment by either party.

Duration

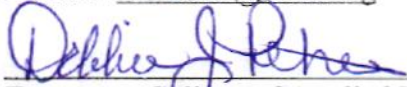
This MOU is at-will and may be modified by mutual consent of authorized officials from the Tennessee College of Applied Technology, Jacksboro (TCAT) and the East Tennessee Human Resource Agency (ETHRA). This MOU shall become effective upon signature by the authorized officials from the Tennessee College of Applied Technology, Jacksboro (TCAT) and the East Tennessee Human Resource Agency (ETHRA) and will remain in effect until modified or terminated by any one of the partners by mutual consent. In the absence of mutual agreement by the authorized officials from the Tennessee College of Applied Technology, Jacksboro (TCAT) and the East Tennessee Human Resource Agency (ETHRA) this MOU shall end on April 25, 2022.

Contact Information

Tennessee College of Applied Technology, Jacksboro
Debbie J. Petree, President
265 Elkins Road / P O Box 419
Phone: 423/566-9629
Fax: 423/566-9713
E-mail: debbie.petree@tcatjacksboro.edu

East Tennessee Human Resource Agency
Bill Walker, Director
Workforce Development Services Division
728 Emory Valley RD Suite E
Oak Ridge, TN 37830-7016
Phone: 865/705-9765

E-mail: BWalker@ethra.org



Tennessee College of Applied Technology, Jacksboro
Debbie J. Petree, President

Date: 9/6/2019



East Tennessee Human Resource Agency
Bill Walker, Director
Workforce Development Services Division


Date: 6 September 2019




Memorandum of Understanding

This Memorandum of Understanding (MOU) is between the East Tennessee Labor and Workforce Board (ETLWB) and the Tennessee College of Applied Technology Oneida/Huntsville. ETLWB offers its support to the GIVE Grant being submitted by the TCAT Oneida/Huntsville.

American Job Centers located in Morgan County and Scott County will assist in the development of the Work Based Learning program that will be established as a result of the grant funding. The ETLWDB will commit OJT funding for qualified students who are enrolled in paid Work Based Learning opportunities. Additionally, ETLWB will commit to assist with funding for WIOA-eligible students enrolled in the new training programs funded as a result of the GIVE Grant. The local workforce staff commits to assist in recruiting students and in finding employment that provides a livable wage once clients finish their program of study.

 9/4/19

Bill Walker
Executive Director, ETLWDB

 9/4/19

Dwight Murphy
TCAT Oneida/Huntsville President

**Memorandum of Understanding
Between
Pellissippi State Community College and East Tennessee Local Workforce Development Board**

Whereas, East Tennessee Local Workforce Development Board and Pellissippi State Community College (Pellissippi State) are interested in forming a long-term, regional Collaborative that includes higher education, area employers, economic development and workforce agencies, and local/regional K-12 systems.

Whereas, East Tennessee Local Workforce Development Board and Pellissippi State are interested in working together to develop and implement a Governor's Investment in Vocational Education grant program that will identify and address local/regional workforce needs and skills gaps in local workforce pools in the career cluster area of Information Technology.

Whereas, both East Tennessee Local Workforce Development Board and Pellissippi State recognize that business engagement in the education and training of workers is key to successful labor market outcomes, and that long-term sustainability planning for successful initiatives and interventions is critical and will continue to serve the community beyond the grant period.

Whereas, East Tennessee Local Workforce Development Board is in the service area of Pellissippi State; and

Whereas, East Tennessee Local Workforce Development Board and Pellissippi State are interested in signing a memorandum of understanding outlining roles and responsibilities of each organization and partnering to demonstrate interest and capacity for GIVE grant program participation in order to: 1) enhance, expand, and/or develop academic programs that create viable educational and career pathways that lead to industry-recognized credentials, employment, and career advancement; 2) develop and implement a collaborative, meaningful, and structured continuum of work-based learning (WBL) experiences, including development and/or expansion of internships, co-ops, apprenticeships, and externships; 3) develop/expand industry recognized certification preparation and attainment; and 4) contribute to the Drive to 55 initiative by aligning training and program goals with postsecondary credentials.

Now Therefore, each party agrees to the following:

Pellissippi State Community College agrees to collaborate in the following ways:

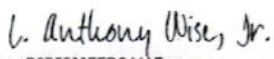
- 1) Serve as lead entity and fiscal agent for the Knox County GIVE grant project
- 2) Provide leadership for the planning, development, and implementation of the GIVE grant project
- 3) Hire a director and staff to operate the program
- 4) Provide leadership for the development of a Collaborative roundtable and/or advisory committee to plan activities and monitor achievement of measureable project outcomes
- 5) Conduct/facilitate Knox County Collaborative roundtable/advisory committee meetings
- 6) Plan and organize a continuum of Work-Based Learning experiences, including industry experiences, internships, co-ops, apprenticeships, and externships
- 7) Work with Collaborative partners to prepare students with academic and other workplace readiness skills, including time management training, reading and math skill development, individual and group tutoring, advising and career counseling, and job placement services
- 8) Work with Collaborative partners to develop and conduct outreach services and recruit students to higher education programs and appropriate disciplines
- 9) Work with Collaborative partners to align and map education/training program curriculum and credentialing requirements to industry standards and needs
- 10) Lead efforts to create comprehensive Career Pathways collateral in multiple media formats


**Memorandum of Understanding
Between
Pellissippi State Community College and East Tennessee Local Workforce Development Board**

- 11) Provide a framework by which to support and mentor students that includes high school teachers, college faculty, college and high school staff, and employer partners
- 12) Provide a framework by which GIVE grant project initiatives will be evaluated and sustained

East Tennessee Local Workforce Development Board agrees to collaborate in the following ways:

1. Active participation in the Knox County GIVE Grant Collaborative. Provide company representative/s to serve on roundtable/advisory committee
2. Work with Collaborative partners to align and map education/training program curriculum and credentialing requirements to industry standards and needs
3. Identify in-demand industry-recognized certifications or credentials for employment used for hiring and promotion
4. Participate in the development and implementation of a career/workplace readiness certification/acknowledgement program with participating high schools. Program may be one of the following or modeled after one of the following: Work Ethics Diploma, National Career Readiness Certification, and/or others.
5. Participate in the planning and execution of GIVE grant project evaluation and with the determination of sustainability of successful project components
6. Assist with the development and implementation of the GIVE grant Work-Based Learning continuum in areas of:
 - Career awareness: i.e. develop projects/activities that favorably depict career options in targeted fields; provide speakers and/or instructors for student career awareness activities/experiences
 - Career exploration: i.e. develop projects; provide staff; develop curriculum with project-based learning; host site visits and/or guest lectures
 - Career preparation: i.e. develop/provide projects supporting professional development and/or externships for teachers; assist with the development of project-based based learning activities for use in education/career training programs
 - Career training: i.e. invest in equipment and supplies and provide job shadowing opportunities, externships for instructors, speakers, mentors, capstone work-based learning experiences such as: OJT, internships, apprenticeships
7. Provide resources to support education/training, such as facilities, subject matter experts
8. Work with Collaborative partners to develop and conduct outreach services and recruit students to higher education programs and appropriate disciplines

DocuSigned by:

L. Anthony Wise, Jr.
August 26, 2019
President
Pellissippi State Community College


Bill Walker
August 20, 2019
Executive Director
East Tennessee Local Workforce Development Board

EAST TENNESSEE LOCAL WORKFORCE DEVELOPMENT AREA

26 August 2019

Mr. Christopher Edmonds, Coordinator
Business & Industry
Tennessee College of Applied Technology Morristown
821 W. Louise Avenue
Morristown, Tennessee 37813

RE: Letter of Support for Five Rivers Partnership for Future Read Pathways

Dear Mr. Edmonds,

As executive director of the East Tennessee Local Workforce Development Board, I am happy to lend the Board's support to your Governor's Initiative in Vocational Education Grant application. Of the seven counties impacted by your application, four of them—Cocke, Grainger, Hamblen, and Jefferson—fall within the sixteen-county East Tennessee Local Workforce Development Area. It is also noted that one of these counties, Cocke County, is identified as a distressed county.

The East Tennessee Local Workforce Development Board agrees to collaborate in the following ways:

1. Assist with the development and implementation of the GIVE grant Work-Based Learning continuum in the areas of career awareness, career exploration, career preparation, and career training;
2. Provide resources to support education and training, particularly opportunities for participants to benefit from dual enrollment opportunities that provide a pathway from secondary education to post-secondary education and subsequently self-sustaining employment;
3. Work with collaborative partners to develop and to conduct outreach services and to recruit participants to higher education programs and appropriate disciplines including industrial electricity, industrial maintenance, machine tool, and welding;
4. Identify high-demand industry-recognized certifications and/or credentials for employment used for hiring and promotion;
5. Partner in the development and implementation of a career/workplace readiness certification/acknowledgement program with participating high schools. The program may be one of the following or modeled after one of the following: Work Ethics Diploma, National Career Readiness Certification, and/or others; and,
6. Participate in the planning and execution of GIVE grant project evaluation with the determination of sustainability of successful project components.

Morristown TCAT is a key provider of high-quality training in our area. The Board looks forward to partnering with the college to support the needs of our area's job seekers and employers.

Sincerely,



Bill Walker

ATTACHMENT L:

TITLE VI TRAINING MATERIALS

TITLE VI TRAINING



ETHRA Annual Training 2019

What Is Title VI ?

- IT IS A FEDERAL LAW THAT PROHIBITS DISCRIMINATION IN THE DELIVERY AND RECEIPT OF SERVICES BASED ON:
 - RACE
 - COLOR
 - NATIONAL ORIGIN
 - SEX
 - RELIGION
 - AGE
 - DISABILITY
 - VETERAN STATUS
 - GENETIC DATA
 - SEXUAL ORIENTATION
 - GENDER IDENTITY
 - OR OTHER LEGALLY PROTECTED STATUS



Title VI Of The Civil Rights Act Of 1964

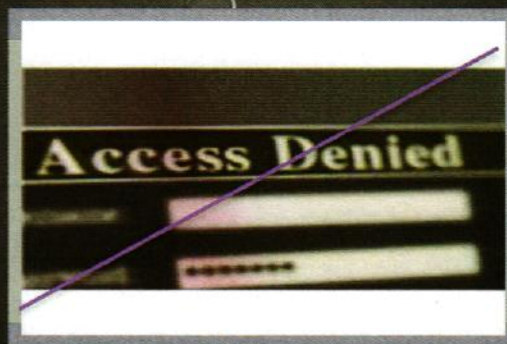
“NO PERSON IN THE UNITED STATES SHALL, ON THE GROUNDS OF RACE, COLOR, OR NATIONAL ORIGIN, BE EXCLUDED FROM PARTICIPATION IN, BE DENIED THE BENEFITS OF, OR BE SUBJECTED TO DISCRIMINATION UNDER ANY PROGRAM OR ACTIVITY RECEIVING FEDERAL FINANCIAL ASSISTANCE.”

(42 U.S.C. 2000D;1988)

ALL ETHRA EMPLOYEES MUST RECEIVE
ANNUAL TRAINING ABOUT TITLE VI
AND THEIR RIGHTS AND RESPONSIBILITIES
UNDER THIS STATE AND FEDERAL LAW.



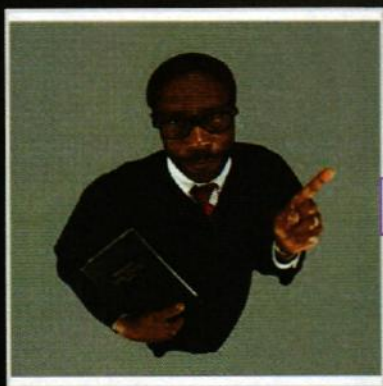
THIS IS NOT A SUGGESTION.
IT IS A REQUIREMENT



Violations occur when services or opportunities are denied or services are not equally provided.

Title VI also prohibits retaliation and discrimination.

- It is illegal for any program administered by ETHRA to withhold or refuse benefits, services or funding based on race, color, or national ORIGIN.



Title VI Contract

- ETHRA SIGNED A CONTRACT STATING:
 - COMPLIANCE WITH TITLE VI
 - ALL EMPLOYEES WOULD BE TRAINED ANNUALLY
 - NEW EMPLOYEES WOULD BE TRAINED UPON EMPLOYMENT
 - LANGUAGE ASSISTANCE WOULD BE PROVIDED
 - PROVIDE A COMPLIANCE OFFICER FOR THE AGENCY
 - PROVIDE A GRIEVANCE PROCESS



LIMITED ENGLISH PROFICIENCY



Aide



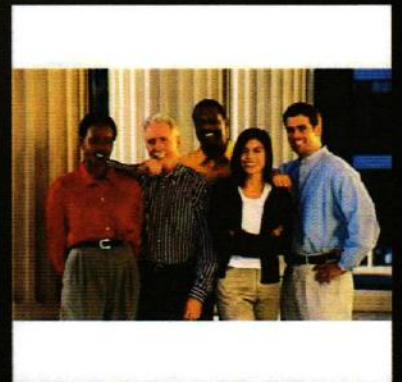
Допомога **Help**
Справка

- LIMITED ENGLISH PROFICIENCY (LEP) APPLIES TO INDIVIDUALS WHO DO NOT SPEAK ENGLISH AS THEIR PRIMARY LANGUAGE AND WHO HAVE A LIMITED ABILITY TO READ, SPEAK, WRITE, OR UNDERSTAND ENGLISH.
- THESE INDIVIDUALS ARE ENTITLED TO FREE LANGUAGE ASSISTANCE.

Hilfe

Language Assistance Consists Of:

- TRANSLATION OF DOCUMENTS
- CONTRACT STAFF INTERPRETERS
- INTERPRETERS FROM WITHIN THE COMMUNITY
- TELEPHONE INTERPRETERS



Additional LEP Requirements



- NOTICE REGARDING THE AVAILABILITY OF INTERPRETER SERVICES, AT NO COST MUST BE POSTED AND AVAILABLE TO ALL EMPLOYEES, APPLICANTS, AND CLIENTS.

What Should A Person Do Who Thinks They Have Been Discriminated Against?

- THEY COULD FILE A LAWSUIT IN COURT AGAINST THE ENTITY WHO IS RECIPIENT OF FEDERAL FUNDS OR
- THEY CAN FILE COMPLAINT WITH FEDERAL AGENCIES THAT PROVIDES FUNDS TO THE ENTITY ACCUSED OF DISCRIMINATING.



For Other Information Contact:

The Justice Department

1-888-848-5306

Hearing Impaired 1-202-307-2678

Web

**Address: [https://WWW.JUSTICE.GOV/CRT/FILING-
COMPLAINT](https://www.justice.gov/crt/filing-complaint)**

Mid-Cumberland Annual Title VI Training



DECEMBER 18, 2019

Mid-Cumberland
Annual Title VI Training



DECEMBER 18, 2019

What is Title VI?

- o Title VI is a Federal Law which prohibits discrimination on the basis of race, color, or national origin.
- o "No person in the United States shall on the basis of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Civil Rights Act of 1964



What are Civil Rights?

○ Civil Rights are enforceable rights or privileges guaranteed by the 13th and 14th Amendments to the U.S. Constitution, which if interfered with by another gives rise to an action for injury.

Examples:

- Freedom of Speech
- Freedom of Assembly
- Right to Vote
- Freedom from Involuntary Servitude
- Equality in Public Places

Discrimination

Discrimination occurs when an individual's civil rights are denied or interfered with because of their membership in a particular group or class.

For Title VI to Apply

1. The program or agency must be located within the United States.
2. The program or agency must be providing a service.
3. The program or agency must be receiving direct (recipient) or indirect (sub-recipient) federal funding or assistance.

What constitutes a program or activity?

- A department, agency or other instrumentality of a state or local government.
- The entity of such a state or local government that distributes assistance and each department or agency to which assistance is extended.

Prohibited Practices

- Denying any individual services, opportunities, or other benefits for which that individual is otherwise qualified;
- Providing any service or benefit in a different manner from that which is provided to others in a program because of race, color, or national origin;
- Segregating service recipients solely of race, color, or national origin;

Prohibited Practices

- Restricting access to program services or benefits because of race, color, or national origin;
- Adopting methods of administration which would limit participation by any group of recipients or subject them to discrimination;
- Addressing an individual in a manner that denotes inferiority because of race, color, or national origin.

Limited English Proficiency

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

- These individuals may be entitled to language assistance with respect to a particular type or service, benefit, or encounter

LEP Requirements

Recipients and sub-recipients of federal assistance are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Four factors that should be considered:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
2. The frequency with which LEP individuals come into contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to people's lives; and
4. The resources available to the grantee/recipient or agency, and costs.

Service Provider Requirements

○Service providers must have a process for advising service recipients of their rights under Title VI of the Civil Rights Act of 1964 and how to file a discrimination complaint.

○Title VI posters must be displayed in a conspicuous place and accessible to all service recipients.

○Service providers must provide conduct annual Title VI training.

Key to Title VI Compliance



Ensure that service recipients receive

- Equal treatment
- Equal access
- Equal rights
- Equal opportunities

Without regard to their race, color, or national origin including Limited English Proficiency (LEP).

Allegations of Discrimination Title VI

Any person who believes a person has been subjected to discrimination on the basis of race, color or national origin, may file a written complaint of discrimination. The complaint must be filed within 180 days after the date of the alleged discrimination.

How to report a Title VI violation or complaint:

Please contact the agency's Title VI Coordinator:

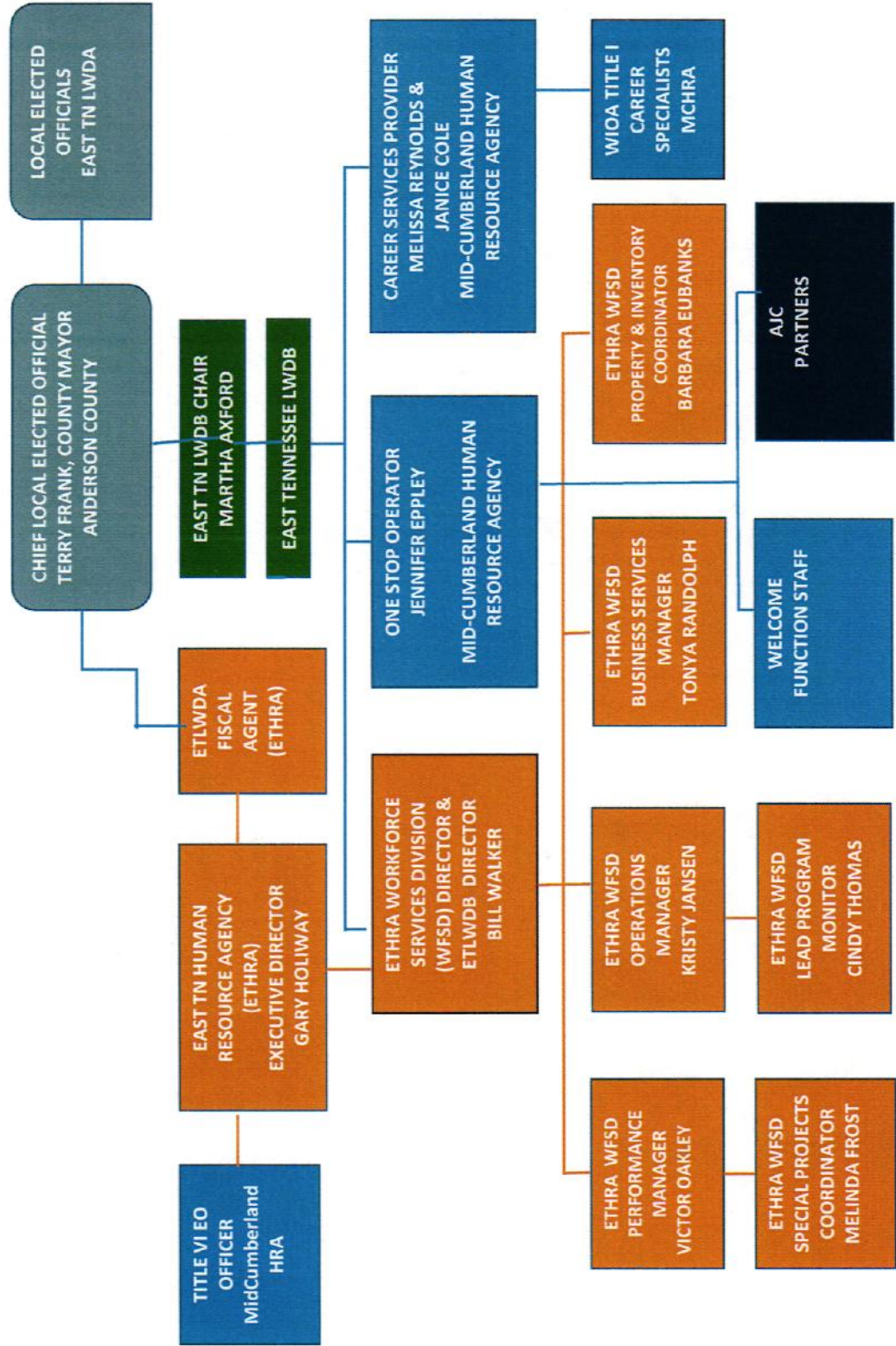
Karyssa Helton

khelton@mchra.com

615-560-0211

ATTACHMENT M:
ETLWDA
ORGANIZATION
CHART

1 July 2020



ATTACHMENT N:
SIGNATORIES TO THE
LOCAL PLAN:

- 1.CLEO**
- 2. BOARD CHAIR**

Signatories:

Mrs. Terry Frank		6/26/2020
Printed Name	Signature	Date

County Mayor, Anderson County
ETLWDA Chief Local Elected
Official

Title

Mrs. Martha Axford		June 24, 2020
Printed Name	Signature	Date

ETLWDB Chair

Title