

**LWDA-11**

**PY17 TRANSITIONAL LOCAL PLAN**

**LOCAL WORKFORCE DEVELOPMENT AREA-11**

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## **West Tennessee Workforce Development Board / LWDA-11 PY 2017 Transitional Local Plan**

### **Summary**

The West Tennessee Workforce Development Board works to develop a system in which the workforce development system, education, economic development and community partners work together to meet the needs of area employers and job-seekers. The Local Plan for Local Workforce Development Area 11 strives to carry out the mission and vision of the West Tennessee Workforce Development Board while following State and Federal guidelines of the Workforce Innovation and Opportunity Act of 2014.

### **Mission Statement**

The mission of West Tennessee Workforce Development Board is to provide opportunities to improve workforce quality, meet the needs of business, and improve our economy with integrity and accountability.

### **Vision Statement**

The vision of West Tennessee Workforce Development Board is to improve the economy of West Tennessee; a place where businesses can find the skilled workers they need and residents enjoy productive careers.

**Describe the consortium agreements, as defined by WIOA 107(d)(11), in place between the local board and the TN Department of Human Services, Office of Rehabilitation Services with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. [WIOA Sec. 108(b)(14)]**

In order to achieve LWDA-11's mission, the following strategies have been developed:

- Cross-training of staff – Ongoing training sessions will be conducted with partner agency staff in order to learn the process and available services of agency partners. These sessions will result in enhancement of the provision of services to individuals, as well as offering the opportunity to share information. A primary focus will be to provide more vigorous service strategies for individuals with disabilities by expanding awareness. We hope to accomplish this expansion through communication, requests for equipment, auxiliary aids, and an integrated service delivery system. Technical assistance is always accessible by request and is greatly appreciated.
- Career pathways – Plans are to conduct meetings with educational institutions in order to develop career pathways alignment by offering “ladders” to adult and youth learners that will lead to a credential.

### **Pathways TN Southwest Region**

In a collaborative effort, LWDA-11 has partnered with Pathways TN Southwest Region to provide needed services for youth in the area. Pathways TN Southwest Region was formed to ensure more youth complete high school, attain a post-secondary credential, and enter the workplace with value to the regional/state labor market. Pathways Tennessee's vision statement is “To advance transitions in education and career through secondary, postsecondary, and industry collaborations which seamlessly allow students the chance to pursue a postsecondary credential with value in the local labor market.” Members consist of Career and Technical Education Directors and area business leaders in West Tennessee. The Steering Committee meets quarterly at Southwest Tennessee Development District. Career areas of focus include:

- Health Careers
- Information Technology
- Advanced Manufacturing

2017 Goals are as follows:

- Add two Local Education Agencies (LEAs) to Pathways and expand programs in Current Pathways LEAs to increase the number of identified Pathways in Southwest Tennessee by 20% and accommodate industry and labor market needs
- Increase the number of certifications earned through dual enrollment in early Postsecondary opportunities by students in Advanced Manufacturing by 10%

- Create opportunities for LEA participation in enhanced professional development activities with an externship for each of 12 schools.
  - Develop an updated Asset Mapping for Pathways Southwest TN.
  - Plan and implement an ongoing, comprehensive marketing and communications
  - Plan to inform and motivate targeted markets about Pathways.
- Employer Engagement - In order to meet the needs of employers in existing and emerging industries, members of the Business Services Team promote and facilitate the use of the American Job Center services. A representative of Vocational Rehabilitation serves on the Business Services Team. Monthly meetings are held to plan and manage various services to employers located in the eight-county area served by West Tennessee Workforce Development Board. Some of the services available for area businesses include, but are not limited to, the following:
    - Pre-screening Applicants – Analyzing job applications and pre-screening applicants based on minimum requirements, then referring qualified candidates to various pre-employment assessments.
    - Job Fairs – Facilitating, organizing, planning and finding qualified labor for open positions.
    - Referral to Training – Referring applicants in need of pre-employment training to workforce development training programs.
    - Virtual Career Center – Using the Jobs4TN online website to connect employers to job seekers by listing job orders and making coordinated referrals based on job descriptions.
    - On-the-Job Training – Educating employers about the availability of OJT training funds.
    - Incumbent Worker Training – Educating employers about the availability of IWT funds in which current employees can upgrade skills.
    - Unemployment Insurance (UI) Services – Using Jobs4TN to report layoffs and closures, workers to file claims, job search, and complete weekly certifications, and connect to programs for UI recipients including Re-Employment Services Eligibility Assessment (RESEA).

Several companies in LWDA-11 are planning for expansion in the near future. LWDA-11 stands ready to assist these employers to assist them in meeting their planned targets

- Consortium Agreements - LWDA-11 strives to enhance the coordination of services across partner agencies. A consortium agreement of One-Stop Partners is in place between all the partner agencies, including: Tennessee Department of Labor and Workforce Development, TDHS Division of Vocational Rehabilitation and the West Tennessee Workforce Development Board.

With the inception of WIOA, LWDA-11 is focusing on individuals with disabilities. Through increased activities, better employer engagement will be made available to serve individuals with disabilities.

LWDA-11 is also collaborating with Vocational Rehabilitation in their Pre-Employment Transition Services (PETS) efforts in transitioning individuals into self-sufficient employment. This is a pilot project being conducted in Jackson, Tennessee through the Department of Vocational Rehabilitation. Quarterly meetings are held with a new partner agency being brought to the table each meeting. All the partners have one common goal: self-sufficiency of the customer. Collaborative conversations are considered as a model approach to a community-centric customer experience that supports both students and families. The conversations are mutually beneficial to all state and community partners involved. This approach greatly assists in generating the capacity to provide high quality services in our area.

**Identify the entity responsible for the disbursement of grant funds. [WIOA Sec. 108(b)(10)]**

Southwest Human Resource Agency is the Administrative Entity/Fiscal Agent for West Tennessee Workforce Development Board and is responsible for disbursement of WIOA funds.

**Describe the competitive and non-competitive processes, as well as the process for sole-sourcing, used for procuring goods and services within the local area. This includes, but is not limited to, the process used to award funds to a regional operator and other sub-recipients/contractors of WIOA Title I adult, dislocated worker, and youth services. [WIOA Sec. 108(b)(16)]**

It is the policy of Southwest Human Resource Agency to obtain goods and services through a competitive process. The capability, as well as historical performance (when applicable) will be considered when making decisions. The Procurement Policy of SWHRA is attached (Attachment 1).

**Describe the local area's negotiated local levels of performance for the federal measures and their implications upon the local workforce system, to include attaching the completed Performance Targets Table. [WIOA Sec. 108(b)(17)]**

LWDA-11's success is measured by Performance Standards developed by the US Department of Labor, which is broken out by the Adult, Dislocated Worker, and Youth funding streams. These standards are then negotiated with each of the states, including Tennessee. Negotiation is then conducted between the Tennessee Department of Labor and Workforce Development and Local Workforce Development Area 11. Any subcontractors administered by Local Workforce Development Area 11 are held to the same performance levels. Performance levels are measured across the areas of employment rates for 2<sup>nd</sup> and 4<sup>th</sup> quarters after exit and credential attainment within four quarters after exit for all programs, as well as median earnings for 2<sup>nd</sup> quarter after exit for the Adult and Dislocated Worker programs. LWDA-11 has historically achieved performance at a level to be awarded incentive grants, including the most recent award for Program Year (PY) 14. Negotiated levels of performance for LWDA-11 are attached (Attachment 2).

Due to the average earnings performance standard, LWDA-11 efforts are targeted at employers who provide a higher wage rate. In promotion of On-the-Job Training, the Board has stipulated a minimum starting wage of \$9.50 per hour in order to achieve measures. Dedicated staff works with Dislocated Workers in an effort to get them re-employed in a high demand, high-paying job.

**Describe the indicators used by the local board to measure performance and effectiveness of the local fiscal agent, eligible providers and the AJC delivery system, in the local area. [WIOA Sec. 108(b)(17)]**

West Tennessee Workforce Development Board is provided with reports indicating the status in achieving local performance measures. A quarterly report generated by the State indicating LWDA-11's level of performance is shared with the local Board, Board staff, and American Job Center partner staff in an effort to ensure performance measures are being met as part of the continuous improvement process. Southwest Human Resource Agency, serving as the Fiscal Agent, also provides a financial report to the Board every quarter.

The indicators of the common performance measures of AJC partners are as follows:

ADULTS	Entered Employment
	Retention
	Average six-months earnings
DISLOCATED WORKER	Entered Employment
	Retention
	Average six-months earnings
YOUTH	Entered Employment
	Retention
	Diploma or Equivalent
	Rate and Retention

**Describe the process used by the local board for the receipt and consideration of input into the development of the local plan in compliance with WIOA section 108(d). Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plans. [WIOA Sec. 108(b)(20)]**

Local workforce agency partners representing WIOA core and other programs are provided a copy of the plan through electronic means requested to review the plan. Should they determine necessary changes, the plan is updated and a revised copy is sent to all partners and Board members for final review.

The West Tennessee Workforce Development Board WIOA Local Plan and any subsequent updates will be posted on the West Tennessee Workforce Development Board website ([westtennesseecareers.org](http://westtennesseecareers.org)) for an initial 30-day public comment period. Hard copies of the Plan will be shared with partner agencies, as well as being made available at each American Job Center served by Local Workforce Development Area 11.

**Prior to the date on which the local board submits a proposed local plan, the proposed local plan must be made available to members of the public through electronic and other means.**

- **Describe how the local board made the proposed local plan available for public comment. [WIOA Sec. 108(d)(1)];**

Publication notice and comment period will be announced to the public via: publication in The Jackson Sun newspaper and emails to the West Tennessee Workforce Development Board Chair, all Board members, and one-stop partners. The planned period for posting is April 1, 2017 through April 30, 2017. A copy of the posting will be forwarded to [Workforce.Board@tn.gov](mailto:Workforce.Board@tn.gov). Social media, via West Tennessee Workforce Development Board's twitter account is also involved in making the public aware of the Local Plan posting.

- **Describe how the local board collected and considered public comments for inclusion in the proposed local plan. [WIOA Sec. 108(d)(2)]; and**

Public comments can be made to Jimmy Bell, WIOA Director, either by mail at P. O. Box 264, 1527 White Avenue, Henderson, TN 38340 or by email at [jbelle@swhra.org](mailto:jbelle@swhra.org), or by telephone at (731) 983-3689.

- **If any comments were received that represent disagreement with the proposed local plan, include such comments within the local plan's attachments. [WIOA Sec. 108(d)(3)]**

N/A at this time. If comments are received, they will be forwarded to the partners for review and the plan will be updated accordingly.

**List the name, organization, and contact information of the designated equal opportunity officer for each AJC partner in the AJC within the local area.**

In order to resolve any disputes involving applicants/participants of the WIOA Program, affected individuals have the right to enter into the grievance process. Any participants or other interested parties affected by the Local Workforce Development Area, including One-Stop partners and service providers may file a complaint/grievance. Complaints/Grievances must be filed in writing within 180 days from the date of the alleged violation.

Please see the following chart regarding contact information for filing a complaint/grievance:

<p>Workforce Innovation &amp; Opportunity Act Local Workforce Development Area 11</p>	<p><b>Edna Johnson, EO Officer</b> <b>Southwest Human Resource Agency</b> 1527 White Avenue P. O. Box 264 Henderson, TN 38340 (731) 989-5111 Email: ednajjohnson@gmail.com</p>
<p>TN Department of Labor &amp; Workforce Dev.</p>	<p><b>Evelyn Gaines Guzman, EO Officer</b> <b>TN Dept of Labor &amp; Workforce Development</b> 220 French Landing Drive Nashville, TN 37243 Phone: 615-253-1331 TTY/TDD: 615-532-2879</p>
<p>Department of Vocational Rehabilitation</p>	<p><b>Jeffrey Blackshear, EO Officer</b> <b>Department of Human Services</b> Civil Rights Compliance Officer 400 Deaderick Street, 15<sup>th</sup> Floor Nashville, TN 37243 (615) 313-5711</p>

Please see LWDA-11 WIOA Grievance Procedure (Attachment 3).



## **ATTACHMENTS**

### Attachment 1

Local procurement policy

### Attachment 2

Performance targets

### Attachment 3

Grievance Procedure

### Attachment 4

Program management policy and process including equal opportunity for customers; supportive services; needs related payments; file management; eligibility; self-sufficiency criteria; individual training accounts; layoff assistance; priority of services; grievance for eligible training providers list; transitional jobs; stipends; and training verification/refunds

### Attachment 5

Financial management policy and process including cost allocation plan; internal controls; cash management; receipts of goods; cost reimbursement; inventory and equipment; program income; travel reimbursement; audit requirements and resolution; annual report; property management; debt collection; and allowable costs

### Attachment 6

Local Workforce Development Board policy and process that provides for nomination, appointment and removal of board members; resolutions; bylaws; code of conduct; and conflict of interest

### Attachment 7

Resource Sharing Agreement(s) and MOU(s) (see required MOU template guidance). Resource Sharing Agreement Budget(s) (Resource Sharing Agreements will be replaced by Infrastructure Agreements (IFAs))

### Attachment 8

Agreement between the chief local elected official(s) and the Local Workforce Development Board

### Attachment 9

Agreement between all counties

### Attachment 10

MOU between AJC partners and the Local Workforce Development Board