



Workforce Innovation and Opportunity Act (WIOA)

Program Year 2020 Annual Report

Tennessee Department of Labor & Workforce Development

Annual Narrative Report | December 2021





STATE OF TENNESSEE
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November 29, 2021

The Honorable Bill Lee
State Capitol, First Floor
Nashville, TN 37243

Governor Lee:

The Tennessee State Workforce Development Board is pleased to provide you with our Annual Report for program year 2020. Under the leadership of Commissioner Jeff McCord and Board Chair Tim Berry, Vice President of Human Resources at The Dollywood Company, we are proud to share with you many of the activities and accomplishments highlighting another successful year of connecting Tennesseans with job opportunities and hiring employers.

The State Workforce Development Board oversees the public workforce system in Tennessee and serves as a major catalyst to align workforce policies and strategies which address worker shortages and create an effective pipeline of skilled workers in Tennessee.

Through federal funding allocated under the Workforce Innovation and Opportunity Act (WIOA), the Tennessee workforce system demonstrated its resiliency and serving Tennesseans both in person and virtually through an effective, collaborative network of American Job Centers (AJCs), the Jobs4TN platform, and the newly developed Virtual AJC. During the 2020 program year, 827,607 Tennesseans were assisted through the WIOA program, far exceeding the 454,578 participants served in 2019. This significant increase can be attributed to the record number of unemployment claims filed throughout the COVID-19 pandemic. The workforce system rose to meet these unprecedented challenges, serving eligible Tennesseans with quality training and reemployment services to help the Tennessee workforce reemerge stronger than ever.

The State Board would like to recognize the efforts of our public and private sector partners, as well as the citizens of Tennessee, and express our gratitude for their continued cooperation and collaboration to support workforce development across all levels of business, government, and education. We appreciate the opportunity to serve our Tennessee communities and to maximize innovation and efficiency within the Workforce Innovation and Opportunity Act.

Sincerely,


Jeff McCord
Commissioner, TDL&WD


Tim Berry
State Workforce Development Board Chair

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Executive Summary

In a continued effort to position Tennessee to have the nation's premier workforce system, the State Workforce Development Board (SWDB), under the leadership and vision of Tennessee Governor Bill Lee, and in partnership with the Tennessee Department of Labor and Workforce Development, have developed goals, strategies, and performance indicators to create a more comprehensive approach to workforce development. This approach provided those Tennesseans who have the greatest barriers to sustained employment with the resources to become successful contributors to Tennessee's workforce system.

A critical piece of the workforce system in Tennessee is the federal funding appropriated through the Workforce Innovation and Opportunity Act (WIOA). This legislation directly impacts employment and training services which assisted 827,607 Tennesseans during program year 2020, including individuals with disabilities. Furthermore, WIOA indirectly impacted the local and state economy spurring the production of goods and services, supporting employee income, and helping generate local, state, and federal tax revenue.

The WIOA Program Year 2020 Annual Report details many of the workforce development activities and accomplishments of WIOA Title I (Adult, Dislocated Worker, Youth) and Title III (Wagner-Peyser) programs which help to connect Tennesseans with job opportunities and hiring employers.

State Workforce Development Board

Overview

The Tennessee State Workforce Development Board (SWDB) consists of 33 members representing business, workforce (i.e. apprenticeship/training, organized labor, and community based organizations), state legislature, and government (i.e. state agencies and city/county mayors). Tennessee Governor Bill Lee is represented by four members of his cabinet. Through leadership from the SWDB, Tennessee has created a seamless system for service delivery to participants seeking employment, unemployment benefits, or training to attain skill upgrades through Tennessee's Local Workforce Development Boards (LWDB) and American Job Centers (AJC). Services are developed and provided to address the needs of participants and to meet the needs of local employers.

State Workforce Development Board Structure

In January 2021, the State Workforce Development Board implemented the utilization of workgroups to help support strategic and operational initiatives. These workgroups include State agency partners represent Title I-IV, Human Services (SNAP E&T and TANF), Career Technical Education, Corrections, Tennessee Board of Regents, and the Tennessee Higher Education Commission. Each workgroup has established goals, objectives, milestones, etc. based on the state plan and current workforce strategies. The three working committees of the SWDB include the Oversight Committee,

Operations Committee and Opportunities Committee. The individual workgroups report out to their respective SWDB committees during each quarterly SWDB meeting. These committees and working groups provide the essential guidance needed to carry-out the Governor's vision for the workforce (see **Figure 1**).

1. Oversight Committee

- a. Advises the Governor on program and policy changes under WIOA
- b. Leads the development, maintenance and modification of State, regional and local plans
- c. Serves as an advisor to review statewide program alignment
- d. Reviews and makes recommendations on program funding allocations
- e. Leads review of statewide Workforce System

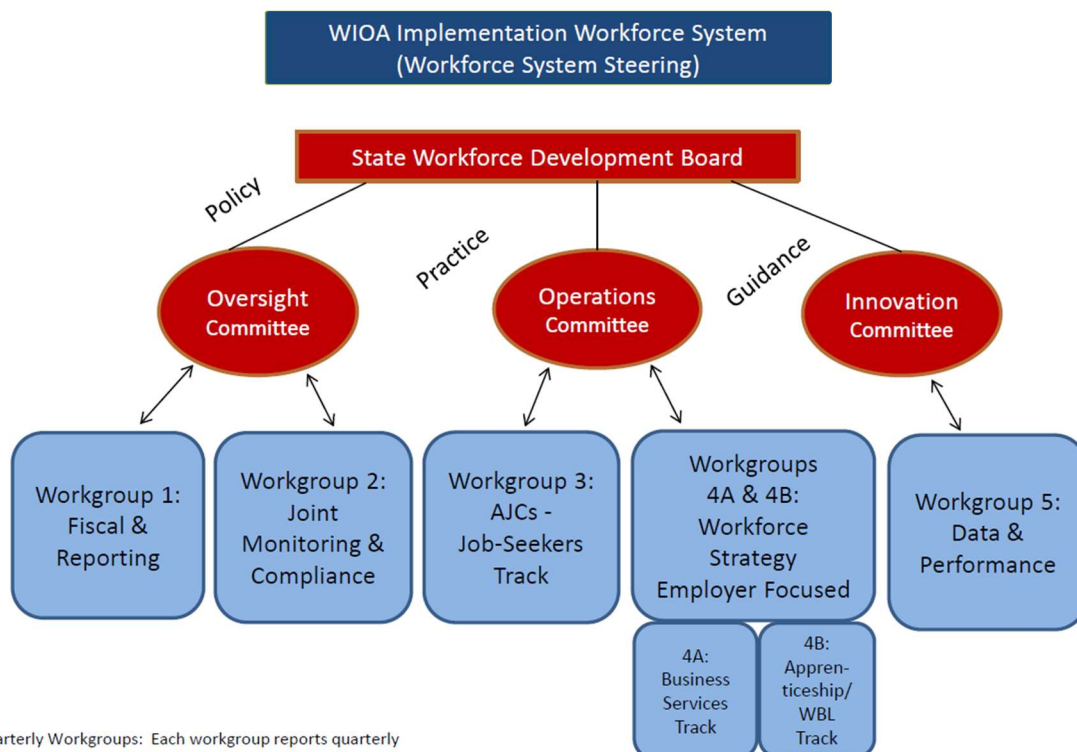
2. Operations Committee

- a. Oversees the continuous improvement of WIOA programs and activities
- b. Leads monitoring of State performance/accountability
- c. Oversees all special projects and initiatives specifically related to Youth and Adults
- d. Leads coordination of policies and provision of WIOA services
- e. Reviews and makes recommendations for performance reporting, including Labor Market Information

3. Innovation Committee

- a. Identifies and shares Workforce System best practices
- b. Develops strategies for technology alignment and integration
- c. Leads the review of service-model strategies in WIOA programs

Figure 1. Tennessee State Workforce Development Board Organizational Structure



- Quarterly Workgroups: Each workgroup reports quarterly to corresponding Board Committee

- Six (6) Workgroup charters

- Deliverables: *Establish Charter *Outcomes *Funding *Measure/Evaluate *Timelines *Innovation *Customer Feedback *Outreach

State Workforce Board Priorities

In a continued effort to position Tennessee to have the nation's premier workforce system, the SWDB developed expected goals centered on increasing the support for Tennessee Governor Bill Lee's vision to create a more comprehensive approach to workforce development. This approach to increase job placement, improve high school equivalency attainment, and reduce unemployment insurance claims provided for those who have the greatest employment barriers with the resources to become successful contributors to Tennessee's workforce system. More specifically, the following outlines the SWDB goals for Program Year 2020 (2020-21):

- 1. Create an Integrated Intake System to Efficiently Deliver Services**
 - a. Integrate Services from All Workforce Partners
 - b. Foster and Encourage Increased Collaboration and Alignment among Workforce Partners
 - c. Integrate the Case Management and Finance System
 - d. Create New Unified Programs based on the New Strategy for Integration
- 2. Create a Shared Vision for Supporting Tennesseans with the Greatest Number of Barriers to Enter the Workforce**
 - a. Create an Integrated Communications Plan to Foster Collaboration Among Workforce Partners
 - b. Build Capacity to Allow for Integration and Improved Service Delivery
- 3. Create a Trained Workforce to Meet Current Industry Needs**
- 4. Create New Dashboards to Measure the Effectiveness of the Integrated Workforce Strategy**
 - a. Improve Overall Accountability
 - b. Establish Shared Objectives Among Workforce Partners
- 5. Create a Simple and Effective Engagement Experience for All Candidates**

State Workforce Board Vision

The SWDB remains committed to the above-mentioned work by collaborating with our partners in Education, Economic and Community Development, Human Services, and Corrections to build a skilled and educated workforce. By leveraging our assets at the state and local workforce development levels, we continue to attract new businesses while helping our existing businesses expand and remain competitive. Equally as important, the services we provide across the State have allowed Tennesseans to successfully enter the workforce, despite numerous barriers to employment in addition to the challenges faced in the past year during the COVID pandemic.

For upcoming program year, the SWDB will continue building upon prior successes with LWDBs to modernize SWDB and LWDB training and certification to ensure quality and highly functioning boards. Tennessee will also continue to emphasize excellence in customer-focused government and constant evaluation on agility and mobility of our workforce system, while capitalizing on modernization and automation.

Ensuring Operational Effectiveness and Customer Satisfaction

Ensuring the operational effectiveness during implementation is critically important to the SWDB and the Tennessee Department of Labor and Workforce Development (Department). Furthermore, improving customer satisfaction when engaging with Tennessee's workforce services is vital to meeting the demands of Tennessee. To help address these challenges, the Department utilizes the customer relationship management system, Zendesk, to manage customer service requests. This tool allows the Department to track issues and concerns as well as to evaluate the effectiveness of customer engagements. Additionally, the Zendesk platform allows the Department to gain actionable feedback directly from the customer for continuous improvement.

Strategic Framework for Tennessee's Workforce System

Guided by the vision of Governor Lee and the goals and leadership of the SWDB, the Tennessee Workforce Development System is a comprehensive and overarching workforce development system which braids workforce, economic, and community development together. Tennessee's Workforce Development System is a consortium of state agencies (see **Figure 2**).

These agencies are charged with executing a cohesive framework to implement workforce programs and strategies across the state. Success in implementing this complex framework requires collective execution of these strategies.

Figure 2. Tennessee Workforce Development System



Workforce Development System Strategies and Programs

The Tennessee Workforce Development System coordinates collaborative strategies to realize the framework and achieve the goals of Governor Lee and the SWDB.

Drive to 55

Beginning under Governor Bill Haslam and continued under Governor Bill Lee, the Drive to 55 initiative established the goal by 2025, 55 percent of Tennesseans will have a postsecondary degree or credential to access more career opportunities in their communities across the state. The Drive to 55 concentrates Tennessee's efforts to promote post-secondary opportunities. This initiative includes three primary programs:

1. Tennessee Promise

- a. A last-dollar scholarship program focused on increasing the number of K-12 students who seamlessly transition after high school graduation to attend and complete college. The program offers high school graduates two years of community or technical college tuition-free.
- b. Volunteer mentors are critical to the program's success. TnAchieves, a third-party nonprofit organization, is the primary Tennessee Promise mentorship organization that recruits and supports volunteer mentors for students across the state.
- c. Tennessee Promise participants must complete and submit eight (8) hours of community service per term enrolled, as well as maintain satisfactory academic progress (2.0 GPA) at their respective institution.

2. Tennessee ReConnect

- a. A last-dollar scholarship program which targets adults who do not already have an associate or bachelor's degree by enabling them to attend community college or technical college tuition-free.
- b. Similar to Tennessee Promise, the Tennessee ReConnect program has a mentorship component. The Tennessee Department of Labor and Workforce Development supports this initiative by training staff to become Tennessee ReConnect Ambassadors.

3. Tennessee Pathways

- a. A partnership between the Tennessee Department of Education and the Tennessee Board of Regents Tennessee, supported by the Department of Labor and Workforce Development, which focuses on the alignment of K-12, postsecondary, and industry and provide students with relevant education and training to jumpstart career, degree, or credential attainment.

Thanks to increased collaboration between the education and workforce system, Tennessee is on track to meet our Drive to 55 goal.

Governor's Investment in Vocational Education (GIVE) 2.0

The Governor's Investment in Vocational Education (GIVE) 2.0 fosters long-term regional partnerships between Tennessee's Colleges of Applied Technology (TCATs), community colleges, industry, economic development/workforce agencies, and K-12 partners to identify and address "skills gaps" in local workforce pools. The GIVE program facilitates the alignment of local workforce and education partners through a \$25 million competitive grant process. Awarded proposals addressed the following the state's three (3) skills gap and economic objectives:

1. Enhance, expand, and/or acquire equipment to develop an academic program that creates a pathway from secondary to postsecondary, culminates in a postsecondary certificate, diploma, or degree, and fills a critical and demonstrable local workforce need.
2. Develop and implement collaborative, meaningful, and structured work-based learning (WBL) experiences Successful applicants must demonstrate how they will create or expand the infrastructure necessary to sustain successful WBL programs. WBL experiences may culminate in experiences such as internships, co-ops, pre-apprenticeships, registered apprenticeships, or clinicals.
3. Provide industry recognized certifications to meet an identified regional workforce need. Through this data-driven and collaborative work, Tennessee can ensure that education institutions are producing the credentials employers need while also driving new industry to the state.

Other Tennessee Workforce Development System Initiatives

Below is a list of some of the other initiatives that the Tennessee Workforce System utilizes to realize the collaborative framework.

1. Fast Track Initiatives

Governor's initiative to support Tennessee's recruitment and retention efforts to assist with new expansions, locations or re-locations.

2. Incumbent Worker Training Grants

Incumbent Worker Training Grants serve as a targeted lay-off aversion strategy for Tennessee businesses to address the dynamic workplace with emphasis on skill upgrades and credentials.

3. Registered Apprenticeship Assistance Grants

These targeted opportunities support registered apprentices in Tennessee.

4. Governor's Children's Initiatives

A multi-partner approach to assist parents in achieving self-sufficiency and create a better quality of life for themselves and their families.

5. P-20 System

The P-20 system is a collaborative effort across multiple State agencies around longitudinal data collection systems.

6. Governor's Rural Task Force

The Governor's Rural Task Force brings resources together from a wide range of organizations to advance rural communities and economic development throughout Tennessee.

7. Employment First Task Force

The Employment First Task Force is comprised of people with disabilities, their families, state agencies who provide supports for people with disabilities, advocacy groups and other stakeholders who have a common mission of improving employment outcomes for people with intellectual and developmental disabilities.

8. College, Career, and Technical Education Programs

Through the Tennessee Department of Education and Tennessee Board of Regents, including the Tennessee Pathways Regional Coordinators, College, Career, and Technical Education Programs (CCTE) connect K-12 and postsecondary students with relevant skill development and training aligned to local community workforce needs.

9. Other Special Projects

There are various other special projects implemented through the Tennessee Workforce Development System framework, including return on investment and economic impact analysis, justice-involved individual projects with county jails, and a small technical assistance grant that support union affiliated lay-offs through the AFL-CIO.

Implementation of the Workforce Development System

Tennessee Department of Labor and Workforce Development

The Tennessee Department of Labor and Workforce Development (Department) serves as the State agency responsible for the administration and implementation of state and federal workforce development programs, including the Workforce Innovation and Opportunity Act. The Department also serves as staff to the SWDB and the pass-through agency for federal funding to the Local Workforce Development Boards.

Local Workforce Development Boards

Tennessee is comprised of nine (9) Local Workforce Development Areas which receive federal and state funding through the Department to provide workforce development services through the Local Workforce Development Board (LWDB). The LWDBs are certified under WIOA regulations by the Governor and held to the standards of compliance as outlined by the SWDB. The LWDBs are responsible for contracting One Stop Operators and Career Service Providers to provide local workforce services.

Tennessee's American Jobs Centers

The American Job Centers (AJC) of Tennessee combine local, state, and federal workforce development services through a customer-centered approach. Businesses can readily find workers

and jobseekers can receive training assistance and the latest career information. Each AJC offers: phone and internet access, job application workspace, automated Labor Market information, technical assistance in navigating Jobs4tn.gov (Tennessee's public jobs database), meaningful Unemployment Insurance assistance, workshops, job placement, recruitment, and training referral services.

During Program Year 2020, Tennessee operated 23 comprehensive centers, 40 affiliate centers, 21 specialized centers, 14 access points and 6 Mobile American job centers (MAJC).

Business Services Teams (BST) work across programs and schedule employers to recruit on-site. Based on the onboarding needs of the employer, jobseekers with the desired qualifications are invited to the American Job Center. As a result, the employers get to meet with individuals that are determined to be the best candidates. The BST reviews job vacancy reports in Jobs4tn.gov to determine those positions that unfilled after 30 days. This information is vital in determining which companies and or sectors require the services of the team. Using this model, Tennessee produced greater outcomes.

Mobile American Job Centers

The Mobile American Job Centers offer services similar to those found in a brick-and-mortar American Job Center (AJC). These Mobile AJCs provide internet connectivity, computer lab, copier and scanner and an adaptable venue for Job search assistance on Jobs4tn, various workshops, resume assistance and interviewing skills. Our Mobile AJCs can also serve as recruiting centers for new and expanding businesses. Some are also certified mobile High School Equivalency Test (HSET) testing sites along with their staff certified as examiners and proctors. During PY 2020, the Mobile AJCs continued to administer tests to students in areas that lacked a testing site.

In PY 2020, the six (6) Mobile AJCs served 204 participants at 51 mobile events across the state due to COVID-19. The Mobile American Job Centers conducted events across the state. Many of those counties were rural and below the poverty level. The Mobile AJCs serve as a support system for numerous job fairs across the state.

The units also serve as rapid response centers for dislocated workers and employers during mass lay-offs and natural disasters. For example, March of 2020, Mobile American Job Centers were dispatched to Nashville to assist with the tornado recovery efforts. Staff spent many hours assisting the people of Nashville with services such as filing unemployment claims and seeking employment and other resources.

Virtual American Job Center

The Virtual American Job Center (VAJC) provides a digital experience for Tennesseans to learn about services offered through the Department and partner agencies. The goal of the VAJC is to enable a self-service model that will improve the service exploration experience. The goal of the VAJC is to

enable a self-service model that will improve the service exploration experience by empowering Tennesseans the ability to access more information and schedule appointments to meet their personal needs.

Since the site's launch in December 2020, several enhancements have been added to elevate the user experience and engagement with the site. These developments are designed to streamline ease of use and increase accessibility to self-service information. Integrating an appointment scheduling platform is the next step in innovation for the site. This tool is intended to optimize connectivity to available program and partner staff. The second major focus will be adding a virtual assistant to the VAJC site to facilitate a more interactive approach to providing customer support. These continuous efforts towards innovative self-service delivery, drive the vision of the Virtual American Job center.

Figure 3. Tennessee's Virtual American Jobs Center

The Virtual American Job Center (VAJC) delivers more than just a website



This vision is to develop a dynamic and adaptable system designed to foster cooperation between internal and external partner programs. In so doing, it will live up to the expectations of our clients by providing consistent high-quality customer service. By providing easily digestible and accessible information, the VAJC will positively impact the state especially in distressed and rural communities, and to individuals who lack physical access to an American Job Center.

Workforce Development Programs

Tennessee utilizes state and federal funding, primarily awarded through the Workforce Innovation and Opportunity Act (WIOA), to assist youths, unemployed adults, and dislocated workers attain

employment with economically self-sufficient wages. The following workforce development programs were implemented as part of Tennessee's suite of workforce development programs.

Apprenticeship TN

Apprenticeship TN actively promotes Registered Apprenticeship Programs (RAPs) and increasing participation with employers throughout Tennessee. In September 2019, the Department began a concentrated effort to focus on Registered Apprenticeship Programs as a strategy to build a skilled and sustainable workforce. Currently, there are three regional Apprenticeship Directors serving West, Middle, and East Tennessee. Each of the Regional Apprenticeship Directors work closely with the Regional Business Services Directors of the nine LWDBs as well as the local staff who operate at the AJCs. Upon establishing or expanding RAPs, the Regional Apprenticeship Directors connect employers with the Business Services staff in the appropriate region. Those staff then connect employers and apprentices with WIOA services and funding options. Funding from this grant will support expansion of activities working with the state's nine regional LWDBs.

Apprenticeship TN has experienced record growth. From July 2020 through June 2021, 37 new sponsors, representing 11 industry sectors were registered. While traditional industry sectors such as Advanced Manufacturing (33%) and Constructions (22%) led the growth, Tennessee also increased sponsors in non-traditional industry sectors, Information Technology (9%), Healthcare (7%), and Hospitality (4%). In addition to new sponsors, Apprenticeship TN expanded the number of registered occupational programs within existing sponsors, which in turn provides more opportunities for individuals to enter apprenticeship programs. From July 2020 through June 2021, Tennessee added 39 new occupational programs to existing sponsors. As a result, the overall number of apprentices in Tennessee grew to an all-time high hitting 6,991 apprentices, which represented a 26% growth rate.

In July 2019, the Department received \$1.4M from U.S. Department of Labor for the Apprenticeship State Expansion (ASE) grant. In the second year of the grant the office has reached the 800 participants required to be served. Furthermore, the first Tennessee Apprenticeship Conference was held during National Apprenticeship Week in November 2020. More than 430 individuals attended the conference, and several employers contacted the Apprenticeship TN office to build new programs.

Business Grants: Incumbent Worker, Apprenticeship Training, On-the-Job

The Department and the SWDB have established policies to assist businesses by providing their workers an opportunity to enroll in training programs such as Incumbent Worker Training (IWT), Apprenticeship Training Grants (ATG), and On-the-Job Training (OJT). These programs provide the skills necessary for workers to compete in tomorrow's economic environment. The Grants are administered through the LWDBs. By promoting LWDB autonomy, the appropriate training product is used based on a combination of local knowledge and the specific training needs of the business.

Making use of the CARES funding, the LWDBs supported a statewide manufacturing upskilling project. Partnering with HAAS Automation Training Center, the state initiated a statewide project for upskilling key manufacturing personnel on 5-axis machining operations and maintenance. The industry-leading Haas Universal Machining Centers have changed the landscape of the machine tool industry. The project served 43 employers from across the state training 72 individuals at an overall cost of \$251,640. Every workforce area in the state was represented by at least one employer.

During the FY2021, a total of \$4,619,497 in Business Grants were awarded to aid in upskilling the current workforce or developing new employees to grow the workforce. These business grants are known as Incumbent worker training grants (IWT) and On-the-Job Training grants (OJT). A total of 66.6%, or \$3,076,693 were contracted under IWT across eight of the Local Workforce Development Areas. A total of 33.4% were contracted under OJT grants throughout six of the Local Workforce Development Areas.

Eligible Training Providers

The statewide Eligible Training Provider List (ETPL) contains all training providers and certified programs for students using WIOA funds through an Individual Training Account (ITA). An ETPL policy is also established to provide direction for the Eligible Training Provider (ETP) process, initial and continued eligibility, application procedures, appeal process, dissemination of the ETPL, and Performance Reporting.

The LWDBs are responsible for approving and certifying all applications, including out-of-state providers, for initial eligibility to the statewide list. The LWDBs are also responsible for authorizing any programs that need to be added to the ETPL, including registered apprenticeships programs. The LWDB submits all the required information to the Department to compile a single list of providers available through the VOS system. The number of providers has grown to 191, including 108 private institutions, 11 4-year public institutions, 20 2-year community colleges, 27 Tennessee Colleges of Applied Technology (TCAT), 20 Registered Apprenticeship sponsors, and 5 community-based organizations.

All providers except Registered Apprenticeships are required to submit yearly performance participant reports to the Department containing individual-level data for all participants in programs offered by ETPs. Beginning with Program Year 2020, reporting requirements have expanded to include program completion rates for all students (both WIOA and non-WIOA). This data is being used to construct a baseline of program performance which WIOA participants can access to inform consumer choice.

Jobs for Veterans State Grant Program

During the Program Year 2020, the Jobs for Veterans State Grant (JVSG), or “Veterans Program”, continued to serve Veterans, other eligible persons, and transitioning service members with

employment services. The JVSG program and staff of 53 staff are comprised of three distinct categories:

1. Veterans Employment Representatives (VER) are tasked with conducting outreach activities to employers to discuss the many benefits of hiring a Veteran. The benefits of hiring a benefit are both programmatic—including WOTCs—and intangible including being a team player; ability to follow directions; and meticulous attention to detail.
2. Veterans Outreach Specialists (VOS) work directly with qualified veterans, and other eligible persons, to provide enhanced career services by removing any significant barriers to employment to ensure they are job ready.
3. Consolidated Veterans Employment Representative/ Veterans Outreach Specialist Position performs the services of both the VER and VOS. Members of this position are located primarily in rural areas, without a high number of eligible veterans.

These staff members provided services to over 3,381 Veterans, other eligible persons, and transitioning service members. The JVSG program achieved a 59.71% 4th quarter Entered Employment Rate with median average earnings of \$6,240 quarterly.

Migrant Seasonal Farmworkers and H2A-B

During program year 2020, Tennessee continued to operate and oversee the employment services for the Migrant Seasonal Farmworkers (MSFW) and H2A-B population. Tennessee recorded 602 registered individuals that identified as MSFW in program year 2020.

The oversight of the H-2A Temporary Agricultural Program also rests with the Department and operates the program with five state-wide inspectors. During program year 2020, 500 inspections were performed, and 299 H-2A job orders were reviewed for 3,224 H-2A workers.

A continuous challenge faced during this program year is increasing the participation of the MSFW population in staff-assisted and other programming available through the American Job Centers. Tennessee's MSFW population was not identified as having a high estimated year-round MSFW activity in guidance issued by the Secretary. Having a low population requires immense outreach coordination to identify and reach the population. The State Monitor Advocate (SMA) connected with organizations across Tennessee that are known to serve the MSFW population. To continue serving MSFW and H2A-B populations, moving forward the Department will:

- Connect with community-based organizations such as Conexion Americas in efforts to deploy a two-gen approach of reaching the youth of MSFW parents. This would allow the dissemination of available youth and adult services to the target audience. Tennessee continues coordination strategies with Conexion Americas and explores creating a referral process.

- Outreach to farm communities as H-2A inspectors performed on-site inspections. Inspectors would outline for farmer how the State defines an MSFW, review services available and inquire if the farmer currently has an employee that fits the criteria. The intention is to inform the farmer so that they can share information with those that may identify with the defined criteria of MSFW and would like to connect to services.
- The State Monitor Advocate (SMA) coordinated efforts with Tennessee Opportunity Programs (TOPS) quarterly to share data, brainstorm ideas of outreach and service and to share best practices.

National Dislocated Worker Grants

The COVID-19 National Dislocated Worker Grant began in July 2020 and created opportunities to address the needs of dislocated workers in Tennessee during the COVID-19 pandemic, during which the State's unemployment rate grew substantially. Initiated by a \$8.8 million grant from the U.S. Department of Labor that was received in full in September 2020, the grant includes funding for two purposes.

- Disaster Relief Employment supports participants in meeting humanitarian needs across the state, such as cleaning and disinfecting public buildings and contract tracing to halt the spread of COVID-19.
- Employment and Training activities for in-demand positions through short-term training, Paid Work Experience, and On-the-Job Training. Participants can also receive supportive services through the grant to provide important financial support while participating in grant-funded activities.

At the end of the fiscal year, Tennessee had 499 participants enrolled under the COVID-19 NDWG. A total of 117 have been exited from the grant, with 61.5% earning a Measurable Skills Gain and many obtaining permanent employment opportunities.

Re-Employment Services and Eligibility Assessment

Reemployment Services and Eligibility Assessment (RESEA) program is designed to serve individuals who have been determined most likely to exhaust their unemployment benefits. The goal of the program is to connect these individuals to services in the AJC that will help with their reemployment. Along with serving those most likely to exhaust their unemployment benefits, each state is required to serve transitioning veterans receiving Unemployment Compensation for Ex-Service Members.

RESEA serves individuals across all 95 Tennessee counties and is currently operating in 52 AJCs. During the initial orientation, the participants receive a program description, an eligibility review for unemployment benefits, an assessment of needs and barriers, and an Employment Development Plan (EDP). Each participant is required to attend this orientation and a follow up visit two weeks after the orientation to maintain their unemployment benefits. The orientation is automatically scheduled when selected and the subsequent visit is scheduled by the RESEA coordinator in the AJC.

Participants of RESEA are selected based on a statistical model that determines those most likely to exhaust their benefits. This selection process happens through a batch process that runs every Wednesday night. Once selected, the unemployment claimant receives a letter with an orientation date, time and location that is 10-15 days from the date the selection process is run. The five criteria that determine selection, in order of significance, are:

1. Wage Replacement
2. Duration of Tenure in Months of the Previous Job
3. Number of Base Period Employers
4. The Length of Time Between Employment and Filing a Claim
5. Availability of a Vehicle to Drive to a New Job

During the Program Year 2020, 5,448 unemployment claimants were selected for participation in the RESEA program. Of those selected, 4,481 attended the required orientation. Of those who attended the orientation, 3,727 attended the follow-up RESEA sessions. There were 505 individuals who found employment while participating in the RESEA program or shortly after completion.

COVID-19 has significantly impacted the number of claimants selected to participate in the RESEA program. RESEA selection was suspended in mid-March 2020, due to the Governor's social distancing measures as well as the waiver of the work search requirements for UI claimants. The program restarted in mid-October 2020, in the affiliate centers with virtual meetings. The state expanded the selection to include the comprehensive centers the first week in January of 2021. The meetings will continue to be held virtually to minimize the transmission of illness. The notice of requirement to report has been changed to indicate that these scheduled meetings will be held by phone.

Re-Entry

While being justice involved can qualify an individual for youth services, serving all that are justice involved though the workforce has been identified as a top priority by Tennessee Governor Bill Lee. Employment is widely seen by practitioners, researchers, and policymakers as crucial to successful reentry by reducing the risk of recidivism. Meaningful employment can help individuals succeed in the community after release from incarceration because it refocuses their time and efforts on pro-social activities. Improving local reentry outcomes requires the Department, TDOC, LWDBs, and other partners to better align and integrate services across the criminal justice and workforce systems.

Through our community partner networks across the state, we had a total of 1,154 justice involved participants served during the program year 2020. Services included placement in transitional and direct full-time employment, as well as helping participants complete earning certificates/credentials geared toward helping them gain employment. The wage for these participants entering the workforce averaged between \$14.70 and \$17 per hour and jobs where individuals were employed

include Production, Hospitality, Food Industries, CDL positions. Certifications and/or credentials were obtained in forklift certification and Skills Professional Development. Our community partners network include: Men of Valor, Project Return, This is Living Ministries, UpRise Nashville, The Help Center, and the Center for Employment Opportunities.

Senior Community Service Employment Program

During program year 2020, 115 participants have been served with 35 exiting the program with unsubsidized employment through the Senior Community Service Employment Program (SCSEP). Four of the six sub-grantees for SCSEP are the administrative entities for LWDBs, placing them in a direct partnership with WIOA. Sub-grantees are required to develop an Individual Employment Plan (IEP) at the time the participant is enrolled. During enrollment other potential barriers are assessed and if needed, the participant is referred to the appropriate programs for further service.

Administering SCSEP services has been difficult as the population served by the program are indicated to be at higher risk of contracting and developing serious complications of COVID-19. During Program Year 2020, technical assistance conference calls increased to assist with challenges of administering services due to the COVID-19 pandemic.

During the onset of COVID-19 in Tennessee, directives were given to all sub-grantees to immediately stop recruiting and enrollment efforts while the agency gathered more understanding to ensure the safety and wellbeing of participants and staff. Additionally, Host Agencies and AJC temporarily closed due to high infection rates, leaving participants without their training wage. To alleviate the financial hardship to participants, an Emergency Paid Sick Leave (EPSL) policy was drafted and implemented allowing those participants who were displaced from training sites to still collect their training wage. Alternative and innovative training ideas are being discussed to ensure the program continues to serve and assist participants. Ideas such as: remote skill training, safe satellite campuses and computer skill trainings are being explored.

Supplemental Nutrition Assistance Program – Employment and Training

The Food and Nutrition Act requires all States provide Employment and/or Training opportunities for Individuals who are determined eligible for U.S. Department of Agriculture's Supplemental Nutrition Assistance Program (SNAP). Through an interagency agreement with Tennessee Department of Human Services (TDHS), SNAP E&T is administered through the Department.

The SNAP E&T program prepares SNAP eligible participants for employment through work-related education and training activities. SNAP E&T services are offered as a voluntary program in all 95 Tennessee counties. Career specialists assess and assist participants in completing an individual employment plan to identify action steps to reach the overall goal of employment with a gainful wage that significantly reduces or eliminates the need for governmental assistance. Duration of each participant's engagement varies on background, education, and employment history of the individual.

SNAP E&T offers the following components and activities to increase an individual's skills, educational level, or employability:

1. Basic Adult Education
2. Job Search Training
3. Career and Technical Education
4. Work Experience
5. Work Readiness

As a result of the COVID-19 pandemic, the SNAP E&T service delivery model was modified to operate with both virtual and in person services. A major area of focus was improving the delivery of services to individuals with disabilities. Partnerships were established with community-based organizations and colleges/universities to assist with this focus. These Third-Party Partners (TPPs) receive a 50 percent reimbursement for services, that mirror program components and meet programing guidelines, provided to eligible E&T participants. With the combination of resources and collaboration with multiple partnerships, the chance of successful placement in meaningful work, and the individual's ability to retain the work has also increased.

During SNAP E&T program year 2021, which overlaps with WIOA program year 2020, SNAP E&T assessed 2,999 unique individuals and added 18 partnerships. Of those that were assessed, 2,161 were placed in at least one program component of the SNAP E&T program.

Youth

Tennessee continues to strengthen its partnerships across the Workforce Development System to identify Work-based Learning (WBL) opportunities for high-school students and support the goal of creating a seamless path from high school, post-secondary education, or training, into the workforce.

During Program Year 2020, and to support career awareness for all youth, the Department released a statewide initiative for summer youth work experience for all in-school and out-of-school youth. The Department assisted LWDBs with recruitment into the program by creating outreach materials and placing a virtual link on the Department's Youth website that allowed interested individuals to submit basic information to be contacted. This referral method yielded, over 1,000 interested youth. Of those, 352 were deemed eligible and enrolled in the Summer Youth Work Experience program. Of that, 98 participated during Program Year 2020 and the initiative ran from May 14, 2021 – August 31, 2021, overlapping in program years.

Work Opportunity Tax Credit

In December of 2020, Congress re-authorized the Work Opportunity Tax Credit (WOTC) program through 2025. The Department had previously completed the automation of the submission and approval process, replacing paper applications with an online WOTC portal. The portal increases

efficiency, facilitating a 24-to-48-hour decision on new tax credit applications. The creation of this portal allowed for the elimination of more than 3 million pieces of paper making enough space for additional conference room. The Department has continued to make enhancements, increasing the functionality of the system and portal. During the program year 2020, 63,357 certifications were issued for a potential \$169,573,800.00 in tax credits to employers.

Performance and Accountability

Tennessee tracks and reports on the six required WIOA primary performance indicators for the Adult, Dislocated Worker, and Youth programs, and the Wagner-Peyser Employment Service as described under section 116 (b) (2) (A) of WIOA. Additionally, Tennessee reports on two Effectiveness in Serving Employers indicators. In program year 2020 Tennessee was able to meet or exceed 90% of the negotiated performance target for all outcomes (see **Figure 4**).

Using the Jobs4tn Virtual One Stop system, the Department was able to capture and report on all WIOA required federal reporting requirements. Although we exceeded all measures statewide during program year 2020, we are seeing the effects of COVID-19 to lower outcomes in certain local workforce development areas especially with respect to outcomes with the most lagged cohorts.

Figure 4. Tennessee Federal Performance Dashboard

Adult				Dislocated Worker			
Measures	Negotiated Target	Actuals	% of Goal	Measures	Negotiated Target	Actuals	% of Goal
Exiters	n/a	3882	n/a	Exiters	n/a	1178	n/a
Participants Served	n/a	7080	n/a	Participants Served	n/a	2415	n/a
EER 2nd Qtr after exit	82%	83.5%	101.83%	EER 2nd Qtr after exit	82%	81.8%	99.76%
EER 4th Qtr after exit	82%	83.3%	101.59%	EER 4th Qtr after exit	82%	82.6%	100.73%
Med. Earnings	\$6650	\$7020	105.56%	Med. Earnings	\$7600	\$7918	104.18%
Cred. Attainment	63%	73.5%	116.67%	Cred. Attainment	66%	70.8%	107.27%
MSG	52%	71.2%	136.92%	MSG	48%	73.1%	152.29%

Youth				Wagner-Peyser			
Measures	Negotiated Target	Actuals	% of Goal	Measures	Negotiated Target	Actuals	% of Goal
Exiters	n/a	1839	n/a	Exiters	n/a	16746	n/a
Participants Served	n/a	3578	n/a	Participants Served	n/a	20579	n/a
EER 2nd Qtr after exit	76%	77.7%	102.24%	EER 2nd Qtr after exit	69%	62.9%	91.16%
EER 4th Qtr after exit	75%	79.1%	105.47%	EER 4th Qtr after exit	66%	66.1%	100.15%
Med. Earnings	\$3300	\$3930	119.09%	EER 4th Qtr after exit	66%	66.1%	100.15%
Cred. Attainment	69%	62.4%	90.43%	Med. Earnings	\$4700	\$5434	115.62%
MSG	45%	58.1%	129.11%				

Key Performance Indicators

Working through the WIRED (Workforce Insights and Research Engine) Division, the Department has created twelve (12) additional state level Key Performance Indicators (KPIs) that will help to quantify organizational effectiveness and ensure we are not only meeting the federal performance measures, but also driving the vision to provide services to those participants with the most significant barriers to employment.

In January of 2020, the Tennessee Department of Labor and Workforce Development piloted the first of a series of KPIs. Proving successful, in June of 2020 the SWDB approved the Workforce Services-Key Performance Indicator policy, codifying this forward progress. The KPI measures are listed below and LWDB targets are negotiated with the Department and SWDB.

- Apprenticeship total apprentices
- Jobs for Veterans State Grants new enrollments
- Justice-Involved Individual new enrollments
- Reemployment and Eligibility Assessments co-enrollments with Title I
- Senior Community Service Employment Program exits into un-subsidized employment
- Supplemental Nutrition Assistance Program Employment and Training new enrollment
- Title I Adult, Dislocated Worker, and National Dislocated Worker new enrollment
- Title I Youth new enrollment
- Title II Adult Education- Adult Basic Education new enrollment
- Title II Adult Education- Integrated English and Civics Education new enrollment
- Title III Wagner-Peyser new enrollment
- Trade Adjustment Assistance co-enrollment with Title I Dislocated Worker

Tennessee is using the following additional performance indicators to determine outcomes of the Effectiveness in Servicing Employers Measures:

- Employer Penetration Rate – addresses the programs’ efforts to provide quality engagement and services to all employers and sectors within a State and local economy; percentage of employers using WIOA core program services out of all employers in the State.
- Repeat Business Customers – addresses the programs’ efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; percentage of employers who have used WIOA core program services more than once during the last three reporting periods.

Tennessee has created interactive dashboards to provide readily available data to stakeholders. Tennessee is not deficient in any standards overall with some Regions below the 90% threshold, but other Regions have covered the shortcomings (see **Figure 5.1, Figure 5.2, Figure 5.3, and Figure 6**).

Figure 5.1. LWDB Key Performance Indicator Dashboard – West Tennessee Region

PY20 Q4 WIOA Core Performance Measures	West Tennessee Region								
	47130 Greater Memphis			47145 Northwest Tennessee			47160 Southwest Tennessee		
Adult Measures	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters		1085			258			263	
Participants Served		1276			535			602	
EER 2nd Qtr after exit	82.00%	82.4%	100.49%	82.00%	90.8%	110.73%	82.00%	85.0%	103.66%
EER 4th Qtr after exit	82.00%	82.0%	100.00%	82.00%	81.8%	99.76%	82.00%	84.4%	102.93%
Med. Earnings	\$ 6,650.00	\$ 6,573	98.84%	\$ 6,650.00	\$ 6,906	103.85%	\$ 6,650.00	\$ 6,455	97.07%
Cred. Attainment	63.00%	66.4%	105.40%	63.00%	85.3%	135.40%	63.00%	63.7%	101.11%
MSG	52.00%	76.6%	147.31%	52.00%	68.6%	131.92%	52.00%	57.7%	110.96%
Dislocated Worker	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters		150			44			42	
Participants Served		364			88			109	
EER 2nd Qtr after exit	82.00%	81.1%	98.90%	82.00%	97.7%	119.15%	82.00%	77.3%	94.27%
EER 4th Qtr after exit	82.00%	80.4%	98.05%	82.00%	88.1%	107.44%	82.00%	87.5%	106.71%
Med. Earnings	\$ 7,600.00	\$ 7,154	94.13%	\$ 7,600.00	\$ 6,788	89.32%	\$ 7,600.00	\$ 5,343	70.30%
Cred. Attainment	66.00%	77.8%	117.88%	66.00%	85.7%	129.85%	66.00%	80.0%	121.21%
MSG	48.00%	71.3%	148.54%	48.00%	75.0%	156.25%	48.00%	55.2%	115.00%
Youth	Pass/Fail		Fail	Pass/Fail		Pass	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters		542			35			103	
Participants Served		344			139			248	
EER 2nd Qtr after exit	76.00%	79.6%	104.74%	76.00%	85.4%	112.37%	76.00%	79.8%	105.00%
EER 4th Qtr after exit	75.00%	75.2%	100.27%	75.00%	80.9%	107.87%	75.00%	85.4%	113.87%
Cred. Attainment	69.00%	44.8%	64.93%	69.00%	66.7%	96.67%	69.00%	58.6%	84.93%
MSG	45.00%	12.4%	27.56%	45.00%	60.9%	135.33%	45.00%	49.6%	110.22%

Figure 5.2. LWDB Key Performance Indicator Dashboard – Middle Tennessee Region

PY20 Q4 WIOA Core Performance Measures	Middle Tennessee Region								
	47140 Northern Middle			47155 Southern Middle			47165 Upper Cumberland		
Adult Measures	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters		575			241			241	
Participants Served		1269			407			520	
EER 2nd Qtr after exit	82.00%	77.4%	94.39%	82.00%	82.7%	100.85%	82.00%	79.4%	96.83%
EER 4th Qtr after exit	82.00%	77.8%	94.88%	82.00%	86.3%	105.24%	82.00%	88.2%	107.56%
Med. Earnings	\$ 6,650.00	\$ 7,800	117.29%	\$ 6,650.00	\$ 7,848	118.02%	\$ 6,650.00	\$ 6,578	98.92%
Cred. Attainment	63.00%	65.9%	104.60%	63.00%	78.1%	123.97%	63.00%	88.8%	140.95%
MSG	52.00%	74.6%	143.46%	52.00%	58.1%	111.73%	52.00%	65.6%	126.15%
Dislocated Worker	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters		367			104			64	
Participants Served		834			203			140	
EER 2nd Qtr after exit	82.00%	81.6%	99.51%	82.00%	89.5%	109.15%	82.00%	74.4%	90.73%
EER 4th Qtr after exit	82.00%	81.2%	99.02%	82.00%	83.0%	101.22%	82.00%	88.7%	108.17%
Med. Earnings	\$ 7,600.00	\$ 9,481	124.75%	\$ 7,600.00	\$ 8,083	106.36%	\$ 7,600.00	\$ 6,246	82.18%
Cred. Attainment	64.00%	67.0%	104.69%	66.00%	68.2%	103.33%	66.00%	78.3%	118.64%
MSG	48.00%	72.6%	151.25%	48.00%	67.1%	139.79%	48.00%	71.6%	149.17%
Youth	Pass/Fail		Pass	Pass/Fail		Fail	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters		265			113			112	
Participants Served		866			338			272	
EER 2nd Qtr after exit	76.00%	73.3%	96.45%	76.00%	73.8%	97.11%	76.00%	69.6%	91.58%
EER 4th Qtr after exit	75.00%	76.9%	102.53%	75.00%	80.2%	106.93%	75.00%	82.3%	109.73%
Cred. Attainment	69.00%	62.7%	90.87%	69.00%	57.3%	83.04%	69.00%	64.4%	93.33%
MSG	45.00%	60.4%	134.22%	45.00%	58.3%	129.56%	45.00%	45.6%	101.33%

Figure 5.3. LWDB Key Performance Indicator Dashboard – East Tennessee Region

PY20 Q4 WIOA Core Performance Measures	East Tennessee Region								
	47125 East Tennessee			47135 Northeast Tennessee			47150 Southeast Tennessee		
Adult Measures	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	
Exiters		711			164			333	
Participants Served		1375			366			726	
EER 2nd Qtr after exit	82.00%	87.1%	106.22%	82.00%	90.3%	110.12%	82.00%	82.8%	100.98%
EER 4th Qtr after exit	82.00%	86.2%	105.12%	82.00%	89.9%	109.63%	82.00%	83.6%	101.95%
Med. Earnings	\$ 6,650.00	\$ 7,481	112.50%	\$ 6,650.00	\$ 7,744	116.45%	\$ 6,650.00	\$ 6,751	101.52%
Cred. Attainment	63.00%	74.9%	118.89%	63.00%	83.3%	132.22%	63.00%	65.4%	103.81%
MSG	52.00%	78.8%	151.54%	52.00%	66.5%	127.88%	52.00%	73.7%	141.73%
Dislocated Worker	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Pass
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	
Exiters		277			27			102	
Participants Served		373			102			201	
EER 2nd Qtr after exit	82.00%	85.7%	104.51%	82.00%	83.3%	101.59%	82.00%	79.3%	96.71%
EER 4th Qtr after exit	82.00%	85.5%	104.27%	82.00%	84.4%	102.93%	82.00%	80.5%	98.17%
Med. Earnings	\$ 7,600.00	\$ 8,243	108.46%	\$ 7,600.00	\$ 9,868	129.84%	\$ 7,600.00	\$ 7,293	95.96%
Cred. Attainment	66.00%	66.3%	100.45%	66.00%	87.0%	131.82%	66.00%	71.0%	107.58%
MSG	48.00%	78.8%	164.17%	48.00%	75.0%	156.25%	48.00%	81.3%	169.38%
Youth	Pass/Fail		Pass	Pass/Fail		Pass	Pass/Fail		Fail
	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal	Negotiated	Actual	% of Goal
Exiters		398			80			191	
Participants Served		745			209			402	
EER 2nd Qtr after exit	76.00%	79.3%	104.34%	76.00%	88.9%	116.97%	76.00%	78.0%	102.63%
EER 4th Qtr after exit	75.00%	83.2%	110.93%	75.00%	76.0%	101.33%	75.00%	79.1%	105.47%
Cred. Attainment	69.00%	71.7%	103.91%	69.00%	70.4%	102.03%	69.00%	62.0%	89.86%
MSG	45.00%	80.6%	179.11%	45.00%	51.4%	114.22%	45.00%	51.8%	115.11%

Figure 6. Effectiveness Serving Employers Dashboard

EFFECTIVENESS SERVING EMPLOYERS

Employer Services	Establishment Count
Employer Information and Support Services	5,004
Workforce Recruitment Assistance	13,093
Engaged in Strategic Planning/Economic Development	2,291
Accessing Untapped Labor Pools	393
Training Services	708
Incumbent Work Training Services	143
Rapid Response/Business Downsizing Assistance	13
Planning Layoff Response	33

Pilot Approaches	Numerator/Denominator	Rate
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate		Rate
Employer Penetration Rate	14,723	8.4%
	176,151	
Repeat Business Customers Rate	8,418	23.4%
	36,001	
State Established Measure		Rate

The LWDB KPIs are reviewed quarterly by the SWDB. These measures and scope are reevaluated annually to ensure their purpose will continue to be fair, reasonable, and sustainable fulfillment of the objectives of WIOA.

In addition to these KPIs and in response to trends in the direct participant cost rates in program year 2020, the Department has created a minimum cost-per-participant rate of 40% to ensure LWDBs are providing funds directed at the participants. The minimum of 40% of funds to be must be directed for allowable training costs leading to a recognized postsecondary education credential or a workforce accepted credential. The overall direct participant cost rate for Program Year 2020 was 36.82%.

Data Validation

Tennessee will conduct Data Element Validation in accordance with TEGL 23-19. Department staff will determine an appropriate sample size as outlined by the state's data validation policy. After the samples are pulled, at least 4 personnel per area are asked to conduct data element validation. Validation is conducted virtually over a three-week period. Objectivity is preserved by dividing the samples down into three grand planning regions. Each LWDB validates an area outside of their grand planning region. Training sessions begin with an overview of WIOA performance for Adult, Dislocated Worker and Youth. The overview also includes a review of what documentation is acceptable for DEV.

Department staff who participate in the Data Element Validation check each file in VOS to ensure that the appropriate documentation is present to support program eligibility, enrollment, and service provision. At the end of the validation period samples are collected and stored on the WFS N: Drive. The data elements are evaluated to determine which elements had the highest incidence of error. Each LWDB receives a report from the Department to identify where the highest error rates are so they can perform an internal audit of their files and make necessary corrections.

Policy and Waivers

Common Exit Policy

In addition to various policies mentioned throughout this report, the common exit policy and requirement is identified here and applies to the participants who are co-enrolled in the: Adult, Dislocated Workers, and Youth Programs (WIOA Title I); Wagner-Peyser Employment Service Programs (WIOA Title II), Jobs for Veterans State Grant (JVSG) program; and Trade Adjustment Assistance (TAA) programs. This common exit requirement does not apply to participants who are co-enrolled in: Adult Education and Family Literacy Act (AEFLA) program (WIOA Title II); Tennessee's Department of Rehabilitation Services (VR) (WIOA Title IV); Senior Community Employment Program (SCSEP); Temporary Assistance for Needy Families (TANF); or Unemployment Insurance (UI).

An exit is defined in the federal policy as it occurs when an individual has not received a staff-assisted or individualized qualifying services under WIOA Titles I, Title III, NDWG, JVSG, or TAA that do not result in the individual becoming a participant for at least 90 days, and no future services are scheduled in the Management Information System (MIS)-(Jobs4tn). The common exit will occur automatically based on actual end dates of keyed services/activities. The case notes should support the last date of WIOA Staff assisted services provided with activity end dates that accurately reflect the actual last service provided. A participant will automatically system exit the program when they have not received a WIOA Title I, Title III, WP, JVSG, or TAA service for retroactively after a 90-day period. The exit date is the last date of service with no other qualifying services planned. A participant is only exited when all the criteria for exit are met for the WIOA titles I and III core programs, as well as any additional DOL administered required partner programs to which the State's common exit policy applies in which the participant is enrolled.

Waivers

In program year 2020 Tennessee had two existing WIOA waivers that remained in effect from program 2019. The following identifies each waiver and the waiver's intentions to affect performance outcomes:

1. Waiver associated with the requirement that local areas expend 75 percent of local formula youth funds on out-of-school youth - effective program years 2019 and 2020.

The approval of this waiver permits LWDBs the opportunity to determine how best to meet the educational and training needs of youth with other barriers regardless of school status, and specific to the population, geographical location, and economic and employment conditions within each LWDA. Additionally, increasing outreach to ISY while maintaining a focus on serving OSY will help develop a larger pool of young people qualified and prepared to meet the current and future needs of employers in their workforce areas and throughout Tennessee.

This waiver allowed local areas to consider their demographic needs and provide direct resources to in-school youth populations determined to have the highest need; in turn creating a stronger workforce pipeline. For several of the areas, ISY enrollment has increased more than 100%.

2. Waiver to allow WIOA Individual Training Accounts for in-school-youth - effective thru June 30, 2022.

This waiver Increases the number of at-risk-youth receiving ITAs in work-based programs—especially pre-apprenticeship programs; helps companies develop new skills based on the need of business to develop young talent; provides hands-on experience for youth and encourages work-based services thereby addressing the talent shortage of local businesses and promotes youth accessible pre-apprenticeship programs.