

**Tennessee**

TENNESSEE DEPARTMENT OF LABOR &  
WORKFORCE DEVELOPMENT



WORKFORCE INVESTMENT ACT  
ANNUAL REPORT  
PROGRAM YEAR 2001

WWW.STATE.TN.US/LABOR-WFD

**TENNESSEE CAREER CENTER  
SYSTEM INDEX  
BY LOCAL WORKFORCE INVESTMENT AREA**



**UPDATED: November 25, 2002**

|                            |            |
|----------------------------|------------|
| <b>Total System Sites:</b> | <b>111</b> |
| <b>Comprehensive:</b>      | <b>16</b>  |
| <b>Affiliate:</b>          | <b>56</b>  |
| <b>Satellite:</b>          | <b>39</b>  |

**Latest Affiliate Sites Added:** Lebanon/Wilson County, Pulaski/Giles County, Waynesboro/Wayne County. Middle Tennessee Career Center at Nashville South (Nolensville Rd) November 25, 2001  
**Local Office Closures:** Nashville/Davidson Co. Madison Office (October 31, 2002), Waynesboro (November 13, 2002).

**TENNESSEE DEPARTMENT OF LABOR and WORKFORCE DEVELOPMENT  
WORKFORCE DEVELOPMENT DELIVERY SYSTEM**

## **LOCAL WORKFORCE INVESTMENT AREA #01 (6 Sites)** **(Carter, Johnson, Sullivan, Washington & Unicoi Counties.)**

### **General Information Concerning Activities in LWIA #01**

David Shanks, Executive Director  
Alliance for Business and Training, Inc.  
P.O. Box 249  
386, Highway 91  
Elizabethton, TN 37644-0249  
**Telephone:** (423) 547-7500 Ext. 121/**FAX:** (423) 547-7527  
**E-Mail:** [dshanks@ab-t.org](mailto:dshanks@ab-t.org)

### **Comprehensive Career Center**

#### **Northeast Tennessee Career Center (Washington County)**

2515 Wesley Street  
Johnson City, TN 37601  
**Telephone:** (423) 610-0222/**FAX:** (423) 610-0078  
**Contact Person/Coordinator:** Teresa Broome  
**E-Mail:** [Teresa.Broome@state.tn.us](mailto:Teresa.Broome@state.tn.us)  
**Web Site:** [www.netcc.org](http://www.netcc.org)  
**Hours of Operation:** 8:00 AM - 4:30 PM Monday – Friday

### **Affiliate Sites**

#### **Tennessee Career Center at Bristol (Sullivan County)**

1712 West State Street  
Bristol, TN 37620  
**Telephone:** (423) 989-6600/**FAX:** (423) 989-6614  
**Contact Person/Coordinator:** Renee Bradley  
**E-Mail:** [Renee.Bradley@state.tn.us](mailto:Renee.Bradley@state.tn.us)  
**Hours of Operation:** 8:00 AM - 4:30 PM Monday - Friday

#### **Tennessee Career Center at Elizabethton (Carter County)**

386 Highway 91; Suite 1  
Elizabethton, TN 37644-0249  
**Telephone:** (423) 543-5209/**FAX:** (423) 547-5898  
**Contact Person/Coordinator:** Margaret Reed  
**E-Mail:** [Margaret.E.Reed@state.tn.us](mailto:Margaret.E.Reed@state.tn.us)  
**Hours of Operation:** 8:00 AM - 4:30 PM Monday - Friday

#### **Tennessee Career Center at Kingsport (Sullivan County)**

1140 East Center Street  
Kingsport, TN 37660  
**Telephone:** (423) 224-1800/**FAX:** (423) 224-1816  
**Contact Person/Coordinator:** Steven Vinsant  
**E-Mail:** [Steven.Vinsant@state.tn.us](mailto:Steven.Vinsant@state.tn.us)  
**Hours of Operation:** 8:00 AM - 4:30 PM Monday – Friday

**Tennessee Career Center at Mountain City (Johnson County)**

358 Hospital Road, P. O. Box 30

Mountain City, TN 37683

Mountain City, TN 37683-0030

**Telephone:** (423) 727-9181/**FAX:** (423) 727-9157

**Contact Person/Coordinator:** Margaret Reed

**E-Mail:** [Margaret.E.Reed@state.tn.us](mailto:Margaret.E.Reed@state.tn.us)

**Hours of Operation:** 8:00 AM - 4:30 PM Monday – Friday

**Satellite Sites**

**TDOL&WD Erwin/Unicoi County Local Office**

Courthouse Building

North Main Street

PO Box 1609

Erwin, TN 37650

**Telephone:** (423) 743-4146/**FAX:** (423) 735-7163

**Contact Person/Coordinator:** Phillis Simerly

**E-Mail:** [Phillis.Simerly@state.tn.us](mailto:Phillis.Simerly@state.tn.us)

**Hours of Operation:** 8:00 AM - 4:30 PM Monday - Friday

**LOCAL WORKFORCE INVESTMENT AREA #02 (8 Sites)**  
**(Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier & Union Counties)**

**General Information Concerning Activities in LWIA #02**

Dr. Nancy Brown, Director  
Walters State Community College  
500 South Davy Crockett Parkway  
Morristown, TN 37813-9989  
**Telephone:** (423) 318-2709/**FAX:** (423) 585-6769  
**E-Mail:** [nancy.brown@wscc.cc.tn.us](mailto:nancy.brown@wscc.cc.tn.us)

**Comprehensive Career Center**

**Five Rivers Regional Career Center (Hamblen County)**

6057 West Andrew Johnson Highway  
Alpha Square, Suite 6A  
Talbott, TN 37877  
**Telephone:** (423) 317-1060/**FAX:** (423) 317-1061  
**Contact Person/Coordinator:** Charlotte Ely  
**E-Mail:** [Charlotte.Ely@state.tn.us](mailto:Charlotte.Ely@state.tn.us)  
**Contact Person/Coordinator:** Donna Stansberry  
**E-Mail:** [Donna.Stansberry@wscc.cc.tn.us](mailto:Donna.Stansberry@wscc.cc.tn.us)  
**Web Site:** [www.ws.edu/jstc/](http://www.ws.edu/jstc/)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Affiliate Sites**

**Claiborne County Career Center**

Court Street  
P. O. Drawer 510  
Tazewell, TN 37879  
**Telephone:** (423) 626-5331/**FAX:** (423) 626-1349  
**Contact Person/Coordinator:** Dorothy Patterson  
**E-Mail:** [Dorothy.Patterson@state.tn.us](mailto:Dorothy.Patterson@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Cocke County Career Center**

440 Eastern Plaza Way  
Newport, TN 37821  
**Telephone:** (423) 623-1108/**FAX:** (423) 623-1187  
**Contact Person/Coordinator:** Hilda Lovell  
**E-Mail:** [Hilda.Lovell@state.tn.us](mailto:Hilda.Lovell@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Greene County Career Center**

214 North College Street, Suite 100  
P. O. Box 248  
Greenville, TN 37744-0248  
**Telephone:** (423) 639-5103/**FAX:** (423) 639-4874  
**Contact Person/Coordinator:** Jack Greene  
**E-Mail:** [Jack.Greene@state.tn.us](mailto:Jack.Greene@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Hawkins County Career Center**

955 E. McKinney Ave.  
P. O. Box 610  
Rogersville, TN 37857-0610  
**Telephone:** (423) 272-2661/**FAX:** (423) 272-8531  
**Contact Person/Coordinator:** Donna Henderson  
**E-Mail:** [Donna.Henderson@state.tn.us](mailto:Donna.Henderson@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Jefferson County Career Center**

1054 South Hwy. 92  
P. O. Box 386  
Dandridge, TN 37725  
**Telephone:** (865) 397-9461/**FAX:** (865) 397-5962  
**Contact Person/Coordinator:** Bonnie Rice  
**E-Mail:** [Bonnie.Rice@state.tn.us](mailto:Bonnie.Rice@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Sevier County Career Center**

Shilling Center  
405 Reagan Drive, STE 1, PO Box 641  
Gatlinburg, TN 37738-0641  
**Telephone:** (865) 436-5131/**FAX:** (423) 430-7837  
**Contact Person/Coordinator:** Charles Bradley  
**E-Mail:** [Charles.Bradley@state.tn.us](mailto:Charles.Bradley@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Satellite Sites****TDOL&WD Sevierville/Sevier County Local Office**

740 Old Knoxville Highway  
Sevierville, TN 37862-3139  
**Telephone:** (865) 429-7001/**FAX:** (865) 429-7002  
**Contact Person/Coordinator:** Charles Bradley  
**E-Mail:** [Charles.Bradley@state.tn.us](mailto:Charles.Bradley@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

## **LOCAL WORKFORCE INVESTMENT AREA #03 (4 Sites)** **(Knox County)**

### **General Information Concerning Activities in LWIA #03**

Vaughn Smith, WIA Executive Director  
Knoxville-Knox County Community Action Committee  
2247 Western Avenue  
P.O. Box 51650  
Knoxville, TN 37950-1650  
**Telephone:** (865) 544-5200/**FAX:** (865) 546-0832  
**E-Mail:** [vsmith@knxcac.org](mailto:vsmith@knxcac.org)

### **Comprehensive Career Center**

#### **Knoxville Area Career Center (Knox County)**

3929 Western Avenue  
Knoxville, TN 37921  
**Telephone:** (865) 522-8322/**FAX:** (865) 522-9190  
**Contact Person/Coordinator:** Emily Hatfield  
**E-Mail:** [hatfield@knxcac.org](mailto:hatfield@knxcac.org)  
**Web Site:** [www.knxcareers.org](http://www.knxcareers.org)  
**Hours of Operation:** 8:30 AM – 5:30 PM Monday, Wednesday & Thursday  
8:30 AM – 7:30 PM Tuesday  
8:30 AM – 12:00 Noon Friday  
8:30 AM – 12:00 Noon Saturday

### **Affiliate Sites**

#### **Heart of Knoxville Career and Resource Center (Knox County)**

Pellissippi State Magnolia Avenue Campus  
1610 East Magnolia Avenue  
Knoxville, TN 37917  
**Telephone:** (865) 329-3166 **FAX:** (865) 329-3179  
**Contact Person/Coordinator:** Christopher Randolph, Director  
**E-Mail:** [cdrandolph@pstcc.cc.tn.us](mailto:cdrandolph@pstcc.cc.tn.us)  
**Hours of Operation:** 8 AM – 8 PM Monday - Thursday  
8 AM – 12 PM Friday  
9 AM – 1 PM Saturday

### **Satellite Sites**

**AFFILIATE SITE COMING FEBRUARY 2003!**

#### **TDOL&WD Knox County Food Stamp Local Office**

2700 Middlebrook Pike, Suite 100  
Knoxville, TN 37921  
**Telephone:** (865) 594-6988/**FAX:** (865) 594-6983  
**Contact Person/Coordinator:** Tim Witt  
**E-Mail:** [Tim.Witt@state.tn.us](mailto:Tim.Witt@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday



**AFFILIATE SITE COMING FEBRUARY 2003!**

**TDOL&WD Knoxville – Knox County Local Office**

1515 Magnolia Avenue

Knoxville, TN 37901-1311

**Telephone:** (865) 594-6350/**FAX:** (865) 594-5203

**Contact Person/Coordinator:** Joe Dirl

**E-Mail:** [Joe.Dirl@state.tn.us](mailto:Joe.Dirl@state.tn.us)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**LOCAL WORKFORCE INVESTMENT AREA #04 (11 Sites)**  
**(Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane & Scott Counties.)**

**General Information Concerning Activities in LWIA#04**

Deb Miller, WIA Coordinator  
East Tennessee Human Resource Agency (ETHRA) Workforce Development  
1743 Harriman Highway  
Harriman, TN 37748  
**Telephone:** (865) 590-1052 ext. 102/**FAX:** (865) 590-1081  
**E-Mail:** [miller@lwia4.org](mailto:miller@lwia4.org)

**Comprehensive Career Center**

**Tennessee Career Center Cumberland County**

60 Ridley Street  
Crossville, TN 38555  
PO Box 887  
Crossville, TN 38557  
**Telephone:** (931) 484-8614 /**FAX:** (931) 484-6395  
**Contact Person:** James Perry  
**E-Mail:** [James.C.Perry@state.tn.us](mailto:James.C.Perry@state.tn.us)  
**Adult Education Services:**  
**Telephone:** (931) 484-5446  
**Contact Person:** Pam Stubbs  
**E-Mail:** [pstubbs@citlink.net](mailto:pstubbs@citlink.net)  
**Workforce Investment Services:**  
**Telephone:** (931)484-7456  
**Contact Person:** Delois Randolph  
**E-Mail:** [Randolph\\_dp@mailsrv.rscs.cc.tn.us](mailto:Randolph_dp@mailsrv.rscs.cc.tn.us)  
**Department of Human Services:**  
**Telephone:** (931)484-1789  
**Vocational Rehabilitation:**  
**Telephone:** (931)707-7666  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Tennessee Career Center Roane County**

1082 North Gateway  
Rockwood, TN 37854  
**Telephone:** (865) 376-3082/**Fax:** (865) 376-2259/**Resource Room Fax:** (865) 376-1258  
**Contact Person:** Vickie Watts  
**E-Mail:** [Vickie.Watts@state.tn.us](mailto:Vickie.Watts@state.tn.us)  
**Workforce Investment Services:**  
**Telephone:** (865) 376-7018/ **Fax:** (865) 376-0663  
**Contact Person:** Kim Harris  
**E-Mail:** [kharris@roanegov.org](mailto:kharris@roanegov.org)  
**Adult Education Services:**  
**Telephone:** (865) 376-6663/**Fax:** (865)376-1806  
**Contact Person:** Bobby Jackson  
**E-Mail:** [jacksonb02@k12tn.net](mailto:jacksonb02@k12tn.net)  
**Department of Human Services:**  
**Telephone:** (865) 376-6998  
**Vocational Rehabilitation:**  
**Telephone:** (865) 376-6253  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Affiliate Sites**

**Tennessee Career Center Anderson County**

599 Oak Ridge Turnpike, Suite B  
Oak Ridge, TN 37830  
**Telephone:** (865) 483-7474/**FAX:** (865) 483-9209  
**Contact Person:** Karen Lien  
**E-Mail:** [Karen.Lien@state.tn.us](mailto:Karen.Lien@state.tn.us)  
**Workforce Investment Services:**  
**Contact Person:** Lana Difiore-Day  
**E-Mail:** [Difioreda LM@mailsrv.rscs.cc.tn.us](mailto:Difioreda LM@mailsrv.rscs.cc.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Tennessee Career Center Campbell County**

1016 Main Street  
Jacksboro, TN 37757  
**Telephone:** (423) 566-3300 **Fax:** (423) 566-3306  
**Contact Person:** David Ayers  
**E-Mail:** [David.Ayers@state.tn.us](mailto:David.Ayers@state.tn.us)  
**Workforce Investment Services:**  
**Telephone:** (423) 566-3333/**FAX:** (423) 566-3337  
**Contact Person:** Randy Brown  
**E-mail:** [Brown RE@rscc.cc.tn.us](mailto:Brown RE@rscc.cc.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Loudon County Career Center**

100 West Broadway, Suite 141

Lenoir City, TN 37771

**Telephone:** (865) 986-5506/**FAX:** (865) 986-4279

**Contact Person:** Debra Duncan

**E-Mail:** [Debra.Duncan@state.tn.us](mailto:Debra.Duncan@state.tn.us)

**Workforce Investment Services:**

**FAX:** (865) 986-9371

**Contact Person:** Kelley Thomas

**E-Mail:** [kellevelise@yahoo.com](mailto:kellevelise@yahoo.com)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday (865) 986-9371

**Tennessee Career Center – Monroe Co.**

59B Excellence Way

Vonore, TN 37885

**Telephone:** (423) 884-2400/**FAX:** (423) 884-2416

**Contact Person:** Charles Lee

**E-Mail:** [Charles.J.Lee@state.tn.us](mailto:Charles.J.Lee@state.tn.us)

**Workforce Investment Services:**

**Contact Person:** Sue Hamilton

**E-mail:** [Hamilton\\_cs@mailsrv.rsec.cc.tn.us](mailto:Hamilton_cs@mailsrv.rsec.cc.tn.us)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Tennessee Career Center – Morgan Co.**

104 South Kingston Street

PO Box 478

Wartburg TN 37887

**Telephone:** (432) 346-3060/**FAX:** (423) 346-3061

**Workforce Investment Services:**

**Contact Person:** Sharon Heidel

**E-Mail:** [Sharon.Heidel@state.tn.us](mailto:Sharon.Heidel@state.tn.us)

**Adult Education Services:**

**Contact Person:** Michelle Adkisson

**TDOL&WD:** Located in the center on Wednesdays.

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Satellite Sites**

**Tennessee Career Center Blount County**

1012 Middlesettlements Road

Maryville, TN 37801

**Telephone:** (865) 983-6365/ **Fax:** (865) 681-9648

**Workforce Investment Services**

**Contact Person:** Ray Abbas

**E-Mail:** [rabbas@ethra.org](mailto:rabbas@ethra.org)

**Hours of Operation:** Monday, Wednesday and Thursday 8:30 AM – 5 PM; Tuesday 8:30 AM – 6:30 PM; Friday 8:30 AM – 1 PM

**TDOL&WD Blount County Local Office**

220 Court Street  
P. O. Box 4639  
Maryville, TN 37802-4639  
**Telephone:** (865) 981-2341/**FAX:** (865) 981-5686  
**Contact Person/Coordinator:** Jim Howell  
**E-Mail:** [Jim.Howell@state.tn.us](mailto:Jim.Howell@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Affiliate Site Coming Soon! The Oneida Sites Will Co-Locate As Soon As A Suitable Location Is Found.**

**Tennessee Career Center Scott County**

180 Eli Lane  
Oneida, TN 37841  
**Telephone:** (423) 569-9348/**Fax:** (423) 569-3980  
**Workforce Investment Services:**  
**Contact Person:** Tom Payne  
**E-Mail:** [PayneT@highland.net](mailto:PayneT@highland.net)  
**Adult Education Services:**  
**Contact Person:** Tomi Thompson  
**E-Mail:** [Tomi1@highland.net](mailto:Tomi1@highland.net)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Affiliate Site Coming Soon! The Oneida Sites Will Co-Locate As Soon As A Suitable Location Is Found.**

**TDOL&WD Scott County Local Office**

19962 Alberta Street, Suite 1  
Oneida, TN 37841-3311  
**Telephone:** (423) 569-6361/**FAX:** (423) 569-8312  
**Contact Person:** Sharon Keeton  
**E-Mail:** [Sharon.Keeton@state.tn.us](mailto:Sharon.Keeton@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**LOCAL WORKFORCE INVESTMENT AREA #05 (9 Sites)**  
**(Bledsoe, Bradley, Hamilton, McMinn, Marion, Meigs, Polk, Rhea & Sequatchie counties.)**

**General Information Concerning Activities in LWIA #05**

Wanza Lee, WIA Director  
Southeast Tennessee Development District  
535 Chestnut, Suite 300  
Chattanooga, TN 37402  
**Telephone:** (423) 757-5013/**FAX:** (423) 757-5491  
**E-Mail:** [wanza@sedev.org](mailto:wanza@sedev.org)

**Comprehensive Career Centers**

**New Location Planned by June 2003.**

**Southeast Career Center at Chattanooga (Hamilton County)**

Eastgate Town Center  
5600 Brainerd Road, Suite B-18  
Chattanooga, TN 37411  
**Telephone:** (423) 894-5354/**FAX:** (423)-894-2758  
**Contact Person/Coordinator:** Andrea Witt  
**E-Mail:** [Andrea.Witt@state.tn.us](mailto:Andrea.Witt@state.tn.us)  
**Web Site:** [www.secareercenter.org](http://www.secareercenter.org)  
**Hours of Operation:** 8:30 – 5:00 Monday, Wednesday & Friday, 10 AM – 5:00 PM Thursday

**Southeast Career Center at Athens (McMinn County)**

Parkway Plaza  
901 N. Congress Parkway  
PO Box 949  
Athens, TN 37371-0949  
**Telephone:** (423) 745-2028/**FAX:** (423) 745-0938  
**WIA Contact Person/Coordinator:** Shirley Phillips  
**E-Mail:** [sPhillips@sedev.org](mailto:sPhillips@sedev.org)  
**TDOL&WD Contact Person/Coordinator:** Lanny Graham  
**E-Mail:** [Lanny.Graham@state.tn.us](mailto:Lanny.Graham@state.tn.us)  
**Web Site:** [www.secareercenter.org](http://www.secareercenter.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

## Affiliate Sites

### **Southeast Career Center at Dayton (Rhea County)**

200 4<sup>th</sup> Avenue

Dayton, TN 37321

**Telephone:** (423) 570-1107/**FAX:** (423) 775-0240

**Contact Person/Coordinator:** Anna Smith

**E-Mail:** [annas@sedev.org](mailto:annas@sedev.org)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**(TDOL&WD)**

224 4<sup>th</sup> Avenue, Suite 103

Dayton, TN 37321

**Telephone:** (423) 775-3611/**FAX:** (423) 775-8277

**Contact Person/Coordinator:** Belinda Worley

**E-Mail:** [Belinda.Worley@state.tn.us](mailto:Belinda.Worley@state.tn.us)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

### **Southeast Career Center at Cleveland (Bradley County)**

173 Broad Street, SW

P. O. Box 1297

Cleveland, TN 37364-1297

**Telephone:** (423) 478-0322/**FAX:** (423) 479-4872

**Contact Person/Coordinator:** Lanny Graham

**E-Mail:** [Lanny.Graham@state.tn.us](mailto:Lanny.Graham@state.tn.us)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

### **Southeast Career Center at Dunlap (Sequatchie County)**

325 Heard Street

Dunlap, TN 37327

**Telephone:** (423) 949-6648/**FAX:** (423) 949-6778

**Contact Person/Coordinator:** Rebecca Baldwin

**E-Mail:** [rbaldwin@sedev.org](mailto:rbaldwin@sedev.org)

**TDOL&WD Contact Person:** Mildred Barker (1 day per week)

**E-Mail:** [Mildred.Barker@state.tn.us](mailto:Mildred.Barker@state.tn.us)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

## Satellite Sites

### **Chattanooga – Hamilton County Local Office**

Client Services Building, Plaza Level  
311 Martin Luther King Blvd.  
PO Box 11088  
Chattanooga, TN 37401-2088  
**Telephone:** (423) 634-3046/**FAX:** (423) 634-6316  
**Contact Person/Coordinator:** Jan Cheek  
**E-Mail:** [Jan.Cheek@state.tn.us](mailto:Jan.Cheek@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

### **Jasper - Marion County Local Office**

4926-B Main Street  
Jasper, TN 37347-3660  
**Telephone:** (423) 942-3492/**FAX:** (423) 942-6783  
**Contact Person/Coordinator:** Rosanna Stiles  
**E-Mail:** [Rosanna.Stiles@state.tn.us](mailto:Rosanna.Stiles@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

### **Southeast Career Center at Piney Woods (Hamilton County)**

701 Hooker Road  
Chattanooga, TN 37410  
**Telephone:** (423) 825-5739/**Fax:** 825-1888  
**Contact Person / Coordinator:** Johnny "Butch" Harrington  
**E-Mail:** [butchh@sedev.org](mailto:butchh@sedev.org)  
**Hours of Operation:** 8:00 AM - 4:30 PM (EDT) Monday – Friday, Saturday 1:00 PM – 4:00 PM

### **Southeast Career Center at Kimball (Marion County)**

426 Battle Creek Road  
South Pittsburg, TN 37380  
**Telephone:** (423) 837-9103/**Fax:** (423) 825-1888  
**Contact Person/Coordinator:** Michele Turner  
**E-Mail:** [michelet@sedev.org](mailto:michelet@sedev.org)  
**Hours of Operation:** 8:00 am (CDT) - 4:45 pm (CDT) Monday – Friday



**LOCAL WORKFORCE INVESTMENT AREA #06 (4 Sites)**  
**(Bedford, Coffee, Franklin, Grundy, Lincoln, Moore & Warren Counties.)**

**General Information Concerning Activities in LWIA #06**

Gary Morgan, Executive Director  
Workforce Solutions  
Metropolitan Lynchburg/Moore County  
410 Wilson Avenue  
Tullahoma, TN 37388  
**Telephone:** (931) 455-9596/**FAX:** (931) 455-9580  
**E-Mail:** [gdmorgan@charter.net](mailto:gdmorgan@charter.net)

**Comprehensive Career Center**

**Mid-South Career Center (Coffee County)**

111 East Lincoln Street  
PO Box 998  
Tullahoma, TN 37388  
**Telephone:** (931) 454-1905/**FAX:** (931) 454-1911  
**Contact Person/Coordinator:** Karen Woosley  
**E-Mail:** [Karen.Woosley@state.tn.us](mailto:Karen.Woosley@state.tn.us)  
**Web Site:** NONE  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Affiliate Sites**

**Bedford County Career Center**

301 North Main Street  
Shelbyville, TN 37160-0083  
**Telephone:** (931) 685-5000/**FAX:** (931) 685-5023  
**Contact Person/Coordinator:** Nina Montgomery  
**E-Mail:** [Nina.Montgomery@state.tn.us](mailto:Nina.Montgomery@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Lincoln County Career Center**

2219 Thornton Taylor Parkway  
Fayetteville, TN 37334-3637  
**Telephone:** (931) 438-1935/**FAX:** (931) 438-1903  
**Contact Person/Coordinator:** Sherri Haislip  
**E-Mail:** [Sherri.Haislip@state.tn.us](mailto:Sherri.Haislip@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Warren County Career Center**

107 Lyon Street

P. O. Box 472

McMinnville, TN 37111-0472

**Telephone:** (931) 473-2153/**FAX:** (931) 473-4292

**Contact Person/Coordinator:** Bill Young

**E-Mail:** [Bill.Young@state.tn.us](mailto:Bill.Young@state.tn.us)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**LOCAL WORKFORCE INVESTMENT AREA #07 (13 Sites)**  
**(Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren & White Counties.)**

**General Information Concerning Activities in LWIA #07**

Pat Callahan, WIA Director  
Upper Cumberland Human Resource Agency  
3111 Enterprise Drive  
Cookeville, TN 38501  
**Telephone:** (931) 528-1127/**FAX:** (931) 526-8305  
**E-Mail:** [lwia7@multipro.com](mailto:lwia7@multipro.com)

**Comprehensive Career Center**

**Upper Cumberland Career Center (Putnam County)**

3300 Williams Enterprise Drive  
Cookeville, TN 38506  
**Telephone:** (931) 520-8733/**FAX:** (931) 520-1404  
**Contact Person/Coordinator:** Johnnie Wheeler  
**E-Mail:** [jwheeler0428@yahoo.com](mailto:jwheeler0428@yahoo.com)  
**Web Site** [www.uccareercenter.com/](http://www.uccareercenter.com/)  
**Hours of Operation:** 8:00 – 4:30 Monday – Friday 8:00 am – 12:00 Noon Saturday

**Affiliate Sites**

**Clay County Career Center**

Chamber of Commerce Bldg.  
500 Dow Avenue  
Celina, TN 38551  
**Telephone:** (931) 243-3674/**FAX:** (931) 243-4402  
**Contact Person/Coordinator:** Gene Smith  
**E-Mail:** [Gene.Smith@state.tn.us](mailto:Gene.Smith@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**DeKalb County Career Center**

527 West Main Street  
Smithville, TN 37166  
**Telephone:** (615) 597-6197/**FAX:** (615) 597-5960  
**Contact Person/Coordinator:** Betty Coleman  
**E-Mail:** [Betty.Coleman@state.tn.us](mailto:Betty.Coleman@state.tn.us)  
**Hours of Operation:** (Itinerant – Mon., Tues., Thurs., Fri., 8:00 AM - 3:30 PM, Wednesday, 8:00 AM - 12:00

**Fentress County Career Center**

308 Main Street South  
Jamestown, TN 38556-3739  
**Telephone:** (931) 879-9594/**FAX:** (931) 879-9157  
**Contact Person Coordinator:** Margaret Conner  
**E-Mail:** [Margaret.Conner@state.tn.us](mailto:Margaret.Conner@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Macon County Career Center**

TN Vocational Training Center  
607 Highway 52 By-Pass  
Lafayette, TN 37083  
**Telephone:** (615) 666-2330/**FAX:**  
**Contact Person/Coordinator:**  
**Hours of Operation:** (Itinerant)

**Overton County Career Center**

106 West Henson  
Livingston, TN 38570  
**Telephone:** (931) 823-1827/**FAX:** (931) 823-2434  
**Contact Person/Coordinator:** Peggy Mahaney  
**E-Mail:** [Peggy.Mahaney@state.tn.us](mailto:Peggy.Mahaney@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Smith County Career Center**

140 Davis Street South  
Carthage, TN 37030-1233  
**Telephone:** (615) 735-0377/**FAX:** (615) 735-2291  
**Contact Person/Coordinator:** June Ballinger  
**E-Mail:** [June.Ballinger@state.tn.us](mailto:June.Ballinger@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**White County Career Center**

826 Valley View Drive  
Sparta, TN 38583  
**Telephone:** (931) 738-0830/**FAX:** (931) 738-0832  
**Contact Person/Coordinator:** Cecilia Fraser  
**E-Mail:** [Cecilia.Fraser@state.tn.us](mailto:Cecilia.Fraser@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

## Satellite Sites

### **UCHRA Center – Cannon County**

301 West Main Street  
Adams Memorial Bldg., Room 302  
Woodbury, TN 37190  
**Telephone:** (615) 563-2916/**FAX:** (615) 563-6016  
**WIA Case Manager:** Lillie Vaughn  
**E-Mail:** [uchrawia@multipro.com](mailto:uchrawia@multipro.com)  
**Office Hours:** 8:00 AM – 4:30 PM Monday and Thursday

### **UCHRA Center – Jackson County**

620 Hospital Drive  
P.O. Box 677  
Gainesboro, TN 38562  
**Telephone:** (931) 268-9840/**FAX:** (931)268-3517  
**WIA Case Manager:** Alice Barlow  
**E-Mail:** [uchrawia@multipro.com](mailto:uchrawia@multipro.com)  
**Office Hours:** 8:00 AM – 4:30 PM Monday - Friday

### **UCHRA Center – Pickett County**

Pickett Co. Senior Citizens Center  
105 S. Main Street  
P.O. Box 326  
Byrdstown, TN 38549  
**Telephone:** (931) 864-6540/**FAX:** (931) 864-6793  
**WIA Case Manager:** Shirley Smith  
**E-Mail:** [uchrawia@multipro.com](mailto:uchrawia@multipro.com)  
**Office Hours:** 8:00 AM – 4:30 PM Monday - Friday

### **TDOL&WD Putnam County Local Office**

263 West Spring Street  
Cookeville, TN 38501-3288  
**Telephone:** (931) 526-9701/**FAX:** (931) 520-1404  
**Contact Person/Coordinator:** Peggy Mahaney  
**E-Mail:** [Peggy.Mahaney@state.tn.us](mailto:Peggy.Mahaney@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

### **UCHRA Center – Van Buren County**

Burritt College  
P.O. Box 47  
Spencer, TN 38585  
**Telephone:** (931) 946-7151/**FAX:** (931) 946-2423  
**WIA Case Manager:** Mistie Ragland  
**E-Mail:** [uchrawai@multipro.com](mailto:uchrawai@multipro.com)  
**Office Hours:** 8:00 AM – 4:30 PM Tuesday and Thursday

**LOCAL WORKFORCE INVESTMENT AREA #08 (12 Sites)**  
**(Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner & Williamson Counties.)**

**General Information Concerning Activities in LWIA #08**

Ross Jackson, Executive Director  
Workforce Essentials  
P.O. Box 1125  
110 Main Street  
Clarksville, TN 37041  
**Telephone:** (931) 551-9110/**FAX:** (931) 551-9026  
**E-Mail:** [rjackson@workforceessentials.com](mailto:rjackson@workforceessentials.com)

**Comprehensive Career Center**

**Clarksville-Montgomery County Career Center**

Veterans Plaza  
350 Pageant Lane, Suite 406  
Clarksville, TN 37040  
**Telephone:** (931) 551-9737/**FAX:** (931) 551-9108  
**Contact Person/Coordinator:** Jerry Wallace  
**E-Mail:** [Jerry.Wallace@state.tn.us](mailto:Jerry.Wallace@state.tn.us)  
**Workforce Investment Services**  
**Contact Person/Coordinator:** Kim Rye  
**E-Mail:** [krve@workforceessentials.com](mailto:krve@workforceessentials.com)  
**Web Site:** [www.clarksvillecareerctr.com](http://www.clarksvillecareerctr.com)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Special Site**

**Ft. Campbell Career Advancement Center – Christian Co., KY**

Lee Soldier and Family Support Center  
5661 Screaming Eagle Blvd.  
Fort Campbell, KY 42223  
**Telephone:** (270) 798-0264/**Fax:** (270) 798-0258  
**Contact Person/Coordinator:** John Watz  
**E-mail:** [jwatz@workforceessentials.com](mailto:jwatz@workforceessentials.com)  
**Hours of Operation:** 8:00 - 5:00 Monday-Friday

## Affiliate Sites

### **Dickson County Career Center**

446 Highway 46 South  
Suite D & E  
Dickson, TN 37055  
**Telephone:** (615) 446-0229/**FAX:** (615) 446-9579  
**Contact Person/Coordinator:** Peggy Stinson  
**E-Mail:** [Pstinson@workforceessentials.com](mailto:Pstinson@workforceessentials.com)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **Robertson County Career Center**

511 Hill Street  
Springfield, TN 37172  
**Telephone:** (615) 382-2418/**FAX:** (615) 384-4318  
**Contact Person/Coordinator:** Danny Dorris  
**E-Mail:** [Dannie.Dorris@state.tn.us](mailto:Dannie.Dorris@state.tn.us)  
**Workforce Investment Services**  
**Contact Person/Coordinator:** Donna Page  
**Email:** [dpage@workforceessentials.com](mailto:dpage@workforceessentials.com)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **Sumner County Career Center**

175 College Street  
Gallatin, TN 37066-0057  
**Telephone:** (615) 451-5800/**FAX:** (615) 451-5848  
**Contact Person/Coordinator:** Thelma Meadows  
**E-Mail:** [Thelma.Meadows@state.tn.us](mailto:Thelma.Meadows@state.tn.us)  
**Workforce Investment Services**  
**Contact Person/Coordinator:** Pam Rountree  
**E-Mail:** [prountree@workforceessentials.com](mailto:prountree@workforceessentials.com)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **Williamson County Career Center**

225 Noah Drive, Suite 360  
Franklin, TN 37064  
**Telephone:** (615) 790-5512/**FAX:** (615) 790-5520  
**Contact Person/Coordinator:** Doyle Long  
**E-Mail:** [Doyle.Long@state.tn.us](mailto:Doyle.Long@state.tn.us)  
**Workforce Investment Services**  
**Contact Person/Coordinator:** Malinda Hickman  
**Email:** [mhickman@workforceessentials.com](mailto:mhickman@workforceessentials.com)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

## Satellite Sites

### **Workforce Essentials Cheatham County Office**

202 N. Main Street  
Ashland City, TN 37015  
**Telephone:** (615) 792-2520/**FAX:** (615) 792-3509  
**Contact Person/Coordinator:** Gracie Morgan  
**E-Mail:** [gmorgan@workforceessentials.com](mailto:gmorgan@workforceessentials.com)  
**Hours of Operation:** 7:30 AM – 4:30 PM Monday – Friday

### **Workforce Essentials Houston County Office**

155 Front Street  
P.O. Box 609  
Erin, TN 37061  
**Telephone:** (931) 289-4127/**FAX:** (931) 289-4328  
**Contact Person/Coordinator:** Michelle Hunt  
**E-Mail:** [mhunt@workforceessentials.com](mailto:mhunt@workforceessentials.com)  
**Hours of Operation:** 7:30 AM – 4:30 PM Monday – Friday

**AFFILIATE SITE PLANNED! Both Waverly Sites Will Co-Locate As Soon As A Suitable Facility Is Obtained.**

### **TDOL&WD Humphreys County Local Office**

101 South Church Street  
Waverly, TN 37185-2109  
**Telephone:** (931) 296-2393/**FAX:** (931) 296-7635  
**Contact Person/Coordinator:** Wanda Rye  
**E-Mail:** [Wanda.Rye@state.tn.us](mailto:Wanda.Rye@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**AFFILIATE SITE PLANNED! Both Waverly Sites Will Co-Locate As Soon As A Suitable Facility Is Obtained.**

### **Workforce Essentials Humphreys County Office**

121 Waverly Plaza  
Waverly, TN 37185  
**Telephone:** (931) 296-5872/**FAX:** (931) 296-9919  
**Contact Person/Coordinator:** Michelle Hunt  
**E-Mail:** [mhunt@workforceessentials.com](mailto:mhunt@workforceessentials.com)  
**Hours of Operation:** 7:30 AM – 4:30 PM Monday – Friday



**TDOL&WD Stewart County Local Office**

Stewart County Courthouse

PO Box 207

Dover, TN 37058-0207

**Telephone:** (931) 232-6672/**FAX:** (931) 232-6678.

**Contact Person/Coordinator:** Patsy Brigham

**E-Mail:** [Patsy.Brigham@state.tn.us](mailto:Patsy.Brigham@state.tn.us)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Workforce Essentials Stewart County Office**

1302 Donelson Parkway

Dover, TN 37058

**Telephone:** (931) 232-5035/**FAX:** (931) 232-9574

**Contact Person/Coordinator:** Jane Bagwell

**E-Mail:** [jbagwell@workforceessentials.com](mailto:jbagwell@workforceessentials.com)

**Hours of Operation:** 7:30 AM – 4:30 PM Monday – Friday

## **LOCAL WORKFORCE INVESTMENT AREA #09 (7 Sites)**

**(Davidson, Rutherford, Trousdale, & Wilson Counties.)**

### **General Information Concerning Activities in LWIA #09**

Dr. Christine Bradley, Executive Director  
Nashville Career Advancement Center  
621 Mainstream Drive, Suite 210  
Nashville, TN 37228-1201  
**Telephone:** (615) 862-8890/**FAX:** (615) 381-7643  
**E-Mail:** [Christine.Bradley@Nashville.gov](mailto:Christine.Bradley@Nashville.gov)

### **Comprehensive Career Center**

#### **Middle Tennessee Career Center (Davidson County)**

MetroCenter  
621 Mainstream Drive, Suite 210  
Nashville, TN 37228  
**Telephone:** (615) 862-8890/**FAX:** (615) 862-8910  
**E-Mail:** [jobs@nashville.gov](mailto:jobs@nashville.gov)  
**Contact Person/Coordinator:** Xiu Cravens  
**E-Mail:** [Xiu.Cravens@Nashville.gov](mailto:Xiu.Cravens@Nashville.gov)  
**(TDOL&WD):** Mark Stiles  
**E-Mail:** [Mark.Stiles@state.tn.us](mailto:Mark.Stiles@state.tn.us)  
**Web Site:** [www.careeradvancement.org](http://www.careeradvancement.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **Affiliate Sites**

#### **Middle Tennessee Career Center at Nashville South (Davidson County)**

3763 Nolensville Road  
Nashville, TN 37211  
**Telephone:** (615) 741-3556/**FAX:** (615) 532-2773  
**Contact Person/Coordinator:** Doyle Long  
**E-Mail:** [Doyle.Long@state.tn.us](mailto:Doyle.Long@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

#### **Opry Mills Learning & Development Center (Davidson County)**

437 Opry Mills Drive  
Nashville, TN 37214  
**Telephone:** (615) 514-9676/**FAX:** (615) 514-9680  
**Contact Person/Coordinator:** Dorcas Sheffield  
**E-Mail:** [Dorcas.Sheffield@Nashville.gov](mailto:Dorcas.Sheffield@Nashville.gov)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Middle Tennessee Career Center at Rutherford County**

220 East Vine Street  
Murfreesboro, TN 37130  
**Telephone:** (615) 898-8050/**FAX:** (615) 898-8068  
**Contact Person/Coordinator:** Herbert Lee  
**E-Mail:** [Herbert.Lee@state.tn.us](mailto:Herbert.Lee@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Wilson County Career Center – Lebanon**

813 North Cumberland Street  
Lebanon, TN 37087  
**WIA**  
**Telephone:** (615) 444-9355/**FAX:** Fax: (615) 449-5627  
**Contact Person/Coordinator:** Connie Barnes  
**E-Mail:** [connie.barnes@nashville.gov](mailto:connie.barnes@nashville.gov)  
**TDOL&WD**  
**Telephone:** (615) 443-2739/**FAX:** (615) 443-2779  
**Contact Person/Coordinator:** James Hendrixson  
**E-Mail:** [James.Hendrixson@state.tn.us](mailto:James.Hendrixson@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Satellite Sites**

**Southside Enterprise Zone – Nashville-Metro (Davidson County)**

78 Lafayette Street  
Nashville, Tennessee 37210  
**Telephone:** (615) 880-2490/**Fax:** (615) 880-2674  
**Contact Person/Coordinator:** Calvin Hunt  
**E-Mail:** [calvin.hunt@nashville.org](mailto:calvin.hunt@nashville.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Trousdale County Career Center - Hartsville**

224 Industrial Park Drive, Unit B  
Hartsville, Tennessee 37074-0238  
**Telephone:** (615) 374-9501/**FAX:** (615) 374-073  
**Contact Person/Coordinator:** Suzanne Hailey  
**E-Mail:** [suzanne.hailey@nashville.gov](mailto:suzanne.hailey@nashville.gov)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

## **LOCAL WORKFORCE INVESTMENT AREA #10 (6 Sites)** **(Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Perry & Wayne Counties.)**

### **General Information Concerning Activities in LWIA #10**

Jan O. McKeel, Executive Director  
South Central Tennessee Workforce Board  
Eight Courthouse Square, 2<sup>nd</sup>. Floor  
Columbia, TN 38401  
**Telephone:** (931) 381-0068/**FAX:** (931) 381-7643  
**E-Mail:** [mckeel@csccecc.tn.us](mailto:mckeel@csccecc.tn.us)

### **Comprehensive Career Center**

#### **South Central Tennessee Career Center (Maury County)**

119 Nashville Highway, Suite 106  
Northway Shopping Center  
PO Box 2434  
Columbia, TN 38401  
**Telephone:** (931) 490-3800/**FAX:** (931) 490-3888  
**Contact Person/Coordinator:** Sheryl Jordan  
**E-Mail:** [jordan\\_s@coscc.cc.tn.us](mailto:jordan_s@coscc.cc.tn.us)  
**TDOL&WD**  
**Contact Person/Coordinator:** Tommy Floyd  
**E-Mail:** [Tommy.Floyd@state.tn.us](mailto:Tommy.Floyd@state.tn.us)  
**Web Site:** [www.sctcareercenter.com](http://www.sctcareercenter.com)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **Affiliate Sites**

#### **South Central Career Center – Giles County**

125 South Cedar Lane  
Pulaski, TN 38478  
**Telephone:** (931) 424-4006/**FAX:** (931) 424-4008  
**Contact Person/Coordinator:** Sam Outlaw  
**E-Mail:** [Sam.Outlaw@state.tn.us](mailto:Sam.Outlaw@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

#### **South Central Career Center – Lawrence County**

702 Mahr Avenue  
Lawrenceburg, TN 38464  
**Telephone:** (931) 766-1405/**FAX:** (931) 766-1410  
**Contact Person/Coordinator:** Sam Outlaw  
**E-Mail:** [Sam.Outlaw@state.tn.us](mailto:Sam.Outlaw@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**South Central Career Center - Lewis County**

25 Smith Avenue  
Hohenwald, TN 38462  
**Telephone:** (931) 796-3319/**FAX:** (931) 796-1558  
**Contact Person/Coordinator:** Paralee Bradford  
**E-Mail:** [Paralee.Bradford@state.tn.us](mailto:Paralee.Bradford@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**South Central Career Center – Marshall County**

980 South Ellington Parkway  
Lewisburg, TN 37091  
**Telephone:** (931) 359-9726/**FAX:** (931) 270-8685  
**Contact Person/Coordinator:** Gayle Escamilla  
**E-Mail:** [escamilla@columbiastate.edu](mailto:escamilla@columbiastate.edu)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**South Central Tennessee Career Center – Wayne County**

211-B Dexter L. Woods Blvd  
Waynesboro TN 38485  
**Telephone:** (931) 722-9214/**Fax:** (931) 722-9422  
**TDOL&WD**  
**Telephone:** (931) 722-9428/**Fax:** (931) 722-9422  
**Contact Person/Coordinator:** Sam Outlaw  
**E-Mail:** [Sam.Outlaw@state.tn.us](mailto:Sam.Outlaw@state.tn.us)  
(Itinerant—Tuesdays & Thursdays, 8:00 a.m. - 3:00 p.m.)  
**WIA**  
**Contact Person/Coordinator:** Garry Barnett  
**E-Mail:** [garry.barnett@columbiastate.edu](mailto:garry.barnett@columbiastate.edu)  
**Hours of Operation:** 8:00 am - 4:30 pm Monday thru Friday

**Satellite Sites**

**South Central Tennessee Career Center – Hickman County**

404 West Public Square  
Centerville TN 37033  
**Telephone:** (931) 729-5941 **FAX:** (931) 729-9319  
**Contact Person:** Kenneth Burks  
**E-Mail:** [kburks@columbiastate.edu](mailto:kburks@columbiastate.edu)  
**Hours of Operation:** 8:00 a.m. – 4:30 p.m. Monday-Friday

**LOCAL WORKFORCE INVESTMENT AREA #11 (14 Sites)**  
**(Benton, Carroll, Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Henry, McNairy, Madison, & Weakley Counties.)**

**General Information Concerning Activities in LWIA #11**

LaFayette McKinney, WIA Director  
Southwest Human Resource Agency  
1314 Highway 45 North, Suite D  
Henderson, TN 38340  
**Telephone:** (731) 989-0533/**FAX:** (731) 983-3149  
**E-Mail:** [lmckinnie@onemain.com](mailto:lmckinnie@onemain.com)

**Comprehensive Career Center**

**West Tennessee Career Center (Madison County)**

416 E. Lafayette Street  
PO Box 758  
Jackson, TN 38302-0758  
**Telephone:** (731) 423-5860/**FAX:** (731) 423-5864  
**Contact Person/Coordinator:** Bill Elinor  
**E-Mail:** [William.Elinor@state.tn.us](mailto:William.Elinor@state.tn.us)  
**Workforce Investment Services**  
**Telephone:** (731) 423-5860 Ext. 147/**FAX:** (731) 423-5864  
**Contact Person/Coordinator:** Lucy Locke  
**E-Mail:** [careerctr1@wiatenn11.org](mailto:careerctr1@wiatenn11.org)  
**Web Site:** [www.wtncc.tn.org](http://www.wtncc.tn.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**West Tennessee Career Center – Paris (Henry County)**

1023 Mineral Wells Avenue, Suite F  
P.O. Box 86  
Paris, TN 38242-0086  
**Telephone:** (731) 644-7355/**FAX:** (731) 644-7386  
**Contact Person/Coordinator:** John Montgomery  
**E-Mail:** [John.Montgomery@state.tn.us](mailto:John.Montgomery@state.tn.us)  
**Workforce Investment Services**  
**Telephone:** (731) 642-2837/**FAX:** (731) 644-7386  
**Contact Person/Coordinator:** Rex Smith  
**E-Mail:** [parisce1@wiatenn11.org](mailto:parisce1@wiatenn11.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

## Affiliate Sites

### **West Tennessee Career Center – Bolivar (Hardeman County)**

103 S. Lauderdale Street

Bolivar, TN 38008-2329

**Telephone:** (731) 658-6442/**FAX:** (731) 659-2148

**Contact Person/Coordinator:** Betty Herron

**E-Mail:** [Betty.Herron@state.tn.us](mailto:Betty.Herron@state.tn.us)

#### **Workforce Investment Services**

**Telephone:** (731) 658-4073/**FAX:** (731) 658-3735

**Contact Person/Coordinator:** Jeanette Lockett

**E-Mail:** [hardeman11@wiatenn11.org](mailto:hardeman11@wiatenn11.org)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

### **West Tennessee Career Center - Brownsville (Haywood County)**

130 South Wilson Avenue

PO Box 413

Brownsville, TN 38012

**Telephone:** (731) 772-3490/**FAX:** (731) 772-8323

**Contact Person/Coordinator:** Armour Jones

**E-Mail:** [Armour.Jones@state.tn.us](mailto:Armour.Jones@state.tn.us)

#### **Workforce Investment Services**

**Telephone:** (731) 779-0868/**FAX:** (731) 779-2434

**Contact Person/Coordinator:** Carol Edmons

**E-Mail:** [haywood11@wiatenn11.org](mailto:haywood11@wiatenn11.org)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

### **West Tennessee Career Center – Camden (Benton County)**

113 Forest Avenue South

Camden, TN 38320

**Telephone:** (731) 584-6058/**FAX:** (901)

**Contact Person/Coordinator:** Phyllis Franks

**E-Mail:** [Phyllis.Franks@state.tn.us](mailto:Phyllis.Franks@state.tn.us)

#### **Workforce Investment Services**

**Telephone:** (731) 584-1711/**FAX:** (731) 584-9284

**Contact Person/Coordinator:** Connie Wright

**E-Mail:** [benton11@pchnet.com](mailto:benton11@pchnet.com)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday TDOL&WD – Wednesdays Only

**West Tennessee Career Center – Huntingdon (Carroll County)**

19870 East Main Street  
P. O. Box 767  
Huntingdon, TN 38344-0767  
**Telephone:** (731) 986-8217/**FAX:** (731) 986-2055  
**Contact Person/Coordinator:** Phyllis Franks  
**E-Mail:** [Phyllis.Franks@state.tn.us](mailto:Phyllis.Franks@state.tn.us)  
**Workforce Investment Services**  
**Telephone:** (731) 986-5935/**FAX:** (731) 986-3123  
**Contact Person/Coordinator:** Lisa Carter  
**E-Mail:** [carroll11@pchnet.com](mailto:carroll11@pchnet.com)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**West Tennessee Career Center – Lexington (Henderson County)**

67 West Church Street  
P. O. Box 590  
Lexington, TN 38351-0590  
**Telephone:** (731) 968-8159/**FAX:** (731) 968-8745  
**Contact Person/Coordinator:** Eddie Akins  
**E-Mail:** [Eddie.Akins@state.tn.us](mailto:Eddie.Akins@state.tn.us)  
**Workforce Investment Services**  
**Telephone:** (731) 968-0276/**FAX:** (731) 967-5129  
**Contact Person/Coordinator:** Bettina Webb  
**E-Mail:** [henderson11@wiatenn11.org](mailto:henderson11@wiatenn11.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**West Tennessee Career Center – Savannah (Hardin County)**

2113-B Wayne Road  
P. O. Box 970  
Savannah, TN 38372-0970  
**Telephone:** (731) 925-5095/**FAX:** (731) 925-6408  
**Contact Person/Coordinator:** Ronnie Gibbs  
**E-Mail:** [Ronnie.Gibbs@state.tn.us](mailto:Ronnie.Gibbs@state.tn.us)  
**Workforce Investment Services**  
**Telephone:** (731) 925-4169/**FAX:** (731) 926-2159  
**Contact Person/Coordinator:** Velma Holt  
**E-Mail:** [hardin11@wiatenn11.org](mailto:hardin11@wiatenn11.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday



## Satellite Sites

### **WIA Service Center – Decaturville (Decatur County)**

North Pleasant Street  
P.O. Box 280  
Decaturville, TN 38329  
**Telephone:** (731) 852-4811/**FAX:** (731) 852-2616  
**Contact Person/Coordinator:** Brenda Magers  
**E-Mail:** [decatur11@tds.net](mailto:decatur11@tds.net)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **WIA Service Center – Dresden (Weakley County)**

811 Morrow Building, Suite 202  
PO Box 812  
Dresden, TN 38225  
**Telephone:** (731) 364-5335/**FAX:** (731) 364-6804  
**Contact Person/Coordinator:** Billie Mackin  
**E-Mail:** [weakley11@wiatenn11.org](mailto:weakley11@wiatenn11.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **TDOL&WD Dresden/Weakley County Local Office**

8714 Highway 22, Suite B  
Dresden, TN 38225  
**Telephone:** (731) 364-2554/**FAX:** (731) 364-3005  
**Contact Person/Coordinator:** John Montgomery  
**E-Mail:** [John.Montgomery@state.tn.us](mailto:John.Montgomery@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **WIA Service Center – Henderson (Chester County)**

130 East Main  
Henderson, TN 38340  
**Telephone:** (731) 989-5160/**FAX:** (731) 989-4414  
**Contact Person/Coordinator:** Roamell Bostick  
**E-Mail:** [chester11@wiatenn11.org](mailto:chester11@wiatenn11.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **WIA Service Center – Parkview Courts (Madison County)**

104 C&D Parkview Circle  
Jackson, TN 38301  
**Telephone:** (731) 423-2162/**FAX:** (731) 423-2121  
**Contact Person/Coordinator:** Lena Kelly  
**E-Mail:** [parkviewcts11@wiatenn11.org](mailto:parkviewcts11@wiatenn11.org)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**WIA Service Center – Selma (McNairy County)**

701 Industrial Park Road

Selmer, TN 38375

**Telephone:** (731) 645-7264/**FAX:** (731) 646-1238

**Contact Person/Coordinator:** Janice Carroll

**E-Mail:** [mcnairy11@wiatenn11.org](mailto:mcnairy11@wiatenn11.org)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**LOCAL WORKFORCE INVESTMENT AREA #12 (7 Sites)**  
**(Crockett, Dyer, Gibson, Lake, Lauderdale, Obion & Tipton Counties.)**

**General Information Concerning Activities in LWIA #12**

Henry Lewis, WIA Director  
Dyersburg State Community College  
620-B-1 Mall Blvd.  
Dyersburg, TN 38024  
**Telephone:** (731) 286-3585/**FAX:** (731) 286-3584  
**E-Mail:** [lewis@wfdlan.dsc.ccc.tn.us](mailto:lewis@wfdlan.dsc.ccc.tn.us)

**Comprehensive Career Center**

**Northwest Tennessee Career Center (Dyer County)**

439 McGaughey Street  
PO Box 565  
Dyersburg, TN 38025-0565  
**Telephone:** (731) 286-8300 /**FAX:** (731) 286-8354  
**Contact Person/Coordinator:** Ronnie Gunnels  
**E-Mail:** [Ronnie.Gunnels@state.tn.us](mailto:Ronnie.Gunnels@state.tn.us)  
**Web Site:** NONE  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Affiliate Sites**

**Gibson County Career Center**

1481 Mullins Street  
PO Box 428  
Humboldt, TN 38343  
**Telephone:** (731) 784-3552/**FAX:** (731) 784-7537  
**Contact Person/Coordinator:** Ed Joyner  
**E-Mail:** [Edward.Joyner@state.tn.us](mailto:Edward.Joyner@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Northwest Tennessee Career Center – Ripley (Lauderdale County)**

301-B Lake Drive  
Ripley, TN 38063  
**Telephone:** (731) 635-3479/**FAX:** (731) 635-3216  
**Contact Person/Coordinator:** Mary Yarbrough  
**E-Mail:** [Mary.Yarbrough@state.tn.us](mailto:Mary.Yarbrough@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Obion County Career Center**

1418 Stad Avenue  
Union City, TN 38261  
**Telephone:** (731) 884-2621/**FAX:** (731) 884-2625  
**Contact Person/Coordinator:** Denise Reynolds  
**E-Mail:** [Denise.Reynolds@state.tn.us](mailto:Denise.Reynolds@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Tipton County Career Center**

724 East Lucky Plaza  
Highway 51, North  
PO Box 645  
Covington, TN 38019-0645  
**Telephone:** (901) 475-2529/**FAX:** (901) 475-2537  
**Contact Person/Coordinator:** Sandy Spurgeon  
**E-Mail:** [Sandy.Spurgeon@state.tn.us](mailto:Sandy.Spurgeon@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Satellite Sites****Crockett County Career Center**

TDHS/Workforce Board  
169 North Cherry  
Alamo, TN 3800  
**Telephone:** (731)-696-5441/**FAX:** (731) 696-3024  
**Contact Person/Coordinator:** Bobbi White  
**E-Mail:** [white2@dsc.edu](mailto:white2@dsc.edu)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Lake County Career Center**

Workforce Board  
Tiptonville City Hall  
130 South Court Street  
Tiptonville, TN 38079  
**Telephone:** (731) 253-8171/**FAX:**  
**Contact Person/Coordinator:** Ty Sirmans  
**E-Mail:** [sirmans@dsc.edu](mailto:sirmans@dsc.edu)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

## **LOCAL WORKFORCE INVESTMENT AREA #13 (9 Sites)** **(Fayette & Shelby Counties.)**

### **General Information Concerning Activities in LWIA #13**

Deborah Hester, Executive Director  
Workforce Investment Network  
22 N. Front St. Suite 970  
Memphis, TN 38103  
**Telephone:** (901) 576-6812/**FAX:** (901) 576-6844  
**E-Mail:** [dhester\\_wia@hotmail.com](mailto:dhester_wia@hotmail.com)

### **Comprehensive Career Center**

#### **Memphis Area Career Center (Shelby County)**

444 North Main Street, 2<sup>nd</sup> Floor  
Memphis Area Transit Authority Terminal  
Memphis, TN 38103  
**Telephone:** (901) 545-2240/**FAX:** (901) 545-2250  
**WIA Director:** Alice Poston  
**E-Mail:** [alice.poston@cityofmemphis.org](mailto:alice.poston@cityofmemphis.org)  
**TDOL&WD Contact Person:** Michael Edwards/Ralph Thompson  
**E-Mail:** [Michael.Edwards@state.tn.us](mailto:Michael.Edwards@state.tn.us) [Ralph.Thompson@state.tn.us](mailto:Ralph.Thompson@state.tn.us)  
**Web Site:** [www.memphiscareercenter.com](http://www.memphiscareercenter.com)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

### **Affiliate Sites**

#### **Fayette County Career Center**

121 West Court Square, PO Box 729  
Somerville, TN 38068  
**Telephone:** (901) 465-7347/**FAX:** (901) 465-7371  
**Contact Person/Coordinator:** Deborah Boone  
**E-Mail:** [Deborah.I.Boone@state.tn.us](mailto:Deborah.I.Boone@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

#### **Raleigh Career Center (Shelby County)**

Raleigh Frayser  
2850 Austin Peay Highway  
Suite 132, PO Box 280387  
Memphis, TN 38168  
**Telephone:** (901) 543-7842/**FAX:** (901) 543-7155  
**Contact Person/Coordinator:** Gail Taylor, Manager  
**E-Mail:** [Gail.Taylor@state.tn.us](mailto:Gail.Taylor@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Collierville Career Center (Shelby County)**

942 West Poplar  
Collierville, TN 38017-2546  
**Telephone:** (901) 853-4752/**FAX:** (901) 853-0623  
**Contact Person/Coordinator:** Evelyn Watts  
**E-Mail:** [Evelyn.Watts@state.tn.us](mailto:Evelyn.Watts@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Satellite Sites**

**Memphis Housing Authority Career Center (Shelby County)**

700 Adams Avenue  
Memphis, TN 38105  
**Telephone:** (901) 544-1385/**FAX:** (901) 543-0308  
**Contact Person/Coordinator:** Deneisa Seacrest/Tiffany Nelms  
**E-Mail:**  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Senior Services Career Center (Shelby County)**

4700 Poplar  
Memphis, TN 38117  
**Telephone:** (901) 766-0600/**FAX:** (901) 766-0699  
**Contact Person/Coordinator:** Jean Mason/Tierney Morgan  
**E-Mail:**  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday – Friday

**Orange Mound Collaborative Career Center (Shelby County)**

2693 Park Avenue  
Memphis, TN 38114  
**Telephone:** (901) 324-2078/**FAX:** (901) 323-1910  
**Contact Person/Coordinator:** Beverly Perkins/Tierney Morgan  
**E-Mail:**  
**Hours of Operation:** 8:30 AM – 5:00 PM Monday – Friday

**Affiliate Site Planned!**

**TDOL&WD Memphis Mendenhall Local Office (Shelby County)**

2745 S. Mendenhall Road  
Memphis, TN 38115  
**Telephone:** (901) 543-7831/**FAX:** (901) 543-7156  
**Contact Person/Coordinator:** Edward Woods  
**E-Mail:** [Edward.Woods@state.tn.us](mailto:Edward.Woods@state.tn.us)  
**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

**Affiliate Site Planned January 2003!**

**TDOL&WD Memphis Poplar Local Office (Shelby County)**

1295 Poplar Avenue

PO Box 40859

Memphis, TN 38174-0859

**Telephone:** (901) 543-7535/**FAX:** (901) 543-7795

**Contact Person/Coordinator:** Raymond Neal

**E-Mail:** [Raymond.Neal@state.tn.us](mailto:Raymond.Neal@state.tn.us)

**Hours of Operation:** 8:00 AM – 4:30 PM Monday - Friday

## TCC SYSTEM INDEX BY COUNTY – LWIA

| COUNTY     | LWIA # | COUNTY    | LWIA # | COUNTY     | LWIA # | COUNTY     | LWIA # |
|------------|--------|-----------|--------|------------|--------|------------|--------|
| Anderson   | 04     | Fayette   | 13     | Lake       | 12     | Rhea       | 05     |
|            |        | Fentress  | 07     | Lauderdale | 12     | Roane      | 04     |
| Bedford    | 06     | Franklin  | 06     | Lawrence   | 10     | Robertson  | 08     |
| Benton     | 11     |           |        | Lewis      | 10     | Rutherford | 09     |
| Bledsoe    | 05     | Gibson    | 12     | Lincoln    | 06     |            |        |
| Blount     | 04     | Giles     | 10     | Loudon     | 04     | Scott      | 04     |
| Bradley    | 05     | Grainger  | 02     |            |        | Sequatchie | 05     |
|            |        | Greene    | 02     | Macon      | 07     | Sevier     | 02     |
| Campbell   | 04     | Grundy    | 06     | Madison    | 11     | Shelby     | 13     |
| Cannon     | 07     |           |        | Marion     | 05     | Smith      | 07     |
| Carroll    | 11     | Hamblen   | 02     | Marshall   | 10     | Stewart    | 08     |
| Carter     | 01     | Hamilton  | 05     | Mauzy      | 10     | Sullivan   | 01     |
| Cheatham   | 08     | Hancock   | 02     | McMinn     | 05     | Sumner     | 08     |
| Chester    | 11     | Hardeman  | 11     | McNairy    | 11     |            |        |
| Claiborne  | 02     | Hardin    | 11     | Meigs      | 05     | Tipton     | 12     |
| Clay       | 07     | Hawkins   | 02     | Monroe     | 04     | Trousdale  | 09     |
| Cocke      | 02     | Haywood   | 11     | Montgomery | 08     |            |        |
| Coffee     | 06     | Henderson | 11     | Moore      | 06     | Unicoi     | 01     |
| Crockett   | 12     | Henry     | 11     | Morgan     | 04     | Union      | 02     |
| Cumberland | 04     | Hickman   | 10     |            |        |            |        |
|            |        | Houston   | 08     | Obion      | 12     | Van Buren  | 07     |
| Davidson   | 09     | Humphreys | 08     | Overton    | 07     | Warren     | 06     |
| Decatur    | 11     |           |        |            |        | Washington | 01     |
| Dekalb     | 07     | Jackson   | 07     | Perry      | 10     | Wayne      | 10     |
| Dickson    | 08     | Jefferson | 02     | Pickett    | 07     | Weakley    | 11     |
| Dyer       | 12     | Johnson   | 01     | Polk       | 05     | White      | 07     |
|            |        |           |        | Putnam     | 07     | Williamson | 08     |
|            |        | Knox      | 03     |            |        | Wilson     | 09     |



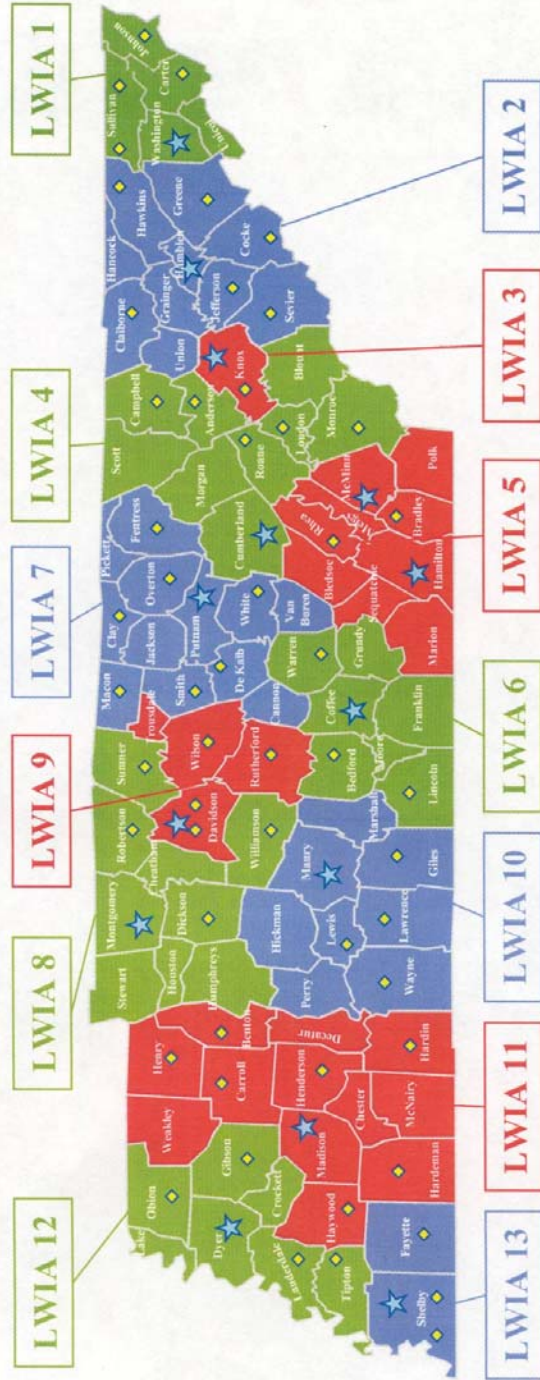
## TCC SYSTEM INDEX BY CITY/TOWN – LWIA

| CITY/TOWN    | LWIA # | CITY/TOWN      | LWIA # | CITY/TOWN        | LWIA # |
|--------------|--------|----------------|--------|------------------|--------|
| Adamsville   | 11     | Dayton         | 05     | Jasper           | 05     |
| Alamo        | 12     | Decatur        | 05     | Jefferson City   | 02     |
| Alcoa        | 04     | Decaturville   | 11     | Jellico          | 04     |
| Altamont     | 06     | Dechard        | 06     | Johnson City     | 01     |
| Ardmore      | 10     | Dickson        | 08     | Jonesboro        | 01     |
| Ashland City | 08     | Dover          | 08     |                  |        |
| Athens       | 05     | Dresden        | 11     | Kimball          | 05     |
|              |        | Dunlap         | 05     | Kingsport        | 01     |
| Baxter       | 07     | Dyersburg      | 12     | Kingston         | 04     |
| Bells        | 12     |                |        | Kingston Springs | 08     |
| Benton       | 05     | Eagleville     | 09     | Knoxville        | 03     |
| Birdstown    | 07     | Elizabethton   | 01     |                  |        |
| Blountville  | 01     | Erin           | 08     | LaFayette        | 07     |
| Bluff City   | 01     | Erwin          | 01     | LaFollette       | 04     |
| Bolivar      | 11     | Etowah         | 05     | LaVerne          | 09     |
| Bradford     | 12     |                |        | Lake City        | 04     |
| Bristol      | 01     | Fairview       | 08     | Lawrenceburg     | 10     |
| Bruceston    | 11     | Farragut       | 03     | Lebanon          | 09     |
| Brownsville  | 11     | Fayetteville   | 06     | Lenoir City      | 04     |
|              |        | Franklin       | 08     | Lewisburg        | 10     |
| Camden       | 11     |                |        | Lexington        | 11     |
| Carthage     | 07     | Gainsboro      | 07     | Linden           | 10     |
| Celina       | 07     | Gallatin       | 08     | Livingston       | 07     |
| Centerville  | 10     | Gatlinburg     | 02     | Loretto          | 10     |
| Chapel Hill  | 10     | Gleason        | 11     | Loudon           | 04     |
| Charlotte    | 08     | Goodlettsville | 08     | Lynchburg        | 06     |
| Church Hill  | 02     | Greenbriar     | 08     |                  |        |
| Chattanooga  | 05     | Greenville     | 02     | Manchester       | 06     |
| Clarksville  | 08     |                |        | Madisonville     | 04     |
| Cleveland    | 05     | Harriman       | 04     | Martin           | 11     |
| Collegedale  | 05     | Harrogate      | 02     | Maryville        | 04     |
| Collierville | 13     | Hartsville     | 09     | Maynardsville    | 02     |
| Collinwood   | 10     | Henderson      | 11     | McEwen           | 08     |
| Columbia     | 10     | Hendersonville | 08     | McKenzie         | 11     |
| Cookeville   | 07     | Hohenwald      | 10     | McMinnville      | 06     |
| Copperhill   | 05     | Humbolt        | 12     | Memphis          | 13     |
| Covington    | 12     | Huntsville     | 04     | Milan            | 12     |
| Crab Orchard | 04     | Huntingdon     | 11     | Millington       | 13     |
| Cross Plains | 08     |                |        | Monteagle        | 06     |
| Crossville   | 04     | Jacksboro      | 04     | Monterey         | 07     |
|              |        | Jackson        | 11     | Morristown       | 02     |
| Dandridge    | 02     | Jamestown      | 07     | Mountain City    | 01     |

Continued:

| <b>TCC SYSTEM INDEX BY CITY/TOWN – LWIA</b> |               |                  |               |                  |               |
|---|---------------|------------------|---------------|------------------|---------------|
| <b>CITY/TOWN</b>                            | <b>LWIA #</b> | <b>CITY/TOWN</b> | <b>LWIA #</b> | <b>CITY/TOWN</b> | <b>LWIA #</b> |
| Mt. Carmel                                  | 02            | Rutledge         | 02            | Tusculum         | 02            |
| Mt. Juliet                                  | 09            |                  |               |                  |               |
| Mumford                                     | 12            | Savannah         | 11            | Union City       | 12            |
| Mt. Pleasant                                | 10            | Selma            | 11            |                  |               |
| Murfreesboro                                | 09            | Sevierville      | 02            | Vonore           | 04            |
|   |               | Sharon           | 11            |                  |               |
| Nashville                                   | 09            | Shelbyville      | 06            | Wartburg         | 04            |
| New Johnsonville                            | 08            | Smithville       | 07            | Watertown        | 09            |
| Newport                                     | 02            | Smyrna           | 09            | Waverly          | 08            |
| New Tazwell                                 | 02            | Sneedville       | 02            | Waynesboro       | 10            |
| Norris                                      | 04            | Soddy Daisy      | 05            | Westmoreland     | 08            |
|   |               | Somerville       | 13            | White Bluff      | 08            |
| Oak Ridge                                   | 04            | South Fulton     | 12            | White House      | 08            |
| Oneida                                      | 04            | South Pittsburg  | 05            | Winchester       | 06            |
|   |               | Sparta           | 07            | Woodberry        | 07            |
| Paris                                       | 11            | Spenser          | 07            |                  |               |
| Parsons                                     | 11            | Spring City      | 05            |                  |               |
| Petersburg                                  | 10            | Springfield      | 08            |                  |               |
| Pigeon Forge                                | 02            | Spring Hill      | 10            |                  |               |
| Pikeville                                   | 05            | Summertown       | 10            |                  |               |
| Portland                                    | 08            | Surgoinsville    | 02            |                  |               |
| Pulaski                                     | 10            | Sweetwater       | 04            |                  |               |
|   |               |                  |               |                  |               |
| Redbank                                     | 05            | Tazewell         | 02            |                  |               |
| Ridgetop                                    | 08            | Tiptonville      | 12            |                  |               |
| Ripley                                      | 12            | Trenton          | 12            |                  |               |
| Rockwood                                    | 04            | Tullahoma        | 06            |                  |               |
| Rogersville                                 | 02            | Turtletown       | 05            |                  |               |
|   |               |                  |               |                  |               |

# Tennessee Local Workforce Investment Areas



★ Comprehensive Career Centers (14)

◆ Affiliated Sites (54)

|   |
|---|
| <b>Tennessee Department of Labor and Workforce Development<br/>Employment and Training Division</b> |
|---|

|                         |                 |   |
|-------------------------|-----------------|---|
| <b>Perryman, Elaine</b> | <b>253-1330</b> | <b>Interim Director/Employer Training Services</b>    |
| Bourque, Susie          | 741-4092        | Performance Coordinator                               |
| Bryant, Bobby           | 532-3540        | Dislocated Worker Unit                                |
| <b>Craig, Joan</b>      | <b>741-0889</b> | <b>Manager, Technical Assistance</b>                  |
| Crosby, Margaret        | 253-4168        | Employer Training Services                            |
| Forehand, Thomas        | 253-6236        | Dislocated Worker Unit/Secretary                      |
| Gregory, Joyce          | 741-4316        | Technical Assistance                                  |
| Harding, Peggy          | 741-3986        | Technical Assistance                                  |
| <b>Ingram, Don</b>      | <b>253-5868</b> | <b>Manager, Dislocated Workers Services</b>           |
| King, Regina            | 741-0354        | Participant Services Adm. Secretary                   |
| Morris, Theresa         | 741-5526        | Administration/Executive Secretary                    |
| Piercy, Nan             | 741-3988        | Youth Specialist/ Employer Training Services          |
| <b>Roberson, James</b>  | <b>741-5326</b> | <b>Manager State Activities/Planning &amp; Policy</b> |
| Rosenberger, Peter      | 741-7808        | DWU/Employer Training Services                        |
| Sparks, Steve           | 253-5869        | DHS/Employer Training Services                        |
| Stone, Louis            | 741-3849        | Dislocated Workers Unit                               |
| Tamerat, Rubka          | 741-6786        | Participant Services                                  |
| Van Der Spuy, Sterling  | 532-5945        | Youth Services  |
| Velez-Velez, Ramon      | 741-3872        | Technical Assistance                                  |

Note – All phone numbers are area code 615

## VISION

TO BE THE NATION'S LEADING PROVIDER OF COMPREHENSIVE AND EFFICIENT  
WORKPLACE AND WORKFORCE SERVICES TO ENHANCE ECONOMIC SUCCESS FOR ALL  
TENNESSEANS.

## MISSION

TO BE A PROACTIVE ORGANIZATION WITH VALUED EMPLOYEES; TO BRING  
TOGETHER THOSE WHO OFFER JOBS AND THOSE WHO NEED JOBS WITH JOB-RELATED  
ASSISTANCE, EDUCATION, AND TRAINING IN A SAFE, PROFITABLE WORKPLACE.

## VALUES

TO TREAT EACH WORKER, BUSINESS, AND PARTNER WITH PROFESSIONALISM AND  
RESPECT.

## GOALS

AT THE END OF THE DAY... WE:

1. MADE THE WORKPLACE SAFER.
2. TREATED PEOPLE FAIRLY.
3. FOUND SOMEONE A JOB.
4. OPERATED MORE EFFICIENTLY.

TENNESSEE DEPARTMENT OF LABOR &  
WORKFORCE DEVELOPMENT



STATE OF TENNESSEE

DON SUNDQUIST  
GOVERNOR

November 5, 2002

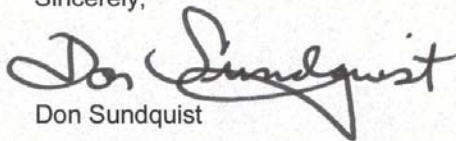
Dear Workforce Development Partners:

Several years ago, Tennessee realized the pressing need for a strong, skilled workforce to keep our state competitive in the global economy. Through the State's workforce development initiative, government at all levels came together to provide Tennesseans with a seamless, efficient workforce development system. This system offers both meaningful employment to our citizens and skilled, available employees to our businesses.

The primary reason Tennessee's system has been so successful is because of the partnerships that have been established all across the state. Tennessee's Career Center System offers all of the resources of local, state, and federal job-training agencies at a single location. Job seekers and employers no longer have to visit several different agencies for their employment and training needs.

I am extremely proud of what Tennessee has accomplished in the workforce development arena. Our state is a leader in delivering faster, more efficient employment and training services to our citizens. As you look through this report, you will see that Tennessee meets and exceeds several federal requirements. Tennessee has improved the way we deliver workforce development services to our citizens and will continue to employ new and better ways of doing business.

Sincerely,

  
Don Sundquist

DS:TLM

State Capitol, Nashville, Tennessee 37243-0001  
Telephone No. (615) 741-2001



STATE OF TENNESSEE  
**DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**

**DON SUNDQUIST**  
GOVERNOR

**Andrew Johnson Tower**  
710 James Robertson Pkwy., 8th Floor  
Nashville, TN 37243-0655  
(615) 741-2582

**MARK P. REINEKE**  
COMMISSIONER

November 5, 2002

Dear Workforce Development Partners:

As a primary partner in Tennessee's workforce development system, it is an honor for me to look back over the last year at our state's accomplishments in delivering seamless, effective workforce development services to the citizens of this state. Since the Governor's workforce development initiative began in early 1998, Tennessee has made great strides to improve the way we do business.

The Tennessee Department of Labor and Workforce Development has nine programs in the state's workforce development system, including Job Service, Unemployment Insurance, Wagner-Peyser, WIA-Title I, Trade Adjustment Assistance (TAA), Workers' Opportunity Tax Credit (WOTC), Food Stamps-Employment and Training, and Adult Education. These programs in addition to programs administered by other federal, state, and local agencies, were once scattered and duplicative.

With the implementation of the federal Workforce Investment Act in July 2000, the Tennessee Career Center system was created; finally bringing all workforce development partners under one roof to eliminate inefficiencies and duplication. With 14 comprehensive centers, 55 affiliate sites, and many other local offices across the state, job seekers and employers no longer have to search through the maze of programs to find what they need. All their employment and training needs can be found at a single location – the Tennessee Career Center or affiliate site nearest them.

Not only are we physically bringing partners together, we are doing so through technology as well. Through the case management activity tracking system, partners are able to share information, thereby having a more complete profile on the individuals they work with, which allows our staff increased efficiency in enrolling and tracking an individual's progress through the multitude of workforce development programs offered throughout the state.

As you look through this report, it is important to note all the significant accomplishments Tennessee has made in the workforce development arena. We are proud of these accomplishments. However, at the end of the day we ask one important question. Did we find someone a job? If the answer is yes, then we have been successful.

Sincerely,

Mark P. Reineke

MPR:TLM



**STATE OF TENNESSEE  
DEPARTMENT OF HUMAN SERVICES  
400 DEADERICK STREET  
CITIZENS PLAZA BUILDING  
NASHVILLE, TN 37248  
TELEPHONE: (615) 313-4700  
FAX: (615) 741-4165 TTY: 1-800-270-1349**

**DON SUNDQUIST  
GOVERNOR**

**NATASHA K. METCALF  
COMMISSIONER**

November 5, 2002

To All Workforce Investment Act Partners:

I am pleased to write this letter regarding the Department of Human Services' (DHS) partnership with Tennessee's workforce development system.

The Workforce Investment Act (WIA) provides the framework for a workforce preparation and employment system that meets both the needs of Tennessee businesses and the needs of job seekers. DHS is proud to have three major programs play a role in this system: Vocational Rehabilitation, Families First, and the Food Stamp Employment and Training Program. In addition, being a part of the statewide Career Center System has provided streamlined services for job seekers across the state.

Our department is also a partner through the development of a uniform database across all workforce development employment and training programs that will facilitate administrative as well as programmatic communication. Through this enhanced database, all available services to job seekers will be more readily accessible to the client through co-enrollment and targeted referrals.

In addition, we have been effective in communicating to employers regarding the services the state can offer in securing a trained and ready workforce. This has been an improvement and promotes the connections and benefits that may be available through coordinated services at the state and local level.

Our partnership with the Department of Labor and Workforce Development has been fundamental to our continued success in preparing our clients for the workforce. Welfare reform in Tennessee has been assisted by an increase in the employer focus among the LWIAs. It has been a pleasure to serve as both a mandatory and voluntary partner in this exciting new phase of workforce development in Tennessee.

Sincerely,

A handwritten signature in black ink that reads "Natasha K. Metcalf".

Natasha K. Metcalf  
Commissioner

NKM:TLM





STATE OF TENNESSEE  
**DEPARTMENT OF EDUCATION**  
*Division of Vocational-Technical Education*  
Fourth Floor, Andrew Johnson Tower  
710 James Robertson Parkway  
Nashville, TN 37243

November 5, 2002

Mr. Mark P. Reineke, Commissioner  
Tennessee Department of Labor and Workforce Development  
8<sup>th</sup> Floor, Andrew Johnson Tower  
710 James Robertson Parkway  
Nashville, TN 37243

Dear Commissioner Reineke:

As we begin year three of both the *Workforce Investment Act* and the *Perkins Act 1998*, I want to thank you for the working relationship that we have between the Department of Labor and Workforce Development and the Department of Education. By cooperating at the state level, we have enhanced our ability to serve the citizens of Tennessee, and it appears that localities are now following our example.

We appreciate your department's commitment to focus on high school graduation as a key component of future success for students. This commitment manifests itself in numerous ways including your support of our proven Jobs for Tennessee Graduates model that assists at risk students in graduating from high school and entering the workforce. Additionally, the contracts that local workforce investment areas have with local school systems to coordinate and offer beneficial non-duplicated services should prove quite valuable in ensuring that students can be successful in their quest to earn a high school diploma. Finally, the collaboration that we have shared on the state, and in many cases, local Youth Councils has helped to provide a foundation for continued cooperation, which will result in greater student success.

Both our department and local education agencies have had greater opportunities for involvement with business, industry, and community partners thanks to our relationship. Being included in workforce summits and other events have provided valuable networking opportunities.

I look forward to working with you in the future as we continue our efforts on behalf of the Volunteer State.

Sincerely,

Becky Kent  
Assistant Commissioner

BK:TLM



**STATE OF TENNESSEE  
COMMISSION ON AGING AND DISABILITY**

Andrew Jackson Building, Ninth Floor  
500 Deaderick Street  
Nashville, Tennessee 37243-0860

James S. Whaley  
Executive Director

TDD 615-532-3893

Voice 615-741-2056  
Fax 615-741-3309

November 5, 2002

Commissioner Mr. Mark P. Reineke  
Attention: Susie Bourque  
Tennessee Department of Labor and Workforce Development  
8<sup>th</sup> Floor, Andrew Johnson Tower  
710 James Robertson Parkway  
Nashville, TN 37243

Dear Commissioner Reineke:

Re: WIA Annual Report

In 1998, the Workforce Investment Act (WIA) included the Senior Community Service Employment Program (SCSEP) as a required partner in the One-Stop delivery system to ensure that older workers have access to information about the range of employment-related services available to them.

The Older Americans Act (OAA) Amendments of 2000 build on that partnership by requiring that all SCSEP grantees in an area coordinate their activities through the One-Stop delivery system. To this end, it requires the governor of each state to complete an annual state Senior Employment Service Coordination Plan (the Plan). The purpose of the Plan is to serve as a guide for SCSEP operators as they strategize their activities within the state.

In Tennessee, the Tennessee Commission on Aging and Disability is responsible for the Plan's development and implementation. As a result of this directive, an older worker task force comprised of representatives from SCSEP grantees operating in Tennessee was formed. Its purpose is to strengthen coordination between SCSEP and services for older workers in the WIA One-Stop system as well as address goals established in the Plan. Since its inception in September 2001, the members meet regularly to put into action the plan's goals and objectives.

Since July 1, 2000, coordination with WIA has been demonstrated in other ways as well. Tennessee SCSEP grantees are partners in each local One-Stop system, have representatives serving on Local Workforce Investment Boards, and have entered into Memorandums of Understanding describing how services will be provided. Also, across the state, many of the One-Stop career centers serve as training sites for SCSEP participants involved in work experience training. They learn new skills while helping meet staffing needs.

Commissioner Mark P. Reineke  
Page 2  
November 5, 2002

As the baby boom generation ages, the demand for employment and training services and income support for low-income older persons will substantially increase. The Urban Institute projects that there will be 1.4 million more disadvantaged adults over the age of 55 in the year 2005 than in 1995. Low-income seniors generally must continue working which will put added strain on workforce resources and the One-Stop system.

Therefore, improving SCSEP integration with WIA can help the Workforce Investment System prepare for the greater number of older workers it will be called on to serve. One-stops can benefit from the experience SCSEP has gained in serving this population.

The Tennessee Commission on Aging and Disability, the U.S. Forest Service, and the national SCSEP grantees are committed to working in close coordination with their WIA partners at the state and local levels. We believe in the effectiveness of these partnerships in making the publicly funded services available to older job seekers the best that they can be.

Sincerely,

A handwritten signature in black ink, appearing to read "James S. Whaley". The signature is fluid and cursive, with a large initial "J" and "W".

James S. Whaley

JSW:TLM

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## Introduction

The Workforce Investment Act of 1998 provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of the nation's businesses as well as the needs of job seekers and those who want to further their careers. Title I of the legislation is based on the following elements:

- ◆ Training and employment programs must be designed and managed at the local level where the needs of businesses and individuals are best understood.
- ◆ Customers must be able to conveniently access needed employment, education, training, and information services at a single location in their neighborhoods.
- ◆ Customers should have choices in deciding the most appropriate training program that fits their needs and the organizations that will provide that service. They should have control over their own career development.
- ◆ Customers have a right to information about how well training providers succeed in preparing people for jobs. Training providers will provide information on their success rates.
- ◆ Businesses will provide information, leadership, and will play an active role in ensuring that the system prepares people for current and future jobs.

The Act builds on the most successful elements of previous federal legislation. Just as important, its key components are based on local and State input and on extensive research and evaluation studies of successful training and employment innovations over the past decade.

The new law made changes to the current funding streams, target populations, system of delivery, accountability, long-term planning, labor market information system, and governance structure.

A State workforce development board has been established and the State's five-year strategic plan has been developed. The Governor has designated local "workforce investment areas" and will oversee local workforce investment boards. New youth councils have been set up, as a subgroup of the local board, to guide the development and operation of programs for youth. Customers will benefit from a Career Center Delivery System that allows them to access core employment services and to be referred directly to job training, education, or other services.

Title I requires that standards for success be established for organizations that provide training services. It outlines a system for determining their initial eligibility to receive funds. It establishes the funding mechanism for states and local areas. It specifies participant eligibility criteria, and authorizes an array of services for youth, adults, and dislocated workers. It also authorizes certain statewide activities and a system of accountability to ensure that customer needs are met. Also authorized are a number of national programs: the Job Corps; Native American programs; migrant and seasonal Farm Worker programs; Veterans' Workforce Investment programs; Youth Opportunity grants for high-poverty areas; technical assistance efforts to states and local areas; demonstration, pilot, and other special national projects; program evaluations; and, National Emergency grants

## Partner Services

At the End of the Day... We:

Operated More Efficiently

## Partnerships

Over the last several years, Tennessee has experienced dramatic shifts in its economy and workforce needs. Throughout these changes, the Tennessee Department of Labor and Workforce Development has emerged as a major player to help ensure economic stability across Tennessee. By listening and responding to the needs of the private sector, our focus has sharpened to target employers needing qualified and available workers, while ensuring Tennessee's workforce is able to meet those needs. With numerous strategic workforce development programs, and in conjunction with the U. S. Department of Labor through the administration of funds, we play a key role in shaping the direction and providing significant resources for these programs.

Targeting demand occupations, we assist job seekers with determining aptitude and skill levels for those jobs in order to satisfy crucial needs in the workplace, and then refer qualified applicants to appropriate training. As the official source for all of Tennessee's labor data, we are able to effectively identify supply and demand gaps as well as track trends of declining and rising job types. This information allows us to anticipate problems and intervene with solution steps to keep economic balance and meet the needs of employers across Tennessee.

Two such companies include, The Home Depot and Bush Hog, Inc. The Home Depot partnership is part of a national effort by USDOL using the Career Center system as the point of contact for all Home Depot hiring. A nationwide teleconference conducted by the Secretary and Executives from The Home Depot via

satellite was held and representatives from the Career Center system were at every Home Depot across the state for this landmark event. After the teleconference, one on one time was spent with each store representative outlining the detailed services available here in Tennessee for not only the full time workers but the numerous part time workers that are employed by The Home Depot.

On a local level, this same model is currently in use with Bush Hog, Inc., located in Northeast Tennessee. The Tennessee Career Center System and a workforce development partnership, comprised of several local and state partners, stepped up to ensure that all available public resources could be leveraged in a timely manner. As of June 2002, just over 11,000 applications have been received and catalogued within the career center system. Bush Hog plans to continue to use the career center to assist in filling the approximately 280 remaining positions, and the original goal to hire 400 employees will be met on or before the projected date of Spring 2003. With an escalating focus reaching beyond recruitment, this partnership has included assisting potential employees in obtaining a GED, customized training, and on the job training to meet the needs of Bush Hog, Inc.

In the last two years, a critical need has surfaced in the healthcare arena for qualified workers in virtually every service and support role. Developing a model for connecting these jobs to qualified, skilled workers, the Tennessee Department of Labor and Workforce Development intensified its canvassing of job seekers to

identify potential healthcare workers. With an initial focus on nursing careers, the search has expanded to include numerous health related careers training ranging from such areas as allied health careers as well as technical and clerical support careers.

As employers' needs present themselves, the Tennessee Department of Labor and Workforce Development makes itself available to help direct, provide services and information, and develop solutions to today's constantly changing business environment.



# Working in the Twenty First Century

TENNESSEE CAREER CENTERS PROVIDE NEEDED RESOURCES FOR EMPLOYERS AND JOB SEEKERS

When Nissan came to Middle Tennessee they wanted to move fast and hire a large number of workers for their manufacturing operations. Nissan had the assessment tools—the Tennessee Department of Labor and Workforce Development had the resources and logistical support with our one-stop Career Center System.

Interviewers in our Middle Tennessee Career Center at Rutherford County and our Mid South Career Center in Tullahoma plowed through thousands of applications and separated out the candidates who met the minimum qualifications. Each of those candidates was made part of the Nissan applicant data base. The Middle Tennessee Career Center at Rutherford County forwarded completed applications to Nissan for review and further action by Nissan Representatives. This procedure has proven successful with subsequent staffing needs at both the Smyrna and Decherd plants. The same model was used by the state of Mississippi in staffing the new Nissan facility in that state.

Nissan told us what they wanted...we made it happen. And we did the same for Saturn, Dell and Federal Express to name a few.

"With the focus on improved customer service and a streamlined approach towards meeting the needs of employers and job seekers, Tennessee designed a system that incorporates local, state, and federal

workforce development services into a single location" says Department of Labor and Workforce Development Commissioner Michael E. Magill. "Tennessee's one-stop Career Center system is a critical component of the economic stability and growth of Tennessee, demonstrating a new path for communities and government to work in a seamless delivery of services that is effective, productive, and results driven."

Tennessee has fourteen Comprehensive Career Centers and numerous affiliate sites across the state where employers can go to find the workers they need and job seekers receive tangible assistance and career information. Driven by a partnership between the Department of Labor and Workforce Development, the Department of Human Services and community-based, the Career Centers provide effective and increased services to all participants in Tennessee's workforce.

"The Tennessee Career Center system has been an important part of the Nissan employment process for over 20 years. During that time, they have assisted in hiring thousands of hourly positions" said Gina Baio, Section Manager of Employment/Employee Relations for Nissan.

The Tennessee Career Center System worked for Nissan and many other Tennessee companies, it can work for your business too.

TENNESSEE  
CAREER  
CENTERS  
*Where People and Jobs Connect*



• Job Listings



• Qualifying  
Candidates

• Assessments

• Training

For your nearest  
Career Center, call  
**1-877US-2JOBS**  
in Tennessee  
**1-800-255-5872.**

On the internet  
[www.servicelocator.org](http://www.servicelocator.org)



Tennessee Department of Labor  
& Workforce Development

## Statewide Programs

At the End of the Day... We:

Treated People Fairly

## Statewide Programs

The Tennessee Department of Labor and Workforce Development reserves statewide dollars for additional funding for local areas and skills shortage projects. Additional funding provides local areas further opportunity to serve a greater number of adults, youth, and dislocated workers above their original formula funding. Skills shortage funds provide opportunities that go beyond the required WIA activities, establishing allowable activities. The following programs develop opportunities to provide services established by federal guidelines as required and/or allowable activities by states.

### Jobs for Tennessee Graduates (JTG)

The Jobs for Tennessee Graduates (JTG) program is a combined effort of the Tennessee Department of Labor and Workforce Development and the Tennessee Department of Education. The program is designed to assist at-risk and disadvantaged youth in graduating from high school and finding and keeping quality jobs. Utilizing the Jobs for America's Graduates training curriculum, the Department of Education negotiates service contracts with Local Workforce Investment Areas (LWIA) providing JTG program management services. Students are selected for participation in the JTG program based on numerous at-risk behaviors and circumstances.

Tennessee's broad strategic goals for its youth are to establish as the first priority the attainment of educational skills. This primary goal as delineated in Tennessee's Five Year Plan encompasses the attainment of credits required for a high school diploma

for any eligible youth and/or the attainment of credits toward an equivalency for out-of-school youth. To this end Tennessee is designating eligible youth that are deficient in basic literacy skills as priority for all WIA funded youth programs. Youth determined to be deficient in basic literacy skills must constitute at least 50% of the total youth served by the LWIA.

The major funding sources continue to be the Tennessee Department of Labor and Workforce Development and the Department of Education. Funding provided by the Tennessee Department of Labor and Workforce Development is used to provide one-half the amount of JTG teachers' salaries as well as provide opportunities for WIA eligible students to attend leadership training seminars or conferences. The other half of teachers' salaries are funded by the local school systems and administration is paid by the Department of Education.

In its twenty-first year of operation (2002), JTG provided in-school and follow-up services to over 2,915 students throughout the state of Tennessee. There were a total of 51 JTG programs, operating in 48 different high schools, within the State of Tennessee. Of the 1,383 students served in the program, 593 were determined to be WIA eligible as reported by the Case Management Activity and Tracking System (CMATS).

### Tennessee Higher Education Commission (THEC)

Operated under the auspices of the Tennessee Board of Regents and the University of Tennessee system, the Tennessee Higher Education Commission (THEC) achieves coordination and fosters

unity for higher education in this state. The Commission coordinates two systems of higher education, the University of Tennessee institutions governed by the University of Tennessee Board of Trustees and the state universities, community colleges, technical institutions and technology centers governed by the Tennessee Board of Regents.

The primary role of the THEC in relation to WIA is to establish and monitor a Training Provider Certification System in Tennessee. Other important roles include: annually granting subsequent eligibility of providers by analyzing performance data, conducting state level appeals to determine whether or not a denied provider should be deemed eligible to participate on the State Provider's List, conducting state level appeals submitted by students participating with Eligible Training Providers which includes reviewing and/or hearing parties involved in unresolved complaints, performing site visits to review, inspect and investigate as necessary, institutions holding a certification for participation, working in conjunction with Local Workforce Investment Boards (LWIBs) to establish deadlines for submission of initial certification application packages, new program applications and tracking information, providing LWIBs, state or federal agencies information pertaining to school closures under any condition, and providing LWIBs with performance reports on training providers.

The roles of the Local Workforce Investment Boards include: certification of eligible providers to be participants on the State Provider list, storing student records from closed institutions or discontinued programs of institutions located in their respective local areas, and assurance that no institution may solicit, recruit, award

credentials or operated as an ETP until such certification is granted by the LWIB.

THEC holds two workshops for training providers and LWIAs each year. One topic previously addressed in their workshop regarded new policy for subsequent eligibility of training providers for the Tennessee Eligible Training Provider List. Workshops also focus on providing detailed technical assistance on how to correctly complete quarterly data reports for new institutions on the list, as well as subsequently eligible providers currently on the statewide list.

#### **University of Memphis (BBER/CMS)**

The Bureau of Business and Economic Research/Center for Manpower Studies (BBER/CMS) is a research and public service unit of the Fogelman College of Business and Economics, The University of Memphis. This research unit provides technical assistance to the Tennessee Department of Labor and Workforce Development (TDOL/WFD) by conducting the following activities: assistance to the TDOL/WFD in development of quarterly and annual WIA participant and performance reports, compiling and analyzing Unemployment Insurance (UI) data to support WIA performance accountability; responding to LWIAs requests for information on customer satisfaction survey and performance measures issues, and assisting TDOL/WFD staff and consultants on issues related to CMATS conversion. Customer Satisfaction Surveys are conducted on clients and employers, including employers that submit job orders to Wagner/Peyser staff. The survey unit has surveyed over 2,600 employers and over 2,200 clients statewide since July 2001. BBER/CMS staff track

sample size requirements by LWIA to comply with Federal reporting instructions. The survey unit receives a monthly extract file of client contact information from CMATS. BBER/CMS staff maintains databases to compile, manage and report on client and employer responses.

Other responsibilities of the survey unit are to assist CMATS staff in developing mechanisms to track sample sizes for clients and employers to comply with Federal instructions, produce data for the State and LWIA quarterly and annual performance reports, respond to information requests from TDOL/WFD or LWIA staff on survey procedures and results, participation in information meetings and presentations to explain the survey process and results and to assist State and local areas in utilizing survey results for management purposes.

#### **AFL-CIO (Technical Assistance)**

The Technical Assistance Program is a dislocated worker program that provides technical assistance to labor unions and workers throughout Tennessee. It is a special project of the Tennessee AFL-CIO Labor Council with the cooperation and assistance of the Tennessee Department of Labor and Workforce Development. The Technical Assistance program provides training activities that are related to the problems of dislocated workers across the state of Tennessee.

The AFL-CIO Technical Assistance Program provided a Labor-Management conference on August 14-16, 2002, entitled "United We Stand." The conference goal was to enhance the future of the labor-management community in the State of Tennessee. Topics included information concerning inflationary trends and other

economic issues; basics of proven successful labor-management initiatives, and keynote issues regarding "Reawakening the Power of Purpose: The Role of Optimism in Times of Pessimism." The Labor-Management Advisory Committee recognized excellent partnerships throughout the State that met certain criteria including, but not limited to diversity, training, safety, leadership, community and innovation.

#### **WORKFORCE STRATEGISTS (Pilot Project for Dislocated Workers)**

Workforce Strategists (WFS) was a demonstration project implemented to address the special needs of dislocated workers unemployed for 16 weeks or longer and having difficulty transitioning into the workforce due to certain barriers to employment that included emotional stress. The program offered individuals the opportunity to transition into, or recover gainful, long-term employment in demand occupations following the lay-off period.

Participants entered into three phases in the program after receiving core service from the Department of Labor and Workforce Development and/or its partner(s). Phase one consisted of an initial assessment while phase two followed up with intensive job search and personal counseling. The third phase was initiated upon entered employment of the individual while providing WFS with performance-based incentive for each individual retaining 6 months of employment.

For Program Year July 2001- June 2002, WFS reported services to a total of 237 dislocated workers while exiting 52 of those same persons through March 2002. WFS met 94.8 % of the state goal for entered employment, 112% of the state goal for six

months retention, and 144% of the six months earnings change/replacement.

### **Skills Shortages Projects**

Other projects initiated as a result from the use of statewide reserve funding included skills shortages demonstration projects for local areas. These projects were implemented in order to test the ability of the workforce development system to create training programs for the purpose of addressing skills shortages in local workforce investment areas. The programs were industry led, offering individuals the opportunity to transition into long-term employment in demand occupations. Local employers applying within the Local Workforce Investment Areas provided letters of support.

Local areas must have expended a minimum of sixty percent of both the adult and dislocated worker funds combined in order to be eligible for skills shortages funding. The following is a list of those classes that addressed skills shortage needs in the areas of healthcare and teacher certification:

- LPN Class (Johnson City)(provide services for 24 individuals)
- LPN Class (Elizabethton)(provide services for 24 individuals)
- LPN Class (Livingston) (provide services for 36 individuals)
- Radiological Technology (Johnson City)(provide services for 10 individuals)
- Teacher Certification (provide services for 30 or more individuals)

Rapid Response

VALUES

To treat each worker, business, and partner with professionalism and respect.

## Dislocated Worker Unit

The Tennessee Department of Labor and Workforce Development's Dislocated Worker Unit is the Governor's designated site for the Worker Adjustment and Retraining Notification (WARN) Act, Public Law 100-379. The Workforce Investment Act of 1998 mandates the establishment of the Dislocated Worker Unit.

Under WARN, Tennessee employers are required to send a written notice to the Dislocated Worker Unit (DWU) 60 days in advance of a plant closure or mass layoff usually when 50 or more workers are affected. The DWU assists employers and employees by creating WARN Notices and implementing the state's Rapid Response system. The system is designed to provide information about services as quickly as possible to alleviate some of the anxieties caused by a workforce reduction and help workers transition back into employment. The Rapid Response Team is made up of specialists who represent the Tennessee Career Center System, which is the basic delivery system for Dislocated Worker Services. The AFL-CIO is a member of the team, if the affected workers are represented by organized labor. Other member agencies are included as required.

Early warning enables the Rapid Response Team to organize all state and local resources that are available to implement an intensive program of assistance to help workers transition back into employment and reduce costs to the employers.

The Workforce Investment Act also authorizes a comprehensive program of services to assist permanently laid-off

employees. Those services include Unemployment Insurance, job search and placement assistance, labor market and occupational information, testing and assessment, resume preparation and interviewing skills workshops, and classroom and occupational skills training. One-on-one counseling is also available to help Dislocated Workers with a variety of issues, including working with creditors, budgeting, and coping with the stress of job loss.

Program Year 2001 was a very challenging year with near record numbers of mass layoffs and company closures. From July 1, 2001 until June 30, 2002, the Dislocated Worker Unit received notice that 27,944 employees were laid off, with a significant majority, 21,632, as a result of a closure. WARN Notices were received from 248 Tennessee businesses, with 184 complete closures.

The manufacturing industry was the hardest hit with 120 companies reporting either layoffs or closures and the service industry a distant second with 58 WARN Notices received. Wholesale and retail were not far behind with 42 businesses affected as a result of the downturn in the economy.

Although it is unfortunate when Tennessee loses employers and Tennesseans lose jobs, our department and the Tennessee Career Center System was able to play a crucial role in assisting business and workers in making successful transitions. We were able to help thousands of Tennesseans find new jobs, most with pay equal to or higher than their previous jobs.



## Success Stories

At the End of the Day...We:

Found Someone a Job

## WIA Participants

### Stephanie

Stephanie was a 17 year-old senior in High School when she decided she wanted to become a registered respiratory therapist. At the time, she was a ward of the court placed in temporary custody with her aunt and uncle. Her only support came from a small Social Security check and TANF. Despite her youth, Stephanie realized she had to advance her skills in order to achieve independence. After completing high school, she applied to a local Community College and was accepted. Through the Local Workforce Investment office she received assistance with tuition, fees, and books. She worked part-time to pay for the gas expense of a 170-mile roundtrip to school each day. She completed her training with an Associate of Applied Science Degree and obtained employment in a local hospital with a starting pay of \$12.00 per hour.

### Ricky

Ricky was a 43 year-old eighth-grade dropout who had worked himself up the ranks to become a supervisor at a local heating products company. Ricky's employer moved its operations to Mexico and he received a permanent layoff. As he searched for employment he realized that without a high school diploma or GED he would not be able to find a job with comparable wages. His job skills were also outdated and non-transferable in his area. With the assistance from the Local Workforce Investment office he enrolled in a welding program. Upon completion of the program, Ricky was employed making \$10.15 per hour (38

cents less per hour than his previous job). He is continuing to work on getting his GED.

### George

George was laid off from a job where he had been employed as a seasonal electrician. He is the sole support for his wife and three children and felt that he desperately needed to make a career change and, at the same time, wanted to fulfill a lifelong dream of working in law enforcement. Because George needed employment retraining assistance, he contacted the Local Workforce Investment office and was enrolled in the WIA Dislocated Workers Program.

His case manager outlined a plan to meet his training and employment goals and he began Basic Police Officer Education training. Along with his Police Officer Training, George received certification in the following: Aerosol Weapons, EVOC (Emergency Vehicle Operations Course), Child Passenger Safety Technician, Disaster Defense Safety, DUI Enforcement, Patrol Tactics, Domestic Violence, TPS Intoximeter EC-IR Operations, Nashville Fire Commission "Response to National Terrorism" and Police Office Educator.

George is currently a city employee working in Public Works and as a City Police Department Reserve Officer. He is also a member of the Volunteer Fire Department. He also conducts training for the children in local schools in Child Safety Seat regulations and "Grip, Dip and Spin" Child Abduction training. Not only is George working full time, he also

volunteers for many community services and projects and now wants to continue his education towards a Bachelor of Arts and then his Masters in Law Enforcement.

George expresses his thanks for his training. He has been able to fulfill his lifelong dream of working in law enforcement. George is excited about his career and extremely happy about the new direction that his life is headed!

### **Randall**

Randall started working at a Fabrics company in 1990 and was dislocated in July 2001. He worked on the assembly line from the time he started until October 2000. He worked as a computer operator/technician repairing and working on the plants computer system. Although he had little formal training, he developed an interest in computer technology. Randall went to the Local Workforce Investment office as a Dislocated Worker. His assessments and interview indicated he had a high interest and aptitude for working with computers.

Randall enrolled in school and started Computer Operations Technology training. Over the next few months, Randall reached seven different levels of certification and received very high grades. While he was still a student he was offered the position of interim instructor in the Computer Operations Technology class with a starting salary of \$35,000.

Another example of Randall's ability is that he and another participant have started their own business in the computer/networking field. This is a prime example of how an unfortunate

event can be turned into a great opportunity.

### **Judy, LeeAnn, Denise, Carol, Felicia, Wendy**

When a local manufacturing company closed its doors, many of the workers found themselves without employment for the first time in years and some for the first time in their lives. They entered the Local Workforce Investment office confused, scared and even somewhat angry. Their lives were changing fast and the local staff worked hard to ease the fears of these workers. Six of these dislocated employees began their re-training as a team. They all entered an LPN program together with determination and support as a group. Although each participant has their own story and unique struggles they continued together. At the end of the program they all successfully graduated and passed the state board exams. Each participant has gone from an average wage of \$6-\$9 per hour to earning \$10-\$20 per hour. One participant stated, "Now we have more than just a job to go to – we have a career with a future and one where we can make a difference in someone's life."

**"Now we have more than just a job to go to – we have a career with a future and one where we can make a difference in someone's life."**

Performance

## MISSION

To be a proactive organization with valued employees; to bring together those who offer jobs and those who need jobs with job-related assistance, education, and training in a safe, profitable workplace.

## Performance Measures

Tennessee began the process of establishing workforce development goals and measures in December 1998 as part of its WIA system of performance management that has an outcome-based focus with expectations of success, cost-effectiveness and accountability. The State established performance goals based on parameters described in TEGL 8-99. Tennessee's goals have been higher than the national average on all measures including the two customer satisfaction measures. In June 2002, PY 2001 goals were re-negotiated on eight of the performance measures and have been set to increase one percent for PY 2002. This increase will require state and local areas to review information received from customers and to correct or to improve lower rated areas. By addressing customer concerns, state and local areas will be able to meet the customers' needs more appropriately.

Performance data is collected and analyzed through the State's enhanced Case Management Activity Tracking System (eCMATS). eCMATS is a WEB based, Oracle 9i Database, multi-department, and is an effort of eight major state agencies partnering to provide Tennessee with a comprehensive Workforce Investment application. Once a participant enters the local office, the counselor begins initial intake on the individual to determine eligibility. The counselor develops a master plan of which programs the participant qualifies for and then a case manager or counselor is assigned for the service

tracking. The counselor schedules all the participants' services, activities and attendance on eCMATS. This continues until the participant completes each program and the case is closed. All outcomes for each program will also be received and stored in eCMATS.

As data is collected, the information will be disseminated to the State Board for its analysis. Performance is reviewed on a quarterly basis. Technical Assistance is provided to the LWIA when it falls below the performance standard. The LWIB will then develop an action plan in response to the data. Progress reviews will be conducted to determine progress of action plans.

The Employment and Training Division released a policy outlining the procedures for incentives or sanctions for the Local Workforce Investment Areas for Program Year 2001. The policy places an emphasis both on percent attainment of goals and on numbers of individuals served. Due to economic differences that affected some portions of the state, this policy will allow for incentives even in areas that may have been more drastically affected by an unstable job market.

The following pages contain tables with the negotiated performance goals for PY 2001 for each Local Workforce Investment Areas and the state.

## Local Workforce Investment Area PY 2001 Performance Goals

| LWIA                                | 1       | 2       | 3       | 4       | 5       |
|-------------------------------------|---------|---------|---------|---------|---------|
| <b>ADULTS</b>                       |         |         |         |         |         |
| Entered Employment Rate             | 70      | 68      | 69      | 69      | 70      |
| Earnings Change                     | 3219.28 | 3219.28 | 3219.28 | 3219.28 | 3219.28 |
| Credential and Employment Retention | 61.5    | 55      | 57      | 56      | 57      |
|                                     | 81.5    | 81.5    | 81.5    | 81.5    | 81.5    |
| <b>DISLOCATED WORKERS</b>           |         |         |         |         |         |
| Entered Employment Rate             | 74.9    | 75      | 74      | 74      | 75      |
| Earnings Replacement                | 90      | 90      | 91      | 90      | 91      |
| Credential and Employment Retention | 61.5    | 55      | 57      | 57      | 57      |
|                                     | 91.5    | 91.5    | 91.5    | 91.5    | 91.5    |
| <b>OLDER YOUTH</b>                  |         |         |         |         |         |
| Entered Employment Rate             | 66      | 65      | 66      | 66      | 65      |
| Earnings Change                     | 2900    | 3075.47 | 2900    | 2942.72 | 2900    |
| Credential Retention                | 47.5    | 45      | 47.5    | 47.5    | 47.5    |
|                                     | 81.5    | 81.5    | 81.5    | 81.5    | 81.5    |
| <b>YOUNGER YOUTH</b>                |         |         |         |         |         |
| Skill Attainment Rate               | 73.5    | 73.5    | 73.5    | 73.5    | 73.5    |
| Diploma/Equivalent                  | 61.5    | 61.5    | 61.5    | 61.5    | 61.5    |
| Retention                           | 55.5    | 55.5    | 55.5    | 55.5    | 55.5    |
| <b>CUSTOMER SATISFACTION</b>        |         |         |         |         |         |
| Participant                         | 73      | 73      | 73      | 73      | 73      |
| Employer                            | 73      | 73      | 73      | 73      | 73      |

## Local Workforce Investment Area PY 2001 Performance Goals

| LWIA                                | 6       | 7       | 8       | 9       |
|-------------------------------------|---------|---------|---------|---------|
| <b>ADULTS</b>                       |         |         |         |         |
| Entered Employment Rate             | 73      | 74      | 69      | 68      |
| Earnings Change                     | 3219.28 | 3219.28 | 3219.28 | 3219.28 |
| Credential and Employment Retention | 55.5    | 60      | 55      | 56      |
|                                     | 81.5    | 81.5    | 81.5    | 81.5    |
| <b>DISLOCATED WORKERS</b>           |         |         |         |         |
| Entered Employment Rate             | 77      | 79      | 74      | 73.9    |
| Earnings Replacement                | 90      | 91      | 90      | 91      |
| Credential and Employment Retention | 56      | 60      | 55      | 56.5    |
|                                     | 91.5    | 91.5    | 91.5    | 91.5    |
| <b>OLDER YOUTH</b>                  |         |         |         |         |
| Entered Employment Rate             | 66      | 70      | 65      | 66      |
| Earnings Change                     | 2942.72 | 3075.47 | 2942.72 | 2900    |
| Credential Retention                | 46      | 55      | 47.5    | 47.5    |
|                                     | 81.5    | 81.5    | 81.5    | 81.5    |
| <b>YOUNGER YOUTH</b>                |         |         |         |         |
| Skill Attainment Rate               | 73.5    | 73.5    | 73.5    | 73.5    |
| Diploma/Equivalent Retention        | 61.5    | 61.5    | 61.5    | 61.5    |
|                                     | 55.5    | 55.5    | 55.5    | 55.5    |
| <b>CUSTOMER SATISFACTION</b>        |         |         |         |         |
| Participant                         | 73      | 73      | 73      | 73      |
| Employer                            | 73      | 73      | 73      | 73      |

## Local Workforce Investment Area PY 2001 Performance Goals

| LWIA                                | 10      | 11      | 12      | 13      | STATE   |
|-------------------------------------|---------|---------|---------|---------|---------|
| <b>ADULTS</b>                       |         |         |         |         |         |
| Entered Employment Rate             | 74      | 70      | 67      | 69      | 70      |
| Earnings Change                     | 3219.28 | 3219.28 | 3219.28 | 3219.28 | 3219    |
| Credential and Employment Retention | 60      | 55      | 55      | 57      | 57      |
|                                     | 81.5    | 81.5    | 81.5    | 81.5    | 81.5    |
| <b>DISLOCATED WORKERS</b>           |         |         |         |         |         |
| Entered Employment Rate             | 79      | 74.9    | 73.5    | 74.9    | 74.9    |
| Earnings Replacement                | 90      | 91      | 90      | 91      | 91      |
| Credential and Employment Retention | 60      | 55      | 55      | 57      | 57      |
|                                     | 91.5    | 91.5    | 91.5    | 91.5    | 91.5    |
| <b>OLDER YOUTH</b>                  |         |         |         |         |         |
| Entered Employment Rate             | 66      | 66      | 64      | 66      | 66      |
| Earnings Change                     | 2900    | 2942.72 | 2800    | 3000    | 2942.72 |
| Credential Retention                | 50      | 47      | 46      | 44      | 47.5    |
|                                     | 81.5    | 81.5    | 81.5    | 81.5    | 81.5    |
| <b>YOUNGER YOUTH</b>                |         |         |         |         |         |
| Skill Attainment Rate               | 73.5    | 73.5    | 73.5    | 73.5    | 73.5    |
| Diploma/Equivalent                  | 61.5    | 61.5    | 61.5    | 61.5    | 61.5    |
| Retention                           | 55.5    | 55.5    | 55.5    | 55.5    | 55.5    |
| <b>CUSTOMER SATISFACTION</b>        |         |         |         |         |         |
| Participant                         | 73      | 73      | 73      | 73      | 73      |
| Employer                            | 73      | 73      | 73      | 73      | 73      |



**State of Tennessee**  
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**Table A – Workforce Investment Act Customer Satisfaction Results**

| <b>Customer Satisfaction</b> | <b>Negotiated Performance Level</b> | <b>Actual Performance Level - ACSI</b> | <b>Number of Completed Surveys</b> | <b>Number of Customers Eligible for The Survey</b> | <b>Number of Customers Included in the Sample</b> | <b>Response Rate</b> |
|------------------------------|-------------------------------------|--|------------------------------------|--|---|----------------------|
| <b>Participants</b>          | <b>73%</b>                          | <b>78.7%</b>                           | <b>2282</b>                        | <b>10139</b>                                       | <b>3672</b>                                       | <b>62%</b>           |
| <b>Employers</b>             | <b>73%</b>                          | <b>76.3%</b>                           | <b>2626</b>                        | <b>11910</b>                                       | <b>3671</b>                                       | <b>72%</b>           |

**Table B - Adult Program**

|                                | Negotiated Performance Level | Actual Performance Level |            |
|--------------------------------|------------------------------|--------------------------|------------|
|                                |                              |                          |            |
| Entered Employment Rate        |                              | 0.0%                     | 0<br>2,013 |
| Employment Retention Rate      |                              | 0.0%                     | 0<br>0     |
| Earnings Change in Six Months  |                              | \$0                      | \$0<br>0   |
| Employment and Credential Rate |                              | 0.0%                     | 0<br>0     |

**Table C - Outcomes for Adult Special Populations**

|                                | Public Assistance Recipients Receiving Intensive or Training Services |          | Veterans |          | Individuals With Disabilities |          | Older Individuals |             |
|--------------------------------|---|----------|----------|----------|-------------------------------|----------|-------------------|-------------|
|                                |   |          |          |          |                               |          |                   |             |
| Entered Employment Rate        | 0.0%  | 0<br>0   | 0.0%     | 0<br>58  | 0.0%                          | 0<br>79  | 0.0%              | 0<br>69     |
| Employment Retention Rate      | 0.0%  | 0<br>0   | 0.0%     | 0<br>0   | 0.0%                          | 0<br>0   | 0.0%              | 0<br>0      |
| Earnings Change in Six Months  | \$0   | \$0<br>0 | \$0      | \$0<br>0 | \$0                           | \$0<br>0 | \$0               | \$0.00<br>0 |
| Employment and Credential Rate | 0.0%  | 0<br>0   | 0.0%     | 0<br>0   | 0.0%                          | 0<br>0   | 0.0%              | 0<br>0      |

**Table D - Other Outcome Information for the Adult Program**

|                               | Individuals Who Received Training Services |          | Individuals Who Received Only Core and Intensive Services |            |
|-------------------------------|--|----------|---|------------|
|                               |  |          |   |            |
| Entered Employment Rate       | 0.0%                                       | 0<br>0   | 0.0%  | 0<br>2,013 |
| Employment Retention Rate     | 0.0%                                       | 0<br>0   | 0.0%  | 0<br>0     |
| Earnings Change in Six Months | \$0  | \$0<br>0 | \$0   | \$0<br>0   |

**Table E - Dislocated Worker Program Results At-A-Glance**

|                                | Negotiated Performance Level |  | Actual Performance Level |            |
|--------------------------------|------------------------------|--|--------------------------|------------|
|                                |                              |  |                          |            |
| Entered Employment Rate        |                              |  | 0.0%                     | 0<br>1,858 |
| Employment Retention Rate      |                              |  | 0.0%                     | 0<br>0     |
| Earnings Change in Six Months  |                              |  | 0.0%                     | \$0<br>\$0 |
| Employment and Credential Rate |                              |  | 0.0%                     | 0<br>0     |

**Table F - Outcomes for Dislocated Worker Special Populations**

|                                | Veterans |            | Individuals With Disabilities |            | Older Individuals |            | Displaced Homemakers |            |
|--------------------------------|----------|------------|-------------------------------|------------|-------------------|------------|----------------------|------------|
|                                |          |            |                               |            |                   |            |                      |            |
| Entered Employment Rate        | 0.0%     | 0<br>46    | 0.0%                          | 0<br>46    | 0.0%              | 0<br>160   | 0.0%                 | 0<br>7     |
| Employment Retention Rate      | 0.0%     | 0<br>0     | 0.0%                          | 0<br>0     | 0.0%              | 0<br>0     | 0.0%                 | 0<br>0     |
| Earnings Replacement Rate      | 0.0%     | \$0<br>\$0 | 0%                            | \$0<br>\$0 | 0.0%              | \$0<br>\$0 | 0.0%                 | \$0<br>\$0 |
| Employment and Credential Rate | 0.0%     | 0<br>0     | 0.0%                          | 0<br>0     | 0.0%              | 0<br>0     | 0.0%                 | 0<br>0     |

**Table G - Other Outcome Information for the Dislocated Worker Program**

|                               | Individuals Who Received Training Services |            | Individuals Who Received Only Core and Intensive Services |            |
|-------------------------------|--|------------|---|------------|
|                               |  |            |   |            |
| Entered Employment Rate       | 0.0%                                       | 0<br>0     | 0.0%  | 0<br>1,858 |
| Employment Retention Rate     | 0.0%                                       | 0<br>0     | 0.0%  | 0<br>0     |
| Earnings Change in Six Months | 0.0%                                       | \$0<br>\$0 | 0.0%  | \$0<br>\$0 |

**Table H - Older Youth Results At-A-Glance**

|                                | Negotiated Performance Level | Actual Performance Level |          |
|--------------------------------|------------------------------|--------------------------|----------|
|                                |                              |                          |          |
| Entered Employment Rate        |                              | 0.0%                     | 0<br>207 |
| Employment Retention Rate      |                              | 0.0%                     | 0<br>0   |
| Earnings Change in Six Months  |                              | \$0                      | \$0<br>0 |
| Employment and Credential Rate |                              | 3.3%                     | 8<br>242 |

**Table I - Outcomes for Older Youth Special Populations**

|                                | Public Assistance Recipients |          | Veterans |          | Individuals With Disabilities |          | Out-of-School Youth |          |
|--------------------------------|------------------------------|----------|----------|----------|-------------------------------|----------|---------------------|----------|
|                                |                              |          |          |          |                               |          |                     |          |
| Entered Employment Rate        | 0.0%                         | 0<br>28  | 0.0%     | 0<br>0   | 0.0%                          | 0<br>17  | 0.0%                | 0<br>180 |
| Employment Retention Rate      | 0.0%                         | 0<br>0   | 0.0%     | 0<br>0   | 0.0%                          | 0<br>0   | 0.0%                | 0<br>0   |
| Earnings Replacement Rate      | \$0                          | \$0<br>0 | \$0      | \$0<br>0 | \$0                           | \$0<br>0 | \$0                 | \$0<br>0 |
| Employment and Credential Rate | 3.3%                         | 1<br>30  | 0.0%     | 0<br>0   | 0.0%                          | 0<br>18  | 3.7%                | 8<br>214 |

**Table J - Younger Youth Results At-A-Glance**

|                                   | Negotiated Performance Level | Actual Performance Level |           |
|-----------------------------------|------------------------------|--------------------------|-----------|
|                                   |                              |                          |           |
| <b>Skill Attainment Rate</b>      |                              | 0.0%                     | 0<br>0    |
| <b>Diploma or Equivalent Rate</b> |                              | 0.0%                     | 0<br>754  |
| <b>Retention Rate</b>             |                              | 12.5%                    | 81<br>647 |

**Table K - Outcomes for Younger Youth Special**

|                                   | Public Assistance Recipients |          | Individuals With Disabilities |           | Out-of-School Youth |           |
|-----------------------------------|------------------------------|----------|-------------------------------|-----------|---------------------|-----------|
|                                   |                              |          |                               |           |                     |           |
| <b>Skill Attainment Rate</b>      | 0.0%                         | 0<br>0   | 0.0%                          | 0<br>0    | 0.0%                | 0<br>0    |
| <b>Diploma or Equivalent Rate</b> | 0.0%                         | 0<br>264 | 0.0%                          | 0<br>176  | 0.0%                | 0<br>164  |
| <b>Retention Rate</b>             | 10.0%                        | 7<br>70  | 15.1%                         | 30<br>199 | 13.5%               | 60<br>443 |

**Table L - Other Reported Information, part A**

|                           | 12 Month Retention |   | 12 Month Earnings |     | Non Traditional Employment |   |
|---------------------------|--------------------|---|-------------------|-----|----------------------------|---|
|                           |                    |   |                   |     |                            |   |
| <b>Adults</b>             | 0.0%               | 0 | \$0               | \$0 | 0.00%                      | 0 |
| <b>Dislocated Workers</b> | 0.0%               | 0 | 0.0%              | \$0 | 0.00%                      | 0 |
| <b>Older Youth</b>        | 0.0%               | 0 | \$0               | \$0 | 0.00%                      | 0 |

**Table L - Other Reported Information, part B**

|                           | Wages at Entry |                      | Training Related Employment |   |
|---------------------------|----------------|----------------------|-----------------------------|---|
|                           |                |                      |                             |   |
| <b>Adults</b>             | \$4,001        | \$6,145,708<br>1,536 | 0.00%                       | 0 |
| <b>Dislocated Workers</b> | \$5,521        | \$7,828,302<br>1,418 | 0.00%                       | 0 |
| <b>Older Youth</b>        | \$3,729        | \$607,812<br>163     |                             |   |

**Table M - Participation Levels**

|                           | Total Participants Served | Total Exiters |
|---------------------------|---------------------------|---------------|
| <b>Adults</b>             | 2,305                     | 2306          |
| <b>Dislocated Workers</b> | 1,793                     | 1,793         |
| <b>Older Youth</b>        | 240                       | 242           |
| <b>Younger Youth</b>      | 990                       | 990           |

**Table N – Cost of Program Activities**

| <b>Program Activity</b>   |   | <b>Total Federal Spending</b> |
|---|---|-------------------------------|
| <b>Local Adults</b>   |   | 14,213,531                    |
| <b>Local Dislocated Workers</b>   |   | 8,483,733                     |
| <b>Local Youth</b>  |   | 15,536,654                    |
| <b>Rapid Response</b><br><small>(up to 25%)<br/>13(a)(2)(B)</small>                 |   | 2,562,823                     |
| <b>Statewide Required Activities</b><br><small>(up to 15%)<br/>134(a)(2)(B)</small> |   | 2,784,317                     |
| <b>Statewide Allowable Activities</b>   | Education – Jobs for TN Grads                           | 718,177                       |
|   | DLWD-Administration of activities under Allowable, etc. | 922,716                       |
|   | Workforce Essentials                                    | 351,077                       |
|   | Carter County   | 209,949                       |
|   | East TN HRA   | 171,778                       |
|   | Hamilton County   | 447,692                       |
|   | F & A Monitoring  | 182,053                       |
|   | Upper Cumb. HRA   | 254,210                       |
|   | Columbia State Comm. College                            | 332,243                       |
|   | Dyersburg   | 222,519                       |
|   | Miscellaneous   | 94,218                        |
| <b>Total of All Federal Spending Listed Above</b>                                   |   | <b>47,487,690</b>             |

**Table O – Local Performance**

|   |                                  |                                     |                                 |
|---|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>1   | <b>Total Participants Served</b> | <b>Adults</b>                       | 657                             |
|   |                                  | <b>Dislocated Workers</b>           | 636                             |
|   |                                  | <b>Younger Youth</b>                | 431                             |
|   |                                  | <b>Older Youth</b>                  | 59                              |
| <b>ETA Assigned#</b><br><br>47005   | <b>Total Exiters</b>             | <b>Adults</b>                       | 342                             |
|   |                                  | <b>Dislocated Workers</b>           | 243                             |
|   |                                  | <b>Younger Youth</b>                | 254                             |
|   |                                  | <b>Older Youth</b>                  | 12                              |
|   |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>  | <b>Program Participants</b>      | 73.0%                               | 77.0%                           |
|   | <b>Employers</b>                 | 73.0%                               | 72.5%                           |
| <b>Entered Employment Rate</b>  | <b>Adults</b>                    | 70.0%                               | 83.3%                           |
|   | <b>Dislocated Workers</b>        | 74.9%                               | 89.7%                           |
|   | <b>Older Youth</b>               | 66.0%                               | 66.7%                           |
| <b>Retention Rate</b>   | <b>Adults</b>                    | 81.5%                               | 87.5%                           |
|   | <b>Dislocated Worker</b>         | 91.5%                               | 97.5%                           |
|   | <b>Older Youth</b>               | 81.5%                               | 85.7%                           |
|   | <b>Younger Youth</b>             | 55.5%                               | 53.7%                           |
| <b>Earnings Change/Earnings Replacement in Six Months</b>   | <b>Adults</b>                    | \$3219.28                           | \$7736.75                       |
|   | <b>Dislocated Worker</b>         | 90.0%                               | 91.3%                           |
|   | <b>Older Youth</b>               | \$2900.00                           | \$5672.59                       |
| <b>Credential/Diploma Rate</b>  | <b>Adults</b>                    | 61.5%                               | 84.6%                           |
|   | <b>Dislocated Workers</b>        | 61.5%                               | 81.1%                           |
|   | <b>Older Youth</b>               | 47.5%                               | 83.3%                           |
|   | <b>Younger Youth</b>             | 61.5%                               | 100.0%                          |
| <b>Skill Attainment Rate</b>  | <b>Younger Youth</b>             | 73.5%                               | 84.1%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")</b> |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>  |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|   |                                  |                                     | <b>Exceeded</b>                 |
|   |                                  |                                     | <b>x</b>                        |



**Table O – Local Performance**

|   |                                  |   |                                     |
|---|----------------------------------|---|-------------------------------------|
| <b>Local Area Name</b><br><br>2   | <b>Total Participants Served</b> | <b>Adults</b>                           | 494                                 |
|   |                                  | <b>Dislocated Workers</b>               | 745                                 |
|   |                                  | <b>Younger Youth</b>                    | 540                                 |
|   |                                  | <b>Older Youth</b>                      | 117                                 |
| <b>ETA Assigned#</b><br><br>47010   | <b>Total Exiters</b>             | <b>Adults</b>                           | 122                                 |
|   |                                  | <b>Dislocated Workers</b>               | 142                                 |
|   |                                  | <b>Younger Youth</b>                    | 182                                 |
|   |                                  | <b>Older Youth</b>                      | 47                                  |
|   |                                  | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| <b>Customer Satisfaction</b>  | <b>Program Participants</b>      | 73.0%                                   | 80.9%                               |
|   | <b>Employers</b>                 | 73.0%                                   | 77.0%                               |
| <b>Entered Employment Rate</b>  | <b>Adults</b>                    | 68.0%                                   | 79.1%                               |
|   | <b>Dislocated Workers</b>        | 75.0%                                   | 62.8%                               |
|   | <b>Older Youth</b>               | 65.0%                                   | 60.0%                               |
| <b>Retention Rate</b>   | <b>Adults</b>                    | 81.5%                                   | 86.7%                               |
|   | <b>Dislocated Worker</b>         | 91.5%                                   | 92.9%                               |
|   | <b>Older Youth</b>               | 81.5%                                   | 76.1%                               |
|   | <b>Younger Youth</b>             | 55.5%                                   | 57.3%                               |
| <b>Earnings Change/Earnings Replacement in Six Months</b>   | <b>Adults</b>                    | \$3219.28                               | \$4324.94                           |
|   | <b>Dislocated Worker</b>         | 90.0%                                   | 86.9%                               |
|   | <b>Older Youth</b>               | \$3075.47                               | \$3960.08                           |
| <b>Credential/Diploma Rate</b>  | <b>Adults</b>                    | 55.0%                                   | 100.0%                              |
|   | <b>Dislocated Workers</b>        | 55.0%                                   | 50.0%                               |
|   | <b>Older Youth</b>               | 45.0%                                   | 50.0%                               |
|   | <b>Younger Youth</b>             | 61.5%                                   | 57.1%                               |
| <b>Skill Attainment Rate</b>  | <b>Younger Youth</b>             | 73.5%                                   | 77.2%                               |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")</b> |                                  | N/A                                     | N/A                                 |
| <b>Overall Status of Local Performance</b>  |                                  | <b>Not Met</b>                          | <b>Met</b>                          |
|   |                                  |   | x                                   |
|   |                                  |   | <b>Exceeded</b>                     |

**Table O – Local Performance**

|   |                           |                                 |                             |
|---|---------------------------|---------------------------------|-----------------------------|
| Local Area Name<br><br>3  | Total Participants Served | Adults                          | 303                         |
|   |                           | Dislocated Workers              | 188                         |
|   |                           | Younger Youth                   | 209                         |
|   |                           | Older Youth                     | 81                          |
| ETA Assigned#<br><br>47075  | Total Exiters             | Adults                          | 72                          |
|   |                           | Dislocated Workers              | 50                          |
|   |                           | Younger Youth                   | 67                          |
|   |                           | Older Youth                     | 34                          |
|   |                           | Negotiated<br>Performance Level | Actual<br>Performance Level |
| Customer Satisfaction   | Program Participants      | 73.0%                           | 78.2%                       |
|   | Employers                 | 73.0%                           | 73.2%                       |
| Entered Employment Rate   | Adults                    | 69.0%                           | 93.2%                       |
|   | Dislocated Workers        | 74.0%                           | 97.4%                       |
|   | Older Youth               | 66.0%                           | 75.0%                       |
| Retention Rate  | Adults                    | 81.5%                           | 88.6%                       |
|   | Dislocated Worker         | 91.5%                           | 92.1%                       |
|   | Older Youth               | 81.5%                           | 71.4%                       |
|   | Younger Youth             | 55.5%                           | 68.8%                       |
| Earnings Change/Earnings Replacement in Six Months  | Adults                    | \$3219.28                       | \$7007.42                   |
|   | Dislocated Worker         | 91.0%                           | 99.3%                       |
|   | Older Youth               | \$2900.00                       | \$2233.13                   |
| Credential/Diploma Rate   | Adults                    | 57.0%                           | 81.0%                       |
|   | Dislocated Workers        | 57.0%                           | 83.1%                       |
|   | Older Youth               | 47.5%                           | 75.0%                       |
|   | Younger Youth             | 61.5%                           | 63.2%                       |
| Skill Attainment Rate   | Younger Youth             | 73.5%                           | 95.3%                       |
| Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")) |                           | N/A                             | N/A                         |
| Overall Status of Local Performance   |                           | Not Met                         | Met<br>x                    |
|   |                           |                                 | Exceeded                    |

**Table O – Local Performance**

|   |                           |                                 |                             |
|---|---------------------------|---------------------------------|-----------------------------|
| Local Area Name<br><br>4  | Total Participants Served | Adults                          | 801                         |
|   |                           | Dislocated Workers              | 1070                        |
|   |                           | Younger Youth                   | 424                         |
|   |                           | Older Youth                     | 244                         |
| ETA Assigned#<br><br>47085  | Total Exiters             | Adults                          | 274                         |
|   |                           | Dislocated Workers              | 305                         |
|   |                           | Younger Youth                   | 139                         |
|   |                           | Older Youth                     | 65                          |
|   |                           | Negotiated<br>Performance Level | Actual<br>Performance Level |
| Customer Satisfaction   | Program Participants      | 73.0%                           | 86.4%                       |
|   | Employers                 | 73.0%                           | 78.0%                       |
| Entered Employment Rate   | Adults                    | 69.0%                           | 90.4%                       |
|   | Dislocated Workers        | 74.0%                           | 92.8%                       |
|   | Older Youth               | 66.0%                           | 91.5%                       |
| Retention Rate  | Adults                    | 81.5%                           | 92.1%                       |
|   | Dislocated Worker         | 91.5%                           | 92.3%                       |
|   | Older Youth               | 81.5%                           | 87.1%                       |
|   | Younger Youth             | 55.5%                           | 71.9%                       |
| Earnings Change/Earnings Replacement in Six Months  | Adults                    | \$3219.28                       | \$4169.44                   |
|   | Dislocated Worker         | 90.0%                           | 96.3%                       |
|   | Older Youth               | \$2942.75                       | \$5759.20                   |
| Credential/Diploma Rate   | Adults                    | 56.0%                           | 82.0%                       |
|   | Dislocated Workers        | 57.0%                           | 81.5%                       |
|   | Older Youth               | 47.5%                           | 56.6%                       |
|   | Younger Youth             | 61.5%                           | 78.9%                       |
| Skill Attainment Rate   | Younger Youth             | 73.5%                           | 91.3%                       |
| Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")) |                           | N/A                             | N/A                         |
| Overall Status of Local Performance   |                           | Not Met                         | Met                         |
|   |                           |                                 | Exceeded<br>x               |

**Table O – Local Performance**

|  |                                  |                                     |                                 |
|--|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>5  | <b>Total Participants Served</b> | <b>Adults</b>                       | 647                             |
|  |                                  | <b>Dislocated Workers</b>           | 601                             |
|  |                                  | <b>Younger Youth</b>                | 408                             |
|  |                                  | <b>Older Youth</b>                  | 71                              |
| <b>ETA Assigned#</b><br><br>47090  | <b>Total Exiters</b>             | <b>Adults</b>                       | 155                             |
|  |                                  | <b>Dislocated Workers</b>           | 153                             |
|  |                                  | <b>Younger Youth</b>                | 50                              |
|  |                                  | <b>Older Youth</b>                  | 21                              |
|  |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>   | <b>Program Participants</b>      | 73.0%                               | 82.3%                           |
|  | <b>Employers</b>                 | 73.0%                               | 72.3%                           |
| <b>Entered Employment Rate</b>   | <b>Adults</b>                    | 70.0%                               | 87.7%                           |
|  | <b>Dislocated Workers</b>        | 75.0%                               | 95.5%                           |
|  | <b>Older Youth</b>               | 65.0%                               | 100.0%                          |
| <b>Retention Rate</b>  | <b>Adults</b>                    | 81.5%                               | 80.0%                           |
|  | <b>Dislocated Worker</b>         | 91.5%                               | 97.5%                           |
|  | <b>Older Youth</b>               | 81.5%                               | 100.0%                          |
|  | <b>Younger Youth</b>             | 55.5%                               | 0%                              |
| <b>Earnings Change/Earnings Replacement in Six Months</b>  | <b>Adults</b>                    | \$3219.28                           | \$4772.02                       |
|  | <b>Dislocated Worker</b>         | 91.0%                               | 124.5%                          |
|  | <b>Older Youth</b>               | \$2900.00                           | \$3928.31                       |
| <b>Credential/Diploma Rate</b>   | <b>Adults</b>                    | 57.0%                               | 75.8%                           |
|  | <b>Dislocated Workers</b>        | 57.0%                               | 78.4%                           |
|  | <b>Older Youth</b>               | 47.5%                               | 85.7%                           |
|  | <b>Younger Youth</b>             | 61.5%                               | 85.0%                           |
| <b>Skill Attainment Rate</b>   | <b>Younger Youth</b>             | 73.5%                               | 79.5%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance"))</b> |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>   |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|  |                                  |                                     | x                               |
|  |                                  |                                     | <b>Exceeded</b>                 |

**Table O – Local Performance**

|   |                                  |                                     |                                 |
|---|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>6   | <b>Total Participants Served</b> | <b>Adults</b>                       | 763                             |
|   |                                  | <b>Dislocated Workers</b>           | 325                             |
|   |                                  | <b>Younger Youth</b>                | 183                             |
|   |                                  | <b>Older Youth</b>                  | 59                              |
| <b>ETA Assigned#</b><br><br>47095   | <b>Total Exiters</b>             | <b>Adults</b>                       | 513                             |
|   |                                  | <b>Dislocated Workers</b>           | 92                              |
|   |                                  | <b>Younger Youth</b>                | 31                              |
|   |                                  | <b>Older Youth</b>                  | 12                              |
|   |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>  | <b>Program Participants</b>      | 73.0%                               | 68.1%                           |
|   | <b>Employers</b>                 | 73.0%                               | 78.0%                           |
| <b>Entered Employment Rate</b>  | <b>Adults</b>                    | 73.0%                               | 82.8%                           |
|   | <b>Dislocated Workers</b>        | 77.0%                               | 85.5%                           |
|   | <b>Older Youth</b>               | 66.0%                               | 85.7%                           |
| <b>Retention Rate</b>   | <b>Adults</b>                    | 81.5%                               | 88.7%                           |
|   | <b>Dislocated Worker</b>         | 91.5%                               | 76.7%                           |
|   | <b>Older Youth</b>               | 81.5%                               | 100.0%                          |
|   | <b>Younger Youth</b>             | 55.5%                               | 75.0%                           |
| <b>Earnings Change/Earnings Replacement in Six Months</b>   | <b>Adults</b>                    | \$3219.28                           | \$3337.69                       |
|   | <b>Dislocated Worker</b>         | 90.0%                               | 105.8%                          |
|   | <b>Older Youth</b>               | \$2942.72                           | \$3855.56                       |
| <b>Credential/Diploma Rate</b>  | <b>Adults</b>                    | 55.5%                               | 75.5%                           |
|   | <b>Dislocated Workers</b>        | 56.0%                               | 78.3%                           |
|   | <b>Older Youth</b>               | 46.0%                               | 57.1%                           |
|   | <b>Younger Youth</b>             | 61.5%                               | 89.3%                           |
| <b>Skill Attainment Rate</b>  | <b>Younger Youth</b>             | 73.5%                               | 96.7%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")</b> |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>  |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|   |                                  |                                     | x                               |
|   |                                  |                                     | <b>Exceeded</b>                 |

**Table O – Local Performance**

|   |                                  |                                     |                                 |
|---|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>7   | <b>Total Participants Served</b> | <b>Adults</b>                       | 496                             |
|   |                                  | <b>Dislocated Workers</b>           | 324                             |
|   |                                  | <b>Younger Youth</b>                | 340                             |
|   |                                  | <b>Older Youth</b>                  | 39                              |
| <b>ETA Assigned#</b><br><br>47100   | <b>Total Exiters</b>             | <b>Adults</b>                       | 145                             |
|   |                                  | <b>Dislocated Workers</b>           | 61                              |
|   |                                  | <b>Younger Youth</b>                | 111                             |
|   |                                  | <b>Older Youth</b>                  | 14                              |
|   |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>  | <b>Program Participants</b>      | 73.0%                               | 83.8%                           |
|   | <b>Employers</b>                 | 73.0%                               | 76.7%                           |
| <b>Entered Employment Rate</b>  | <b>Adults</b>                    | 74.0%                               | 95.2%                           |
|   | <b>Dislocated Workers</b>        | 79.0%                               | 76.4%                           |
|   | <b>Older Youth</b>               | 70.0%                               | 86.7%                           |
| <b>Retention Rate</b>   | <b>Adults</b>                    | 81.5%                               | 88.2%                           |
|   | <b>Dislocated Worker</b>         | 91.5%                               | 94.9%                           |
|   | <b>Older Youth</b>               | 81.5%                               | 86.7%                           |
|   | <b>Younger Youth</b>             | 55.5%                               | 54.1%                           |
| <b>Earnings Change/Earnings Replacement in Six Months</b>   | <b>Adults</b>                    | \$3219.28                           | \$5217.54                       |
|   | <b>Dislocated Worker</b>         | 91.0%                               | 107.8%                          |
|   | <b>Older Youth</b>               | \$3075.47                           | \$5117.32                       |
| <b>Credential/Diploma Rate</b>  | <b>Adults</b>                    | 60.0%                               | 87.9%                           |
|   | <b>Dislocated Workers</b>        | 60.0%                               | 68.9%                           |
|   | <b>Older Youth</b>               | 55%                                 | 80.0%                           |
|   | <b>Younger Youth</b>             | 61.5%                               | 94.5%                           |
| <b>Skill Attainment Rate</b>  | <b>Younger Youth</b>             | 73.5%                               | 89.7%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")</b> |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>  |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|   |                                  |                                     | <b>Exceeded</b>                 |
|   |                                  |                                     | <b>x</b>                        |

**Table O – Local Performance**

|   |                                  |                                     |                                 |
|---|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>8   | <b>Total Participants Served</b> | <b>Adults</b>                       | <b>360</b>                      |
|   |                                  | <b>Dislocated Workers</b>           | <b>420</b>                      |
|   |                                  | <b>Younger Youth</b>                | <b>291</b>                      |
|   |                                  | <b>Older Youth</b>                  | <b>117</b>                      |
| <b>ETA Assigned#</b><br><br>47105   | <b>Total Exiters</b>             | <b>Adults</b>                       | <b>216</b>                      |
|   |                                  | <b>Dislocated Workers</b>           | <b>193</b>                      |
|   |                                  | <b>Younger Youth</b>                | <b>228</b>                      |
|   |                                  | <b>Older Youth</b>                  | <b>49</b>                       |
|   |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>  | <b>Program Participants</b>      | 73.0%                               | 87.4%                           |
|   | <b>Employers</b>                 | 73.0%                               | 77.9%                           |
| <b>Entered Employment Rate</b>  | <b>Adults</b>                    | 69.0%                               | 90.7%                           |
|   | <b>Dislocated Workers</b>        | 74.0%                               | 88.0%                           |
|   | <b>Older Youth</b>               | 65.0%                               | 86.2%                           |
| <b>Retention Rate</b>   | <b>Adults</b>                    | 81.5%                               | 92.1%                           |
|   | <b>Dislocated Worker</b>         | 91.5%                               | 94.4%                           |
|   | <b>Older Youth</b>               | 81.5%                               | 76.7%                           |
|   | <b>Younger Youth</b>             | 55.5%                               | 59.3%                           |
| <b>Earnings Change/Earnings Replacement in Six Months</b>   | <b>Adults</b>                    | \$3219.28                           | \$6973.26                       |
|   | <b>Dislocated Worker</b>         | 90.0%                               | 126.1%                          |
|   | <b>Older Youth</b>               | \$2942.72                           | \$2724.33                       |
| <b>Credential/Diploma Rate</b>  | <b>Adults</b>                    | 55.0%                               | 80.2%                           |
|   | <b>Dislocated Workers</b>        | 55.0%                               | 71.6%                           |
|   | <b>Older Youth</b>               | 47.5%                               | 46.5%                           |
|   | <b>Younger Youth</b>             | 61.5%                               | 78.7%                           |
| <b>Skill Attainment Rate</b>  | <b>Younger Youth</b>             | 73.5%                               | 93.3%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")</b> |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>  |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|   |                                  |                                     | <b>Exceeded</b>                 |
|   |                                  |                                     | <b>x</b>                        |

**Table O – Local Performance**

|   |                           |   |                                     |
|---|---------------------------|---|-------------------------------------|
| Local Area Name<br><br>9  | Total Participants Served | Adults                                  | 2506                                |
|   |                           | Dislocated Workers                      | 2073                                |
|   |                           | Younger Youth                           | 519                                 |
|   |                           | Older Youth                             | 184                                 |
| ETA Assigned#<br><br>47110  | Total Exiters             | Adults                                  | 1639                                |
|   |                           | Dislocated Workers                      | 1085                                |
|   |                           | Younger Youth                           | 79                                  |
|   |                           | Older Youth                             | 43                                  |
|   |                           | <b>Negotiated<br/>Performance Level</b> | <b>Actual<br/>Performance Level</b> |
| Customer Satisfaction   | Program Participants      | 73.0%                                   | 70.8%                               |
|   | Employers                 | 73.0%                                   | 75.4%                               |
| Entered Employment Rate   | Adults                    | 68.0%                                   | 67.9%                               |
|   | Dislocated Workers        | 73.9%                                   | 73.3%                               |
|   | Older Youth               | 66.0%                                   | 75.0%                               |
| Retention Rate  | Adults                    | 81.5%                                   | 80.4%                               |
|   | Dislocated Worker         | 91.5%                                   | 90.9%                               |
|   | Older Youth               | 81.5%                                   | 90.4%                               |
|   | Younger Youth             | 55.5%                                   | 58.8%                               |
| Earnings Change/Earnings Replacement in Six Months  | Adults                    | \$3219.28                               | \$3998.87                           |
|   | Dislocated Worker         | 91.0%                                   | 102.9%                              |
|   | Older Youth               | \$2900.00                               | \$6700.92                           |
| Credential/Diploma Rate   | Adults                    | 56.0%                                   | 58.0%                               |
|   | Dislocated Workers        | 56.5%                                   | 67.3%                               |
|   | Older Youth               | 47.5%                                   | 60.3%                               |
|   | Younger Youth             | 61.5%                                   | 69.0%                               |
| Skill Attainment Rate   | Younger Youth             | 73.5%                                   | 82.3%                               |
| Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")) |                           | N/A                                     | N/A                                 |
| Overall Status of Local Performance   |                           | Not Met                                 | Met<br>Exceeded                     |
|   |                           |   | x                                   |



**Table O – Local Performance**

|   |                                  |                                     |                                 |
|---|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>10  | <b>Total Participants Served</b> | <b>Adults</b>                       | 950                             |
|   |                                  | <b>Dislocated Workers</b>           | 280                             |
|   |                                  | <b>Younger Youth</b>                | 340                             |
|   |                                  | <b>Older Youth</b>                  | 89                              |
| <b>ETA Assigned#</b><br><br>47055   | <b>Total Exiters</b>             | <b>Adults</b>                       | 273                             |
|   |                                  | <b>Dislocated Workers</b>           | 71                              |
|   |                                  | <b>Younger Youth</b>                | 45                              |
|   |                                  | <b>Older Youth</b>                  | 34                              |
|   |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>  | <b>Program Participants</b>      | 73.0%                               | 81.2%                           |
|   | <b>Employers</b>                 | 73.0%                               | 81.7%                           |
| <b>Entered Employment Rate</b>  | <b>Adults</b>                    | 74.0%                               | 83.1%                           |
|   | <b>Dislocated Workers</b>        | 79.0%                               | 81.9%                           |
|   | <b>Older Youth</b>               | 66.0%                               | 80.0%                           |
| <b>Retention Rate</b>   | <b>Adults</b>                    | 81.5%                               | 97.7%                           |
|   | <b>Dislocated Worker</b>         | 91.5%                               | 100.0%                          |
|   | <b>Older Youth</b>               | 81.5%                               | 100.0%                          |
|   | <b>Younger Youth</b>             | 55.5%                               | 100.0%                          |
| <b>Earnings Change/Earnings Replacement in Six Months</b>   | <b>Adults</b>                    | \$3219.28                           | \$4087.61                       |
|   | <b>Dislocated Worker</b>         | 90.0%                               | 166.6%                          |
|   | <b>Older Youth</b>               | \$2900.00                           | \$6736.22                       |
| <b>Credential/Diploma Rate</b>  | <b>Adults</b>                    | 60.0%                               | 66.2%                           |
|   | <b>Dislocated Workers</b>        | 60.0%                               | 69.8%                           |
|   | <b>Older Youth</b>               | 50.0%                               | 66.7%                           |
|   | <b>Younger Youth</b>             | 61.5%                               | 70.7%                           |
| <b>Skill Attainment Rate</b>  | <b>Younger Youth</b>             | 73.5%                               | 91.9%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")</b> |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>  |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|   |                                  |                                     | <b>Exceeded</b>                 |
|   |                                  |                                     | <b>x</b>                        |

**Table O – Local Performance**

|   |                                  |                                     |                                 |
|---|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>11  | <b>Total Participants Served</b> | <b>Adults</b>                       | 853                             |
|   |                                  | <b>Dislocated Workers</b>           | 553                             |
|   |                                  | <b>Younger Youth</b>                | 699                             |
|   |                                  | <b>Older Youth</b>                  | 148                             |
| <b>ETA Assigned#</b><br><br>47115   | <b>Total Exiters</b>             | <b>Adults</b>                       | 177                             |
|   |                                  | <b>Dislocated Workers</b>           | 115                             |
|   |                                  | <b>Younger Youth</b>                | 128                             |
|   |                                  | <b>Older Youth</b>                  | 49                              |
|   |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>  | <b>Program Participants</b>      | 73.0%                               | 79.2%                           |
|   | <b>Employers</b>                 | 73.0%                               | 78.7%                           |
| <b>Entered Employment Rate</b>  | <b>Adults</b>                    | 70.0%                               | 77.5%                           |
|   | <b>Dislocated Workers</b>        | 74.9%                               | 85.6%                           |
|   | <b>Older Youth</b>               | 66.0%                               | 82.4%                           |
| <b>Retention Rate</b>   | <b>Adults</b>                    | 81.5%                               | 82.8%                           |
|   | <b>Dislocated Worker</b>         | 91.5%                               | 96.8%                           |
|   | <b>Older Youth</b>               | 81.5%                               | 83.3%                           |
|   | <b>Younger Youth</b>             | 55.5%                               | 51.4%                           |
| <b>Earnings Change/Earnings Replacement in Six Months</b>   | <b>Adults</b>                    | \$3219.28                           | \$5933.64                       |
|   | <b>Dislocated Worker</b>         | 91.0%                               | 125.7%                          |
|   | <b>Older Youth</b>               | \$2942.72                           | \$5015.04                       |
| <b>Credential/Diploma Rate</b>  | <b>Adults</b>                    | 55.0%                               | 73.3%                           |
|   | <b>Dislocated Workers</b>        | 55.0%                               | 78.7%                           |
|   | <b>Older Youth</b>               | 47.0%                               | 74.3%                           |
|   | <b>Younger Youth</b>             | 61.5%                               | 61.5%                           |
| <b>Skill Attainment Rate</b>  | <b>Younger Youth</b>             | 73.5%                               | 90.8%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")</b> |                                  | N/A                                 | N/A                             |
|   |                                  |                                     |                                 |
| <b>Overall Status of Local Performance</b>  |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|   |                                  |                                     | <b>X</b>                        |

**Table O – Local Performance**

|  |                                  |                                     |                                 |
|--|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>12   | <b>Total Participants Served</b> | <b>Adults</b>                       | 515                             |
|  |                                  | <b>Dislocated Workers</b>           | 489                             |
|  |                                  | <b>Younger Youth</b>                | 216                             |
|  |                                  | <b>Older Youth</b>                  | 89                              |
| <b>ETA Assigned#</b><br><br>47120  | <b>Total Exiters</b>             | <b>Adults</b>                       | 216                             |
|  |                                  | <b>Dislocated Workers</b>           | 126                             |
|  |                                  | <b>Younger Youth</b>                | 15                              |
|  |                                  | <b>Older Youth</b>                  | 18                              |
|  |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>   | <b>Program Participants</b>      | 73.0%                               | 77.6%                           |
|  | <b>Employers</b>                 | 73.0%                               | 78.3%                           |
| <b>Entered Employment Rate</b>   | <b>Adults</b>                    | 67.0%                               | 68.1%                           |
|  | <b>Dislocated Workers</b>        | 73.5%                               | 86.2%                           |
|  | <b>Older Youth</b>               | 64.0%                               | 66.7%                           |
| <b>Retention Rate</b>  | <b>Adults</b>                    | 81.5%                               | 88.1%                           |
|  | <b>Dislocated Worker</b>         | 91.5%                               | 85.3%                           |
|  | <b>Older Youth</b>               | 81.5%                               | 70.4%                           |
|  | <b>Younger Youth</b>             | 55.5%                               | 66.7%                           |
| <b>Earnings Change/Earnings Replacement in Six Months</b>  | <b>Adults</b>                    | \$3219.28                           | \$278.39                        |
|  | <b>Dislocated Worker</b>         | 90.0%                               | 91.8%                           |
|  | <b>Older Youth</b>               | \$2800.00                           | \$5537.33                       |
| <b>Credential/Diploma Rate</b>   | <b>Adults</b>                    | 55.0%                               | 50.7%                           |
|  | <b>Dislocated Workers</b>        | 55.0%                               | 69.6%                           |
|  | <b>Older Youth</b>               | 46.0%                               | 40.0%                           |
|  | <b>Younger Youth</b>             | 61.5%                               | 75.0%                           |
| <b>Skill Attainment Rate</b>   | <b>Younger Youth</b>             | 73.5%                               | 82.4%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance"))</b> |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>   |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|  |                                  |                                     | x                               |
|  |                                  |                                     | <b>Exceeded</b>                 |

**Table O – Local Performance**

|   |                                  |                                     |                                 |
|---|----------------------------------|-------------------------------------|---------------------------------|
| <b>Local Area Name</b><br><br>13  | <b>Total Participants Served</b> | <b>Adults</b>                       | 1867                            |
|   |                                  | <b>Dislocated Workers</b>           | 340                             |
|   |                                  | <b>Younger Youth</b>                | 1230                            |
|   |                                  | <b>Older Youth</b>                  | 331                             |
| <b>ETA Assigned#</b><br><br>47070   | <b>Total Exiters</b>             | <b>Adults</b>                       | 817                             |
|   |                                  | <b>Dislocated Workers</b>           | 157                             |
|   |                                  | <b>Younger Youth</b>                | 291                             |
|   |                                  | <b>Older Youth</b>                  | 128                             |
|   |                                  | <b>Negotiated Performance Level</b> | <b>Actual Performance Level</b> |
| <b>Customer Satisfaction</b>  | <b>Program Participants</b>      | 73.0%                               | 79.0%                           |
|   | <b>Employers</b>                 | 73.0%                               | 72.8%                           |
| <b>Entered Employment Rate</b>  | <b>Adults</b>                    | 69.0%                               | 70.1%                           |
|   | <b>Dislocated Workers</b>        | 74.9%                               | 67.7%                           |
|   | <b>Older Youth</b>               | 66.0%                               | 63.5%                           |
| <b>Retention Rate</b>   | <b>Adults</b>                    | 81.5%                               | 84.2%                           |
|   | <b>Dislocated Worker</b>         | 91.5%                               | 92.9%                           |
|   | <b>Older Youth</b>               | 81.5%                               | 61.5%                           |
|   | <b>Younger Youth</b>             | 55.5%                               | 56.0%                           |
| <b>Earnings Change/Earnings Replacement in Six Months</b>   | <b>Adults</b>                    | \$3219.28                           | \$3252.02                       |
|   | <b>Dislocated Worker</b>         | 91.0%                               | 87.8%                           |
|   | <b>Older Youth</b>               | \$3000.00                           | \$3845.59                       |
| <b>Credential/Diploma Rate</b>  | <b>Adults</b>                    | 57.0%                               | 45.7%                           |
|   | <b>Dislocated Workers</b>        | 57.0%                               | 64.3%                           |
|   | <b>Older Youth</b>               | 44.0%                               | 21.8%                           |
|   | <b>Younger Youth</b>             | 61.5%                               | 30.0%                           |
| <b>Skill Attainment Rate</b>  | <b>Younger Youth</b>             | 73.5%                               | 73.2%                           |
| <b>Description of Other State Indicators of Performance (WIA § 136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators or Performance")</b> |                                  | N/A                                 | N/A                             |
| <b>Overall Status of Local Performance</b>  |                                  | <b>Not Met</b>                      | <b>Met</b>                      |
|   |                                  | x                                   |                                 |
|   |                                  |                                     | <b>Exceeded</b>                 |



## Contact Information

## VISION

To be the nation's leading provider of comprehensive and efficient workplace and workforce services to enhance economic success for all Tennesseans.

**Local Workforce Investment Areas  
Chief Elected Officials and Administrative Entities  
Revised 10/10/2002**

| Area         | Chief Elected Official   | Administrative Entity   |
|--------------|--|---|
| <b>LWIA1</b> | Truman Clark<br>Carter County Executive<br>Carter County Courthouse<br>801 Elk Avenue<br>Elizabethton, TN 37643<br>Office: (423) 542-1802<br>FAX: (423) 542-9279<br>E-mail: no e-mail address  | David Shanks, Executive Director<br>Alliance for Business and Training, Inc.<br>P.O. Box 249<br>386, Highway 91<br>Elizabethton, TN 37644-0249<br>Office: (423) 547-7500 ext 121<br>FAX: (423) 547-7527<br>E-mail: <a href="mailto:dshanks@ab-t.org">dshanks@ab-t.org</a>   |
| <b>LWIA2</b> | Heiskell Winstead<br>Hawkins County Executive<br>150 Washington Street<br>Rogersville, TN 37857<br>Office: (423) 272-7359<br>FAX: (423) 272-1867<br>E-mail: <a href="mailto:winstead@hawkinsschools.net">winstead@hawkinsschools.net</a>                           | Dr. Nancy Brown, Director<br>Walters State Community College<br>500 South Davy Crockett Parkway<br>Morristown, TN 37813-9989<br>Office: (423) 318-2709<br>FAX: (423) 585-6769<br>E-mail: <a href="mailto:nancy.brown@ws.edu">nancy.brown@ws.edu</a>   |
| <b>LWIA3</b> | Thomas Schumpert<br>Knox County Executive<br>City-County Building, Suite 615<br>400 Main Street<br>Knoxville, TN 37902<br>Office: (865) 215-2005<br>FAX: (865) 215-2002<br>E-mail: <a href="mailto:mcgaha@esper.com">mcgaha@esper.com</a>                          | Vaughn Smith, Executive Director<br>Knoxville-Knox County Community<br>Action Committee<br>2247 Western Avenue, P.O. Box 51650<br>Knoxville, TN 37950-1650<br>Office: (865) 544-5200<br>FAX: (865) 546-0832<br>E-mail: <a href="mailto:vsmith@knxcac.org">vsmith@knxcac.org</a>   |
| <b>LWIA4</b> | Ken Yager<br>Roane County Executive<br>Roane County Courthouse<br>P.O. Box 643<br>200 East Race Street Suite 1<br>Kingston, TN 37763-0643<br>Office: (865) 376-5578<br>FAX: (865) 376-4318<br>E-mail: <a href="mailto:kyager@roanegov.org">kyager@roanegov.org</a> | Gordon Acuff, Executive Director<br>East Tennessee Human Resource Agency,<br>Incorporated<br>9111 Crosspark Drive, Suite D<br>Knoxville, TN 37923<br>Office: (865) 691-2551<br>FAX: (865) 531-7216<br>E-mail: <a href="mailto:Gacuff@ethra.org">Gacuff@ethra.org</a>  |
|              |  | Bobby Renfro, WIA Contact<br>East Tennessee Human Resources Agency<br>Workforce Development<br>1743 Harriman Highway<br>Harriman, TN 37748<br>Office: (865) 590-1052<br>FAX: (865) 590-1081<br>E-mail: <a href="mailto:miller@lwia4.org">miller@lwia4.org</a><br>E-mail: <a href="mailto:renfro@lwia4.org">renfro@lwia4.org</a> |

**Local Workforce Investment Areas  
Chief Elected Officials and Administrative Entities  
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|                          |   |  |
|--------------------------|---|--|
| <p><b>LWIA<br/>5</b></p> | <p>Claude Ramsey<br/>Hamilton County Executive<br/>201 Seventh Street, Room 208<br/>Chattanooga, TN 37402<br/>Office: (423) 209-6100<br/>FAX: (423) 209-6101<br/>E-mail: <a href="mailto:arleneh@exch.hamiltonton.gov">arleneh@exch.hamiltonton.gov</a></p> | <p>Joe Guthrie, Executive Director<br/>Southeast Tennessee Development District<br/>P. O. Box 4757<br/>535 Chestnut St.<br/>Chattanooga, TN 37405-0757<br/>Office: (423) 266-5781<br/>FAX: (423) 267-7705<br/>E-Mail: <a href="mailto:jguthrie@sedev.org">jguthrie@sedev.org</a></p>             |
|                          |   | <p>Wanza Lee, WIA Contact<br/>535 Chestnut, Suite 300<br/>Chattanooga, TN 37402<br/>Office: (423)-757-5013<br/>FAX: (423)-757-5491<br/>E-mail: <a href="mailto:wanza@sedev.org">wanza@sedev.org</a></p>  |
| <p><b>LWIA<br/>6</b></p> | <p>Billy H. Thomas,<br/>Moore County Executive<br/>Metropolitan Lynchburg/Moore County<br/>Moore County Courthouse<br/>P.O. Box 206<br/>Lynchburg, TN 37352<br/>Office: (931) 759-7076<br/>FAX: (931) 759-6394<br/>E-mail: no e-mail address</p>            | <p>Gary Morgan, Executive Director<br/>Workforce Solutions A Division of<br/>Metropolitan Lynchburg/Moore County<br/>410 Wilson Avenue<br/>Tullahoma, TN 37388<br/>Office: (931) 455-9596<br/>FAX: (931) 455-9580<br/>E-mail: <a href="mailto:gdmorgan@charter.net">gdmorgan@charter.net</a></p> |
| <p><b>LWIA<br/>7</b></p> | <p>Richard "Ozzie" Mitchell<br/>Overton County Executive<br/>317 East University Street<br/>Livingston, TN 38570<br/>Office: (931) 823-5630<br/>FAX: (931) 823-7036<br/>E-mail: <a href="mailto:overtoncogvt@twlakes.net">overtoncogvt@twlakes.net</a></p>  | <p>Phyllis Bennett, Executive Director<br/>Upper Cumberland Human Resource<br/>Agency<br/>3111 Enterprise Drive<br/>Cookeville, TN 38501<br/>Office: (931) 528-1127<br/>FAX: (931) 526-8305<br/>E-mail: <a href="mailto:lwia7@multipro.com">lwia7@multipro.com</a></p>                           |
|                          |   | <p>Pat Callahan, WIA Contact<br/>Upper Cumberland Human Resource Agency<br/>3111 Enterprise Drive<br/>Cookeville, TN 38501<br/>Office: (931) 528-1127<br/>FAX: (931) 526-8305<br/>E-mail: <a href="mailto:lwia7@multipro.com">lwia7@multipro.com</a></p>   |



**Local Workforce Investment Areas  
Chief Elected Officials and Administrative Entities  
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|                    |  |  |
|--------------------|--|--|
| <b>LWIA<br/>8</b>  | Roy A. Apple<br>Robertson County Executive<br>Robertson County Courthouse<br>Room 108<br>Springfield, TN 37172<br>Office: (615) 384-2476<br>FAX: (615) 384-0617<br>E-mail: <a href="mailto:rapple7564@aol.com">rapple7564@aol.com</a>  | Ross Jackson, Executive Director<br>Workforce Essentials/NTWB<br>110 Main Street<br>Clarksville, TN 37040<br>Office: (931) 551-9110<br>FAX: (931) 551-9026<br>E-mail: <a href="mailto:rjackson@workforceessentials.com">rjackson@workforceessentials.com</a>   |
| <b>LWIA<br/>9</b>  | The Honorable, Bill Purcell, Mayor<br>Metropolitan Government of Nashville &<br>Davidson County<br>107 Metro Courthouse<br>Public Square<br>Nashville, TN 37210<br>Office: (615) 862-6000<br>FAX: (615) 862-6040<br>E-mail: <a href="mailto:purcell@mayor.nashville.org">purcell@mayor.nashville.org</a> | Dr. Christine Bradley, Executive Director<br>The Nashville Career Advancement Center<br>621 Mainstream Drive, Suite 210<br>Nashville, TN 37228-1201<br>Office: (615) 862-8890<br>FAX: (615) 862-8910<br>E-mail: <a href="mailto:christine.bradley@nashville.gov">christine.bradley@nashville.gov</a> |
| <b>LWIA<br/>10</b> | Steve Gregory<br>Hickman County Executive<br>Hickman County Courthouse<br>No. 5 Public Square<br>Centerville, TN 37033<br>Office: (931) 729-2492<br>FAX: (931) 729-6150<br>E-mail: <a href="mailto:hcexec@mlec.net">hcexec@mlec.net</a>  | Jan O. McKeel, Executive Director<br>South Central Tennessee Workforce Board<br>Eight Courthouse Square, 2nd Floor<br>Columbia, TN 38401<br>Office: (931) 381-0068<br>FAX: (931) 381-7643<br>E-mail: <a href="mailto:mckeel@coscc.cc.tn.us">mckeel@coscc.cc.tn.us</a>                                |
| <b>LWIA<br/>11</b> | Joe Barker<br>Hardin County Executive<br>Hardin County Courthouse<br>601 Main Street<br>Savannah, TN 38372<br>Office: (731) 925-9078<br>FAX: (731) 925-0338<br>E-mail: <a href="mailto:hcexec@usit.net">hcexec@usit.net</a>  | Franklin Smith, Executive Director<br>Southwest Human Resource Agency<br>P.O. Box 264<br>1527 White Avenue<br>Henderson, TN 38340-0264<br>Office: (731) 989-5111<br>FAX: (731) 989-3095<br>E-mail: n/a   |
|                    |  | Lafayette McKinnie, WIA Contact<br>1314 Highway 45 North<br>Suite D<br>Henderson, TN 38340<br>Office: (731) 989-0533<br>Fax #: (731) 983-3149<br>E-mail: <a href="mailto:lmckinnie@onemain.com">lmckinnie@onemain.com</a>  |



**Ms. Faye Alder**

Business Representative  
*United Food and Commercial Workers, Local 1995*  
4207 Lebanon Road  
Hermitage, TN 37206-1231  
(615) 885-9060  
(615) 885-9966 (fax)  
[falder@aol.com](mailto:falder@aol.com)

**Career Center Committee Member**

**Mr. A. Hamid Andalib**

President/CEO  
*VIP Incorporated/The Loft*  
409 W. Manning Street  
Chattanooga, TN 37405  
(423) 756-7665  
(423) 756-6300 (fax)  
[hamid@vipgift.com](mailto:hamid@vipgift.com)

**Career Center Committee Member**

**Mr. Thomas B. Ballard**

Associate Vice President  
*UT Office of Governmental Relations*  
226 Capitol Boulevard, Suite 310  
Nashville, TN 37219  
(615) 253-5692  
(615) 242-6536 (fax)  
[tballard@utk.edu](mailto:tballard@utk.edu)

**Mr. James M. Barnes**

Manager  
*BWXT Y-12, L.L.C.*  
Workforce Diversity  
P.O. Box 2009 MS 8024  
Oak Ridge, TN 37831-8024  
(865) 576-8381  
(865) 576-0372 (fax)  
[ba5@y12.doe.gov](mailto:ba5@y12.doe.gov)

**Planning Committee Member**

**Mr. Jerry L. Barrix**

President  
*Wade Electric Company, Inc.*  
P.O. Box 484  
Trenton, TN 38382  
(731) 855-2025  
(731) 855-1266 (fax)  
[jerry@wade-electric.biz](mailto:jerry@wade-electric.biz)

**The Honorable Jeanette D. Blazier**

Mayor, *City of Kingsport*  
225 W. Center Street, City Hall  
Kingsport, TN 37660-4237  
(423) 229-9414  
(423) 229-9350 (fax)  
[jkbrazier@chartertn.net](mailto:jkbrazier@chartertn.net)

**Mr. Bob Boston**

Attorney at Law  
*Waller, Lansden, Dortch & Davis*  
Nashville City Center  
511 Union Street, Suite 2100  
Nashville, TN 37219-1760  
(615) 252-2453  
(615) 244-6804 (fax)  
[bboston@wallerlaw.com](mailto:bboston@wallerlaw.com)

**The Honorable Bill Clabough**

State Senator  
309 War Memorial Building  
Nashville, TN 37243-0208  
(615) 741-2427  
(615) 741-2180 (fax)  
[sen.bill.clabough@legislature.state.tn.us](mailto:sen.bill.clabough@legislature.state.tn.us)

**The Honorable Jerry Cooper**

State Senator  
309 War Memorial Building  
Nashville, TN 37243-0214  
(615) 741-6694  
(615) 741-2180 (fax)  
[sen.jerry.cooper@legislature.state.tn.us](mailto:sen.jerry.cooper@legislature.state.tn.us)

**Ms. Betty Devinney**

VP of Communications & Public Affairs  
*Eastman Chemical Company*  
P.O. Box 511  
Kingsport, TN 37662-5075  
(423) 229-5705  
(423) 229-1351 (fax)  
[devinney@eastman.com](mailto:devinney@eastman.com) (Resigned 9/16/02)

**Mr. John F. Germ**

President  
*Campbell & Associates, Inc.*  
651 E. Fourth Street - Suite 600  
Chattanooga, TN 37403  
(423) 266-1014  
(423) 265-7879 (fax)  
[johnf@caengrs.com](mailto:johnf@caengrs.com)

**Career Center Committee Member**

**Commissioner Tony Grande**

*TN Department of Economic & Community  
Development*

William Snodgrass Bldg./Tennessee Tower  
312 8th Avenue North, 11th floor  
Nashville, TN 37243  
(615) 741-1888  
(615) 741-7306 (fax)  
[tony.grande@state.tn.us](mailto:tony.grande@state.tn.us)

**Mr. John W. Greeter**

President

*Greeter Building Center, Inc.*

26 College Street  
P.O. Box 578  
Monteagle, TN 37356  
(931) 924-2048 or (800) 616-7709  
(931) 924-2170 (fax)  
[greeter@peoplepc.com](mailto:greeter@peoplepc.com)

**Planning Committee Member**

**Mr. Edgar Ray Groves**

Vice President

*Ed Groves Leasing, Inc.*

P.O. Box 30999  
Clarksville, TN 37041  
(931) 551-9110  
(931) 551-9026 (fax)  
[egroves@mail.workforceessentials.com](mailto:egroves@mail.workforceessentials.com)

**Ms. Brenda J. Henley**

Senior Counselor

*Jackson-Madison County School System*

North Side High School  
3066 Highland Avenue  
Jackson, TN 38305  
(731) 668-8218  
(731) 668-8570 (fax)  
[henleybhenley@cs.com](mailto:henleybhenley@cs.com)

**Planning Committee Member**

**State Youth Council Member**

**Mr. David C. Hickey**

Communications Coordinator

Laborers' Employers Corporation and

Education Trust (LECET)

25 Century Boulevard  
Suite 305

Nashville, TN 37214  
(615) 885-7828  
(615) 885-7835 (fax)  
[dhickey@ovsslecet.org](mailto:dhickey@ovsslecet.org)

**Planning Committee Member**

**Ms. Chris Karbowskiak (Vice-Chair)**

*Bridgestone/Firestone*

50 Century Blvd.  
Nashville, TN 37214  
(615) 872-1556  
(615) 872-1414 (fax)  
[karbowskiakchr@bfusa.com](mailto:karbowskiakchr@bfusa.com)

**Mr. Gene Keenum**

Area Director

*U.A.W. Retired*

3819 Piper Bay Cove  
Lakeland, TN 38002-8153  
(901) 353-8236

**Planning Committee Member**

**Mr. Dennis Kenny**

Vice-President, Human Resources

*Federal Express Corporation*

3660 Hacks Cross  
Building F 3265  
Memphis, TN 38125  
(901) 434-6251  
(901) 434-6380 (fax)  
[fdkenny@fedex.com](mailto:fdkenny@fedex.com)

**The Honorable Matthew Kisber**

State Representative

Suite 33, Legislative Plaza

Nashville, TN 37243-0173

(615) 741-4156  
(615) 741-1446 (fax)

[rep.matt.kisber@legislature.state.tn.us](mailto:rep.matt.kisber@legislature.state.tn.us)

**Mr. Chuck Laine**

*Laine Communications*

609 Reliability Circle  
Knoxville, TN 37932  
(865) 777-1706  
(865) 777-1708 (fax)  
[claine@laine.com](mailto:claine@laine.com)

**Commissioner Mark P. Reineke**

*TN Department of Labor and Workforce  
Development*

710 James Robertson Parkway  
Andrew Johnson Tower, 8th Floor  
Nashville, TN 37243  
(615) 741-6642  
(615) 741-5078 (fax)  
[mmagill@mail.state.tn.us](mailto:mmagill@mail.state.tn.us)

**The Honorable Steve McDaniel**

State Representative  
103 War Memorial Building  
Nashville, TN 37243  
(615) 741-0750  
(615) 741-0704 (fax)  
[rep.steve.mcdaniel@legislature.state.tn.us](mailto:rep.steve.mcdaniel@legislature.state.tn.us)

**Dr. Sidney McPhee**

President  
Middle Tennessee State University  
110 Cope Administration Building  
1301 East Main Street  
Murfreesboro, TN 37132  
(615) 898-2622  
(615) (fax)

**Planning Committee Member**  
[smcphoe@mtsu.edu](mailto:smcphoe@mtsu.edu)

**Commissioner Natasha Metcalf**

*TN Department of Human Services*  
400 Deaderick Street  
Citizens Plaza, 15th Floor  
Nashville, TN 37248  
(615) 313-4700 or (615) 313-4702  
(615) 741-4165 (fax)  
[nmetcalf@mail.state.tn.us](mailto:nmetcalf@mail.state.tn.us)

**Planning Committee Member**

**Mr. James G. Neeley**

President  
*Tennessee AFL-CIO Council*  
1901 Lindell Avenue  
Nashville, TN 37203  
(615) 269-7111  
(615) 269-8534 (fax)  
[jneeley@tnaflcio.org](mailto:jneeley@tnaflcio.org)

**Planning Committee Member**

**Mr. Ralph H. Northcutt**

Human Resources Manager  
*Textron Fastening Systems*  
Industry Drive  
P.O. Box 856  
Spencer, TN 38585  
(931) 946-2291  
(931) 946-2494 (fax)  
[northcutt@tfsa.textron.com](mailto:northcutt@tfsa.textron.com)

**Mr. Andrew E. Shelton**

Human Rights/Civil Rights Director  
*Pace International Union*  
Premiater Hill Drive  
P.O. Box 1475  
Nashville, TN 37202  
(615) 831-6742  
(615) 831-6791 (fax)  
[ashelton@isdn.net](mailto:ashelton@isdn.net)

**Commissioner Faye Taylor**

*TN Department of Education*  
710 James Robertson Parkway  
Andrew Johnson Tower, 6th Floor  
Nashville, TN 37243  
(615) 741-2731  
(615) 532-4791 (fax)  
[faye.taylor@state.tn.us](mailto:faye.taylor@state.tn.us)

**Ellen Thornton**

Executive Director  
*Tennessee Business Roundtable*  
P.O. Box 190500  
Nashville, TN 37219-0500  
(615) 255-5877  
(615) 255-5879 (fax)  
[ethornton@tbroundtable.org](mailto:ethornton@tbroundtable.org)  
**Career Center Committee Member**

**Mr. Dan Walker**

CPA  
Thompson Dunavant  
5100 Poplar Avenue, Suite 1400  
Memphis, TN 38137  
(901) 685-5575  
(901) 685-5583 (fax)  
[dwalker@tdplc.com](mailto:dwalker@tdplc.com)

**Ms. Joy Wallsmith**

Marketing Director  
*Citizens City and County Bank*  
P.O. Box 108  
Trenton, TN 38382  
(731) 855-9600 ext. 125  
(731) 855-1870 (fax)  
[jwallsmith@cccbank.com](mailto:jwallsmith@cccbank.com)

**Ms. Kathy Warmath** (*Chair*)

Director

*Donelson Home Health*

500 Park Avenue

Lebanon, TN 37087

(615) 449-0045

(615) 449-7200 (*fax*)

[kathy.warmath@tenethealth.com](mailto:kathy.warmath@tenethealth.com)

***Career Center Committee Member***

**Ms. Esther Wright**

HR Manager

*Convergys Corporation*

5600 Brainerd Road, Suite #3

Chattanooga, TN 37411

(423) 893-6300

(423) 893-6470 (*fax*)

[estherwright@convergys.com](mailto:estherwright@convergys.com)

**The Honorable Ken Yager**

Roane County Executive

Roane County Courthouse

P.O. Box 643

Kingston, TN 37763-0643

(865) 376-5578

(865) 376-4318 (*fax*)

[kenyager@altavista.net](mailto:kenyager@altavista.net)

































































































## WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table A: Workforce Investment Act Customer Satisfaction Results**

| Customer Satisfaction | Negotiated Performance Level | Actual Performance - Level - American Customer Satisfaction Index | Number of Surveys Completed | Number of Customers Eligible for the Survey | Number of Customers Included in the Sample | Response Rate |
|-----------------------|------------------------------|---|-----------------------------|---|--|---------------|
| Participants          | 73                           | 78.7  | 2,282                       | 10,139                                      | 3,672                                      | 62.1          |
| Employers             | 73                           | 76.3  | 2,626                       | 11,910                                      | 3,671                                      | 71.5          |

**Table B: Adult Program Results At-A-Glan**

|                                | Negotiated Performance Level | Actual Performance Level |           |
|--------------------------------|------------------------------|--------------------------|-----------|
| Entered Employment Rate        | 70                           | 76.8                     | 2,028     |
|                                |                              |                          | 2,640     |
| Employment Retention Rate      | 81.5                         | 86.6                     | 1,444     |
|                                |                              |                          | 1,667     |
| Earnings Change in Six Month   | 3,219                        | 4,124                    | 5,773,177 |
|                                |                              |                          | 1,400     |
| Employment and Credential Rate | 57                           | 72.6                     | 709       |
|                                |                              |                          | 976       |

**Table C: Outcomes for Adult Special Populations**

| Reported Information           | Public Assistance Recipients Receiving Intensive or Training Services |        | Veterans |        | Individuals With Disabilities |       | Older Individuals |         |
|--------------------------------|---|--------|----------|--------|-------------------------------|-------|-------------------|---------|
|                                |   |        |          |        |                               |       |                   |         |
| Entered Employment Rate        | 75  | 9      | 87.5     | 7      | 76.2                          | 16    | 59.4              | 60      |
|                                |   | 12     |          | 8      |                               | 21    |                   | 101     |
| Employment Retention Rate      | 57.1  | 4      | 100      | 4      | 87.5                          | 7     | 80.9              | 38      |
|                                |   | 7      |          | 4      |                               | 8     |                   | 47      |
| Earnings Change in Six Months  | 7,108   | 28,431 | 4,217    | 16,868 | 1,116                         | 7,809 | 3,309             | 125,740 |
|                                |   | 4      |          | 4      |                               | 7     |                   | 38      |
| Employment and Credential Rate | 41.7  | 5      | 75       | 3      | 36.4                          | 4     | 54.5              | 12      |
|                                |   | 12     |          | 36     |                               | 11    |                   | 22      |

**Table D: Other Outcome Information for the Adult Program**

| Reported Information          | Individuals Who Received Training Services |         | Individuals Who Only Received Core and Intensive Services |           |
|-------------------------------|--|---------|---|-----------|
|                               |  |         |   |           |
| Entered Employment Rate       | 77.5                                       | 31      | 83.4  | 398       |
|                               |  | 40      |   | 477       |
| Employment Retention Rate     | 89.5                                       | 17      | 87  | 320       |
|                               |  | 19      |   | 368       |
| Earnings Change in Six Months | 6,575                                      | 105,194 | 3,924   | 1,224,241 |
|                               |  | 16      |   | 312       |

**Table E: Dislocated Worker Program Results At-A-Glance**

|                                    | Negotiated Performance Level | Actual Performance Level |            |
|------------------------------------|------------------------------|--------------------------|------------|
| Entered Employment Rate            | 74.9                         | 80.4                     | 1,837      |
|                                    |                              |                          | 2,284      |
| Employment Retention Rate          | 91.5                         | 92.2                     | 1,283      |
|                                    |                              |                          | 1,391      |
| Earnings Replacement in Six Months | 91                           | 102.9                    | 14,235,925 |
|                                    |                              |                          | 13,832,050 |
| Employment and Credential Rate     | 57                           | 73.8                     | 916        |
|                                    |                              |                          | 1,242      |

**Table F: Outcomes for Dislocated Worker Special Populations**

| Reported Information           | Veterans |        | Individuals With Disabilities |   | Older Individuals |           | Displaced Homemakers |        |
|--------------------------------|----------|--------|-------------------------------|---|-------------------|-----------|----------------------|--------|
| Entered Employment Rate        | 100      | 2      | 50                            | 1 | 64.7              | 143       | 88.9                 | 8      |
|                                |          | 2      |                               | 2 |                   | 221       |                      | 9      |
| Employment Retention Rate      | 100      | 2      | 0                             | 0 | 85.6              | 95        | 100                  | 4      |
|                                |          | 2      |                               | 0 |                   | 111       |                      | 4      |
| Earnings Replacement Rate      | 97       | 23,884 | 0                             | 0 | 82.7              | 1,034,801 | 207.2                | 34,064 |
|                                |          | 24,632 |                               | 0 |                   | 1,251,106 |                      | 16,437 |
| Employment And Credential Rate | 100      | 1      | 0                             | 0 | 58.8              | 57        | 80                   | 4      |
|                                |          | 1      |                               | 0 |                   | 97        |                      | 5      |

**Table G: Other Outcome Information for the Dislocated Worker Program**

| Reported Information      | Individuals Who Received Training Services |         | Individuals Who Received Core and Intensive Services |         |
|---------------------------|--|---------|--|---------|
|                           | Entered Employment Rate                    | 78.8    | 52   | 85.9    |
| 66                        |  |         | 128  |         |
| Employment Retention Rate | 94.9                                       | 37      | 88.9   | 64      |
|                           |  | 39      |  | 72      |
| Earnings Replacement Rate | 122.7                                      | 407,933 | 104.8  | 666,821 |
|                           |  | 332,337 |  | 636,318 |

**Table H: Older Youth Results At-A-Glance**

|                               | Negotiated Performance Level | Actual Performance Level |           |
|-------------------------------|------------------------------|--------------------------|-----------|
|                               |                              | Entered Employment Rate  | 66        |
| Employment Retention Rate     | 81.5                         | 81.3                     | 348       |
|                               |                              |                          | 266       |
| Earnings Change in Six Months | 2,942.72                     | 4,992                    | 1,268,079 |
|                               |                              |                          | 254       |
| Credential Rate               | 47.5                         | 50.5                     | 197       |
|                               |                              |                          | 390       |

**Table I: Outcomes for Older Youth Special Populations**

| Reported Information          | Public Assistance Recipients | Veterans |  | Individuals With Disabilities |  | Out-of-School Youth |   |
|-------------------------------|------------------------------|----------|--|-------------------------------|--|---------------------|---|
| Entered Employment Rate       | 78                           | 32       |  |                               |  | 33.3                | 1 |
|                               |                              | 41       |  |                               |  |                     | 3 |
| Employment Retention Rate     | 100                          | 24       |  |                               |  | 0                   | 0 |
|                               |                              | 24       |  |                               |  |                     | 1 |
| Earnings Change in Six Months | 3,782                        | 83,203   |  |                               |  |                     |   |
|                               |                              | 22       |  |                               |  |                     |   |
| Credential Rate               | 39.1                         | 18       |  |                               |  | 25                  | 1 |
|                               |                              | 46       |  |                               |  |                     | 4 |

**Table J: Younger Youth Results At-A-Glance**

|                                       | Negotiated Performance Level | Actual Performance Level |       |
|---------------------------------------|------------------------------|--------------------------|-------|
| Skill Attainment Rate                 | 73.5                         | 84.1                     | 3,347 |
|                                       |                              |                          | 3,981 |
| Diploma or Equivalent Attainment Rate | 61.5                         | 67.9                     | 500   |
|                                       |                              |                          | 736   |
| Retention Rate                        | 55.5                         | 60                       | 287   |
|                                       |                              |                          | 478   |

**Table K: Outcomes for Younger Youth Special Populations**

| Reported Information                  | Public Assistance Recipients |     | Individuals Disabilities |     | Out-of-School Youth |     |
|---------------------------------------|------------------------------|-----|--------------------------|-----|---------------------|-----|
| Skill Attainment Rate                 | 89.7                         | 411 | 89.3                     | 846 | 57.1                | 425 |
|                                       |                              | 458 |                          | 947 |                     | 744 |
| Diploma or Equivalent Attainment Rate | 66.7                         | 26  | 71.7                     | 43  | 56.5                | 26  |
|                                       |                              | 39  |                          | 60  |                     | 46  |
| Retention Rate                        | 42.3                         | 22  | 55.1                     | 54  | 56.9                | 168 |
|                                       |                              | 52  |                          | 98  |                     | 295 |

**Table L: Other Reported Information**

|                    | 12 Month Employment Retention Rate |       | 12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers) |            | Placements for Participants in Nontraditional Employment |       | Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment |            | Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services |   |
|--------------------|------------------------------------|-------|---|------------|--|-------|---|------------|--|---|
|                    |                                    |       |   |            |  |       |   |            |  |   |
| Adults             | 76.3                               | 1,665 | 5,365   | 8,390,996  | 0.3  | 6     | 3,468   | 5,604,618  | 0  | 0 |
|                    |                                    | 2,182 |   | 1,564      |  | 2,182 |   | 1,616      |  | 1 |
| Dislocated Workers | 86.3                               | 2,276 | 114.7   | 24,973,367 | 0.3  | 8     | 4,950   | 13,059,155 | 0  | 0 |
|                    |                                    | 2,638 |   | 21,767,318 |  | 2,638 |   | 2,638      |  | 1 |
| Older Youth        | 81.8                               | 36    | 5,798   | 208,737    | 0  | 0     | 2,829   | 1,295,598  |  |   |
|                    |                                    | 44    |   | 36         |  | 44    |   | 458        |  |   |

**Table M: Participation Levels**

|                           | <b>Total Participants Served</b> | <b>Total Exiters</b> |
|---------------------------|----------------------------------|----------------------|
| <b>Adults</b>             | <b>11,212</b>                    | <b>4,961</b>         |
| <b>Dislocated Workers</b> | <b>8,281</b>                     | <b>2,793</b>         |
| <b>Older Youth</b>        | <b>1,628</b>                     | <b>539</b>           |
| <b>Younger Youth</b>      | <b>5,830</b>                     | <b>1,846</b>         |

**Table N: Cost of Program Activities**

| <b>Program Activity</b>  |                       | <b>Total Federal Spending</b> |
|--|-----------------------|-------------------------------|
| <b>Local Adults</b>  |                       | <b>\$14,213,531.00</b>        |
| <b>Local Dislocated Workers</b>                                  |                       | <b>\$8,483,733.00</b>         |
| <b>Local Youth</b>   |                       | <b>\$15,536,654.00</b>        |
| <b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)                |                       | <b>\$2,562,823.00</b>         |
| <b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B) |                       | <b>\$2,784,317.00</b>         |
| <b>Statewide Allowable Activities</b><br>134 (a) (3)             | JTG                   | <b>\$718,177.00</b>           |
|  | DLWD -                | <b>\$922,716.00</b>           |
|  | Workforce Essentials  | <b>\$351,077.00</b>           |
|  | Carter County         | <b>\$209,949.00</b>           |
|  | East TN HRA           | <b>\$171,778.00</b>           |
|  | Hamilton County       | <b>\$447,692.00</b>           |
|  | F & A Monitoring      | <b>\$182,053.00</b>           |
|  | Upper Cumb. HRA       | <b>\$254,210.00</b>           |
|  | Columbia St Comm Coll | <b>\$332,243.00</b>           |
|  | Dyersburg             | <b>\$222,519.00</b>           |
|  | Misc                  | <b>\$94,218.00</b>            |
| <b>Total of All Federal Spending Listed Above</b>                |                       | <b>\$47,487,690.00</b>        |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table O: Summary of Participants**

|  |                                  |                    |     |
|--|----------------------------------|--------------------|-----|
| <b>Local Area Name:</b><br>Benton/Carroll/Chester/Decatur/Hardeman/Hardin/Haywood/Henderson/Henry/McNairy/Madison/Weakley LWIA | <b>Total Participants Served</b> | Adults             | 853 |
|  |                                  | Dislocated Workers | 553 |
|  |                                  | Older Youth        | 699 |
|  |                                  | Younger Youth      | 148 |
|  | <b>Total Exiters</b>             | Adults             | 177 |
|  |                                  | Dislocated Workers | 115 |
|  |                                  | Older Youth        | 128 |
|  |                                  | Younger Youth      | 49  |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 79.2                     |
|  | Employers            | 73                           | 78.7                     |
| Entered Employment Rate                              | Adults               | 70                           | 77.5                     |
|  | Dislocated Workers   | 74.9                         | 85.6                     |
|  | Older Youth          | 66                           | 82.4                     |
| Retention Rate                                       | Adults               | 81.5                         | 82.8                     |
|  | Dislocated Workers   | 91.5                         | 96.8                     |
|  | Older Youth          | 81.5                         | 83.3                     |
|  | Younger Youth        | 55.5                         | 51.4                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 5,933.64                 |
|  | Dislocated Workers   | 91                           | 125.7                    |
|  | Older Youth (\$)     | 2,942.72                     | 5,015.04                 |
| Credential / Diploma Rate                            | Adults               | 55                           | 73.3                     |
|  | Dislocated Workers   | 55                           | 78.7                     |
|  | Older Youth          | 47                           | 74.3                     |
|  | Younger Youth        | 61.5                         | 61.5                     |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 90.8                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              | Met                          | Exceeded                 |
|  |                      |                              | x                        |



# WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table O: Summary of Participants**

|  |   |                    |     |
|--|---|--------------------|-----|
| <b>Local Area Name:</b><br>Northeast Tennessee Workforce<br>Investment Board | <b>Total Participants<br/>                 Served</b> | Adults             | 657 |
|  |   | Dislocated Workers | 636 |
|  |   | Older Youth        | 431 |
|  |   | Younger Youth      | 59  |
|  | <b>Total Exiters</b>                                  | Adults             | 342 |
|  |   | Dislocated Workers | 243 |
|  |   | Older Youth        | 254 |
|  |   | Younger Youth      | 12  |

|   |                      | Negotiated Performance<br>Level | Actual Performance<br>Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction                                   | Program Participants | 73                              | 77                          |
|   | Employers            | 73                              | 72.5                        |
| Entered Employment Rate                                 | Adults               | 70                              | 83.3                        |
|   | Dislocated Workers   | 74.9                            | 89.7                        |
|   | Older Youth          | 66                              | 66.7                        |
| Retention Rate  | Adults               | 81.5                            | 87.5                        |
|   | Dislocated Workers   | 91.5                            | 97.5                        |
|   | Older Youth          | 81.5                            | 85.7                        |
|   | Younger Youth        | 55.5                            | 53.7                        |
| Earnings Change / Earnings<br>Replacement in Six Months | Adults(\$)           | 3,219.28                        | 7,736.75                    |
|   | Dislocated Workers   | 90                              | 91.3                        |
|   | Older Youth (\$)     | 2,900                           | 5,672.59                    |
| Credential / Diploma Rate                               | Adults               | 61.5                            | 84.6                        |
|   | Dislocated Workers   | 61.5                            | 81.1                        |
|   | Older Youth          | 47.5                            | 83.3                        |
|   | Younger Youth        | 61.5                            | 100                         |
| Skill Attainment Rate                                   | Younger Youth        | 73.5                            | 84.1                        |
| Description of Other State Indicators of Performance    |                      |                                 |                             |
|   |                      |                                 |                             |
|   |                      |                                 |                             |
| Overall Status of Local Performance                     |                      | Not Met                         | Met                         |
|   |                      |                                 | Exceeded<br>x               |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

Table O: Summary of Participants

|   |                              |                    |     |
|---|------------------------------|--------------------|-----|
| Local Area Name:<br>Claiborne/Cocke/Grainger/Green/Hamble<br>n/Union/Jefferson/Hancock/Hawkins/Sevi<br>er LWIA #2 | Total Participants<br>Served | Adults             | 494 |
|   |                              | Dislocated Workers | 745 |
|   |                              | Older Youth        | 540 |
|   |                              | Younger Youth      | 117 |
|   | Total Exitters               | Adults             | 122 |
|   |                              | Dislocated Workers | 142 |
|   |                              | Older Youth        | 182 |
|   |                              | Younger Youth      | 47  |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 80.9                     |
|  | Employers            | 73                           | 77                       |
| Entered Employment Rate                              | Adults               | 68                           | 79.1                     |
|  | Dislocated Workers   | 75                           | 62.8                     |
|  | Older Youth          | 65                           | 60                       |
| Retention Rate                                       | Adults               | 81.5                         | 86.7                     |
|  | Dislocated Workers   | 91.5                         | 92.9                     |
|  | Older Youth          | 81.5                         | 76.1                     |
|  | Younger Youth        | 55.5                         | 57.3                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 4,324.94                 |
|  | Dislocated Workers   | 90                           | 86.9                     |
|  | Older Youth (\$)     | 3,075.47                     | 3,960.08                 |
| Credential / Diploma Rate                            | Adults               | 55                           | 100                      |
|  | Dislocated Workers   | 55                           | 50                       |
|  | Older Youth          | 45                           | 50                       |
|  | Younger Youth        | 61.5                         | 57.1                     |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 77.2                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Exceeded                 |
|  |                      |                              | x                        |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

Table O: Summary of Participants

|   |                           |                    |     |
|---|---------------------------|--------------------|-----|
| Local Area Name:<br>Knox County LWIA #3 | Total Participants Served | Adults             | 303 |
|   |                           | Dislocated Workers | 188 |
|   |                           | Older Youth        | 209 |
|   |                           | Younger Youth      | 81  |
|   | Total Exiters             | Adults             | 72  |
|   |                           | Dislocated Workers | 50  |
|   |                           | Older Youth        | 67  |
|   |                           | Younger Youth      | 34  |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 78.2                     |
|  | Employers            | 73                           | 73.2                     |
| Entered Employment Rate                              | Adults               | 69                           | 93.2                     |
|  | Dislocated Workers   | 74                           | 97.4                     |
|  | Older Youth          | 66                           | 75                       |
| Retention Rate                                       | Adults               | 81.5                         | 88.6                     |
|  | Dislocated Workers   | 91.5                         | 92.1                     |
|  | Older Youth          | 81.5                         | 71.4                     |
|  | Younger Youth        | 55.5                         | 68.8                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 7,007.42                 |
|  | Dislocated Workers   | 91                           | 99.3                     |
|  | Older Youth (\$)     | 2,900                        | 2,233.13                 |
| Credential / Diploma Rate                            | Adults               | 57                           | 81                       |
|  | Dislocated Workers   | 57                           | 83.1                     |
|  | Older Youth          | 47.5                         | 75                       |
|  | Younger Youth        | 61.5                         | 63.2                     |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 95.3                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Exceeded                 |
|  |                      |                              | x                        |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

Table O: Summary of Participants

|  |                                  |                    |       |
|--|----------------------------------|--------------------|-------|
| <b>Local Area Name:</b><br>Anderson/Blount/Campbell/Cumberland/Loudon/Morgan/Roane/Scott Counties<br>LWIA #4 | <b>Total Participants Served</b> | Adults             | 801   |
|  |                                  | Dislocated Workers | 1,070 |
|  |                                  | Older Youth        | 424   |
|  |                                  | Younger Youth      | 244   |
|  | <b>Total Exiters</b>             | Adults             | 274   |
|  |                                  | Dislocated Workers | 305   |
|  |                                  | Older Youth        | 139   |
|  |                                  | Younger Youth      | 65    |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 86.4                     |
|  | Employers            | 73                           | 78                       |
| Entered Employment Rate                              | Adults               | 69                           | 90.4                     |
|  | Dislocated Workers   | 74                           | 92.8                     |
|  | Older Youth          | 66                           | 91.5                     |
| Retention Rate                                       | Adults               | 81.5                         | 92.1                     |
|  | Dislocated Workers   | 91.5                         | 92.3                     |
|  | Older Youth          | 81.5                         | 87.1                     |
|  | Younger Youth        | 55.5                         | 71.9                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 4,169.44                 |
|  | Dislocated Workers   | 90                           | 96.3                     |
|  | Older Youth (\$)     | 2,942.75                     | 5,759.2                  |
| Credential / Diploma Rate                            | Adults               | 56                           | 82                       |
|  | Dislocated Workers   | 57                           | 81.5                     |
|  | Older Youth          | 47.5                         | 56.6                     |
|  | Younger Youth        | 61.5                         | 78.9                     |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 91.3                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Met                      |
|  |                      |                              | Exceeded<br>x            |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table O: Summary of Participants**

|   |   |                    |     |
|---|---|--------------------|-----|
| <b>Local Area Name:</b><br>Southeast Tennessee Workforce<br>Development Board LWIA #5 | <b>Total Participants<br/>                 Served</b> | Adults             | 647 |
|   |   | Dislocated Workers | 601 |
|   |   | Older Youth        | 408 |
|   |   | Younger Youth      | 71  |
|   | <b>Total Exiters</b>                                  | Adults             | 155 |
|   |   | Dislocated Workers | 153 |
|   |   | Older Youth        | 50  |
|   |   | Younger Youth      | 21  |

|   |                      | Negotiated Performance<br>Level | Actual Performance<br>Level |
|---|----------------------|---------------------------------|-----------------------------|
| Customer Satisfaction                                   | Program Participants | 73                              | 82.3                        |
|   | Employers            | 73                              | 72.3                        |
| Entered Employment Rate                                 | Adults               | 70                              | 87.7                        |
|   | Dislocated Workers   | 75                              | 95.5                        |
|   | Older Youth          | 65                              | 100                         |
| Retention Rate  | Adults               | 81.5                            | 80                          |
|   | Dislocated Workers   | 91.5                            | 97.5                        |
|   | Older Youth          | 81.5                            | 100                         |
|   | Younger Youth        | 55.5                            | 0                           |
| Earnings Change / Earnings<br>Replacement in Six Months | Adults(\$)           | 3,219.28                        | 4,772.02                    |
|   | Dislocated Workers   | 91                              | 124.5                       |
|   | Older Youth (\$)     | 2,900                           | 3,928.31                    |
| Credential / Diploma Rate                               | Adults               | 57                              | 75.8                        |
|   | Dislocated Workers   | 57                              | 78.4                        |
|   | Older Youth          | 47.5                            | 85.7                        |
|   | Younger Youth        | 61.5                            | 85                          |
| Skill Attainment Rate                                   | Younger Youth        | 73.5                            | 79.5                        |
| Description of Other State Indicators of Performance    |                      |                                 |                             |
|   |                      |                                 |                             |
|   |                      |                                 |                             |
| Overall Status of Local Performance                     | Not Met              | Met                             | Exceeded                    |
|   | x                    |                                 |                             |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

Table O: Summary of Participants

|   |                                  |                    |     |
|---|----------------------------------|--------------------|-----|
| <b>Local Area Name:</b><br>Bedford/Coffee/Franklin/Grundy/Lincoln/<br>Moore/Warren Counties LWIA #6 | <b>Total Participants Served</b> | Adults             | 763 |
|   |                                  | Dislocated Workers | 325 |
|   |                                  | Older Youth        | 183 |
|   |                                  | Younger Youth      | 59  |
|   | <b>Total Exiters</b>             | Adults             | 513 |
|   |                                  | Dislocated Workers | 92  |
|   |                                  | Older Youth        | 31  |
|   |                                  | Younger Youth      | 12  |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 68.1                     |
|  | Employers            | 73                           | 78                       |
| Entered Employment Rate                              | Adults               | 73                           | 82.8                     |
|  | Dislocated Workers   | 77                           | 85.5                     |
|  | Older Youth          | 66                           | 85.7                     |
| Retention Rate                                       | Adults               | 81.5                         | 88.7                     |
|  | Dislocated Workers   | 91.5                         | 76.7                     |
|  | Older Youth          | 81.5                         | 100                      |
|  | Younger Youth        | 55.5                         | 75                       |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 3,337.69                 |
|  | Dislocated Workers   | 90                           | 105.8                    |
|  | Older Youth (\$)     | 2,942.72                     | 3,855.56                 |
| Credential / Diploma Rate                            | Adults               | 55.5                         | 75.5                     |
|  | Dislocated Workers   | 56                           | 78.3                     |
|  | Older Youth          | 46                           | 57.1                     |
|  | Younger Youth        | 61.5                         | 89.3                     |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 96.7                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Exceeded                 |
|  |                      | x                            |                          |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table O: Summary of Participants**

|  |                                  |                    |     |
|--|----------------------------------|--------------------|-----|
| <b>Local Area Name:</b><br>Cannon/Clay/DeKalb/Fentress/Jackson<br>Workforce Investment Board | <b>Total Participants Served</b> | Adults             | 496 |
|  |                                  | Dislocated Workers | 324 |
|  |                                  | Older Youth        | 340 |
|  |                                  | Younger Youth      | 39  |
|  | <b>Total Exiters</b>             | Adults             | 145 |
|  |                                  | Dislocated Workers | 61  |
|  |                                  | Older Youth        | 111 |
|  |                                  | Younger Youth      | 14  |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 83.8                     |
|  | Employers            | 73                           | 76.7                     |
| Entered Employment Rate                              | Adults               | 74                           | 95.2                     |
|  | Dislocated Workers   | 79                           | 76.4                     |
|  | Older Youth          | 70                           | 86.7                     |
| Retention Rate                                       | Adults               | 81.5                         | 88.2                     |
|  | Dislocated Workers   | 91.5                         | 94.9                     |
|  | Older Youth          | 81.5                         | 86.7                     |
|  | Younger Youth        | 55.5                         | 54.1                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 5,217.54                 |
|  | Dislocated Workers   | 91                           | 107.8                    |
|  | Older Youth (\$)     | 3,075.47                     | 5,117.32                 |
| Credential / Diploma Rate                            | Adults               | 60                           | 87.9                     |
|  | Dislocated Workers   | 60                           | 68.9                     |
|  | Older Youth          | 55                           | 80                       |
|  | Younger Youth        | 61.5                         | 94.5                     |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 89.7                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Met                      |
|  |                      |                              | Exceeded                 |
|  |                      |                              | x                        |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table O: Summary of Participants**

|   |                                  |                    |     |
|---|----------------------------------|--------------------|-----|
| <b>Local Area Name:</b><br>North Tennessee Workforce Investment Board | <b>Total Participants Served</b> | Adults             | 360 |
|   |                                  | Dislocated Workers | 420 |
|   |                                  | Older Youth        | 291 |
|   |                                  | Younger Youth      | 117 |
|   | <b>Total Exiters</b>             | Adults             | 216 |
|   |                                  | Dislocated Workers | 193 |
|   |                                  | Older Youth        | 228 |
|   |                                  | Younger Youth      | 49  |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 87.4                     |
|  | Employers            | 73                           | 77.9                     |
| Entered Employment Rate                              | Adults               | 69                           | 90.7                     |
|  | Dislocated Workers   | 74                           | 88                       |
|  | Older Youth          | 65                           | 86.2                     |
| Retention Rate                                       | Adults               | 81.5                         | 92.1                     |
|  | Dislocated Workers   | 91.5                         | 94.4                     |
|  | Older Youth          | 81.5                         | 76.7                     |
|  | Younger Youth        | 55.5                         | 79.3                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 6,973.26                 |
|  | Dislocated Workers   | 90                           | 126.1                    |
|  | Older Youth (\$)     | 2,942.72                     | 2,724.33                 |
| Credential / Diploma Rate                            | Adults               | 55                           | 80.2                     |
|  | Dislocated Workers   | 55                           | 71.6                     |
|  | Older Youth          | 47.5                         | 46.5                     |
|  | Younger Youth        | 61.5                         | 78.7                     |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 93.3                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Met                      |
|  |                      |                              | Exceeded<br>x            |



# WIA Annual Report Data

State Name: TN

Program Year: 2001

Table O: Summary of Participants

|  |                                  |                    |       |
|--|----------------------------------|--------------------|-------|
| <b>Local Area Name:</b><br>Middle TN Workforce Investment Board<br>LWIA #9 | <b>Total Participants Served</b> | Adults             | 2,506 |
|  |                                  | Dislocated Workers | 2,073 |
|  |                                  | Older Youth        | 519   |
|  |                                  | Younger Youth      | 184   |
|  | <b>Total Exiters</b>             | Adults             | 1,639 |
|  |                                  | Dislocated Workers | 1,085 |
|  |                                  | Older Youth        | 79    |
|  |                                  | Younger Youth      | 43    |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 70.8                     |
|  | Employers            | 73                           | 75.4                     |
| Entered Employment Rate                              | Adults               | 68                           | 67.9                     |
|  | Dislocated Workers   | 73.9                         | 73.3                     |
|  | Older Youth          | 66                           | 75                       |
| Retention Rate                                       | Adults               | 81.5                         | 80.4                     |
|  | Dislocated Workers   | 91.5                         | 90.9                     |
|  | Older Youth          | 81.5                         | 90.4                     |
|  | Younger Youth        | 55.5                         | 58.8                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 3,998.87                 |
|  | Dislocated Workers   | 91                           | 102.9                    |
|  | Older Youth (\$)     | 2,900                        | 6,700.92                 |
| Credential / Diploma Rate                            | Adults               | 56                           | 58                       |
|  | Dislocated Workers   | 56.5                         | 67.3                     |
|  | Older Youth          | 47.5                         | 60.3                     |
|  | Younger Youth        | 61.5                         | 69                       |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 82.3                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Exceeded                 |
|  |                      | x                            |                          |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table O: Summary of Participants**

|  |                                  |                    |     |
|--|----------------------------------|--------------------|-----|
| <b>Local Area Name:</b><br>South Central Tennessee Workforce Board | <b>Total Participants Served</b> | Adults             | 950 |
|  |                                  | Dislocated Workers | 280 |
|  |                                  | Older Youth        | 340 |
|  |                                  | Younger Youth      | 89  |
|  | <b>Total Exiters</b>             | Adults             | 273 |
|  |                                  | Dislocated Workers | 71  |
|  |                                  | Older Youth        | 45  |
|  |                                  | Younger Youth      | 34  |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 81.2                     |
|  | Employers            | 73                           | 81.7                     |
| Entered Employment Rate                              | Adults               | 74                           | 83.1                     |
|  | Dislocated Workers   | 79                           | 81.9                     |
|  | Older Youth          | 66                           | 80                       |
| Retention Rate                                       | Adults               | 81.5                         | 97.7                     |
|  | Dislocated Workers   | 91.5                         | 100                      |
|  | Older Youth          | 81.5                         | 100                      |
|  | Younger Youth        | 55.5                         | 100                      |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 4,087.61                 |
|  | Dislocated Workers   | 90                           | 166.6                    |
|  | Older Youth (\$)     | 2,900                        | 6,736.22                 |
| Credential / Diploma Rate                            | Adults               | 60                           | 66.2                     |
|  | Dislocated Workers   | 60                           | 69.8                     |
|  | Older Youth          | 50                           | 66.7                     |
|  | Younger Youth        | 61.5                         | 70.7                     |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 91.9                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  | Not Met              | Met                          | Exceeded                 |
|  |                      |                              | x                        |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table O: Summary of Participants**

|   |                                  |                    |     |
|---|----------------------------------|--------------------|-----|
| <b>Local Area Name:</b><br>Dyer/Gibson/Lake/Lauderdale/Obion/Tipton<br>n LWIA #12 | <b>Total Participants Served</b> | Adults             | 515 |
|   |                                  | Dislocated Workers | 489 |
|   |                                  | Older Youth        | 216 |
|   |                                  | Younger Youth      | 89  |
|   | <b>Total Exiters</b>             | Adults             | 216 |
|   |                                  | Dislocated Workers | 126 |
|   |                                  | Older Youth        | 15  |
|   |                                  | Younger Youth      | 18  |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 77.6                     |
|  | Employers            | 73                           | 78.3                     |
| Entered Employment Rate                              | Adults               | 67                           | 68.1                     |
|  | Dislocated Workers   | 73.5                         | 86.2                     |
|  | Older Youth          | 64                           | 66.7                     |
| Retention Rate                                       | Adults               | 81.5                         | 88.1                     |
|  | Dislocated Workers   | 91.5                         | 85.3                     |
|  | Older Youth          | 81.5                         | 70.4                     |
|  | Younger Youth        | 55.5                         | 66.7                     |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 278.39                   |
|  | Dislocated Workers   | 90                           | 91.8                     |
|  | Older Youth (\$)     | 2,800                        | 5,537.33                 |
| Credential / Diploma Rate                            | Adults               | 55                           | 50.7                     |
|  | Dislocated Workers   | 55                           | 69.6                     |
|  | Older Youth          | 46                           | 40                       |
|  | Younger Youth        | 61.5                         | 75                       |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 82.4                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Exceeded                 |
|  |                      | x                            |                          |

# WIA Annual Report Data

State Name: TN

Program Year: 2001

**Table O: Summary of Participants**

|   |                                  |                    |       |
|---|----------------------------------|--------------------|-------|
| <b>Local Area Name:</b><br>Workforce Investment Network Shelby-Fayette Counties & City of Memphis | <b>Total Participants Served</b> | Adults             | 1,867 |
|   |                                  | Dislocated Workers | 340   |
|   |                                  | Older Youth        | 1,230 |
|   |                                  | Younger Youth      | 331   |
|   | <b>Total Exiters</b>             | Adults             | 817   |
|   |                                  | Dislocated Workers | 157   |
|   |                                  | Older Youth        | 291   |
|   |                                  | Younger Youth      | 128   |

|  |                      | Negotiated Performance Level | Actual Performance Level |
|--|----------------------|------------------------------|--------------------------|
| Customer Satisfaction                                | Program Participants | 73                           | 79                       |
|  | Employers            | 73                           | 72.8                     |
| Entered Employment Rate                              | Adults               | 69                           | 70.1                     |
|  | Dislocated Workers   | 74.9                         | 67.7                     |
|  | Older Youth          | 66                           | 63.5                     |
| Retention Rate                                       | Adults               | 81.5                         | 84.2                     |
|  | Dislocated Workers   | 91.5                         | 92.9                     |
|  | Older Youth          | 81.5                         | 61.5                     |
|  | Younger Youth        | 55.5                         | 56                       |
| Earnings Change / Earnings Replacement in Six Months | Adults(\$)           | 3,219.28                     | 3,252.02                 |
|  | Dislocated Workers   | 91                           | 87.8                     |
|  | Older Youth (\$)     | 3,000                        | 3,845.59                 |
| Credential / Diploma Rate                            | Adults               | 57                           | 45.7                     |
|  | Dislocated Workers   | 57                           | 64.3                     |
|  | Older Youth          | 44                           | 21.8                     |
|  | Younger Youth        | 61.5                         | 30                       |
| Skill Attainment Rate                                | Younger Youth        | 73.5                         | 73.2                     |
| Description of Other State Indicators of Performance |                      |                              |                          |
|  |                      |                              |                          |
|  |                      |                              |                          |
| Overall Status of Local Performance                  |                      | Not Met                      | Met                      |
|  |                      | x                            |                          |
|  |                      | Exceeded                     |                          |