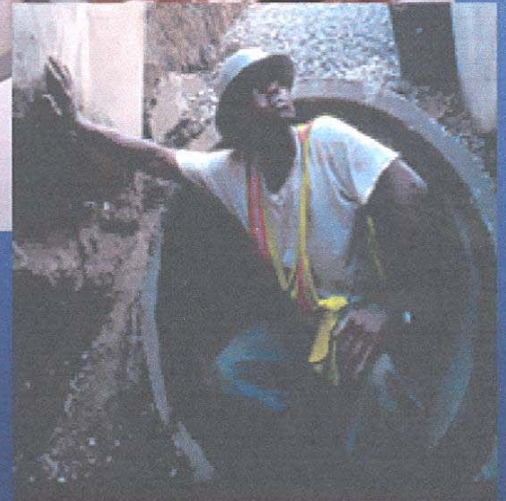
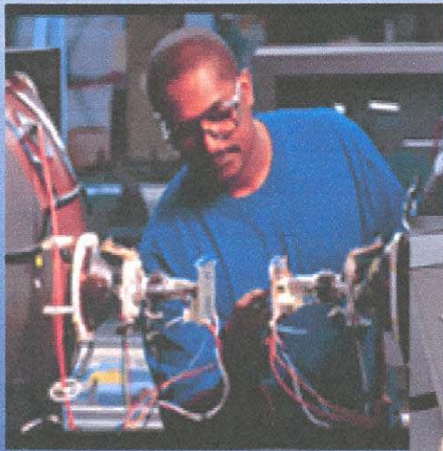


TENNESSEE

Labor & Workforce Development



Workforce Investment Act - Program Year 2002



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

Andrew Johnson Tower
710 James Robertson Pkwy., 8th Floor
Nashville, TN 37243-0655
(615) 741-6642

PHIL BREDESEN
GOVERNOR

JAMES G. NEELEY
COMMISSIONER

November 24, 2003

The Honorable Elaine Chao
The Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue
Washington, D.C. 20210

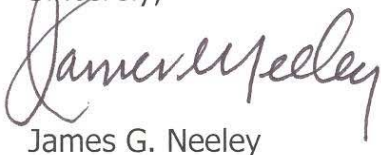
Dear Secretary Chao:

It is my pleasure to present the Tennessee Program Year (PY) 2002 Workforce Investment Act (WIA) Annual Report. The attached report provides a description about Program Year (PY) 2002 activities and statewide programs, along with the required performance data.

I am proud of our accomplishments and the progress that our partnering state agencies and Local Workforce Investment Areas (LWIAs) have made. We are constantly striving to better serve Tennessee's job seekers and businesses. We are focused on finding innovative ways to attract new businesses as well as retain existing businesses.

Our commitment to teamwork and excellence is instrumental to provide quality training and employment opportunities for all Tennesseans. The continuous development of our workforce is essential to remaining competitive and improving the state's economy.

Sincerely,



James G. Neeley



STATE OF TENNESSEE

PHIL BREDESEN
GOVERNOR

November 20, 2003

The Honorable Elaine L. Chao
The Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

Dear Secretary Chao:

Tennessee recognizes the pressing need for a strong and 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 we've 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 very proud of what Tennessee has accomplished in the workforce development arena thus far. 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 service to our citizens and will continue to employ new and better ways of doing business.

Warmest regards,

A handwritten signature in blue ink that reads "Phil Bredesen".

Phil Bredesen

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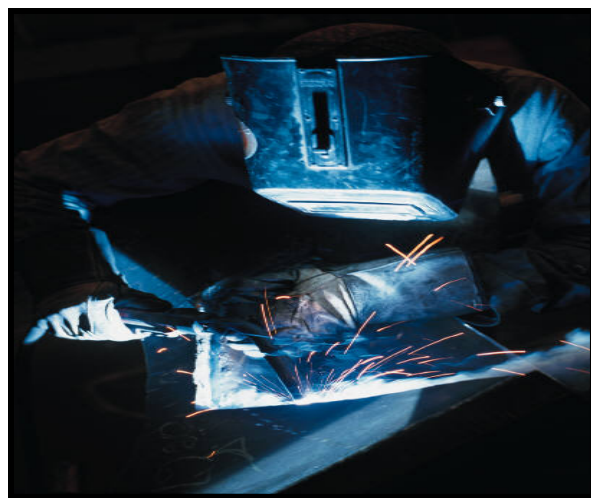


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Local Workforce Investment Area 1

Counties Served: Carter, Johnson, Sullivan, Unicoi, and Washington.



Local Workforce Investment Area 1's commitment to high levels of performance while sustaining a reputation for trust and credibility with area employers and job seekers demands that services offered through the Northeast Tennessee Career Center system are responsive, evolving, efficient, effective, and integrated. The NTCC system provides a single point of access for employee recruitment, assessment, and screening; labor market and demand occupation information; entrepreneurship information; and employment and training information and opportunities, among its many other services. NTCC also serves as a liaison with economic development efforts in the five counties of Carter, Johnson, Sullivan, Unicoi, and Washington.

The economy in Northeast Tennessee continues to be one of the major factors influencing the needs of area employers and job seekers. LWIA 1 continues to feel the effects of a disproportionate number of layoff and plant closures and anticipates even more dislocation of employees in the coming year.

Performance Measures that were released mid-March 2003 reflect the hard work and dedication of our local workforce professionals. All seventeen Performance Measures, encompassing the Adult, Dislocated Worker, and Youth programs, were met or exceeded. LWIA has been designated as "exceeding" its overall projected performance and qualified for Incentives monies.

LWIA 1 entered into a partnership with Eastman Chemical Company and East Tennessee State University's Bureau of Business and Economic Research to conduct a comprehensive labor market study and skills analysis. Through a survey of more than 2,000 regional employers, a detailed analysis of local skills in demand has enabled the LWIA to allocate available Career Center system resources aimed at enhancing worker skill levels to those required by local employers in an economic environment shaped by continuing technological advances and competition with foreign markets.

Tennessee Quality Award (TOA), Interest Level, was recently awarded to LWIA 1 in recognition of local efforts to implement quality policies and procedures throughout the workforce development system. This prestigious award acknowledges organizations that strive for continuous improvement.



Local Workforce Investment Area 1 (cont.)

Appalachian Project With Industry (APWI), a new in-house Career Center partner this year, provides job search, job placement, and career advancement services to individuals with disabilities in the 5 counties served by LWIA 1. By developing and marketing services to area employers, APWI has been successful in facilitating the entry of job seekers with disabilities into unsubsidized employment, contributing greatly to the concept of a seamless delivery of services within the Career Center system.

The Northeast Tennessee Career Center system hails a proud list of partners dedicated to the appearance of seamless services that are responsive to our area's workforce development needs. The coordination and collaboration of the Career Center partners in LWIA 1 have set a high standard in exemplifying what the phrase "one-stop" is all about. Partners recognize the dynamics of our area's workforce needs resulting in a continuous refining and re-aligning of services to meet the needs of both employers and job seekers.



Local Workforce Investment Area 2

Counties Served: Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier, and Union.



Like many other areas, plant closings and layoffs continue to represent a major challenge. The board, staff, and partners are working together to serve dislocated workers, as well as jobseekers and employers.

The Center for Workforce Development at Walters State Community College provides administrative services for the 39-member local board, as well as WIA services in the Career Centers. The private sector membership of the board was expanded in 2003, with Mr. Maximino Garcia, President of Garcia Labor Company, and Mayor Roland Dykes, owner of Dykes Masonry, joining the LWIB.

Local Area 2 served 2,143 registered WIA participants from July 2002 through June 2003, a 13% increase over the previous year. The largest number of WIA participants continued to be dislocated workers. During the year LWIA 2 registered 801 dislocated workers, 615 adults, 610 younger youth, and 177 older youth.

In addition to registered adults and youth, many more area residents visited the various partners in the Career Centers. Over 29,000 customers were served at the Five Rivers Regional Career Center by staff from the Tennessee Department of Labor & Workforce Development, Adult Education, Department of Human Services, Vocational Rehabilitation, and WIA. Five Rivers hosted Congressman Bill Jenkins in July 2003, as well as the members of the Local Workforce Investment Board.

Local Area 2 added an affiliate Career Center in Union County in November 2002, partnering with Adult Education and Vocational Rehabilitation, to provide additional resources for the Levi's dislocated workers. WIA staff members who serve Union County one day a week have seen a steady increase in local jobseekers and employers visiting the center.

The Union County Career Center was initially a part of Area 2's contribution to a regional effort to address a plant closing. Training has also been a highlight of Area 2's work with Area 3 and Area 4. Nine Local Area 2 Career Center Specialists received their Global Career Development Facilitator certification, and two more specialists are pursuing certification currently.



Local Workforce Investment Area 2 (cont.)

One of the goals of the local area during the year was to expand services to employers. Some of the approaches being implemented include employer information sessions in the counties, greater involvement in chambers of commerce, visits to the board members and other employers, and new promotional materials.

Despite continuing economic challenges, Local Area 2 has been successful in providing integrated services to residents in the 10 counties. With an expansion in employer services, and closer cooperation with chambers and economic development agencies, Local Area 2 hopes to retain as well as attract businesses to provide jobs in the local area.



Local Workforce Investment Area 3

Serving Knox County



LWIA 3 is a single county workforce development area and one of four major urban areas in the state. LWIA 3 includes the city of Knoxville and Knox County. Knoxville, the largest city in East Tennessee, is situated on the banks of the Tennessee River nestled in the foothills of the Great Smoky Mountains. With four distinct seasons and a moderate climate, Knoxville was recently ranked by the Places Rated Almanac as "the best place to live in the United States and Canada" among cities with a population of less than 1 million.

The population of the area is approximately 389,000 (2002 Census). Unemployment has typically been below state and national averages (2.9% - August, 2003). The economy is largely service sector; health, education, and government services are especially strong industries. While manufacturing has shrunk in recent years, the Knoxville area is home to many medium-sized manufacturing and distribution operations as well as customer service centers. The University of Tennessee contributes to a strong employee base as well as being a major employer in the area. Other significant employers include the Covenant Health System and the Tennessee Valley Authority. Knoxville's location at the intersection of Interstates 40, 75, and 81 make it a prime location for many businesses.

The administrative entity for LWIA 3 is the Workforce Connections division of the Knoxville-Knox County Community Action Committee. This organization works closely with the members of the local Workforce Investment Board to address the workforce development needs of the region.

LWIA 3 boasts two Career Centers – the Tennessee Career Center at University Avenue and the Heart of Knoxville Career and Resource Center. Both sites host multiple partner agencies and offer a broad range of services to both job seekers and businesses.

Much of the successful workforce development activity in LWIA 3 is accomplished through effective partnership building. LWIA 3 and Workforce Connections have worked to build strong partnerships:



Local Workforce Investment Area 3 (cont.)

- With employers
 - Health care consortium – LWIA 3 brought together multiple health care providers to address skills gaps and labor shortages in the health care industry
 - Chamber partnership – LWIA 3 and the Knoxville Area Chamber Partnership have joined forces to address the needs of a variety of existing industries through on-site education and training, new recruitment efforts, and other venues
 - Business Advisory Council – A group of employers formed to address workforce diversity and the employment of persons with disabilities recently affiliated with the LWIA 3 workforce board to merge and broaden their efforts
- With education and community based organizations
 - Empowerment Zone – LWIA 3 worked closely with Pellissippi State Technical and Community College, the Partnership for Neighborhood Improvement, and the City of Knoxville in the development and ongoing operation of the Heart of Knoxville Career and Resource Center
 - Dropout Prevention - LWIA 3 and Knox County schools jointly developed an innovative education program for 16 year old at-risk students
 - LWIA 3 has linked with area rotary clubs, church groups, and community volunteers to improve opportunities for adult learners in GED and basic skills classes
- With neighboring regions
 - Service Delivery – LWIA 3 has worked closely with its two neighboring workforce areas to engage in regional planning and service design to ensure that job seekers and business customers receive the highest level of service
 - Professional Development – LWIAs 2, 3, and 4 have joined forces to provide staff training and networking, all designed to promote improved service delivery. During 2002, 38 people from the region received the internationally recognized credential of Career Development Facilitator (CDF)
- With special initiatives
 - LWIA 3, the University of Tennessee Center on Disability and Employment, and a group of partners formed the Tennessee Customized Employment Partnership, one of 7 initiatives funded nationally by the Office of Disability Employment Policy to improve the employment of persons with significant disabilities
 - The Tennessee Customized Employment Partnership has been recognized by a statewide group of disability organizations, state agencies, and advocacy groups as a model for replication for the delivery of customized employment services to increase the employment of people with disabilities



Local Workforce Investment Area 4

Counties Served: Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane, and Scott.



LWIA 4 had a very successful year as measured through services delivered to customers, customers going to work, WIA performance measures and more. Highlights of the year include:

- Achieved or exceeded all performance measures for PY 2001 resulting in LWIA 4 receiving the most incentive funding of any LWIA in the state.
- We are on track to achieve all performance measures for PY 2002.
- LWIA 4 placed over 1200 customers into employment through the WIA career center services.
- Achieved our Adult customer enrollment goal of enrolling 500 new customers.
- Overachieved our Youth enrollment goal at 113% and enrolling over 480 new youth into our Future Stars and regular Career Center based youth services.
- Our locally developed Future Star program, successfully met the needs of over 200 low income youth in our nine counties by helping to develop their leadership and teamwork skills while at the same time focusing on their career plan and working towards earning a scholarship for post-secondary education.
- Overachieved our Dislocated Worker enrollment goal at 121% and enrolling almost 400 new Dislocated Workers.
- We pride ourselves in LWIA 4 in delivering services to Dislocated Workers in a fashion that meets their individual needs whether it be a Rapid Response Mass Meeting at midnight for 3rd shift workers, or a “get to know a computer” class for sewing factory workers about to be laid off or a “See the Possibilities” Day at a Career Center for local dislocated workers.
- With new enrollments nearing 1400 people and the continuation of services to customers enrolled in the prior year, LWIA 4 served well over 4000 enrolled/registered people this past year while at the same time achieving or exceeding all performance measures.
- In addition, LWIA 4 provided services to a large number of non-WIA registered customers from all of the WIA partner agencies in our resource rooms and through various workshops, career fairs and various other services.

We believe our success is due to a number of factors including:



Local Workforce Investment Area 4 (cont.)

- A workforce trained and committed to serving customers. Over 60% of our front line WIA career center staff are trained or in training as Global Certified Development Facilitators. Our front line WIA career center staff average over 7 years each of experience in delivering employment and training services.
- We are committed to delivering services conveniently to our customers by offering services through career centers in all of our nine counties.
- A significant investment has been made in providing core and intensive services in our career centers including well supplied resource rooms, a variety of soft skill components and individualized computer based curriculums in customer service, work readiness, work safety and more.
- We focus on performance measures and provide quarterly training and review for our subcontractors to understand the detail that drives their individual career center performance as well as the total LWIA performance.
- Our commitment to working with our WIA partners and our neighboring LWIAs adds significant value to the services we provide our customers. The regional collaboration between LWIAs 2, 3 and 4 is strong resulting in information and best practice sharing, a strong problem solving and idea development team and delivery of career development and training to staff across LWIAs 1, 2, 3 and 4.
- We focus on quality and continuous improvement. East TN Human Resource Agency monitors each of our local WIA career center service locations twice yearly on program delivery and at least annually on fiscal responsibility. Additionally, we welcome state and federal reviews. We are in the process of applying for the TN Quality Award for our comprehensive career center.
- Communication with our local Board is critical. By keeping them informed of our progress, workforce development issues, etc., they are able to provide us valuable direction and guidance.

The success in LWIA 4 is led by our Local Workforce Investment Board and local County Mayors and then implemented through a strong administrative entity presence – East TN Human Resource Agency. Most importantly, the success is due to our local WIA subcontractors in each of our nine that ensures quality individualized delivery of services to our communities.



Local Workforce Investment Area 5

Counties Served: Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie.



Local Workforce Investment Area 5 is a uniquely configured urban-rural workforce area that is comprised of nine counties in southeast Tennessee. Chattanooga is the Area's largest metropolitan locale; suburban and rural counties include Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, Sequatchie. The Southeast Tennessee Development District is the Administrative Entity that has been principally responsible for the development of a comprehensive system where workforce services are delivered through the Southeast Tennessee Career Center System. Since opening the State's first One Stop Career Center in 1998, the Area's Career Center system has flourished. Two comprehensive Career Centers are located in area 5, along with five satellite centers and four affiliate offices.

Partnerships are the key to the success of the Southeast Tennessee Career Center System. The Career Centers house a number of different partners that focus on serving business and industry, providing services to job seekers and delivering services to customers. In addition to the Workforce Development division of the Southeast Tennessee Development District, partner groups include the Tennessee Departments of Labor and Workforce Development, Human Services, and the Division of Rehabilitation Services. Partnerships have proven critical to workers at risk of long-term unemployment, and outstanding partnerships have been developed with many other service providers including Goodwill Industries, Job Corps, Adult Education, Senior Employment Service, the U.S. Forestry Service, various faith-based organizations and emerging high-tech opportunity initiatives.

Similar to much of the State and nation, LWIA 5 has endured an extended period of painful restructuring and slow growth during the past year. Chattanooga was once the ninth largest manufacturing city in the nation. As many of the labor-intensive jobs have become obsolete and manufacturing has become more efficient through incorporating new technologies, job opportunities in this sector have continued to decline. The knowledge-intensive and service sectors of the economy in the southeast Tennessee region continue to grow. The overall economic forecast, however, still looks promising. The area is a regional labor market, bordered by the states of Georgia and Alabama, where there is a good deal of in-and-out commuting to jobs between counties and



Local Workforce Investment Area 5 (cont.)

states. Access to geographically diverse employment opportunities in this multi-county, multi-state labor market frequently proves lucrative to area residents.

The Southeast Tennessee Workforce Investment Board provides strong leadership and direction to the programs in LWIA 5. The Board maintains a sharp focus on quality service delivery and outreach to the private sector; relationships with business and industry have continued to thrive. The payoff is being realized in a stronger, more competitive workforce that is helping to elevate the area's economic well being and improve the quality of life for southeast Tennesseans.



Local Workforce Investment Area 6

Counties Served: Bedford, Coffee, Franklin, Grundy, Lincoln, Moore, and Warren.



Upon implementation of the Tennessee Workforce Investment Act, Grundy County was added to the seven counties designated as Area 6. While the Grundy County mountainous terrain is a beautiful sight, the remote location restricts employment opportunities for the young residents. Poverty was being perpetuated by the nearly 50% high school dropout rate.

September 2000, the first youth contracts were issued; among the four was Grundy County Board of Education. This was the beginning of a three year journey.

Through collaboration with the Board of Education an in-school GED program was created. Over the course of three years, the credentials attained are impressive as the detail reveals the intensive instruction and commitment made by staff and students:

- a.. Fifty-one students obtained their GED
 - b.. Twenty-one of these were WIA registered students; eight of the twenty-one were awarded to special education students
 - c.. Six students received the Regular Diploma; two were special education students
- Between the In-School and Out-of-School initiatives, 12 credentials have already been claimed this year.

Not only is the dropout rate being addressed, students are now enjoying exposure to post-secondary education each summer. At the base of the mountain, one hour away, the local technology center registers WIA students into Computer Maintenance training as an introduction course to post-secondary education. This partnership has proven to expand the students' education while assuring them that they are capable of succeeding in advanced education. Career awareness is heightened and they begin to believe that most anything is possible!

As of 2002 school year, the dropout rate fell to 15.2%. This is a great improvement over 48.2% in 2000.

Our work continues.



Local Workforce Investment Area 7

Counties Served: Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, and White.



Local Workforce Investment Area 7 is providing fully streamlined and customer-focused career services through a Career Center System. The Local Workforce Investment Board, along with the respective Chief Local Elected Officials and partnering agencies, has integrated operations and services to empower individuals who need career assistance to successfully participate in the local workforce. The Career Center System facilitates access to information, training resources, and provisions of initial support. Increasingly accountable and results-orientated methods of operation will be developed and implemented by the Career Center System.

The success of the Workforce Investment Act program in Local Workforce Investment Area 7 during the current and past years is a result of the hard work of co-located partners in the career center and affiliate sites. This system has created a better process of leveraging resources to allow services for more people and higher completion rates for individuals who attend training. This has also allowed us to exceed enrollment goals each year.

Another factor in the success of Workforce Investment Act programs has been the effort to target specific skill shortages such as medical occupations for training unemployed individuals. Three additional "state" grants have been received and have allowed Local Workforce Investment Area 7 to train more than 100 Licensed Practical Nurses above and beyond the normal capacity of the technology centers. In addition to LPN's, we generally train an additional 10% of all enrollees in other medical occupations such as Registered Nurses, Surgical Technicians, Medical Assistants, and Respiratory Therapists. With the high demand for employees in these occupations, we are sure to exceed placement goals as well as earnings goals. Job Outlook projections for Area 7 through the year 2008 indicate that health service occupations are second only to education services in projected growth.

A major achievement during recent months has been the application for and receipt of the Dislocated Worker National Emergency Grant. During the first two months of operation, we have identified and enrolled 208 eligible individuals or 82% of our two-year goal. Our local Workforce Investment Board has suspended all policy dollar caps for these individuals in order to prevent their loss of Trade Act program benefits. We expect to achieve all projected goals for this program as well as our other WIA programs for the current year.



Local Workforce Investment Area 8

Counties Served: Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner, and Williamson



Focus on Business - WorkForce Essentials has provided services to nearly 350 businesses and employers in the past 12 months, services such as Supervisor & OSHA training, Drug Free Workplace Program Management, and Employee Assessment.

As you know, there is a critical worker shortage in the healthcare industry. Recognizing this problem, the North Tennessee Workforce Board (NTWB) and WorkForce Essentials helped forge a strategic partnership with Hospital Corporation of America (HCA) to create a program which nurtures a new generation of skilled healthcare personnel. By utilizing available training programs and bringing an additional \$260,000 to the WIA funding table, this program sponsored individuals who were without specialized skills, and enrolled them into training for healthcare industry careers.

LWIA 8 was designated by the U.S. Department of Labor to receive \$2.8 million over a two year period from the Title H-1B Technical Skill Training Grant Program. This training program was designed to help American workers—both employed and unemployed—acquire the requisite skills in occupations that are in demand, particularly in industries such as information technology and health. The federal grant, the first grant of its kind to be awarded in Tennessee, was matched by \$750,000 of private funds from 22 local businesses. To date 1015 individuals have received skills upgrade training through this program.

Focus on Education - A strategic direction of the NTWB and Youth Council is to focus on educational attainment. In an effort to accomplish this, contracts for youth services have been secured with Cheatham, Dickson, Houston, Humphreys, Montgomery, Stewart and Williamson County's individual School Systems. That is **7** out of 9 counties in LWIA8.

Jobs for Tennessee Graduates (JTG) Williamson County was created in 1997, in cooperation with WorkForce Essentials and the Williamson County School System. Since then, the WorkForce Essentials JTG program has grown through the efforts of respective local elected officials, school boards, and community leaders, to include



Local Workforce Investment Area 9

Counties Served: Davidson, Rutherford, Trousdale, and Wilson



The Local Workforce Investment in Middle Tennessee consists of Davidson, Rutherford, Trousdale, and Wilson counties. In an effort to assume the delivery of employment related services to the citizens in the area, a delivery system was established consisting of a One Stop Career Center and several satellite centers. The system is designed to provide a comprehensive network of labor market information, career employment, and educational and training resources for employers, employees and job seekers.

Three major sectors are found in every Career Center system; they are the individuals who make up the workforce, education and training providers and employers. The intersection of these sectors is where workforce issues emerge. Understanding each of these forces in a broad spectrum is key to understanding workforce development as a whole.

With this in mind, the need for a board to oversee this development was established. In turn, the board was named The Middle Tennessee Workforce Investment Board (MTWIB).

MTWIB Middle Tennessee Workforce Investment Board: Vision Statement

"We visualize a skilled workforce in a community that promotes self-sufficiency, economic opportunity and life-long learning, and supports business and economic growth."

Mission Statement

"The mission of the Middle Tennessee Workforce Investment Board is to expand the capability and capacity of the workforce development system through collaboration and innovation and to benefit and support employees, employers, and the regional economy."

Members assist in the development of a vision, identifying key issues and overseeing action plans which are all critical components that contribute to the success of our workforce system.



Local Workforce Investment Area 9 (cont.)

NCAC (Nashville Career Advancement Center) is the operating entity of the Local Area 9 One Stop system (or Middle Tennessee Career Center) and the Mid Tenn. Workforce Investment Board. As a division of the Nashville and Davidson County Mayor's office, we are proud to serve both job seekers and employers.

MTCC (Middle Tennessee Career Center) is the face of the Career Center system with seven locations throughout Middle Tennessee in the counties of Davidson, Rutherford, Trousdale and Wilson.

The Middle Tennessee Career Center offers free services to all job seekers and employers. It consists of seven locations serving the counties of Davidson, Rutherford, Wilson, and Trousdale.

Services for job seekers include:

Access to Resource Center

Register with Job Service

Sign up for Career Center Services including:

Web-based skills matching program

Employer presentations

Workshops

Job Quest

The Middle Tennessee Career Center offers Comprehensive Employer Partnerships that include on-going human resource services such as:

Assistance with assuring the best employee match

Access to web based skills matching software

Use of the Career Center's meeting rooms for on-site interviews

Employer forums

Customized employer services designed and delivered to meet your mission's critical objectives

Worker Transition Services

On-Site Job Fairs

ADA and Sensitivity Training

www.MidTnCareerCenters.org



Local Workforce Investment Area 10

Counties Served: Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Perry, and Wayne.



Our primary goal at the South Central Tennessee Workforce Board and its' affiliated Career Centers is to increase the number of employers currently using our services to attract and maintain their workforce. This positions us to be more capable of staying true to our mission of linking jobseekers and employers by increasing the number of jobs available through the Career Center system.

On the jobseeker side, an average of almost 500 people visit a Career Center in one of our eight counties daily! Over 600 WIA registrants found employment through our services last year. Services range from providing information to assessment to participation in a variety of workshops to training through almost 250 Career Center Scholarships and over 50 On-the-Job Training Opportunities, along with our local partner services that are accessed daily.

Our Employer Services Division is staffed by three individuals charged with linking employers to our services. We have become the primary source of work talent for a number of larger companies in our area, including Dura Automotive, Cytex (formerly Avecia), Belk, Kantus, Johnson Controls, C-Tel, AP TennTech, Plus Mark, Modular One, Murray-Ohio, and Fisher Company, plus numerous small businesses throughout the eight county area. A variety of tools are available to tailor job applicant assessments to best identify the skills necessary for the specific job opening as defined in the job description supplied by the employer. Employers are asking applicants to apply through our centers, allowing us to assess and forward applications with assessment results on to the employer to make the interview decisions. We are partnering with economic development and Chamber of Commerce operations in every county to identify employer workforce needs in existing and new business and industry.

Our Board continues to support projects bringing workforce development efforts to the forefront. We annually sponsor our Youth Summit in the fall that attracts 300 attendees from across Middle Tennessee. Workforce Development Summits are scheduled periodically throughout our area that focus on disseminating information pertinent to workforce development and employer-related issues. We participate in Job Fairs and Technical Career Fairs for adults and youth. Over 500 youth are served through subcontracts and Career Centers in our eight counties.



Local Workforce Investment Area 10 (cont.)

At each Workforce Board meeting we recognize an Employer, Youth, and Partner of the Quarter. This not only allows our Board to recognize these contributors to workforce development efforts, but also allows us the opportunity to get media attention for their contributions to area employment. The radio stations in our counties make daily announcements as part of their newscasts of the job openings that are currently advertised in our system, providing untold in-kind advertising in our local communities as they remind listeners to go to the local Career Center for additional information.

Numerous other grants related to workforce development have been received by the South Central Tennessee Workforce Board. We have received funding from the South Central Tennessee Development District, USDA Rural Development, the Tennessee Department of Education, the US Department of Labor Office of Disability Employment, incentive funds for exceeding performance standards, and TVA. We have also received additional funding through the National Emergency Grant and the Tennessee Department of Labor & Workforce Development because of the high unemployment resulting from the great number of jobs lost due to the closure of numerous manufacturing operations. Over 600 dislocated workers from International Comfort Products alone have registered and continue to receive services in our system, and are gaining skills and opportunities through our services coupled with those of our partners to return workers to the workforce as quickly and productively as possible. Related funding opportunities continue to grow for us in areas related to workforce development.



Local Workforce Investment Area 11

Counties Served: Benton, Carroll, Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Henry, Madison, McNairy, and Weakley.



Bringing Together Jobs, People, Training and Resources

LWIA 11, administered by the Southwest Human Resources Agency located in Henderson, Tennessee and under the direction of the Area 11 Local Workforce Investment Board serves Benton, Carroll, Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Henry, Madison, McNairy, and Weakley counties in west Tennessee.

Local Workforce Investment Area 11 has a total population of 354,785 with a labor force of 175,450. September figures show 11,440 people or 6.5% unemployed in Area 11. The unemployment range is from 3.9% in Chester County to 10.8% in Haywood County, 10.7% in Carroll County, and 10.3% in Henry County.

With so many disadvantaged residents, LWIA 11 is constantly striving to furnish our area with the best services available. This is evident as our area ranked 3rd in the state in last year's performance measures; meeting or exceeding all seventeen performance standards.

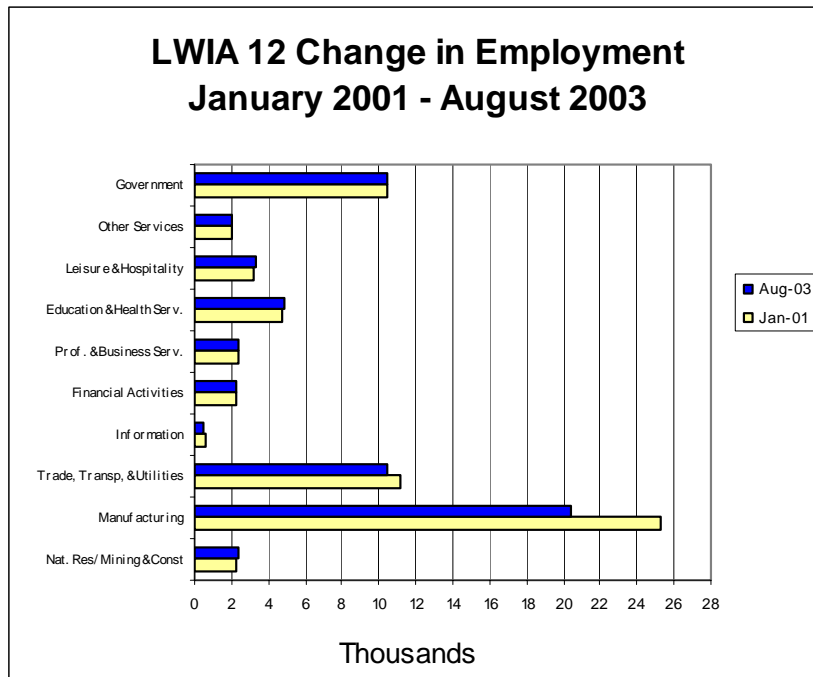


Local Workforce Investment Area 12

Counties Served: Crockett, Dyer, Gibson, Lake, Lauderdale, Obion, and Tipton.



Population (2000 Census)	218,739
Per Capita Income (2001 BEA)	\$20,805
Unemployment Rate (June 2003)	8.4%
UI Claims (June 2003)	3,294
Employment Service Applicants (June 2003)	9,085
Employment Service Job Openings (June 2003)	223



LWIA 12 has been challenged with layoffs since the turn of the century, but particularly during PY02-03, with:

- Angelica – 200
- Goodyear – 870
- First Source – 133
- Foamex – 140
- Apex – 54
- A.O. Smith – 384
- Allsteel - 250

A total of 2,031 lost jobs due to mass layoffs/closures.



Local Workforce Investment Area 12 (cont.)

Tipton County occupational numbers are not included in this chart, as they are reported and tracked as a part of the Memphis Metropolitan Statistical Area.

Special Initiatives

Community Audit – The Northwest Tennessee Workforce Board decided to conduct a community audit to determine the area's strengths & weaknesses and identify a specific niche (healthcare, tourism, bio-tech link to Memphis, or the river port development at Cates Landing) locally or as a region. The project, being conducted by Middle Tennessee State University, is scheduled for completion by December 31, 2003.

OJT – LWIA 12 established OJT contracts with Goodyear, Lennox Hearth Products and Turner Dairies; the Goodyear OJT contract was suspended, however, when workforce reductions began.



Local Workforce Investment Area 13

Counties Served: Fayette and Shelby



Adults & Dislocated Workers

Enrollments:

Occupational Skills Training	879
Job Search	462

Completions:

Occupational Skills Training	488
Job Search	200

Employed:

Occupational Skills Training	249
Job Search	200

Youth

	In School	Out of School
Terminations (+)	187	149
Terminations (-)	210	105
Enrollment	1193	607
Carryovers	824	325

Healthcare Industry:

Program Type	Enrollment
Patient Care	03
Respiratory Therapist	07
Medical Assistant	34



Local Workforce Investment Area 13 (cont.)

Medical Office	41
Dental Assistant	18
Medical Coding	20
Medical Billing	36
Registered Nursing	07
Practical Nursing	41
Radiology	07
Physical Therapist	04
Dental Lab	03
Certified Nurse Assistant	32
Surgical Technician	19
Total	272



Cost of Workforce Activities Relative to the Effect of Performance Participants

The career centers throughout the state provide participants two types of labor market information that allow individuals to have options as to the type of training she/he would like to pursue. Part of the labor market information lists jobs within the state that are growing fast in comparison to other jobs in the state. Participants also receive information on available jobs in the area or job orders that have been posted by employers who need workers. One way the state made a fair evaluation of participants' results is by calculating the total number of participants, regardless of the results or outcome, by the total amount of funds the state received for Program Year 2002. The state recognizes there are human factors that cannot be measured such as aptitude, effort and social and environmental effect the participant finds him or herself while in training. However, to evaluate WIA activities and benefit to the participants, we have calculated the unit cost by dividing total participants enrolled by the total allocation the state received. Overall the entered employment rate for all the participants showed improvement over the negotiated level for the state. The state met the expected evaluation measures for entered employment rate including the wage replacement rate for dislocated workers. As a result, Tennessee received \$2.1 million in incentive awards.

WIA Operating Results and the Cost Effectiveness Analysis

Even though the state has coordinated with the Pell Grant program to ensure non-duplication of services for tuition payments, the cost of support services has not decreased. Most dislocated workers, youth, and adults are not able to support themselves with stop gap jobs they have to maintain their livelihood while in training. The WIA program supports many of the participants during training. Last program year the state received \$53,997,476 and supported 23,269 persons (total youth, adult, dislocated workers). Despite high cost for support services the cost per unit is \$2,320.57.



Services to Employers Through the Workforce Investment Act

Access to Job Seekers

The Department of Labor and Workforce Development offers employers access to jobseekers through the Career Center System. Any employer can place a simple request for referrals through the labor market exchange program offered at each of the Career Centers.

Customized Training

When an employer identifies the need to train a group of job applicants in a specific occupational skill area, the Local Workforce Investment Area can assist with meeting the employer's training needs. The local program can pay up to 50% of the total cost for training a group of potential employees. The employer must agree to hire all of the applicants referred who successfully complete the training.

Customized training of an eligible employed individual may be provided for an employer or a group of employers when the employee is not earning a self-sufficiency wage as determined by local board policy. The employer(s) must agree to continue to employ the individual(s) on successful completion of the training.

On-the-Job Training

When an employer identifies the need to fill a vacant position, they often have a choice of hiring a skilled worker or a worker who needs to have additional training. If the employer is willing to hire an individual who has no prior experience in the vacant position, an on-the-job training contract may be developed with the Local Workforce Investment Area. Under this agreement, the local program can pay up to 50% of the trainee's wages during the specified training period. The employer must agree to hire the trainee, if he/she successfully completes.

On- the- job training for an eligible employed individual may be available for employers when the employee is not earning a self-sufficient wage as determined by Local Board policy. The employer must agree to continue to employ the individual on successful completion of the training.

Incumbent Worker Training

The state may enter into an agreement with an employer to provide training to workers whose skills must be upgraded in order to avert worker dislocation. The state program may provide up to 100% of the training costs for this type of training. Currently, pilot projects of these types are being developed through Tennessee's dislocated worker program. In order to participate, completed *needs* surveys must be submitted.



Statewide Programs

Statewide programs are programs supported through funds reserved by the state each year when WIA funds are made available from the United States Department of Labor. The funds retained are used in various ways and contracted out with various state and non-state entities. Many major recipients of statewide funds are Local Workforce Investment Areas (LWIAs). Additionally, the state contracts with labor organizations, such as the American Federation of Labor and the Congress of Industrial Organizations (AFLCIO). The state also contracts with state agencies such as the Department of Education and the Department of Finance and Administration, including the University of Memphis and it contracts with for profit employers statewide.

As major recipients of the statewide funds, LWIAs provide services to adults, dislocated workers and youth. These funds usually provide core, intensive as well as training services to those who need and can benefit from these services the most. These funds are available throughout the funding year and can be obtained by submitting an application to the state. The usual reason for LWIAs to request statewide funds is that the formula funds they received from the state have been exhausted. The LWIAs also apply for statewide funds to provide short-term programs providing participants skills in healthcare, and in fields that provide certification or credentials.

The labor organizations are also funded, under statewide funds, to provide correct information regarding the services under the WIA program for organized labor (when there are an industry or plant closures). This process takes place during rapid response activities and later when the workers need assistance. The contract with the University of Memphis provides the state with information regarding customer-survey results for the purpose of evaluating performance measures.

The Department of Education receives statewide funds to connect the WIA youth program components with the Jobs for Tennessee Graduates program and to enhance the opportunities of both programs for youth (needing classroom trainings as well as developmental training vital to the world of work). The Department of Finance and Administration is a vital partner ensuring the proper functioning of the WIA program through trained monitors. These monitors review the processes and procedures of the LWIA programs as well as other agencies that have statewide contracts. Through the monitoring process, the TDOLWD assures that WIA programs are operated according to the rules and regulations of the WIA and according to state procedures and policies. Another important customer, besides the participants, who causes the WIA program to operate effectively, is the employer. The incumbent worker program is designed to assist employers who detect a lack of essential worker skills. Statewide funds can be accessed by employers through submittal of application to their local LWIA. The LWIAs review the application comments on the proposal and drafts a support letter to the state. The state will consider these comments made by the LWIAs and then conduct its own review of the application; and then recommend denial or approval for funding.



Services to Dislocated Workers Through the Tennessee Career Center System

Unemployment Insurance

Unemployment Insurance benefits provide income to individuals who have lost work through no fault of their own. The benefits are intended to partially offset the loss of wages while an unemployed worker searches for suitable work.

Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) is a federally funded program administered by the TN Dept. of Labor & Workforce Development. TAA is available to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports or a shift in production to a foreign country. Workers may be eligible for training, job search and relocation allowances, and other reemployment services. Additionally, weekly trade readjustment allowances (TRA) may be payable to eligible workers following their exhaustion of unemployment insurance benefits.

<http://www.doleta.gov>

Career Center Services

Tennessee Career Centers can help you assess your skills and develop a career plan, match your skills with current job openings, improve your resume writing and interview skills, and boost your skills through targeted workshops and training.

www.tennessee.gov/labor-wfd/cchome.html

Job Search Assistance

Tennessee's Automated Labor Exchange (ALEX) is a comprehensive computerized job listing. The system is a self-directed search that allows you to match your job skills against the employer's job description. This service is available in the lobbies of each of our offices, or you may access ALEX through the Internet.

<http://www.tennessee.gov/labor-wfd> Many of our offices have Job Boards and provide printed job lists in their lobbies for your information.

America's Job Bank is a larger network which links over 2,000 state employment service offices nationwide and lists an estimated 100,000 jobs annually. <http://www.ajb.dni.us> America's Talent Bank is linked to America's Job Bank and offers the job seeker an opportunity to enter his/her resume to be accessed by employers in the Internet.

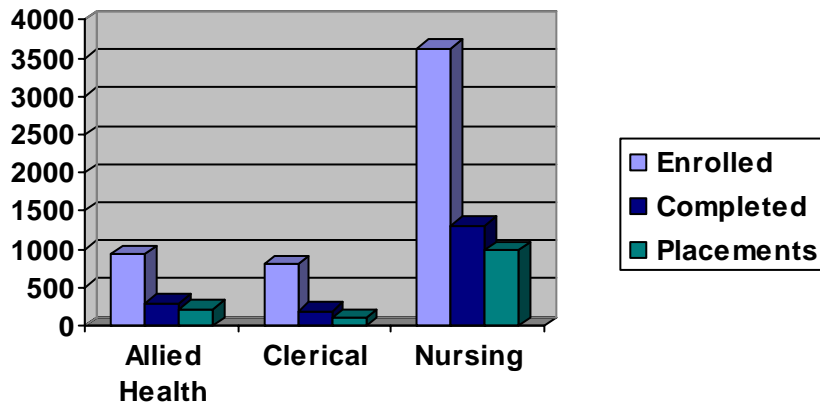


Nursing and Allied Health Professions

In the last year, a critical need has increased in the healthcare arena for qualified workers in virtually every service and support role. Through the development of strategic partnerships, our focus has sharpened to target employers needing qualified and available workers, while ensuring Tennessee's workforce is able to meet those needs. Tennessee has made healthcare a high priority by focusing on training programs for nursing and allied health professions.



Tennessee has encouraged healthcare training by providing additional statewide funds to support skills shortages training for nurses and other health related fields. In addition, local areas have leveraged other federal funding opportunities such as the H1-B and Incumbent Worker grants to further develop healthcare skills.



The Health Related Training Summary above compares Allied Health, Clerical, and Nursing training programs between July 1, 2002 and June 30, 2003.

Tennessee is constantly seeking innovative ways to provide much needed support to healthcare workers, and continue to strengthen the workforce in the healthcare industry.

Judi

Life for Judi had been full of struggles. She dropped out of high school when she was 16 years old. By the time she was 20 she had three children. Most of her employment had been with minimum wage jobs as a waitress or clerk through the years. After spending a couple of months unemployed she began training in a practical nursing program funded by the Workforce Investment Act. Judi, along with 16 other students who had also been laid off or displaced from their jobs, graduated in September 2002. The practical nursing program provided students with training to develop new skills and fill a shortage in the medical field. All 17 students were on the "Director's List," which recognizes students with grades of 90 percent or better. Many of the students have plans to continue their education and become a registered nurse.

George

George was laid off from a local company where he had been employed as an electrician. He is the sole support for his wife and three children, 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. George and his career specialist worked together to outline a plan to meet his training and employment goals and began Basic Police Officer Education training. He graduated as Cum Laude of his class. He is currently employed as a city employee working in Public Works and as a City Police Department Reserve Officer. During his job hours he conducts training for the children at local schools in Child Safety Seat regulations and "Grip, Dip and Spin" Child Abduction training. Not only is George working full time and volunteers for many community services and projects, he also wants to continue his education towards a B.A. and then his Masters in Law Enforcement. George is especially proud of his family and appreciates their emotional and personal support while he was attending Police Officer Training. Through the assistance of the Workforce Investment Act he has been able to begin a life long dream in law enforcement.

Joey

Joey was one of our 2002 Future Stars (WIA Youth program). He was an ambitious 17 year old whose life long dream had been to be a pilot. When he



started the Future Star program he had already accumulated 30 flight hours toward his license. After the first week of academic enrichment Joey started work experience at a local tractor dealer. This work experience quickly turned into a full time position which eventually led to the local tractor company helping him get a position with another tractor company in middle Tennessee. Joey would be attending a local University after his senior year of high school. Joey graduated from high school and worked that summer with the other tractor company. This past fall Joey started classes in the Aerospace program and is doing great! He also works part time with the tractor company and is maintaining good grades. Joey is a good example of what a little encouragement can do for a youth.

Patsy and Thomas

Husband and wife, Patsy and Thomas, found themselves unemployed when their employer closed their doors. After dedicating many years of service to their employer, they were unsure of what the future had in store for them. However, they knew they had to start a new career so they could make ends meet financially since both of their incomes had been lost. They turned to the local Career Center. Patsy and Thomas had always had an interest in mechanics. With guidance and help from their case manager, they decided to enroll in the Technology Center in the Heavy Equipment Diesel Mechanic Class. During their training they faced many barriers but, their determination allowed them to complete training as model students. Patsy and Thomas were each voted Student of the Year at the Technology Center. They took time to tutor and help other students who needed their mature guidance. They are truly an inspiration for others. They recently opened their own business in small engine repair.

Alex

Alex had graduated with a special education diploma. He had taken the state competency tests at least twice a year since he was a freshman. He had scored a 69 three times on the language portion (70 is passing), and continued scoring 30's and 40's in the math portion. When he asked an assistant principal for assistance, she sent him to a WIA funded position for after school services. After receiving WIA services he successfully passed his language and math portions of the competency test and has traded his special education diploma for a regular high school diploma. He is now planning to attend college.



Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - ACSI	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in the Sample	Response Rate
Participants	76	78.1	7198	11720	10284	70%
Employers	76	76.9	2903	8039	3345	87%

Table B – Adult Program

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71%	81.1%	3072
			3778
Employment Retention Rate	83%	85.7%	3397
			3965
Earnings Change in Six Months	\$3,300	\$3,103	\$11,698,013
			3770
Employment and Credential Rate	58%	77.3%	1519
			1966

Table C – Outcomes for Adult Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services	Veterans	Individuals with Disabilities	Older Individuals
Entered Employment Rate		53		118
	79.1%	67	58.8%	169
Employment Retention Rate		58		118
	87.9%	66	72.2%	145
Earnings Change in Six Months		\$202,276		\$186,300
	\$3,161	64	\$2,182	137
Employment and Credential Rate		23		37
	85.2%	27	58.3%	54

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	1336	1736
	86.6%	1542
Employment Retention Rate	1515	1882
	87.3%	1735
Earnings Change in Six Months	\$7,181,968	\$4,516,045
	\$4,444	1616
		\$2,097
		2154



Table E Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.9%	83.5%	2529
			3028
Employment Retention Rate	93.0%	92.4%	2336
			2529
Earnings Replacement in Six Months	92.0%	86.7%	\$26,463,217
			\$30,533,143
Employment and Credential Rate	58.0%	74.4%	1113
			1496

Table F – Outcomes for Dislocated Worker Special Populations

	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	86.6%	59	66.2	47	71.9%	187	68.8%	11
		68		71		260		16
Employment Retention Rate	94.9%	56	87.2	41	91.4%	171	81.8%	9
		59		47		187		11
Earnings Replacement Rate	82.2%	\$756,593	86.3	\$405,879	65.6%	\$1,738,684	179.0%	\$84,251
		\$920,489		\$470,183		\$2,652,071		\$47,100
Employment and Credential Rate	100.0%	21	74.1	20	80.4%	86	77.8%	7
		21		27		107		9

Table G – Other Outcome Information for Dislocated Worker Programs

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	88.0%	1317	79.1%	1212
		1496		1532
Employment Retention Rate	93.6%	1233	91.0%	1103
		1317		1212
Earnings Change in Six Months	92.6%	\$13,384,156	81.3%	\$13,079,061
		\$14,448,345		\$16,084,798



Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67.0%	77.4%	294
			380
Employment Retention Rate	83.0%	82.6%	332
			402
Earnings Change in Six Months	\$3,000	\$3,375	\$1,241,954
			368
Employment and Credential Rate	48.5%	58.0%	315
			543

Table I – Outcomes for Older Youth Special Populations

	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	50.0%	3	0	0	77.3%	17	77.5%	244
		6		0		22		315
Employment Retention Rate	66.7%	2	0	0	77.8%	14	81.5%	278
		3		0		18		341
Earnings Replacement Rate	\$2,392	\$7,175	0	0	\$2,327	\$37,232	\$2,988	\$929,353
		3		0		16		311
Employment and Credential Rate	28.6%	2	100	1	60.0%	15	56.6%	259
		7		1		25		458

Table J – Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	75.0%	81.5%	6192
			7595
Diploma or Equivalent Rate	63.0%	72.8%	963
			1323
Retention Rate	57.0%	64.0%	667
			1043

Table K – Outcomes for Younger Youth Special

	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	67.9%	112	65%	247	53.5%	227
		165		380		424
Diploma or Equivalent Rate	93%	40	87.8%	72	71.1%	197
		43		82		277
Retention Rate	63.8%	51	61.3%	114	66.1%	252
		80		186		381

Table L – 12-Month Retention

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults/OY) 12 Mo. Earnings Replacement (DW)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	82.0%	1860	\$3,281	\$7,162,542	.7	21	\$4,275	\$12,603,100	.8	11
		2269		2183		3072		2948		1336
Dislocated Workers	88.0%	1556	96.9%	\$18,516,584	.8	19	\$5,534	\$13,569,781	47.8	630
		1769		\$19,107,994		2529		2452		1317
Older Youth	81.7%	214	\$4,455	\$1,122,587	0	0	\$2,703	\$791,890		
		262		252		294		293		



Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	13229	4611
Dislocated Workers	10237	3300
Older Youth	2180	690
Younger Youth	8580	3119



Table N – Cost of Program Activities

		Total Federal Spending
Local Adults		17,166,366
Local Dislocated Workers		8,522,260
Local Youth		20,568,052
Rapid Response (up to 25%) 13(a)(2)(B)		2,539,038
Statewide Required Activities (up to 15%) 134(a)(2)(B)		2,744,887
Statewide Allowable Activities	P r o g r a m A C T i v i t y D e s c r i p t i o n	Education – Jobs for TN Grads
		LWIA 1
		LWIA 2
		LWIA 3
		LWIA 4
		LWIA 5
		LWIA 6
		LWIA 7
		LWIA 8
		LWIA 9
		LWIA 10
		LWIA 11
		LWIA 12
Miscellaneous: Workshops, WorkKeys, etc.		
Total of All Federal Spending Listed Above		59,249,706



Table O – Local Performance

Local Area Name 1	Total Participants Served	Adults	451
		Dislocated Workers	518
		Younger Youth	493
		Older Youth	112
ETA Assigned# 47005	Total Exiters	Adults	203
		Dislocated Workers	192
		Younger Youth	186
		Older Youth	30
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	81.5%
	Employers	76%	78.1%
Entered Employment Rate	Adults	71%	90.2%
	Dislocated Workers	75.9%	86.5%
	Older Youth	67%	75%
Retention Rate	Adults	83%	92.7%
	Dislocated Worker	93%	95.6%
	Older Youth	83%	100%
	Younger Youth	57%	72.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3300.00	\$5857.68
	Dislocated Worker	91%	95.86%
	Older Youth	\$2958.00	\$4222.37
Credential/Diploma Rate	Adults	62.5%	75.9%
	Dislocated Workers	62.5%	73.6%
	Older Youth	48.5%	73.9%
	Younger Youth	63%	82.3%
Skill Attainment Rate	Younger Youth	75%	82%
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 x



Table O – Local Performance

Local Area Name 2	Total Participants Served	Adults	615
		Dislocated Workers	801
		Younger Youth	610
		Older Youth	117
ETA Assigned# 47010	Total Exiters	Adults	145
		Dislocated Workers	178
		Younger Youth	219
		Older Youth	31
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	82.7%
	Employers	76%	79.3%
Entered Employment Rate	Adults	69%	77.2%
	Dislocated Workers	76%	76.4%
	Older Youth	66%	77.4%
Retention Rate	Adults	83%	77.8%
	Dislocated Worker	93%	91.9%
	Older Youth	83%	83.3%
	Younger Youth	57%	67.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3300.00	\$2546.50
	Dislocated Worker	91%	102.5%
	Older Youth	\$3136.00	\$4925.85
Credential/Diploma Rate	Adults	56%	60.6%
	Dislocated Workers	56%	74.6%
	Older Youth	46%	56.4%
	Younger Youth	63%	74.4%
Skill Attainment Rate	Younger Youth	75%	90.6%
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 x
			Exceeded



Table O – Local Performance

Local Area Name 3	Total Participants Served	Adults	367
		Dislocated Workers	393
		Younger Youth	264
		Older Youth	64
ETA Assigned# 47075	Total Exiters	Adults	83
		Dislocated Workers	101
		Younger Youth	89
		Older Youth	27
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	82.9%
	Employers	76%	75.4%
Entered Employment Rate	Adults	70%	85%
	Dislocated Workers	75%	91.1%
	Older Youth	67%	84.4%
Retention Rate	Adults	83%	95.4%
	Dislocated Worker	93%	100%
	Older Youth	83%	73.5%
	Younger Youth	57%	60.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3300.00	\$6250.55
	Dislocated Worker	92%	102.1%
	Older Youth	\$2958.00	\$1500.67
Credential/Diploma Rate	Adults	58%	82.8%
	Dislocated Workers	58%	78.8%
	Older Youth	48.5%	60%
	Younger Youth	63%	81.6%
Skill Attainment Rate	Younger Youth	75%	91.8%
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 x
			Exceeded



Table O – Local Performance

Local Area Name 4	Total Participants Served	Adults	1221
		Dislocated Workers	1319
		Younger Youth	686
		Older Youth	340
ETA Assigned# 47085	Total Exiters	Adults	434
		Dislocated Workers	531
		Younger Youth	239
		Older Youth	78
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	84.2%
	Employers	76%	79.4%
Entered Employment Rate	Adults	70%	90%
	Dislocated Workers	75%	95.7%
	Older Youth	67%	88.2%
Retention Rate	Adults	83%	89.4%
	Dislocated Worker	93%	93.8%
	Older Youth	83%	85.7%
	Younger Youth	57%	70.6%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3300.00	\$4051.55
	Dislocated Worker	91%	87.83%
	Older Youth	\$3000.00	\$3527.88
Credential/Diploma Rate	Adults	57%	86.3%
	Dislocated Workers	58%	80.6%
	Older Youth	48.5%	63.9%
	Younger Youth	63%	91.8%
Skill Attainment Rate	Younger Youth	75%	98.2%
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 x



Table O – Local Performance

Local Area Name 5	Total Participants Served	Adults	1007
		Dislocated Workers	752
		Younger Youth	412
		Older Youth	69
ETA Assigned# 47090	Total Exiters	Adults	440
		Dislocated Workers	285
		Younger Youth	260
		Older Youth	30
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	81.6%
	Employers	76%	74.8%
Entered Employment Rate	Adults	71%	90.9%
	Dislocated Workers	76%	93.5%
	Older Youth	66%	85%
Retention Rate	Adults	83%	87.5%
	Dislocated Worker	93%	95.4%
	Older Youth	83%	76%
	Younger Youth	57%	60.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3300.00	\$4797.04
	Dislocated Worker	92%	88.79%
	Older Youth	\$2958.00	\$4278.73
Credential/Diploma Rate	Adults	58%	67.3%
	Dislocated Workers	58%	77.6%
	Older Youth	48.5%	53.6%
	Younger Youth	63%	51.7%
Skill Attainment Rate	Younger Youth	75%	88.1%
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
			x
		Exceeded	



Table O – Local Performance

Local Area Name 6	Total Participants Served	Adults	751
		Dislocated Workers	396
		Younger Youth	271
		Older Youth	86
ETA Assigned# 47095	Total Exiters	Adults	528
		Dislocated Workers	194
		Younger Youth	46
		Older Youth	13
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	74%
	Employers	76%	79.8%
Entered Employment Rate	Adults	74%	89.3%
	Dislocated Workers	78%	93%
	Older Youth	67%	100%
Retention Rate	Adults	83%	85.7%
	Dislocated Worker	93%	90%
	Older Youth	83%	100%
	Younger Youth	57%	89.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3300.00	\$2792.54
	Dislocated Worker	91%	81.01%
	Older Youth	\$3000.00	\$3689.45
Credential/Diploma Rate	Adults	56.5%	87.1%
	Dislocated Workers	57%	79.2%
	Older Youth	47%	100%
	Younger Youth	63%	85.7%
Skill Attainment Rate	Younger Youth	75%	98.2%
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
			x
		Exceeded	



Table O – Local Performance

Local Area Name 7	Total Participants Served	Adults	477
		Dislocated Workers	423
		Younger Youth	275
		Older Youth	32
ETA Assigned# 47100	Total Exiters	Adults	170
		Dislocated Workers	83
		Younger Youth	146
		Older Youth	12
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	83.9%
	Employers	76%	74.4%
Entered Employment Rate	Adults	75%	89.2%
	Dislocated Workers	80%	79.3%
	Older Youth	71%	90%
Retention Rate	Adults	83%	87.3%
	Dislocated Worker	93%	95.7%
	Older Youth	83%	81.8%
	Younger Youth	57%	54.1%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3300.00	\$3244.90
	Dislocated Worker	92%	102%
	Older Youth	\$3136.00	\$8113.31
Credential/Diploma Rate	Adults	61%	85.7%
	Dislocated Workers	61%	85.4%
	Older Youth	56%	83.3%
	Younger Youth	63%	87%
Skill Attainment Rate	Younger Youth	75%	88.6%
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 x



Table O – Local Performance

Local Area Name 8	Total Participants Served	Adults	448
		Dislocated Workers	491
		Younger Youth	601
		Older Youth	121
ETA Assigned# 47105	Total Exiters	Adults	190
		Dislocated Workers	220
		Younger Youth	507
		Older Youth	66
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	80.5%
	Employers	76%	78.3%
Entered Employment Rate	Adults	70%	90.3%
	Dislocated Workers	75%	94.0%
	Older Youth	66%	81.6%
Retention Rate	Adults	83%	93.2%
	Dislocated Worker	93%	92.1%
	Older Youth	83%	92.9%
	Younger Youth	57%	65.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,300	\$8369.25
	Dislocated Worker	91%	88.74%
	Older Youth	\$3,000	\$4416.52
Credential/Diploma Rate	Adults	56%	81.2%
	Dislocated Workers	56%	87.9%
	Older Youth	48.5%	58.7%
	Younger Youth	63%	95.1%
Skill Attainment Rate	Younger Youth	75%	96.7%
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 x



Table O – Local Performance

Local Area Name 9	Total Participants Served	Adults	2412
		Dislocated Workers	2196
		Younger Youth	1032
		Older Youth	288
ETA Assigned# 47110	Total Exiters	Adults	1077
		Dislocated Workers	882
		Younger Youth	294
		Older Youth	56
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	74.6%
	Employers	76%	74.2%
Entered Employment Rate	Adults	69%	66%
	Dislocated Workers	74.9%	73.3%
	Older Youth	67%	77.6%
Retention Rate	Adults	83%	83.4%
	Dislocated Worker	93%	90.3%
	Older Youth	83%	85.7%
	Younger Youth	57%	70.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,300	\$1,825.43
	Dislocated Worker	92%	80.26%
	Older Youth	\$2,958	\$2,696.58
Credential/Diploma Rate	Adults	57%	53.2%
	Dislocated Workers	57.5%	61.4%
	Older Youth	48.5%	57.4%
	Younger Youth	63%	78.8%
Skill Attainment Rate	Younger Youth	75%	78.6%
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
		x	
		Exceeded	



Table O – Local Performance

Local Area Name 10	Total Participants Served	Adults	1108
		Dislocated Workers	987
		Younger Youth	465
		Older Youth	83
ETA Assigned# 47055	Total Exiters	Adults	333
		Dislocated Workers	106
		Younger Youth	144
		Older Youth	28
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	85.2%
	Employers	76%	77.8%
Entered Employment Rate	Adults	75%	86.9%
	Dislocated Workers	80%	90.2%
	Older Youth	67%	81.5%
Retention Rate	Adults	83%	88.1%
	Dislocated Worker	93%	91.2%
	Older Youth	83%	78.8%
	Younger Youth	57%	60.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,300	\$2,606.46
	Dislocated Worker	91%	86.41%
	Older Youth	\$2,958	\$2,546.91
Credential/Diploma Rate	Adults	61%	77.3%
	Dislocated Workers	61%	75.4%
	Older Youth	51%	63.2%
	Younger Youth	63%	84.6%
Skill Attainment Rate	Younger Youth	75%	78.2%
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 x
			Exceeded



Table O – Local Performance

Local Area Name 11	Total Participants Served	Adults	1285
		Dislocated Workers	767
		Younger Youth	1572
		Older Youth	303
ETA Assigned# 47115	Total Exiters	Adults	379
		Dislocated Workers	208
		Younger Youth	362
		Older Youth	82
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	80.6%
	Employers	76%	76.6%
Entered Employment Rate	Adults	71%	82.7%
	Dislocated Workers	75.9%	81.9%
	Older Youth	67%	75%
Retention Rate	Adults	83%	79.6%
	Dislocated Worker	93%	92.1%
	Older Youth	83%	64.3%
	Younger Youth	57%	51.8%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,300	\$3,253.73
	Dislocated Worker	92%	96.79%
	Older Youth	\$3,000	\$1,416.66
Credential/Diploma Rate	Adults	56%	76.5%
	Dislocated Workers	56%	70.8%
	Older Youth	48%	82.7%
	Younger Youth	63%	66.4%
Skill Attainment Rate	Younger Youth	75%	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 x
			Exceeded



Table O – Local Performance

Local Area Name 12	Total Participants Served	Adults	644
		Dislocated Workers	658
		Younger Youth	505
		Older Youth	193
ETA Assigned# 47120	Total Exiters	Adults	283
		Dislocated Workers	252
		Younger Youth	398
		Older Youth	96
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	79.3%
	Employers	76%	75.9%
Entered Employment Rate	Adults	68%	81.8%
	Dislocated Workers	74.5%	87.7%
	Older Youth	65%	59.1%
Retention Rate	Adults	83%	83.4%
	Dislocated Worker	93%	92.2%
	Older Youth	83%	71.4%
	Younger Youth	57%	56.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,300	\$2,076.52
	Dislocated Worker	91%	87.73%
	Older Youth	\$2,856	\$4,062.82
Credential/Diploma Rate	Adults	56%	76.6%
	Dislocated Workers	56%	66.7%
	Older Youth	47%	12.5%
	Younger Youth	63%	62.1%
Skill Attainment Rate	Younger Youth	75%	98.2%
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
			x
			Exceeded



Table O – Local Performance

Local Area Name 13	Total Participants Served	Adults	2443
		Dislocated Workers	536
		Younger Youth	1394
		Older Youth	372
ETA Assigned# 47070	Total Exiters	Adults	283
		Dislocated Workers	252
		Younger Youth	398
		Older Youth	96
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76%	79.5%
	Employers	76%	76.6%
Entered Employment Rate	Adults	70%	83.8%
	Dislocated Workers	75.9%	80.5%
	Older Youth	67%	60%
Retention Rate	Adults	83%	82.3%
	Dislocated Worker	93%	92.6%
	Older Youth	83%	82.7%
	Younger Youth	57%	56%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,300	\$2,049.23
	Dislocated Worker	92%	90.23%
	Older Youth	\$3,060	\$2,747.80
Credential/Diploma Rate	Adults	58%	73.1%
	Dislocated Workers	57%	60.7%
	Older Youth	45%	32.9%
	Younger Youth	63%	62.1%
Skill Attainment Rate	Younger Youth	75%	85.3%
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
			x
			Exceeded



Webliography

Administrative Entity & Comprehensive Career Center Web Sites

LWIA 1

<http://www.ab-t.org/ab-t.htm>

http://www.tennessee.gov/labor-wfd/cc/cccounty_files/washington.htm

LWIA 2

<http://www.wscclcc.tn.us/cwd/default.asp>

http://www.tennessee.gov/labor-wfd/cc/cccounty_files/hamblen.htm

LWIA 3

<http://www.kornet.org/knox/cac/cac.htm>

<http://www.knxcareers.org/>

LWIA 4

<http://www.ethra.org/>

http://www.tennessee.gov/labor-wfd/cc/cccounty_files/cumberland.htm

LWIA 5

<http://www.sedev.org/setdd/>

<http://www.secareercenter.org/>

LWIA 6

http://www.tennessee.gov/labor-wfd/cc/cccounty_files/coffee.htm

LWIA 7

<http://www.uchra.org/>

<http://www.uccareercenter.com/>

LWIA 8

<http://www.workforceessentials.com/>

<http://www.workforceessentials.com/careercenter.html>

LWIA 9

<http://www.nashville.gov/flashpgs/flashhome.htm>

<http://www.careeradvancement.org/>

LWIA 10

<http://www.coscc.cc.tn.us/index.htm>

<http://www.sctcareercenter.com/>

LWIA 11



<http://www.unitedway.tn.org/community/sowhumre.htm>
<http://www.wtncc.tn.org/>

LWIA 12

http://www.tennessee.gov/labor-wfd/cc/cccounty_files/dyer.htm

LWIA 13

<http://www.cityofmemphis.org/>
<http://www.memphiscareercenter.com/>

State Web Sites

<http://www.tennessee.gov/labor-wfd/et.html> This is the homepage of the Division of Employment & Training, Department of Labor and Workforce Development

<http://www.tennessee.gov/labor-wfd/wioplan.html> View the State's 5-Year Strategic Plan for WIA

<http://www.tennessee.gov/labor-wfd/etfaq.html> View Frequently Asked Questions about Adult E&T Programs

<http://www.tennessee.gov/labor-wfd/etfaqyouth.html> View Frequently Asked Questions about Youth Programs

http://www.tennessee.gov/labor-wfd/et_incumbent_faq.html View Frequently Asked Questions about the Incumbent Worker Program

<http://www.tennessee.gov/labor-wfd/graphics/TNmplwia.gif> View the LWIA map

<http://www.tennessee.gov/labor-wfd/Polsummary.pdf> View Policy and Policy Summaries from E&T

<http://www.tennessee.gov/labor-wfd/performance2003-04.pdf> E&T Performance Measures, 2003-2004

http://www.tennessee.gov/thec/work_train.html View the List of Eligible Training Providers

<http://198.187.128.12/tennessee/lpext.dll?f=templates&fn=fs-main.htm&2.0>
Tennessee Code Annotated



Federal Web Sites

<http://www.doleta.gov/> Employment and Training Administration, US Department of Labor

<http://www.doleta.gov/usworkforce/wialaw.txt> View Public Law 105-220, WIA 1998

http://www.egovernment.doleta.gov/egov_documents/strategy_docs/egov.pdf View Plans for eGovernment Initiative

<http://wdr.doleta.gov/directives/> ETA Training and Employment Guidance Letters/Advisories

<http://www.access.gpo.gov/nara/cfr/> Search the Code of Federal Regulations

<http://www.whitehouse.gov/omb/circulars/a122/a122.html> OMB, Circular A-122

<http://www.whitehouse.gov/omb/circulars/a133/a133.html> OMB, Circular A-133

<http://a257.g.akamaitech.net/7/257/2422/14mar20010800/edocket.access.gpo.gov/2003/pdf/03-13125.pdf> LEP Guidance, ETA

<http://uscode.house.gov/usc.htm> Search the United States Code

http://wdr.doleta.gov/opr/fulltext/FINALrep_02.pdf View the Urban Institute's preliminary report on employment and training activities at faith-based institutions

<http://www.eeoc.gov/laws/ada.html> View Americans With Disabilities Act of 1990

http://www.access-board.gov/sec508/508standards.htm#N_3 36 CFR Part 1194, Electronic and Information Technology Accessibility Standards

<http://www.access-board.gov/telecomm/html/telfinal.htm> 36 CFR Part 1193, Telecommunications Act Accessibility Guidelines



Employment and Training Directory

Elaine S. Perryman, Administrator, Employment & Workforce Development; 615.741.3874
elaine.perryman@state.tn.us

Jimmy Alford, Rapid Response Coordinator; 615.741.7808
james.alford@state.tn.us

Susie Bourque, WIA Performance Coordinator; 615.741.4092
susie.bourque@state.tn.us

Bobby Bryant, Dislocated Worker Unit; 615.532.3540
bobby.bryant@state.tn.us

Nancy Cannon, Executive Secretary; 615.741.4653
nancy.cannon@state.tn.us

Joan Craig, Director, Technical Assistance Unit; 615.741.0889
joan.craig@state.tn.us

Margaret Crosby, Employer Training Services; 615.253.5868
margaret.crosby@state.tn.us

Cordenus Eddings, Technical Assistance LWIA 11, 12, 13/Faith-Based Initiatives; 615.532.7534
cordenus.eddings@state.tn.us

Britney Dancer, Administrative Support, Technical Assistance Unit; 615.741.1031
britney.dancer@state.tn.us

Thomas Forehand, Dislocated Worker Unit Secretary; 615.253.6236
thomas.forehand@state.tn.us

Joyce Gregory, Technical Assistance, LWIA 1, 2, 3, and 4; 615.741.4316
joyce.gregory@state.tn.us

Peggy Harding, Technical Assistance, LWIA 5, 6, and 7; 615.741.3986
peggy.harding@state.tn.us

Dan Holton, Planning and Policy Unit; 615.253.5869
dan.holton@state.tn.us

Joe Fults, Director, Dislocated Worker Unit; 615.253.5868
joe.w.fults@state.tn.us



Employment and Training Directory (cont.)

Regina King, Administrative Secretary, Planning and Policy; 615.741.0354
regina.king@state.tn.us

Theresa L. Morris, Executive Secretary; 615.741.5526
theresa.morris@state.tn.us

Nan Piercy, Employer Training Services; 615.741.3988
nan.piercy@state.tn.us

Kim Roberts, Employer Services; 615.532.8142
kimberly.roberts@state.tn.us

Louis Stone, Dislocated Worker Unit; 615.741.3849
louis.stone@state.tn.us

Rubka Tamerat, Planning and Policy Unit; 615.741.6786
rubka.tamerat@state.tn.us

Sterling Van Der Spuy, Youth Services; 615.532.5945
sterling.vanderspuy@state.tn.us

Melinda Williams, Director, Employer Services; 615.253.1330
melinda.williams@state.tn.us

Ramon Velez-Velez, Technical Assistance, LWIA 8, 9 and 10; 615.741.3872
ramon.velez-velez@state.tn.us

Tennessee Department of Labor and Workforce Development
Employment & Training Division
Suite 1200 Davy Crockett Tower
500 James Robertson Parkway
Nashville, TN 37245-0658

Toll Free Number: 800.255.5872
Fax: 615.741.3003

This report submitted by Susie Bourque and Kim Roberts



WIA Annual Report Data

State Name: TN

Program Year: 2002

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	76	78.1	7,198	11,720	10,284	70
Employers	76	76.9	2,903	8,039	3,345	86.8

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71	81.3	3,072
			3,778
Employment Retention Rate	83	85.7	3,397
			3,965
Earnings Change in Six Month	3,300	3,103	11,698,013
			3,770
Employment and Credential Rate	58	77.3	1,519
			1,966

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	76.6	36	79.1	53	58.8	134	69.8	118
		47		67		228		169
Employment Retention Rate	80.5	33	87.9	58	72.2	114	81.4	118
		41		66		158		145
Earnings Change in Six Months	3,589	125,622	3,161	202,276	2,182	327,325	1,360	186,300
		35		64		150		137
Employment and Credential Rate	68	17	85.2	23	58.3	28	68.5	37
		25		27		48		54

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	86.6	1,336	77.6	1,736
		1,542		2,236
Employment Retention Rate	87.3	1,515	84.4	1,882
		1,735		2,230
Earnings Change in Six Months	4,444	7,181,968	2,097	4,516,045
		1,616		2,154

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.9	83.5	2,529
			3,028
Employment Retention Rate	93	92.4	2,336
			2,529
Earnings Replacement in Six Months	92	86.7	26,463,217
			30,533,143
Employment and Credential Rate	58	74.4	1,113
			1,496

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	86.8	59	66.2	47	71.9	187	68.8	11
		68		71		260		16
Employment Retention Rate	94.9	56	87.2	41	91.4	171	81.8	9
		59		47		187		11
Earnings Replacement Rate	82.2	756,593	86.3	405,879	65.6	1,738,684	178.9	84,251
		920,489		470,183		2,652,071		47,100
Employment And Credential Rate	100	21	74.1	20	80.4	86	77.8	7
		21		27		107		9

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	88	1,317	79.1
1,496			1,532	
Employment Retention Rate	93.6	1,233	91	1,103
		1,317		1,212
Earnings Replacement Rate	92.6	13,384,156	81.3	13,079,061
		14,448,345		16,084,798

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	67
Employment Retention Rate	83	82.6	380
			332
Earnings Change in Six Months	3,000	3,375	1,241,954
			368
Credential Rate	48.5	58	315
			543

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	50	3	100	1	77.3	17	77.5
6			1		22		315	
Employment Retention Rate	66.7	2	100	1	77.8	14	81.5	278
		3		1		18		341
Earnings Change in Six Months	2,392	7,175	1	1	2,327	37,232	2,988	929,353
		3		1		16		311
Credential Rate	28.6	2	100	1	60	15	56.6	259
		7		1		25		458

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	75		81.5
				7,595
Diploma or Equivalent Attainment Rate	63		72.8	963
				1,323
Retention Rate	57		64	667
				1,043

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	67.9	112	65	247	53.5	227
		165		380		424
Diploma or Equivalent Attainment Rate	93	40	87.8	72	71.1	197
		43		82		277
Retention Rate	63.8	51	61.3	114	66.1	252
		80		186		381

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	82	1,860	3,281	7,162,542	0.7	21	4,275	12,603,100	0.8	11
		2,269		2,183		3,072		2,948		1,336
Dislocated Workers	88	1,556	96.9	18,516,584	0.8	19	5,534	13,569,781	47.8	630
		1,769		19,107,994		2,529		2,452		1,317
Older Youth	81.7	214	4,455	1,122,587	0	0	2,703	791,890		
		262		252		294		293		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	13,229	4,611
Dislocated Workers	10,237	3,300
Older Youth	2,180	690
Younger Youth	8,580	3,119

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$17,166,366.00
Local Dislocated Workers		\$8,522,260.00
Local Youth		\$20,568,052.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$2,539,038.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,744,887.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	LWIA 1	\$1,174,755.00
	LWIA 2	\$200,000.00
	LWIA 3	\$100,145.00
	LWIA 4	\$1,179,115.00
	LWIA 5	\$416,900.00
	LWIA 6	\$310,226.00
	LWIA 7	\$280,583.00
	LWIA 8	\$565,608.00
	LWIA 9	\$705,423.00
	LWIA 10	\$1,327,517.00
LWIA 11	\$564,707.00	
Total of All Federal Spending Listed Above		\$58,365,582.00

WIA Annual Report Data

State Name: TN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: North Tennessee Workforce Investment Board	Total Participants Served	Adults	448
		Dislocated Workers	491
		Older Youth	601
		Younger Youth	121
	Total Exiters	Adults	190
		Dislocated Workers	220
		Older Youth	507
		Younger Youth	66

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	80.5
	Employers	76	78.3
Entered Employment Rate	Adults	70	90.3
	Dislocated Workers	75	94
	Older Youth	66	81.6
Retention Rate	Adults	83	93.2
	Dislocated Workers	93	92.1
	Older Youth	83	92.9
	Younger Youth	57	65.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	8,369.25
	Dislocated Workers	91	88.7
	Older Youth (\$)	3,000	4,416.52
Credential / Diploma Rate	Adults	56	81.2
	Dislocated Workers	56	87.9
	Older Youth	48.5	57.7
	Younger Youth	63	95.1
Skill Attainment Rate	Younger Youth	75	96.7
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: 2002

Table O: Summary of Participants

Local Area Name: Middle TN Workforce Investment Board LWIA #9	Total Participants Served	Adults	2,412
		Dislocated Workers	2,196
		Older Youth	1,032
		Younger Youth	288
	Total Exiters	Adults	1,077
		Dislocated Workers	882
		Older Youth	294
		Younger Youth	56

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	74.6
	Employers	76	74.2
Entered Employment Rate	Adults	69	66
	Dislocated Workers	74.9	73.3
	Older Youth	67	77.6
Retention Rate	Adults	83	83.4
	Dislocated Workers	93	90.3
	Older Youth	83	85.7
	Younger Youth	57	70
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	1,825.43
	Dislocated Workers	92	80.26
	Older Youth (\$)	2,958	2,696.58
Credential / Diploma Rate	Adults	57	53.2
	Dislocated Workers	57.5	61.4
	Older Youth	48.5	57.4
	Younger Youth	63	78.8
Skill Attainment Rate	Younger Youth	75	78.6
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: 2002

Table O: Summary of Participants

Local Area Name: South Central Tennessee Workforce Board	Total Participants Served	Adults	1,108
		Dislocated Workers	987
		Older Youth	465
		Younger Youth	83
	Total Exiters	Adults	333
		Dislocated Workers	106
		Older Youth	144
		Younger Youth	28

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	85.2
	Employers	76	77.8
Entered Employment Rate	Adults	75	86.9
	Dislocated Workers	80	90.2
	Older Youth	67	81.5
Retention Rate	Adults	83	88.1
	Dislocated Workers	93	91.2
	Older Youth	83	78.8
	Younger Youth	57	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	2,606.46
	Dislocated Workers	91	86.41
	Older Youth (\$)	2,958	2,546.91
Credential / Diploma Rate	Adults	61	77.3
	Dislocated Workers	61	75.4
	Older Youth	51	63.2
	Younger Youth	63	84.6
Skill Attainment Rate	Younger Youth	75	78.2
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: 2002

Table O: Summary of Participants

Local Area Name: Benton/Carroll/Chester/Decatur/Hardeman/Hardin/Haywood/Henderson/Henry/McNairy/Madison/Weakley LWIA	Total Participants Served	Adults	1,285
		Dislocated Workers	767
		Older Youth	1,572
		Younger Youth	303
	Total Exiters	Adults	379
		Dislocated Workers	208
		Older Youth	362
		Younger Youth	82

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	80.6
	Employers	76	76.6
Entered Employment Rate	Adults	71	82.7
	Dislocated Workers	75.9	81.9
	Older Youth	67	75
Retention Rate	Adults	83	79.6
	Dislocated Workers	93	92.1
	Older Youth	83	64.3
	Younger Youth	57	51.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	3,253.73
	Dislocated Workers	92	96.79
	Older Youth (\$)	3,000	1,416.66
Credential / Diploma Rate	Adults	56	76.5
	Dislocated Workers	56	70.8
	Older Youth	48	82.7
	Younger Youth	63	66.4
Skill Attainment Rate	Younger Youth	75	95.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met		
	Met	x	
		Exceeded	

WIA Annual Report Data

State Name: TN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Dyer/Gibson/Lake/Lauderdale/Obion/Tipton n LWIA #12	Total Participants Served	Adults	644
		Dislocated Workers	658
		Older Youth	505
		Younger Youth	193
	Total Exiters	Adults	283
		Dislocated Workers	252
		Older Youth	398
		Younger Youth	96

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	79.3
	Employers	76	75.9
Entered Employment Rate	Adults	68	81.8
	Dislocated Workers	74.5	87.7
	Older Youth	65	59.1
Retention Rate	Adults	83	83.4
	Dislocated Workers	93	92.2
	Older Youth	83	71.4
	Younger Youth	57	56
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	2,076.52
	Dislocated Workers	91	87.73
	Older Youth (\$)	2,856	4,062.82
Credential / Diploma Rate	Adults	56	76.6
	Dislocated Workers	56	66.7
	Older Youth	47	12.5
	Younger Youth	63	62.1
Skill Attainment Rate	Younger Youth	75	98.2
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: 2002

Table O: Summary of Participants

Local Area Name: Workforce Investment Network Shelby-Fayette Counties & City of Memphis	Total Participants Served	Adults	2,443
		Dislocated Workers	536
		Older Youth	1,394
		Younger Youth	372
	Total Exiters	Adults	283
		Dislocated Workers	252
		Older Youth	398
		Younger Youth	96

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	79.5
	Employers	76	76.6
Entered Employment Rate	Adults	70	83.8
	Dislocated Workers	75.9	80.5
	Older Youth	67	60
Retention Rate	Adults	83	82.3
	Dislocated Workers	93	92.6
	Older Youth	83	82.7
	Younger Youth	57	56
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	2,049.23
	Dislocated Workers	92	90.23
	Older Youth (\$)	3,060	2,747.8
Credential / Diploma Rate	Adults	58	73.1
	Dislocated Workers	57	60.7
	Older Youth	45	32.9
	Younger Youth	63	62.1
Skill Attainment Rate	Younger Youth	75	85.3
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: 2002

Table O: Summary of Participants

Local Area Name: Northeast Tennessee Workforce Investment Board	Total Participants Served	Adults	451
		Dislocated Workers	518
		Older Youth	493
		Younger Youth	112
	Total Exiters	Adults	203
		Dislocated Workers	192
		Older Youth	186
		Younger Youth	30

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	81.5
	Employers	76	78.1
Entered Employment Rate	Adults	71	90.2
	Dislocated Workers	75.9	86.5
	Older Youth	67	75
Retention Rate	Adults	83	92.7
	Dislocated Workers	93	95.6
	Older Youth	83	100
	Younger Youth	57	72.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	5,857.68
	Dislocated Workers	91	95.86
	Older Youth (\$)	2,958	4,222.37
Credential / Diploma Rate	Adults	62.5	75.9
	Dislocated Workers	62.5	73.6
	Older Youth	48.5	73.9
	Younger Youth	63	82.3
Skill Attainment Rate	Younger Youth	75	82
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: 2002

Table O: Summary of Participants

Local Area Name: Claiborne/Cocke/Grainger/Green/Hamble n/Union/Jefferson/Hancock/Hawkins/Sevi er LWIA #2	Total Participants Served	Adults	615
		Dislocated Workers	801
		Older Youth	610
		Younger Youth	117
	Total Exitters	Adults	145
		Dislocated Workers	178
		Older Youth	219
		Younger Youth	31

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	82.7
	Employers	76	79.3
Entered Employment Rate	Adults	69	77.2
	Dislocated Workers	76	76.4
	Older Youth	66	77.4
Retention Rate	Adults	83	77.8
	Dislocated Workers	93	91.9
	Older Youth	83	83.8
	Younger Youth	57	67.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	2,546.5
	Dislocated Workers	91	102.5
	Older Youth (\$)	3,136	4,925.85
Credential / Diploma Rate	Adults	56	60.6
	Dislocated Workers	56	74.6
	Older Youth	46	56.4
	Younger Youth	63	74.4
Skill Attainment Rate	Younger Youth	75	90.6
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: 2002

Table O: Summary of Participants

Local Area Name: Knox County LWIA #3	Total Participants Served	Adults	367
		Dislocated Workers	393
		Older Youth	264
		Younger Youth	64
	Total Exiters	Adults	83
		Dislocated Workers	101
		Older Youth	89
		Younger Youth	27

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	82.9
	Employers	76	75.4
Entered Employment Rate	Adults	70	85
	Dislocated Workers	75	91.1
	Older Youth	67	84.4
Retention Rate	Adults	83	95.4
	Dislocated Workers	93	100
	Older Youth	83	73.5
	Younger Youth	57	60.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	6,250.55
	Dislocated Workers	92	102.1
	Older Youth (\$)	2,958	1,500.67
Credential / Diploma Rate	Adults	58	82.8
	Dislocated Workers	58	78.8
	Older Youth	48.5	60
	Younger Youth	63	81.6
Skill Attainment Rate	Younger Youth	75	91.8
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: 2002

Table O: Summary of Participants

Local Area Name: Anderson/Blount/Campbell/Cumberland/Loudon/Morgan/Roane/Scott Counties LWIA #4	Total Participants Served	Adults	1,221
		Dislocated Workers	1,319
		Older Youth	686
		Younger Youth	340
	Total Exiters	Adults	434
		Dislocated Workers	531
		Older Youth	239
		Younger Youth	78

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	84.2
	Employers	76	79.4
Entered Employment Rate	Adults	70	90
	Dislocated Workers	75	95.7
	Older Youth	67	88.2
Retention Rate	Adults	83	89.4
	Dislocated Workers	93	93.8
	Older Youth	83	85.7
	Younger Youth	57	70.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	4,051.55
	Dislocated Workers	91	87.83
	Older Youth (\$)	3,000	3,527.88
Credential / Diploma Rate	Adults	57	86.3
	Dislocated Workers	58	80.6
	Older Youth	48.5	63.9
	Younger Youth	63	91.8
Skill Attainment Rate	Younger Youth	75	98.2
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: 2002

Table O: Summary of Participants

Local Area Name: Southeast Tennessee Workforce Development Board LWIA #5	Total Participants Served	Adults	1,007
		Dislocated Workers	752
		Older Youth	412
		Younger Youth	69
	Total Exiters	Adults	440
		Dislocated Workers	285
		Older Youth	260
		Younger Youth	30

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	81.6
	Employers	76	74.8
Entered Employment Rate	Adults	71	90.9
	Dislocated Workers	76	93.5
	Older Youth	66	85
Retention Rate	Adults	83	87.5
	Dislocated Workers	93	95.4
	Older Youth	83	76
	Younger Youth	57	60.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	4,797.04
	Dislocated Workers	92	88.79
	Older Youth (\$)	2,958	4,278.73
Credential / Diploma Rate	Adults	58	67.3
	Dislocated Workers	58	77.6
	Older Youth	48.5	53.6
	Younger Youth	63	51.7
Skill Attainment Rate	Younger Youth	75	88.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met		
	Met	x	
		Exceeded	

WIA Annual Report Data

State Name: TN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Bedford/Coffee/Franklin/Grundy/Lincoln/ Moore/Warren Counties LWIA #6	Total Participants Served	Adults	751
		Dislocated Workers	396
		Older Youth	271
		Younger Youth	86
	Total Exiters	Adults	528
		Dislocated Workers	194
		Older Youth	46
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	74
	Employers	76	79.8
Entered Employment Rate	Adults	74	89.3
	Dislocated Workers	78	93
	Older Youth	67	100
Retention Rate	Adults	83	85.7
	Dislocated Workers	93	90
	Older Youth	83	100
	Younger Youth	57	89.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	2,792.54
	Dislocated Workers	91	81.01
	Older Youth (\$)	3,000	3,689.45
Credential / Diploma Rate	Adults	56.5	87.1
	Dislocated Workers	57	79.2
	Older Youth	47	100
	Younger Youth	63	85.7
Skill Attainment Rate	Younger Youth	75	98.2
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: 2002

Table O: Summary of Participants

Local Area Name: Cannon/Clay/DeKalb/Fentress/Jackson Workforce Investment Board	Total Participants Served	Adults	477
		Dislocated Workers	423
		Older Youth	275
		Younger Youth	32
	Total Exiters	Adults	170
		Dislocated Workers	83
		Older Youth	146
		Younger Youth	12

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76	83.9
	Employers	76	74.4
Entered Employment Rate	Adults	75	89.2
	Dislocated Workers	80	79.3
	Older Youth	71	90
Retention Rate	Adults	83	87.3
	Dislocated Workers	93	95.7
	Older Youth	83	81.8
	Younger Youth	57	54.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	3,244.9
	Dislocated Workers	92	102
	Older Youth (\$)	3,136	8,113.31
Credential / Diploma Rate	Adults	61	85.7
	Dislocated Workers	61	85.4
	Older Youth	56	83.3
	Younger Youth	63	87
Skill Attainment Rate	Younger Youth	75	88.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			x