

**LOCAL WORKFORCE DEVELOPMENT AREA 7**  
**PY 2016 TRANSITIONAL LOCAL PLAN**

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

In accordance with Workforce Innovation and Opportunity Act (WIOA) section 107(d)(11), the Local Workforce Development Board for Area 7 and Vocational Rehabilitation (VR) Services' Cooperative Agreement provides for the following:

➤ **Cross Training of Staff**

To ensure that both parties have knowledge of all programs and maximize the use of these programs and benefits by individuals with disabilities and other individuals.

➤ **Technical Assistance**

Sharing of relevant technical assistance to each American Job Center partner to improve the provision of services to individuals with disabilities and other individuals.

➤ **Use and Sharing of Information**

The partners agree to maximize sharing of information such as Labor Market Information, information to identify high growth occupations, information regarding sources of training, tuition and support that will benefit individuals with disability and other individuals, etc.

➤ **Cooperative Efforts with Employers**

The Agreement ensures that efforts will be made by both parties to benefit employers, as well as individuals, through the efforts of the Business Service Unit.

➤ **Other Efforts at Cooperation, Collaboration, and Coordination**

This Agreement also includes commitments by both parties to: identify staff roles and responsibilities; identify resources available through all American Job Center partners; participate in an Infrastructure Agreement to identify shared infrastructure costs and resources as referenced in *TEGL WIOA 17-16 “Infrastructure Funding of the One-Stop Delivery System”*; have procedures in place for resolving disputes.

- **Identify the entity responsible for disbursement of grant funds.**

The Chief Local Elected Officials for Area 7 have designated the Upper Cumberland Human Resource Agency as the entity responsible for the disbursement of grant funds.

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

Local Workforce Development Area 7 follows the procurement policies and procedures of the Upper Cumberland Human Resource Agency, the designated Administrative Entity for LWDA 7. This includes the competitive and non-competitive processes, as well as the process for sole-sourcing:

A minimum of three bids is required for purchases over \$400.00 to \$4,999.00 unless purchased from state or federal contracts. Purchases from state or federal contracts must include the applicable contract number. A purchase order and proper documentation is required for all contracts. Items included on state and federal contracts may be used as on the required bids.

If a minimum of three competitive bids are unobtainable, documentation must be provided that proves an effort has been made to obtain the bids. The vendor with the lowest cost will be awarded the purchase agreement unless specific valid justifications are determined and properly documented. Any award to a bidder other than the lowest

bidder must make an entry into the justification for bypassing bid procedures section and attach a letter explaining the circumstances.

Justification for bypassing bid procedures: This should only be used in case of special circumstances. The Department Director and purchasing department must approve bypassing the procedures prior to the purchase. The circumstances and necessity must be stated to purchase without properly bidding the item or selecting a vendor offering the lowest cost. Poor or inadequate planning does not justify bypassing the correct procedures.

When the above information has been completed, the bid form is presented to the applicable department director for approval. The director will place the vendor number of the bid recipient in the space provided, sign for approval to purchase and list the programs and amounts or percentages to be charged for the purchase.

The purchasing department will review the bid form. If completed correctly and procedures have been followed, purchasing will take the bid form to accounts payable to be entered into the system. Purchasing will then approve the request and provide a copy of the purchase order. The bid form will remain in the purchasing department to be filed and held until the items are delivered and the invoice is received.

When the item(s) are delivered and the invoice is received, the invoice is provided to the purchasing department. If you receive only a packing list, it must go to the purchasing department. The purchasing department will contact someone about the receipt of the item(s) and forward all paperwork to accounts payable. (The correct charges must be listed on the invoice).

WIOA programs must get written prior approval from the Tennessee Department of Labor and Workforce Development for purchases of sensitive equipment having a cost of \$100.00 or more. Written approval is required for all items exceeding a cost of \$5,000.00 per unit.

- **Describe the local area's negotiated local levels of performance for the federal measures and their implications upon the local workforce system, to include attaching the completed Performance Targets Table.**

The ideal measure of progress of a workforce system relates to the value found in the workforce and the workplace. However, the reported impact of value is often subjective and unreliable. To promote objectivity while still addressing specific local workforce issues, Local Workforce Development Area 7 Board and staff will utilize the WIOA federal measures of performance, business and industry feedback, actual program outcomes, and completion and employment data provided through workforce system entities and labor market information. The Program Year 2016 and 2017 Performance Targets Table for Local Workforce Development Area 7 are shown in the table below:

<b>WIOA Performance Metrics</b>	<b>LWDA 7 Agreed Target PY 2016</b>	<b>LWDA 7 Agreed Target PY 2017</b>
<b>ADULT MEASURES</b>		
Employment Rate 2 <sup>nd</sup> Quarter after exit	85.4%	86.0%
Employment Rate 4 <sup>th</sup> Quarter after exit	79.1%	80.0%
Median Earnings 2 <sup>nd</sup> Quarter after exit	\$7,279	\$7,500
Credential Attainment within 4 Quarters after exit	72.5%	73.0%
<b>DISLOCATED WORKER MEASURES</b>		
Employment Rate 2 <sup>nd</sup> Quarter after exit	85.1%	86.0%
Employment Rate 4 <sup>th</sup> Quarter after exit	79.0%	79.5%
Median Earnings 2 <sup>nd</sup> Quarter after exit	\$7,100	\$7,200
Credential Attainment within 4 Quarters after exit	76.5%	77.0%
<b>YOUTH MEASURES</b>		
Employment Rate 2 <sup>nd</sup> Quarter after exit	76.1%	77.0%
Employment Rate 4 <sup>th</sup> Quarter after exit	78.0%	78.5%
Credential Attainment within 4 Quarters after exit	78.5%	79.0%

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federal investments in employment and training programs are accountable to job seekers,

employers, customers, and tax payers. WIOA establishes common performance measures across the four core programs and also requires other programs authorized by the Act to report on the same indicators. In addition, WIOA requires the establishment of primary indicators on credential attainment and skills gain and on the effectiveness of services to employers. The Secretaries of Labor and Education are to develop a statistical adjustment model that will be used take into account the economic conditions and the characteristics of participants served in negotiating and determining the levels of performance applicable to the primary indicators. WIOA also requires states, localities, and eligible training providers to publish performance data using common templates developed by the Secretary of Labor and the Secretary of Education.

- **Describe the indicators used by the local board to measure performance and effectiveness of the local fiscal agent, eligible providers and the AJC delivery system, in the local area. This description may include how and by whom the indicators are being deployed; and if the measured performance and effectiveness are used in the continuous improvement process.**

The Local Workforce Development Board for Area 7 will use annual cumulative data for Local Workforce Development Area performance metrics negotiated with the Tennessee Department of Labor and Workforce Development to measure the effectiveness of the local fiscal agent as well as eligible training providers no less frequently than quarterly. American Job Center partner goals versus actual performance will be used to determine effectiveness of partner service delivery in Local Workforce Development Area 7. Additionally, enrollment targets will be established for all programs to measure the effectiveness of service for all programs. For all WIOA programs, expenditure levels will also be used to ensure that funds are being effectively used and to ensure that funding is not at risk of being de-obligated.

- **Describe the process used by the local board for the receipt and consideration of input into the development of the local plan in compliance with WIOA section 108(d). Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public,**

**including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan.**

Staff to the Area 7 Local Workforce Board emailed the draft plan to all Board members to request their input into the development of the Transitional Local Plan. Members were requested to email their input, response(s), and/or questions by hitting “reply to all” so all Board members receive the same information. Local Board members include representatives of business for all twelve counties served in LWDA 7, in addition to labor organization and adult and post-secondary education representatives. The Plan was then placed on UCHRA and the Area 7 American Job Center websites for public review and comment. A Notice of Plan Availability was also placed in all local newspapers to provide an opportunity for public comment prior to submission of the Plan to the State Workforce Board.

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

The Local Board made the proposed Local Plan available for public comment and review by placing A Notice of Plan Availability in all local newspapers to provide an opportunity for public comment prior to submission of the Plan to the State Workforce Board. The Notice ran one time each week for two consecutive weeks. The Plan was also placed on the UCHRA ([www.uchra.com](http://www.uchra.com)) and the Area 7 American Job Center ([www.tncareercenter-cookeville.com](http://www.tncareercenter-cookeville.com)) websites for public review and comment. Following is the announcement sent to the local newspapers:

"The Local Workforce Development Board for Area 7 announces that the Draft PY 2016 Transitional Local Plan for Local Workforce Development Area 7 is available for a 30

day public comment and review. The Plan is available on [www.uchra.com](http://www.uchra.com) and [www.tncareercenter-cookeville.com](http://www.tncareercenter-cookeville.com) websites or by requesting it by email/mail. Requests for an emailed or mailed copy should be sent to [rbasham@uchra.com](mailto:rbasham@uchra.com) or by calling [931-520-9610](tel:931-520-9610). Comments regarding the Draft Plan should be emailed to [htolbert@shiroki-na.com](mailto:htolbert@shiroki-na.com) or [rbasham@uchra.com](mailto:rbasham@uchra.com) no later than 30 days from the release date".

Notification of the availability of the Draft PY 2016 Transitional Local Plan was also sent to all relevant local stakeholders, as well as to the State, via email from Local Workforce Board Area 7 staff.

- **Describe how the local board collected and considered public comments for inclusion on the proposed local plan.**

Instructions were included in the Notice of Plan Availability to send all comments and/or questions regarding the proposed Local Plan to Harrell Tolbert, Local Workforce Board Chairman, at [htolbert@shiroki-na.com](mailto:htolbert@shiroki-na.com) and/or to Ron Basham, LWDA 7 Director, at [rbasham@uchra.com](mailto:rbasham@uchra.com). Comments received will be emailed to all Local Workforce Board members for their review. Upon the Local Board's review and consideration, changes deemed relevant or necessary will be incorporated into the proposed Local Plan before submission to the State Workforce Board for consideration of approval. **\*Update – No comments were received.**

- **If any comments were received that represent disagreement with the proposed local plan, include such comments within the local plan's attachments.**

Comments received that represent disagreement with the proposed Transitional Local Plan will be included within the Plan attachments prior to submission to the State Workforce Board. **\*Update – No comments were received.**

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

The designated equal opportunity officers and their contact information for each partner located in the American Job Center in Cookeville is as follows:

**Title I (WIOA Adult/DW/Youth):**

**Johnnie Wheeler**  
**TN Career Center/AJC at Cookeville**  
**580 S. Jefferson Ave., Suite A**  
**Cookeville, TN 38501**  
**931-520-9501**  
[jwheeler@uchra.com](mailto:jwheeler@uchra.com)

**Title I (YouthCan):**

**Terry Dixon**  
**Mid Cumberland HRA**  
**1101 Kermit Dr. Suite 300**  
**Nashville, TN 37217**  
**615-850-3902**  
[tdixon@mchra.com](mailto:tdixon@mchra.com)

**Title II (Adult Education):**

**Angie Knight**  
**HR Director**  
**Putnam County Schools**  
**1400 E. Spring Street**  
**Cookeville, TN 38506**  
**931-526-9777**  
[angela.knight@pcsstn.com](mailto:angela.knight@pcsstn.com)

**Title III (Wagner-Peyser):**

**Evelyn Gaines-Guzman**  
**EEOC Representative**  
**TDLWD**  
**220 French Landing Drive**  
**Nashville, TN 37243**  
**615-253-5869**  
[Evelyn.Gaines.Guzman@tn.gov](mailto:Evelyn.Gaines.Guzman@tn.gov)

**Title IV (TDHS/VR Services):**

**Jeffery Blackshear, Lawyer**  
**TN Department of Human Services**  
**Citizens Plaza**  
**400 Deaderick Street**  
**Nashville, TN 37243**  
**615-313-5711**



[Jeffery.Blackshear@tn.gov](mailto:Jeffery.Blackshear@tn.gov)

## **Local Workforce Development Area 7**

### **PY 2016 Transitional Local Plan**

### **Compliance Components/Documents**

# Consortium Agreement of Chief Elected Officials

## **BY-LAWS OF THE UPPER CUMBERLAND WORKFORCE INVESTMENT AREA #7**

### **ARTICLE I**

#### Section 1. Authority

This Workforce Investment Area (WIA) was established pursuant to Public Law 105-220 (Workforce Investment Act) dated August 7, 1998, Section 116.

#### Section 2. Governing Body

The governing body of Workforce Investment Area #7 shall be the Consortium of Chief Elected Officials comprised of County Executives/Mayors from Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, and White Counties.

#### Section 3. Name

The official name of WIA Area #7 will be the Upper Cumberland Workforce Investment Area.

### **ARTICLE II**

#### Section 1. Purpose

The purpose of the Upper Cumberland Workforce Investment Area is to carry out the provisions of the Workforce Investment Act of August 7, 1998.

### **ARTICLE III**

The fiscal year of the Consortium shall begin on the first day of July and terminate on the thirtieth day of June each year or such other dates as may be deemed desirable by the Consortium.

### **ARTICLE IV**

Membership of this Consortium shall consist of the County Executive/Mayor of each member county.

### **ARTICLE V**

#### Section 1. Officers

The officers of the Consortium shall be a Chairman and Vice-Chairman and shall be elected by majority vote. The term of office shall commence immediately upon election/appointment.

Section 2. Duties of Officer – Chairman

The Chairman shall preside at all meetings of the Consortium and shall have special duties as further prescribed in the by-laws, and shall have further authority to preside at all adjourned meetings or call and preside at any special meeting.

Section 3. Signatory Official

Except as otherwise authorized by resolution of the Consortium, the Chairman shall sign all contracts, reports, and instruments made by the Consortium. The Chairman, in accordance with Section 117 of Public Law 105-220, is the authorized representative of all units of local government in Workforce Investment Area 7. At each meeting, the Chairman shall submit such recommendations and information as he may consider proper concerning the business affairs and policies of the Consortium. He shall have general executive supervision of all the business of the Consortium and shall perform such other duties as may be necessary to carry out the business of the Consortium. The Vice-Chairman shall preside in the absence of the Chairman.

**ARTICLE VI**

COMPENSATION

Members of the Consortium shall receive compensation for their expenses in accordance with applicable State and Federal regulations. They will not receive a salary.

**ARTICLE VII**

MEETINGS

Section 1. Meetings

The Consortium shall meet as necessary, but, at least four (4) times annually at such place and time within the region as it may be designated. At the Chairman's discretion, meetings may take place in conjunction with LWIB quarterly meetings in order to review and consider for approval the LWIB annual budget and/or any other LWIB business.

Section 2. Meetings – Special

Upon the written request of six (6) members of the Consortium or when he deems it necessary, the Chairman shall call a special meeting of the Consortium for the purpose of transacting any business designated in the call. The call for such a special meeting shall be delivered to each member or may be mailed to each member as such address as he shall have previously designated not later than three (3) days before the meeting. At such special meeting no business shall be considered other than is designated in the call.

Section 3. Quorum

A majority of members of the Consortium shall constitute a quorum for the purpose of conducting business, but a smaller number may adjourn from time to time until a quorum is obtained. However, it shall be assumed that a quorum existed at any meeting unless the question of quorum was raised at the meeting. When a quorum is present, a majority of those present will decide all issues presented.

Section 4. Voting

Voting shall be by voice and shall not be recorded by yeas and nays unless requested by a member of the Consortium. Proxy votes are not permitted.

### Section 5. Rules – Action of the Consortium

The rules contained in the last revised edition of Robert’s “Rules of Order” as published by the Scott-Forman Publishing Company shall apply in all meetings of the Consortium to such extent that such rules are not in conflict with these By-Laws. In the conduct of all business by the Consortium, the following is set forth in these By-Laws as a guiding principle:

1. The members of the Consortium shall appoint private sector members of the local board from their respective counties. Partner agency board representatives will be appointed by the appropriate designated department officials. Other members will be appointed by majority vote.
2. It is the basic objective of this Consortium to unite all beliefs and interests in the fulfillment of a sound program for the success of this Workforce Investment Area.
3. This objective can only be obtained by the use of the best techniques of group thinking and by minimizing any elements of force in the action of the group.
4. It is the guiding policy of this Consortium that in all of its group activity every reasonable effort shall be made to attain the closest possible approach to unanimous consent.

## **ARTICLE VIII**

### COMMITTEES

#### Section 1. General

The Chairman shall appoint such standing or special committees composed of Consortium members in good standing, as may be needed to advance the interest of the Consortium and to carry on its work subject to confirmation by the Consortium. The Chairman shall serve as an ex-officio member of any and all committees appointed.

#### Section 2. Committee Reports

Committees shall submit their findings and recommendations in writing to the Chairman and Advisory Committee who may take official action thereon or may refer matters, which, in their opinion, are of general interest and importance to a meeting of the Consortium. No finding or recommendation of any committee shall be reported or published until approved by the Consortium at a meeting of the Consortium, and no standing or special committee shall represent the advocacy of or opposition to any project without the specific authorization of the Consortium.

Standing Committees shall submit to the Consortium prior to their last regular meeting before the annual meeting, a full report of their acts and findings from the time of appointment. At the conclusion of its annual report each committee shall, with reference to its work, offer suggestions to the incoming Consortium. It may also propose for action resolutions covering its work.

#### Section 3. Dismissal of Committees

Should any standing or special committee fail to discharge the duties assigned to it with reasonable promptitude, it may be discharged by the Consortium or Chairman.

#### Section 4. Vacancies on Committees

Vacancies on committees shall be filled by the Chairman.

## **ARTICLE IX**

**SEAL**

On all documents, letters, publications, and like material produced and approved by the Consortium, the seal of the Consortium, or a facsimile thereof, may be impressed, affixed, or reproduced by order of the Consortium.

**ARTICLE X**

**ADMINISTRATION AND EMPLOYERS**

Section 1. Administrative Entity/Fiscal Agent Designation

Pursuant to Section 117(d)(3)(B)(i)(II) of the Act, the Consortium agrees to designate the Upper Cumberland Human Resource Agency (UCHRA) as the Grant Sub-recipient/Administrative Entity and local fiscal agent for the local area. As the Grant Sub-recipient/Administrative Entity and local fiscal agent, UCHRA shall be responsible for the administration of all funds and activities at the direction of the Board pursuant to the requirements of the Act. The members of the Consortium retain responsibility for appropriate use and distribution of any and all funds allocated to the Consortium through such Act and shall be liable for any misuse of the funds in proportion to their representation.

Section 2. Liability of Funds

The Consortium will have oversight responsibility to ensure propriety of all expenditures of Workforce Investment Act funds. The Consortium shall remain responsible for misappropriated funds. Any disallowed costs will be repaid by the Consortium and will be prorated to each county government based on population. The administrative entity shall have authority to employ a professional staff and administrative staff for carrying out the requirements of the Workforce Investment Act.

**ARTICLE XI**

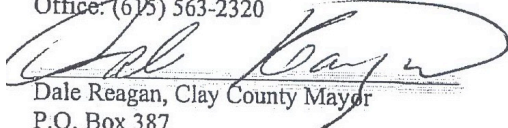
These Bylaws may be amended at a meeting of the Consortium membership by a two-thirds vote of those present. Proposed changes in the Bylaws shall be mailed to the members at least fifteen (15) days in advance.

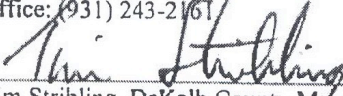
**ARTICLE XII**

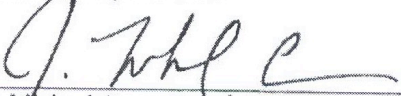
**ADOPTION AND EFFECTIVE DATE**


ADOPTED BY THE CHIEF LOCAL ELECTED OFFICIALS OF THE LOCAL WORKFORCE INVESTMENT AREA 7 AT COOKEVILLE, TENNESSEE, EFFECTIVE MAY 8, 2015.

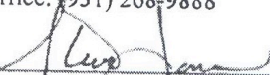
  
Mike Gannon, Cannon County Executive  
200 West Main Street  
Woodbury, TN 37190-1197  
Office: (615) 563-2320


  
Dale Reagan, Clay County Mayor  
P.O. Box 387  
Celina, TN 38551  
Office: (931) 243-2161

  
Tim Stribling, DeKalb County Mayor  
DeKalb Co. Courthouse, 1 Public Sq., Room 204  
Smithville, TN 37166  
Office: (615) 597-5175

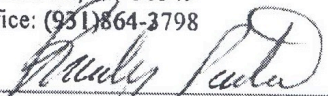
  
J. Michael Cross, Fentress County Executive  
P.O. Box 1128  
Jamestown, TN 38556  
Office: (931) 879-7713

  
James Kinnaird, Jackson County Mayor  
P.O. Box 617  
Gainesboro, TN 38562  
Office: (931) 268-9888

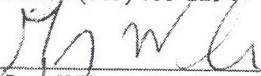
  
Stephen Jones, Macon County Mayor  
Macon Co. Courthouse, Room 201  
Lafayette, TN 37083  
Office: (615) 666-2363


  
Ben Danner, Overton County Executive  
Overton Co. Courthouse Annex, University St., Suite 1  
Livingston, TN 38570  
Office: (931) 823-5630

  
Richard Daniel, Pickett County Executive  
1 Courthouse Square, Suite 200  
Byrdstown, TN 38549  
Office: (931) 864-3798

  
Randy Porter, Putnam County Executive  
Putnam Co. Courthouse, 300 E. Spring St., Room 8  
Cookeville, TN 38501  
Office: (931) 526-2161  
CLEO CHAIRMAN

  
Michael Nesbitt, Smith County Mayor  
122 Turner High Circle  
Carthage, TN 37030  
Office: (615) 735-2294

  
Greg Wilson, Van Buren County Mayor  
P.O. Box 217  
Spencer, TN 38585  
Office: (931) 946-2314

  
Denny W. Robinson, White County Executive  
White Co. Courthouse, Room 205  
Sparta, TN 38583  
Office: (931) 836-3203  
CLEO VICE-CHAIRMAN

**Local Workforce Development Area 7  
Fiscal Agent Agreement  
Between  
Area 7 Chief Local Elected Official  
And  
Upper Cumberland Human Resource Agency**

**I. Designation of Fiscal Agent**

As outlined in Workforce Innovation and Opportunity Act § 107(d)(12)(B)(II), in order to assist in the administration of Workforce Innovation and Opportunity Act (WIOA) grant funds, the Chief Elected Official may designate an entity to serve as a local grant sub-recipient for such funds or as a local fiscal agent. Such designation shall not relieve the chief elected official of the liability for any misuse of grant funds as described in § 107(d)(12)(B)(I).

This agreement is to acknowledge that the Area 7 Chief Local Elected Official (CLEO), on behalf of the Local Elected Official (LEO) Governing Board for the Upper Cumberland Workforce Development Area 7, has designated the Upper Cumberland Human Resource Agency (UCHRA) to be the fiscal agent for Workforce Innovation and Opportunity Act (WIOA) Title I and other workforce development funds that are allocated to the local area.

**II. Role of the Fiscal Agent**

The fiscal agent shall be generally responsible for the acceptance and maintenance, disbursement, accounting, and reporting of WIOA Title I and other funding. The fiscal agent duties and responsibilities shall be performed for the direct benefit of the Local Workforce Development Board (LWDB) in the disbursement of funds and performed in accordance with, and governed by, applicable provisions of WIOA Title I and regulations, applicable Federal Office of Management and Budget (OMB) circulars and state policies and law. The fiscal agent disbursement of funds shall be performed in accordance with LWDB policies and procedures.

The fiscal agent shall cooperate with and assist the LWDB and Chief Local Elected Official (CLEO) with their objectives for the Upper Cumberland Workforce Development Area 7 in conformity with WIOA Title I and regulations. The fiscal agent has no duties or responsibilities for the management or results of any program for which funds are disbursed other than to ensure that all disbursements comply with all corresponding regulations. The fiscal agent does not make decisions about who receives the money or approve budgets. The LWDB funds will pass through the fiscal agent. The fiscal agent requests cash (draw down

process) as needed from the Tennessee Department of Labor and Workforce Development (TDLWD).

In general, the fiscal agent is responsible for the following functions:

1. Receive funds;
2. Manage accounts payable, receivables and reporting and performs fiscal monitoring annually of each LWDB contractor;
3. Must know WIOA, OMB Circulars and all LWDB policies and remain up to date on all changes in policies and procedures;
4. Disburses the funds at the direction of the LWDB, as long as those directives do not violate any provision of WIOA, OMB Circulars, or state law and policies;
5. Ensure sustained fiscal integrity and accountability for expenditures of funds in accordance with OMB Circulars, WIOA, corresponding Federal Regulations and State policies and requirements of funding sources, as appropriate;
6. Respond to and resolve audit financial findings;
7. Maintain proper accounting records and adequate documentation;
8. Prepare financial reports; and
9. Provide technical assistance to contractors and vendors regarding fiscal issues.

### **III. Fiscal Agent Roles and Responsibilities**

As the fiscal agent, UCHRA will receive and manage all formula WIOA funds for the Area including but not limited to: Adult, Dislocated Worker, and Youth, statewide funding, and other private, federal or state funds. UCHRA will provide services related to grants management, general accounting and financial services, oversight for fund integrity, annual fiscal monitoring of LWDB contractors, and technical assistance. The fiscal agent will work closely with the Area 7 WIOA Director and staff and/or the One-Stop Operator throughout the period of this agreement. The fiscal agent shall comply with all relevant federal and state confidentiality laws.

#### **A. Detailed Scope of Work**

##### **1) Control of LWDB Funds**

- a. The fiscal agent shall project cash needs and request cash to coincide with timely payment to LWDB contractors.
- b. The fiscal agent will receive and manage all funds in compliance with applicable state, federal, and LWDB policy and fund-specific regulations; and ensure internal controls to maintain fiscal integrity.

##### **2) Disbursement of Funds**



- a. The fiscal agent shall disburse LWDA funds in accordance with the WIOA, the WIOA Final Regulations, and TDLWD grant specific requirements.
- b. Disbursements shall be made by the fiscal agent from available funds at the direction of the LWDB within a reasonable time following receipt of complete and accurate requests for reimbursement.
- c. The fiscal agent will adhere to the applicable cost principles found in the Office of Management and Budget (OMB) circulars. The OMB circulars are incorporated herein by reference and are further specified in program regulations at 29 CFR 95.27 and 29 CFR 97.22
- d. The fiscal agent shall disburse funds based upon invoices reviewed and approved as designated by the LWDB.

### **3) Accounting of Funds**

- a. The fiscal agent will maintain an accounting of all revenue, expenditures, program income, and applicable credits associated with all funds by funding stream for the duration of the term of its services.
- b. The fiscal agent will ensure that all financial procedures are in compliance with Generally Accepted Accounting Procedures (GAAP), OMB policies, Code of Federal Regulations (CFR), Federal Acquisition Regulations (FAR), and any other federal or state regulatory requirements.
- c. The fiscal agent will limit the risk of questioned or disallowed costs.
- d. The fiscal agent will implement any invoicing system, or procedures as deemed necessary by the LWDB and/or TDLWD in order to comply with its duties and responsibilities.
- e. The fiscal agent will maintain an accounting of expenditures by expense type and service provider/vendor.
- f. The fiscal agent will establish as necessary and maintain appropriate ledgers to manage obligations and expenditures of funds using accounting software.
- g. The fiscal agent will establish procedures and policies to ensure that all amounts payable to contractors, and/or vendors, are paid from existing funds and that proper documentation for each claim is maintained for monitoring and audit purposes.
- h. The fiscal agent will establish procedures and processes to ensure that all amounts receivable or due to the local workforce development area are collected and recorded on a timely basis.
- i. The fiscal agent will maintain a record of all financial transactions for WIOA and other funds allocated and expended in the local workforce development area.
- j. The fiscal agent will assist with processes and procedures for invoicing, proper documentation, and reporting from contractors to the LWDB.

- k. The fiscal agent will prepare the cost allocation plan for the LWDA.
- l. The fiscal agent will establish a procedure to record and report all costs and matching funds (cash and in-kind).
- m. As requested, the fiscal agent will provide training and technical assistance to LWDB contractors on fiscal matters.

#### **4) Financial and Grant Reporting**

- a. To support the oversight role of the LWDB, the fiscal agent will prepare and disseminate financial reports on a monthly basis in formats prescribed by the LWDB to identify revenues, expenditures, accounts payable, accounts receivable, and balances and obligations, by funding stream, and contractors.
- b. The fiscal agent will work with the LWDB and develop and provide standard financial reports as needed by the LWDB, the LEO Governing Board, TDLWD, or the WIOA Director and staff and/or the One-Stop Operator.
- c. The fiscal agent will report on an accrual basis in accordance with the US Department of Labor and TDLWD requirements and systems.
- d. The fiscal agent will report total obligations by funding stream as required by TDLWD.
- e. The fiscal agent will prepare required federal and state financial reports associated with management of grant funds.
- f. The fiscal agent will provide reports and other assistance to the LWDB to monitor fiscal performance of all contractors and budgets.
- g. The fiscal agent will be required to prepare financial reports and grant closeouts annually.
- h. The fiscal agent will assist the Administrative Entity WIOA Director and staff and/or the One-Stop Operator with the preparation of grant and contract budgets.
- i. The fiscal agent will provide local allocation, expenditure and budget spreadsheets for the LWDB, the WIOA Director and staff, and/or the One-Stop Operator to review on a monthly/year-to-date (YTD) basis.

#### **5) Recovery/Reimbursement**

- a. The fiscal agent shall assist the LWDB, LEO's, and/or the WIOA Director and staff with the recovery of funds paid to contractor or vendor subsequently disallowed.
- b. The fiscal agent shall reimburse the LWDB and/or TDLWD for any funds paid to a contractor and subsequently disallowed, to the extent that such disallowed funds are recovered from the contractor.
- c. The fiscal agent will not be responsible for funds disallowed at the contractor level.

- d. The fiscal agent will be responsible for any theft or misappropriation of LWDA funds and is required to carry at its own cost commercial liability and a fidelity bond that meets LWDA requirements.

**6) Deliverables**

The local fiscal agent shall be responsible for:

- a. Timely processing of invoices;
- b. Accounting of grant funds by funding stream;
- c. Cash management and cash requests to TDLWD as necessary;
- d. Monthly financial reports;
- e. Cooperation with the LWDB, WIOA Director and staff, the One-Stop Operator, LEO Governing Board, and the CLEO toward goals and objectives of the Upper Cumberland Workforce Development Area; and
- f. Must participate in meetings deemed necessary by the WIOA Director and staff, the One-Stop Operator, the LWDB, and the LEO Governing Board.

**7) Monitoring**

- a. The local fiscal agent shall cooperate with the governing board and all funders (federal, state, local, and/or other) in the monitoring and auditing of all LWDB funds.
- b. The governing board may appoint representatives to conduct routine monitoring reviews of fiscal agent activities.

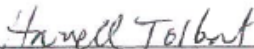
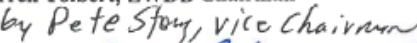

**IV. Duration and Modification**

This agreement shall be in effect beginning 05/02/2017 and shall automatically renew on the annual anniversary date unless a majority vote of the LEO Governing Board acts to terminate this Agreement. This Agreement shall only be modified with written consent of the majority of the LEO Governing Board.

**AUTHORIZED SIGNATURES:**

  
 \_\_\_\_\_  
 Honorable Randy Porter, CLEO  
 Putnam County Executive

\_\_\_\_\_  
 Date 5/2/17

  
 \_\_\_\_\_  
 Harrell Tolbert, LWDB Chairman  
 by  Pete Stoy, vice Chairman  
  
 \_\_\_\_\_  
 Denny W. Robinson, UCHRA Board Chairman  
 White County Executive

\_\_\_\_\_  
 Date  
 \_\_\_\_\_  
5/2/17  
 Date

**LOCAL WORKFORCE DEVELOPMENT AREA 7**  
**AGREEMENT BETWEEN**  
**CHIEF LOCAL ELECTED OFFICIALS**  
**AND**  
**LOCAL WORKFORCE DEVELOPMENT BOARD**

**This agreement is made and entered into by and between the Consortium of Chief Local Elected Officials (hereinafter referred to as the “Consortium”) and the Local Workforce Development Board (hereinafter referred to as the “LWDB”) of the Upper Cumberland Workforce Development Area 7.**

For the purpose of this agreement, the Consortium is the legal representative of the Chief Local Elected Official for each member jurisdiction designated under Section 3(9) of the Workforce Innovation and Opportunity Act (WIOA) in Public Laws 113-118 (hereinafter referred to as “the Act”).

Putnam County has been designated the local grant recipient with each member jurisdiction, Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, and White Counties, maintaining responsibility for their portion of the WIOA funding.

The Consortium may designate an entity to serve as a local grant sub-recipient for WIOA funds or as a local fiscal agent. Such designation shall not relieve the Consortium of the liability for any misuse of grant funds as allocated to the local area under Sections 128 and 133 of the Act.

The Consortium is the appointing authority for the LWDB under Section 107(b)(1) of the Act.

**(1) Local Board Membership**

- a. Terms: LWDB membership shall not be subject to term limits. If a board member is removed or resigns, a replacement shall be nominated by the appropriate organization and approved by the CEO.
- b. Nomination: Nominations for LWDB member positions that represents business, labor, and education shall require the Chief Executive Officer or head official from one of the organizations pertaining respectively to business, labor, or education to perform the following tasks:
  - i. Sign the Workforce Development Board Nomination form; and,
  - ii. Sign a letter identifying the individual being nominated by his or her organization. This letter must also acknowledge the nominee’s optimum policy making authority and include documentation in the form of a short

- account of their career and qualifications, resume, or work history supporting the qualifications of the nomination; and,
- iii. Submit this signed letter to the appointing CEO of the LWDA. Anyone making any other nominations or recommendations for other representative positions on the local board shall follow the same procedures as listed above (i. – iii.).
- c. Appointment: The chief elected official of each of the counties encompassed within the LWDA shall appoint the members of the Board in accordance with the criteria established by the Governor of the State of Tennessee pursuant to 29 U.S.C. Section 3122, as amended from time to time.
  - d. Change in Status: Any LWDB member who no longer holds the position or status that made them eligible Local Board members must resign or be removed by the CEOs immediately as a representative of that entity.
  - e. Mid-Term Appointment: A LWDB member replacing an out-going member mid-term will serve the remainder of the out-going member term.
  - f. Vacancies: LWDB vacancies shall be filled within a reasonable amount of time of the vacancy. The CEOs are authorized to make all reappointments of members.
  - g. Removal: LWDB members shall be removed by the CEOs if any of the following occurs: documented violation of conflict of interest, failure to meet LWDB member representation requirements defined in the Workforce Innovation and Opportunity Act, or documented proof of fraud and/or abuse.

In addition, “any member of the Workforce Development Board may be removed for cause by a two-thirds (2/3) vote at a meeting, at which a quorum is present, in accordance with this article. Cause for removal shall include: (a) missing three consecutive meetings, (b) a change in employment that results in a change of membership classification, (c) failure or refusal to work cooperatively with the Board and to abide by the By-Laws, and (d) other causes as determined by the Board. Removal of a member shall also constitute removal as an officer of the Board and as a member of all committees of the Board. Intent to remove a member must be stated in the call of the meeting and be provided to all voting members at least five (5) days prior to the meeting” (*LWDA 7 LWDB By-Laws, Article VI, Section 6.3*).

**(2) Authority and Relationship between Chief Elected Officials and the Local Workforce Development Board**

- I. The Consortium Authority shall include:
  - (a) Consort as a Local Workforce Development Area;

- (b) Act as Grant Recipient or designate a jurisdiction within the Area to act as Grant Recipient;
  - (c) Designate Fiscal Agent;
  - (d) Appoint LWDB Members;
  - (e) Maintain Local Board Membership Certification every two (2) years;
  - (f) Liaison with other Consortia;
  - (g) Approve the budget;
  - (h) Accept the Annual Audit;
  - (i) Approve LWDB By-Laws.
- II. The LWDB Authority shall include:
- (a) Decide how best to organize the workforce system to most effectively serve the needs of current and emerging private sector employers and job seekers;
  - (b) Decide how best to provide comprehensive services to private sector employers;
  - (c) Decide how best to deploy available resources to achieve negotiated local performance accountability measures and build capacity for continuous improvement;
  - (d) Decide how best to expand the resource base and service capability through the development of strategic partnerships, in integrated service delivery system, and generation of additional funding (i.e. special statewide funding, non-formula grants, etc.);
  - (e) Select Service Providers;
  - (f) Determine eligibility of Training Providers for Adult and Dislocated Workers;
  - (g) Develop policy;
  - (h) Develop LWDB By-Laws;
  - (i) Develop the budget for the purpose of carrying out the duties of the LWDB;
  - (j) Secure Partner Memoranda of Understanding;
  - (k) Coordinate the workforce activities authorized under WIOA with local economic development strategies, and develop employer linkages with those activities;
  - (l) Promote the participation of local private sector employers through the statewide workforce development system;
  - (m) Serve as the designated regional convener in addressing workforce development issues, including but not limited to WIOA activities;
  - (n) Meet at least quarterly and review presented financial reports that reflect actual expenditures and their relationship to the approved budget as well as workforce program outcomes and their relationship to negotiated performance levels;
  - (o) Responsible for any other activity as required by WIOA, Section 107 (D) or by the Governor.
- III. In partnership (defined as keeping the Consortium informed) with the Consortium, the LWDB will:
- Develop a vision and goals for the local workforce development system that are aligned with the vision and goals of the Governor and Tennessee Department of Labor and Workforce Development;

- Development of a local strategic plan that meets the requirements of Section 108 of the WIOA to include a workforce demand plan and a plan for business engagement;
- If the local area is part of a planning region, the local board shall comply with section 106(c) in the preparation and submission of a regional plan;
- Selection of the one-stop operator(s) through a competitive process and may terminate for cause the eligibility of one-stop operators;
- Selection of eligible training providers and programs for adult and dislocated worker training services;
- Approval of the local one-stop operations budget;
- Develop an agreement between the Consortium and the LWDB that specifies the roles of the Consortium and the LWDB and how each will carry out their partnership responsibilities for governance and oversight of activities under WIOA;
- Perform audits;
- Conduct oversight of local programs of youth, adult, and dislocated worker activities authorized under Title I of WIOA;
- Negotiate and reach agreement with the TDLWD on behalf of the Governor on local performance accountability measures;
- Connect with the TDLWD;
- Conduct oversight of the one-stop system and youth program activities authorized under WIOA;
- Select eligible providers of youth activities by awarding grants or contracts on a competitive basis;
- Require each LWDB member to submit a Conflict of Interest Statement and an Economic Declaration Statement;
- As referenced in WIOA 107(d)(12)(A), the LWDB shall develop the LWDA 7 budget, with the assistance of Board staff. Budgets shall be presented by the LWDB Chair or other board officer designated by the Chair to the CEOs for approval as necessary.
- Perform any other activities as required by the Workforce Innovation and Opportunity Act, Section 107 (d), by state statute, or by the Governor.

**(3) Amendments, Change, or Election**

Any amendment or change to this Agreement, notice of an election of a new CEO, or notice of an election of a new LWDB Chair shall be maintained at the LWDA Administrative Entity office. If a new CEO or LWDB Chair is elected, the newly elected individual must submit to the local board a written statement acknowledging that he or she:

- has read, understands, and will comply with the current Agreement; and,
- reserves the option to request negotiations to amend the Agreement at any time during the individual's tenure.




(4) **Communication**

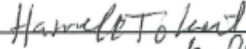
The CEOs shall meet at least quarterly and shall be informed regarding LWDA 7 activities, performance outcomes, and budgets.

AUTHORIZED SIGNATURES:

Approved, effective **May 2, 2017**

  
\_\_\_\_\_  
Randy Porter, Putnam County Executive  
Chairman, Chief Local Elected Officials, Area 7

5/2/17  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Harrell Tolbert, Chairman *by Rita Stoney, WBE Chair*  
LWDB, Area 7

\_\_\_\_\_  
Date

**2017 PARTNER SERVICE AGREEMENT**  
***BY AND BETWEEN***  
**AMERICAN JOB CENTER PARTNERS**  
***ESTABLISHED IN ACCORDANCE WITH THE***  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT**  
**IN LOCAL WORKFORCE DEVELOPMENT AREA 7**

This Partner Service Agreement (“Agreement”) is made and entered into this 1<sup>st</sup> day of July 2017 by and among the parties named in this Agreement. The Partners shall not constitute a separate legal entity, but rather an agreement among the parties to cooperate and work together on the Local Workforce Development Area 7 (LWDA 7) American Job Centers (American Job Centers). Nothing in this Agreement shall be construed as creating a partnership among the parties, or constituting any party as the agent of the other party; and no party shall represent to any third party that the parties are partners or an agent for the other party.

**Section I. Powers and General Function**

The general functions of the Partners shall be to provide provisions for the partners as outlined for the LWDA 7 American Job Centers including Affiliate sites. These functions shall include but not be limited to: recommending the annual budget of the American Job Centers and the respective contributions of each member of the American Job Center System, developing chartering and service provision standards for member agencies, and developing satellite American Job Center and affiliate sites for services to job seekers and employers. In addition, the Partners may do all things necessary and convenient in implementing the *Workforce Innovation and Opportunity Act (WIOA)* so long as it complies with the plan of the LWDA 7 Workforce Development Board and is not prohibited by law or the policies and procedures of the member agency. The Partners shall have the authority to carry out such general functions.

**Section II. Offices**

The principle offices of the Partners shall be located at 580 South Jefferson Avenue, Suite A, Cookeville, Tennessee 38501. The offices shall always be located at the primary location of the LWDA 7, American Job Centers.

**Section III. Members**

Members of the Partners shall include a minimum of three (3) or more representatives from the American Job Centers Partners as described in 29 U.S.C.A 2841(b). The members, including the minimum three (3) required partners, are as follows:

- Senior Community Service Employment Program
- Vocational Rehabilitation, Office of Rehabilitation Services

- Adult Education
- Tennessee Department of Human Services—TANF
- Tennessee Department of Labor and Workforce Development—Workforce Services
- Upper Cumberland Human Resource Agency—WIOA Career Services
- Youth CAN

New members may be added to the Partners by amendment to this Agreement by majority vote of the members in accordance with Section IV.

#### **Sections IV. Voting Authority**

Voting Authority for each member shall be as follows:

- Senior Community Service Employment Program
- Vocational Rehabilitation, Office of Rehabilitation Services
- Adult Education
- Tennessee Department of Human Services—TANF
- Tennessee Department of Labor and Workforce Development—Workforce Services
- Upper Cumberland Human Resource Agency—WIOA Career Services
- Youth CAN

#### **Section V. Officers**

The Partners shall not elect officers due to small membership of the Partners.

#### **Section VI. Meetings**

6.1. The Partners shall meet in accordance with local and state policy and/or as needed at a time and place determined by the membership. Meetings may be held via telecommunication, and topics may include but are not limited to: Service delivery, customer flow, partner referrals, and performance outcomes.

6.2. At least five (5) days' notice of any special meeting of the Partners will be given. This requirement will be waived in cases where, in the judgment of the Chairperson, an emergency exists.

6.3. A majority of the membership shall constitute a quorum. Actions shall be governed by a majority vote of those present at the meeting.

6.4. A member unable to attend may designate an alternate from the member's organization in writing to other members.

#### **Section VII. Relationship of Parties**

7.1. Fiduciary Duty: In the conduct of the Partners, each of the Parties shall owe a fiduciary duty to the other to act in the best interest of the Partners. The relationship

between the Parties shall be one of trust, confidence, and cooperation in which each acts in good faith and with fairness.

7.2. Parties' Separate Business: Each Party shall be free to engage in and carry its separate and distinct business enterprises independently from the other Parties.

### **Section VIII. Rights and Responsibilities of the Parties**

8.1. Ownership of Assets: The Partners will own no assets. Any assets purchased, created, or developed by a Party shall and will remain the sole property of that Party.

8.2. Financing Partners Projects: Each Party shall be solely responsible for funding and financing its part of the Partners. All Parties must approve any joint funding or financing. State agencies shall have no financial liability for the operation of the Partners except as agreed to in writing by all members.

8.3. Staff: The Parties agree that the Partners will have no employees. Employees of the Parties will provide services to the Partners as agrees on each Partners Period.

8.4. No Agency: No party shall have the power to act for or obligate any other Party. Any joint commitment or undertaking must be approved and signed by all Parties.

### **Section IX. Indemnification**

The Parties shall exercise reasonable business judgment and act in good faith in the performance of their duties, and shall take all necessary steps to correct any mistakes, errors or shortcomings in the performance and fulfillment of such Party's duties and responsibilities. Each Party (an "Indemnifying Party") shall indemnify, defend and hold harmless the other Parties and its directors, officers, employees, and agents (each, an "Indemnified Party") against any loss, liability claim or expense incurred or suffered by the Indemnified Party in connection with a claim by a third party as a result of the negligence or failure of performance by the Indemnifying Party or any of its directors, officers, employees and agents. The terms of this section are intended to apply only to losses and expenses incurred as a result of third party claims, and not to any direct monetary loss, damage or expense suffered by one Party as a result of the failure of the other Party to perform under the Agreement. Provided, however, that the State of Tennessee and its officers and/or employees, including the Department of Labor and Workforce Development, the Department of Human Services, the Division of Vocational Rehabilitation, Tennessee Department of Adult Education, Upper Cumberland Human Resource Agency (WIOA) and Senior Community Service Employment Program, and Youth CAN shall not be an Indemnifying Party.

The Upper Cumberland Human Resource Agency, being a political subdivision of the State, is governed by the Tennessee Government Tort Liability Act, *Tennessee Code Annotated*, Title 13-Chapter 26, *for causes of action* sounding in tort. Further, no contract provision requiring a Tennessee political entity to indemnify or hold harmless the State beyond the liability imposed by law is enforceable because it

appropriates public money and nullifies governmental immunity without the authorization of the General Assembly.

### **Section X. Term of Partners**

10.1. Term: The Partners and this Agreement shall be effective beginning as of the date of this Agreement and shall continue for a term of one (1) year, automatically renewing for successive one (1) year periods upon the execution date of this Agreement unless either Party provides thirty (30) days written notice as provided in Section XII that it does not wish to renew the Agreement.

10.2. Termination: The Parties may jointly terminate the Partners and this Agreement by unanimous action at any time. Any member shall have the authority to terminate its participation and membership for its convenience upon thirty (30) days written notice to all other members as provided in Section XII; provided, however, that the withdrawal of less than all the Parties shall not act as termination of the Agreement as to other remaining members unless otherwise required by State or Federal law or regulation.

### **Section XI. Dispute Resolution**

Should an impasse occur in the operation of the LWDA 7 American Job Centers System, the LWDA 7 Workforce Development Board shall have the power to resolve such impasse to the extent that such action does not violate any law, regulation, or policy of the member agency providing services through the LWDA 7 American Job Center System. The decision of the Board may be appealed to the Commissioner of the Tennessee Department of Labor and Workforce Development as described under the State Plan Part III (B)(1)(h)(I).

### **Section XII: American Job Center Service Delivery Design**

#### 12.1. Organization and coordination by function

Welcome Function: The welcome function will be the primary responsibility of the Wagner Peyser staff but for optimum effectiveness, the function will be shared with the other partners and a Welcome Team will be identified in each Comprehensive American Job Center. Staff will strive to greet all customers and create a positive first impression. Services may include the following: registration, orientation to services, re-employment program questions, provision of labor market information, access to resource room, initial assessment, identification of basic skill deficiencies, self-directed job referral and placement, referral to generic workshops, and referral to other community services.

Skills / Career Development Function: Center staff will provide skills analysis, facilitate assessments and testing, identify support needs, provide career guidance and coaching, arrange for soft skills training, and refer job seekers to program specific occupational training. Job seekers will be required to be registered in the Wagner

Peyser system and may also be enrolled in WIOA. To ensure customer flow, Wagner Peyser staff will be the first line of referral for this function. Once registered and counseled by Wagner Peyser staff, referrals will be made to other partners as agreed upon by the Site Leads. A Skills and Career Development Team will be identified in each Comprehensive American Job Center.

Business Services Function: All center staff will be responsible for building positive relationships with employers and identifying opportunities to address the human resource and other needs of employers. Services may include: business outreach and development; standard and customized recruitment and referral for job vacancies primarily for targeted business and industry; job candidate qualification review; provision of economic, business and workforce trends; on-the-job training contracting, and work experience; and referral to community services. All functional activities related to interfacing with employers for the express purpose of hiring individuals and development of skills to meet the hiring needs of employers will be the primary responsibility of the Site Co-Leads. Nothing in this section precludes any of the parties from creating partnerships or programs with employers, provided that such partnership or program is not established as a service rendered by or through the American Job Centers.

For consistency of service, the Site Co-Leads will construct and maintain a customer flowchart demonstrating the provision of services and the interrelated activities. Such flowchart may be amended from time-to-time as determined necessary by the Leads. A Business Services Team will be established at the Comprehensive American Job Center.

#### 12.2. Functional Management:

Site Leads: Each partner will establish a Site Lead at each location. The Site Manager role will be shared by both TDLWD staff and LWDA 7 staff as Co-Leads in each Comprehensive American Job Center. Each site will determine collectively the staffing plans, staff trainings, guidance for adhering to policies and procedures, room scheduling and other American Job Centers activities which will optimize services and capitalize on expertise while simultaneously reducing the duplication of services.

Partner Staff Supervisor: A partner staff supervisor shall be vested with the sole authority to hire, terminate, discipline, promote, assign and transfer partner employees. The partner retains authority over all actions that may affect the current base pay, status, or tenure of classified employees.

12.3. Partners members will schedule and participate in quarterly meetings to discuss services, customer flow, partner referrals, performance outcomes, and other matters that the Partners consider necessary.

12.4. Partners will develop operational procedures and protocols that promote effective seamless service delivery for all partners and do not negatively impact the performance or outcomes of any individual partner program.

12.5. Partners will communicate workforce system policy, guidance and information to affiliate and comprehensive center staff and required partners.

12.6. Partners will ensure success indicators established by the TDLWD are met and recommend additional measures to the Local Board that support seamless service delivery and apply across partner services and activities.

### **Section XIII: Assurances**

13.1. The parties shall assist in the resolution of problems and concerns as requested by individual partners.

13.2. Direct supervision of individuals working in the Centers resides with their respective programs.

13.3. The Board is prohibited from directly delivering services. The Board, its members, and its employees shall not directly control or supervise the daily activities of its workforce service providers.

13.4. The Board members or their organizations may receive services as customers.

### **Section XIV: Miscellaneous**

14.1. Entire Agreement: This Agreement embodies the entire agreement of the Parties with respect to the Partners.

14.2. Modification: This agreement may be amended or modified pursuant to a writing signed by all Parties.

14.3. Notices: All notices required or permitted under this Agreement shall be in writing and shall conclusively be deemed to have been delivered upon (a) personal delivery to an officer of any Party, (b) successful facsimile or email transmission to any Party, or (c) receipt of such notice via express courier to the address shown herein or to such other address as any of the Parties may provide in writing. For the purpose of all notice required or permitted under this Agreement, the Parties designate the following addresses:

**TDHS Division of Vocational Rehabilitation Services  
1605 Brown Avenue  
Cookeville, TN 38501**

**Tennessee Department of Labor and Workforce Development  
Division of Workforce Services  
220 French Landing Drive  
Nashville, TN 37243**

**American Job Center /Workforce Innovation & Opportunity Act  
580 South Jefferson Street  
Cookeville, TN 38501**

**Youth CAN  
580 South Jefferson Avenue, Suite A  
Cookeville, TN 38501**

**Senior Community Service Employment Program  
580 South Jefferson Avenue, Suite B  
Cookeville, TN 38501**

**Upper Cumberland Human Resource Agency  
580 South Jefferson Avenue, Suite B  
Cookeville, TN 38501**

**Adult Education  
580 South Jefferson Avenue, Suite A  
Cookeville, TN 38501**

14.4. Governing Law: This Agreement and the Parties' rights and obligations hereunder shall be governed by the substantive laws of the United States of America and the State of Tennessee, without regard to principles of conflicts of laws

14.5. Severability: The provisions of this Agreement shall be severable, and the invalidity of a provision shall not render the entire Agreement invalid unless the invalid provision causes the Agreement to fail of its essential purpose.

14.6. Counterparts: This Agreement may be executed in one or more counterparts and such counterparts, together, shall constitute one and the same agreement. This signed agreement shall supersede any previous agreements.



The LWDA 7 Tennessee American Job Centers Partners Agreement has been agreed to by the below signed Parties and executed as of the date first written above.

### Partner Services Agreement Signature Page

**AREA 7—LOCAL WORKFORCE DEVELOPMENT BOARD**

  
Harrell Tolbert Chairman

DATE 4-28-17

**Upper Cumberland Human Resource Agency—Administrative Entity**

  
Luke Collins Executive Director

DATE 4/27/17

**Upper Cumberland Human Resource Agency—Career Services**

  
Ron Basham, WIOA Director & Workforce Development

5/02/17

**ADULT EDUCATION**

\_\_\_\_\_  
, Director

DATE: \_\_\_\_\_

**THE TENNESSEE DEPARTMENT OF HUMAN SERVICES, OFFICE OF REHABILITATION SERVICES**

\_\_\_\_\_  
, Director

DATE: \_\_\_\_\_

**Partner Services Agreement Signature Page**

**THE TENNESSEE DEPARTMENT OF HUMAN SERVICES--TANF**

\_\_\_\_\_, Director DATE: \_\_\_\_\_

**THE TENNESSEE DEPARTMENT OF HUMAN SERVICES—TANF/SNAP**

\_\_\_\_\_, Director DATE: \_\_\_\_\_

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

\_\_\_\_\_, Regional Director DATE: \_\_\_\_\_

**Youth Can**

\_\_\_\_\_, Director DATE: 5/2/17

**Note on Partner Services Agreement – Please be advised that we are still trying to obtain signatures from some partners to the Agreement. Some have indicated they are unable to sign at this time but will as soon as they receive clearance to do so. As we receive these signatures, we will send updates.**

**The LWDA 7 MOU and Infrastructure Agreement will be added at a later date.**

**WORKFORCE DEVELOPMENT AREA SEVEN  
LOCAL WORKFORCE DEVELOPMENT BOARD  
BYLAWS**

**ARTICLE I  
Establishment of the Board**

**1.1 Establishment:** The Local Workforce Development Board is established in accordance with the Workforce Innovation and Opportunity Act (WIOA) of 2014, Section 107.

**ARTICLE II  
Name**

**2.1 Name:** This body shall be known as Local Workforce Development Board Area Seven (LWDB 7); hereinafter referred to as “the Board”.

**ARTICLE III  
Location**

**3.1 Location:** The principal office of the Board shall be located at 580 South Jefferson Avenue, Suite B, Cookeville, Tennessee 38501.

**ARTICLE IV  
Mission/Purpose Statement**

**4.1 Mission/Purpose of the Board:** The purpose of this body is to provide policy guidance and exercise oversight with respect to activities under the Workforce Innovation and Opportunity Act (WIOA) of 2014 (subsequent federal law) in partnership with the units of local government for the Local Workforce Development Area (LWDA). The Board is organized and shall be operated exclusively by assisting to increase the employment opportunities, job retention, occupational skills attainment and earnings of eligible individuals, and as a result, improve the quality of the local and area wide workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the LWDA listed in the following paragraph.

In furtherance of such purposes, the Board intends to operate in the LWDA, established by the Governor of the State of Tennessee, encompassing Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren and White counties of Tennessee.

**ARTICLE V  
Authority of the Board**

**5.1 The Board Is Authorized To:**  
(a) set policy within LWDA 7

- (b) develop the LWDB plan consistent with WIOA and TDLWD requirements and in partnership with the Chief Elected Officials within the LWDA for submission to the Governor of the State of Tennessee;
- (c) enter into memoranda of understanding with one-stop partners;
- (d) designate or certify one-stop operators and terminate them for cause;
- (e) appoint Standing Committees to advise the LWDB on activities;
- (f) select eligible youth service providers consistent with Federal, State, and local procurement requirements;
- (g) identify eligible providers of adult and dislocated worker career and training services;
- (h) develop budgets for the purpose of carrying out the duties of the Board under the Workforce Innovation and Opportunity Act of 2014 subject to the approval of the Chief Elected Officials;
- (i) provide program oversight in partnership with the Chief Elected Officials with respect to local programs of youth activities, local employment and training activities, and the One-stop delivery system within the LWDA;
- (j) negotiate local performance measures in conjunction with the Chief Elected Officials and the Governor of Tennessee;
- (k) assist the Governor in developing statewide employment statistics systems;
- (l) coordinate the workforce development activities authorized under the Workforce Innovation and Opportunity Act of 2014, and carry out economic development strategies and develop other employer linkages with such activities;
- (m) promote the participation of private sector employers in the statewide workforce development system and ensure the effective provision through the system of connecting, brokering, and coaching activities through intermediaries such as the one-stop operator within the LWDA or through other organizations to assist employers in meeting hiring needs;
- (n) perform any and all other duties required of the Board, by the duly authorized Chief Elected Officials for the counties within the LWDA or by the Governor of the State of Tennessee acting pursuant to the Workforce Innovation and Opportunity Act of 2014 as amended;
- (o) have the authority to receive, administer, invest and distribute property in accordance with the provisions set forth in these Bylaws;
- (p) maintain a list of eligible training providers including cost and performance data as established in the Eligible Training Provider List Under the Workforce Innovation and Opportunity Act of 2014 (WIOA).

## ARTICLE VI Members

**6.1 Members:** The number of members of the Board shall be not less than the minimum number required under the Act as set forth in the Workforce Innovation and Opportunity Act (WIOA) of 2014, as amended from time to time. The number of members may be increased or decreased from time to time by the Chief Elected Officials of the counties within the Local Workforce Development Area (LWDA), but no decrease shall have the effect of shortening the term of the incumbent officer or member or reducing the number of members below the minimum number required under the Act. The Chief Elected Official of each of the counties encompassed with the LWDA shall appoint the members of the Board in accordance with the criteria established by the Governor of the State of Tennessee pursuant to Section 107, “LOCAL

WORKFORCE DEVELOPMENT BOARDS”, of the Workforce Innovation and Opportunity Act of 2014.

Composition—Such criteria shall require that, at a minimum—

- A. a majority of the members of each local board shall be representatives of business in the local area, who—
  - 1. are owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policy making or hiring authority;
  - 2. represent businesses, including small businesses, or organizations representing businesses described in this clause, that provide employment opportunities that, at a minimum include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area; and
  - 3. are appointed from among individuals nominated by local business organizations and business trade associations;
- B. not less than 20 percent of the members of each local board shall be representatives of the workforce within the local area, who—
  - 1. shall include representatives of labor organizations (in which employees are represented by labor organizations who have been nominated by local labor federations, or (for a local area in which no employees are represented by such organizations) other representatives of employees;
  - 2. shall include a representative, who shall be a member of labor organization or training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists;
  - 3. may include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and
  - 4. may include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth;
- C. shall include representatives of entities administering education and training activities in the local area who—
  - 1. shall include a representative of eligible providers administering adult education and literacy activities under title II;
  - 2. shall include a representative of institutions of higher education providing workforce investment activities (including community colleges);
  - 3. may include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment;
- D. each local board shall include representatives of governmental and economic and community development entities serving the local area, who—
  - 1. shall include a representative of economic and community development entities;

2. shall include and appropriate representative from the State employment service office under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) serving the local area;
  3. shall include an appropriate representative of the programs carried out under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), other than section 112 or part C of that title (29 U.S.C. 732, 741), serving the local area;
  4. may include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance; and
  5. may include representatives of philanthropic organizations serving the local area; and
- E. each local board may include such other individual or representative of entities as the Chief Elected Official in the local area may determine to be appropriate.

**6.2 Board Vacancy:** Any vacancy occurring on the Board, including vacancies created by the removal of members for cause, may be filled by the Chief Elected Official of the county which appointed the member whose position is vacant, so long as the requirements of Section 6.1 are met.

**6.3 Removal:** Any member of the Workforce Development Board may be removed for cause by a two-thirds (2/3) vote at a meeting, at which a quorum is present, in accordance with this article. Cause for removal shall include: (a) missing three consecutive meetings, (b) a change in employment that results in a change of membership classification, (c) failure or refusal to work cooperatively with the Board and to abide by the Bylaws, and (d) other causes as determined by the Board. Removal of a member shall also constitute removal as an officer of the Board and as a member of all committees of the Board. Intent to remove a member must be stated in the call of the meeting and be provided to all voting members at least five (5) days prior to the meeting.

**6.4 Appeals:** Any member who is removed from the Board may appeal his or her removal. Appeals must be made in writing and presented to the lead Chief Elected Official within thirty (30) calendar days of notification of removal. Appeals must include a clear basis for the appeal including evidence indicating that the basis for removal was insufficient or incorrect. Final decisions on all appeals shall be made by a two-thirds (2/3) majority vote of the Chief Elected Officials' next meeting following the filing of the appeal at which a quorum is present.

**6.5 Resignation:** A member may resign his or her membership at any time by tendering his or her resignation in writing to the Chairperson, or in the case of the resignation of the Chairperson, to the Vice-Chairperson. A resignation shall become effective upon the date specified in such notice or, if no date is specified, upon receipt of the resignation by the Board.

## **ARTICLE VII**

### **Officers**

**7.1 Board Officers:** There shall be a Chairperson and a Vice-Chairperson of the Board, each of whom shall be elected in accordance with the provisions of Article VII, Section 7.2. The Board may also elect such other assistant officers, as the Board may from time to time deem necessary or appropriate. Any two or more offices may be held by the same person, except for that of the offices of Chairperson and Vice-Chairperson.



**7.2 Election and Term of Office:** The officers of the Board shall be elected by a quorum of the entire Board for a one-year term. Officers shall be eligible for re-election and may succeed themselves in office.

**7.3 Board Chairperson:** The Chairperson of the Board shall (a) be elected from among the members of the Board (b) be a representative of business (c) be designated the Chairperson of the Board and shall in general perform all primarily responsible for the general management of the programmatic affairs of the Board and for implementing the policies and directives of the Board, (e) preside at all meetings of the Board and the Executive Committee, (f) be a member of all standing committees, (g) have authority to sign contracts, proposals, plans, or other instruments which the Board has authorized to be executed, except in cases where the signing and execution thereof shall be expressly delegated by the Board or these Bylaws to some other officer or agent of the Board, or shall be required by law to be otherwise signed or executed.

**7.4 Vice-Chairperson:** The Vice-Chairperson shall (a) be elected from among the members of the Board (b) be a representative of business (c) preside at all meetings of the Board during the absence or disability of the Chairperson of the Board (d) be primarily responsible for the general management of the business of the Board and for implementing the policies and directives of the Board in the absence or disability of the Chairperson of the Board, (e) have authority to sign, with approval of Chairperson, contracts, proposals, plans, or other instruments which the Board has authorized to be executed, except in cases where the signing and execution thereof shall be expressly delegated by the Board or these Bylaws to some other officer or agent of the Board, or shall be required by law to be otherwise signed or executed, and (f) perform such other duties as from time to time may be assigned by the Chairperson of the Board.

**7.5** In the absence of the Chairperson and Vice-Chairperson, the Chairperson shall designate a member of the Board to preside over the regularly scheduled meeting.

**7.6 Vacancies:** A vacancy in any office may be filled by the affirmative vote of a majority of the Board at a meeting, at which a quorum is present, for the unexpired portion of the term of his or her predecessor, and until the next election of officers at the board's annual meeting.

**7.7 Recall of Officers:** Pursuant to Article VI, Section 6.3 of these Bylaws, the Board may, by a two-thirds (2/3) vote at a meeting, at which a quorum is present, remove any officer when, in its judgment, the best interest of the Board will be served thereby. Intent to recall or remove an officer must be stated in the call of the meeting with notice provided to the officer to be removed and all other voting members at least five (5) days prior to the meeting.

**7.8 Resignation:** An officer may resign his or her office at any time by tendering his or her resignation in writing to the Chairperson or, in the case of the resignation of the Chairperson, to the Vice-Chairperson. A resignation shall become effective upon the date specified in such notice, or if no date is specified, upon receipt of the resignation by the Board. An officer may resign his or her position as an officer of the board, but retain his or her position as a member of the board.

## **ARTICLE VIII**

### **Meetings**

**8.1 Regular Meetings:** The regular meetings of the Board shall be held at least quarterly at a time and place determined by the Chairperson. Meetings shall be publicly announced, open, and accessible to the public as required by the Americans with Disabilities Act of 1990. Meeting notices will be posted in a prominent place in all comprehensive, affiliate, and itinerant LWDA 7 career centers, county courthouses, and administrative entity office(s). The Board may elect to meet more frequently in order to address the issues confronting the Workforce Development Area.

In addition to attending board meetings, board members are invited and encouraged to participate in all workforce activities in the Local Workforce Development Area and across the state, such as employer-focused meetings, hiring functions, and employer round table meetings. These activities aim to engage members in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities.

**8.2 Special or Called Meetings:** Special meetings of the Board may be called by the Chairperson or at the request of the WIOA Director. Special meetings may also be called upon the written request of five members of the Board. The purpose of the meeting shall be stated in the call and no other business shall be transacted at the meeting. The Chairperson shall arrange the time and place and provide notice to all voting members at least five (5) days prior to the meeting. The notice shall state the location, time, and date of the meeting.

**8.3 Quorums:** One-third (1/3) of the voting members of the Board will constitute a quorum for the transaction of business at any meeting thereof. Action of the Board must be authorized by the affirmative vote of a majority of all voting members present at a meeting at which a quorum is present.

**8.4 Participation in Meetings:** Each Board member, other than an advisory member or a Committee member who has no vote as set forth in Article VI, Section 6.1, shall be entitled to one (1) vote on any matter properly submitted for a vote to the Board: The affirmative vote of a majority of the members present at a meeting, at which a quorum is present, shall be the act of the Board, except as may otherwise be specifically provided by law, by the Charter, or by these Bylaws. Members of the Board absent from any meeting shall be permitted to vote at such a meeting by written proxies in accordance with the provisions of Article VIII, Section 8.9. The members of the Board, or any committee designated by the Board, may participate in a meeting of the Board, or of such committee, by means of conference telephone or similar communication equipment by means of which all persons participating in the meeting can hear one another; and participation in a meeting pursuant to this provision shall constitute presence in person at such meeting. The members shall be promptly furnished a copy of the minutes of the meeting of the Board.

**8.5 Technology:** Technology will be used to the extent possible to increase board member participation. Strategies may include sending out appropriate meeting materials,

including agendas and previous minutes, prior to all board meetings as well as maintaining communication via email between meetings when necessary.

**8.6 Open Meeting Requirement:** All meetings and actions of the Board must comply with the Tennessee Open Meeting Act, Tenn. Code Ann. 8-44-101 *et seq.*

**8.7 Presumption of Assent:** A member of the Board who is present at a meeting of the Board at which action on any Board matter is taken shall be presumed to have assented to the action taken, unless his or her dissent shall be entered in the minutes of the meeting, or unless he or she shall file his or her written dissent to such action with the person acting as the secretary of the meeting before the adjournment thereof, or forward such dissent by registered mail to the Secretary of the Board immediately after the adjournment of the meeting. Such right to dissent shall not apply to a member who voted in favor of such action.

**8.8 Expenses and Compensation:** No member shall be entitled to receive compensation for services rendered to the Board, as a member of the Board or as a member of any committee thereof. However, upon prior approval by the Board, a member may be paid for reasonable expenses incurred by the member, which directly related to the affairs of the Board upon proper substantiation of such expenses. No such payments shall preclude any member from serving the Board in any other capacity and receiving compensation therefore.

**8.9 Vote by Proxy:** Any member of the Board may proxy to another sitting board member once per calendar year by completing and filing the Member Proxy Form. Duly executed proxies must be filed with the Board Chairperson prior to the commencement of the board meeting in which the board member is to be absent.

The board member accepting such proxy must be in good standing with the Local Workforce Development Board Area 7. Such proxies shall be considered valid votes in matters considered by the Board, and shall constitute member participation in absentia.

## **ARTICLE IX Board Committees**

**9.1 Executive Committee:** The officers of the Board and the Chairperson of each committee established under Article IX, Section 9.2 shall constitute the Executive Committee. The Executive Committee shall have supervision of the affairs of the Board between its business meetings, and conduct necessary business to ensure compliance with the Workforce Innovation and Opportunity Act as may be amended from time to time, and applicable state and federal regulations.

The Executive Committee may make recommendations to the Board, and perform such other duties as are specified in the bylaws. The Executive Committee shall be subject to the order of the Board, and none of its acts shall conflict with these bylaws or policies of the Board.

The Board Chairperson shall chair the Executive Committee and call meetings when necessary at a date, time, and place of his/her choosing. The Chairperson shall call a special meeting upon the written request of three members of the Executive Committee.

**9.2 Committees:** The Chairperson of the Board may create such other committees that shall have, and may exercise, such powers as shall be conferred or authorized by resolution of the Board. A majority of any such committee may determine its action, and fix the time and place of its meetings, unless the Board shall otherwise provide. The Board, by such affirmative vote, shall have power, at any time, to change the powers, and to dispose of, any such committee.

The Chairperson shall have the authority to designate members of the Board to sit on committees, representing to the extent possible each of the disciplines as shown in Article VI, Section 6.1. The Chairperson of the Board shall have the authority to appoint committee Chairpersons. Committees shall meet as necessary to fulfill their responsibilities. All actions of Committee meetings will be reported to the Board at each regular scheduled meeting of the Board.

**9.3 Standing Committees:** The Board may establish Standing Committees to assist in carrying out its responsibilities. The Standing Committees shall be chaired by a member of the Board and may include members of the Board and other individuals (non-members) appointed by the Board who have demonstrated experience and expertise in appropriate subject matters. Standing committees may be particularly beneficial in serving targeted groups with disabilities, youth, and addressing One-Stop system issues.

## **ARTICLE X Amendment of the Bylaws**

**10.1 Amendment of Bylaws:** These Bylaws may be altered, amended, or repealed, upon the affirmative two-thirds (2/3) vote of the voting members of the Board at any regular meeting at which a quorum is present, provided that the amendment has been submitted to the voting members of the Board in writing two weeks prior to the meeting at which the vote on the amendment(s) is to be taken.

## **ARTICLE XI Conflict of Interest**

**11.1 Conflict of Interest:** Each member of the Board must sign a Conflict of Interest Statement which must be updated whenever a change in circumstance may occur. Members shall adhere to the following in regards to conflict of interest:

- a) A Board member may not vote on any matter that would provide direct financial benefit to the member or the member's immediate family, or on matters of the provision of services by the member or the entity the member represents.
- b) A Board member shall avoid even the appearance of a conflict of interest. Prior to taking office, Board members must provide to the Board Chair a written declaration of all substantial business interests or relationships they, or their immediate families, have with all businesses or organizations that have received, currently receive, or are likely to receive contracts or funding from the Board. Such declarations shall be updated annually or within 30 days to reflect any changes in such business interests or relationships. The Board shall appoint an



individual to timely review the disclosure information and advise the Board Chair and appropriate members of potential conflicts.

- c) Prior to a discussion, vote, or decision on any matter before the Board, if a member, or a person in the immediate family of such member, has a substantial interest in or relationship to a business entity, organization, or property that would be affected by any official Board action, the member shall disclose the nature and extent of the interest or relationship and shall abstain from discussion and voting on or in any other way participating in the decision on the matter. All abstentions shall be recorded in the minutes of the Board meeting and be maintained as part of the official record.
- d) It is the responsibility of the Board to monitor potential conflict of interest and bring it to the Board's attention in the event the member does not make a self-declaration.
- e) The Board shall ensure that its members, or its employees, do not directly control the daily activities of its workforce service providers.
- f) Board members or their organizations may receive services as a customer of a local workforce service provider.


**ARTICLE XII**  
**Compliance with Law**

**12.1 Compliance with Tennessee Law:** The LWDB, in execution of its business, shall comply with all applicable Tennessee statutes and regulations including, but not limited to, the governing procurement standards or regulations for the LWDA, the Sunshine Law, and the State Travel Regulations.

**12.2 Compliance with WIOA Regulations:** The LWDB, in execution of its business, shall comply with the Workforce Innovation and Opportunity Act of 2014 and regulations as well as policies and directives from the Tennessee Department of Labor and Workforce Development and State Board.

APPROVED:

Signature:

  
\_\_\_\_\_  
Harrell Tolbert, Chairperson

12-03-15

Date

  
\_\_\_\_\_  
Pete Story, Vice Chairperson

12-03-15

Date

UPPER CUMBERLAND HUMAN  
RESOURCE AGENCY

FINANCE MANUAL

## **Finance Department Overview**

The finance department consists of eight full time staff and one part-time staff that manage, process and report financial information for the Agency. The following positions comprise the finance department:

- Director of Finance and Administration
- Assistant Director of Finance/Payroll Clerk
- Accounts Payable Supervisor/Accountant
- Accounts Payable Clerk/Accountant
- Accounts Payable Clerk (2)
- Accounts Receivable Clerk/Accounting Clerk
- Accounting Clerk (part time)
- File Clerk

Officers and other employees in the Agency that have financial responsibilities are as follows:

- Board Officers
- Full Board of Directors
- Executive Director
- Deputy Director
- Program Directors
- Director of General Services

### **Responsibilities**

The primary responsibilities of the finance department consist of:

- General ledger maintenance
- Cash management
- Asset management
- Cash receipts
- Accounts payable
- Payroll and benefits
- Financial statement processing
- Compliance with government reporting requirements
- Financial reporting and invoicing
- Bank Reconciliations
- Assistance in the annual audit process
- Assistance in the budgeting process



## **Agency's Fiscal Year**

The Upper Cumberland Human Resource Agency operates on a fiscal year July 1 through June 30. Any changes to the agency's fiscal year must be approved by the Agency's Board of Directors.

## **Governing Regulations**

The Upper Cumberland Human Resource Agency receives and administers grants and contracts from various departments within the state government, one direct federal contract, along with several local agencies and organizations. It is the responsibility of the finance department to comply with the Uniform Guidance, CRF-200 and any additional financial requirements as specified in the grant awards and funding contracts.

The governing board members, executive director, deputy director, program directors, and financial staff is responsible for ensuring that any purchases, travel, etc. is expended properly, follows procedure, and are necessary, reasonable and allowable according to the regulations for the funding source being charged.

## **Collateralized Bank Accounts**

The agency currently maintains one depository bank account, the general fund account, which can exceed the FDIC's protected limits at certain times within the fiscal year. To assure compliance with state law the financial institution has pledged one million dollars (\$1,000,000.00) collateral for our account. The account is monitored continually to assure account balances do not exceed pledged collateral. Should balances ever exceed collateral, the financial institution will be contacted immediately to request an increased adjustment to the amount.

## **General Ledger and Chart of Accounts**

The general ledger is the collection of all asset, liability, net assets, revenue and expense accounts. The general ledger is used to accumulate all financial transactions. General ledger accounts are used to accumulate transactions and the impact of each of these transactions on each asset, liability, net asset, revenue and gain or loss account.

The chart of accounts is comprised of six types of accounts:

1. Assets
2. Liabilities
3. Fund Balance/Net Assets
4. Revenues
5. Expenses
6. Gains and Losses

Each program is assigned a two digit program number followed by a two digit program year end number. Object codes are used to classify revenue sources and expense categories. In some cases a four digit department code is assigned if specific items need to be tracked separately. The Finance Director or a designee monitors, controls and maintains the chart of accounts. Any additions or deletions of accounts should be approved by the Finance Director, who ensures the chart of accounts is consistent with the structure of the Agency and meets the needs of each program.

### **Journal Entries**

All general ledger entries must be supported by a journal entry form that includes an explanation of cause the entry is necessary as well as supporting information that documents the amounts of the entry if needed for understanding. All journal entries must be approved by the accounting supervisor, assistance director, or director as appropriate to ensure separation of duty.

### **Cash Management**

Most of the agency's Federal and State contracts, services contracts and agreements are on a reimbursement basis. The Agency currently maintains a \$2,000,000 line of credit. The line of credit along with the agency's fund balance is used as the Agency's cash flow which enables the agency to continue daily activities without a cash flow problem. At month end, all financial activities in the general ledger are finalized. Monthly invoices are then prepared as soon as possible. This will allow a faster reimbursement from the various contacts, which in turn limits the amount of interest that has to be paid for the use of the line of credit.

The Assistant Director of Finance views the activity of the agency's operating account daily to be aware of the account balance. Viewing the account daily also ensures the account does not exceed the pledged or secured amount, informs us of the use of the line of credit, outstanding checks and incoming revenue.

### **Cash Receipts (including direct deposits)**

The following section pertains to funds received at the Administrative Office. Funds received at the county level are to be handled as described in "Other Cash Receipts."

All checks received through mail are opened and recorded by an Administrative Secretary then delivered to the Accounts Receivable Clerk. The Accounts Receivable Clerk checks immediately to ensure all checks recorded are delivered while the Administrative Assistance is present. The Accounts Receivable Clerk stamps the checks immediately with a "FOR DEPOSIT ONLY" endorsement stamp with the Agency's bank account number. The Accounts Receivable Clerk assigns program and account codes, and processes receipts through the financial system. All receipts are computer generated and sequentially number. A copy of the receipt is distributed, if necessary, to the payee, a copy to the appropriate department director and a copy is filed numerically for finance department use.

Collected and receipted cash and checks are processed for bank deposits at least every third day and last working day of month by the Accounts Receivable Clerk. All cash received in the finance department is counted immediately by the finance staff that received the cash while the employee delivering the cash is present, ensuring there is no discrepancy in the amount. Copies of all checks are made for documentation. Cash and checks are maintained in a secure and locked area located in the finance department until such time deposits are made. After the deposit is prepared, the accounts payable clerk reviews and approves deposit. Once the deposit is processed, the amount is verified against the computer generated receipt journal, and the bank deposit receipt is attached to supporting documentation for that deposit.

All federal and state contracts, as well as other funding sources, transmit funds through automatic electronic deposit to the Agency's bank account. In this case the remittance notices are provided to the Accounts Receivable Clerk for entry into the accounting system as noted above.

### **Other Cash Receipts**

Program income, client fees, and donations collected at the county level are counted daily by staff collecting the funds and the supervisor of the staff member. Both employees must sign documents to verify the amount of collected funds. The funds are deposited no later than the following day by the supervisor into bank accounts set up for the specific programs receiving funds. A cashier check is obtained at the end of month and delivered, with supporting documentation, to the Accounts Receivable Clerk for entry into the accounting system as noted above. Other funds received through donations, special events such as fund raisers, etc. is forwarded immediately to the Accounts Receivable Clerk for entry into the accounting system as noted above.

**Program income** received in relation to federal or state contracts will be handled according to the language of the specific contracts. Normally the program income will be used to reduce the expenses of the contract prior to an invoice being submitted to the contractor or it will remain in the specific program's revenue to be used for future spending.

### **Cash Disbursements**

The Accounting Supervisor or a designee will be responsible for all blank checks, which will be kept under lock. The Accounts Payable Clerks will be responsible for printing and releasing checks for all approved invoices.

The accounts payable checks are printed and released each week. Invoices received Thursday through Wednesday will be processed and released on Friday. The schedule will be adjusted for holidays. The Accounts Payable Clerks review all invoices to ensure approval and accuracy and that all needed supporting documents are attached. At no time are statements alone used as documentation for payment. Invoices are assigned program and account codes. Accounts Payable Clerks enter data. Check registers are printed and invoices are checked against register to ensure all data entry is correct and in balance. Checks are printed. Computer

generated check copies are attached to invoices and filed in alphabetical order for easy access. A second copy is filed numerically for finance department use.

Invoices received directly in the finance department (with exception to standard invoices such as electric, telephone, rent, etc.) are reviewed by the finance staff. The finance staff is responsible to ensure the invoices are approved by the appropriate departmental staff and that all pertinent documentation is collected and attached for payment and filing.

**Allowable costs** are costs that are reasonable, allocable, and necessary to continue the operations of a contract. It is the responsibility of the program directors to know what costs are allowed with each contract under their directive. However, the finance staff should be very familiar with cost that are acceptable under the individual contracts and will notify their supervisor with any cost they believe would be questionable.

### **Payroll**

All actions involving payroll such as a change of pay, position, location, or change in scheduled work hours must be reported on a Payroll Status Form. The form must be approved by the Program Director and the Executive Director. The original is to be kept in the employee's payroll information file and a copy filed in the employee's personnel file. The payroll status form and all other payroll information are due to the payroll clerk no later than five days prior to date of pay.

The Benefits Coordinator is responsible for ensuring that employees complete all relevant tax forms such as the W-4, I-9, Insurance Forms, Employment Contact information, etc. Once completed, these forms are turned in to the Payroll Clerk for utilization and filing.

Payroll is semi-monthly, paid on the 15<sup>th</sup> and last working day of the month. Direct deposit is used to pay employees.

All employees are required to record actual time and sign their own time sheet, also obtaining approval from their supervisor. The employee also reports leave information on their timesheet. The supervisor is responsible for insuring timesheets are accurate and all leave has been reported correctly.

The Payroll Clerk checks all timesheets for accuracy. Timesheets submitted with incorrect information or calculations are returned to the supervisor for corrections. Timesheet data is then entered into the financial system. Once data entry is completed and proofed, employee payroll notices are printed. The payroll data is then transmitted to the financial institution for distribution. All ledgers are generated and filed in the appropriate binders. Payroll binders are maintained in the Assistant Director/Payroll office. Timesheets are filed alphabetically and maintained in the finance department.

**Leave** – earned sick and annual leave is accrued each pay period based on each employee's scheduled work time (see personnel policies for detail). Once timesheet data is entered into the finance system, leave earned is automatically posted to employee's leave time.

Any leave used, as reported on timesheet, is subtracted from employee's leave time. The balance of unused leave is presented on the employee's payroll notice. Leave cannot be "borrowed". An employee taking more leave than they have accrued must take leave without pay.

**Overtime** – The Agency recognizes two categories of employees in relation to overtime pay in accordance with applicable State and Federal laws. These classifications are Non-Exempt and Exempt. A variety of positions are included as exempt positions. These include the Executive Director, Program Directors and Assistant Directors, Finance Director, Head Start Coordinator and others so designated by management. Please refer to the Agency's Personnel Policies and Procedures for a complete description of policies related to this section.

For the purposes of the Agency, a work week shall be that seven day period from 12:01 a.m. Sunday till 12:00 p.m. the following Saturday. Overtime is only applicable if the time worked for the entire week is greater than 40 hours of actual work time. Any employee who works overtime should list this time separately on his/her time sheet and must have approval by Program Director.

**Payroll Taxes and Other Deductions** – Payroll taxes are paid through EFTPS (Electronic Federal Tax Payment System) as required by the IRS each payroll period. All other deductions are paid through the accounts payable process.

### **Financial Reporting / Invoicing**

Financial reports and invoices are prepared on a monthly basis. Once all financial activity for a month is balanced and posted to the general ledger, each program's general ledger, specified by program number, is printed and used to prepare monthly/year- to-date financial reports and invoices for each contract. Financial reports are also prepared for each of the locally operated programs. All required reports and invoices are prepared manually due to the "program specific" formats and timelines.

Quarterly financial reports are also required by various contracts operating within the Agency. The State of Tennessee, Department of Human Services (DHS) serves as the Agency's cognizant agency. DHS requires a consolidated quarterly financial report (Policy 03) which includes all programs within the Agency. Other contracts requiring quarterly reports are WIOA, Nutrition for the Elderly, HOPWA and DHHS.

The Finance Director is responsible for ensuring all financial reports and invoices are accurate and submitted on a timely basis. Copies of all reports, invoices, and relating documentation will be kept on file in the finance department. Copies will also be given to the Program Directors. The Finance Director and Program Directors are responsible for reviewing the financial reports periodically to ensure spending is consistent and the Agency is at no risk of deficit spending within the programs.

The Head Start Contract, a direct federal contract, is treated in the same manner as most all contracts within the Agency. Payments requested from DHHS are for expenses incurred on a

reimbursement basis. This eliminates any questions or concerns of time lapsing between transfer of funds received and payment to the vendors are made.

### **Bank Reconciliation**

Due to the Agency spanning a fourteen county region, the agency maintains several bank accounts. Currently we have the General Fund, Payroll, CICF Supervision Fees, Greyhound, Flexible Spending, Imagination Library, and Flower Fund accounts that are maintained by a financial institution in Putnam County. The Nutrition and Transportation programs receive program revenue in all fourteen counties, therefore we maintain Nutrition and Transportation depository bank accounts in thirteen of the fourteen counties, the exception of no transportation account in Putnam County. Van Buren County does not have a bank.

Bank statements are provided monthly from the financial institutions. The reconciliation of the General Fund account is performed by the Assistant Director of Finance. The payroll, CI CF, and Greyhound accounts are reconciled by the Accounting Supervisor. The Assistant Director will review the bank reconciliation monthly to determine if any checks are outstanding over 90 days. An effort will be made to contact the payee to see if the check(s) has been received. Before any outstanding checks are voided, the bank will be contacted to ensure they have not been cashed. If not, a stop payment will be issued for that check, it will be voided, and a new one will be issued if needed. The Flower Fund, Flexible Spending, and Imagination Library accounts are reconciled by the Finance Director. The nutrition and transportation accounts are reconciled by the accounts payable staff and the accounts payable supervisor reviews them for accuracy and journal entries. All accounts are approved by the Finance Director or Assistant Director as appropriate to ensure separation of duty.

### **Internal Controls / Safeguards**

To prevent and detect any improper financial activities, duties within the department are segregated to assure no one employee has control of all activities to complete wrongful transactions. (1) Cash receipts – Administrative Assistance opens the mail and logs checks. Cash is counted with person delivering cash. Cash receipts are generated by the accounts receivable clerk and a bank deposit is prepared. The bank deposit is counted and checked by the accounts payable clerk. (2) Accounts Payables – Accounts Payable clerks prepare and help generate checks, accounting supervisor releases checks. Assistance Director completes bank reconciliation. (3) Payroll – Assistance Director/ Payroll clerk prepares and transmits direct deposit, Benefits Coordinator verifies employees, and Accounting Supervisor completes payroll bank reconciliation. (4) General ledger – all finance staff work in and prepare data for the general ledger. Any journal entries made to the ledger must have documentation to show cause and must be approved by accounting supervisor, assistance director or director as appropriate to ensure separation of duty.

### **Petty Cash**

The Agency's Residential Programs (Chance, Indian Mound, and Youth Impact Center) are the only programs allowed a petty cash fund. The amount of petty cash is approved by the

Executive Director and Board of Directors. These funds must be kept in a locked file cabinet or safe with only designated employees having access and being responsible for the funds. Receipts for all cash transactions are required. Periodically the receipts are submitted to the finance department to replenish the petty cash. The receipts are reviewed and charged to the programs and object codes based on items purchased. A check is processed in the amount of the receipts provided which will refund the petty cash back to the original amount.

### **Credit Card Use**

Only the Executive Director and/or Program Directors can authorize for an employee to receive any type of agency credit card and only when it is deemed necessary for the employee to perform their job duties. Each Program Director is responsible to assure their staff follows the proper purchasing procedures when using the cards. Use of credit cards can only be for Agency business, NO EXCEPTIONS. The finance department receives monthly statements for each card. Receipts and any required supporting documentation is obtained from the Program Directors for all purchases and paid in accordance with the accounts payable process. Currently, the Agency credit cards include VISA, Wal-Mart, Sam's Club, Lowes, and Staples. It is absolutely essential all card receipts are maintained by the employee making the purchase and submitted with the monthly invoice for processing payments. Any charges made without proper supporting receipts/documentation will be paid by the employee making the purchase. A Credit Card Policy is attached as a part of the financial manual (Attachment 1).

### **Travel Policies**

Employees will be reimbursed for the use of a personal vehicle while on Agency business at a rate up to that allowed by the State of Tennessee Comprehensive Travel Regulations. Employees are notified by memo of any rate changes approved by the State. To be reimbursed, employees must submit the request on the approved travel claim form.

Any out-of-state travel must be approved by the Program Director and the Executive Director before travel is made. Out-of-State travel is reimbursed based on the CONUS rate schedule.

All travel is reported on the Agency's Travel Claim form. This form requires the signature of the employee as well as their supervisor. All approved travel claims will be processed for payment in accordance with the accounts payable process.

Employees may request a travel advance for expenses related to approved overnight or out-of-state travel. The travel advance should be based on the employee's reasonable travel plans. Payment will be paid at 80% of the estimated travel claim. An "actual" travel claim must be completed after returning from travel, reporting all true expenses and providing all required and relevant receipts. If money is owed back to the Agency, the employee must issue a check payable to the Agency. If money is owed to the employee, they will be reimbursed in accordance with the accounts payable process.

## **Budget Preparation**

Budgets are prepared for each contract/program operated by the Agency. The contract budgets as well as the locally operated program budgets are prepared by the Program Director responsible for overseeing the operation of the programs. Any budgets relating to the administrative department or the Agency as a whole is prepared by the Finance Director. All contract and program budgets must be submitted to the Executive Director and Board of Directors for approval.

The Finance Director will meet periodically with Program Directors to discuss the current budget, year to date expenditures, obligated funds, cash flow, and any concerns in spending patterns. It is the responsibility of the Program Directors to manage expenditures and revise budgets accordingly.

## **Cost Allocation**

The Upper Cumberland Human Resource Agency's Cost Allocation Plan is very simple and straightforward. Administrative cost will be equitably distributed among direct agency activities (programs and services) by dividing the total administrative cost by the total salaries and fringe benefits of the other agency activities. The cost allocation rate thus determined will be charged against total salaries and fringe benefits of each direct activity.

The Agency must submit a proposed Cost Allocation Plan to the Department of Human Services, the agency's cognizant agency, each year for approval. Once approved, the plan is applied to all Agency's contracts and local programs. A copy of the approval of our cost allocation plan is attached as part of the finance manual (Attachment 2) and will be replaced and updated as needed with changes.

There are a few contracts within the Agency that have administrative limits. These limits are understood by the Agency and acceptance of the contract is acceptance of the administrative limits. Should the Agency's administrative cost to the contracts exceed the contract's limit the overage will be covered by the Agency's local funding.

## **Administrative Cost Limitation**

The Head Start program is subject to a 15% administrative cost limitation. The components that make up the administrative cost total are the Head Start administrative costs plus indirect costs allocated to the Head Start Program. The total of these two figures cannot exceed 15% of the total Head Start funding including the Non-Federal Match. A spreadsheet documenting this calculation can be found as part of the backup information filed with the quarterly and final FFR report for the Head Start program.



## **Indirect Cost Rate Proposal**

The Agency must submit an Indirect Cost Rate proposal to the Department of Health and Human Services Division of Cost Allocation since it operates a direct federally funded Head Start Program. The proposal includes the proposed method of allocating the Agency's general administrative costs to the Head Start Program. The proposal is amended based on the timeframe outlined in the rate agreement.

The Agency's direct program salaries and wages are used as a base in computing the indirect cost rate. The Agency is assigned a provisional indirect cost rate that is not finalized until after the audit is completed each year. The quarterly and final FFR reports that are sent to the Head Start regional office require us to disclose the approved provisional indirect cost rate and the total indirect cost allocated to the Head Start program. A copy of the indirect cost rate agreement is available in the finance department. The proposal must be submitted each year and a new agreement signed.

## **Loans**

Any loan or line of credit obtained by the Agency or any of its programs must be approved by the Board of Directors. The Agency does not make loans of any kind to employees. Intra-fund loans from restricted funding sources are prohibited.

## **Bond Coverage**

In compliance with Public Chapter 315, Public Acts of 2013, and the Comptroller of the State of Tennessee, surety bonds have been obtained for the Board Chairman, Finance Committee Chairman, Executive Director, Deputy Director, Finance Director and Accounts Receivable Clerk. The amount of the bonds is based on a specific calculation as outlined in the law. Calculations will be completed each year as specified and coverage will be renewed at the calculated amount.

## **Record Retention**

The Agency's record retention policy is to maintain all records for five years from date of the audited year end. In accordance with CRF 200, section 200.333, there are specific requirements that would not allow records to be destroyed within this time frame such as litigation, notification in writing from federal government to extend the retention period, etc. Any such requirements will be followed.

## **Data Safeguard**

All data is stored on servers located at the agency's central office. The data is backed up nightly and then transferred to a secondary location. This assures no financial data is lost. All employees must have a password for entry into the agency's system. The employees are required to sign a statement that they will not share passwords nor will they destroy agency data.

## **Audit Committee**

The audit committee consists of selected members from the governing board and two private individuals with business or financial background. The committee provides oversight for the audit process which includes the selection of the audit firm and the monitoring and reviewing of the auditors' work. Auditors report directly to the audit committee.

## **Financial Statements / Audit**

The agency's financial statements are completed annually at the end of each fiscal year, 06/30. The Agency uses cash basis accounting throughout the year and switches to modified basis of accounting for year end. The Agency utilizes a thirty (30) day accounts payable processing period. The statements are completed in accordance with Generally Accepted Accounting Principles and are audited by a certified CPA firm selected by the Audit Committee.

If the audit report should include findings, there will be a corrective action plan that addresses each finding included in the report in accordance with CRF- 200 section 200.511(c). The corrective action plan will include the name(s) of the contact person(s) responsible for the corrective action, the corrective action planned, and the expected completion date.

## **Procurement/Purchase Orders**

The Agency has Procurement Procedures that must be adhered to by all employees. There are three specific thresholds to be considered for purchasing:

1. Purchases under \$400.00 – purchase order is not required. If the employee making the purchase needs a purchase order they must contact an accounts payable clerk. A purchase order is generated through the accounting system and purchase order number is assigned. Once the employee makes the purchase the purchase order number is noted on the invoice and delivered to the accounts payable clerk for payment processing and removal of outstanding purchase order. All purchases must be approved by the appropriate program director responsible for the funding source providing funds for purchase.
2. Purchases of \$400.00 and up to \$4,999.99 – informal bids are required. Employee making purchase must contact Purchasing/ Property Manager to obtain purchase order. (*Refer to Procurement Regulations*) Once all procedures are met, the Purchasing/ Property Manager will deliver appropriate documentation to Accounts Payable Clerks for payment processing. Documentation submitted requires program director approval.
3. Purchases \$5,000.00 and above – formal sealed bids are required or purchased from state or federal contracts. Employee must contact Purchasing/Property Manager for assistance and to obtain purchase order. (*Refer to Procurement Regulations*) Once all procedures are met, the Purchasing/Property Manager will deliver appropriate

documentation to Accounts Payable Clerk for payment processing and removal of outstanding purchase order. Documentation submitted requires program director and executive director approval.

All direct reports to the Executive Director have authorization to make purchases as needed up to \$4,999.99. Purchases \$5,000.00 and above requires the Executive Director's authorization. A Procurement and Purchasing Policy is attached as part of the financial manual (Attachment 3).

**Debt Collection**

UCHRA does not have debt collection.

revised 04/17

**Physical Inventory / Purchasing Procedures  
For  
Upper Cumberland Human Resource Agency  
580 South Jefferson Ave., Suite B  
Cookeville, TN 38501**

A physical inventory of equipment items must be taken at least once every two years. The Purchasing Property Manager will supply each Site Manager or Coordinator with the inventory listing for their location and the proper forms to make location changes and deletions from inventory. The local person conducting the inventory with the Purchasing Property Manager should sign and date the inventory printout in the appropriate place. It is the responsibility of each Site Manager or County Coordinator to work with the Purchasing Property Manager to see that the inventory at each location is completed at least every two years.

The Purchasing Property Manager and the assigned person for each department will be responsible for doing the inventory for the Central Office and Purchasing Property Manager will report results to the Assistant Director of General Services.

Written notification should be given to the appropriate Program Director and the Purchasing Property Manager in the event that any equipment is discovered to be lost or stolen. Any theft or vandalism of major equipment requires the Coordinator or Site Manager to contact the Human Resource Manager and the Purchasing Property Manager concerning the loss or damage. The Human Resource Manager will notify the insurance company of any loss or damage and advise others of further procedures. It also will be the Human Resource Managers' duty to inform the Executive Director of all cases of loss, damage or destruction of Agency property or equipment.

**Equipment Location Change and Deletion from Inventory Procedures**

Each Director assigns a person from their department to be responsible for completing the proper paperwork involved in moving or deleting inventoried items, that person should inform the employees in that department that they are the person the Director assigned these duties. This is a very simple process and should not be a problem for any employee to comply with. If an employee has a problem

with someone trying to remove an inventoried item from his/her office without the proper paperwork being completed they should contact the person assigned by their Director to be responsible.

### **Disposition of Property**

Disposition of property that is no longer fit for use or no longer needed will be subject to the disposition regulation of the funding source that initially paid for the equipment. No property can be disposed of without written approval from the Director of that program.

### **Sensitive Equipment List**

All items listed below are to be placed on the equipment inventory listing if the cost is \$100.00 or more.

All equipment costing \$500.00 or more (except for software) is to be placed on the property listing regardless of the type of equipment. Any person that purchases an item that should be placed on Agency inventory is responsible for notifying the purchasing and property manager to have the item property tagged and recorded on the agency inventory listing.

### **Sensitive Items**

All Weapons Regardless Of Cost

Audiovisual equipment, movie projectors and VCR's

All communications and amplifying equipment

Televisions

Boat, trailers, engines and canoes

Dictaphones, transcribers, tape recorders, typewriters and binoculars

Computers and printers etc.

Decorative items pictures, lamps and vases etc.

Photographic equipment cameras and lenses

Floor cleaning equipment and vacuums

Calculators, chainsaws, gas/electric weed eaters and lawnmowers

**Physical Inventory Procedures**  
**For**  
**Upper Cumberland Human Resource Agency**  
**580 South Jefferson Ave., Suite B**  
**Cookeville, Tn. 38501-4010**

Effective April 3, 2017, the Executive Director and the Director of General Services expects the agencies inventory to be in good order at all times. Site managers and Coordinators will do the inventory and send inventory printout back to the Director of General Services, Terry Alley, and the Property Manager, Darwin Carter. It will state on your inventory sheets who to return your inventory sheets to.

## Physical Inventory Procedures

1. Who is responsible for carrying out proper inventory procedures? \*Answer: Ultimate responsibility for the safeguarding of the agencies property lies with the head of each department. Department heads may delegate inventory duties, but CANNOT delegate away that responsibility. Department heads should designate appropriate employees to ensure that agency property is properly maintained, properly controlled, and its location known at all times.
2. What can happen if we fail to adhere to inventory procedures?  
\*Answer: The inventory will not be correct. If monitors check inventory when they visit we will have findings.
3. How to conduct an effective physical inventory. This will be one of the changes.  
\*Answer: The Director of General Services will supply each Site Manager and County Coordinators with the inventory printouts for his or hers location. After the inventory has been completed the inventory printouts should be returned to the Director of General Services and the Property Manager to be recorded in the inventory data base. This inventory should be done in a timely manner.
4. What type of items need to tracked on physical inventory?  
Answer: See under sensitive items section.
5. How to move items from one location to another using e-mail forms.  
\*Answer: Each Director assigns a person from their department to be responsible for using proper procedures when items are moved to another location or deleted from the agency inventory listings.

6. How to transfer an item to another agency:

\*Answer: Transfer request must be put in writing and sent to the Executive Director for approval.

A physical inventory of equipment items must be taken at least once every two years. The Director of General Services will at random visit sites to check some inventory items.

Written notification should be given to the appropriate Program Director and the Director of General Services for any equipment that is discovered to be lost or stolen during the inventory process, or at any time during the year. Any theft or vandalism of major equipment requires the Coordinator or Site Manager to contact the Human Resource Director and the Director of General Services concerning the loss or damage. The Resource Director will notify the insurance company of any loss or damage and advice of further procedures. It also will be the Human Resource Directors duty to inform the Executive Director immediately, preferably in writing, of all cases of loss, damage or destruction of Agency property or equipment.

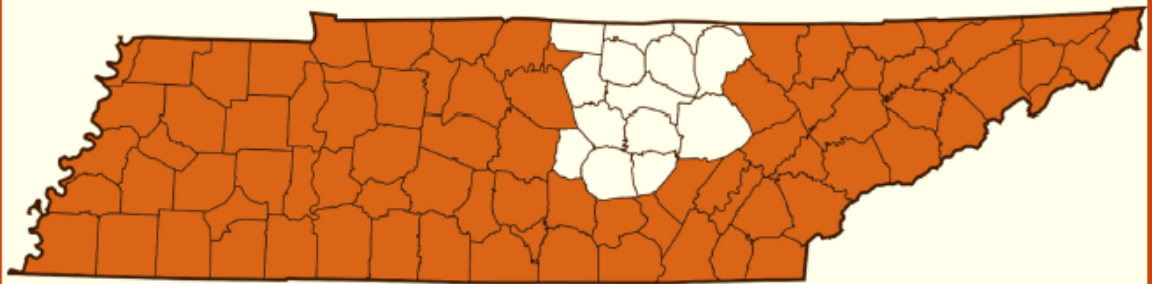
#### Disposition of Property

Disposition of property that is no longer fit for use or no longer needed will be subject to the disposition regulation of the funding source that initially paid for the equipment. No property can be disposed of without written approval from the Director of that program.

All items are to be placed on the equipment inventory listing if the cost is \$100.00 or more.

All equipment costing \$500.00 or more (except for software) is to be placed on the property listing regardless of the type of equipment. Any person that purchases an item that should be placed on Agency inventory is responsible for notifying the Director of General Services to have the item property tagged and recorded on the agency inventory listing.

# Upper Cumberland Human Resource Agency



*Delivering Hope*

## 2016-2017 Annual Report





# *Delivering Hope*

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## EXECUTIVE SUMMARY



A major part of UCHRA's financial solidarity is accuracy. The agency has emerged as one of the most fiscally and programmatically well-managed and responsive in the state, as demonstrated by the outside monitoring reports and audits. These excellent, question-free reports from all branches of state government clearly indicate that our program directors, program managers, finance and administration teams, and employees at all levels are following the guidelines and enforcing sound management principles. We gave efficient and effective help to 91,393 people with 557,596 services in our fourteen counties during 2016. We are continuously striving to increase this number annually and feel confident that we will achieve this goal.

As I embark upon my 5th year as Executive Director, I will always strive to meet the needs of our area residents as well as the needs of our Agency employees and will not rest until we are the BEST HRA in the state of Tennessee.

I once again would like to thank our employees and our board of directors for their support and dedication; members of the General Assembly; the congressional delegation and employees of local, state, and federal governments; and a special thanks to Governor Bill Haslam and his staff for their support.

It is with great pride that I present the 2016-2017 Annual Report for your review.

A handwritten signature in black ink, which appears to read "Luke M. Collins". The signature is fluid and cursive.

Luke M. Collins  
Executive Director

2015-2016 Board of Directors

<i>Aaron, Tommy, PI Co. Cons. Rep.</i>	<i>Mathis, Dwight, Mayor of Liberty</i>
<i>Adcock, Billy, DK Co. Cons. Rep.</i>	<i>Mayberry, James, Mayor of Crossville</i>
<i>Anderson, Sue, Mayor of Morrison</i>	<i>Miller, Jane, CL Co. Cons. Rep.</i>
<i>Armstrong, Bennett, Mayor of Alexandria</i>	<i>Moles, Larry, Mayor of Allardt</i>
<i>Bailey, Paul, Senator, WH Co.</i>	<i>Nesbitt, Michael, SM Co. Mayor</i>
<i>Bailliff, Gerald, Mayor of Dowelltown</i>	<i>Patrick, Harold, Mayor of Woodbury</i>
<i>Billbrey, Scott, Mayor of Algood</i>	<i>Peoples, Bobby, SM Co. Cons. Rep.</i>
<i>Bouldin, Carl, Mayor of Viola</i>	<i>Phillips, Mike, CU Co. Cons. Rep.</i>
<i>Carey, Jr., Kenneth, CU Co. Mayor</i>	<i>Porter, Randy, PU Co. Executive</i>
<i>Cross, J. Michael, FE Co. Executive</i>	<i>Poss, Jimmy, Mayor of Smithville</i>
<i>Crumbley, Collene, Alderman of Centertown</i>	<i>Reagan, Dale, CL Co. Mayor</i>
<i>Daniel, Richard, PI Co. Executive</i>	<i>Robbins, Ralph, OV Co. Cons. Rep.</i>
<i>Danner, Ben, OV Co. Executive</i>	<i>Robinson, Denny W., WH Co. Executive</i>
<i>Dennis, Donnie, Mayor of Carthage</i>	<i>Robinson, Mickey, Mayor of Spencer</i>
<i>Donoho, Glen, MA Co. Cons. Rep.</i>	<i>Savage, Olivia, Mayor of Pleasant Hill</i>
<i>Driver, Richard, Mayor of Lafayette</i>	<i>Shelton, Ricky, Mayor of Cookeville</i>
<i>Dunlap, Kevin, State Rep., WA Co.</i>	<i>Sherrill, Emmett, Mayor of Crab Orchard</i>
<i>Fisher, Daryl, CA Co. Cons. Rep.</i>	<i>Smith, Ryan, Mayor of Jamestown</i>
<i>Flynn, Gary, JA Co. Cons. Rep.</i>	<i>Snyder, Billy, MA Co. Cons. Rep.</i>
<i>Fultz, Claude, Mayor of Red Boiling Springs</i>	<i>Spivey, Ray, Mayor of Doyle</i>
<i>Gannon, Mike, CA Co. Executive</i>	<i>Story, Pete, OV Co. Cons. Rep.</i>
<i>Gibbs, Milton, Mayor of Gordonsville</i>	<i>Stribling, Tim, DK Co. Mayor</i>
<i>Gibson, Sam, Mayor of Byrdstown</i>	<i>Turney, Roger, Mayor of Auburntown</i>
<i>Haley, Jimmy, Mayor of McMinnville</i>	<i>Upchurch, Linda, FE Co. Cons. Rep.</i>
<i>Halford, George, PU Co. Ex Officio</i>	<i>Wall, Joe, WH Co. Cons. Rep.</i>
<i>Hardegree, Frank, JA Co. Cons. Rep.</i>	<i>Walling, Justin, WA Co. Cons. Rep.</i>
<i>Hayes, Curtis, Mayor of Livingston</i>	<i>Wells, Sr., Hershel, WA Co. Executive</i>
<i>Hollingsworth, Don, VB Co. Cons. Rep.</i>	<i>Wheeler, Jimmy, Mayor of South Carthage</i>
<i>Jones, Stephen, MA Co. Mayor</i>	<i>Wiggins, Bill, Mayor of Monterey</i>
<i>Kerr, Willie, Mayor of Celina</i>	<i>Williams, Lloyd, Mayor of Gainesboro</i>
<i>Kinnaird, Bobby, JA Co. Mayor</i>	<i>Wilson, Greg, VB Co. Mayor</i>
<i>Lusk, Marvin, WA Co. Minority Cons. Rep.</i>	<i>Woodlee, David, WA Co. Cons. Rep.</i>
<i>Mainord, David, PU Co. Cons. Rep.</i>	<i>Woodlee, Donald, VB Co. Ex Officio</i>
<i>Martin, John, Mayor of Baxter</i>	<i>Young, Jeff, Mayor of Sparta</i>

## 2015-2016 BOARD OF DIRECTORS - OFFICERS



**Kenneth Carey, Jr.**  
Chairman of the Board

Mr. Carey, Cumberland County Mayor, is serving his third term as an officer of our UCHRA Board of Directors. He is also Chairman on our Transportation Committee and Vice-Chairman on our Child & Youth Committee. He serves on our Executive, Policy, Personnel, By-Laws, Real Estate, and Grievance Committees.

**Denny W. Robinson**  
Vice-Chairman of the Board

Mr. Robinson, White County Executive, is serving his second year on our UCHRA Board of Directors. He is also Vice-Chairman on our CLEO and Legislative Committees. He serves on our Executive, Policy, Personnel, and Transportation Committees.



**Mike Gannon**  
Secretary of the Board

Mr. Gannon, Cannon County Executive, has been on our board since 2004. He is also Chairman on our Policy Council and Vice-Chairman of our Personnel Committee. He serves on our Executive, CLEO, Finance, Audit, Grievance, Transportation, and By-Law Committees.

**Bobby Kinnaird**  
Treasurer of the Board

Mr. Kinnaird, Jackson County Mayor, is serving his second year on our UCHRA Board of Directors. He also serves on our Executive, Policy, CLEO, Finance, Audit, Legislative, and By-Law Committees.



## POLICY COUNCIL



**Mike Gannon**  
Chairman, Policy Council

Mr. Gannon, Cannon County Executive, has been on our board since 2004. He is also Secretary on our Executive Committee and Vice-Chairman of our Personnel Committee. He serves on our CLEO, Finance, Audit, Grievance, Transportation, and By-Law Committees.

**Hershel Wells, Sr.**  
Vice-Chairman, Policy Council

Mr. Wells, Warren County Executive, is serving his second year on our UCHRA Board of Directors. He also serves on our Executive, Personnel, Transportation, Audit, and By-Laws Committees.



## CHIEF LOCAL ELECTED OFFICIALS

**Randy Porter**  
Chairman, CLEO



Mr. Porter, Putnam County Executive, is serving his second year as Chairman of our Chief Local Elected Officials. He also serves on our Executive, Policy, Finance, Transportation, and Legislative Committees.

**Denny W. Robinson**  
Vice-Chairman, CLEO

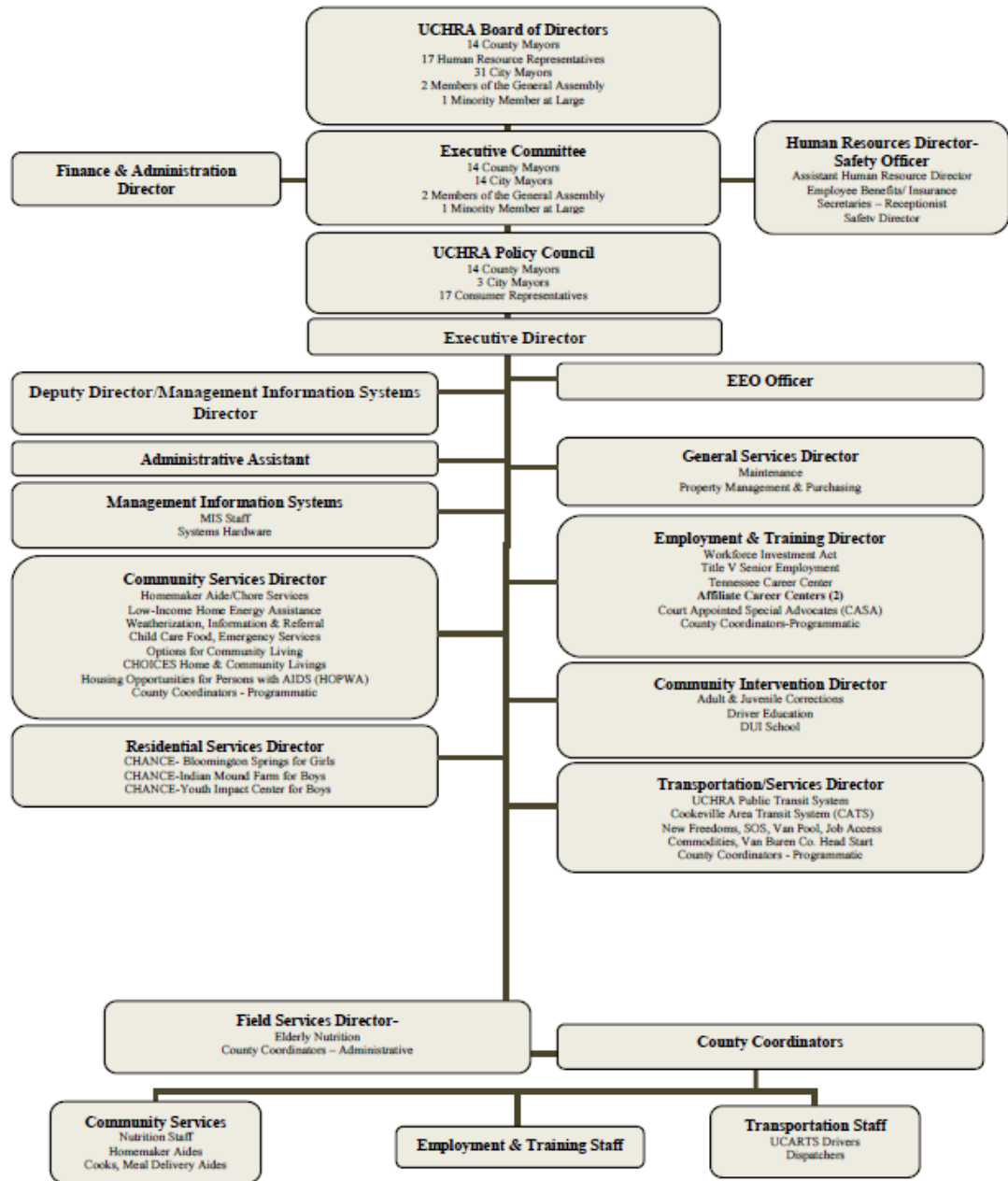


Mr. Robinson, White County Executive, is serving his second year on our Chief Local Elected Officials. He is also Vice-Chairman on our Executive and Legislative Committees. He serves on our Policy, Personnel, and Transportation Committees.

## STANDING COMMITTEES OF THE POLICY COUNCIL

- Finance Committee**  
Ricky Shelton, Cookeville Mayor; Randy Porter, Putnam Co. Executive; Dale Reagan, Clay Co. Mayor; Ben Danner, Overton Co. Executive; Stephen Jones, Macon Co. Mayor; Mike Gannon, Cannon Co. Executive; Jeff Young, Sparta Mayor; Michael Nesbitt, Smith Co. Mayor; Curtis Hayes, Livingston Mayor; Lloyd Williams, Jackson Co. Mayor; David Mainord, Putnam Co. Consumer Rep.; Scott Bilbrey, Algood Mayor.
- Personnel Committee**  
Ricky Shelton, Cookeville Mayor; Curtis Hayes, Livingston Mayor; Willie Kerr, Celina Mayor; Kenneth Carey, Jr., Cumberland Co. Mayor; Mike Gannon, Cannon Co. Executive, Vice-Chair; Don Hollingsworth, Van Buren Co. Consumer Rep.; David Mainord, Putnam Co. Consumer Rep.; J. Michael Cross, Fentress Co. Consumer Rep.; Ben Danner, Overton, Co. Executive; Denny W. Robinson, White Co. Executive; Justin Walling, Warren Co. Consumer Rep.; Scott Bilbrey, Algood Mayor; Dwight Mathis, Liberty Mayor; Gary Flynn, Jackson Co. Consumer Rep.; Hershel Wells, Sr., Warren Co. Executive; Cheryl Sullivan, White Co. Consumer Rep.; Ralph Robbins, Overton Co. Consumer Rep.
- Audit Committee**  
Michael Nesbitt, Smith Co. Mayor, Vice-Chair; Ricky Shelton, Cookeville Mayor; William Clark CPA, Don Hollingsworth, Van Buren Consumer Rep.; Jane Miller, Clay Co. Consumer Rep.; Jim Martin, Bank of Putnam Co.; Bobby Kinnaid, Jackson Co. Mayor; Tim Stribling, DeKalb Co. Mayor; Stephen Jones, Macon Co. Mayor; Hershel Wells, Sr., Warren Co. Executive; Jeff Young, Sparta Mayor; Lloyd Williams, Gainesboro Mayor; Mike Gannon, Cannon Co. Executive; Mark Pody, State Rep.; David Mainord, Putnam Co. Consumer Rep.; Scott Bilbrey, Algood Mayor.
- Grievance Committee**  
Willie Kerr, Celina Mayor; Kenneth Carey, Jr., Cumberland Co. Mayor; Mike Gannon, Cannon County Executive; Don Hollingsworth, Van Buren Co. Consumer Rep.; Tim Stribling, DeKalb Co. Mayor; Stephen Jones, Macon Co. Mayor; David Mainord, Putnam Co. Consumer Rep.; Greg Wilson, Van Buren Co. Mayor; Bobby Peoples, Smith Co. Consumer Rep.; Richard Driver, Lafayette Mayor; Jane Miller, Clay Co. Consumer Rep.; Mickey Robinson, Spencer Mayor; Scott Bilbrey, Algood Mayor.
- Child & Youth Development Committee**  
Kenneth Carey, Jr., Cumberland Co. Mayor, Vice-Chair; Willie Kerr, Celina Mayor; Greg Wilson, Van Buren Mayor; Richard Daniel, Pickett Co. Executive; Michael Phillips, Cumberland Co. Consumer Rep.; Justin Walling, Warren Co. Consumer Rep.; Jeff Young, Sparta Mayor; Lloyd Williams, Gainesboro Mayor; Mickey Robinson, Spencer Mayor; Don Hollingsworth, Van Buren Consumer Rep.
- Transportation Committee**  
Dale Reagan Clay Co. Mayor, Vice-Chair; Curtis Hayes, Livingston Mayor; Mike Gannon, Cannon Co. Executive; Jane Miller, Clay Co. Consumer Rep.; Denny W. Robinson, White Co. Executive; J. Michael Cross, Fentress Co. Executive; Ben Danner, Overton Co. Executive; Randy Porter, Putnam Co. Executive; Jeff Young, Sparta Mayor; Lloyd Williams, Gainesboro Mayor; Scott Bilbrey, Algood Mayor; Glen Harold Donoho, Macon Co. Consumer Rep.; Hershel Wells, Sr., Warren Co. Executive.
- Real Estate Committee**  
Frank Hardegree, Jackson Co. Consumer Rep., Vice-Chair; Lloyd Williams, Gainesboro Mayor; Jeff Young, Sparta Mayor; Jane Miller, Clay Co. Consumer Rep.; Kenneth Carey, Jr., Cumberland Co. Mayor; Richard Daniel, Pickett Co. Executive; Billy Snyder, Macon Co. Consumer Rep.; Greg Wilson, Van Buren Co. Mayor; Mickey Robinson, Spencer Mayor; David Mainord, Putnam Co. Consumer Rep.
- Legislative Committee**  
Denny W. Robinson, White Co. Executive, Vice-Chair; Jeff Young, Sparta Mayor; Dale Reagan, Clay Co. Mayor; J. Michael Cross, Fentress Co. Executive; Michael Nesbitt, Smith Co. Mayor; Randy Porter, Putnam Co. Executive; Lloyd Williams, Gainesboro Mayor; Bobby Kinnaid, Jackson Co. Mayor; Richard Daniel, Pickett Co. Executive; Glen Harold Donoho, Macon Co. Consumer Rep.
- By-Laws Committee**  
Ricky Shelton, Cookeville Mayor; Michael Nesbitt, Smith Co. Mayor; Mike Gannon, Cannon Co. Executive; Hershel Wells, Sr., Warren Co. Executive; Lloyd Williams, Gainesboro Mayor; Michael Phillips, Cumberland Co. Consumer Rep.; Bobby Kinnaid, Jackson Co. Mayor; Scott Bilbrey, Algood Mayor; Jeff Young, Sparta Mayor; Kenneth Carey, Jr., Cumberland Co. Mayor; Richard Driver, Lafayette Mayor; David Mainord, Putnam Co. Consumer Rep.
- Jackson Co. Consumer Rep., Frank Hardegree, Chairman**  
Ricky Shelton, Cookeville Mayor; Randy Porter, Putnam Co. Executive; Dale Reagan, Clay Co. Mayor; Ben Danner, Overton Co. Executive; Stephen Jones, Macon Co. Mayor; Mike Gannon, Cannon Co. Executive; Jeff Young, Sparta Mayor; Michael Nesbitt, Smith Co. Mayor; Curtis Hayes, Livingston Mayor; Lloyd Williams, Jackson Co. Mayor; David Mainord, Putnam Co. Consumer Rep.; Scott Bilbrey, Algood Mayor.
- Sparta Mayor, Jeff Young, Chairman**  
Ricky Shelton, Cookeville Mayor; Curtis Hayes, Livingston Mayor; Willie Kerr, Celina Mayor; Kenneth Carey, Jr., Cumberland Co. Mayor; Mike Gannon, Cannon Co. Executive, Vice-Chair; Don Hollingsworth, Van Buren Co. Consumer Rep.; David Mainord, Putnam Co. Consumer Rep.; J. Michael Cross, Fentress Co. Consumer Rep.; Ben Danner, Overton, Co. Executive; Denny W. Robinson, White Co. Executive; Justin Walling, Warren Co. Consumer Rep.; Scott Bilbrey, Algood Mayor; Dwight Mathis, Liberty Mayor; Gary Flynn, Jackson Co. Consumer Rep.; Hershel Wells, Sr., Warren Co. Executive; Cheryl Sullivan, White Co. Consumer Rep.; Ralph Robbins, Overton Co. Consumer Rep.
- Lafayette Mayor, Richard Driver, Chairman**  
Michael Nesbitt, Smith Co. Mayor, Vice-Chair; Ricky Shelton, Cookeville Mayor; William Clark CPA, Don Hollingsworth, Van Buren Consumer Rep.; Jane Miller, Clay Co. Consumer Rep.; Jim Martin, Bank of Putnam Co.; Bobby Kinnaid, Jackson Co. Mayor; Tim Stribling, DeKalb Co. Mayor; Stephen Jones, Macon Co. Mayor; Hershel Wells, Sr., Warren Co. Executive; Jeff Young, Sparta Mayor; Lloyd Williams, Gainesboro Mayor; Mike Gannon, Cannon Co. Executive; Mark Pody, State Rep.; David Mainord, Putnam Co. Consumer Rep.; Scott Bilbrey, Algood Mayor.
- Sparta Mayor, Jeff Young, Chairman**  
Willie Kerr, Celina Mayor; Kenneth Carey, Jr., Cumberland Co. Mayor; Mike Gannon, Cannon County Executive; Don Hollingsworth, Van Buren Co. Consumer Rep.; Tim Stribling, DeKalb Co. Mayor; Stephen Jones, Macon Co. Mayor; David Mainord, Putnam Co. Consumer Rep.; Greg Wilson, Van Buren Co. Mayor; Bobby Peoples, Smith Co. Consumer Rep.; Richard Driver, Lafayette Mayor; Jane Miller, Clay Co. Consumer Rep.; Mickey Robinson, Spencer Mayor; Scott Bilbrey, Algood Mayor.
- Macon Co. Mayor, Stephen Jones, Chairman**  
Kenneth Carey, Jr., Cumberland Co. Mayor, Vice-Chair; Willie Kerr, Celina Mayor; Greg Wilson, Van Buren Mayor; Richard Daniel, Pickett Co. Executive; Michael Phillips, Cumberland Co. Consumer Rep.; Justin Walling, Warren Co. Consumer Rep.; Jeff Young, Sparta Mayor; Lloyd Williams, Gainesboro Mayor; Mickey Robinson, Spencer Mayor; Don Hollingsworth, Van Buren Consumer Rep.
- Cumberland Co. Mayor, Kenneth Carey, Jr., Chairman**  
Dale Reagan Clay Co. Mayor, Vice-Chair; Curtis Hayes, Livingston Mayor; Mike Gannon, Cannon Co. Executive; Jane Miller, Clay Co. Consumer Rep.; Denny W. Robinson, White Co. Executive; J. Michael Cross, Fentress Co. Executive; Ben Danner, Overton Co. Executive; Randy Porter, Putnam Co. Executive; Jeff Young, Sparta Mayor; Lloyd Williams, Gainesboro Mayor; Scott Bilbrey, Algood Mayor; Glen Harold Donoho, Macon Co. Consumer Rep.; Hershel Wells, Sr., Warren Co. Executive.
- Lafayette Mayor, Richard Driver, Chairman**  
Frank Hardegree, Jackson Co. Consumer Rep., Vice-Chair; Lloyd Williams, Gainesboro Mayor; Jeff Young, Sparta Mayor; Jane Miller, Clay Co. Consumer Rep.; Kenneth Carey, Jr., Cumberland Co. Mayor; Richard Daniel, Pickett Co. Executive; Billy Snyder, Macon Co. Consumer Rep.; Greg Wilson, Van Buren Co. Mayor; Mickey Robinson, Spencer Mayor; David Mainord, Putnam Co. Consumer Rep.
- Lafayette Mayor, Richard Driver, Chairman**  
Denny W. Robinson, White Co. Executive, Vice-Chair; Jeff Young, Sparta Mayor; Dale Reagan, Clay Co. Mayor; J. Michael Cross, Fentress Co. Executive; Michael Nesbitt, Smith Co. Mayor; Randy Porter, Putnam Co. Executive; Lloyd Williams, Gainesboro Mayor; Bobby Kinnaid, Jackson Co. Mayor; Richard Daniel, Pickett Co. Executive; Glen Harold Donoho, Macon Co. Consumer Rep.
- DeKalb Co. Mayor, Tim Stribling, Chairman**  
Ricky Shelton, Cookeville Mayor; Michael Nesbitt, Smith Co. Mayor; Mike Gannon, Cannon Co. Executive; Hershel Wells, Sr., Warren Co. Executive; Lloyd Williams, Gainesboro Mayor; Michael Phillips, Cumberland Co. Consumer Rep.; Bobby Kinnaid, Jackson Co. Mayor; Scott Bilbrey, Algood Mayor; Jeff Young, Sparta Mayor; Kenneth Carey, Jr., Cumberland Co. Mayor; Richard Driver, Lafayette Mayor; David Mainord, Putnam Co. Consumer Rep.

UCHRA Organizational Chart



\*EEO Officer reports to Executive Director with regard to EEO matters only.

**ACCOUNTING**

**Eulanda Goolsby, Finance Director**



**BALANCE SHEET**

**Assets (As of June 30, 2016)**

Cash	\$804,785
Accounts Receivable	\$496,468
Due from Grantors	\$3,374,291
Prepaid Expenses	\$76,209
Inventories	\$63,692
Fixed Assets	\$6,939,481

**TOTAL ASSETS \$11,754,926**

**Liabilities & Fund Balance**

Line of Credit	\$972,813
Accounts Payable	\$686,399
Loans Payable	\$660,630
Due to Grantors	\$15,278
Unearned Advance	\$10,575
Investment Assets Held for Others	\$35,449
Investment in Fixed Assets	\$6,939,481
Fund Balance	\$2,434,301

**TOTAL LIABILITIES AND FUND BALANCE \$11,754,926**

*(Estimate as of 6/30/16 and subject to change.)*



## FISCAL YEAR 2016-2017

\* Contracts—Match and Local Included

Grantor Agency	Grant Name	Contract Period	Contract Amount
TN Housing Development 404 James Robertson Parkway Nashville, Tennessee 37243	Low Income Home Energy Assistance Program (carryover)	09/30/15 - 09/29/16	\$34,232
	Low Income Home Energy Assistance Program	07/01/16 - 06/30/17	\$3,014,999
	Weatherization Assistance Program (carryover)	11/01/14 - 12/31/16	\$74,124
	LIHEAP/WAP Assistance Program (carryover)	01/01/16 - 09/30/16	\$68,884
	Weatherization Assistance Program	07/01/15 - 06/30/16	\$262,369
	TN Dept of Human Services Citizens Plaza Bldg. 400 Deaderick Street Nashville, TN 37219	SSBG Homemaker Aide	07/01/16 - 06/30/17
	Community Service Block Grant	07/01/16 - 06/30/17	\$760,298
	Career Center-Vocational Rehabilitation	07/01/16 - 06/30/17	\$6,857
	Child & Adult Care Food Program †	10/01/15 - 09/30/16	\$1,138,680
Upper Cumberland Development District 1225 S. Willow Avenue Cookeville, TN 38506	Options for Community Living	07/01/16 - 06/30/17	
	In-Home Services †		\$115,000
	Home Delivered Meals †		\$190,000
	Nutrition (Congregate) Title III	07/01/16 - 06/30/17	*\$401,222
	Nutrition (Home Delivered) Title III †	07/01/16 - 06/30/17	\$365,200
	Transportation (Aging)	07/01/16 - 06/30/17	*\$85,157
Amerigroup/Americhoice 310 Great Circle Road Nashville, TN 37243	Choices	07/01/16 - 06/30/17	
	In-Home Services †		\$409,395
	Home Delivered Meals †		\$512,000
	Transportation †		\$1,655,696
TN Dept. of Transportation James K. Polk Building Nashville, TN 37219	5311 Transportation	07/01/16 - 06/30/17	\$3,541,526
	5309 Capital (carryover) 8216	07/01/13 - 12/31/16	\$38,460
	5309 Capital (carryover) 0916	03/01/15 - 02/28/20	\$23,744
	5309 Capital (carryover) 1815	01/01/14 - 12/31/18	\$59,558
	New Freedom (carryover)	07/01/15 - 12/31/17	\$319,944
TN Dept. of Agriculture Box 40627, Melrose Station Nashville, TN 37204	Commodities	10/01/15 - 09/30/16	\$25,963
TN Dept. of Correction 4th Floor, Rachel Jackson Bldg 320 Sixth Ave. North Nashville, TN 37219	Adult Community Corrections	07/01/16 - 06/30/17	*\$517,294
TN Dept. of Labor/Workforce Development 220 French Landing Drive Nashville, TN 37243-1002	RESEA (carryover)	04/01/16 - 12/31/16	\$43,577
	WIOA Adult (carryover)	10/01/15 - 06/30/17	\$461,378
	WIOA One Adult	07/01/16 - 06/30/18	\$90,214
	WIOA One Youth (carryover)	04/01/15 - 06/30/17	\$236,874
	WIOA One Youth	04/01/16 - 06/30/18	\$691,680
	WIOA One Dislocated Workers (carryover)	10/01/15 - 06/30/17	\$301,880
	WIOA Dislocated Workers	07/01/16 - 06/30/18	\$85,359
	WIOA Adult	10/01/16 - 06/30/18	\$708,459
	WIOA Dislocated Workers	10/01/16 - 06/30/18	\$540,167
	WIOA Adult Incentive	07/15/16 - 06/30/17	\$30,000
	WIOA Dislocated Incumbent	01/14/16 - 12/31/16	\$75,000
	Senior Community Services Employment Program	07/01/16 - 06/30/17	\$209,977
	Career Center-Employment Security/Tax/UI Adult Education	07/01/15 - 06/30/16	\$108,503

† Fee for Service

**FISCAL YEAR 2016-2017**

* Contracts—Match and Local Included				
Grantor Agency	Grant Name	Contract Period	Contract Amount	
Senior Service of America 8403 Colesville Rd, Suite 1200 Silver Springs, MD 20910	Senior Community Services Employment Programs	07/01/16 - 12/31/16	\$142,096	
US Dept. of Health & Human Serv. Marietta Tower, Suite 82 Atlanta, GA 30323	Van Buren Head Start	07/01/15 - 06/30/16	\$354,127	
TN Dept. of Health Cordell Hull Building 425 Fifth Ave., North Nashville, TN 37243	Housing Opportunities for Persons w/ Aids	07/01/16 - 06/30/17	\$45,200	
United Way PO Box 280420 Nashville, TN 37243	Ryan White	04/01/16 - 03/31/17	\$41,260	
TN Dept. of Children's Services 100 Deaderick Street James K. Polk Bldg. 17th Nashville, TN 37243	Juvenile Community Intervention	07/01/16 - 06/30/17	\$191,418	
	Residential Services †	07/01/16 - 06/30/17	\$2,328,700	
	Basic Education †	07/01/16 - 06/30/17	\$66,000	
	Special Education	07/01/16 - 06/30/17	\$9,000	
TN Commission on Children & Youth Andrew Johnson Tower, 9th Fl. 710 James Robertson Pkwy Nashville, TN 37243	Court Appointed Special Advocates (Cumberland, Overton, Putnam & Smith Counties)	07/01/16 - 06/30/17	\$72,000	
TN Alliance for Children & Families 2 International Plaza Drive, Suite 605 Nashville, TN 37217	Title I Education (carryover)	10/01/15 - 09/30/16	\$13,216	
	Title I Education	10/01/16 - 09/30/17	\$40,817	
Tennessee Department of Education 710 James Robertson Parkway Nashville, Tennessee 37243	School Lunches † (Residential)	07/01/16 - 06/30/17	\$48,000	
Oasis Center, Inc. 1704 Charlotte Ave., Suite 200 Nashville, TN 37203	Teen Outreach Program	07/01/16 - 06/30/17	\$21,200	
Program Income, Local, & Generated Revenue (Estimated)	Disabled American Veterans (DAV)	07/01/16 - 06/30/17	\$37,565	
	Van Pool	07/01/16 - 06/30/17	\$23,800	
	Shuttle on Schedule	07/01/16 - 06/30/17	\$125,000	
	DUI Classes	07/01/16 - 06/30/17	\$5,641	
	Driver's Education	07/01/16 - 06/30/17	\$51,267	
	Transportation	07/01/16 - 06/30/17	\$601,000	
	Nutrition	07/01/16 - 06/30/17	\$112,500	
	CASA	07/01/16 - 06/30/17	\$70,732	
	Title V	07/01/16 - 06/30/17	\$14,000	
	City & County Assessments	07/01/16 - 06/30/17	\$241,554	
	State Appropriations	07/01/16 - 06/30/17	<u>\$127,890</u>	
	<b>Total Local and Generated Revenue</b>			<b>\$1,410,949</b>

† Fee for Service

*Continued from previous page*

## FISCAL YEAR 2016-2017

Grantor Agency	Grant Name	*Contracts—Match and Local Included	
		Contract Period	Contract Amount
Total Funding			\$22,253,985
<b>Service Value:</b>	Commodities Distribution		\$425,000
<b>ESTIMATED ADDITIONAL FUNDING</b>			
Senior Services of America	Senior Community Services Employment Program		\$142,096
Dept. of Agriculture	Commodities		\$82,000
Dept. of Transportation	Job Access		\$1,110,448
Total Pending			\$1,335,144
<b>Total Approved Federal, State, Local Estimated and Service Values</b>			<b>\$24,014,129</b>



## DEPUTY DIRECTOR/ MANAGEMENT INFORMATION SYSTEMS SUPPORT

**James Starnes, Deputy Director/MIS Director**



The Deputy Director provides support to the Executive Director in the Agency's continuing mission of Delivering Hope to those in need. The Deputy Director fulfills the leadership role in the Executive Director's absence. Management Information Systems incorporate the latest technological advancements to meet the ever-changing needs of the Upper Cumberland Human Resource Agency. The MIS staff provides technical assistance and service to the various departments and offices in each of the 14 counties.

## GENERAL SERVICES



The General Services department responsibilities include Purchasing, Property Management, Telecommunications, Asset Inventory Controls, Building Design, Construction and Maintenance Project Oversight, Property Leases, Building Maintenance and Janitorial Services, and all other aspects of Physical Operation.

## HUMAN RESOURCE / COMMUNITY RELATIONS

**Chassidy Denney-Lancaster**, Human Resources & Community Relations Interim Director



Human Resource & Community Relations is responsible for the administration and processing of all new hires, orientation, benefits, insurance, safety sensitive issues, drug and alcohol policies and compliance, employee relations, employee safety, worker's compensation, compiling and maintaining all personnel records, developing Affirmative Action Plans, and maintaining and updating all policies and procedures for the agency. The Human Resource Department also works with the EEO Officer and legal aid dealing with Equal Opportunity issues concerning any complaints or litigation. The department is also responsible for assuring the agency's compliance with all regulatory agencies. Responsibilities include compliance with Employment Laws, Family Medical Leave Act Laws, Fair Labor Standards Act, OSHA, TOSHA, Affirmative Action Plans, and agency compliance concerning personal requirements based on contract and grant regulations. Other responsibilities include public relations, marketing, and all media communications.

## LAKESIDE RESORT & EDUCATIONAL COMPLEX

The Lakeside Resort and Educational Complex overlooks beautiful Center Hill Lake amid 139 acres in Smithville, Tennessee. Guest Houses, cabins, and a lodge accommodate guests. The Villa offers a unique dining experience. With a 200-seat amphitheater, Lakeside offers the perfect outdoor setting for special occasions. The Lodge Conference Center provides a state-of-the-art facility. Fully equipped with wireless internet, audiovisual system, and break-out rooms, Lakeside Resort is ideal for corporate, church, and family events. For a complete tour of the resort and educational complex, visit [www.lakesideresort.com](http://www.lakesideresort.com).



## COMMUNITY SERVICES

**Marla Hale, Community Services Director**



### HOMEMAKER AIDE & ELDERLY CHORE SERVICES

Homemaker, Chore, Personal Care, and Respite Caregiver Services include light housekeeping, errands, cooking, and counseling as required for protective service clients. Services enable elderly, disabled, and protective service clients to continue living in their own homes. Personal Care Services assist clients with activities of daily living, essential household tasks, and other activities. Respite Caregiver Services provide temporary relief from routine care-giving responsibilities to caregivers of certain CHOICES clients.

<p>Counties Served: 14 Counties of the Region                  Funding Sources: TN Department of Human Services                  TN Commission on Aging and Disability                  UCDD Area Agency on Aging and Disability                  CHOICES Home and Community Based Services</p>	<p>Total Clients Served FY 14-15: 257                  Total SSBG/CSBG Units FY 14-15: 12,282                  Total Options/FCC Units FY 14-15: 5,153                  Total CHOICES Units: 19,977</p>
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### LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Low-Income Home Energy Assistance Program (LIHEAP) provides assistance in meeting energy bills for low-income families (regular assistance) and families who have either exhausted their fuel supply or have received a notice of shut-off (crisis assistance).

Counties Served: 14 Counties of the Region  
 Funding Source: Tennessee Housing Development Agency  
 Households Served FY 15-16: Regular Assistance: 4,011; Crisis Assistance: 916

### WEATHERIZATION ASSISTANCE PROGRAM (WAP)

Weatherization Assistance Program (WAP) provides basic insulation and weatherization measures for low-income households.

Counties Served: 14 Counties of the Region  
 Funding Sources: Tennessee Housing Development Agency  
 Households Served FY 14-15: 49

### COMMUNITY SERVICE BLOCK GRANT PROGRAM

The Community Service Block Grant (CSBG) Program provides food, shelter, energy and housing assistance to the vulnerable populations of the Upper Cumberland. CSBG also provides programs to assist eligible individuals with training for employment, education assistance and support, and comprehensive self-sufficiency case management which utilizes trained specialists to guide individuals to meet their goals.

Counties Served: 14 Counties of the Region  
 Funding Sources: TN Department of Human Services, Community Services Block Grant,

Households Served FY 15-16: CSBG: 1,077



## COMMUNITY SERVICES

### INFORMATION AND REFERRAL SERVICES

Information and Referral Services assist families and individuals in accessing available services and resources in their communities.

Counties Served:	14 Counties of the Region	Households Served FY 14-15: 22,673
		Phone Referrals FY 14-15: 35,260
Funding Source:	TN Department of Human Services, Community Services Block Grant	

### CHILD AND ADULT CARE FOOD PROGRAM (CACFP)

The Child and Adult Care Food Program supplements the cost of meals to children or adults in licensed private day care homes.

Counties Served:	14 Counties of the Region and Bedford, Bradley, Cheatham, Coffee, Davidson, Franklin, Hamilton, Marion, Marshall, Maury, Meigs, Montgomery, Rhea, Rutherford, Williamson and Wilson Counties	
Funding Sources:	U.S. Department of Agriculture, administered by the TN Department of Human Services	
Total Homes Served FY 14-15:	130	

### CHOICES (TENNCARE) HOME MODIFICATIONS

Choices Home Modifications provides installation of minor home modifications to enhance accessibility and home safety to eligible TennCare enrollees referred to UCHRA.

Counties Served:	14 Counties of the Region
Households Served FY 14-15:	23
Funding Source:	TennCare (Medicare Waiver Program)

### HOUSING OPPORTUNITY FOR PERSONS WITH AIDS (HOPWA)

Housing Opportunity for Persons with Aids (HOPWA) provides housing information services including counseling, information, and referral to assist eligible individuals to locate, acquire, finance, and maintain housing to prevent homelessness. Additional services include assistance with needs assessment, drug and alcohol abuse treatment and counseling, and nutritional service through local, state, and federal benefits and services.

Counties Served:	13 Counties of the Region
Households Served FY 14-15:	29
Funding Source:	Tennessee Department of Health

### RYAN WHITE COMMUNITY AIDS PARTNERSHIP

Ryan White Community Aids Partnership (Case Management) provides timely and coordinated access to medically appropriate levels of health and support services through ongoing assessment of the client and other key family members' needs and personal support system. Key activities include an initial assessment of the service needs, development of a comprehensive service plan, coordination of the services required to implement the plan as well as client monitoring and periodic re-evaluation and adaptation of the plan as necessary over the life of the client. Additionally, transportation includes conveyance services provided by UCARTS or a gasoline card for access to health care or psychosocial services.

Counties Served:	14 Counties of the Region
Households Served FY 14-15:	64
Funding Source:	United Way of Metropolitan Nashville



# EMPLOYMENT & TRAINING

**Ronald Basham, Employment & Training Director**



## WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) Program is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. In response to area employment needs, local elected officials in cooperation with the Local Workforce Development Board strive to customize services to our Workforce Development area. The Workforce Development Board is composed of businessmen and women, educators, workforce program leaders, and other community leaders. The American Job Center/Tennessee Career Center in Cookeville is the comprehensive Center for Local Workforce Development Area 7 (LWDA 7). Affiliate Career Centers are available in Fentress, Jackson, Smith, and White counties. LWDA 7 serves Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, and White Counties. WIOA services are provided for Adults, Youth, and Dislocated Workers.

## YOUTH PROGRAM

The Youth Program serves younger and older youth (ages 14-24) in all stages of job and career development. A total of 159 older youth were served through the American Job Center/Career Center system, and a total of 92 younger youth were served through the UCHRA Career Training Program. Of the 159 older youth served, 157 were enrolled in occupational skills training at area colleges of applied technology, community colleges, and universities. The 92 younger youth (in-school) received career training services at area High Schools.

Total Served PY 2015: 251	Total Terminated: 134
Excluded Terminations: 3 (due to health/medical reasons)	Total Placed in Employment or Education: 122
Total Placed in Employment or Education Rate: 93.1%	Cost/Participant: \$2,022.26

## DISLOCATED WORKERS

The Dislocated Worker Program provides classroom training, on-the-job training, and job placement for individuals who have lost their jobs due to plant closures, business failures, mass layoffs, long-term unemployment, or unemployment resulting from general economic conditions. Of the 65 dislocated workers served, 57 were enrolled in classroom training.

Total Served PY 2015: 65	Total Entered Employment: 32
Total Terminated: 34	Total Entered Employment Rate: 100%
Excluded Terminations: 2 (due to health/medical reasons)	Cost/Participant: \$3,273.30

## ADULT PROGRAM

The Adult Program provides classroom training, on-the-job training, and job placement assistance. Of the 214 participants served, 213 attended classroom training and 1 received job search/placement assistance only.

Total Served PY 15: 214	Total Entered Employment: 77
Total Terminated: 83	Total Entered Employment Rate: 98.7%
Excluded Terminations: 5 (due to health/medical reasons)	Cost/Participant: \$2,285.00

## EMPLOYMENT & TRAINING

### INCENTIVE FUNDS

PY 2011 WIA Performance Incentive Funds in the amount of \$15,673.00 were used to assist additional students attending Registered Nursing and other Allied Health Occupational Training. Eighteen students have received assistance from these funds. Of those 18 students, 16 have completed training and are working full-time at an average of \$23.32 per hour, and 2 have completed training and are preparing to take the state licensure exams.

PY 2012 WIA Performance Incentive Funds in the amount of \$19,107.92 were used to assist additional students attending Registered Nursing and other Allied Health Occupational Training. 22 students received assistance from these funds. Of those 22 students, 16 have completed training and are working full-time at an average rate of \$21.81 per hour, and 6 are still attending training.

PY 2013 WIA Performance Incentive Funds in the amount of \$45,455.00 were used to assist additional students attending Registered Nursing and other Allied Health Occupational Training. 30 students received assistance from these funds. Of those 30 students, 15 have completed training and are working full-time at an average rate of \$21.29 per hour, 6 have completed training and are preparing to take the state licensure exam, and 9 are still attending training.

### INCUMBENT WORKER TRAINING

The Incumbent Worker Training (IWT) Program is a competitive grant program that provides funding to help eligible Tennessee businesses effectively retain and keep their business competitive through skills upgrades and process improvement training for existing full-time employees. In 2016, Incumbent Worker Training has been initiated at Fabricated Tube Products in Smith County (\$25,000.00 allocated to train 36 employees); Flowserve in Putnam County (\$3,000.00 allocated to train 5 employees); G&L Manufacturing in Putnam County (\$22,000.00 allocated to train 31 employees); and Encompass Manufacturing (\$25,000.00 allocated to train 24 employees).

### REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENTS

The Reemployment Services and Eligibility Assessments (RESEA) Program connects Unemployment Insurance (UI) recipients with in-person assessments and reemployment services through the American Job Centers (AJCs)/Career Centers. Activities include developing an individual re-employment plan, providing labor market information, identifying job skills and prospects, and reviewing claimant's continued UI benefit eligibility. The TN Department of Labor & Workforce Development contracts with LWDA 7 to provide RESEA program services in the following counties: Clay, Overton, and Pickett (services provided at the AJC in Overton); Macon and Smith (services provided at the AJC in Smith).

Total Selected for RESEA PY 2015: 259  
 Total Served PY 2015: 135

### TITLE V SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Title V Senior Community Service Employment Program provides part-time work experience and job placement in public and private non-profit facilities for citizens 55 years of age and older who meet set income guidelines.

Total Served PY 15: 93  
 Counties Served: 10 Counties of the Region  
 Funding Sources: U.S. Department of Labor, Tennessee Department of Labor & Workforce Development and Senior Service America, Inc. (SSAI)

Total Served PY 15	Total Terminated	Total Entered Employment	Placement Goal	Actual Placement	% of Goal	Cost/Participant
TDOL: 37	18 (4 exclusion)	9	52.0%	64.28%	123.6%	\$4,730.00
SSAI: 56	25 (7 exclusions)	12	41.3%	66.66%	161.4%	\$4,389.00

**EMPLOYMENT & TRAINING**

**LOCAL WORKFORCE DEVELOPMENT BOARD AREA 7  
UPPER CUMBERLAND REGION**

PY 2014 Performance Report

<b>Performance Standard</b>	<b>Goal</b>	<b>Actual</b>	<b>Percent of Goal</b>
<b>Placement in Employment or Education</b>	86.00%	81.00%	94.19%
Youth (14-21)			
<b>Attainment of Degree or Certification</b>	83.00%	93.00%	112.05%
Youth (14-21)			
<b>Literacy or Numeracy Gains</b>	68.00%	75.00%	110.29%
Youth (14-21)			
<b>Entered Employment Rate</b>			
Adults	85.00%	92.00%	108.24%
Dislocated Workers	90.80%	96.00%	105.73%
<b>Retention Rate</b>			
Adults	91.00%	97.00%	106.59%
Dislocated Workers	92.70%	88.00%	94.93%
<b>Average Earnings (6 months)</b>			
Adults	\$15,711 \$7,855	\$18,353 \$9,176	116.82%

**TENNESSEE CAREER CENTER/AMERICAN JOB CENTER**

**Johnnie Wheeler, Career Center Coordinator/EEO Officer**



The Tennessee Career Center/American Job Center is the co-location of four partner agencies, providing services through funding for the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, Tennessee Department of Human Services Vocational Rehabilitation Division, and Adult Education. Affiliate centers are located in Fentress, Jackson, Smith, and White Counties and are electronically linked to the Comprehensive Center in Cookeville.

The Center’s delivery system emphasizes, encourages, and supports the continued development of a seamless one-stop delivery system that is demand-driven, skill based, and accessible. The focus is on quality and seamless services to employers and job seekers through coordination and activities carried out by the partners.

The Career Centers/AJCs provide a full range of programs, seminars, and workshops, including work skills, interviewing techniques, and resume writing. Veterans’ job fairs, Older Workers’ Career Day, and Employer’s Awareness Day increase public awareness of benefits, services, and opportunities that await residents at their local Career Center/AJC. Adult Education provides assistance in preparing for the high school equivalence test.

The Career Center/American Job Center (AJC) served over 22,000 job seekers looking for jobs and building a new career.

**Equal Employment Opportunity Officer:**

The Upper Cumberland EEO Officer enforces laws prohibiting discrimination based on race, color, sex, religion, age, disability, national origin, and genetic information as well as retaliation for protected activity. The EEO Officer promotes the full realization of equal employment opportunity through a continuing affirmative program in the agency. This policy of equal opportunity applies to an integral part of every aspect of personnel policy and practice in employment, development, advancement, and treatment of civilian employees of the agency to the extent permitted by law. "Our mission is to stop and remedy unlawful employment discrimination."

**COURT APPOINTED SPECIAL ADVOCATES**

Court Appointed Special Advocates (CASA) is located in the Tennessee Career Center at Cookeville under the umbrella of UCHRA, Tennessee Commission on Children and Youth (TCCY), local government, community donations, and fund-raising events. CASA recruits, trains, and supervises community volunteers. Afterward, they are then appointed by the judge to advocate for abused and neglected children in court proceedings, ultimately assuring the child’s placement in a safe and nurturing permanent home. CASA is looking forward to expanding to other counties in the Upper Cumberland.

Counties Served: Cumberland, Overton,  
Putnam, and Smith  
Children Served: 137  
Volunteers: 54  
Case Hours: 1,090.5  
Mileage Donated: 11,101  
Closed Cases: 49



## COMMUNITY INTERVENTION

**Cheryl Davis, Director of Community Intervention**



### COMMUNITY INTERVENTION FOR JUVENILE OFFENDERS

Community Intervention for Juvenile Offenders reduces the number of youths committed to institutions by providing them the opportunity to remain in their communities under intensive supervision with alcohol and drug treatment, community service work, family and individual counseling, education, and employment assistance.

**Counties Served:** Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Smith, and Warren

**Funding Source:** Tennessee Department of Children’s Services

**Total Served FY 15-16:** 98

### ADULT COMMUNITY CORRECTIONS

Adult Community Corrections offer an alternative to incarceration for selected non-violent felony offenders sentenced by Criminal Court Judges. Under intensive supervision, offenders receive alcohol and drug treatment, counseling, education, and employment assistance as needed. This project is funded under an agreement with the State of Tennessee.

**Districts Served:** 13th, 15th, and 31st Judicial Districts (Macon, Smith, Wilson, and Trousdale counties excluded)

**Funding Source:** Tennessee Department of Corrections

**Total Served FY 15-16:** 659

**Total Carryover Offenders:** 382

### DUI SCHOOL

DUI School provides education on drug and alcohol use and state requirements for license renewal, while serving the courts and the community. Classes are held at the central office in Putnam County, the Senior Citizens Center in Smith County, and the Justice Center in Macon County. Level I services are provided.

**Counties Served:** 14 Counties in the Region

**Funding Source:** Fees Generated

**Total Served FY 15-16:** 75



### DRIVERS’ EDUCATION

Drivers’ Education offers 36 hours of classroom and on-the-road training for adults and youth at a cost of \$300 per individual.

**Counties Served:** 14 Counties of the Upper Cumberland Region - Classes held only in Putnam County.

**Funding Source:** Fees Generated

**Total Served FY 15-16:** 181

## TRANSPORTATION SERVICES

Rebecca Harris, Transportation/Services Director



### UPPER CUMBERLAND AREA RURAL TRANSIT SYSTEM (UCARTS)

Upper Cumberland Area Rural Transit System (UCARTS) and deviated fixed route Cookeville Area Transit Service (CATS) offer public transportation to rural residents of all ages with first priority to elderly, handicapped, and economically disadvantaged with medical needs. We provide each community with customized services to address the needs of residents as they are identified.

Counties Served: 14 Counties in Upper Cumberland

Total Trips FY 15-16: 195,964

Funding Sources: Tennessee Department of Transportation, Federal Transportation Administration, Tennessee Commission on Aging and Disability, contract revenues, fares, local governments, and in-kind contributions

Total Dollars FY 15-16: \$5,405,507

Total Clients FY 15-16: 8,098

### RURAL COMMUTER (Van Pool)

Rural Commuter (Van Pool) offers 15 and 7 passenger vans for commuter service to work or job-related training.

Counties Served: 14 Counties in Upper Cumberland      Total Vehicles Leased FY 15-16: 8

Funding Source: Self Funded

Total Dollars FY 15-16: \$21,796



## TRANSPORTATION SERVICES

### NEW FREEDOMS

New Freedoms provides Mobility Management, connecting communities and transportation providers, and coordinating transit services to meet the needs of customers.

Counties Served:	14 Counties in Upper Cumberland	Travel Training Assistance:	364
Funding Source:	U.S. Department of Transportation Federal Transit Administration		
Dollar Amount FY 15-16:	\$200,457		

### SHUTTLE ON SCHEDULE (SOS)

Shuttle on Schedule (SOS) provides same day and after hours transportation service.

Counties Served:	14 Counties in Upper Cumberland	Trips FY 15-16:	12,392
Funding Source:	Self-Funded	Dollar Amount FY 15-16:	\$147,028
Total Served:	567		

### TEMPORARY EMERGENCY FOOD ASSISTANCE

Temporary Emergency Food Assistance (Commodities) offers government surplus foods to low-income families.

Counties Served:	14 Counties in Upper Cumberland	Total Served FY 15-16:	26,199
Total Food Value:	\$525,543.10	Total Pounds of Food Provided:	855,691
Funding Sources:	U.S. Department of Agriculture, Tennessee Department of Agriculture		



## VAN BUREN COUNTY HEAD START

**Karla Hillis, Head Start Coordinator**



Van Buren County Head Start provides a positive learning environment and experiences to help children develop social skills appropriate to their age and stage of development. Training and resources assist parents in assuming a more active and confident role in identifying the needs of their children and family. The program develops community partnerships to assist families with needs and objectives while job training and educational opportunities are offered to enable families to achieve their goals. Head Start promotes school readiness ensuring children and families possess the skills, knowledge, and attitudes necessary for success in school and for later learning and life.

Total Capacity: ACF Funded for 37 children; Licensed for 40 children

Total Served FY 15-16: 51

Funding Sources: U.S. Department of Health & Human Services; Administration for Children and Families

Total Dollars FY 15-16: \$435,140

One Time Dollars 15-16: \$86,250

## EXECUTIVE SUPPORT

**Marcia Eldridge, Executive Administrative Assistant**



The Executive Support staff performs vital day-to-day tasks for the Executive Department as well as the functions for the Board of Director. This includes the front desk with its multi-function switchboard as well as internal support to achieve a well run organization.





## NUTRITION

**Kelly Dishman, Field Operations & Nutrition Director**



Counties Served: 14 Counties of the Region

Funding Sources: Tennessee Commission on Aging, UCDD Area Agency on Aging, Tennessee Department of Human Services, United Fund of Cumberland Co., United Way, civic groups, churches, local governments, and individuals.

	FY 14-15:	FY 15-16:		FY 14-15:	FY 15-16:
Total Congregate Meals:	87,747	82,600	Title III Meals:	61,458	59,292
Total In-Home Meals:	186,690	172,426	Self-Pay Meals:	2,331	3,530
Options:	30,715	25,268			
CSBG Meals:	2,331	2,205			
Family Caregiver:	7,731	5,923	Home Delivered:	1,017	933
In-Kind Meals:	3,312	2,284	Congregate:	1,760	1,676
Choices Meals:	78,415	73,913	Total Clients:	2,777	2,609

### NUTRITION PROGRAM

The Nutrition Program provides individuals age 60 and over or individuals with disabilities a nutritious noon meal either in a group setting (congregate meal) or in their home (home delivered meal), thus improving quality of life.

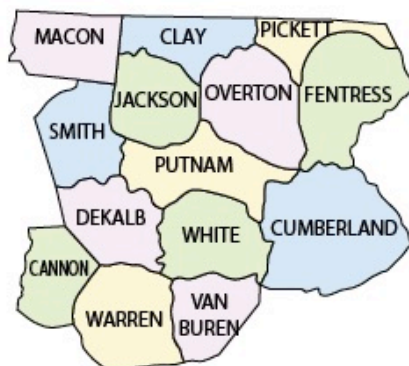
Congregate Meals are provided at Senior Citizens Centers located in all 14 Upper Cumberland counties. Anyone age 60 or older is eligible to receive a noon meal at the congregate site (reservations are requested). Nutrition education with updates on nutritional needs and requirements is provided on a monthly basis.

Home Delivered Meals are provided through five separate programs:

- Title III enables persons age 60+ and/or the spouse of someone 60+ to remain in their own home thus avoiding premature institutionalization by providing a nutritionally balanced noon meal.
- Options provides meals for residents of the State of Tennessee; persons 18 years of age or older; possess a physical disability; and limited in daily and independent activities.
- Family Caregiver provides relief to caregiver of a senior 60 years of age or older and grandparents or other senior relatives who are primary caregivers of children not more than 18 years of age.
- Choices provides meals for residents of the State of Tennessee over the age of 21 who meet financial requirements to receive Medicaid as determined by the Department of Human Services; meet the TennCare Pre-Admission Evaluation (PAE) medical criteria for Level 1 nursing facility; and have an identified caregiver available to assure their health, safety, and welfare; and be able to receive services in the home at a cost less than that of institutional care.
- CSBG provides a limited amount of funding for meals to persons under the age of 60 who meet program guidelines.

## FIELD OPERATIONS

Field Operations is administratively responsible for coordinating and delivering services in the 14 Upper Cumberland counties. The department works to provide county coordinators and clerks with program information as directed and with training as necessary. County Coordinators and staff are located in each of the 14 Upper Cumberland counties and are co-located in most of the satellite Career Centers established by the Workforce Investment Act. The co-locating of UCHRA’s county offices with the Career Centers allows services to be combined with other state agencies under one roof thereby providing greater access for clients.



### COUNTY OFFICES Cannon County



Front row, left to right: Samantha Hurley, Lillie Vaughn, Chianne Cunningham, Kristal Alexander, Jo Helen Simpson. Back row, left to right: Danielle Moseley (Cannon County Coordinator), Loretta Elkins, Gloria Fisher, Mark Fuston, Mike Gannon (Cannon County Executive), Zachary Malpass. Not pictured: Barry Hibdon, Harold Patrick (Mayor of Woodbury), Roger Turney (City of Auburntown Mayor).

## COUNTY OFFICES

### Clay County



Left to right: Willie Kerr (City of Celina Mayor), Tonya Spears, Penny Hix, Sandra Grace (Clay County Coordinator), Evelyn Brown, Dale Reagan (Clay County Mayor). Not pictured: Dian Anderson, James Brown, Phyllis Collins, Cindy Holland, Danny Kendall, Angela Netherton, Sherry Sherrell, Michael Smith, Sue Strong, Phillip Sulewski, Anthony Westmoreland.

### Cumberland County



Left to right: James Mayberry (City of Crossville Mayor), Maxine Huddleston, Jackie Cummins, Joyce Lugowski, Judy Thompson, Norm Dukes (Cumberland County Coordinator). Not pictured: Vicky Appleman, Billy Boggs, Mike Borre, Gary Bumpus, Kenneth Carey, Jr. (Cumberland County Mayor), Jerry Copeland, Terry Davis, Jewell Guffey, Sarah Hinsley, Bill Johnson, Tony Laucella, Linda Paton, James Peace, Gail Pruiett, Theresa Ruiz, Olivia D. Savage (City of Pleasant Hill Mayor), Emmett Sherrill (City of Crab Orchard Mayor), Laddie Smith, Stanley Stachura, Phil Vine.

## COUNTY OFFICES

### DeKalb County



Front row, left to right: Lillie Vaughn, Florence Redmon, Kim Luton. Back row, left to right: Dwight Mathis (City of Liberty Mayor), Kathy Dodd, Karen Adkins (DeKalb County Coordinator), Ella Mae Robinson, Tim Stribling (DeKalb County Mayor). Not pictured: Gerald Bailiff (City of Dowelltown Mayor), Jimmy Poss (City of Smithville Mayor), Bennett Armstrong (City of Alexandria Mayor)

### Fentress County



Front row, left to right: Betty Pierce, Suzan Copley, Barbara Gamble, Janice Campbell, Linda Copley. Back row, left to right: Larry Crabtree, Keith Wright, Wanda Butler, Carol Watson (Fentress County Coordinator), J. Michael Cross (Fentress County Mayor), Janice Lillard Tucker (Assistant to City of Jamestown Mayor Ryan Smith). Not Pictured: Rodney Choate, Bill Crabtree, Deanna Emmons, Danny Hayes, Terry McDonald, Larry Moles (City of Allardt Mayor), Ryan Smith (City of Jamestown Mayor), Bonnie York, Roger York.

## COUNTY OFFICES

### Jackson County



Front row, left to right: Lea Ann Payne, Belinda Frizzell, Betty Jenkins, Barbara Scott, Brenda Dill, Charlotte Nickle, Michelle Rhoten, Tanya Hicks, Alice Barlow (Jackson County Coordinator). Back row, left to right: Mike Bentley, Lloyd Williams (City of Gainesboro Mayor), Roy Young, John Cole, Alice Scott, Mary Helen Rush, Scott Ashburn, Velma Young, David Gaw, Kimberly Stinson. Not Pictured: Bruce Caruthers, Jennifer Drake, Keith Hull, Bobby Kinnaird (Jackson County Mayor), Betty Smith, Teresa Smith, Williams Wilsom, Sam Young.

### Macon County



Front row, left to right: Donna Griffith, Cindy Holland, Dusty Harris, Brenda White, Jean Davis. Back row, left to right: Jimmie Brown, Richard Driver (City of Lafayette Mayor), Tracey Powell (Macon County Coordinator), Steve Jones (Macon County Mayor), Donna Lewis. Not pictured: Richard Creekmore, Hubert Dennison, Wayne Flynn, Claude Fultz (City of Red Boiling Springs Mayor), Todd Fox, Chester Hix, Rick Joines, Pauline McCormick, Pam Parker.

## COUNTY OFFICES

### Overton County



Front row, left to right: Sue Brown, Lorraine Neal, Beth Stephens, Barb Sells, Lorrie Harris. Back row, left to right: Mark Carmack, Curtis Hayes (City of Livingston Mayor), Dian Dillon (Overton County Coordinator), Brenda Cranor, Debbie Seber, Renea Stover, Rebecca Pincheon, Pam Walton, Beverly Morrison, Ben Danner (Overton County Mayor). Not pictured: Faye Beaty, Jim Breedlove, MC Brown, Sarah Hogue, Danny Smith, Dean Smith, Shirley Smith, John Stigall.

### Pickett County



Left to right: Sam Gibson (City of Byrdstown Mayor), Eudean Reeder, Ruth Cope, John Lee, Tracy Huddleston, Jamie Edwards (Pickett County Coordinator), Shirley Smith, Ann Reagon. Not pictured: Brenda Coffman, Dwane Copeland, Richard Daniel (Pickett County Mayor), Jackie Jones, Keith Kauffeld, Dean Mairer, James Smoody.

## COUNTY OFFICES

### Putnam County



Front row, left to right: Connie Harris, Beverly Almo, Golda Chastain, Shirley Molder, Linda Barker, Barbara Holland. Back row, left to right: Delina Foy, Carl Sullivan, Jeff Willhite (City of Baxter Mayor), Rachel Jones, Judy Sanchez, Jean Smith (Putnam County Coordinator), Randy Porter (Putnam County Executive), David Mainord (Putnam County Consumer Representative). Not pictured: Scott Bilbrey (City of Algood Mayor), Kay Lane, Ricky Shelton (City of Cookeville Mayor), Kathy Turner, Bill Wiggins (City of Monterey Mayor).

### Smith County



Front row, left to right: Wanda Washer, Jackie Womack, Emily Thackxton. Back row, left to right: Ann Sanders (Smith County Coordinator), Donnie Dennis (City of Carthage Mayor), Jimmy Wheeler (City of South Carthage Mayor), Michael Nesbitt (Smith County Mayor). Not present: Jim Baker, Walter Cook, Pam Cortez, James Crawford, Carolyn Dennie, Bob Fisher, James "Duck" Gibbs (City of Gordonsville Mayor), Brian Goodman, Danny Huff, Gary Petrucci, Shawanda Sadler, Ronald Shumake, Birdie Spurlock, Corrin Taylor, Glenda West.



## COUNTY OFFICES

### Van Buren County



Left to right: Melissa Garber, Kathy Menefee, Mickey Robinson (City of Spencer Mayor), Sheila Robinson (Van Buren County Coordinator), Greg Wilson (Van Buren County Executive), Darleen Hunter, Leanna Jestes. Not pictured: Mark Cunningham, Donna Mooneyham.

### Warren County



Left to right: Jenel Hill, Jemmie Hobbs, Sandy Shelton, Jimmy Haiey (City of McMinnville Mayor), Rebekah Blake, Herschel Wells, Sr. (Warren County Executive), Don Pitts, Carrie Baker (Warren County Coordinator), Holly Grisson, Michael Humphreys, Johnny Bond. Not pictured: Sue Anderson (City of Morrison Mayor), Roger Batcher, Joyce Bond, Carl G. Bouldin (City of Viola Mayor), Tiffany Cantrell, Jerry Campbell, Collene Crumbley (City of Centertown Alderman), Randy Davis, Steve Eckart, Debra Hobbs, JT Holt, Fred Locke, Debbie Murray, Radall Pleasant, Elvira Ponce, Wayne Rigsby, Albert Templeton, Timothy Terry, Shanell Wood.

COUNTY OFFICES

White County



Left to right: Lashay Whittenburg, Jeff Young (City of Sparta Mayor), Leanna Jestes, Amanda Dorner, Sheila Robinson (White County Coordinator), Jean Long, Charlotte Sandoval, Denny Wayne Robinson (White County Executive), Betty Sparkman. Not pictured: Nelda Beeler, Charles Bohanon, George Daniels, Rhonda Goodwin, Mary Hammock, Cynthia Haney, Leroy McCurry, Willie Poss, Janette Smith, Dean Snyder, Ray Spivy (City of Doyle Mayor), Shirley Trovarell, Martha Trusty, Peter Warren, Jan Woodcock.

Cannon County UCHRA  
301 West Main Street  
Adams Memorial Building  
Woodbury, TN 37190  
Ph: 615-563-2916  
Fax: 615-563-6016

Clay County UCHRA  
500 Dow Avenue  
PO Box 797  
Celina, TN 38551  
Ph: 931-243-3674  
Fax: 931-243-4402

Cumberland County UCHRA  
73 Methodist Campground Loop  
Crossville, TN 38555  
Ph: 931-456-0691  
Fax: 931-456-6641

DeKalb County UCHRA  
726 South Congress Blvd.  
Smithville, TN 37166  
Ph: 615-597-4504  
Fax: 615-597-8322

Fentress County UCHRA  
308 Main Street South  
Suite 101  
Jamestown, TN 38556  
Ph: 931-879-8040  
Fax: 931-879-9157

Jackson County UCHRA  
744 School Driver  
Gainesboro, TN 38562  
Ph: 931-268-9840  
Fax: 931-268-3517

Macon County UCHRA  
607 Highway 52 By-Pass  
Lafayette, TN 37083  
Ph: 615-666-3377  
Fax: 615-666-4604

Overton County UCHRA  
106 West Henson  
Livingston, TN 38570  
Ph: 931-823-7323  
Fax: 931-823-7325

Pickett County UCHRA  
Pickett Co. Community Center  
105 S. Main Street, Room #6  
Byrdstown, TN 38549  
Ph: 931-864-6540  
Fax: 931-864-6793

Putnam County UCHRA  
580 S. Jefferson Avenue  
Suite A  
Cookeville, TN 38501  
Ph: 931-528-1285  
Fax: 931-372-8754

Smith County UCHRA  
120 Pauline Gore Way  
Suite A  
Carthage, TN 37030  
Ph: 615-735-0476  
Fax: 615-735-0577

Van Buren County UCHRA  
445 College Street  
Spencer, TN 38585  
Ph: 931-946-7151  
Fax: 931-946-2876

Warren County UCHRA  
201 Locust Street, Suite 16  
McMinnville, TN 37110  
Ph: 931-473-6652  
Fax: 931-473-6655

White County UCHRA  
826 Valley View Drive  
Sparta, TN 38583  
Ph: 931-738-6255  
Fax: 931-738-6258

## 2016-2017 Advisory Board Members

**Beth Stephens, Advisory Board Coordinator**

Advisory boards meet quarterly to assist in developing greater public visibility and community involvement. They operate in an advisory capacity for the board of directors so the funders, volunteers, and participants better trust in UCHRA's day-to-day workings. The members also identify local needs so that the agency may better serve our people.

<p><b>Cannon County:</b> <b>18 members</b> Neal Appelbaum John Barker James Barrett Tracy Coppinger Andrea Fox Daisy Gannon Mike Gannon - C Tonya Gannon Karen Hale Angie Hunter Lois Larimer Danielle Moseley Erin Nichols Bonnie Patterson Kaitlin Patterson Marsha Petty Patricia Sissom Tim Spry</p> <p><b>Clay County:</b> <b>15 members</b> Paula Boone Cindy Cherry Matt Eldridge Sandra Grace Mary Hatcher Willie Kerr Jane Miller - C Lori Neely Ray Norris Dale Reagan Pandora Reagan Amanda Spivey Bobby Westmoreland Sandra Wix Doug Young</p> <p><b>Cumberland County:</b> <b>12 members</b> Lisa Bumbalough Kenneth Carey, Jr. Norm Dukes Mickey Eldridge Peggy Houston James Mayberry Jasmine Morgan Lori Neely Mike Phillips - C Angela Shadden Jerry Young Melinda Young</p>	<p><b>DeKalb County:</b> <b>12 members</b> Karen Adkins Tracy Coppinger Mike Foster Karen Hale Angie Hunter Dwight Mathis Jimmy Poss Michael Railling Jennifer Sherwood Tim Stribling - C Harrell Tolbert Suzanne Williams</p> <p><b>Fentress County:</b> <b>18 members</b> Vicki Crooks J. Michael Cross Sharon Ellis Amanda Hicks Janice Lillard Deann Morgan Gina Mullinix Lori Neely Kathy Perdue Gary Peters Vanessa Rogers Jodi Smith Leann Smith Ryan Smith Rhonda Tate Wanda Thompkins - C Bob Washburn Carol Watson</p> <p><b>Jackson County:</b> <b>15 members</b> Alice Barlow Joe Barlow John Cason Kate Chalman Pat Clinard Terri Dunn Joan Halfacre Angela Hassler Bobby Kinnaid Diane Martin Terry Montgomery Margie Stafford Everette Vanhooser Becky Williams Troy York - C</p>	<p><b>Macon County:</b> <b>14 members</b> Brownie Barton Stacey Brawner Regina Casetty Terri Dunn Brenda Hiatt Lori Jones Steve Jones - C Debbie Mason Phillip Matthews Amy Phelps Tracey Powell Michael Railling Pat Sutton Kathy Thompson</p> <p><b>Overton County:</b> <b>25 members</b> Christina Carr Ben Danner Dian Dillon Jim Evans Craig Green Myra Hargis Curtis Hayes Shirley Hunley Cynthia Julian-Simmons Dawn Killman Bruce Ledford Tim McGill Deann Morgan Bill Needham - C Lori Neely Judith Nevins JJ Oakley Stephanie Presley Rita Reagan-Underhill Vanessa Rogers Susan Robbins Marty Smith Pete Story Terry Webb Mark Winningham</p> <p><b>Pickett County:</b> <b>12 members</b> James Brown Linda Crouch Richard Daniel Jamie Edwards Diane Elder Sam Gibson</p>	<p>Deann Morgan Lori Neely Ivan Raley Billy Robbins - C Vanessa Rogers Lana Rossi</p> <p><b>Putnam County:</b> <b>19 members</b> Lisa Bumbalough Terri Dunn Pam Ealey Maxine Frasier Melissa Garrett George Halford Angela Hassler Patt Judd Dina Martin Jim Martin - C Ken Masters Randy Porter Sam Sallee Marianne Silvers Jean Smith Kay Walker Opless Walker Charles Womack Katie Woodard</p> <p><b>Smith County:</b> <b>15 members</b> Elaine Baker Larry Bradford - C Debbie Bush Jacky Carver Donnie Dennis Terri Dunn Milton Gibbs Michael Nesbitt C. D. Poindexter Michael Railling Ann Sanders Virginia Smith Jimmy Wheeler Carol Wilmore Billy Woodard</p> <p><b>Van Buren County:</b> <b>15 members</b> Kathryn Bryant Eddie Carter Cheryl Cole Tracy Coppinger</p>	<p>Karen Hale Angela Hassler Karla Hillis Shirley Hitchcock Don Hollingsworth Joan Moffitt Stephanie Neely Mickey Robinson Sheila Robinson Greg Wilson Don Woodlee - C</p> <p><b>Warren County:</b> <b>18 members</b> Sue Anderson Carrie Baker Carl Bouldin Mike Bouldin Sam Boyd Mike Corley Kevin Dunlap Andrea Fox Edwin Grissom Karen Hale Jimmy Haley Dickie Hillis Ivey Hillis Angie Hunter Amanda Jones Herschel Wells David Wideman Bill Zechman - C</p> <p><b>White County:</b> <b>17 members</b> Paul Bailey Marvin Bullock Sandy Daniels Cathy Farley Andrea Fox Karen Hale Sylvia Kennedy Sharon Langford James Leftwich Geeta McMillan - C Rich Morgan Denny Wayne Robinson Sheila Robinson John Sergio Cheryl Sullivan Larry Thompson Jeff Young C = <b>Chairman</b></p>
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# *Delivering Hope*

Cannon  
Clay  
Cumberland  
DeKalb  
Fentress  
Jackson  
Macon  
Overton  
Pickett  
Putnam  
Smith  
Van Buren  
Warren  
White

Upper Cumberland Human Resource Agency  
580 South Jefferson Avenue, Suite B  
Cookeville, Tennessee 38501-4010

# LWDA 7

## Local Procurement Policy

### PROCUREMENT REGULATIONS OF THE UPPER CUMBERLAND HUMAN RESOURCE AGENCY

#### **Introduction**

These procurement regulations provide standards for use by the Upper Cumberland Human Resource Agency, hereinafter referred to as the UCHRA, for all grant programs unless otherwise stated in individual grant contracts or applicable laws or administrative directives. Unless otherwise noted herein, the Executive Director shall be responsible for the administration of these procurement regulations.

#### **Section 1. Standard of Conduct**

No officer, employee or agent of the UCHRA shall unlawfully benefit directly or indirectly from the procurement of materials or services by the UCHRA. All procurement transactions shall be conducted in a manner so as to provide maximum open and free competition.

#### **Section 2. Review of Purchases**

All procurement actions shall be reviewed by the Executive Director or the Financial Officer. A purchase order shall be issued, where applicable, and such purchase order number shall appear on all invoices or receipts. Purchase orders will be used in all cases except the following circumstances:

1. Telephone Billings
2. Freight and Postage
3. Transportation and Lodging Expenses
4. Media and Advertising
5. Legal Expenses
6. Rent and Utilities

All procurements made by contract must be signed by the Executive Director. Contracts for materials or services may require funding agency approval. Grant terms and conditions should be checked for any special approval requirements.

#### **Section 3. Bid Requirements**

All purchases for materials and services, excluding professional or technical services shall comply with the following bid requirements:

- a. Informal Written or Telephone quotations: Unsealed bids or telephone quotations may be requested in lieu of sealed bids on purchases not exceeding \$5,000. A minimum of three (3) competitive bids is required, whenever possible. The bids or a record of the quotation are filed as a part of the transaction file. Written confirmation of bids shall be requested from successful vendors on purchases exceeding \$400.
- b. Sealed Bids. Sealed bids shall be requested for purchases of more than \$5,000, except in justified emergency situations or single-source purchases. The Executive Director may; however, request sealed bids purchases of less than \$5,000.
- c. Proprietary Procurements: Formal sealed bids may not be practical for a purchase when:
  1. The public exigency will not permit the delay incident to advertising.
  2. The material or service to be procured is available from only one person or firm.
  3. The amount involved does not exceed \$5,000.

4. The contract is for personal or professional services, or for any service to be rendered by a university, college, or other educational institution.
5. No acceptable bids have been received from formal advertising.
6. The purchases are for uniquely specialized materials.
7. Emergency situations justified in writing; and,
8. Otherwise authorized by law, rules, or regulations.

Justification for a proprietary procurement must be reviewed and approved by the Executive Director and shall be made a part of the file. At least three bids shall be solicited whenever possible.

d. Specifications: A clear and accurate description of the technical requirement for the material, product, or service to be procured shall be prepared. The schedule for delivery shall be stated where applicable. Specifications shall be written to maximize competition.

e. Advertisement for Bids: All procurements for materials or professional and technical services, of an expenditure costing at least \$5,000, unless pursuant to paragraph c. above, shall utilize an “Invitation for Bids, Request for Qualifications (RFQ), or Request for Proposals (RFP).” Such Invitation or Request shall be advertised in a newspaper or professional publication having general circulation within the Upper Cumberland Region or by written invitation to such vendors as are maintained on file with the Agency. This file will take into consideration geographic location of delivery site and the bidders proven ability to perform. In the event of media advertisement, a publisher’s affidavit and/or “tear sheet” shall be requested for all publications. Potential contractors shall be allowed sufficient time to compile bid responses according to the complexity of the bid request. The bid advertisement shall stipulate the time, date, and place of opening bids.

f. Acceptance of Bids: Where procurement is by advertised bids, the awards shall be made to the lowest responsive and responsible bidder considering price and other factors set forth in the Invitation to Bid. When such low bids are rejected in accordance with applicable written procedures, a written explanation justifying such rejection shall be retained in the Agency’s files for three years from date of rejections.

The UCHRA may reject any or all bids. Action to reject all bids shall be taken only for unreasonably high prices, errors in the Invitation to Bid, cessation of need, unavailability of funds, or any other reason approved by the Executive Director. The Executive Director may authorize rejection for failure to secure adequate competition.

g. Acceptability of Late Bids. Bids must be received on or before the date and hour designated for bid opening or the bid will be rejected and placed in the file unopened.

h. Amendment or Withdrawal of Bids: Prior to the opening, vendors not able to appear in person who wish to withdraw or amend a bid may do so by submitting either a letter or telegram containing such request to the UCHRA. Should a request for withdraw occur, bid register personnel will attach the dated and time stamped request to the bid, which will remain unopened as a part of- the permanent file. After bid opening, a vendor will be permitted to withdraw his bid in the sole discretion of the UCHRA Executive Director, where there is an obvious error in the bid supported by cost data, or where enforcement of the bid would impose an unconscionable hardship due to an error in the bid resulting in a quotation substantially below the other bids received. Such withdrawal will be considered only after receipt of a written request from the vendor.

i. Public Review of Bid Files: All records of purchases of the UCHRA are open and accessible to the public during the regular office hours of the UCHRA. Requests for inspection of records must be reasonable, contain sufficient information for retrieval, and must not interfere with the orderly operation of the Agency. Vendor’s application forms, which include financial disclosure information, or the identity of prospective vendors prior to bid opening, where such disclosure might negate the competitive bid process, are not open to the public. Individual purchase records are not available after bid opening and prior to formal award. Vendors are encouraged to attend the bid opening on the day and at the time specified in the Invitation to Bid. A copy of

the tabulation is posted as soon as practicable after bid opening. A single copy of any record may be obtained, at cost, upon request.

**Section 4. Affirmative Action**

All prevailing Civil Rights Legislation will be strictly adhered to and enforced.

**Section 5. Products Produced by State Agencies**

UCHRA is required to purchase items and services from Tennessee Department of Correction when such items have been certified in accordance with TCA Section 41-22-119 and Blind Services when such items meet federal standards in accordance with TCA Section 14-14-104. **SEE NOTE ON BACK PAGE FOR CURRENT ITEMS CERTIFIED BY TRICOR.**

**Section 6. Contract Administration**

The Executive Director or designee shall be responsible for all contract administration and monitoring. All contracts will be monitored on a periodic basis for a determination of compliance with contract provisions.

**Section 7. Term Contracts**

A term contract may be let for the supply of the total requirements of supplies, materials, equipment and services as are not certified pursuant to TCA 41-22-119. More than one such term contract may be let for the supply of any given class or type of supplies, equipment, or service and any such term contract may provide for the cancellation thereof by either party. Such term contracts may be let for periods of not less than three months nor more than sixty months; provided however, that any such term contracts let, or proposed to be let, for periods of time more than twelve months shall be subject to the following conditions:

- a. No term contracts shall be negotiated nor entered into without competitive bidding as prescribed;
- b. Bid invitations and term contracts resulting therefrom must clearly show the annual maximum obligation of the UCHRA for each twelve month period covered by such term contract;
- c. Such term contracts must contain a provision giving the UCHRA the right of cancellation at any time with no more than one year's notice, at the end of each fiscal year without notice, in the event that funds to support contract become unavailable;

**Section 8. Receipt of Materials**

The person(s) ordering materials or non-technical services or a person designated by the Executive Director shall check the materials delivered for completeness and compliance with specifications and shall initial shipping invoice or other such receipt and shall submit a copy to the Financial Officer. The Financial Officer shall not make payment without such a verification of receipt of materials.

**Section 9. Amendment to Rules**

These procurement regulations may be altered, and amended by the UCHRA Policy Council and Board and submitted to the State Board of Standards for approval.

**Section 10. Qualification of Vendors**

All vendors providing supplies, equipment or services to the UCHRA shall be reputable firms having the demonstrated capacity to produce or provide supplies, equipment/or service and other items within a reasonable period of time or within the time limits established by the UCHRA. Vendors shall be subject to disqualification if they are found to misrepresent quality, quantity, or price of supplies, equipment, services or other items delivered. Vendors will also be disqualified if reasonable time limits established by the UCHRA are exceeded.

**Section 11. Taxes**

Prices quoted shall not contain provisions for Federal excise taxes or State sales tax. The Upper Cumberland Human Resource Agency is exempt from such taxes.

**Section 12. Controversies**

Resolving controversies concerning protest of qualification of bidders, suspension from bidding, and invitation to bid, and stay of award prior to actual award shall be resolved in the manner provided herein. Vendors who disagree in any of the aforementioned areas may document their position in writing and request re-evaluation by the buyer concerned. If the re-evaluation by the buyer does not resolve the disagreement, the vendor may request evaluation of the record, including the written protest documentation, through a hearing of the Executive Director. The evaluation by the Executive Director constitutes the final determination for the Upper Cumberland Human Resource Agency; however, the vendor may request in writing an appeal to the Personnel & Grievance Committee under procedures established by the UCHRA Policies and Procedures. A hearing be scheduled before the Personnel & Grievance Committee for resolution of the disagreement.

**TRICOR CERTIFIED ITEMS AS OF 2/26/99:**

**Centerline paint (for highway marking)**

**Survey stakes and hubs**

**Milk**

**Remanufactured Toner Cartridges**



**WORKFORCE INNOVATION AND  
OPPORTUNITY ACT  
(WIOA)**

***Policies & Procedures Manual***

**Local Workforce Development Area 7**  
Upper Cumberland Human Resource Agency

REVISED 05/02/2017

## WIOA SERVICES FOR ADULTS & DISLOCATED WORKERS

WIOA removed the sequence of service requirement established under WIA, which required that an individual complete an intensive service before receiving training services. Other than a determination of need made using an employment plan, there is no requirement that additional career services be provided before an individual enrolls in training.

WIOA establishes two levels of employment and training services for adults and dislocated workers: Career Services and Training Services.

### **Career Services**

Career services for adults and dislocated workers must be available in at least one location in each Local Workforce Development Area (LWDA). There are three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services.

### **Basic Career Services**

Basic career services must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and federal cost principles:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas, including:
  - job vacancy listings in labor market areas;
  - information on job skills necessary to obtain the vacant jobs listed; and
  - information relating to the local Target Occupations List in demand and the earnings, skills requirements, and opportunities for advancement in those jobs;

- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the workforce system;
- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance, including:
  - child care;
  - child support;
  - medical or child health assistance available through the state's Medicaid program and Children's Health Insurance Program;
  - benefits under the Supplemental Nutrition Assistance Program (SNAP);
  - assistance through the earned income tax credit; and
  - assistance under a state program for Temporary Assistance for Needy Families (TANF), and other support services and transportation provided through that program;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which one-stop staff must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

### Individualized Career Services

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services, as consistent with WIOA requirements and federal cost principles:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers, which may include:
  - diagnostic testing and use of other assessment tools; and
  - in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers, including transitional jobs;

Internships and work experience are planned, structured learning experiences that take place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. An internship or work experience may be arranged within the private for-profit sector, the nonprofit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act (FLSA), exists.

- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

### Follow-Up Services

Follow-up services must be made available, as appropriate—including counseling regarding the workplace—for adult and dislocated worker participants for a minimum of 12 months after their program participation ends (closure).

### Training Services

WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment.

Examples of training services include:

- occupational skills training, including training for nontraditional employment;
- on-the-job training (OJT);
- registered apprenticeship;
- incumbent worker training in accordance with WIOA §134(d)(4);
- workplace training and cooperative education programs;
- private sector training programs;
- skills upgrading and retraining;
- entrepreneurial training;
- job readiness training provided in combination with other training described above;
- adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- customized training.

WIOA funding for training is limited to participants who:

- are unable to obtain grant assistance from other sources to pay training costs; or
- require assistance beyond that available under grant assistance from other sources to pay training costs and related support services.

One-Stop staff and training providers must coordinate funds available to pay for training and must consider the availability of other grant assistance to pay for training costs, such as TANF, SNAP E&T, and federal Pell Grants, so that WIOA funds *supplement* other sources of training grants. When coordinating other grant assistance, staff and training providers must take into account the full cost of participating in training services, including the cost of

dependent care, transportation, and other support services.

Staff must ensure that the participant's income and expected expenses for the entire training period are documented. WIOA funds may be used to offset any deficit.

A WIOA participant may enroll in WIOA-funded training while the participant's application for a Pell Grant is *pending*, as long as arrangements have been made with the training provider and the WIOA participant regarding allocation of the Pell Grant.

Before receiving training services under WIOA:

- eligibility determination for specific services is required; and
- a determination of need must be made using an employment plan

### **Eligibility for Training Services**

Training services may be made available to employed and unemployed adults and dislocated workers who:

- one-stop staff determines, after a determination of need is made using an employment plan:
  - are unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
  - are in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
  - have the skills and qualifications to participate successfully in training services;
- have selected a program of training services that is directly linked to:
  - occupations that are on the workforce area's targeted occupations list, or are on the targeted occupations list for another area to which an adult or dislocated worker is willing to commute or relocate;
  - Board-determined early pathway occupations and stackable credentials that lead toward a Board target occupation; or
  - occupations that have been determined on a case-by-case basis to have a high potential for sustained demand and growth in the workforce area, based on sufficient and verifiable documentation, in accordance with the Board's procedures; and
- are unable to obtain grant assistance from other sources to pay the costs of such training and related support services, including such sources as state-funded training funds, Trade Adjustment Assistance (TAA), and federal Pell Grants or require WIOA assistance in addition to other sources of grant assistance, including federal Pell Grants.

## WIOA ADULT PROGRAM

Adults who receive services funded under WIOA Title I other than self-service or information activities must be registered and enrolled in WIOA as a participant. Registration is the information collection process that documents a determination of eligibility.

**Eligibility for program enrollment and program services does not entitle an individual to program enrollment or program services [WIOA sec. 194(12)].**

### Eligibility

Adults must meet the following eligibility criteria for the WIOA Adult Program:

- U.S. citizen or otherwise legally entitled to work in the U.S.;
- Age 18 or older; and
- Meet Military Selective Service Registration requirements (males only).

### Priority for Services

WIOA sec. 134(c)(3)(E) requires priority for individualized career services and training services funded with WIOA adult funds be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

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

- 1st Priority – Veterans and eligible spouses (covered persons) who are:
  - low income, or
  - recipients of public assistance, or
  - who are basic skills deficient.
- 2nd Priority - Individuals (non-covered persons) who are:
  - low income, or
  - recipients of public assistance, or
  - who are basic skills deficient.
- 3rd Priority - Veterans and eligible spouses who are:
  - not low income, and
  - not recipients of public assistance, and
  - not basic skills deficient.
- 4th Priority - Individuals (non-covered persons) who do not meet the above priorities

On an exception basis, WIOA eligible individuals (non-covered persons) who do not meet the WIOA Adult Program eligibility for Priorities 1, 2, or 3 may be served under the 4<sup>th</sup> priority. The

request for 4<sup>th</sup> Priority must be submitted in writing to the appropriate Program Manager and must include the applicant's name, the applicant's barrier(s), and a detailed Individual Employment Plan (IEP) along with an estimated amount of WIOA Adult funds to be used.

The WIOA eligible adult must meet one or more of the following categories of an individual with a barrier to employment:

- Displaced homemakers
- Individuals with disabilities
- Older individuals (55+)
- Ex-offenders
- Homeless individuals
- Eligible migrant and seasonal farm workers
- Long-term unemployed individuals

#### Low-Income Individuals

An individual who meets any one of the following criteria satisfies the low-income requirement for WIOA adult services:

- Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through SNAP, TANF, or the Supplemental Security Income (SSI) program, or state or local income-based public assistance;
- Receives an income or is a member of a family receiving an income that, in relation to family size, is not in excess of the current combined U.S. Department of Labor (DOL) 70 percent Lower Living Standard Income Level and U.S. Department of Health and Human Services (HHS) Poverty Guidelines;
- Is a homeless individual, or a homeless child or youth;
- Receives or is eligible to receive a free or reduced-price lunch under the NSLA (this only applies to the individual receiving the free or reduced-price lunch);
- Is a foster youth, on behalf of whom state or local government payments are made; or
- Is an individual with a disability whose own income meets:
  - WIOA's income requirements, even if the individual's family income does not meet the income requirements; or
  - the income eligibility criteria for payments under any federal, state, or local public assistance program.

#### Family

A family is defined as two or more individuals related by blood, marriage, or decree of court, who are living in a single residence and are included in one or more of the following categories:

- Two married individuals and dependent children;
- A parent or guardian and dependent children; and
- Two married individuals.

In a situation in which a job seeker is claiming, for the purpose of defining his or her family, to be in a common-law marriage, written attestation must be obtained from both parties affirming the fact.

### Family Income

For the purpose of determining WIOA income eligibility, the following are excluded from income:

- Unemployment compensation
- Needs-based scholarship assistance
- Financial assistance under Title IV of the Higher Education Act—Pell Grants, Federal Supplemental Educational Opportunity grants, Federal Work Study Program, PLUS, Stafford loans, and Perkins loans
- Child support payments
- Cash assistance payments (including TANF, SSI, Refugee Cash Assistance, general assistance, emergency assistance, and general relief)
- Onetime income received in lieu of TANF cash assistance
- Income earned by a veteran while on active military duty and certain other veterans' benefits, such as compensation for service-connected disability, compensation for service-connected death, vocational rehabilitation, and education assistance
- Regular payments from Social Security, such as Old-Age and Survivors Insurance
- Lump sum payments received as assets in the sale of a house, in which the assets are to be reinvested in the purchase of a new home (consistent with IRS guidance)
- Payments received as the result of an automobile accident insurance settlement that are being applied to the repair or replacement of an automobile
- Foster care payments
- Any withdrawal from an Individual Development Account for the purchase of a home, medical expenses, or educational expenses
- Onetime cash payment, including tax refunds; loans, which are debt and not income; onetime insurance payments; gifts; and lump sum inheritances
- Noncash assistance such as employer-paid fringe benefits, food, or housing received in lieu of wages, Medicare, Medicaid, SNAP, school meals, and housing assistance

*Note:* When a federal statute specifically provides that income or payments received under such statute shall be excluded in determining eligibility for the level of benefits received under any other federal statute, such income or payments shall be excluded in WIOA eligibility determination (for example, adoption subsidies).

**Anything that is not listed above as excluded from income is included as income.** Social Security Disability Insurance (SSDI) is *included* as income.

### Basic Skills Deficient

An individual who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society satisfies the basic skills deficient requirement for WIOA adult services.

LWDA 7 has defined basic skills deficient as the same for adult and youth participants, namely, an individual that has English reading, writing, or computing skills at or below the 8th grade (8.9 or lower) level. It is expected that basic skills deficient will be determined using an objective, valid and reliable assessment, such as the Test for Adult Basic Education (TABE). The test



results (copy of answer sheet) must be maintained in participant's case file and the results must be documented in Case Notes.

## **WIOA DISLOCATED WORKER PROGRAM**

The WIOA dislocated worker program offers employment and training services for eligible workers who are unemployed through no fault of their own or who have received an official layoff notice. WIOA expands the definition of dislocated worker to include the spouse of active military who lost employment as a result of a permanent change in duty location or is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.

### **WIOA Dislocated Worker Eligibility**

To be eligible to receive WIOA services as a dislocated worker in the adult and dislocated worker programs, an individual must:

- be a citizen or noncitizen authorized to work in the United States;
- meet Military Selective Service registration requirements (males only); and meet the definition of dislocated worker at WIOA §3(15).

*Note:* Authorization to work in the United States can be verified through eligibility for UI benefits.

### **Definition of Dislocated Worker**

A dislocated worker is an individual who meets one of the following five sets of criteria:

#### **(1) The individual:**

- has been terminated or laid off, or has received a notice of termination or layoff, from employment;
- is eligible for or has exhausted entitlement to unemployment compensation, or has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state's UI law; and
- is unlikely to return to a previous industry or occupation. Unlikely to return to a previous industry or occupation is determined through an evaluation of the labor market, which determines that:
  - the industry or occupation shows either no growth or a decline in available job opportunities as documented by labor market statistics or TWC-approved labor market analyses;
  - the individual has been seeking—since termination, layoff, or receipt of notice of layoff—but has been unable to find employment in his or her previous industry or occupation due to economic conditions and/or skill limitations;
  - the individual was profiled and determined likely to exhaust UI benefits; or
  - there is a lack of suitable matches in Jobs4TN.gov.

*Note:* Individuals laid off on a temporary basis, with a specific recall date, are not eligible under Category 1 of the WIOA dislocated worker eligibility criteria.

Temporary or Seasonal Workers—Individuals laid off or terminated because of the cyclical, intermittent, or seasonal nature of their employment may be provided individualized career services and training services under the dislocated worker program. However, such services should be available only to those individuals interested in developing skills in non-seasonal occupations rather than in continuing as temporary or seasonal workers.

#### Military Service Members

Separating military personnel or recently separated veterans qualify as Category 1 dislocated workers if they:

- are discharged under conditions other than dishonorable, whether voluntarily or involuntarily;
- are non-retirees.

*Note:* WIOA §3(63)(B) defines “Recently Separated Veteran” to mean any veteran who applies for participation under WIOA within 48 months after the discharge or release from active military, naval, or air service.

#### Expedited Eligibility

Trade-affected workers and UI claimants who have been profiled and determined likely to exhaust benefits meet the definition of a Category 1 dislocated worker. Eligibility can be verified and documented through the following:

- an open TAA Program Detail;
- a copy of the RESEA outreach letter sent to the participant; or
- verification through Jobs4TN.gov

#### **(2) The individual:**

- has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
- is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
- for purposes of eligibility to receive services other than training services, individualized career services, or support services, is employed at a facility at which the employer has made a general announcement that such facility will close.

**(3)** The individual was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters. This includes individuals working as independent contractors or consultants but not technically employees of a firm.

**(4)** The individual is a displaced homemaker, as defined in WIOA §3(16). A displaced homemaker is an individual who:

- has been providing unpaid services to family members in the home;
- is unemployed or underemployed and experiencing difficulty finding or upgrading employment; and

- meets one of the following:
  - has been dependent on the income of another family member but is no longer supported by that income; or
  - is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member.

A displaced homemaker may lose support income due to divorce or the death of a spouse. In addition, the loss of support income may be the result of a former wage earner's job loss and that former wage earner may still be living in the home.

**(5)** The individual is the spouse of a member of the Armed Forces on active duty and:

- has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
- is unemployed or underemployed and experiencing difficulty finding or upgrading employment.

The Board may establish policies and procedures for use in determining an individual's eligibility as a dislocated worker, consistent with the definition at WIOA §3(15). These policies and procedures may address such conditions as:

- what constitutes a "general announcement" of plant closing under WIOA §3(15)(B)(ii) or (iii); and
- what constitutes "unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters" for determining the eligibility of self-employed individuals, including family members and farmworkers or ranch hands, under WIOA §3(15)(C).

#### Continued Eligibility

An otherwise eligible dislocated worker remains eligible if, prior or during participation in the dislocated worker program, interim employment is obtained for the purpose of income maintenance. Interim employment is defined as employment that is accepted by the individual for the purpose of transitory income prior to participation in individualized career services or training services with the intention of ending such employment at the completion of the individualized career services or training services. Earnings from Interim employment must not be more than:

- 80 % of their wages at the date of dislocation; or
- The self-sufficiency threshold established by the LWDA.

#### Specialized Reemployment Services

Specialized reemployment services may be available to dislocated workers. Under WIOA, the Board is charged with developing a plan that includes how workforce investment activities carried out in the workforce area will coordinate with statewide rapid response activities in assisting dislocated workers obtain reemployment as soon as possible. The dislocated worker program specifies three types of specialized reemployment services:

- *Rapid Response* -  
Rapid response services provide short-term early intervention and immediate assistance with layoffs and plant closures. The services are designed to transition workers to their next employment as soon as possible.
- *Reemployment Services and Eligibility Assessment (RESEA)* –  
RESEA is geared toward UI claimants who are identified as likely to exhaust benefits and are required to participate in reemployment services as a condition of UI eligibility.
- *Trade Adjustment Assistance (TAA)* -  
The TAA program provides additional benefits for dislocated workers from companies that are directly affected by increased imports or certain shifts of production to other countries.

## **WIOA YOUTH PROGRAM**

WIOA sets out a number of changes for the youth formula-funded program. The most significant change is the shift to focus resources primarily on out-of-school youth (OSY). WIOA raises the minimum percentage of funds required to be spent on OSY from 30 percent to 75 percent. This intentional shift refocuses the program to serve OSY during a time when large numbers of youth and young adults are out of school and not connected to the labor force.

Additionally, under WIOA, opportunities for work experience become an important element of the program. WIOA prioritizes work experience with the requirement that Boards must spend a minimum of 20 percent of youth funds on work experience.

WIOA also introduces five new program elements:

- financial literacy;
- entrepreneurial skills training;
- services that provide labor market and employment information about in-demand industry sectors or occupations available in the workforce areas;
- activities that help youth prepare for and transition to postsecondary education and training; and
- education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

Unlike under WIA or under the definition of an in-school youth (ISY) under WIOA, low income is not a requirement to meet eligibility for most categories of OSY under WIOA. However, low income is now a criterion for youth who need additional assistance to complete an educational program or to obtain or retain employment. Also, WIOA has made youth with a disability a separate eligibility criterion, and has changed the age criterion for OSY eligibility to youth not younger than 16 and not older than 24 years at the time of enrollment.

Additionally, WIOA includes a new OSY criterion: a youth who is within the age of compulsory school attendance but has not attended school for at least the most recent school year's calendar quarter.

### **WIOA Youth Eligibility**

To be eligible to receive WIOA youth services, an individual must:

- be a citizen or noncitizen authorized to work in the United States;
- meet Military Selective Service registration requirements (males only); and
- be an ISY or OSY, as defined by WIOA §129(a)(1)(B)–(C).

\*\*Note: Authorization to work in the United States can be verified through eligibility for UI benefits.

### **In School Youth (ISY) Eligibility**

As defined in WIOA §129(a)(1)(C), an ISY is an individual who is:

- Attending school (secondary or postsecondary) **at the time of enrollment**;
- Not younger than 14 or older than 21 **at the time of enrollment**;
- A low-income, as defined by WIOA §3(36), individual; and
- One or more of the following:
  - Basic skills deficient, as defined by WIOA §3(5);
  - An English language learner;
  - An offender;
  - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under §477 of the Social Security Act (42 USC §677), or in an out-of-home placement;
  - Pregnant or parenting;
  - A youth who is an individual with a disability;
  - An individual who requires additional assistance to complete an educational program or to secure or hold employment.

### **Out-of-School Youth Eligibility**

An OSY is an individual who is:

- Not younger than 16 and not older than 24 years **at the time of enrollment**;
- Not attending secondary or postsecondary school **at the time of enrollment**; and
- One or more of the following:
  - A school dropout, as defined by the state (a youth attending an alternative school at the time of enrollment is not a considered a dropout);
  - Between the ages of 16 and 18, but has not attended school for at least the most recent complete school year's calendar quarter;
  - A recipient of a secondary school diploma or its recognized equivalent who is a low income individual or lives in a high-poverty area and is either:
    - basic skills deficient
    - an English language learner
  - Subject to the juvenile or adult justice system;
  - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under §477 of the Social Security Act (42 USC §677), or in an out-of-home placement;
  - Pregnant or parenting;
  - Disabled; or
  - A low-income individual, or an individual who lives in a high-poverty area, who requires additional assistance to enter or complete an educational program or to obtain or retain employment.

### **English Language Learner**

An individual who has a limited ability in speaking, reading, writing, or understanding the English language, and whose native language is a language other than English; or who lives in a family or community environment where a language other than English is the dominant language

An individual who meets any one of the following criteria satisfies the low-income requirement for WIOA youth services:

- Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through SNAP, TANF, or the SSI program, or state or local income-based public assistance.
- Receives an income or is a member of a family receiving an income that, in relation to family size, is not in excess of the current combined DOL 70 percent Lower Living Standard Income Level
- Is a homeless individual as defined in §41403(6) of the Violence Against Women Act of 1994, or a homeless child or youth as defined in §725(2) of the McKinney-Vento Homeless Assistance Act.
- Receives or is eligible to receive a free or reduced-price lunch.
- Is a foster youth on behalf of whom state or local government payments are made.
- Is an individual with a disability whose own income meets:
  - WIOA’s income requirements, even if the individual’s family income does not meet the income requirements; or
  - the income eligibility criteria for payments under any federal, state, or local public assistance program

#### Basic Skills Deficient

An individual who meets either of the following criteria satisfies the basic skills deficient requirement for WIOA youth services:

- Is a youth who has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or
- Is a youth who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

If using an assessment instrument to assess basic skills, Boards must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

Skill levels “at or below the eighth-grade level” may be determined by:

- a TABE test score of 8.9 or below; or
- another generally accepted standardized test.

**\*\*Note:** Regardless of how basic skills deficiency is determined, documentation must be maintained in a hard case file.

#### High-Poverty Area

A youth living in a high-poverty area automatically meets the low-income criterion. A high poverty area is a Census tract, a set of contiguous Census tracts, Native American Reservation,

tribal land, or Native Alaskan Village or county that has a poverty rate of at least 25 percent, as set every five years using American Community Survey 5-Year data.

### School

For the purpose of determining ISY and OSY eligibility, a child is “attending school” if, at the time of enrollment in WIOA, the child:

- is enrolled in a school that leads to the attainment of a state-recognized high school diploma, including a:
  - public school;
  - charter school; or
  - private school; or
  - disciplinary alternative education program (DAEP); or
  - homeschooled; or
- is a youth attending high school equivalency programs funded by the public K–12 system; or
- is enrolled in postsecondary school.

The following programs are not considered “school” under WIOA:

- Adult education provided under Title II of WIOA
- YouthBuild programs
- Job Corps programs
- High school equivalency programs (not funded by the public K–12 system)
- Dropout re-engagement programs

### **Youth Program Design**

The design framework of local youth programs must:

- Provide for an objective assessment of each youth participant, including a review of the academic and occupational skill levels and service needs, for the purpose of identifying appropriate services and career pathways for participants and informing the individual service strategy. The objective assessment must include a review of:
  - basic skills;
  - occupational skills;
  - work experience;
  - employability;
  - interests;
  - aptitudes;
  - support service needs; and
  - developmental needs.
- Develop, and update as needed, an individual service strategy for each youth participant that:
  - is directly linked to one or more indicators of performance (as described in WIOA §116(b)(2)(A)(ii));
  - identifies appropriate career pathways that include education and employment goals;
  - considers career planning and the results of the objective assessment; and



- prescribes achievement objectives and services for the participant; and
- Provide case management of youth participants, including follow-up services.

### **Youth Program Elements**

The following 14 services are available to youth participants:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
2. Alternative secondary school services, or dropout recovery services, as appropriate
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
  - Summer employment opportunities and other employment opportunities available throughout the school year;
  - Pre-apprenticeship programs—a program or set of strategies designed to prepare individuals to enter and succeed in a registered apprenticeship program and has a documented partnership with at least one, if not more, registered apprenticeship programs;
  - Internships and job shadowing;
  - OJT opportunities, as defined in WIOA §3(44)

Work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate, and may take place in the private for-profit sector, the nonprofit sector, or the public sector. Labor standards apply in any work experience in which an employee/employer relationship, as defined by FLSA or applicable state law, exists.

4. Occupational skills training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the workforce area involved, if the Board determines that the programs meet the quality criteria described in WIOA §123.

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.

Boards must give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the workforce area. Such training must:

- be outcome oriented and focused on an occupational goal specified in the individual service strategy;
  - be of sufficient duration to impart the skills needed to meet the occupational goal; and
  - result in attainment of a recognized postsecondary credential
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
  6. Leadership development opportunities, including community service and peer-centered

activities encouraging responsibility and other positive social and civic behaviors. Leadership development opportunities are opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors, such as:

- exposure to postsecondary educational possibilities;
- community and service learning projects;
- peer-centered activities, including peer mentoring and tutoring;
- organizational and teamwork training, including team leadership training;
- training in decision making, including determining priorities and problem solving;
- citizenship training, including life skills training such as parenting and work behavior training;
- civic engagement activities that promote the quality of life in a community; and
- other leadership activities that place youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee.

Positive social and civic behaviors are outcomes of leadership opportunities that are incorporated by Boards as part of their menu of services and that focus on areas that may include the following:

- Positive attitude development;
- Self-esteem building;
- Openness to work with individuals from diverse backgrounds;
- Maintaining healthy lifestyles, including being alcohol and drug free;
- Maintaining positive social relationships with responsible adults and peers and contributing to the well-being of one's community, including voting;
- Maintaining a commitment to learning and academic success;
- Avoiding delinquency;
- Postponing parenting;
- Responsible parenting, including child support education;
- Positive job attitudes and work skills; and
- Keeping informed in community affairs and current events.

7. Support services, as defined in WIOA §3(59), which enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:
  - Linkages to community services;
  - Assistance with transportation;
  - Assistance with child care and dependent care;
  - Assistance with housing;
  - Needs-related payments;
  - Assistance with educational testing;
  - Reasonable accommodations for youth with disabilities;
  - Referrals to health care; and
  - Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
8. Adult mentoring for a duration of at least 12 months that may occur both during and after program participation.

Adult mentoring for youth must:

- be a formal relationship between a youth participant and an adult mentor that includes structured activities in which the mentor offers guidance, support, and encouragement to develop the competence and character of the youth;
- include a mentor who is an adult other than the assigned youth case manager; and
- at a minimum, match the youth with an individual mentor with whom the youth interacts on a face-to-face basis. Group mentoring activities and mentoring through electronic means are allowable as part of mentoring activities.

Mentoring may include workplace mentoring in which the local program matches a youth participant with an employer or employee of a company.

9. Follow-up services for not fewer than 12 months after the completion of participation

Follow-up services are critical services provided after a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training.

Follow-up services for youth may include:

- leadership development opportunities and support services;
- regular contact with a youth participant's employer, including assistance in addressing work-related problems;
- assistance in securing better-paying jobs, career pathway development, and further education or training;
- work-related peer support groups;
- adult mentoring; and
- services necessary to ensure the success of youth participants in employment and/or postsecondary education.

If a youth cannot be located or refuses follow-up services, discontinue attempts to provide follow-up services and document in VOS.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth

Comprehensive guidance and counseling is individualized counseling to participants that includes career and academic counseling, drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate. When referring participants to necessary counseling that cannot be provided by the Board, the Board must coordinate with the organization it refers to in order to ensure continuity of service.

11. Financial literacy education

The financial literacy education program element may include any of the following activities that:

- support the ability of participants to create budgets, initiate checking and savings accounts, and make informed financial decisions;
- support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- teach participants about the significance of credit reports and credit scores, what their rights are regarding their credit and financial information, how to determine the accuracy of a credit report and how to correct inaccuracies, and how to improve or maintain good credit;
- support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;
- educate participants about identity theft, ways to protect themselves from identify theft, and how to resolve cases of identity theft and in other ways understand their rights and protections related to personal identity and financial data;
- support activities that address the particular financial literacy needs of non-English speaking participants, including providing support through the development and distribution of multilingual financial literacy and education materials; and
- support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentives counseling.

12. Entrepreneurial skills training

Entrepreneurial skills training provides the basics of starting and operating a small business. Such training must develop the skills associated with entrepreneurship, including, but not limited to, the ability to:

- take initiative;
- creatively seek out and identify business opportunities;
- develop budgets and forecast resource needs;

- understand various options for acquiring capital and the trade-offs associated with each option; and
- communicate effectively and market oneself and one's ideas.

Approaches to teaching youth entrepreneurial skills include, but are not limited to, the following:

- Entrepreneurship education that provides an introduction to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and may also include simulations of business start-up and operation.
- Enterprise development, which provides support and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants needed to begin business operation and by providing more individualized attention to the development of viable business ideas.
- Experiential programs that provide youth with experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business that young people participating in the program work in and manage. Or, they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the workforce area, such as career awareness, career counseling, and career exploration services

14. Activities that help youth prepare for and transition to postsecondary education and training

Common activities include, but are not limited to:

- individualized career planning;
- career shadowing;
- postsecondary education admissions counseling;
- postsecondary education application assistance;
- postsecondary education financial aid assistance;
- fields of study guidance;
- postsecondary education campus visits;
- postsecondary education entrance exam preparation; and
- study skills workshops and parent support workshops.

**ANNUAL Workforce Investment Income Guidelines 2016**

<b>Family Size</b>	<b>Poverty Level</b>	<b>LLSIL* - Metro</b>	<b>LLSIL – Non-Metro</b>
1	\$11,880	\$9,027	\$8,970
2	\$16,020	\$14,790	\$14,695
3	\$20,160	\$20,300	\$20,169
4	\$24,300	\$25,062	\$24,898
5	\$28,440	\$29,579	\$29,382
6	\$32,580	\$34,595	\$34,361
7	\$36,730	\$39,611	\$39,340
8	\$40,890	\$44,627	\$44,319
9	\$45,050	\$49,643	\$49,298
10	\$49,210	\$54,659	\$54,277
11	\$53,370	\$59,675	\$59,256
12	\$57,530	\$64,691	\$64,235
	<b>Add \$4,160 for each additional family member</b>	<b>Add \$5,016 for each additional family member</b>	<b>Add \$4,979 for each additional family member</b>

**\*Lower Living Standard Income Level**

To use this chart, compare the poverty level for the family size against either the Metro or Non-Metro LLSIL, depending on the county of residence, using the higher of the two.

**Note – Metro LLSIL levels can only be used for the following counties:**

Anderson, Blount, Bradley, Cannon, Carter, Cheatham, Chester, Davidson, Dickson, Fayette, Grainger, Hamblen, Hamilton, Hawkins, Hickman, Jefferson, Knox, Loudon, Macon, Madison, Marion, Montgomery, Polk, Robertson, Rutherford, Sequatchie, Shelby, Smith, Stewart, Sullivan, Sumner, Tipton, Trousdale, Unicoi, Union, Washington, Williamson, Wilson.

**Revised July 2016**

**NOTE:** All counties will use guidelines highlighted in RED (for family of 1 or 2)  
 All counties EXCEPT Cannon, Macon, and Smith will use guidelines  
 Highlighted in YELLOW (for 3 or more in family)

**Cannon, Macon, and Smith** will use guidelines highlighted in **BLUE**  
(for 3 or more in family)

**LWDA 7  
Self-Sufficiency Policy**

Self-Sufficiency shall be defined as family wages before deductions (gross wages) that total 140% or more of the *Annual Workforce Investment Income Guidelines* in the six months prior to the application for WIOA Adult funded services.

Use the table below to determine self-sufficiency based on family size:

<b>Family Size</b>	<b>Self-Sufficiency Wage Level (based on 40 hours/week)</b>	<b>Self-Sufficiency Yearly Income Level</b>
1	\$8.00	\$16,640.00
2	\$10.79	\$22,443.00
3	\$13.57	\$28,226.00
4	\$16.36	\$34,029.00
5	\$19.15	\$39,832.00
6	\$21.93	\$45,615.00
7	\$24.73	\$51,439.00
8	\$27.53	\$57,263.00
9	\$30.33	\$63,087.00
10	\$33.13	\$68,911.00
11	\$35.93	\$74,735.33
12	\$38.73	\$80,559.00

**FOR CANNON, MACON, SMITH COUNTIES:**

<b>Family Size</b>	<b>Self-Sufficiency Wage Level (based on 40 hours/week)</b>	<b>Self-Sufficiency Yearly Income Level</b>
1	\$8.00	\$16,640.00
2	\$10.79	\$22,443.00
3	\$13.67	\$28,434.00
4	\$16.87	\$35,090.00
5	\$19.19	\$41,413.00
6	\$23.29	\$48,444.00
7	\$26.67	\$55,474.00
8	\$30.04	\$62,484.00
9	\$33.41	\$69,493.00
10	\$36.79	\$76,524.00
11	\$40.17	\$83,554.00

12	\$43.54	\$90,564.00
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\*Calculations based on the ANNUAL *Workforce Investment Income Guidelines 2016* (Revised: July 2016)

## **Civil Rights Act of 1964**

### **Title VI – Nondiscrimination in Federally Assisted Programs**

It is the policy of the Upper Cumberland Human Resource Agency/American Job Center and the Workforce Innovation and Opportunity Act (WIOA) that discrimination on the grounds of race, color, or national origin shall not occur in connection with programs and activities receiving Federal financial assistance.

An “Equal Opportunity Is the Law” form shall be signed by the WIOA Case Managers and all participants enrolled in the WIOA program. A copy of this form (English and Spanish versions) is located in the Forms Section of this Policies and Procedures Manual. Signed copies of this form will be given to all participants and a copy will be placed in each participant file.



## **WIOA TRAINING SERVICES**

### **Purpose**

This policy outlines LWDA 7's directives for providing training services for WIOA eligible Adult, Dislocated Worker, and Youth participants.

### **Background**

LWDA 7 will provide WIOA training services through Individual Training Accounts (ITAs). ITA funds will be used by WIOA participants to purchase training services from eligible training providers they select in consultation with a WIOA Case Manager. Participants are expected to utilize information such as skills assessments, labor market information, and training providers' performance, and to take an active role in managing their employment future through the use of ITAs.

### **Policy**

Individuals are determined eligible through the criteria established under the Act (see eligibility criteria for each program under Table of Contents). ITAs are available to eligible and appropriate participants when it is determined by a case manager that they will be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone.

An ITA is limited in cost and duration and must result in employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment

ITAs are not entitlements and shall be provided to eligible participants on the basis of an individualized assessment of the person's job readiness, employment and training needs, financial, social and supportive needs, labor market demand and potential for successful completion, as documented in the participant's Individual Employment Plan (IEP).

ITA funding for training is limited to participants who:

- Complete an assessment and an IEP that identifies the selected training course;
- Are unable to obtain grant assistance from other sources to pay the costs of training or require assistance beyond available grant resources, such as Federal Pell grants in order to complete their training goals;
- Select training programs that are directly linked to an in-demand industry sector or occupation or sectors that have a high potential of sustained demand or growth in the

local area or in the planning region or in another area in which the participant is willing to travel or relocate; and

- Maintain satisfactory progress/grades throughout the training program.

### **ITA Authorization**

ITAs must be approved by a WIOA program manager prior to issuance.

ITAs are authorized only for training programs listed on the WIOA Eligible Training Provider list (ETPL). ITA funds are paid directly to the training provider.

ITAs may be authorized for training programs in other states or online training if the training program is listed on the ETPL or there exists reciprocity agreements with other states.

### **ITA Funding Limit**

The Local Workforce Development Board (LWDB) for Area 7 established a \$5,000 limit in a three year consecutive term for individual training accounts. This is the maximum allowed from WIOA for training services. Support Services are not included in this cap.

The maximum ITA limit is not an entitlement. The amount and duration of each participant's ITA award is determined on an individual basis. Funding amounts will take into account the total costs of the selected training program, any other financial assistance available to the participant, and the WIOA funding available to the Adult, Dislocated Worker or Youth Programs.

ITA funding can only include the cost of training services such as instructor salaries and benefits, classroom space, instructional materials, tuition and fees, books, individual materials, supplies, tools, and equipment.

### **Tuition & Fees**

WIOA funds for tuition and fees are limited to instances where there is no or insufficient grant assistance from other sources available to pay for those costs. WIOA specifically requires that funds not be used to pay the costs of training when Pell Grant funds or grant assistance from other sources are available to pay those costs.

### **Time Limit and Course Outline**

The LWDB for Area 7 established there be no term limits for sponsorship of training activities.

The LWDB for Area 7 established that part-time training status shall be acceptable when deemed appropriate and necessary to assist participants attending an approved training program/provider.

Sponsorship of training activities for all programs only applies to core courses (those courses counting toward a degree). Remedial courses are not to be covered using WIOA funds. A

course outline should be provided before enrollment – Case Managers should check schedules each semester before payment is made to ensure the participant is only taking required courses.

### **ITA Continued Funding**

Continued funding of an ITA is contingent on availability of WIOA funds and on the participant's satisfactory progress in school. Case Managers will review the participant's training progress and expenses for each semester/trimester. An individual's progress will be considered satisfactory upon earning:

- A grade point average that does not fall below 2.0 for two consecutive terms, or
- A grade point average sufficient to graduate from, or receive certification in, the individual's approved area of study; or
- Sufficient credit hours to finish the approved course of study within the timeframe established under the approved training plan.

Case Managers must arrange to receive training progress reports (grades/transcripts) from participants in adequate time to process the subsequent tuition payment.

### **Recovery of Tuition Funds**

In the event a participant discontinues training, the Case Manager must do due diligence to ensure the recovery of WIOA funds provided to training institutions. Case Managers must verify the following:

- The refund policy of the training provider for early termination from the training program;
- A requirement for the training provider to notify the Case Manager of early participant dropout;
- The percentage of the advanced payment to be returned;
- Turnaround timeframe for the refund;
- Time spent in training before a refund will no longer be honored.

## **ELIGIBLE TRAINING PROVIDERS**

To find out if a training provider and/or a training program is listed on the Eligible Training Provider list, go to [www.jobs4tn.gov](http://www.jobs4tn.gov). Under “Resources” on the bottom right, click “Education & Training Data”.

A participant may select any eligible program in the state if all other criteria relating to eligibility for training services are met. An essential feature of the Workforce Innovation and Opportunity Act is the “Customer Choice” orientation of the program. Individuals seeking assistance through WIOA funding have the freedom of choice in selecting the training program that best fits their personal and career needs. As such, it is important that customers receive accurate information regarding the performance records of all training providers eligible to participate in the WIOA program. Informed customer choice requires a stringent system of accountability for all certified training providers.

Since the goal of the Workforce Innovation and Opportunity Act is to obtain gainful employment, providers must demonstrate through performance data that in addition to simply completing a certified program, the obtained credential subsequently leads to increased employment opportunities.

WIOA participants or students with a complaint or grievance against an institution that appears on the Statewide Eligible Training Providers List (ETPL) can complete and submit the “WIOA ETPL – Student Complaint” form, which can be found at [https://www.tn.gov/assets/entities/labor/attachments/ComplaintForm\\_WIA\\_ETPL\\_student.pdf](https://www.tn.gov/assets/entities/labor/attachments/ComplaintForm_WIA_ETPL_student.pdf). This complaint form can also be found in the “Forms” section of this Policies & Procedures Manual.

## LWDA 7 SUPPORT SERVICE POLICY

### **Allowable Support Services:**

**\*\*NOTE:** The support services list below is not definitive and is not intended to limit the services that may be provided. The following are services that **may** be provided to WIOA participants. **No individual will receive all services.** Services are based on individual need and availability of funds.

#### ❖ **Books & Supplies:**

The LWDB for Area 7 established there be no cost limits imposed on required books and supplies for any post-secondary training. Books and supplies assistance will be determined each semester/trimester, etc. based on a required book/supply list from the training provider. Any book or supply fees paid cannot exceed the participant need established by the Training Services Budget.

#### ❖ **Transportation: (including but not limited to Arranged Rides, Bus Passes, Vehicle Repairs, and Mileage Assistance)**

Transportation assistance is intended to provide the participant with transportation for completing WIOA Career or Training services.

- Participants living on campus are not eligible for transportation assistance.
- A daily allowance for mileage will be paid based on the mileage chart listed under the LWDA 7 Participant Travel Reimbursement Section.
- The LWDB for Area 7 established vehicle repairs cannot exceed a maximum of \$500.00 per participant, per year. The participant must provide proof of ownership/title registration of the vehicle that is to receive repairs.

#### ❖ **Childcare: (including Daycare and Childcare Needs)**

Once it is determined that childcare support is not available through other resources, such as Families First, then support will be covered on a short-term basis in order to allow a participant to reach an educational or employment goal. Approval from the central office must be obtained before authorization of childcare payments.

- Childcare support can be provided for participants with dependent children ages 0-12.
- Documentation must be provided by the participant proving that the child is her/his responsibility (birth certificate, court order, etc.) prior to authorization for support.
- A statement of need must be signed by the participant stating that she/he, as the sole support of the child, requires childcare assistance.

- Payment will be directly made to the childcare provider upon receipt of invoices.
- Participant must be attending training activities.
- The LWDB for Area 7 established the following rates for childcare support:
  - Full-time – children below 2 years of age = \$17.00/day/child
  - Full-time – children 2-5 years of age (and not required to be in school) = \$15.00/day/child
  - Children 6-12 years of age = \$10.00/day/child
  - Part-time child care (includes before/after school care) = \$10.00/day/child
- Payments shall not to exceed three (3) months (does not have to be consecutive) for Day Care and Childcare needs. At the end of three months, if a request is made for continuous service that is justifiable and can be documented, the effective end date may be adjusted pending approval from the program manager. Not to exceed \$500.00 per participant, per year.
- Childcare/Daycare payments will be made to licensed childcare providers or school systems (for before/after school care) based on timesheets provided by LWDA 7, signed by the participant and training institute instructor, turned in by the participant, and approved by the case manager.
- Reimbursements for daycare/childcare will only be allowable within thirty (30) days from the date of service. Time and attendance documents submitted to UCHRA after thirty (30) days will not be reimbursed.
- Parents are not eligible for childcare assistance where there is another parent in the home who can care for the child(ren), unless evidence can be produced by the participant that such care is not feasible.
- Daycare/childcare assistance for participants attending training on a part-time basis (less than 20 clock hours or 12 credit hours per week) will be paid at the part-time rate.

❖ **Health/Medical Care: (including but not limited to Physicals, Eye Exams, Drug Screens, and Eye Glasses)**

For health/medical care situations that arise when a current participant has a need while attending training that would prevent the continuation of their attendance. Not to exceed \$500 per participant per year.

❖ **Emergency Fund (including but not limited to Utility Bills (including Gas), Housing, etc.\*):**

Emergency funds can be used when a current participant has an emergency situation to arise while actively participating in WIOA Career or Training activities which would prevent the continuation of their attendance. The purpose of the funds must be documented. Payments made to the participant should have a copy of a bill or receipt to attach to the authorization. Authorizations to vendors for items should be returned with proof that the person received the items (a signature).

The following are cost limits, per service/per year, established by LWDB Area 7:

- Utilities (Electric, Gas, Water) - \$250.00
- Rent/House Payment - \$500.00

\* Other specific support services will be decided on a case-by-case basis and must be approved by the Program Manager.

**Upper Cumberland Human Resource Agency/American Job Center**

**LWDA 7 Participant Travel Reimbursement**

The table below will be utilized to calculate the allowance for travel of those participants who have shown a need for such expenses as determined by the WIOA Case Manager. Mileage allowances are not intended to reimburse the participant for all costs incurred for transportation, but to reduce the overall burden of participating in a training component. Case Managers will ensure that the mileage claimed is accurate and will verify mileage via map calculation, the Internet, or by actual mileage check.

**Mileage Table**

<b>One Way Miles</b>	<b>Daily Allowance</b>
<b>01 – 10</b>	<b>\$ 5.00</b>
<b>11 – 20</b>	<b>\$7.50</b>
<b>21+</b>	<b>\$10.00</b>

### LWDA 7 On-the-Job Training (OJT) Policy

- Minimum hourly pay must be \$8.00
- Must be full-time employment of 30 hours or more
- Seasonal occupations are not eligible
- Employers with employees on lay-off status are not eligible
- Employers must provide Workers Compensation Insurance

#### Duration of Training

<b>SVP Level</b>	<b>Wage Rate</b>	<b>Training Hours</b>
3 – 9	\$8.00 - \$8.99	160
3 – 9	\$9.00 - \$9.99	320
4 – 9	\$10.00 - \$10.99	480
4 – 9	\$11.00 – Up	640

\*Total cost per OJT slot cannot exceed \$5,000.00



## WIOA PARTICIPANT FILE CHECKLIST

A copy of the participant file checklist for the central office file is located in the “forms” section of this manual. This form is to be attached to any new paperwork to be turned in to the Program Specialist. This form is for all programs – make sure to check every box under appropriate column (program). The sheet has two of the forms on it – for you to copy and cut in half for your convenience.

1. Eligibility Determination Form
2. WIOA Application (printed from VOS)
3. Copy of Family Income Statement\*
  - a. Copy of check stub if participant is employed
4. Other – Separation Notice, Selective Service Printout, DD214 (if Veteran), Families First, SNAP, Proof of Offender, Refugee Cash Assistance, etc.
5. Identification – 2 forms
6. Statement of Orientation\*
7. Grievance Procedure\*
8. EEO Form\*
9. Authorization for Release of Information\*
10. Statement of Understanding\*
11. IEP\*
12. Registration\*
13. Training Services Budget Form (if in Training)\*
14. Printout of Eligible Training Provider List (if in Training)
15. Proof that training is in demand (if in Training)
16. Other – Timesheets, Updates, Vouchers, Authorizations, OJT referrals, Testing/Assessment Paperwork, etc.
17. Closure Form\*
18. Follow-ups for 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Quarters

**\* Indicates that the original of this form should be sent in to the central office**

### **WIOA Participant Co-Enrollments**

When co-enrolling a participant in more than one program, please follow these steps:

1. Write “Co-Enrollment” at the top of the WIOA Application.
2. Check the Eligibility boxes for all applicable programs on the WIOA Application (in VOS).
3. Make copies of all paperwork – so you will turn in one original and one copy (each with a checklist) of all paperwork.
4. Complete a registration form for each program. Please show your authorization amounts on the registration form with the appropriate program checked. For example, if a participant is co-enrolled in Youth and Adult, and you want to pay \$300 for books out of the Adult program; you will only write in the \$300 amount on the registration form that has “Adult” checked. If you do not plan on paying anything out of Youth, no amounts will be written in on the registration form that has “Youth” checked.
5. To enroll in multiple programs, you will enter the appropriate activities for each program.
6. At closure, end all activities. Please send in one original and one copy of the WIOA Closure form – send these in to the appropriate Program Specialist(s). Also, you will need to provide copies of all information that goes with an exit (i.e. case notes printout, proof of credential (if applicable), final registration taking them out of all active activities, and employment details form (if applicable) – provide with both the original closure form and the copy (if applicable).

**Instructions on Providing WIOA Services  
to Family Members or Close Acquaintances  
of UCHRA/AJC Employees**

- The applicant must be eligible for the WIOA program in which they are applying.
- All policies and procedures, funding caps, etc. must be followed.
- Documentation of such disclosures, including the name of the person providing intake and eligibility determination and including the nature of the relationship, must be maintained in the participant's file. When such a relationship exists, it must be disclosed at the time of application to the program.
- LWDA 7 Administrative staff will maintain a detailed list of all such disclosures.
- Agency employees will not determine program eligibility or sign/authorize payments using WIOA funding for participants who are family members or close acquaintances. The employee must request that an eligibility determination and any authorizations/vouchers/payments (to the participant or provider on their behalf) be approved and signed by a program manager/director in the central office.\*

**\*All WIOA forms that determine applicant eligibility and grants or confers a benefit (training, transportation, emergency assistance, etc.) to an applicant will include a uniform disclosure stating the staff member making the determination and signing the form is not related to the applicant or a close personal acquaintance of the applicant.**

**This applies to the following LWDA 7 Forms:**

- WIOA Eligibility Determination
- Authorization for Services
- Tuition and Fees Voucher
- Training Material Voucher
- Applicant Referral Form
- Participant Travel Claim

## **PARTICIPANT CASE NOTES**

An Individual Employment Plan must be developed with all WIOA participants. In this plan you will discuss interests, map out goals and specific objectives, and start a type of “*journal*” with case notes entered during the participant’s enrollment.

Participant case notes should be completed at least monthly. All case notes must be entered into VOS. Case Managers should contact participants by phone to check on their status. If a participant is enrolled in training, this is a good opportunity to see how they are doing. Also, you need to have them bring in a copy of their attendance and grades after each quarter or semester – this should also be documented in VOS. If a participant has completed training, you need to assist them with their job search. Many times there are problems that come up with a participant that can easily be resolved; however, they do not always know how to handle the situation. WIOA may not always be able to help with all situations; but many times you will know of other resources available.

The main reason for keeping in contact with all participants at least monthly is because you, as a Case Manager, become a support person for the participant. You need to be available for them – sometimes just for emotional support. Case Managers can enhance problem-solving and coping capabilities of participants through effective case management. You can also link participants with systems that provide them with resources, services and opportunities.

## CASE MANAGEMENT

Case Managers need to partner with clients to identify and prioritize personal strengths and needs and translate them into a set of realistic goals. Case management says, “Who are you? Where are you now? Where do you want to go? How will we work together to get you there?” Effective case managers convey respect to the clients they work with, and know how to tap the motivation within them. Without the open and honest communication that stems from a relationship of mutual respect, little that a case manager does will be effective.

The following are some case management roles and tools:

- The primary goal of case management is to enable clients to achieve **economic** and **personal** independence and self-sufficiency.
- Clients should be **actively** encouraged toward self-sufficiency.
- Clients are **capable** of taking control of their own lives.
- Clients have **strengths** and **resources** as well as weaknesses and barriers.
- The case manager-client relationship is a **partnership** where decisions are mutually negotiated and agreed upon.
- The client should be **actively involved** in all phases of the process-assessment, planning, decision making and problem solving.
- The ultimate responsibility for change is the **client’s**.

### *THE ROLE OF THE CASE MANAGER IN PROMOTING CHANGE:*

- Identify what needs and desires could motivate the client to change.
- Begin the process of change where the client is.
- Help create, uncover and/or promote discomfort with the status quo.
- Help clients see the benefits as well as costs of change.
- Structure experiences where clients can experience success with change.
- Help clients identify strengths and resources that can facilitate change as well as barriers blocking change.
- Provide information on options and resources that make change seem achievable.
- Provide structures to encourage and support change.

### *DEVELOPING PRODUCTIVE CLIENT RELATIONSHIPS:*

Because successful case management involves a partnership between case manager and client, developing a productive relationship is a critical task for the case manager.

A positive relationship serves a number of purposes:

- clients will be more open in sharing information about themselves, especially their feelings and problems
- a “safe” environment can be created where the client feels comfortable confronting difficult issues and trying out new attitudes and behaviors
- the case manager can use the relationship to influence client values and attitudes toward self sufficiency
- the relationship can be used as a tool to teach clients effective interpersonal skills

*GUIDELINES FOR BUILDING RELATIONSHIPS:*

- The primary responsibility for building the relationship rests with the case manager.  
Unlike friendships that are characterized by mutuality, helping relationships are not mutual. Initially the client may not have the interest or skills to build a positive relationship. That responsibility is the case manager’s.
- Value the client as a person – a complex human being with both strengths and weaknesses, not just a set of problems to overcome. Respect the client’s values and beliefs – you don’t have to agree with them.
- Begin the relationship where the client is – not where you wish she/he was. Clients often enter the process unmotivated, without goals, uninterested in change. It is self-defeating to simply wish this was not so. Your challenge is to develop strategies for moving clients beyond where they are now.
- Understand the client from his/her frame of reference – how clients view themselves and the world around them. This is a critical step before you attempt to expose clients to your views.
- Be open to multiple reasons for client attitudes and behaviors. There is seldom a single reason why people behave the way they do. Don’t assume prematurely that you know the reason.

## LWDA 7 PROGRAM CODES

<u>Program</u>	<u>Program Number</u>
Adult	32
Youth	35
Dislocated Worker	42
Rapid Response	44
NEG	41
State Incentive	PY__
Title V – SCSEP	19
SNAP Employment & Training	69
RESEA	34
Incumbent Worker Training	44

## County Codes

<u>County</u>	<u>Code</u>
Cannon	100
Clay	200
DeKalb	400
Fentress	500
Jackson	600
Macon	700
Overton	800
Pickett	900
Putnam	1000
Smith	1100
Van Buren	1200

**WIOA ACTIVITIES (in VOS)****ADULT & DISLOCATED WORKER (Active):**

<u>Activity Code</u>	<u>Activity Title</u>	<u>Provider Type</u>
001	Hold, waiting for activities or health/medical	PS - Office Services
101	Orientation	PS - Office Services
102	Initial Assessment	PS - Office Services
103	Information on Training Providers, Performance Outcomes	PS - Office Services
104	Workshop	PS - Office Services
105	Job Finding Club	PS - Office Services
107	Provision of Labor Market Research	PS - Office Services
110	Attended Rapid Response	PS - Office Services
115	Resume Preparation Assistance	PS - Office Services
120	Use of One-Stop Resource Room / Equipment	PS - Office Services
125	Job Search/Placement Asst., inc. Career Counseling	PS - Office Services
129	Assigned Case Manager and/or Rec'vd Case Mgmt Services	PS - Office Services
131	Testing/ background check as required by employer	PS - Office Services
132	Testing – Other	PS - Office Services
180	Support Service - Child/Dependent Care	SS - Child Care
181	Supportive Service - Transportation Assistance	SS - Transportation
182	Supportive Service – Medical	SS - Medical
184	Supportive Service - Temporary Shelter	SS - Shelter
185	Support Service -Other	SS - Other
186	Support Service - Seminar/Workshop Allowance	SS - Other
187	Support Service - Job Search Allowance	SS - Other
200	Individual Counseling	PS - Other
201	Group Counseling	PS - Office Services



202	Career Guidance/Planning	PS - Office Services
203	Objective Assessment	PS - Office Services
204	Interest and Aptitude Testing	PS - Office Services
205	Develop Service Strategies (IEP/ISS/EDP)	PS - Office Services
212	Other Intensive Services Not Otherwise Classified	PS - Other
214	Adult Literacy, Basic Skills or GED Preparation	PS - Other
215	Short Term Pre-Vocational Services	PS - Other
217	Supportive Service - Relocation assistance	SS - Relocation
218	Internships	PS - Work Exp
219	Work Experience	PS – Work Exp
222	English as a Second Language (ESL)	PS - Training Non-ITA
300	Occupational Skills Training - Approved Provider List (ITA)	PS - Approved Provider Training - ITA
301	On-The-Job Training	PS - OJT
302	Entrepreneurial Training	PS - Non-ITA Occupational Skills
303	Distance Learning	PS - Approved Provider Training - ITA
304	Customized Training	PS - Non-ITA Occupational Skills
314	Enrolled In Apprenticeship Training	PS - Approved Provider Training - ITA
320	Private Sector Training	PS - Non-ITA Occupational Skills
324	Adult Educ w/ Occ. Skills Training-Approved Provider List (ITA)	PS - Approved Provider Training - ITA
325	Employed Worker Skills Upgrading/Retraining	PS - Training Non-ITA
326	Support Service - Needs Related Payments	SS - Other
327	Support Service - Training Allowance	SS - Other
323	Workplace Training & Cooperative Education	PS - Work Experience
328	Occupational Skills Training - Non Approv Provider (No ITA)	PS - Non-ITA Occupational Skills

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PS - Other

**ADULT & DISLOCATED WORKER (Closed – Follow-up activities):**

F01	Referral to Community Resources	PS - Office Services
F02	Referral to Medical Services	PS - Office Services
F03	Tracking Progress on the Job	PS - Office Services
F04	Work Related Peer Support Group	PS - Other
F05	Assistance securing better paying job	PS - Office Services
F06	Career development and further education planning	PS - Office Services
F07	Assistance with Job/Work Related Problems	PS - Office Services
F11	Other Follow-Up Service, not classified	PS - Office Services
F12	SS-Transportation	SS - Transportation
F13	SS- Purchase work related uniforms/attire	SS - Other
F14	SS-Purchase work related tools	SS - Other
F15	SS-Housing Assistance	SS - Shelter
F16	SS-Utilities	SS - Other
F17	SS-Dependent Care	SS - Child Care
F18	SS-Medical	SS - Medical
F19	SS-Incentives/Bonus	SS - Incentives

**YOUTH PROGRAM:**

<u>Activity Code</u>	<u>Activity Title</u>	<u>Provider Type</u>
001	Hold, waiting for activities or health/medical	PS - Office Services
400	Summer Employment	PS - Work Experience
402	Other Youth Services	PS - Other
406	Tutoring, study skills training & instruction	PS - Training Non-ITA
408	Internship - Un-Paid	PS - Work Experience
409	Job Shadowing	PS - Work Experience
410	Leadership Development Services	PS - Training Non-ITA
411	Adult Mentoring	PS - Other
412	Objective Assessment	PS - Office Services
413	Develop Service Strategies (IEP/ISS/EDP)	PS - Office Services
414	Basic Skills Training	PS - Other
415	Enrolled in Alternative Secondary Education	PS - Other
416	Occupational Skills Training-Approved Provider List	PS - Approved Provider Training-ITA
417	Comprehensive Guidance and Counseling	PS - Office Services
418	Adult Education (GED)	PS - Training Non-ITA
419	Support Services – Stipends	SS - Other
425	Work Experience - Paid	PS - Work Experience
426	Work Experience - Un-Paid	PS - Work Experience
427	Internship - Paid	PS - Work Experience
428	On-the-Job Training	PS - OJT
429	Enrolled in Secondary School (H.S.)	PS - Other
430	Youth Occupational Skills Training - Non-Approved Providers	PS - Non-ITA Occupational Skills
480	Support Service - Child/Dependent Care	SS - Child Care

481	Support Service - Transportation Assistance	SS - Transportation
482	Support Service - Medical	SS - Medical
483	Support Service - Temporary Shelter	SS - Shelter
484	Support Service - Incentives / Bonuses	SS - Incentives
485	Support Service -Other	SS - Other
486	Support Service - Counseling	SS - Medical
847	CRC WorkKeys- Youth	PS - Other
401	Youth Job Search	PS - Office Services
431	Youth Financial Literacy	PS - Office Services
432	Youth Education Offered Concurrently w/Workforce Prep	PS - Other
434	Youth Pre Apprenticeship Activities	PS - Training Non-ITA
435	Youth Career Awareness, Counseling, Exploration	PS - Office Services
436	Youth Transition to Post-Secondary Education and Training	PS - Office Services
433	Youth Entrepreneurial Training	PS - Training Non-ITA

**YOUTH PROGRAM (Closed – Follow-up activities):**

F01	Referral to Community Resources	PS - Office Services
F02	Referral to Medical Services	PS - Office Services
F03	Tracking Progress on the Job	PS - Office Services
F04	Work Related Peer Support Group	PS - Other
F05	Assistance securing better paying job	PS - Office Services
F06	Career development and further education planning	PS - Office Services
F07	Assistance with Job/Work Related Problems	PS - Office Services
F08	Adult Mentoring	PS - Other
F09	Tutoring	PS - Training Non-ITA
F10	Leadership Development	PS - Training Non-ITA
F11	Other Follow-Up Service, not classified	PS - Office Services
F12	SS-Transportation	SS - Transportation
F13	SS- Purchase work related uniforms/attire	SS - Other

F14	SS-Purchase work related tools	SS - Other
F15	SS-Housing Assistance	SS - Shelter
F16	SS-Utilities	SS - Other
F17	SS-Dependent Care	SS - Child Care
F18	SS-Medical	SS - Medical
F19	SS-Incentives/Bonus	SS - Incentives
F21	Youth Post Exit Education/Trng Pgm Leading to Postsec Cred	PS - Training Non-ITA
F22	Youth Financial Literacy Services- Follow up	PS - Other

## **PARTICIPANT FOLLOW-UP**

WIOA Case Managers must follow-up on all WIOA participants (Adult, Dislocated Worker and Youth), who have completed WIOA services, for 12 months after exit (all 4 quarters). The reason for follow-up contacts is to help ensure that participants remain employed after Exit.

A supplemental/follow-up information sheet is used to document follow-up contacts (see the “Forms” section of this manual for a copy of this form). A copy of the supplemental/follow-up information sheet should be sent in to the appropriate Program Specialist after each follow-up is completed. Follow-up contact notes should be entered into Virtual One-Stop (VOS) under the participant follow-up section.

Follow-up contacts are not required on participants exited as “Health/Medical”, “Institutionalized”, “Family Care”, “Reservist Called to Active Duty”, or “Death”. If any of these exclusions are taken, back-up information must be thoroughly documented in the participant’s Case Notes. A printout of the Case Notes should be sent in with Exit paperwork.

When conducting follow-ups, you should document any changes regarding participants (i.e. phone number, address, employment information, etc.) Any changes should be updated in VOS as well.

## WIOA PERFORMANCE MEASURES

### ADULT:

- Employment Rate 2<sup>nd</sup> Quarter after Exit
- Employment Rate 4<sup>th</sup> Quarter after Exit
- Median Earnings 2<sup>nd</sup> Quarter after Exit
- Credential Attainment within 4 Quarters after Exit

### DISLOCATED WORKER:

- Employment Rate 2<sup>nd</sup> Quarter after Exit
- Employment Rate 4<sup>th</sup> Quarter after Exit
- Median Earnings 2<sup>nd</sup> Quarter after Exit
- Credential Attainment within 4 Quarters after Exit

### YOUTH:

- Employment Rate 2<sup>nd</sup> Quarter after Exit
- Employment Rate 4<sup>th</sup> Quarter after Exit
- Credential Attainment within 4 Quarters after Exit

## CREENTIALS

**State definition of credential:** A nationally recognized degree or certificate or recognized educational credential as described by the Tennessee Department of Education or Tennessee Higher Education Commission. Credentials include a high school diploma, high school equivalency diploma or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards<sup>1</sup>, licensure or industry-recognized certificates, degrees, transcripts or any other papers generally taken to signify completion of education goal at an institution certified as an Eligible Training Provider.

*Basic skills goal* – measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

*Occupational skills goal* – primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

*Work readiness skills goal* – work readiness skills include world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem solving skills, and acquiring an improved self-image.

**Rationale (for Adults and Dislocated Workers):** This measure is limited to individuals who are in training because that is the only set of services that lead to attainment of a credential. To promote program integration and partner collaboration, this measure does recognize joint participation in WIOA services and non-WIOA funded training programs. While there will be variation in the ability of local providers or state agencies to track participants who are enrolled in non-WIOA funded training services, it is considered a significant and necessary step toward building an integrated workforce.

This measure includes all individuals who received training regardless of whether they were employed at registration. It recognizes not only individuals who enter employment, but also



incumbent workers, students and welfare-to-work participants, who have jobs or are placed in jobs, but continue receiving training services to attain more skills and better jobs. A time frame of four quarters after exit to obtain a credential is proposed to allow time for individuals to take tests, which may occur after training is completed and may only be offered once a year.

### DEMAND OCCUPATIONS

- To find out if a training program is considered a demand occupation, go to [www.jobs4tn.gov](http://www.jobs4tn.gov). Under “Labor Market Information” click “Supply and Demand Data” then click “Occupation Employment & Projections (Long Term)”.
- Click on the LWDA number in which the participant lives or plans to work.
- The most current information will be listed. Presently it is the Tennessee Job Outlook for 2014 through 2024.
- If the occupation **is** listed, print the page that the occupation is listed on. This will serve as documentation for the participant’s file. You will need to look at the information provided on the occupation as well – such as Job Outlook (excellent, very good, or favorable), Annual Openings, Training Requirements, Annual Wage, and the Interest Codes. The interest codes will somewhat coincide with interest results from Career Scope. All of this information is critical in determining if a participant should train in a particular occupation.
- If the occupation **is not** listed, you cannot provide training services for the participant. If you are unable to find the occupation on the list, and want further information; you can go to <http://www.jobs4tn.gov/vosnet/drills/occupation/occd drill.aspx?session=occspecewd&geo=4701000000&section=outlook>.

## Website Reference Guide

- Selective Service Registration:

<https://www.sss.gov/RegVer/wfVerification.aspx>

- Workforce Innovation and Opportunity Act Eligible Training Provider List:

<https://www.jobs4tn.gov/vosnet/drills/provider/provdrill.aspx?session=provdetail&geo=4701000000&zip=&radius=>

- Demand Occupations:

<http://www.jobs4tn.gov/analyzer/default.asp> -OR-  
<https://www.state.tn.us/labor-wfd/outlooks/select.htm> -OR-  
<http://www.jobs4tn.gov/vosnet/drills/occupation/occdrill.aspx?session=occspecewd&geo=4701000000&section=openings>

- Tennessee Department of Labor & Workforce Development:

<https://www.tn.gov/workforce>

- Workforce Tools:

<https://ion.workforcegps.org/>  
<http://www.careeronestop.org/>

- Job Search/Jobs4TN:

<https://www.jobs4tn.gov/default.asp>

- US Department of Labor:

<https://www.dol.gov>

- UCHRA:

<https://www.uchra.com>

- Tennessee American Job Center – Cookeville:

<http://www.tncareercenter-cookeville.com/>