

MEMORANDUM OF UNDERSTANDING

BETWEEN

Southern Middle TN Workforce Board

AND

Southern Middle TN WIOA Partners

Paul Rosson

Individual designated by the Local Workforce Board Chair to lead MOU negotiations

Ashley Clevenger

Impartial individual designated by the Local Workforce Board Chair to lead annual budget negotiations

prosson@sctdd.org

Email address

aclevenger@sctdd.org

Email address

1. CONVENING OF THE PARTIES TO MOU (WIOA SEC. 121(C)(1)) (Tennessee MOU/IFA Instructions Page 4)

- List the required partner providing services in the local area
- List the partner agency providing services of each required partner

REQUIRED PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM TYPED NAME
Title I: Adult, Dislocated Worker, Youth	South Central TN Development District
Title II: Adult Education and Family Literacy	South Central TN Workforce Alliance
Title III: Employment Programs under Wagner-Peyser	TDLWD
Unemployment Insurance	TDLWD
Trade Readjustment Assistance (TRA)	TDLWD
Trade Adjustment Assistance (TAA)	TDLWD
Job Counseling, Training, Placement Services for Veterans	TDLWD
Migrant and Seasonal Farmworkers	
Community Services Block Grant (CSBG)	South Central Human Resource Agency
Senior Community Services Employment Program (SCSEP)	Workforce Essentials, Inc
Second Chance (Reentry)	
Title IV: Rehabilitation Services	Vocational Rehabilitation (VR)
TANF	Department of Human Services
National Farmworkers Jobs Program (NFJP)	Tennessee Opportunity Programs, Inc (TOPS)
Parties to the MOU	NAME
LWDB Chair	Mark Short
LWDA Chief Local Elected Official	Bill Newman

TDLWD Regional Director		Selina Moore
Southern Middle TN Workforce Board Admin/Fiscal Agent		South Central Tennessee Development District
Southern Middle LWDA One Stop Operator		In the Door
Tennessee Opportunity Programs, INC (TOPS)		Toynia Dietz
OTHER PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU		IF MARKED YES, ENTITY ADMINISTERING PROGRAM
Department of Human Services	☒ Yes ☐ No	TDLWD
TCAT/Tennessee Reconnect	☒ Yes ☐ No	TN Higher Education Commission
Job Corps	☐ Yes ☒ No	
Youth Build	☐ Yes ☒ No	
Housing and Urban Development	☐ Yes ☒ No	
Employment and Training Activities		
Perkins/Post-Secondary Career & Technical Education	☐ Yes ☐ No	N/A
ADDITIONAL PARTNERS AS PARTIES TO MOU		ENTITY ADMINISTERING PROGRAM

2. PURPOSE AND SCOPE OF MOU (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.

- Describe the general purpose and scope of the “umbrella” MOU

The primary purpose of this Memorandum of Understanding is:

- To foster cohesiveness and delineate the roles and responsibilities mutually agreed upon by each partner concerning service delivery, resource sharing, and financial obligations
- To ensure that individuals seeking services at American Job Centers are provided the benefit of services through operations that are mutual to all Partner programs, and to ensure that these individuals are also referred to program services which are unique to the Partners' programs
- To establish methods of assessment and referral of individuals between all Southern Middle TN American Job Centers and the consortia of partners for the appropriate services and activities with the ultimate goal to improve and enhance the efficiency within the local One-Stop Delivery Partnership.

The scope of services outlined in this MOU follows Workforce Services Division Policy following the principles of Service Integration: the alignment of staff and services around workforce services functions and to prevent the duplication of services while eliminating inefficient practices and Functional Alignment: streamlining customer service delivery, utilizing the strengths of staff to deliver services, leverage resources and reduce duplication.

In this, The Partners are in agreement to:

- 1.) Utilizing a single customer flow model based on customer need, not program requirements;
- 2.) Co-enrollment of participants across programs and funding streams, facilitating an integrated system;
- 3.) Authorize sharing of customer data and information in order to facilitate co-enrollment and effective case management across programs and funding streams; and
- 4.) Participate in integrative planning of this Memorandum Of Understanding, plan development, and modification of activities to accomplish the following:
 - Accessibility of services to individuals through the One-Stop Service Delivery system
 - Participation in the operation of the One-Stop Service Delivery system, consistent with the terms of the MOU and requirements of authorized laws
 - All Partners and staff are adequately cross-trained as a result of their participation in capacity building and staff development activities
 - Sustained partnership building by requiring inclusion of all Partners involved in the One-Stop System
 - Continual adaption to state and federal guidelines
 - Sensitivity to local and economic conditions, including employer needs
 - Adhering to common data collection and reporting needs via Jobs4TN
 - Involvement in special grant and/or pilot projects that impact a Partner's shared staffing resources
 - Co-branding through inclusion of "AJC identified" or "American Job Center" on any joint products, programs, activities, services, facilities, and materials used by the combined Partnership of the System

3. VISION FOR THE SYSTEM (Tennessee Combined State Plan Section II(b)) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.

- *Describe the shared vision and commitment of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor's Guidelines)*
- *Describe which aspects of the vision are currently in place*
- *Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place*

The Partnership Vision is to empower employers, individuals and communities to prosper and grow the regional economy through a workforce development system that is inherently:

- Customer Focused
- Seamless
- Efficient
- Transparent
- Financially Accountable
- Making education a top priority in the State of Tennessee

Our top three priorities include:

1. Jobs & Economic Development through:

- Identifying, assessing and certifying skills for career success
- Promoting economic development by connecting workforce development with job creation & growth
- Increasing business engagement with workforce development system
- Expanding programs of study that bring together a sequence of career-focused courses, starting in high school and extending through college
- Increasing work-integrated learning

2. Education & Workforce Development:

- Leveraging resources, WIOA Statewide and local funding as well as other non-WIAO funds and partnerships across departments and programs in order to develop a seamless path from training to workforce
- Increasing the number of credentials & certifications
- LWDB, in conjunction with America Job Centers, Adult Education & Vocational Rehabilitation providing

a path for virtual access for all individual participants to access services from start to finish via virtual platforms

3. Continuous Improvement of Fiscal Leadership:

- Mitigating duplication of services and utilizing funding to provide more opportunities for existing job seekers
- Improving job search and placement services for target populations and those with barriers to employment
- Gather feedback from businesses and stakeholders, conduct regular assessments to gauge program effectiveness, and make adjustments as needed to ensure alignment with local and regional workforce development priorities.
- Establish cost-effective co-investment models, across government funding streams and other funding streams.

Our key principles will promote business driven talent solutions that incorporate education, workforce development & economic development resources across systems:

- Demand driven orientation
- Robust partnerships with businesses of all types
- Career paths to existing and emerging jobs
- Seamless cross agency collaboration and vision
- Coherent service delivery
- Access & opportunity for all customer populations
- Clear metrics to assess performance, progress and success
- An emphasis on continuous improvement & innovation

All elements of this vision is either established or in the process of being realized.

Our strategic vision revolves around preparing an educated and skilled workforce, catering to both youth and individuals facing barriers to employment and this encompasses several overarching goals:

1. Implementing initiatives focused on youth development
2. Facilitating access to skills training programs tailored to meet the demands of the local job market
3. Addressing barriers to employment faced by individuals
4. Strengthening partnerships with employers to ensure alignment between workforce development efforts and industry needs

The local board is engaged with various WIOA partners, including Career and Technical Education, representatives from post-secondary institutions, the Department of Human Services, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Economic and Community Development, the Department of Corrections, as well as community and faith-based organizations by either emails, phone calls, or in-person meetings. These partnerships are essential for fulfilling the State Vision, Goals, and Objectives.

4. MOU DEVELOPMENT (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.					
• <i>Fully describe the process and efforts of the Local Workforce Development Board and required partners to negotiate the MOU</i> • <i>Confirm whether all required partners participated in negotiations</i> • <i>Explain the process to be used if consensus on the MOU is not reached by partners</i> • <i>Please provide dates of partner meetings that specifically discussed the MOU</i>					
Required partners for this Memorandum of Understanding: WIOA Title I Adult, Dislocated Worker, Youth, WIOA Title II Tennessee Dept. of Labor & Workforce Development (Wagner Peyser, Veterans WIOA Program, Unemployment Insurance & Compensation, Trade Adjustment Act), Title II Adult Education, Title IV Vocational Rehabilitation, and Temporary Assistance for Needy Families (TANF), South Central Tennessee Workforce Alliance (SCTWA), South Central Human Resource Agency (SCHRA), National Council on Aging. The MOU process will address service coordination and collaboration between partners and how to fiscally maintain the system through a joint IFA with shared costs and resources. Each partner is expected to engage in the local IFA negotiations with sincerity, aiming to achieve agreements in good faith. Initial attempts to resolve any disputes should be made informally. If informal resolution proves unsuccessful, the grievance procedures specified must be adhered to. The IFA/MOU is discussed at each partner meeting, the latest held on March 14, 2024, and training was provided above and beyond the norm with over 65 people in attendance.					
5. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.					
• <i>Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system</i> • <i>Where applicable list the designated affiliated sites or specialized centers</i> • <i>Define any other operating titles that the local area assigns to each center</i> • <i>Describe how outreach will be conducted in towns in the local area without an AJC</i> • <i>Describe the local area's plans for the Mobile American Job Center</i> <i>Note: The information provided in this section must match the Tennessee Development of Labor and Workforce Development listings</i>					
Southern Middle TN Comprehensive Centers: <table border="0"> <tr> <td>Maury County AJC 119 Nashville Hwy, Ste 196 Columbia, TN 38401</td> <td>Coffee County AJC 315 NW Atlantic, Ste 100 Tullahoma, TN 37388</td> </tr> </table> Southern Middle TN Specialized Centers: <table border="0"> <tr> <td>Lewis County AJC 25 Smith Avenue Hohenwald, TN 38462</td> <td>Giles County AJC 125 South Cedar Lane Pulaski, TN 38478</td> <td>Bedford County AJC 301 Colloredo Blvd, Ste A Shelbyville, TN 37160</td> </tr> </table>	Maury County AJC 119 Nashville Hwy, Ste 196 Columbia, TN 38401	Coffee County AJC 315 NW Atlantic, Ste 100 Tullahoma, TN 37388	Lewis County AJC 25 Smith Avenue Hohenwald, TN 38462	Giles County AJC 125 South Cedar Lane Pulaski, TN 38478	Bedford County AJC 301 Colloredo Blvd, Ste A Shelbyville, TN 37160
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Franklin County AJC
825 Dinah Shore Blvd
Winchester, TN 37398

Lincoln County AJC
1437 Winchester Hwy
Fayetteville, TN 37334

Wayne County AJC
525 B Hwy, 64 East
Waynesboro, TN 38485

Hickman County AJC
800 Highway 100
Centerville, TN 37033

Perry County AJC
100 Poplar St
Linden, TN 37096

Southern Middle TN Affiliate Center:

Lawrence County AJC
232 N Military Ave
Lawrenceburg, TN 38464

AJCs may also be referred to as one-stop centers.

To effectively address the employment needs of businesses, it is crucial that all American Job Center (AJC) staff and partners including Adult Education (AE) and Vocational Rehabilitation (VR) utilize the new Business Engagement Plan being implemented by the Department of Labor. As part of this plan, AJC partners and the Southern Middle Local Workforce Development Board are dedicated to collaborating with the State's TOSS Unit to provide necessary trainings to staff for better engagement with employers

While brick-and-mortar AJCs are valued for cost effectiveness, availability of resources to customers, and visibility in the community, Southern Middle also recognizes the need to bring the services to the customers who may not be able to visit the established AJC given the large service area and transportation barriers. In order to bring the services to the people, the TDLWD's Mobile AJC is utilized to serve remote areas and individuals who are unable to commute to one of the AJCs in the region. A Title I staff member has been assigned to coordinate with the Mobile AJC staff to ensure staff from the Title I partner attend Mobile AJC events, providing customers with access to all AJC services. Jobs4TN also allows jobseekers and employer customers to remotely access secure, web-based AJC services such as labor market information, unemployment insurance, and mediated labor exchange.

The AJC displays marketing materials for core and community partners and provides materials to be displayed at the partners' sites. Social media accounts are also used to connect with customers and other agencies and inform them of the services available through the AJC. The Business Services Team conducts rapid response meetings to serve workers dislocated through closures or layoffs. Outreach to unemployment claimants regarding AJC services is also conducted via email when contact information is available.

To effectively address the employment needs of businesses, it is crucial that all American Job Center (AJC) staff and partners including Adult Education(AE) and Vocational Rehabilitation (VR) utilize the new Business Engagement Plan being implemented by the Department of Labor. As part of this plan, AJC partners and the Southern Middle Local Workforce Development Board are dedicated to collaborating with the State's TOSS Unit to provide necessary trainings to staff for better engagement with employers in our area.

6. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (WIOA Sec. 121(c)(2)(A)(i)) (Final Rules § 678.500(b)(1)) (Tennessee MOU/IFA Instructions Page 5) If additional space is needed, please include an attachment referencing this section.

- Complete a local service matrix (Attachment II) illustrating local methods of service delivery which includes:
 - *Career services to be provided by each required partner in each comprehensive one-stop center*
 - *Other programs and activities to be provided by each required partner*
 - *Method of delivery for each service provided by each required partner (e.g., staff physically present, cross-trained staff, direct linkage technology)*
- In the spaces provided below:
 - *In the introductory paragraph of this section, describe the required partners' combined commitment to integration and "manner in which the services will be coordinated and delivered through the system" (§ 678.500(b)(1))*
 - *In the spaces below designated for each required partner, describe each partner's commitment to coordinated service delivery and explain how the local service matrices illustrate that commitment*
 - *For each required partner below, describe the location(s) at which services of each required partner will be accessible*

The AJC strives to provide integrated service delivery by aligning staff by functional teams and providing cross-training on all programs and services offered in the AJC by the various partners. The Welcome Function is coordinated by the One-Stop Operator (OSO). Staff are either hired or partners are coordinated to fulfill the duties of this function. Those serving in the Welcome Function warmly greet customers entering the AJC and offer an evaluation of service need to identify the services to offer to customers in order to best meet their needs. Each customer is encouraged to register for Jobs4TN, and customers in need of other basic career services, such as labor exchange services, provision of labor market information, or other self-directed or minimally staff-involved services, are typically served by the staff person assigned to the Welcome Function. Customers identified as needing eligibility determination or individualized career services are referred to on-site partners via a warm hand-off. For partners not located full-time in the Center, a spreadsheet is maintained with contact information for all of the required partner programs offering services in the area including the following information as available: agency name, contact person, address, phone and fax numbers, e-mail address, and website. This spreadsheet allows for partners to easily connect and communicate via referral and / or electronic connection. In order to offer a "warm hand-off," staff at the AJC will connect with the off-site partner staff while the customer is at the AJC in order to ensure the desired services are delivered. A referral form has been developed for recording and tracking referrals between partners.

Staff serving in the Welcome Function coordinate with staff in the Career Development Team and Business Services Team in order to seamlessly deliver career services to all customers. All of the core partners have staff who serve as members of the Career Development and / or Business Services Function, whether on-site or off-site by referral or electronic connection. Each program provides a valuable service and all are connected to reach the desired outcome for the customer. While Career Development Team members focus on performing individualized career services such as skills assessments, developing Individual Employment Plans (IEPs), and case management, the Business Services Team focuses on developing positive relationships with employers in order to identify and address their human resource needs. Staff members are also cross-trained to allow for streamlined services and reduced duplication.

Staff at the AJC have brief meetings to discuss shared resources and services that might benefit both current and prospective customers. This collaboration encourages more co-enrollment of participants between programs, further reducing duplication, enhancing services, and maximizing individual program funding. The use of e-mail, social media, and other technologies convey information to partner staff and customers enhances service delivery and increases Center efficiency, thus potentially expanding the customer pool. Staff stay current on partner programs through periodic Consortium/Partner meetings between the leadership of the core partner programs and various staff trainings and/or meetings. Overall, the local area will strive to offer a diverse range of employment and training programs tailored to the unique needs of adult and dislocated workers, with a focus on skill development, job placement, and career advancement opportunities.

Title I (Adult, Dislocated Worker and Youth) –

Title I provides educational & training activities to eligible individuals based on need and in coordination with partner programs to prepare participants for employment. Services are available on-site at all AJCs in the LWDA, and are accessible to off-site partners through various methods. Off-site partners may call/e-mail Title I staff to make referrals and may utilize the referral form developed by AJC partners. Title I programs encompass a wide array of supportive services such as travel assistance, childcare, dental and medical aid, car repair assistance, as well as financial support linked to training or employment, including tuition assistance & work experience through NDWG, SYEP and the Title I Youth Program.

Title II (Adult Education and Family Literacy) –

Adult Education offers Hi-SET preparation, basic education support, and English language learning courses, along with assistance in educational test preparation (TABE, CASAS, post-secondary entrance exams), and digital literacy training and has a presence in all 13 counties in the region. The Career Service Provider, South Central TN Human Resource Agency (SCH RA), incentivizes youth earning their High School Equivalency Diploma through the Adult Education program, serving as a motivational tool for achieving self-sufficiency and exploring further education and training opportunities.

Title III (Employment Services under Wager-Peyser) –

Wagner-Peyser staff specialize in resume preparation, job search assistance, interview coaching, and soft skills development. With the implementation of the new Business Engagement Plan, Wagner-Peyser staff will also serve as Business Case Managers alongside board associated Business Services Team members. Title III offers outreach and labor exchange activities for individuals and employers. Job seekers register at the front desk Kiosk/ Jobs4TN.gov to begin the process of a job search activities such as entering a resume and their skills into Jobs4TN so they may be identified by companies who are hiring. Staff are available on-site at the AJCs in Columbia, Lawrenceburg, and Tullahoma.

Unemployment Insurance (UI) –

Title III and AJC partner staff working on-site at all AJCs are cross-trained to provide meaningful assistance for UI. This includes assisting customers in using Jobs4TN.gov to complete claims, weekly certifications, and utilizing the live chat feature, or using ZenDesk to submit and track help desk tickets. Fax machines are also available at the AJCs to allow customers to submit needed information to the TDLWD State office if necessary. A LWDB staff member also serves as the Rapid Response Coordinator for the local area and coordinates with partners to provide assistance to employers and affected employees through Rapid Response services. Additionally, Title I and Title III staff are responsible for recording these services in Jobs4TN entering activities into VOS.

Job Counseling, Training and Placement Services for Veterans –

Local Veterans' Employment Representative (LVER) staff, and Consolidated Position staff in the AJC network. DVOP specialists provide individualized career services to eligible veterans and eligible spouses experiencing significant barriers to employment, as well as other additional populations authorized by the Secretary, with an emphasis on assisting veterans who are economically or educationally disadvantaged. Veterans facing these barriers include veterans experiencing homelessness and vocational rehabilitation clients. LVER staff conducts outreach to employers to advocate for the hiring of veterans. They also work with businesses, contractors, and employer organizations to develop career opportunities for veterans. Consolidated Position staff serve in a dual role as a DVOP specialist and an LVER.

Trade Readjustment Assistance –

TRA services are accessible in all 13 Southern Middle counties through in-person referrals, direct linkage via phone or email, and TRA staff are able to meet with customers on-site at these offices if needed. Clients will contact their Trade Representative at their local American Job Center to file their TRA claim and to inquire about Trade services and benefits.

Trade Adjustment Assistance (TAA) –

TAA services are accessible to all 13 counties located in Southern Middle TN through in-person referrals, direct linkage via phone or email, and TM staff are able to meet with customers on-site at these offices if needed. TM claimants will contact the TM representative at the AJC for an appointment to discuss the following services; re-employment services, job search allowance, relocation allowance, and training. Claimants interested in training are referred to Title I for assessment and testing. In addition, applicants are referred to Tennessee College of Applied Technology (TCAT) and or State School representative for assistance.

Migrant & Seasonal Farmworkers –

The program's main objective is to conduct outreach to and assessment of low-income farmworkers in order to assist those who qualify with job training and placement services. Marketing materials are made available at all AJCs.

Services are accessible at all AJCs in the local area through direct linkage and cross-training of partner staff. For instance, Title I staff screen applicants for farmwork backgrounds in order to determine if a referral can be made. Migrant & Seasonal Farmworkers staff may also meet with potential clients on-site at the AJC if necessary.

National Farmworker Jobs Program (NFJP) –

TOPS-NFJP is dedicated to enhancing the skills and opportunities available to migrant and seasonal farmworkers, as well as their dependents. Through tailored career services, occupational training, work experience opportunities, supportive resources, and emergency assistance, NFJP empowers individuals to stabilize or advance within the agricultural sector or transition into new industries. TOPSNFJP will independently assess NFJP eligibility using its internal processes to ensure qualified MSFWs and their dependents receive the support necessary for economic self-sufficiency. These services aim to strengthen participants' abilities and facilitate successful career transitions into stable, high-demand employment aligned with the Good Jobs Principles.

Community Service Block Grant (CSBG) –

CSBG services are available via direct linkage by phone or email.

Periodic counseling of unemployed or under-employed participants, including help with job hunting skills. A job search tip booklet will be provided to the participants. Each office will maintain a current list of jobs that are available in the county. The client will be notified of any job openings in the community for which they might qualify for.

Senior Community Services Employment Program (SCSEP) –

SCSEP offers support to unemployed, low-income customers aged 55 and above by providing paid work experiences in local non-profit, government and faith-based agencies tailored to their needs and supplemental income to complement government benefits. SCSEP, through SCHRA, and Workforce Essentials, Inc. is designed to respond to the needs of older jobseekers with barriers to employment in Hickman County, Southern Middle LWDA.

Title IV (Rehabilitation Services) –

The Vocational Rehabilitation (VR) Program provides assessment, training, employment, and specialty rehabilitation services and support to eligible individuals with disabilities based on the rehabilitation needs of the individual in accordance with the individual's aptitudes, abilities, capabilities, interests, and informed choice, and as identified in an Individualized Plan for Employment with a goal to secure, retain, advance in, or regain competitive integrated employment. VR collaborates with AJC and community partners to meet an individual's rehabilitation needs. VR services may be provided through VR professionals co-located at AJCs and throughout the LWDA.

DHS/TANF –

Families First, the state's Temporary Assistance for Needy Families (TANF) program is a workforce development and employment program. The Families First/TANF Program emphasizes work, training, and personal responsibility. It is temporary and has a primary focus on gaining self-sufficiency through employment. The Families First/TANF program helps participants reach this goal by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other supportive services.

The TDHS TANF Case Managers refer work mandatory customers to our Work Activity Placement and Monitoring (WAPM) provider to place customers in a work activity and monitor for compliance. The TANF Case Managers and the WAPMs are not onsite at the AJCs, however, individuals may initiate an application for Families First/TANF services through the following link: Consumer Service Portal - Customer Service (<https://onedhs.tn.gov/csp>).

Second Chance (Reentry) –

This program provides quality community reentry services that will reduce recidivism, empower clients to enter gainful employment, lead a more productive life and return to safer communities. The AJC supports this program by providing on-site counseling and workshops through Mobile Career Coach, Adult Education services, and job search assistance through Jobs4TN. Referrals are made through electronic means for tracking participant progress.

HUD Employment and Training Activities –

N/A

Job Corps –

Referrals are through a direct linkage via phone or email. Material is kept in the resource areas of the AJC's.

YouthBuild –

N/A

Perkins/Post-Secondary Career & Technical Education–

Tennessee's Community and Technical Colleges play an integral role in the economic growth of our State. The CTE programs located in our local high schools provide students with hands-on training and coursework in specific career pathways, such as healthcare, manufacturing, food service, and more. These programs aim to prepare youth for future careers by aligning education with local workforce needs. From providing short-term training programs to customized, long-term initiatives, these colleges have developed innovative strategies to meet the workforce training needs of local, regional and State employers. As recipients of funding under the Carl D. Perkins Career and Technical Education Act, these institutions strive to develop more fully the academic, career, and technical skills of students who elect to enroll in career and technical education programs.

TCAT/Tennessee Reconnect–

TCAT/TN Reconnect services are available via direct linkage by phone, email, TBR edu institutions, or at each institution's website. Services are also offered through cross-training of AJC staff, who may assist customers in going online to complete an admissions application or other required paperwork. Marketing materials are made available at all AJCs.

7. PROCUREMENT OF ONE-STOP OPERATOR (Tennessee Memorandum Guidelines for One- Stop Operator Procurement) (Tennessee MOU/IFA Instructions Page 6) If additional space is needed, please include an attachment referencing this section.

- *Name the procured one-stop operator – (this information will be amended once the One-Stop Operators have been procured). The following bullet points should be explained in this section*
- *Describe the functions and scope of work of the one-stop operator as defined in the Request for Proposal or as planned for the competitive procurement process*
- *Assure that the one-stop operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest*

Note: One-stop operator designation takes effect July 1, 2017 (§ 678.635)

The One-Stop Operator is purposed in the RFP to coordinate service delivery amongst the required American Job Center partners and service providers in 2 comprehensive centers, 8 specialized centers and 1 Affiliate Center in the Southern Middle Tennessee Region. All services will follow the CORE model: Coordinate, Observe, Report & Evaluate.

In the Door is the contractor for the One Stop Operator and Career Service Provider in Southern Middle TN

Comprehensive roles of the OSO:

- Overseeing One Stop property, including building(s) and equipment, and the reporting of any maintenance or other issues to the owner/lessor, as appropriate. Items that are shared cost under the Infrastructure Funding Agreement (IFA) will be inventoried/maintained/ordered by the OSO.
- Observing and addressing any concerns to assure the staff present as professional, including, but not limited to appearance, conduct and service to customers.
- Providing "functional" direction/coordination of AJC partner staff located in the center(s), including working with direct supervisors/team leaders to schedule staff to assure appropriate coverage.

- Providing leadership and guidance to encourage AJC partner staff to function as a team, including appropriate AJC partner staff development and team building.
- Evaluate services being provided at the Centers to ensure that all required services as mandated by state and federal laws are being provided at or through the Centers.
- Coordinating the continuing good standing of AJC Certification status as directed by the LWDB Executive Director.
- Coordinating services with the LWDB's affiliate/specialized and/or identified access points to assure that partners are apprised of comprehensive center services for referral of customers.
- Ensuring that all services are being provided in a manner consistent of any local, regional, or state plans created and/or certified by the LWDB.
- Ensuring meaningful access to all customers by incorporating the principles of universal and human-centered design, for example: flexible space usage; the use of pictorial, written, verbal, and tactile modes to present information for customers with disabilities and English language learners; and providing recommendations to the LWDB for necessary accommodations and adequate space for the use of assistive devices and adaptive technologies.
- Developing safety plans for AJCs and educate all partner staff on a regular basis. The OSO will evaluate performance of AJCs by:
 - Developing a working knowledge of WIOA Performance Measures for all AJC partners, including how they correlate for overall performance of local and regional goals.
 - Developing a working knowledge of the Virtual One Stop (VOS) database management system.
 - Preparing and analyzing reports on regular intervals related to One-Stop services for the LWDB, including but not limited to: Overall Traffic counts via VOS Greeter; Customer sign-in to specific partners via VOS Greeter Registrations of Job Seekers via VOS; Employer Customer utilization of AJC services/facility
- Coordinating with LWDB Executive Director or designated staff for expected performance standards and compliance with data validation.
- The One-Stop Operator will develop, initiate LWDB approved evaluation processes to determine customer experiences and share results with all partners. Evaluation methods may include on-site, as well as, online, must maintain confidentiality, and be timely to the customer experience. The LWDB Executive Director or designated staff will utilize results of on-going evaluations to assess services of the One-Stop Operator. The One-Stop Operator will be responsible for the coordination of core and required partners, both on-site and off-site, for the AJCs, including but not limited to the following activities:
 - Maintaining and updating a digital and hard copy listing of all partner programs, including a brief description of service and contact information to assure current information.
 - Reporting changes in Memorandums of Understanding and Infrastructure Funding Agreements to the LWDB Executive Director or appropriate staff to assure agreements remain up-to-date.
 - Scheduling monthly staff meetings with on-site partners and quarterly coordination meetings with off-site partners. Additional functional meetings will be on an as needed basis under the coordination of the OSO.
 - Maintaining and update information such as AJC policies, procedures, updates, schedules. etc. for access by all partner staff.
- The One-Stop Operator will serve as liaison between the LWDB Executive Director or designated staff and AJC partners of the AJCs including resolution of customer service complaints or partner issues, proposal of promising practices and dissemination of general communication of LWDB policy/procedures.
- The OSO will provide any reports as deemed necessary by the LWDB including reports such as performance data for all on-site partners, IFA expenditure reports, referral reports, etc.
- The One-Stop Operator will meet common operational needs of the AJC by means that may include:
 - Developing training manuals and instructional activities to promote excellence in customer service and instructional activities to promote excellence in customer service and other AJC related topics.
 - Providing technical assistance to staff and partner agencies to understand the vision, mission, goals and objectives of the LWDB and the AJC.

8. REFERRAL PROCESS (WIOA Sec. 121 (c)(2)(A)(iii)) (Tennessee MOU/IFA Instructions Page 6). If additional space is needed, please include an attachment referencing this section.

- *In the spaces provided below, address all of the following:*
 - *In the introductory paragraph of this section, describe local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3))*
 - *In the spaces below designated for each required partner, each partner must list the other programs to which it will make referrals and the method(s) of referral to each partner; for example, in the Title I box, Title I will list all other programs to which it will refer clients and the method(s) of referral for each*
 - *Identify the method of tracking referrals*

Note: Local areas must be as specific as possible when describing the differences in referral methods between partner programs. DOL has expressed concern about this area in the past.

Title I (Adult, Dislocated Worker and Youth) –

Title I staff will refer to all participating partners that are necessary and referrals to on-site partners will be made using a warm hand-off. In order to track the referrals made amongst partners, a referral form has been developed and all partners are encouraged to utilize the form. The form may be completed electronically and emailed or faxed to partners who are not available on-site at the AJC, and the receiving agency is asked to complete and return the form. Title I staff track the referrals made by following-up with the customer and / or agency monthly if the form is not returned to ensure services are provided to the customer, if not provided while the customer is at the AJC.

Title II (Adult Education and Family Literacy) –

Referrals to on-site partners are made using a warm hand-off and staff may also utilize the referral form developed by the Title I staff. Referrals are also made via electronic connection through Jobs4TN.gov website, to include partners located outside the American Job Center (AJC), and for a means of tracking for participant progress. Title III staff also track the referrals made by following-up with the customer and / or agency monthly if the form is not returned to ensure services are provided to the customer, if not provided while the customer is at the AJC.

Title III (Employment Services under Wager-Peyser) –

Referrals to on-site partners are made using a warm hand-off and staff may also utilize the referral form developed by the Title I staff. Referrals are also made via electronic connection through Jobs4TN.gov website, to include partners located outside the American Job Center (AJC), and for a means of tracking for participant progress. Title III staff also track the referrals made by following-up with the customer and / or agency monthly if the form is not returned to ensure services are provided to the customer, if not provided while the customer is at the AJC.

Title IV (Rehabilitation Services) –

The Vocational Rehabilitation (VR) Program accepts referrals from partner programs to determine eligibility and assess rehabilitation needs for individuals with disabilities. Referrals can be made through standard AJC procedures or directly via online submission, email, phone (833-751-0597), or other approved methods. VR works with partner programs to coordinate basic, individualized, and follow-up services, as outlined in the Career Services matrix. All referrals and services are tracked through an electronic case management system.

Unemployment Insurance (UI) –

Partner staff working on-site at all AJCs are cross-trained to provide meaningful assistance for UI using Jobs4TN.gov. Fax machines are available at the AJCs to allow customers to submit needed information to the TDLWD State office and Jobs4TN if necessary. On-site staff may also receive written, electronic, or phone referrals to assist customers with UI. Referrals are also made via electronic connection through Jobs4TN.gov, to include partners located outside the AJC.

Job Counseling, Training and Placement Services for Veterans –

Customers with SB Es are referred to any partner who can assist them with becoming job-ready. Referrals will be made to all other participating partners, when there is a need for that service. These referrals will be made by phone or email, or warm hand-off for on-site partners. Referrals are also made via electronic connection through Jobs4TN.gov website, to include partners located outside the American Job Center (AJC), and for a means of tracking for participant progress. Follow-ups are made by phone each month with the customer.

Trade Readjustment Assistance –

Trade affected workers are first referred to the TRA Unit for eligibility determination. If eligible, a claim is taken by the claims agent and the customer is referred back to the AJC for assistance with job search or training opportunities. Referrals are made via electronic connection through Jobs4TN.gov website, to include partners located outside the American Job Center (AJC), and for a means of tracking for participant progress. Follow-ups are completed with customers weekly.

Trade Adjustment Assistance (TAA) –

Referrals for Trade-affected workers are made to TAA staff for assessment and testing if the worker is interested in training opportunities. The TM staff then refers the customer to Title I or Title II staff for CASAS and/or TABE testing. Referrals are made via electronic connection through Jobs4TN.gov website, to include partners located outside the American Job Center (AJC), and for a means of tracking for participant progress. Follow-ups are also done daily with on-site staff as needed.

Migrant & Seasonal Farmworkers –

Every customer who contacts this program, whether they qualify or not, are always referred to the AJC for services that they may be able to receive. Contact is made with customers referred by the AJC and effort made to determine if they may be served by the program.

National Farmworker Jobs Program (NFJP) –

Whenever possible TOPS-NFJP will refer eligible participants to the AJC for access to additional participant's career, training, and supportive services based on the individual employment plan and service needs.

Community Service Block Grant (CSBG) –

Partner services will be referred via electronic connection. Periodic counseling of unemployed or under-employed participants, including help with job hunting skills. A job search tip booklet will be provided to the participants. Each office will maintain a current list of jobs that are available in the county. The client will be notified of any job openings in the community for which they might qualify for.

Senior Community Services Employment Program (SCSEP) –

Title V clients are referred to the AJCs by word of mouth and SCSEP/SCHRA receives referrals from the AJC in the form of a phone call or email, including the Title 1 referral form. With the completion of the referral form by both parties, it is understood that the customer has been assisted. Referrals are made to all other partners as needed.

DHS/TANF –

The Work Activity Placement and Monitoring (WAPM) providers will make referrals to Title I, Title II, Title III, Title IV, and other core partners to provide workforce development and educational activities to FF/TANF customers. The WAPM providers will utilize the referral system the local board has established for receiving partner referrals so that customers can access these services. The WAPM providers will document recorded data in its internal eligibility system.

Second Chance (Reentry)–

Customer referrals are made via Jobs4TN to include partners located inside and outside the AJC. Participant tracking is provided by Jobs4TN.

HUD Employment and Training Activities –

Reverse referrals and partner services will be referred via electronic connection.

Perkins/Post-Secondary Career & Technical Education–

Customer referrals are made to Post Secondary Education Institutes and TN College of Applied Technology centers located in Southern Middle TN for training by either phone call, email to partner staff, or by using Participant Referral form. These post-secondary institutions make referrals to the American Job center staff by email or phone.

Job Corps –

Customer referrals are made via Jobs4TN to include partners located inside and outside the AJC. Participate tracking is provided by Jobs4TN.

YouthBuild –

N/A

TCAT/Tennessee Reconnect–

Customer referrals are made via Jobs4TN to include partners located inside and outside the AJC. Participate tracking is provided by Jobs4TN. Reconnect customers are referred to local AJC's for co-enrollment services such as supportive services either in person or through emails. Reconnectors are referred to local post-secondary institutions for training.

9. PHYSICAL ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b) (4)) (Tennessee MOU/IFA Instructions Page 6) If additional space is needed, please include an attachment referencing this section.

Describe how—through specific examples and commitments—required partners will assure the physical accessibility of the comprehensive one-stop center(s), including the following:

- *The comprehensive one-stop center's layout supports a culture of inclusiveness*
- *Access to public transportation is available within reasonable walking distance*
- *The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities*

An entrance of each AJC is wheelchair accessible and are marked by the universal accessibility sign. Dedicated parking spaces are available with parking spaces closest to the door and/or ramp designated for individuals utilizing wheelchairs in accordance with ADA guidelines. At all AJCs in Southern Middle, a push-button door bell is available at the entrance of the building, and an adjustable computer desk is able to accommodate individuals utilizing wheelchairs. An Equal Opportunity poster is displayed at each center and a Grievance brochure outlining the steps to file a complaint is made available. Signage regarding the availability of Language Line for interpretation services is also posted in each AJC. All AJC staff participate in an annual nondiscrimination/EC/disability awareness training to ensure the center supports a culture of inclusiveness.

One of the greatest barriers for many AJC customers is the lack of transportation. Individuals needing transportation assistance may utilize transportation services available through various community agencies such as the South-Central Development District and the local public transportation system, which provide transportation service for the citizens of the region to ensure access to medical and educational facilities, employment sites, shopping centers, and various other businesses and services.

AJC's have Narrator, Magnifier, Speech Recognition, and on-line Keyboard on computers and are equipped with adjustable desks.

In order to assure the continued physical accessibility of the comprehensive one-stop centers, the required partners will:

- 1) Ensure compliance with ADA requirements
- 2) Maintain the above-named accommodations, or ones similar, and others on an as-needed basis;
- 3) Offer referrals to provide customers with a comprehensive set of services, including accommodations;
- 4) Maintain an Equal Opportunity Officer for the LWDA to ensure compliance with all appropriate legislation and regulation; and
- 5) Provide training to staff on a routine basis.

10. PROGRAMMATIC ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b)(4)) (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

- *Describe how the comprehensive one-stop center provides access to all required career services in the most inclusive and appropriate settings for each individual participant*
- *Describe specific arrangements and resources available to assure that individuals with barriers to employment, including individuals with disabilities, can access available services and how outreach will be conducted to these groups (§678.500(b)(4). Include Mobile American Job Center information.*
- *Explain how services will be provided using technology that is actually available and in accordance with the “direct linkage” requirement under WIOA*

Note: Provide as much specificity as possible for each partner program

The OSO, AJC staff and partners provide guidance for enhancing services and develops methods to identify and recruit targeted populations, such as the outreach efforts and coordination with the Mobile Career Coach unit. With unemployment and poverty rates, and low educational attainment in the region, the AJC serves many customers who are experiencing barriers to employment. Typically served through the Welcome Function and/or Career Development Function, these customers often need staff assistance in order to address these barriers such as lack of transportation, childcare, healthcare, education, and/or work ethic to become self-sufficient. Given the many needs of populations with targeted barriers, staff and partners within the AJC must be knowledgeable of partner programs and community resources and be prepared to help customers in utilizing these services, including ensuring accessibility and providing reasonable accommodations.

Reasonable accommodations are provided for all aspects of a customer's experience in the AJC's, such as during application/registration for, and provision of, aid, benefits, services, and training. Accommodations are made according to the individual's needs in order to ensure that he or she receives equal benefits from the program or activity in order to have an equal opportunity. If needed, documentation of the individual's need for accommodations is obtained and maintained in a separate, secure location. In order to inform customers of the accommodations available, the following tag-line, or one similar, is included on all recruitment brochures and other outreach materials including print, newspaper ads, television, and radio commercials produced by the local workforce development board: "EOE. Auxiliary aids and services available upon request."

Accommodations available include a large keyboard and calculator, a trackball mouse, ZOOM software for individuals with visual impairments, Language Line for interpretation or translation services, extended time, and readers for the National Career Readiness Certificate, large-print and Spanish Registrant Handbooks, and IntelliKeys keyboards. The system maintains a TDD/TIY number for all centers, and a TDD/TIY phone is made available. Referrals are made for additional services not offered in the AJC. Furthermore, in partnership with OHS, a braille is available for the blind and interpreters for the deaf.

One Stop Operators (OSOs) and partners remain in compliance with ADA through regular scheduled audits. OSO and partners ensure that their facilities, programs, and services are physically and programmatically accessible to individuals with disabilities.

In accordance with the "direct linkage" requirement under WIOA, services are provided using technology available at the AJCs. For instance, the use of Teams for "face-to-face" interactions with various partners and or employers also allows customers in affiliate sites and access points to virtually receive one-stop services typically only offered onsite at the comprehensive centers. Jobs4TN also allows both job seeker and employer customers to remotely access secure, web-based AJC services such as labor market information, unemployment insurance, and mediated labor exchange. On-site and off-site partners also routinely make referrals via phone or email, or to Jobs4TN.gov for the unemployment insurance program. Information regarding AJC services is also made available on the system's website and social media pages. The Mobile Career Coach also provides access to career center services.

All partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

11. DATA SHARING AND COLLECTION (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

- *Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved*
- *Provide assurances that participants' Personally Identifiable Information (PII) will be kept confidential*
- *In each description, cite specific examples of required partners demonstrating a commitment to integration in the local area*
- *Describe the collection of data across programs*
- *Describe how Jobs4TN will be utilized and incorporated*

NOTE: Partners are encouraged to seek clarification from their respective core partner state agency and/or data staff

Jobs4TN or VOS system. Each AJC also utilizes the VOS Greeter feature to track the number of customers using the AJC. Using this system for the majority of WIOA programs will allow programs to share information and reduce duplication of data entry. Information needed to calculate all common indicators of performance will reside in this system. Reports can be generated and shared with program staff to ensure that performance targets will be met. The State office has held core partner meetings and has established performance groups that will routinely meet and report out all core partner performance. This approach will allow all partners to share concerns and keep a close eye on performance as a system. TANF and Vocational Rehabilitation will use other case management systems but all WIOA partners will work to share information across these systems in order to better serve participants.

Title 1: Adult, Dislocated Worker, Youth Title II: Adult Education and Family Literacy

Title III: Employment Programs under Wagner-Peyser Unemployment Insurance Trade Readjustment Assistance (TRA) Trade Adjustment Assistance (TM)

Job Counseling, Training, Placement Services for Veterans Migrant and Seasonal Farmworkers

Community Services Block Grant (CSBG)

Senior Community Services Employment Program (SCSEP) Second Chance (Reentry)

Each employee is required to sign a user agreement stating that personally identifiable information is to be kept confidential and only used for the purpose of job duties. In addition, the TDLWD has memorandum of understandings with core partners in which participant information is shared. The TDLWD also has signed WRIS and FEDES agreements which govern participant wage records and their use. A signed confidentiality agreement is required by any employee or contractor stating they have read and acknowledge all protocols within the WRIS and FED ES agreement. The TDL WO will be maintaining written procedures detailing approaches for use of wage data to ensure that the information is only given to authorized personnel and used for only authorized purposes. TDLWD will also ensure that all wage data is maintained and destroyed in a timely manner using appropriate methods.

Parties to the MOU agree to work cooperatively to share data to the extent necessary and as permitted or required by applicable statutes or regulations. Additionally, partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements. All data, including customer PII, collected, used, and disclosed by partners will be subject to the following:

- 1) Customer PII will be properly secured in accordance with the agency's policies and procedures regarding the safeguarding of PII.
- 2) Customer data may be shared with other programs, for those programs' purposes, within the American Job Center network only after the informed written consent of the individual has been obtained, where required.
- 3) Customer data will be kept confidential, consistent with applicable Federal and State privacy laws and regulations, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 12329 and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations.
- 4) Collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.
- 5) Access to software systems and files under the respective partner's control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each partner expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

All AJC and partner staff should be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, and shall data across programs as appropriate.

12. COST SHARING OF SERVICES (WIOA Sec. 121 (c)(2)(A)(ii)) (WIOA Final Rules §678.755 and §678.760) (Tennessee MOU/IFA Instructions Page 7) If additional space is needed, please include an attachment referencing this section.

- *To complete this section, see the Individual AJC Budget Template instruction sheet – Attachment II and the Infrastructure Funding Agreement – Attachment III.*
- *For the purposes of this section (12), only provide a narrative explanation of cost sharing services*
- *In the event that an agreement cannot be reached among partners, 20 CFR 678.750 will apply:*
 - (a) The Governor must establish a process, described under sec. 121(h)(2)(E) of WIOA, for a one-stop partner administering a program described in §§ 678.400 through 678.410 to appeal the Governor's determination regarding the one-stop partner's portion of funds to be provided for one-stop infrastructure costs. This appeal process must be described in the Unified State Plan.*
 - (b) The appeal may be made on the ground that the Governor's determination is inconsistent with proportionate share requirements in § 678.735(a), the cost contribution limitations in § 678.735(b), the cost contribution caps in § 678.738, consistent with the process described in the State Plan.*
 - (c) The process must ensure prompt resolution of the appeal in order to ensure the funds are distributed in a timely manner, consistent with the requirements of § 683.630 of this chapter.*
 - (d) The one-stop partner must submit an appeal in accordance with State's deadlines for appeals specified in the guidance issued under § 678.705(b)(3), or if the State has not set a deadline, within 21 days from the Governor's determination.*

The operating budget of the one-stop service delivery system is the financial plan to which the one-stop partners, CLEOs, and LWDB in the local area have agreed in this MOU that will be used to achieve the goal of delivering services in the local area. To achieve this, each partner completed a budget for each AJC where their staff are physically present per the TDLWD Workforce Services MOU/ IFA Guidance. These individual budgets were then consolidated into a master budget that consists of costs that are specifically identified in the statute (Section 12 Attachment).

Infrastructure costs, defined in WIOA sec. 121 (h)(4), include non-personnel costs such as:

- 1) Rental of facilities.
- 2) Utilities and maintenance.
- 3) Equipment (including assessment-related and assistive technology).
- 4) Technology to facilitate access to the One-Stop, including planning and outreach activities.
- 5) Costs of the use of the common AJC identifier such as signage and supplies.

Additional costs include:

- 1) Applicable career services as described in WIOA sec. 134(c)(2).
- 2) Shared operating costs and shared services, described in WIOA sec. 121 (i), that are related to the operation of the one-stop delivery system, but do not constitute infrastructure costs, such as initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to partners, and business services. These costs may include personnel expenses for shared Welcome Function staff.
- 3) Direct costs, as described in 2 CFR 200.413, including costs identified specifically with a particular final objective, such as a federal award, or other internally or externally funded activity, or that can be directly assigned to such activities relatively easily with a high degree of accuracy (i.e. Title I Individual Training Accounts).

In accordance with WIOA Section 121(h), the following programs, being physically located in an AJC in Southern Middle, are required to contribute to infrastructure costs per the TDLWD Workforce Services MOU/ IFA Guidance:

- 1) WIOA Title I Adult, Dislocated Worker, and Youth
- 2) WIOA Title II Adult Education and Literacy
- 3) WIOA Title III Wagner Peyser
- 4) Title IV Vocational Rehabilitation
- 5) Chapter 2 of Title II of the Trade Act of 1974
- 6) Chapter 41 of Title 38, United States Code
- 7) Part A of Title IV of the Social Security Act

Actual costs will be billed rather than estimates or budgeted amounts. The one-stop operating budget will be periodically reconciled against actual costs incurred and adjusted accordingly. This reconciliation will ensure that the budget reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the one-stop center and relative benefit received.

To determine each partner's expected contribution to infrastructure costs, Southern Middle utilized the Infrastructure Funding Agreement (IFA) template provided by the TDLWD (Section 12 Attachment). As agreed upon by the partners, the contribution per partner may be based on (1) Full-Time Equivalent (FTE), (2) Square Footage, and/ or (3) Number of Customers Served. The IFA includes the below information in order to identify each partner's contribution:

- 1) A listing of all partners present in the local area
- 2) Whether the partners are physically located within an AJC or accessible through direct linkage
- 3) The infrastructure, additional, shared-direct, and direct costs of all partners and centers
- 4) The allocation base for all costs
- 5) The number of staff, weekly staff hours, office payment ratio, and number of offices for each partner
- 6) The assigned square footage for each partner and the square footage shared amongst partners
- 7) Direct costs by center
- 8) Total partner contributions by allocation base
- 9) Total partner contributions by cost category

13. DURATION/AMENDMENT/APPEAL PROCEDURES (WIOA Sec. 121 (c)(2)(A)(v)) (WIOA Final Rules §678.500(b) (5)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

Describe the duration of the MOU

Describe amendment procedures, including annual negotiation of infrastructure and shared system costs to address the following:

- *The amount of notice a partner agency must provide the other partners to make amendments*
- *The procedures for informing other partners of the pending amendment*
- *The circumstances under which the local partners agree the MOU must be amended*
- *The procedures for amending the MOU to incorporate the final approved budget on an annual basis*
- *The procedures for terminating the MOU or a specific partner's participation in the MOU*
- *The process for resolving any disputes that evolve after the agreement is reached*
- *The appeals process for any disputes that evolve after the agreement is reached*
- *Process must follow the directives in WIOA678.500(b)(5)*

NOTE: Ensure the MOU reflects the most recent date as amendments are approved

The duration of this MOU shall commence July 1, 2026 and expire June 30, 2027, unless the Parties amend or terminate the MOU prior to the End Date.

All modifications must be in writing and approved by the LWDB. When a partner wishes to modify the MOU, the partner must first provide written notification 180 days in advance of the proposed change to the LWDB Chair (or designee) and outline the proposed modification(s). Upon notification, the LWDB Chair (or designee) must ensure that discussions and negotiations related to the proposed modification take place with Partners in a timely manner and as appropriate. Amendment or modification of the MOU only requires the parties to review and agree to the elements of the MOU that changed.

Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the LWDB Chair (or designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed. If determined that a Partner is unwilling to agree to the MOU modification, the LWDB Chair (or designee) must ensure that the dispute resolution process is followed.

The LWDB Chair (or designee) must immediately circulate the MOU modification and secure partner signatures within four (4) weeks. The modified MOU will be considered fully executed once all signatories have reviewed and signed. The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the LWDB Chair (or designee) acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other parties.

If the modification involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering an MOU that includes the LWDB, wherein the new party assumes all of the rights and obligations of the original party. Upon execution, the LWDB Chair (or designee) presents the agreement as a proposed modification to the MOU. Annually, the infrastructure and shared system costs will be reviewed annually and re-negotiated as necessary to amend the MOU to incorporate the final approved budget.

Annually, the infrastructure and shared system costs will be reviewed annually and re-negotiated as necessary to amend the MOU to incorporate the final approved budget. To accomplish this, partners will follow the below process:

1) Notification of Partners: The LWDB Executive Director (or designee) will notify all parties in writing that it is necessary to review the infrastructure and shared system costs and will provide all applicable documents along with a timeline for the review process. 2) Preliminary Review: All parties will be provided sufficient time to review the document(s) and ask questions.

- 3) Negotiations Meeting: The LWDB Executive Director (or designee) will arrange for all parties to meet if deemed necessary by any of the parties, or an electronic meeting may be held if appropriate.
- 4) Revised Draft Budget: The LWDB Executive Director (or designee) will submit a revised draft budget based on discussions at the negotiations meeting, and additional formal or informal meetings as needed, to all parties for review and final comments.
- 5) Final Review and Comment: All parties will review the final revised draft budget and submit comments to the LWDB Executive Director (or designee) by the specified deadline.
- 6) Signatures Obtained: The final draft budget will be routed to all parties for signatures by the LWDB Executive Director (or designee). Failure to reach agreement on infrastructure costs will result in application of a state funding mechanism per 20 CFR 678. 730, in which case the Governor, through assistance of the State Workforce Development Board, will make the final determination of each required partner's proportionate share of infrastructure costs. Per the TDLWD's TN WIOA Infrastructure Cost Sharing Guidelines for LWDBAs, any required partner may appeal the Governor's determination, in writing via registered mail, no later than the 21st day from the date of receipt of the notice of denial or revocation, on the basis of a claim that the determination is inconsistent with (1) the proportionate share requirements of 20 CFR 678. 735(a) or; (2) the cost contribution caps described in 20 CFR 678.735(c) and 678.738. Other circumstances in which the MOU may be amended include to amend the name of the procured One-Stop Operator.

Termination: Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above. In the event of termination, the parties to the MOU must convene within thirty (30) days after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed. This MOU will remain in effect until the end date specified in the Effective Period section shown above unless:

- 1) All parties mutually agree to terminate this MOU prior to the end date.
- 2) Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
- 3) WIOA is repealed or superseded by subsequent federal law.
- 4) Local area designation is changed under WIOA.
- 5) A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the LWDB Chair (or designee) specifying such breach in reasonable detail. In such event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately.

14. RENEWAL PROVISIONS (WIOA Sec. 121(c)(2)(A)(v)) (WIOA Final Rules §678.500(b)(6)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

Provide the process and timeline in which MOU will be reviewed, including:

- *Explain the renewal process, which must occur at a minimum of every three years*
- *Describe the required renewal process if substantial changes occur before the MOU's three-year expiration date*

NOTE: Ensure the MOU reflects the most recent date as renewals are approved

Renewal of an MOU requires all parties to review and agree to all elements of the MOU and re-sign the MOU. Substantial changes, such as changes in one-stop partners, or a change due to the election of a new CEO, will require renewal of the MOU. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU.

To renew the MOU, either at the end of the three-year period or if substantial changes occur before the MOU's three-year expiration date, the parties to this MOU agree to follow the below process:

- 1) Notification of Partners: The LWDB Executive Director (or designee) will notify all parties in writing that it is necessary to renew and execute the MOU and will provide all applicable policies and preceding MOU documents, as applicable, including a timeline for the renewal process.
- 2) Preliminary Review: All parties will be provided sufficient time to review the existing MOU to identify potential changes and submit them to the LWDB Executive Director (or designee) prior to the negotiations meeting.
- 3) Negotiations Meeting: The LWDB Executive Director (or designee) will arrange for all parties to meet to review the draft MOU and proposed changes within thirty (30) days of the notification.
- 4) Revised Draft MOU: The LWDB Executive Director (or designee) will submit a revised draft MOU based on discussions at the negotiations meeting, and additional formal or informal meetings as needed, to all parties for review and final comments within thirty (30) days following the negotiations meeting.
- 5) Final Review and Comment: All parties will review the revised draft MOU and submit them to the LWDB Executive Director (or designee) within fourteen (14) days.
- 6) Signatures Obtained: The final draft MOU will be routed to all parties for signatures by the LWDB Executive Director (or designee).

The LWDB Chair (or designee) will ensure the MOU reflects the most recent date as renewals are approved.

15. ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (WIOA Sec. 121(c)(2)(B)) (WIOA Final Rules §678.500(c)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

No additional local provisions have been identified.

16. ADDITIONAL PARTNERS (WIOA Sec. 121 (b)(2)) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

The Native American Indian Association (NAIA) of Tennessee, administering WIOA Native American programs in TN, has been included as an additional partner to the MOU. NAIA offers individuals who are Native American Indian (or a descendant), Native Hawaiian, or an Alaska Native AND unemployed or underemployed, services that can help them get the skills needed to enter a rewarding career in one of today's high-growth, in-demand fields. NAIA offers classroom training assistance to help cover the cost of tuition, books, supplies, and fees. Individuals receive one-on-one career counseling and needs assessment to determine any additional services NAIA may provide. Upon completion of training, NAIA also provides job search and placement assistance.

17. OTHER CONTRIBUTIONS (TEGL 16-16) (Tennessee MOU/IFA Instructions Page 8) If additional space is needed, please include an attachment referencing this section.

- *Describe contributions made to the one-stop system through other avenues, such as donations made by a non-partner entity*
- *Document third party in kind contributions made to supplement the operation of the American Job Center*

No contributions have been made to the one-stop system by non-partner entities.

18. NON-DISCRIMINATION & EQUAL OPPORTUNITY (WIOA Section 188) (Tennessee MOU/IFA Instructions Page 9) If additional space is needed, please include an attachment referencing this section

- *Describe how all partner staff will comply fully with all non-discrimination requirements*

The parties to this MOU agree that they will comply fully with the non-discrimination and equal opportunity provisions of: (1) Workforce Innovation and Opportunity Act Section 188, (2) Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq), (3) Nontraditional Employment for Women Act of 1991, (4) Civil Rights of 1964 Title VI (as amended), (5) Rehabilitation Act of 1973 Section 504 (as amended), (6) Age Discrimination Act of 1967 (as amended), and (7) Education Amendments of 1972 Title IX (as amended). Parties must also adhere to requirements imposed by, or pursuant to, regulations implementing these laws - including but not limited to 29 CFR 37 -38.

All partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. Partners assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. All partners will also cooperate with compliance monitoring that is conducted to ensure that all AJC programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. In accordance with the WIOA Final Rules, the decision as to which entity will be responsible for ensuring accessibility to the One-Stop Service Delivery system is ultimately the LWDB's to make.

19. PRIORITY of SERVICE (TDLWD Veteran Priority of Service Policy) (WIOA Section 134(c)(3)(E) (Tennessee MOU/IFA Instructions Page 9) If additional space is needed, please include an attachment referencing this section

- *Describe how each partner staff will comply with the priority of service requirements set forth in the Veteran Priority of Service Policy as well as priority of service outlined in WIOA section (c)(3)(E)*

All parties to this MOU certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service for qualified U.S. Dept. of Labor job training programs, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the Title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

The LWDA's priority of service policy is posted within the AJCs and on the system's website. Veterans or their eligible spouses are identified at the point of entry into the AJC through the Virtual One-Stop (VOS) Greeter or in registering on Jobs4TNNOS. Individuals identifying as a veteran or eligible spouse are asked to complete Military Service Form LB-1118. In accordance with the TDLWD Veteran Priority of Service Policy, any individual self-identifying as a veteran or eligible spouse is provided immediate priority in the delivery of TDLWD-funded employment, training, and placement services, excluding those that require a commitment, such as classroom training, by the partner staff administering the service.

20. AUTHORITY AND SIGNATURES (WIOA Final Rules §678.500(d)) (Tennessee MOU/IFA Instructions Page 10) If additional space is needed, please include an attachment referencing this section.

- *Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA*

By signing his/ her name below, the signatory certifies he/ she has read the information contained within this MOU and its attachments and all questions have been discussed and answered satisfactorily.

Additionally, signing this document certifies the signatory's understanding of the terms outlined herein and agreement with the:

- 1) MOU,
- 2) Operating Budget, and
- 3) Infrastructure Funding Agreement (IFA)

By signing this document, the signator certifies that he/ she has the legal authority to bind the respective agency the terms of the above named documents, and that this MOU expires either:

- a) In three years, or
- b) Upon amendment, modification, or termination

21. ATTACHMENTS (Tennessee MOU/IFA Instructions Page 11)
• Services Matrix - Attachment II • Individual AJC Budget Template – Attachment III • Individual AJC Budget Instructions – Attachment IV

LOCAL WORKFORCE DEVELOPMENT BOARD CHAIR

Mark Short
Mark Short (Jun 30, 2026 15:07:21 CDT)

Signature

Board Chair

Title

Mark Short

Printed Name

Jun 30, 2026

Date

Organization

CHIEF LOCAL ELECTED OFFICIAL

Mayor Newman

Mayor Newman (Jul 1, 2026 15:12:24 CDT)

Signature

Mayor

Title

Mayor Newman

Printed Name

Jul 1, 2026

Date

Organization

TITLE IB – ADULT, DISLOCATED WORKER, YOUTH


Paul Rosson (Jul 13, 2026 18:26:48 CDT)

Signature

Paul T Rosson

Printed Name

Executive Director

Title

July 13, 2026

Date

SCTDD

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE IB
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

TITLE II – ADULT EDUCATION AND FAMILY LITERACY

Linda Maddox

Linda Maddox (Jul 14, 2026 05:36:21 CDT)

Signature

Linda Maddox

Printed Name

Program Director

7/14/2026

Title

Date

South Central TN Workforce Alliance

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE II
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

TITLE III – EMPLOYMENT PROGRAMS UNDER WAGNER-PEYSER



Jeremy Colbert (Jul 16, 2026 12:32:19 EDT)

Signature

Deputy Assistant Commissioner

Title

TDLWD

Organization

Jeremy Colbert

Printed Name

07/16/2026

Date

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE III – WAGNER-PEYSER
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

TITLE IV – REHABILITATION SERVICES

Julie Johnson Digitally signed by Julie Johnson
Date: 2026.07.14 15:51:39 -05'00'

Signature

Printed Name

Title

Date

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE IV – REHABILITATION SERVICES
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

POST-SECONDARY CAREER AND TECHNICAL EDUCATION UNDER PERKINS

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR POST-SECONDARY PERKINS
IF DIFFERENT THAN THE SIGNATORY ABOVE**

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

UNEMPLOYMENT INSURANCE



Signature

Rusty Felts

Printed Name

Assistant Commissioner Unemployment Insurance 8.7.26

Title

Date

TDLWD

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR UNEMPLOYMENT INSURANCE
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

JOB COUNSELING, TRAINING AND PLACEMENT SERVICES FOR VETERANS


Jeremy Colbert (Jul 14, 2026 09:05:27 EDT)

Signature

Assistant Administrator 2

Title

TDLWD

Organization

Jeremy Colbert

Printed Name

07/14/2026

Date

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR VETERANS ACTIVITIES
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

TRADE READJUSTMENT ALLOWANCE (TRA)


Jeremy Colbert (Jul 14, 2026 09:05:27 EDT)
Signature
Assistant Administrator 2
Title
TDLWD
Organization

Jeremy Colbert
Printed Name
07/14/2026
Date

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TRADE READJUSTMENT ACT
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature
Title
Organization

Printed Name
Date

TRADE ADJUSTMENT ASSISTANCE (TAA)

 <u>Jeremy Colbert (Jul 14, 2026 09:05:27 EDT)</u> Signature	<u>Jeremy Colbert</u> Printed Name
<u>Assistant Administrator 2</u> Title	<u>07/14/2026</u> Date
<u>TDLWD</u> Organization	

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TRADE ADJUSTMENT ASSISTANCE
IF DIFFERENT THAN THE SIGNATORY ABOVE**

<u>Signature</u>	<u>Printed Name</u>
<u>Title</u>	<u>Date</u>
<u>Organization</u>	

MIGRANT AND SEASONAL FARMWORKER PROGRAM

 <u>Jeremy Colbert (Jul 14, 2026 09:05:27 EDT)</u>	<u>Jeremy Colbert</u>
Signature	Printed Name
<u>Assistant Administrator 2</u>	<u>07/14/2026</u>
Title	Date
<u>TDLWD</u>	
Organization	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR MIGRANT AND SEASONAL FARMWORKER PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE

<u>Signature</u>	<u>Printed Name</u>
<u>Title</u>	<u>Date</u>
<u>Organization</u>	

NATIONAL FARMWORKER JOBS PROGRAM

Amber Alford
Signature

Amber Alford
Printed Name

Office Manager
Title

7/16/26
Date

Tennessee Opportunity Program
Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR NATIONAL FARMWORKER JOBS PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE

Signature

Printed Name

Title

Date

Organization

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM

Sara Brown Digitally signed by Sara Brown
Date: 2026.07.14 08:41:46 -05'00'

Sara Brown

Signature

Printed Name

Executive Director

7/14/2026

Title

Date

South Central Human Resource Agency

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR CSBG PROGRAM
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM (SCSEP)

Pamela J Morris
Signature

Pamela J Morris
Printed Name

SCSEP Director
Title

7/16/26
Date

The South Central Human Resource Agency
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SCSEP
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

 _____ Signature	Lakecia Peterson _____ Printed Name
TANF Program Director _____ Title	July 31, 2026 _____ Date
Tennessee Department of Human Service _____ Organization	

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TANF
IF DIFFERENT THAN THE SIGNATORY ABOVE**

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

SECOND CHANCE PROGRAM

_____ Signature	_____ Printed Name
--------------------	-----------------------

_____ Title	_____ Date
----------------	---------------

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SECOND CHANCE PROGRAM
IF DIFFERENT THAN THE SIGNATORY ABOVE**

_____ Signature	_____ Printed Name
--------------------	-----------------------

_____ Title	_____ Date
----------------	---------------

Organization

HOUSING AND URBAN DEVELOPMENT EMPLOYMENT AND TRAINING ACTIVITIES

Signature

Printed Name

Title

Date

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR HUD EMPLOYMENT & TRAINING
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

JOB CORPS

Signature

Printed Name

Title

Date

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR JOB CORPS
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Printed Name

Title

Date

Organization

YOUTHBUILD

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR YOUTHBUILD
IF DIFFERENT THAN THE SIGNATORY ABOVE**

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

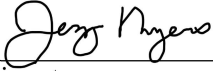
**Perkins/Post-Secondary Career &
Technical Education–**

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Perkins/Post-Secondary Career &
Technical Education–IF DIFFERENT THAN THE SIGNATORY ABOVE**

_____ Signature	_____ Printed Name
_____ Title	_____ Date
_____ Organization	

One Stop Operator: In the Door



Signature

Jerry Myers

Printed Name

President

Title

7-13-2026

Date

IN THE DOOR, LLC.

Organization

Attachment II - CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

BASIC CAREER SERVICES											
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education
Title I: Adult, Dislocated Worker, Youth	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
Title II: Adult Education and Family Literacy	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐
Title III: Employment Programs under Wagner-Peyser	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐
Title IV: Rehabilitation Services	☐	☒	☒	☒	☒	☒	☒	☐	☒	☐	☒
Post-secondary Career and Technical Education under Perkins	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Unemployment Insurance	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐
Job Counseling, Training and Placement Services for Veterans	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐
Trade Readjustment Allowance (TRA)	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐
Trade Adjustment Assistance (TAA)	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐
Migrant and Seasonal Farmworkers	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
National Farmworker Jobs Program	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community Services Block Grant (CSBG)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Senior Community Services Employment Program (SCSEP)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
TANF	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
Second Chance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Housing and Urban Development Employment and	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

BASIC CAREER SERVICES											
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education
Training Activities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Job Corps	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
YouthBuild	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES														
REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning		Short-term pre-vocational services	Internships and work experience		Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Title I: Adult, Dislocated Worker, Youth	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒
Title II: Adult Education and Family Literacy	☒	☒	☐	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒
Title III: Employment Programs under Wagner-Peyser	☒	☒	☐	☒	☒	☒	☐	☒	☒	☒	☒	☒	☐	☐
Title IV: Rehabilitation Services	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐
Post-secondary Career and Technical Education under Perkins	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Unemployment Insurance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Job Counseling, Training and Placement Services for Veterans	☐	☐	☒	☒	☒	☒	☐	☐	☐	☐	☐	☐	☐	☐

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker
Trade Readjustment Allowance (TRA)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Trade Adjustment Assistance (TAA)	☒	☒	☐	☒	☒	☐	☒	☒	☐	☒	☒	☒
Migrant and Seasonal Farmworkers	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
National Farmworker Jobs Program	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community Services Block Grant (CSBG)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Senior Community Services Employment Program (SCSEP)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
TANF	☐	☒	☒	☒	☒	☒	☐	☒	☒	☐	☒	☒
Second Chance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Housing and Urban Development Employment and Training Activities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Job Corps	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
YouthBuild	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title I (Adult, Dislocated Worker, Youth)	Jail Transition Program Maury County, RESEA, Reconnect, Ticket to Work
Title II: Adult Education and Family Literacy	ESL
Title III: Employment Programs under Wagner-Peyser	SNAP, RESEA, Employer Hiring Events, Federal Bonding
Title IV: Rehabilitation Services	Physical/mental restoration, pre-employment transition service, specialized services based on disability
Post-secondary Career and Technical Education under Perkins	
Unemployment Insurance	Assistance with UI, Jobs4TN.gov
Job Counseling, Training and Placement Services for Veterans	Job Development
Trade Readjustment Allowance (TRA)	
Trade Adjustment Assistance (TAA)	Transportation, Training
Migrant and Seasonal Farmworkers	
National Farmworker Jobs Program	
Community Services Block Grant (CSBG)	
Senior Community Services Employment Program (SCSEP)	
TANF	
Second Chance	
Housing and Urban Development Employment and Training Activities	
Job Corps	
YouthBuild	

SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
Title I (Adult, Dislocated Worker, Youth)		Services: Partner: WIOA Staff	Services: Provider:	Services: Method:
Title II: Adult Education and Family Literacy		Services: Partner:	Services: Provider:	Services: Method:
Title III: Employment Programs under Wagner-Peyser		Services: Partner:	Services: Provider:	Services: Method:
Title IV: Rehabilitation Services		Services: VR Counselor Partner:	Services: Provider:	Services: Method:
Post-secondary Career and Technical Education under Perkins		Services: Partner:	Services: Provider:	Services: Method:
Unemployment Insurance		Services: Partner:	Services: Provider:	Services: Method:
Job Counseling, Training and Placement Services for Veterans		Services: Partner:	Services: Provider:	Services: Method:
Trade Readjustment Allowance (TRA)		Services: Partner:	Services: Provider:	Services: Method:
Trade Adjustment Assistance (TAA)		Services: Partner:	Services: Provider:	Services: Method:
Migrant and Seasonal Farmworkers		Services: Partner:	Services: Provider:	Services: Method:
National Farmworker Jobs Program		Services: Partner:	Services: Provider:	Services: Method:
Community Services Block Grant (CSBG)		Services: Partner:	Services: Provider:	Services: Method:
Senior Community Services Employment Program (SCSEP)		Services: Partner:	Services: Provider:	Services: Method:

PROGRAM	SERVICES PROVIDED THROUGH <i>OWN STAFF</i>	SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i>	SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i>	SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i>
TANF		Services:	Services:	Services:
		Partner:	Provider:	Method:
Second Chance		Services:	Services:	Services:
		Partner:	Provider:	Method:
Housing and Urban Development Employment and Training Activities		Services:	Services:	Services:
		Partner:	Provider:	Method:
Job Corps		Services:	Services:	Services:
		Partner:	Provider:	Method:
YouthBuild		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify):		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify):		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify):		Services:	Services:	Services:
		Partner:	Provider:	Method:

Entity Name : _____

Date: 3/13/2017

BUDGET INFORMATION				
SECTION A - BUDGET SUMMARY				
Office (Site) Location	Overall Budget Total by Cost Category			(4)
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Total Infrastructure Costs	Total Additional Costs	Total Direct Costs	
1.	\$	\$	\$	\$ 0
SECTION B - BUDGET CATEGORIES				
2. Line Item Categories	Line Item Costs by Cost Category			Total
	Shared Costs		Non-Shared Costs	
	(1)	(2)	(3)	
	Infrastructure Costs	Additional Costs	Direct Costs	
	\$ 0	\$ 0	\$ 0	\$ 0
a. Personnel				0
- Administrative				0
-Program				0
b. Fringe Benefits				0
- Administrative				0
-Program				0
c. Travel				0
d. Equipment				0
e. Supplies				0
f. Contractual				0
g. Other				0
h. Sub-Total (sum of 2a-2g)	0	0	0	0
i. Indirect Charges	0	0	0	0
j. TOTALS (sum of 2h and 2i)	\$ 0	\$ 0	\$ 0	\$ 0
k. (Over) / Under	0	0	0	0
SECTION C - BUDGET NARRATIVE				

Line Item Instructions for the WIOA One-Stop Operating Budget

Note: Each American Job Center Partner will be required to complete a budget sheet individual budgets for each site they have a presence in. These budgets will be consolidated into a master budget indicative of the One-Stop Operating Budget and Costs (TEGL 17-16).

SECTION A - BUDGET SUMMARY	
Line Item	Instructions
Office (Site) Location	Enter name of the AJC (i.e., AJC Nashville)
Total Infrastructure Costs	Sum of all line item Infrastructure Cost indicated in Section B-Budget Categories. As provided in TEGL 17-16 Infrastructure costs of AJCs are defined as non-personnel costs that are necessary for the general operation of the one-stop center, including: rental of the facilities; utilities and maintenance; equipment (including assessment-related and assistive technology for individuals with disabilities); and technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). This list is not exhaustive.
Total Additional Costs	Sum of all line item Additional Cost indicated in Section B-Budget Categories. As provided in TEGL 17-16 One-stop partners must share in additional costs, which must include applicable career services, and may include shared operating costs and shared services that are necessary for the general operation of the one-stop center. <i>Career Services</i> . One-stop partners must ensure that at least some career services, described in WIOA sec. 134(c)(2), are provided at the one-stop center. Shared Operating Costs and Shared Services. One-stop partners also may share other costs that support the operations of the one-stop centers, as well as the costs of shared services. The costs of shared services may include initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to other one-stop partners, and business services (WIOA sec. 121(i)(2), 20 CFR 678.760, 34 CFR 361.760, and 34 CFR 463.760).
Total Direct Costs	Sum of all line item Direct Cost indicated in Section B-Budget Categories. Direct Costs are attributable to a single grant program or partner (i.e., WIOA staff providing ITA assistance only). These are non-shared costs.
SECTION B - BUDGET CATEGORIES	
Line Item	Instructions
a. Personnel	This amount will be the combined total of Administrative and Program wages. As infrastructure costs are non-personnel costs. This line item for infrastructure should be blank.
- Administrative	Enter the amount of wages for Administrative staff only
- Program	Enter the amount of wages of Program staff only
b. Fringe Benefits	This amount will be the combined total of Administrative and Program fringe benefits. As infrastructure costs are non-personnel costs, This line item for infrastructure should be blank.
- Administrative	Enter the amount of Fringe benefits for Administrative staff only
- Program	Enter the amount of Fringe benefits for Program staff only
c. Travel	Enter the amount for staff related travel.
d. Equipment	Enter the amount of funds expended on equipment. Expenditures must meet the prescribed threshold outlined in 2 CFR 200.33
e. Supplies	Enter the amount of funds expended on supplies. Expenditures must met the prescribed threshold outlined in 2 CFR 200.94
f. Contractual	Enter the amount of contractual obligations. For example One-Stop Operator costs would be an Additional Costs contractual item.
g. Other	Subrecipients are required to submit supporting documentation detailing the amount reflected here as Other Costs.
h. Sub-Total	This amount is the total of line items a. through g.
i. Indirect Charges	Provide Indirect Costs. Indirect costs are attributable to an organization or entity and would not be reflected as shared costs, nor would they be allocated.
j. TOTALS	Amount reflects the total line item costs by cost category
SECTION C - BUDGET NARRATIVE	
Budget Narrative	Provide brief narrative in support of the One-Stop Operating budget