



**Jay Richardson**  
Chairman

## Message from the Chairman...

We live in a historically great time for Tennessee. The “Work Ready Community” is becoming a reality. Economic excitement is everywhere.

We also reside in one of the most beautiful parts of the world. With good jobs and great amenities state wide, Tennessee continues to top the list for attracting new businesses as well as fostering continued relationships with longtime business partners and friends.

Like any relationship, it takes hard work to maintain. We can’t become complacent. My goal is to continue open communication between the Workforce Board, the Alliance for Business and Training (AB&T), the American Job Centers (AJC), and the mayors of our region in an effort to build on the foundation at hand. It’s all about people and the businesses we serve.

*James “Jay” Richardson*



[www.netlwdb.org](http://www.netlwdb.org)

### Northeast Tennessee Workforce Development Board Sub-Committees

- Executive Committee
- Operations & Planning Committee
- Youth & Young Adult Committee
- Individuals with Disabilities & Special Populations Committee

### Ad-Hoc Committees:

- WIOA One-Stop Operator & Career Services RFP Review Team
- WIOA Out-of-School Youth & Young Adult Program RFP Review Team
- Consolidated Business Grants Review Team

## Members of the Northeast Tennessee Local Workforce Development Board

Todd Akard  
Eastman Chemical

Dean Blevins  
TN College of Applied  
Technology

Amanda Boyer  
AO Smith

Chris Craig  
First TN Development District

Deborah Dover  
Ballad Health

J. Spenser Forbes  
International Paper

Martin Frye  
United HealthCare

Krystal Holder  
Bell Helicopter Textron

Mike Horton  
Domtar

Tim Jaynes  
Upper East TN Human  
Resource Agency

Anna Kennedy  
TN Dept. of Human Services  
Division of Rehabilitation  
Services

Nancy Kenner  
Nuclear Fuel Services

James King  
Northeast State Community  
College

Arvil Love  
Central Labor Council

Trevor Lynch  
NN, Inc.

Gary Mabrey  
Johnson City /Jonesborough/  
Washington County Chamber of  
Commerce

Andrew McKeehan  
Carter County Bank

Iliff McMahan  
Northeast TN Region  
TN Dept. of Economic &  
Community Development

James Osborne  
Brock Services

Terrance Phillips  
Jacobs Creek Job Corps

Robin Pritchard  
Snap-on Tools

Jay Richardson  
Master Model Craft, Inc.

Lottie Ryans  
Perfectly Planned

Deborah Tabor  
Adult Education

Donna Tate  
Seaman Corporation

Carol Trahan  
Spherion

Kenneth Treadway  
Central Labor Council

Steve Vinsant  
TN Dept. of Labor &  
Workforce Development  
Workforce Services Division

The Northeast Tennessee Local Workforce Development Board is a volunteer Board consisting of representatives of private business and industry, higher education, organized labor, community based organizations and public sector partners who work collaboratively to develop strategies to ensure the availability of a well trained workforce. These strategies include post secondary education, On the Job Training, work based learning opportunities, incumbent worker and apprenticeship training, as well as other approaches to create a skilled workforce pipeline. The Board, in consultation with Local Elected Officials, is responsible for governance and oversight of the public workforce system, as defined in the Workforce Innovation and Opportunity Act (WIOA), including fiscal accountability and attainment of targeted performance metrics.

The Alliance for Business and Training, Inc., serves as Grant Recipient, Fiscal Agent and Administrative Entity for carrying out the work of the Board. During Fiscal Year 2018, the NETLWDB's service region consisted of five (5) counties in Northeast TN – Carter, Johnson, Sullivan, Unicoi and Washington. Effective July 1, 2018, the workforce area was expanded to include Greene, Hancock and Hawkins Counties.

## Local Elected Officials July 2017 - June 2018



**Chief LEO  
Richard Venable**  
Sullivan  
County  
Mayor



**Leon  
Humphrey**  
Carter  
County  
Mayor



**Dan Eldridge**  
Washington  
County  
Mayor



**Larry Potter**  
Johnson  
County  
Mayor



**Greg Lynch**  
Unicoi  
County  
Mayor

This project is funded under an agreement with the Tennessee Department of Labor and Workforce Development. NETLWDB/AB&T, a WIOA Title I-financially assisted program/activity, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities and/or limited English proficiency. TTY/VCO: 423-610-0134 or 423-547-7511





### Message from the Executive Director

As I write these remarks, it is September, 2018, and it is an honor and privilege to serve in the field of workforce development because, more than at any time in recent memory, there is emerging a common vision among key stakeholders that an important milestone has been reached. That milestone is the understanding that workforce development is a critical factor for economic growth and prosperity for the REGION and for all who live and work here.

As Mayor Richard Venable said recently, "We know how important it is for communities to have jobs that provide high wages. We know that these jobs require the availability of highly skilled workers who are well educated and who have earned credentials which document individual skills and abilities. Quality work and a quality workforce sustain and grow healthy communities. We have the opportunity to influence the region's future for generations to come." This effort requires commitment of time and resources from the many partners who participate in the "arena" of workforce development.

These partners include cities and counties, public school systems, higher education, public sector partners, community based organizations, economic development professionals, workforce professionals, and, perhaps most importantly, business and industry. Organizations like the Northeast TN Local Workforce Development Board, the First TN Development District, the American Job Center Network of partners, the Northeast TN Regional Economic Partnership, Sullivan NETWORKS Partnership, the TN College of Applied Technology, Northeast State Community College, ETSU, and other institutions of higher education, area Chambers of Commerce, and numerous other entities are working urgently together to educate and train workers whose contributions will increase both the competitiveness and quality of life and work in Northeast Tennessee.

On behalf of the Workforce Board, more than \$8.3 million of funding was invested, this past year, to promote attainment of these goals and to leverage additional resources to support infrastructure of the AJC. Thanks to all who participate and dedicate their service to this mission.

*Kathy Pierce*

The Alliance for Business and Training, Inc., serves as staff to the NETLWDB, Grant Recipient, Fiscal Agent, and Administrative Entity for the public workforce system for implementation of the Workforce Innovation and Opportunity Act.

Since 1985, AB&T has served the region and its communities to deploy resources to create and provide oversight of the system which fosters economic growth and empowers individuals in Northeast Tennessee with knowledge and skills necessary to ensure that the area remains competitive and economically strong.

### Northeast Tennessee Workforce Development Board Executive Committee July 2017 - June 2018



**Jay Richardson**  
Chair



**Jamie Parsons**  
Vice Chair



**Martin Frye**  
Secretary/  
Treasurer



**Lottie Ryans**  
Chair  
Youth & Young  
Adult Committee



**Mike Horton**  
Chair  
Operations  
& Planning  
Committee



**Nancy Kenner**  
Chair  
Individuals with  
Disabilities &  
Special Populations  
Committee

### Legislative Breakfast Meeting March 7, 2017 Nashville, Tennessee



A delegation of County Mayors and Workforce Board members gathered with legislators who represent the Northeast Tennessee region to discuss the importance

of workforce development and to exchange ideas regarding opportunities to address critical labor market issues and employer needs.



386 Hwy 91 - Elizabethton, TN 37643  
423-547-7500  
[www.ab-t.org](http://www.ab-t.org) [www.netlwdb.org](http://www.netlwdb.org)

### Alliance for Business & Training, Inc. Board of Directors July 2017 - June 2018



**President  
Dan Eldridge**  
Washington  
County  
Mayor



**Vice President  
Leon Humphrey**  
Carter  
County  
Mayor



**Secretary/  
Treasurer  
Richard Venable**  
Sullivan  
County  
Mayor



**Larry Potter**  
Johnson  
County  
Mayor



**Greg Lynch**  
Unicoi  
County  
Mayor



**Dale Fair**  
Bank of  
Tennessee



**Susan Reid**  
First Tennessee  
Development  
District



**Dr. Bill Locke**  
President Emeritus  
Northeast State  
Community College



## WIOA Sub-Recipients

### Workforce Innovation & Opportunity Act (WIOA) Title 1 – Adult, Dislocated Worker, Youth Service Provider and One Stop Operator

Funding Period:  
July 1, 2017 - June 30, 2018

Knoxville-Knox County  
Community Action Committee  
Workforce Connections  
Division  
(CAC-WCD)  
2247 Western Avenue  
Knoxville, TN 27921  
*CAC was awarded funding through a  
competitive RFP process to serve as  
the One Stop Operator and Career  
Service Provider*

The role of  
the One Stop  
Operator  
(OSO) is to  
provide staff  
to coordinate  
multiple  
American  
Job Center  
Partners  
and Service  
Providers  
throughout  
LWDA 1  
to assure  
functional  
alignment  
of services,  
described as  
the Welcome  
Function, the

Skills/Training Function and the Business Services Function.

The role of the Career Services Provider for Adult and Dislocated Worker Services is to hire and supervise staff to provide a comprehensive set of employment and training services to WIOA eligible Adults and Dislocated Workers, including those eligible for other partner programs, such as Re-Employment Services and Eligibility Assessments (RESEA), Supplemental Nutrition Assistance Program-Employment and Training (SNAP-E&T) and other targeted populations who may, from time to time, seek assistance through the LWDA 1 AJC system. Title I staff collaborate with other partners in the LWDA 1 AJC network.

Title I staff in the AJC also provide Out-of-School Youth (OSY) career services in collaboration with external OSY contractors and/or other LWDA 1 grant programs.

In its role as staff to the Workforce Board, AB&T provides business services including employer engagement, development of work based learning options and related training services, as well as collaboration with regional economic development entities. AB&T provides these services in conjunction with the AJC Business Services Team to ensure a comprehensive and coordinated approach to employer outreach, consultation and design of programs which address critical employer needs.



### LWDA-1 American Job Centers

**AJC at Johnson City**  
2515 Wesley Street  
423-610-0222

**AJC at Kingsport**  
1140 East Center Street  
423-246-5985

**AJC at Elizabethton**  
386 Hwy 91  
423-547-7515

**AJC at Erwin**  
201 South Main Avenue  
423-735-5773

**AJC at Mountain City**  
222 W. Main Street  
423-460-1566

### American Job Center Partners

- Title I: Adult, Dislocated Worker, Youth
- Title II: Adult Education & Family Literacy
- Title III: Wagner-Peyser
- Unemployment Insurance
- Trade Readjustment Assistance (TRA)
- Job Counseling, Training, Placement Services for Veterans
- Migrant and Seasonal Farmworkers
- Community Services Block Grant
- Senior Community Service Employment Program (SCSEP)
- Second Chance (ReEntry)
- Title IV: Rehabilitation Services
- Temporary Assistance for Needy Families (TANF)
- Tennessee Reconnect
- Job Corps
- YouthBuild

### Title III Wagner-Peyser Data

INDIVIDUAL AND TOTAL SERVICES	
Total number of Individuals that Registered	3,630
Total number of Individuals that Logged In	8,496
Total number of Distinct Individuals Receiving Services	26,052
Total number of Services Provided to Individuals	206,689
Total number of Staff Assisted Referrals to Providers	0
LABOR EXCHANGE SERVICES	
Total number of Individual Virtual Recruiters Created	2,703
Total number of Resumes Added	3,514
Total number of Internal Job Orders Created	3,338
Total number of Internal Job Referrals Created	15,889
Total number of External Job Referrals Created	42,420
WAGNER-PEYSER PROGRAMS INFORMATION	
Total number of Completed WP Applications	28,543
Total number of Partial WP Applications	3
Total number of WP Participations	7,680
Total number of WP Exits	11,711

### AJC Career Fair Events

Event	Location	Date
Advanced Call Center Technologies	Johnson City AJC	April 3, 10, 17 & May 9, 2018
TN Dept. of Corrections - Day Reporting Center	Johnson City	April 10, 2018
National College of Business	Bristol	April 17, 2018
Northeast State Community College	Blountville	April 19, 2018
Sullivan North High School	Kingsport	April 30, 2018
Dobyns-Bennett High School	Kingsport	May 1, 2018
Sullivan South High School	Kingsport	May 8, 2018
Allied Dispatch	Johnson City AJC	April 4, 11, 18, 25 & May 2, 9, 16, 23, 2018
Elk Valley Health Services	Johnson City AJC	April 5, 12, 19, 26 & May 2 & 10, 2018
Brock Services	Kingsport AJC	April 10, 18, 24 & May 2, 8, 17, 22, 31, 2018
Donaldson Company	Johnson City AJC	May 2, 2018
Johnson City Press Career Expo	Johnson City	May 15, 2018
Spring Job Fair Johnson City Senior Center	Johnson City	May 15, 2018
Northeast Correctional Complex Job Fair	Mountain City	May 23, 2018
Addus Homecare	Johnson City AJC	June 7, 2018
Covered Bridge Festival	Elizabethton	June 8 & 9, 2018
SNAP Career Fair	Mountain City	June 12, 2018



**Steve Vinsant**  
Northeast TN Regional  
Director, Division  
of Workforce  
Services



**Brian Decker (l)**  
Team Lead Johnson  
City AJC  
**Brian Vaughn (r)**  
Team Lead  
Kingsport AJC

### AJC Visits

AJC Elizabethton	1,511
AJC Johnson City	9,684
AJC Kingsport	6,081
AJC Mountain City	471
AJC Erwin	1,069
<b>TOTAL</b>	<b>18,816</b>



**Workforce Innovation & Opportunity Act (WIOA)**  
**Title 1**  
**Out-of-School Youth Program**

Funding Period: 7/1/17 - 9/30/18  
 East Tennessee State University (ETSU)  
 PO Box 70254  
 Johnson City, TN 37614

Funding Period: 6/29/18 – 6/30/19  
 Knoxville-Knox County Community Action  
 Committee Workforce Connections Division  
 (CAC-WCD)  
 2247 Western Avenue  
 Knoxville, TN 27921

In response to the impending re-alignment of the local workforce development areas, the Northeast Tennessee Local Workforce Development Board released a Request For Proposals to procure an Out-of-School Youth (OSY) provider. Propoal responses were required to include service strategies and detailed budgest to provide for the expanded eight county Northeast Tennessee Local Workforce Development Area.

During the transition period required by the State Workforce Board and the TN Department of Labor and Workforce Development, the contract executed with the 2017 OSY provider (ETSU) was extended for 90 days.

NETLWDB/AB&T sought a system where Out-of-School Youth and Young Adults in the Northeast Tennessee region are able to access a comprehensive and integrated set of education and training supports that increase the number of young adults productively engaged in the workforce, thereby increasing self-sufficiency and reducing poverty.

NETLWDB/AB&T invited innovative proposals that reflect a clear approach to delivering a comprehensive system to disconnected youth and (wrap-around) services throughout program participation and beyond. The activities and services focus on work experience incorporating the additional required youth elements.

The role of the Career Services Provider for Youth Services is to hire and supervise staff to recruit and provide services or refer WIOA eligible Out-of-School Youth to one or more of the 14 WIOA Youth Program elements. A primary emphasis of the program is work-based learning, including paid work experience.

OSY staff worked collaboratively with American Job Center partner staff to develop work experience opportunities for at-risk and disconnected youth and young adults. This involved working with employers to establish work sites, recruiting youth/young adult participants, data system case management, and follow through to ensure employer satisfaction and successful completion by the participants.

OSY activities and services concentrated on occupational skills training, preparation activities for transition to post-secondary education, training for the world-of-work and paid and unpaid work experience.

**WIOA Sub Recipients**

**WIOA Title 1**  
**Out-of-School Youth**  
**Status and Outcomes**  
**of Participants**

Active Paid Work Experience	31
Unsubsidized Employment	40
Job Search	23
Continuing Education	15
Carter County Participants	7
Johnson County Participants	24
Sullivan County Participants	26
Unicoi County Participants	12
Washington County Participants	25
17 of the 40 that found employment were hired after completing their paid work experience	

The Senior Community Service Employment Program is a community service and work-based job training program for older Americans whose goal is to provide jobs, promote well-being and meet community needs. Authorized by the Older Americans Act, the program provides training for low-income, unemployed seniors. SCSEP participants gain work experience in a variety of community service activities at non-profit and public facilities, including schools, hospitals, day-care centers, and senior centers. The program provides community service hours to public and non-profit agencies, allowing them to enhance and provide needed services. Participants work an average of 20 hours a week, and are paid minimum wage. This training serves as a bridge to unsubsidized employment opportunities for participants.

Target Population - SCSEP participants must be unemployed residents of Carter, Johnson, Sullivan or Washington counties with low income who are 55 years of age or older and have poor employment prospects. Priority must be given to individuals who are 65 years of age or older or (a) have a disability; (b) have limited English proficiency or low literacy skills; (c) reside in an rural area; (d) are veterans or spouses of veterans as defined in 20 CFR 641.520(a)(2); (e) have low employment prospects; (f) have failed to find employment after utilizing services provided through the One-Stop Delivery System; or (g) are homeless or at risk for homelessness. (OAA Section 518(b)(1)(2).)

SCSEP participants are placed in a wide variety of community service activities at non-profit and public facilities. These community service training assignments promote self-sufficiency, provide assistance to organizations that benefit from increased civic engagement, and support communities. These assignments are intended to serve as a bridge to unsubsidized employment. In turn, regional economies and businesses benefit from an expanded pool of experienced, dependable labor in the local workforce.

**SCSEP Participant Quotes**

*"Thank you for helping me get this job. It does a man good to be useful." JR (Alcorn) Hall*

*"I learned more from this training than I've ever known about SCSEP. Thank you for hosting it!" Tennessee DMV Host Agency Supervisor*

*"SCSEP saved my life after my husband died. Instead of staying in bed all day, I get up and actually look forward to going to work!" SCSEP participant in Mountain City*

**SCSEP Job Fair held at the Johnson City Community Center on May 15, 2018**



**Senior Community Service Employment Program**

RFP Release: September 5, 2017  
 Funding Period:  
 October 2, 2017– June 30, 2018

First TN Human Resource Agency  
 704 Rolling Hills Drive  
 Johnson City, TN 37604

**SCSEP Data**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Participants Enrolled	15	11	17	21
Allocated Slots	23	23	23	23
Unfilled Slots	8	12	6	2
Active Host Agencies	11	8	10	10
Participants Hired by Host Agencies	1	0	0	1
SCSEP Placements	1	2	2	2
Host Agency Placements	0	2	2	1
Active Participants counted as most in need	0	6	6	6
New Participants	1	2	9	16
Recertifications	0	0	17	17
Total Funding	\$184,312	\$184,312	\$184,312	\$184,312
Total Funding Expenditure	n/a	\$15,482	\$15,497	\$184,312
Exited Participants	2	6	0	2





The YouthBuild mission is to serve low income, disconnected youth who reside in high poverty areas and who lack the basic educational and occupational skills to become productive citizens. YouthBuild of Northeast Tennessee (YBNET) partnered with the First TN Development District, the Eastern 8 Community Development Corporation and the Federal Home Loan Bank of Cincinnati to construct two (2) homes for low income individuals. YBNET enrolled two (2) student cohorts and served a total of 33 individuals with the objective of helping these young adults gain skills and develop a pathway to employment. During the period of the current YouthBuild grant, 94% of those enrolled earned a Pre-Apprentice Construction Training Certification (PACT), and 81% experienced an increase in literacy/numeracy skills. Students also participated in construction training, leadership training, community service projects, mentoring, financial counseling and career readiness training. Each student was given the opportunity to learn hands on construction skills while also participating in academic instruction.



An additional critical element of the YBNET program is related to substance abuse counseling. Just as the opioid crisis has affected the nation, young people enrolled into the YBNET program were also impacted. In response to this need, YBNET established innovative partnerships with East Tennessee State University, County Health Departments and local Anti-Drug coalitions to assist the YBNET participants and their families to move forward into recovery programs and employment.



In spite of these challenges, individual "YouthBuilders" experienced significant success. As a result of her extra efforts, Marie Rice was selected from applicants in a nation wide competition to participate in special 90 day training program in Colorado, and several businesses who hired YBNET graduates wrote letters of appreciation to the program complimenting the outcomes of the student training.



## WIOA Program Year 2017-18 Data

### Title I WIOA Minimum Participant Cost Rate

Goal MPCR	Actual MPCR
40%	55%

### WIOA Title 1 Credentials Earned

Credential Type	2017-18 Number Achieved
AA/AS Degree	16
Occupational Certification	2
Occupational Skills Certificate or Credential	69
Occupational Skills Certificate or Credential PACT	31
Occupational Skills License	18
Other Recognized Diploma, Degree or Certificate	10
Secondary / High School Equivalency	4
Total All Credential Types	150

### WIOA Title 1 New Enrollments

AJC Location	2017-18
Elizabethton	44
Johnson City	64
Kingsport	72
Mountain City	45
Erwin	57
TOTAL	282

### Title II Adult Education

Total HiSets	399
Total Students Served	882

### WIOA Title I Measureable Skills Gains

Skill Type	Total Participants	Total Skills Gains
Attainment of a Secondary School Diploma or its Equivalent	5	5
Educational Functioning Level	6	6
Post-Secondary Transcript/Report Card	210	215
Secondary Transcript/Report Card	4	4
Skills Progression	42	61
Training Milestone	5	10
All Skills Types	272	301

### WIOA Title 1 Financial Information

Program	2018-19 Projected Allocations *	2017-18 Allocations
Adult	\$1,549,581	\$907,374
Youth	\$1,301,062	\$887,282
Dislocated Worker	\$1,523,704	\$1,017,979
Consolidated Business Grants (Incumbent Worker & Apprenticeship)	\$555,555	\$724,943**
YouthBuild (USDOL)	-0-	\$690,000**
SNAP	-0-	\$21,734
TN Reconnect	-0-	\$65,000**
IFA	\$634,635	\$370,690
SCSEP	\$211,646	\$209,415
RESEA	\$17,334	\$10,000
Transition	\$483,551	-0-
<b>Total</b>	<b>\$6,277,068</b>	<b>\$4,904,417</b>

\* Figures reflect the projected allocations that include the eight counties of Carter, Hancock, Hawkins, Greene, Johnson, Sullivan, Unicoi, & Washington.  
\*\* Grant completed.

### Incumbent Worker Grants - Formula Funds October 19, 2017 - June 30, 2018

Company	Number Trained	Funds Utilized	Type of Training
Domtar Paper Company	58	\$55,850.00	Train Maintenance Personnel in RCAM Rotalign Laser Lab; NACB Overhead Crane; Emerson AMS Machinery, Advanced Functions, Lubrication, & Vibration Analysis; & UE Mechanical Inspection & Lubrication
Eastman Chemical Company	183	\$25,000.00	Apprentice Programs for Chemical Operators. Lab Analysts, Field Mechanics, Maintenance Mechanics, Utilities Distribution Services Operator, Utilities Power Operators, & Utilities Waste Water Treatment Operators
Tri-Cities Area Electrical JATC	10	\$25,000.00	Electrical Apprenticeship Training in Construction and Maintenance
<b>TOTAL</b>	<b>251</b>	<b>\$105,850.00</b>	



## Consolidated Business Grants

Consolidated Business Grants (CBG) provide opportunities for eligible Tennessee employers to provide skills upgrades for existing workers or train new hires as an incentive to grow their business. CBG's are funded through the Northeast Tennessee Local Workforce Development Board (NETLWDB) and the Alliance for Business & Training (AB&T) with funds from the Tennessee Department of Labor and Workforce Development (TDLWD) and the State Workforce Development Board (SWDB). These competitive CBG funds assist businesses by providing their workers an opportunity to enroll in Incumbent Worker Training (IWT), On-the-Job Training (OJT), and Apprenticeships Training Grants (ATG). These programs provide the skills necessary for participants to compete in the current economic environment.

The Incumbent Worker Training Program (IWT) is a competitive grant that provides funding to help eligible Tennessee businesses to effectively train and retain employees by providing skills upgrades and process improvement training for existing, full-time employees. The Apprenticeship Training Grant (ATG) supports Tennessee employers that are interested in starting an apprenticeship program or are already authorized providers of the Registered Apprenticeship Program through US/DOL-Office of Apprenticeships with strategies to significantly increase apprenticeship opportunities.

From July 2017 through June 2018, the NETLWDB and AB&T were able to coordinate \$724,943 through 29 contracts to Northeast Tennessee businesses and provide the skills upgrade to 874 of their employees.

## Apprenticeship Grants August 15, 2017 - June 30, 2018

Company	Number Trained	Funds Utilized	Type of Training
AO Smith	12	\$24,167.75	1st & 2nd Year Apprentices in Machining or Mechanics
Domtar Paper Company	8	\$12,100.00	Apprenticeship 1st & 2nd Year - Electrical and Instrumentation Program & Mechanical
Eastman Chemical	141	\$25,000.00	Apprentice Programs for Chemical Operators. Lab Analysts, Field Mechanics, Maintenance Mechanics, Utilities Distribution Services Operators, Utilities Power Operators, & Utilities Waste Water Treatment Operators
Rhodia Acetow, Primester	6	\$20,856.00	Electrical / Mechanical and Chemical Operations
Silgan Closures	5	\$25,000.00	Maintenance Function in Manufacturing
Tri-Cities Area Electrical JATC	11	\$25,000.00	Electrical Apprenticeship Training in Construction and Maintenance
TOTALS	183	\$132,123.75	

## Incumbent Worker Training August 15, 2017 - June 30, 2018

Company	Number Trained	Funds Utilized	Type of Training
ADPma	15	\$17,261.27	AS9100D/ISO 9001:2015/Full Design Documentation/Process Training, Internal Audit Training & Surveillance Audit Training
AO Smith	21	\$25,832.25	3rd & 4th Year Apprentices in Machining or Mechanics
Bristol Metals, LLC	36	\$15,695.31	Sexual Harassment / Delivery Performance - Identify, resolve and implement processes and procedures to increase current delivery performance / Excel & Access Training / 2017 FMLA Compliance
Domtar Paper Company	29	\$25,000.00	Lean Manufacturing; Improving Performance & Capability; Paper Machine Stock & Additive Flow Processes; K-1 Paper Machine Essential Care & Condition Monitoring; Paper Machine Wet End Operator Performance Guides & Structure OJT; and K-1 Paper Machine Operator Training
Johnson City Brewing Company	5	\$1,297.00	Beer Savvy Bootcamp / Yeast Essentials 2.0
Microporous	14	\$22,312.00	RCAM Industrial Maintenance Courses - Mechanical
Mountain States Health Alliance	52	\$25,000.00	Crucial Conversations & Crucial Accountability (as part of the Leadership Onboarding Series)
Rhodia Acetow, Primester	2	\$22,894.00	In-house Operator Training - Equip employees with knowledge and skills needed to effectively operate the chemical manufacturing process in their selected areas.
The Robinette Company	26	\$10,777.00	Hand Tool Identification & Usage; Precision Measuring Instruments; & Mechanical & Electronic Torque Training
Tri-Cities Extrusion, Inc.	9	\$8,000.00	Toyota Kata and Training Within Industry (TWI-Job Relations (JR), Job Instruction (JI) & Job Methods (JM))
TOTALS	209	\$174,068.83	



Eastman Chemical Company



Domtar Paper Company



Tri-Cities Area Electrical JATC

## Apprenticeship Training Grants March 7, 2018 - June 30, 2018

Company	Number Trained	Funds Utilized	Type of Training
Brock Services	47	\$20,579.11	Certified Production Technician (CPT)
Microporous, LLC	3	\$13,235.00	Industrial Maintenance-Mechanical
Rhodia Acetow, Primester	5	\$3,615.00	Chemical Operator & Mechatronics Apprenticeship
Silgan Closures	4	\$12,000.00	RCAM Apprenticeship
TOTAL	59	\$49,429.11	

## Incumbent Worker Grants March 7, 2018 - June 30, 2018

Company	Number Trained	Funds Utilized	Type of Training
Domtar Paper Company	52	\$96,447.24	Precision Maintenance Training - Apprenticeship - Machinery Training
DPI (Diversified Power International, LLC)	28	\$18,085.00	Excel & Word Computer Training; Lean Manufacturing / Shingo; Machine Tech for Clean Room; Global Shop Solutions ERP Software Training; Solder Tech
Microporous, LLC	7	\$12,048.00	ISO 14,001; ISO Lead Auditor; SPC-Statistical Process Control
Mountain States Health Alliance	64	\$59,425.00	Crucial Conversations & Crucial Accountability (CC&CA) Leadership Education & Accountability & Project Management Professional Certification Bootcamp
Rhodia Acetow, Primester	2	\$29,327.65	Material Handling & Field 4 Technician Training
US Endodontics	19	\$48,138.00	Excel & Access-Beginner; Lean Training; Advanced - Management, Supervision & Leadership
TOTALS	172	\$263,470.89	



## WIOA Success Stories



**Anne Carter**

My success story began a little over a year ago when I had applied for the LPN program at TCAT in Elizabethton. At the time I was working full-time as a CNA at Indian Path in Kingsport. Although I was a full time employee, I was living on my own and was not able to complete my previous nursing program due to financial problems.

One day, while at work, a coworker told me about how she once had received assistance through a program at the Career Center. The following day I decided I would give it a shot because I had no where else to turn, I called the American Job Center and spoke to Brandon Harold. He assisted me in filling out the needed paper work and just like that I was approved! I couldn't believe what had happened. If it wasn't for the financial help I never would have been able to start school.

Fast-forward to my second semester in the program: I was doing very well and had been inducted into the Honors Society Program. The week after midterms my car started acting up and my water pump ended up breaking. With this broke, I was unable to drive my car and there was no way I would be able to make it to school everyday due to the 45 minute drive. I spoke to Brandon about the problem I was having and he informed me that he might be able to help through an Emergency car fund that the program offered. Once again I filled out the required documents and I was approved for the assistance!! I was able to finish the school program.

I graduated with honors in April, and I am now still employed at Indian Path earning an excellent salary for an LPN. I am currently enrolled in the LPN to BSN program at ETSU and will soon be an RN. I can not begin to explain how much help the WIOA program was, and continues to be. If it wasn't for the WIOA program, I definitely wouldn't be where I am today.

### Lisa Cross

Lisa Cross was a participant in the RESEA program and participated in the RESEA Orientation on 08/15/2018. She had recently lost her position at King University as a Student Success Specialist. Throughout the orientation she kept talking about her passion for working with youth and helping them with their career path. I talked to her after class to find out more about her goals and to look over her resume. I also furnished her with the website for Knoxville-Knox County Community Action Committee so she could monitor any job postings.

During the orientation I talked to Lisa Evans to see if there were any openings through the One-Stop Operator. I also showed Amanda Sells her resume to see if there were any positions that might be available. Amanda was really impressed with her resume and set the wheels in motion to set her up for an interview.

On 09/11/2018, four weeks after her RESEA Orientation, Lisa Cross was hired as a Youth Career Specialist, assisting youth 18 to 24 be placed with employers for paid work experience in Washington and Greene Counties, with Knoxville-Knox County Community Action Committee. She is excited and very thankful for the help and opportunity to have a job working with the youth and young adults – her passion.



**Andrew Stewart**

Andrew Stewart entered the WIOA Dislocated Worker Program in September of 2016 and enrolled at Walters State Community College. Through the program, Mr. Stewart received assistance with

transportation, uniforms, equipment, and tuition during his studies.

Mr. Stewart had extended travel needs due to his clinical classes taking place in Knoxville. The WIOA program was able to assist him with the cost.

Mr. Stewart graduated in May of 2018 with his Associate of Applied Science in Nursing. He obtained his state licensure and has achieved employment with Ballad Health at Unicoi County Hospital as a Full Time Nurse Intern IV in Erwin, TN.



**Cheyenne Matheson (on left)**

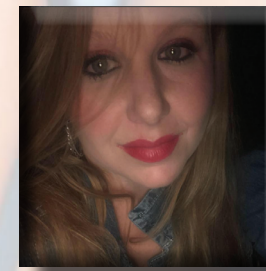
**Brittany Fletcher (on right)**

Cheyenne and Brittany both worked at the Johnson County Circuit Court Clerk's Office

through the paid work experience of the Out-of-School Youth Program

Cheyenne was hired as a full time employee once she completed her paid work experience program.

Brittany is applying for a position at the courthouse. With her experience through the paid work experience, this will increase her chances of being hired.



**Ashley Shaw**

Ashley Shaw is a 33-year-old single mother of eight children. She was referred to the American Job Center in Erwin because she needed help to complete the LPN program at TN College of Applied Technology (TCAT). Ashley was struggling to support herself and her eight children and needed a higher paying job. She was working a minimum wage job, receiving government support, and a small amount of SSDI. Although she was receiving financial aid, she was still not able to afford school.

Soon after the referral from the TCAT, Ashley was enrolled into the Workforce Innovation and Opportunity Act (WIOA) program to assist with school costs and support services. Ashley received assistance and successfully completing training and received her practical nursing license. AJC staff were able to assist her with updating her resume and complete online job applications. It was not very long before she was receiving multiple job offers.

Now that Ashley is an LPN, she can better provide for her family. Ashley is now working two LPN jobs earning wages over \$42,000 a year. Ashley said she enjoys her jobs and the financial stability that the increased wages have offered. Ashley said she is grateful for the American Job Center and the resources that the WIOA program has provided her.



**John Faiz**

Mr. John Faiz and his wife recently moved from New York to Tennessee. He and his wife are originally from Iran, and she speaks limited English. Because of the excellent working relationship between the Title 1 Service Providers in Northeast Tennessee, referrals and reverse referrals are a common practice. Mr. Faiz was a reverse referral from Brandon Harold (Title 1 Career Specialist) to Sangela Blue (SNAP E&T Coordinator).

His only work experience has been in Carpet Sales. He had been selling carpets for \$8.00 for the past 30 years, with no plans to change that – until his employer began cutting back the number of hours Mr. Faiz worked per week. In order to survive, he has been working a second job making deliveries in a box truck to New York and the East Coast. He had even been exploring the possibility of having friends and family members provide transportation to him – so that he could sell the family's only car in order to have the cash.

At 63 years old, Mr. Faiz was faced with finding a new career. He decided that he wanted to get his Commercial Driver's License. He eventually came to the American Job Center in Johnson City for assistance from the Title 1 Staff. He applied to CCS Truck Driving School, but was told that he may have to pay \$2,000 towards his tuition – and there was no way that he could afford to make such a payment. Mr. Harold completed an assessment of Mr. Faiz and discovered that he was a SNAP recipient, so he made the reverse referral to Ms. Blue with SNAP E&T. After the necessary assessments and enrollment into the SNAP E&T Program, Mr. Faiz found out that through that program not only would he not have to come up with \$2,000 – but that all of his tuition, books, and fees would be covered. Mr. Faiz was so overcome with emotion while sitting in Mr. Harold's office he broke down with tears of joy and relief.

Mr. Faiz is currently more than half way through the CCS Truck Driving school, and expects to be working as a Truck Driver on a full time basis immediately after his training is complete.