



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

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BILL HASLAM
GOVERNOR

BURNS PHILLIPS
COMMISSIONER

November 7, 2013

The Honorable Thomas E. Perez
Secretary of Labor
U. S. Department of Labor
200 Constitution Avenue
Washington, DC 20210

Dear Secretary Perez:

The Tennessee Department of Labor and Workforce Development – Workforce Services Division, in collaboration with a multitude of partners, is proud to present the 2012 Workforce Investment Act Annual Report for the State of Tennessee, which covers our efforts, initiatives, and activities from July 1, 2012 through June 30, 2013.

After a deep national recession that has affected families across the state, the top priority for the state has been helping Tennesseans get back to work while simultaneously instituting a plan for long-term economic growth. The Tennessee Department of Labor and Workforce Development – Workforce Services Division is diligently working to support Governor Bill Haslam's overarching goal to make Tennessee the No. 1 state in the Southeast for high-quality jobs.

The Tennessee Department of Labor and Workforce Development – Workforce Services Division strives to be a conduit for effective collaboration between local partners, state and federal agencies, and policy makers. We strive to be a body that works on behalf of Tennesseans with a greater purpose of leveraging partnerships among business, education, economic development, government, and other key partners for the advancement of our communities, resulting in an effective and efficient system that provides quality service to job seekers and businesses.

We continue to integrate workforce services programs in order to be more effective, and we're rolling out new initiatives, integrations and services that will help employers in Tennessee continue to build on growth and successes.

This annual report provides an overview of how the Workforce Services Division continues to improve and deliver on our commitment to drive employment and reduce the state's unemployment rate, improve our business climate and enhance our system needs for both job seekers and employers to supply access to a variety of services that will ultimately move Tennessee forward.

Sincerely,

A handwritten signature in cursive script that reads "Burns Phillips".

Burns Phillips

cc Leslie Range, Region 3 Administrator
Lovie Thompson, Region 3 FPO

TENNESSEE'S 2012 WORKFORCE INVESTMENT ACT ANNUAL REPORT

JULY 1, 2012 – JUNE 30, 2013

JOBS4TN  **ONLINE**



The Source
Labor Market Information



No. 1 State in the Southeast
For High-Quality Jobs

BILL HASLAM, GOVERNOR

BURNS PHILLIPS, COMMISSIONER

STERLING VAN DER SPUY, DIVISION ADMINISTRATOR

TENNESSEE DEPARTMENT OF

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Letter from the Commissioner

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Sincerely,

Burns Phillips
Commissioner

TENNESSEE DEPARTMENT OF

LWD

LABOR AND WORKFORCE DEVELOPMENT
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The 2012 Workforce Investment Act Annual Report

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Attachments

- Attachment A: Tables A through N
- Attachment B: PY 2012 Demographics EER Report
- Attachment C: Workforce Services Local Area Contact Information
- Attachment D: Brookings Institute Report accessed at <http://www.brookings.edu/research/reports/2013/10/04-tennessee-automotive>
- Attachment E: Client and Employer Customer Satisfaction Survey Results
- *Table O Statistical Performance outcomes as previously submitted can be accessed at: <http://www.doleta.gov/performance/results/#wiastann>

Executive Summary

Over the past year the Workforce Services Division help over 214,880 Tennesseans to go back to work through our network of 75 Comprehensive and Affiliated American Job Centers. This was a remarkable accomplish which was done at a time when funding declined leading to a realignment of service delivery strategies and embracing efforts to implement our five year integrated plan.

There were numerous highlights which demonstrate our constant desire to be responsible stewards of tax payer funds while at the same time maintaining high levels of participant services with the constant focus on great customer service. For the 462,716 unique participants that walked through the American Job Center doors many were provided with informational resources, career guidance, job search assistance, staff-assisted services and referrals to employment. Much of these services are funded through several federal resources that are documented in this annual report.

Several changes have occurred over the past year. This includes the naming of Burns Phillips as Commissioner of the Tennessee Department of Labor and Workforce Development (TDLWD). Commissioner Phillips is a former business owner and was providing guidance to Governor Haslam within the Customer Focused Government Division before joining the TDLWD. Commissioner Phillips has come in with a renewed spirit to ensure that the TDLWD continues to add relevance to those we serve including businesses and job seekers while ensuring that the focus remains on high quality service, added value and great customer focus.

Other than making several key appointments to his leadership team, to include Deputy Commissioner Dustin Swayne, Commissioner Phillips immediately embarked on town hall meetings (listening tours) in each of the 13 local workforce investment areas to meet the local businesses leaders, elected officials and board members that help to drive the workforce system in Tennessee. The workforce system immediately gained new attention to the work being done each day in trying to develop the workforce, build labor pools and connect numerous job seekers with opportunity through the American Job Center system.

Through the listening tours much of the conversation was in regards to the growing skills gap that has affected many companies hiring practices and kept them from being able to add additional jobs. Based on the feedback provided through the listening tours a survey was developed and distributed through the Department's newsletter and was also sent to companies placing job orders through the Jobs4TN website. Over 600 responses were received from numerous industry sectors and several areas are being carefully reviewed as the Workforce Services Division works to frame several modifications to its five year integrated plan. Despite numerous efforts to collect job orders and fully utilize the federal resources received there still seems to be a disconnect between available job seekers and hiring employers. This is noted in the graphic below:

Employer Survey - Skills Gap Analysis

Has your company experienced any difficulty in finding qualified applicants?		
Answer Options	Response Percent	Response Count
Yes	85.0%	511
No	15.0%	90

Executive Summary (Continued)

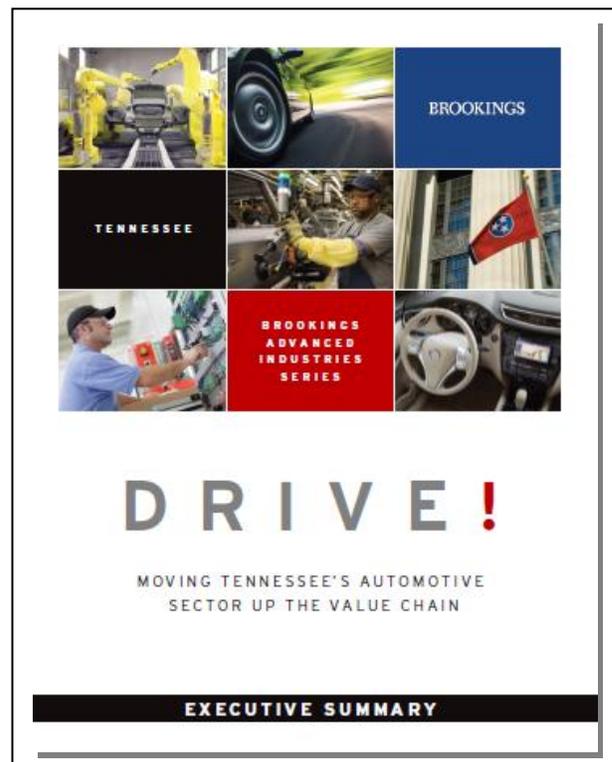
The growing problem seems to be tied to “soft skills” within the skills gap area. When further asked about soft skills, businesses noted the following concerns as it relates to adding new workers:

Employer Survey - Skills Gap Analysis

Please indicate any gaps in workplace “soft skills” you have identified during your recruiting efforts		
Answer Options	Response Percent	Response Count
Good attendance	53.6%	322
Communication/Interpersonal skills	37.4%	225
Critical and analytical thinking	29.8%	179
Customer service	19.3%	116
Leadership/Managerial	16.0%	96
Following Directions	39.1%	235
Occupational Specific	37.4%	225
Teamwork	15.8%	95
Writing	15.5%	93

These factors continue to have an impact on employers adding jobs and spending time within their workplace to address much of these basic areas which inevitably impacts productivity, growth and profitability. This was further articulated when the State of Tennessee worked with the Brookings Institute on a study regarding Tennessee’s Automotive Sector and the numerous opportunities this sector has grown in Tennessee. Added to the continuous growth of other demand sectors to include health care, information technology, green energy and business in general, the demand for the workforce system, with an improving economy, must continue to reinvent itself to stay current and relevant to high skill, high growth sectors.

Working through the service delivery system which includes the 13 Local Workforce Investment Areas that continue to function at high levels, the TDLWD remains proud of the accomplishments as outlined in this report. One of the core principles that continues to drive this high productivity and level of achievement includes the State and its Local Workforce Boards that value people, partnerships and investment in each and every community. Tennessee is a proud state and under our current leadership feels well positioned to continue to be a high performer and responsive to the people we are charged to serve.



Executive Summary (Continued)

In addition to providing services, a core measure of success is how these services are delivered. Through a contract with the University of Memphis, our participant exiter survey for the first three quarters of the past program year was recently completed. The full report is attached to this Annual Report and will be officially released through the State Workforce Board at our next Board meeting in December 2013; however, the following observations were stated as a part of the survey notes: "A review of the table indicates that for the state as a whole and for 4 of the LWIAs, the number surveyed provides a 95% confidence level when compared to the number sampled. For 8 of the LWIAs, the number survey provides a 90% confidence level. Only in one LWIA did the number surveyed not meet the minimum necessary to meet a 90% confidence level. We are hoping that the results of the final quarter will correct this deficiency."

Participant Exiter Survey Results:

How satisfied were you with the services received? 92% were either Satisfied or Very Satisfied!

Would you use the Career Center services again? 95.6% said Yes!

Would you recommend the Career Center Services to others? 96.3% said Yes!

Employer Survey Results:

91% are very satisfied or satisfied with service received at career centers

90% very satisfied or satisfied with career center meeting their employment needs

92% very satisfied or satisfied with time it took to get service

95.7% would recommend our career center services to other employers

The goal for the Division of Workforce Services through the implementation of our five-year strategic plan will continue to focus on the core principles of the Workforce Investment Act:

- ✓ Streamlining Services to support our Governor's goal to address both Education and Workforce Development
 - ✓ Empowering Individuals to make connections to demand occupations which continue to contribute to Economic Development and new job creation
 - ✓ Universal access to our system through both the Comprehensive and Affiliated sites
 - ✓ Accountability with a new emphasis on performance integrity
 - ✓ The continued active role and input of our State and Local workforce boards that drive the system

Through our continued partnership with the Regional Office in Atlanta and focused accountability, the Workforce Services partnership to include the Local Workforce Investment Areas will continue to strive to be a high performer. The fact that we have again achieved and exceeded our negotiated goals, now, for ten of the last 13 years, speaks to our ability to embrace funding challenges, adapt and be flexible.

Statewide Performance Outcomes

The following table displays the State's common measure goals and the actual outcomes for the Program Year 2012:

Tennessee Workforce Investment Act Performance Measure Outcomes PY 2012				
GROUP	PERFORMANCE MEASURE	GOAL	ACTUAL	Cost per Participant
ADULT	Entered Employment Rate	81%	86.3%	\$1083.68
	Retention Rate	88.6%	91.7%	
	Six-Month Average Earnings	\$15,711	\$17,792.60	
DISLOCATED WORKERS	Entered Employment Rate	88%	91.1%	\$1934.17
	Retention Rate	92.2%	92.5%	
	Six-Month Average Earnings	\$15,000	\$15,943.2	
YOUTH (14-21)	Placement in Employment or Education	75.5%	83.8%	\$2269.26
	Attainment of Degree or Certificate	75%	84.1%	
	Literacy or Numeracy Gains	48%	65.5%	

University of Memphis—Dolce Vita

Tennessee's data systems rely heavily upon a consolidated, web-based, customer-tracking system called eCMATS (Enhanced Consolidated Management Activity Tracking System). eCMATS is a Web-based, electronic record collection and report-producing instrument which operates using the Oracle9i machine language. Its interfaces with internet navigators such as Internet Explorer or Netscape, and requires the continuing support of technicians, programmers, and database administrators. End-users provide the transactions which are extracted daily, weekly, monthly, quarterly, and annually to support service delivery, case management, and cross-program reporting.

The strength of this system is its ability to integrate seemingly different designs for WIA, W-P, TAA, and Adult Education programs. What brings all the operational programs together is DolceVita, the Department of Labor Consolidated Environment for Validation, Integration, Testing, and Analysis. This web-based system has been integrating federal reporting requirements for over five years and now encompasses Workforce Development, Wagner-Peyser (W-P), and Trade Adjustment Assistance (TAA). In addition, DolceVita's wiki site has been in production use for nearly six years and has proven to be an invaluable evaluation tool for coordinating and documenting all the processes and requirements of federal reporting. These collaborative web sites provide documentation for the numerous iterations of data extracts that have been run, leading up to each quarter and annual extracts.

These sites provide user-editable, Web pages where authorized users can edit and update documentation of issues, plans, and data specifications. The sites also provide a "ticket" system for requesting, prioritizing and tracking; they also help to coordinate changes between staff in policy, performance, and MIS. These sites, including DolceVita, are secure, Web-based applications, hosted by the University of Memphis. They are also password protected and have role-based security. They provide full, statewide metrics and participant data; and, they also provide unique performance reports for each local workforce area, as well as for each Career Center. In these ways eCMATS and DolceVita are most important contributors to Tennessee's seamless performance management approach to ETA-funded programs delivery.

TDLWD is in the process of researching and analyzing other data tracking systems that provide even greater opportunities for aligning different services and integrates a more comprehensive business/employer services platform with job seeker services.

Dislocated Worker Unit

From July 1, 2012 to June 30, 2013 there were 137 layoffs events in industries like, Finance, Insurance, Real Estate, Manufacturing, Transportation, Communication, Public Utilities, Services, and Wholesale/Retail. From these Mass layoffs and Closures there were 10,217 affected dislocated workers. The Rapid Response Team successfully contacted and delivered services to 132 of those industries.

On July 1, 2013 the State Rapid Response was successfully transitioned to the 13 Local Workforce Investment Areas' (LWIA). Each LWIA has designated Rapid Response Coordinators which have been trained by the State Dislocated Worker Unit. All thirteen LWIAs Rapid Response Teams are up and running and doing a great job.

Incumbent Worker Training

From October 1, 2012 to August 30, 2013 there were 53 Tennessee Companies that were awarded Incumbent Worker Training grants (IWT) for a total of \$924,691. The average grant was \$17,447 with the average cost per participant of \$492.00. 1880 incumbent workers were trained in Process Improvement and/or Skills Upgrade that resulted in layoff aversion with a projected savings of 2747 jobs.

Each year at the December Workforce Board meeting an IWT Grant recipient is awarded a best Incumbent Worker Program Award. The winner of the 2012 award was Master Machine, Inc. in Chattanooga Tennessee, LWIA 5.

AFL-CIO Technical Assistance/Rapid Response

Fee-for-Services

From July 1, 2012 to July 2013 the AFL/CIO Technical Assistance Program was awarded a Fee –for-Services contract to provide rapid response services to companies experiencing layoffs where there is a collective bargaining agreement. During this fiscal year they participated in 27 mass layoff or closing events as a member of the State Rapid Response Team serving 4,162 bargained-for employees.

The AFL/CIO TA/Rapid Response program was reimbursed for \$46,800 from their Fee-for-Services contract. They were involved in layoffs that included Memphis City Schools, Aerospace Testing Alliance, Cumming Filtration and American Airlines to mention a few.

Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) is a federal program that assist workers' who lost their job due to no fault of their own because the company is moving out of the country or is closing due to the impact of foreign imports. The Tennessee Department of Labor & Workforce Development acts as an agent for the United State Department of Labor (USDOL) in administering TAA. Employers facing mass layoffs or closure can file a TAA petition with USDOL indicating the layoff or closure is due to foreign trade. USDOL will investigate and determine if the company was impacted. If it is determined that the company was impacted the petition is certified. Once the TAA Petition is certified the affected workers become eligible to request additional benefits and services under TAA. The benefits and services they may request consist of Trade Readjustment Assistance (TRA), re-employment services, job search allowance, re-location allowance, Health Care Tax Credit, and/or RTAA income supplement for workers over 50.

During FY 2013 twenty-three trade petitions have been certified which has affected approximately 1500 workers. Tennessee's TAA program serves approximately 800 workers per year and in FY 2012 obligated in training alone over \$9,000,000.

In October of 2011 TDLWD purchased several classes in the Obion County area to assist Goodyear workers that were trade impacted when the Goodyear Tire Plant closed down. There were 2099 workers affected in that closure. One of the classes was an accelerated Registered Nurse class for 23 students. Of the 23 students that began the class, 22 successfully completed, 13 have passed their boards and the others are currently taking them. At last count, 10 of the 13 have gone to work and the others are in the process of interviewing for possible employment.

This is an exciting time for our program. TAA assists Tennessee workers every day return to self-sufficiency through training, job search and/or relocation assistance, and re-employment. We continually set our priorities high. Currently we are working to strengthen the program through new innovation, aligning ourselves with our partners, and employing full-time merit staff across the state and eternally, giving them the responsibility of operating the program in their local areas. All these things will streamline and make the program become more seem-less. We see this as a win-win for both our impacted workers and the agency.

Disability Employment Initiative

In October 2011 the state was awarded \$2,916,400 for a Disability Employment Initiative project. The 3-year project is to improve education, training, and employment opportunities and outcomes for adults with disabilities who are unemployed, underemployed and/or receiving Social Security disability benefits. The grant supports extensive collaboration across multiple workforce and disability service systems in each state, including vocational rehabilitation, mental health, intellectual/developmental disability agencies, independent living centers, business leadership networks, and other community and nonprofit organizations.

Local Workforce Investment Areas 1, 3, 8, 10, and 13 continue their efforts to serve individuals with disabilities including acting in the capacity as an Employment Network. As Employment Networks the areas can receive the Ticket to Work funding from the Social Security Administration. Concentrated efforts have been made in conducting Discovery, Job Development and Customization, Job Readiness Training, and Job Development and Job Placement. Since the inception and planning phase for the DEI grant, the cohort of participants served with disabilities has increased from 1.8% to 3.13% of WIA participants served. As reflected in the statistics portion of the report, the performance outcomes of individuals with disabilities are comparable to those without disabilities.

Partnerships and collaborations are an important part in successfully serving individuals in the DEI project. The TennesseeWorks Collaborative is a group of more than twenty organizations working with people with intellectual and developmental disabilities. The collaborative is focused on obtaining equal access and removing barriers to employment. Several state departments are members of the group and work together on blending and braiding services, training and funding. In September 2013, Susie Bourque, Director of Policy and Special Projects had the opportunity to attend the Employment First Federal Education Policy Series as a representative partner from the Department of Labor and Workforce Development, attending with a member of the Department of Intellectual and Developmental Disabilities. The purpose of the event was to educate federal policy makers and inform the Office of Disability Employment Policy of strategic policy framework in Tennessee that will improve the integrated employment outcomes of individuals with significant disabilities. The two departments were able to demonstrate the strong partnership and share integrated service strategies with key audience attendees from Congressional leaders and legislative staff, Representatives from the U.S. Departments of Education, Health & Human Services, Labor, and the Social Security Administration.

National Emergency Grants

General Motors

Local Workforce Investment Area 10 served 1,127 General Motors participants through the National Emergency Grant beginning January 2011 through June 2013. LWIA 10 provided support and training for General Motors dislocated workers, in addition, services were provided to employees of companies affected by the idling of General Motors. These companies were Johnson Controls, MAPA Spontex, Inc., PENSKE Logistics, LLC, and Premier Manufacturing Services. The closure of the GM Spring Hill Assembly Plant, coupled with an already weakened manufacturing industry, forced LWIA 10 to unemployment heights not seen in recent years. Traffic in the Career Center more than doubled with over 800 daily in 18 months and continued to increase each month in response to the lay off at General Motors. The plan continued training for high-growth occupations, not offered anywhere else in the area, such as Solar Photovoltaic Installation and Repair; Green Jobs Technology; Heating/Ventilation Air Conditioning & Refrigeration, Computer Systems Technology, Practical Nursing, Health Information Technology, Residential Wiring & Plumbing, and Teacher's License Math/Science.

The total expenditure for the General Motors National Emergency Grant was **\$4,428,706**.

Goodyear

Local Workforce Investment Area 12 began serving dislocated workers from Goodyear Tire and Rubber Company and Hamilton Ryker, in July 2011. This National Emergency Grant was awarded to provide the former employees with a full array of services to ensure employment in demand occupations for the local area. Current demand occupations include, Educational Services, Administrative and Support Services, Fabricated Metal Product Manufacturing, Merchant Wholesalers, and Specialty Trade Contractors. There are several short-term training programs, including truck driving, advanced manufacturing quality certifications and logistics. This grant has served 981 participants and the awarded amount was **\$3,448,259** with an expiration date of March 2014.

Senior Community Service Program

The Senior Community Service Employment Program in Tennessee is served by six sub-grantees, through the Department of Labor and Workforce Development, and two national grantees. Four of the state sub-grantees are located with the Administrative Entities for the local workforce investment area, placing them in a direct partnership with WIA. Several counties in the state are served by both the State sub-grantees and the national grantees. The following table provides the name of the State sub-grantee, counties covered, and the number of slots assigned for 2013.

Sub-Grantee	Counties Covered	Number of Slots assigned for 2013
First Tennessee (LWIA 1)	Carter, Johnson, Sullivan, Washington	25
East Tennessee (LWIA 4)	Campbell, Claiborne, Morgan, Scott, Union	33
Upper Cumberland (LWIA 7)	Cumberland, Fentress, Jackson, Macon, Putnam, VanBuren	21
Mid-Cumberland (Tennessee Community Service Agency)	Cheatham, Houston, Humphreys, Montgomery, Stewart, Dyer, Henry, Obion, Weakley	29
Southwest Tennessee (LWIA 11)	Chester, Hardeman, Hardin, McNairy	21
Delta (Meritan)	Shelby	50
TOTAL SLOTS		179

Tennessee has taken a position to help seniors continue maintaining a sustainable life. One way the state is doing this is by providing useful community services and employment opportunities through the Senior Community Service Employment program (SCSEP) for seniors across the state. SCSEP fosters economic self-sufficiency through training, job placement, and guidance in unsubsidized jobs. Individuals with the program are not job-ready, have low-skills, and have a family income that falls under 125% of the Federal Poverty Guidelines. Sub-grantees are required to develop an Individual Employment Plan (IEP) at the time the participant is enrolled. This plan serves as: 1) a personal road-map to success, 2) assistance to the participant in assessing barriers and skill gaps to generate detailed IEPs with tasks and timelines, and 3) an aid to meet program and personal goals. The sub-grantees also work with Host Agencies to determine if they provide a positive contribution to the welfare of the general community. The Host Agency Work-Training Site is the heart of the SCSEP Program. By training at a community-based organization, government agency, or non-profit agency, the participant will develop the skills and behaviors needed to be successful in obtaining a job and keeping it. The participant will learn the skills required for the training site position and receive performance feedback from the Work-Training Site Supervisor and Project Director). Evaluations are in place to identify progress for the participant and ensure an appropriate host agency.

SNAP Employment Training Program

The Food Stamp Employment and Training (FSE&T) Program was established to provide FSE&T clients opportunities to gain job skills, training, education or experience from a variety of components that will minimize or eliminate their dependency on food stamps, and improve their employment prospects. This federally mandated program is administered nationally by the United States Department of Agriculture (USDA), Food and Nutrition Services (FNS), and in Tennessee, by the Department of Labor and Work force Development. All program participants deemed eligible are referred by the Department Human Services (DHS) to FSE&T program sites in designated Career Centers across the state.

The purpose of this grant is to provide case management, education, skill training, work experience and employment opportunities; to help all participants, enter employment and obtain a wage goal that will support self sufficiency; and to support participant enrollment in Adult Education, Vocational /Technical schools, or Community Colleges.

The USDA (FNS) provides TDLWD a grant annually which is designated for planning, implementing and operating the SNAPE&T program. This grant is referred to as the 100 percent fund because it is 100 percent federal money. Example: 2013 grant amount was (\$3,770,744.00) total which includes the 50 percent participant reimbursement money we currently receives \$500,000 from FNS to match the \$500,000 allocated by the state legislature which totals \$1,000,000 dollars.

The FSE&T staff members in these offices provide case management, which includes an overview of the program, the services, and an assessment of the client to determine the most appropriate component to enroll the clients in Individual Employment Search (IES), post secondary education, vocational /technical & other training, adult education classes, WIA (Workforce Investment Areas) and workforce training. The program also provide financial assistance to clients in the areas of transportation (bus tickets &/or \$25.00 month for 3 months for IES and 6 months for post education, fees for adult education classes and/or vocational/technical schools, books fees, training materials, uniforms, as well as other needed supplies or equipment deemed necessary to complete their education or employment training programs.

During the July 1, 2012- June 30, 2013 reporting period, the department assisted 12,147 clients this thorough program.

Work Opportunity Tax Credit

Tennessee employers taking advantage of the Work Opportunity Tax Credit (WOTC) program achieved a record high in potential federal income tax savings during the fiscal year that ended in September 2012, announced Burns Phillips, acting commissioner for the Tennessee Department of Labor & Workforce Development. Last year the department issued 64,300 WOTC tax credit certifications to Tennessee employers, representing a potential federal income tax savings in excess of \$232 million.

Andy Agnew, who since 1978 has been the owner of Investors of West Tennessee that has four Popeyes Chicken businesses and one Moe's Southwest Grill in Jackson, said the application process for tax credits is simple and easy to use. "Employers need to know this program exists and how much money it represents that comes back to their bottom line," said Agnew. "I strongly encourage employers to take advantage of the tax credit program. I tell small business people all the time they're leaving money on the table if they don't apply for potential tax credits."

The WOTC program is available for use by any for-profit employer, large or small. "Some employers are used to thinking they cannot take advantage of the program or that it's just for larger employers. That is not the case," said Roger Littlejohn, state Work Opportunity Tax Credit coordinator. "And a non-profit employer can now take part if the hired employee is from one of five veteran target groups."

Here's how the program works: When an employer hires an employee who is from one of 13 targeted groups with significant barriers to employment, he completes two forms – an IRS form and a federal Department of Labor form – and sends those to the Tennessee Department of Labor & Workforce Development no later than 28 calendar days following the employee's starting date of employment. The TN Department of Labor notifies the employer via a tax credit certification when the employee is certified as an eligible target group member, and the employer then claims the credit as part of his annual tax return with the IRS. The amount of the tax credit is based on the percentage of qualified wages relating to the target group of the new employee.

"There's no limit to the number of new hires who can qualify for a tax credit," said Littlejohn. "Certified employees can amount to huge federal corporate savings – as well as boost employment opportunities."

Since the WOTC program began in 1996, Tennessee has been one of the nation's top producing states relating to the amount of potential federal income tax credits it has been able to return to eligible Tennessee employers

On January 02, 2013, the President signed the American Taxpayer Relief Act of 2012 (H.R. 8) which (in part) authorized an extension of the WOTC program through December 31, 2013 for all veteran target groups and retroactively reauthorized all expired WOTC non-veteran groups from December 31, 2012 to December 31, 2013.

During State Fiscal Year 2013, the Tennessee Department of Labor & Workforce Development's WOTC Unit, issued 62,440 tax credit certifications which represents a potential federal corporate income tax savings of \$181,926,800.00 to qualified Tennessee employers.

Veterans Program

The Veterans Program consists of 56 individuals broken down into two distinct categories; Veterans Employment Representative (VER) and Veterans Outreach Specialist (VOS). The VER is tasked with conducting outreach activities to employers and discusses the benefits to them when they hire a Veteran. The VOS works directly with Veterans and provides assistance as needed to ensure that person is job ready and that any barriers to employment are removed.

During this time period, over 120,000 Veterans received services with a 61% Entered Employment Rate. The Average Earnings for the first six months of employment for Veterans was \$14,269.

Paychecks for Patriots

One of the biggest success stories for the year was the planning and implementation of the “Paychecks for Patriots” hiring event. This was a collaborative effort between several State Agencies, area businesses and the military component here in Tennessee. “The “Paychecks for Patriots” Hiring Event was an initiative created by Dollar General in Tennessee. Mid-summer 2012 an initial meeting was held with the Department of Labor & Workforce Development, Dollar General, ESGR (Employer Support of the Guard and Reserve), Departments of Military, Veteran Affairs and Economic and Community Development which formed a coordinated state level/business partnership. Department of Labor and Dollar General identified and met with some of Tennessee’s leading employers who were eager to participate. Employers were selected on criteria of immediate job openings for high skilled – high paying positions. This effort ensures workforce stability for our returning service members back to civilian life and meets the demands of our ever changing workforce requirements from the employer community.

The initial event was held on October 25th, 2012 at the same time in the 13 Comprehensive Career Centers throughout the State. From Memphis to Kingsport and Clarksville to Chattanooga, Veterans were invited to meet with Employers who wanted to hire them. Unlike a regular “Job Fair” the employer had to have specific job openings that were full time and had to have a paycheck at the end of the week. This meant no “Commission” only employers, no home based businesses, Staffing agencies or others that just wanted to offer seasonal or part time work. Not that there isn’t a place for those types of employment, but this hiring fair was targeted for long term, full time employment.

Concentrated outreach efforts were conducted through “Robo” calls to existing veterans who are currently looking for employment through the Department of Labor, flyers and e-mail blasts were sent to several thousand individuals personally extending an invitation to this event. News coverage both radio/television and newspaper was exceptional across the state. All media advisories and news releases were centralized through the Department of Labor & Workforce Development to all state media outlets.

The end result was that 2400 Veterans and their spouses attended and met with 155 employers resulting in job offers for the participants. Other than the many specific examples of the success of the event, The State is tracking the employers and the participants to gather total numbers of hires. These numbers will be published as they become available.

Governor Bill Haslam declared October 25, 2012 as “Paychecks for Patriots Day in Tennessee” with an official proclamation joined by Lt. Governor Ron Ramsey and Speaker Beth Harwell. Representatives from the TN legislature, the US House of Representatives, US DOL, National ESGR, and the Tennessee Department of Veterans Affairs attended or assisted in this event. In addition, representatives from US Department of Labor VETS; US Department of Labor Atlanta Regional 3 Office and the National Chairman James G. Rebholz, National Committee for Employer Support of the Guard and Reserve from Washington, D.C. attended the event. There was also news coverage from the 3 main network TV stations.

Re-Employment Services Assessment

The TDLWD is proud to announce \$1.25 million in savings to the Unemployment Insurance Trust Fund by requiring intensive job placement assistance for claimants who would likely exhaust all of their available benefits.

From June 1, 2012, through May 31, 2013, the Re-Employment Services Assessment (RESA) program put 5,321 people back into the workforce. Participants going back to work just one week earlier than non-participants saves the Trust Fund an estimated \$1.25 million. The formula to calculate this figure is 5,321 multiplied by \$235 (average weekly benefit). On average, RESA participants go back to work five weeks earlier than non-participants, suggesting the potential savings to the Trust Fund could be much greater.

Claimants are chosen to participate in the RESA program within the first five weeks of filing their unemployment claim. They are selected after being filtered through a statistical computer model that considers them to be most likely to exhaust their benefits. RESA conducts eligibility reviews of their unemployment claim and helps identify and overcome barriers to employment.

As a participant in the program, claimants are required to work one-on-one with a Career Center interviewer. They agree to an employability development plan, including work search activities week. The claimant in the RESA program must report to the Career Center once a week for four weeks with documented proof of his work search.

Recently, the RESA program has created an Employment Toolkit that has valuable resources on everything from unemployment and supportive services to résumé writing and interviewing. The purpose of the Toolkit is to help unemployment claimants have all the resources they need in one place to go through the process of being unemployed to gaining employment and getting back on their feet. To view the toolkit visit http://www.tn.gov/labor-wfd/toolkit/toolkit_intro.shtml.

Mobile Career Coaches

The Tennessee Department of Labor and Workforce Development's three Career Coaches are continuing their journey this summer to offer training and job placement assistance across the state. The Career Coaches were introduced by Governor Haslam in April of 2011. Since then, they have offered 58,670 job services to more than 14,000 applicants. The TN Dept of Labor Career Coaches Log 130,000 Miles in Two Years of Delivering Job Opportunities

The intent of these roving offices is to bring job matching and training to any location in local communities. These vehicles arrive on the scene to provide a mobile computer lab with Internet access; create a venue for workshops including résumé assistance and interviewing skills; and serve as a recruitment center for companies moving into our state. "Making sure Tennesseans have the resources and opportunities they need in order to find a job is top priority for us," said Labor Commissioner Burns Phillips. "The mobility of the Career Coaches provides a vehicle to reach job seekers who need it most."

The Career Coach is often called to host free job fairs at an existing employer's worksite. Employers can also prescreen individuals and conduct interviews before their facilities are available.

"The Tennessee Career Coach helps my company streamline its recruiting and selection activities, enabling us to shorten the time it takes to fill our positions," said Autumn Henderson, HR Supervisor, O'Reilly/Ozark Automotive Distribution. "I usually do not schedule a job fair without confirming the use of the coach first."



Employment and Hiring Fairs

The Department of Labor and Workforce Development—Workforce Services Division conducted over 86 job fairs from July 1, 2012, to current date. 27 events were hosted by state legislators across Tennessee in partnership with the department.

Pre-requisite for all of the events sponsored by the department employers must have immediate job openings to participate in the event. Jobs positions must be posted on Jobs4TN. An average of 20-35 employers attended each of the events across the state with an average of 800 – 1,000 job seekers per event.

Paychecks for Patriots Hiring Event 2012: The Department of Labor and Workforce Development took the lead in partnering with Dollar General last year to address the high unemployment rate among our military service members and spouses. The Departments of Military, Veteran Affairs and Employer Support for the Guard and Reserve (ESGR) joined in this first innovative partnership between public and private sectors to address veteran unemployment challenges. Paychecks has created a pathway toward economic opportunity for Tennessee veterans and their families both online and through centralized focused outreach efforts organized by the Department of Labor. Over 2, 400 candidates attended the 2012 Paychecks for Patriots Hiring Event representing over 90 Tennessee employers with job openings in hand last year. The event itself has been nationally recognized by the Pentagon, National Office of ESGR and honored with the PRSA (Public Relations Society of America) Award.

Governor Bill Haslam declared October 25, 2012 as “Paychecks for Patriots Day” in Tennessee in honor of our service members and their contributions to our state and country The “Paychecks for Patriots” hiring fair will be held on October 17, 2013 in 13 Tennessee Career Centers throughout the state and will feature local employers interested in putting veterans to work.



paychecks_www.jpg



Kathy Pierce, Director

LWIA 1 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults :343
 Dislocated Workers: 220
 Adults & Dislocated Workers Received
 Training Services: 308
 Total Youth (14-21): 303

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 25,675
 Veterans, Eligible Persons & TSMs:
 2,083
 Referred to Employment: 10,796
 Referred to WIA Services: 2,442
 Job Openings Received: 6,906

WORKFORCE INVESTMENT PAYS IN LWIA 1

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$4,618,359**. This includes **\$2,548,336** in direct impacts, **\$383,421** in indirect impact, and **\$1,686,601** in induced economic impact.

These expenditures produced a labor income impact of **\$2,421,262**, which represents employee compensation and proprietary income created, and had an impact on **83** jobs across LWIA 1 and generated approximately **\$547,926** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$874,466	\$845,255	\$785,771
Dislocated Workers	\$580,509	\$812,192	\$654,432
Youth	\$851,883	\$808,265	\$775,509

PROGRAM HIGHLIGHTS

Tennessee Works On-the-Job Training (OJT) Program

The TDLWD provided funding that was available from Tennessee's Rapid Response allocation to address critical needs by providing On-the-Job Training funding opportunities. LWIA 1 was awarded \$99,334 to provide service strategies to connect eligible dislocated workers with employers. Twenty-two (22) dislocated workers were served. In June 2013, LWIA 1 had obligated all of the original allocation and submitted a request for an additional \$74,500. To date, 40 participants have enrolled in LWIA 1 under Tennessee Works Act and are placed on OJT's in companies in the area.

AB&T Incumbent Worker (10% Formula) Training

In October, 2012 ADpma, LLC (ADpma) an Engineer/Manufacturer of Aerospace Components, was informed by their primary customer that they could no longer compete for future contracts because they were not compliant with or certified to a Quality Management System (i.e., AS9100). They have a strong business relationship with this customer and the company wanted to continue purchasing parts and assemblies from ADpma. With more and more jobs being outsourced offshore, the need for ADpma to have a Certified Quality Management System became a minimum standard to be considered as a prospective supplier. By partnering with a LWIA 1 company who specialized in AS9100 Quality Management System, we were able to use \$14,000 in Incumbent Worker 10% Formula funds to train 9 employees. The AS9100 quality training allowed ADpma to become certified by training workers to meet criteria for AS9100, comply with additional aerospace requirements, and averted a loss of jobs. Their strategy to maintain these jobs was simple: train their employees and give them the skills necessary to implement and maintain a Certified Quality Management System. ADpma identified this lack of certification as a potential risk to their company and its employees.



Dr. Nancy Brown, Director

LWIA 2 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults : 307
 Dislocated Workers: 166
 Adults & Dislocated Workers Received Training Services: 391
 Total Youth (14-21): 387

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 30,285
 Veterans, Eligible Persons & TSMs: 1,760
 Referred to Employment: 14,459
 Referred to WIA Services: 3,417
 Job Openings Received: 5,380

WORKFORCE INVESTMENT PAYS IN LWIA 2

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$6,102,985**. This includes **\$13,367,529** in direct impacts, **\$506,677** in indirect impact, and **\$2,228,780** in induced economic impact.

These expenditures produced a labor income impact of **\$3,199,605**, which represents employee compensation and proprietary income created, and had an impact on 110 jobs across LWIA 1 and generated approximately **\$724,063** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$1,268,090	\$1,248,637	\$1,190,280
Dislocated Workers	\$960,016	\$1,073,697	\$842,185
Youth	\$1,329,542	\$1,287,044	\$1,118,049

PROGRAM HIGHLIGHTS

Successful Partnerships with Agencies and Employers

Through the years, Jefferson County Schools WIA has continually been well served to partner with the Jefferson County Boys and Girls Club. The Boys and Girls Club has participated in almost every element of the WIA program at one time or another. It has always been a place to perform community service, provide leadership opportunities, do paid/unpaid work experience, participate in job shadowing, tutor, etc. Many of our participants were hired after completing paid/unpaid work experience through our program to be staff members with the Boys and Girls Club. Multiple WIA participants have received full scholarships to Carson-Newman University as a result of the partnership between Jefferson County Schools WIA and the Jefferson County Boys and Girls Club.

Working together with Tennessee Department of Labor (TDLWD) staff in the regional Career Center at Talbott/American Jobs Center, the WIA staff took in 840 applications and prescreened these applications for JTket in February and March 2013. JTket has hired 107 people to date from these applicants. WIA employer relations staff have also placed eight dislocated workers into the TN Works OJT program at JTekt. The program was enacted this year by the Tennessee legislature to allow dislocated workers to keep their unemployment benefits while working with new employers and to fund on-the-job training. According to June Greene, Human Resources supervisor for JTekt, "Our local Career Center has been an extremely beneficial resource to our company in the past year. Their staff has been easy to work with and very accommodating anytime we have had a need. It is our hope that their services will continue to be available to our company in the years ahead."

Dislocated Worker Changes Careers and Receives Outstanding Student Award

Karen Marcum was laid off from Brunswick Boat Group where she worked as a seamstress for 12 years. WIA enrolled Karen into the Dislocated Worker program and she entered the paralegal program at Walters State Community College. Karen graduated in May 2013, *magna cum laude* with a 3.68 GPA. She received an award as the outstanding paralegal student at the college. Karen accepted a Paralegal position at Hickman, Gray, & Associates in Sevierville, Tennessee. Karen was always very polite and appreciative every time she came into the Career Center. When she graduated she sent a thank you letter to the WIA staff.



Vaughn Smith, Director

LWIA 3 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:

Adults: 303

Dislocated Workers: 258

Adults & Dislocated Workers Received
Training Services: 272

Total Youth (14-21): 240

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 23,420

Veterans, Eligible Persons & TSMs: 1,695

Referred to Employment: 7,408

Referred to WIA Services: 2,915

Job Openings Received: 10,438

WORKFORCE INVESTMENT PAYS IN LWIA 3

Between *July 2011* and *June 2012* Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$4,401,522**. This includes **\$2,428,689** in direct impacts, **\$356,419** in indirect impact, and **\$1,607,414** in induced economic impact.

These expenditures produced a labor income impact of **\$2,307,581**, which represents employee compensation and proprietary income created, and had an impact on **75** jobs across LWIA 1 and generated approximately **\$522,200** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$859,481	\$817,971	\$702,609
Dislocated Workers	\$1,018,977	\$782,783	\$906,432
Youth	\$784,253	\$729,823	\$834,560

PROGRAM HIGHLIGHTS

In-School Youth Program

The Workforce Connections (WFC) Youth program serve approximately 115 low-income, at-risk youth during this year. WFC staff work closely with the Knox Co. schools and numerous community service providers to deliver needed services to low-income youth. Services provided during the year included: leadership development; work readiness training (Career Ready 101); tutoring and math lab; an incentive program for improving grades, upgrading basic reading and math skills, and improving graduation rates (over \$22,000 in payments directly to the youth); college visits; transportation assistance; financial support for school supplies and uniforms; and other social services. Over sixty-five (65) youth participated in college tours, career fairs, business tours, mock interviews with employers, and community service projects this year. Forty-three (43) youth earned an average of \$1800 in summer work experiences and participated in a week-long summer enrichment program, SNAAP (Science, Nature, Arts, Adventure, and Proficiency). During this week, youth explored their community by focusing on careers and employers in the area and building skills for a successful future. Twenty-five (25) youth were high school seniors during 2012-2013, that entered the program as low-income and at risk of dropping out of high school. Ninety-two percent (92%) of these participants graduated in Spring 2013. Ninety-six percent (96%) of those graduates went entered a post-secondary program or obtained job (which 3 received full academic or athletic scholarships).

Disability Employment Initiative

The Disability Employment Initiative (DEI) is a collaborative effort between the United States Department of Labor (USDOL) and the Office of Disability Employment Policy (ODEP) with the primary objectives of improving coordination and collaboration among employment and training and asset development programs carried out at a state and local level, including the Ticket to Work program. LWIA 3 is one of 5 local areas in Tennessee currently implementing this initiative. LWIA 3 has built effective community partnerships that leverage public and private resources to better serve individuals with disabilities and improve employment outcomes. The Tennessee Career Center in Knoxville has been certified as an Employment Network with the Social Security Administration – able to take Tickets to Work from SSI and SSDI recipients and has a Disability Resource Coordinator supported through the DEI. The career center has partnered with local agencies (i.e. mental health, Diversity Champions Taskforce of the Knoxville Chamber of Commerce, the Knoxville Area Employment Consortium, Vocational Rehabilitation, East TN Technology Access Center) to conduct career assessments, customized employment services, referrals, job coaching, and staff training. In the past year, we have helped over 50 self-identified persons with disabilities with job search and training, assigned 20 tickets to work of which nine are currently employed, and increased the percentage of the total population of people served by the career center with disabilities to more than 10%.

Dislocated Worker Program

LWIA 3 Dislocated Worker program served hundreds of dislocated workers in job search activities in the career center's resource room. Limited funding restricted the level of retraining services LWIA 3 could provide to Dislocated Workers. However, the addition of \$90,000 provided by TDLWD Rapid Response funds allowed LWIA 3 to provide needed services, particularly for individuals dislocated during significant closures with RockTenn, Hostess, and Sea Ray Boats. These dislocated workers extensively participated in workshops, Career Readiness Certificate testing, and resource room materials to their advantage. The additional funding allowed LWIA 3 to assist 57 impacted participants with a variety of occupational skills training while working in partnership with TAA/TRA. Recruiting events were developed and delivered on site to assist laid off employees locate potential new opportunities. The Dislocated Worker program allowed the Knoxville Career Center to give support and services necessary to allow our participants to achieve their goal of re-entering the workforce.



Chris Tiller, Director

LWIA 4 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults: 552
 Dislocated Workers: 303
 Adults & Dislocated Workers Received Training Services: 511
 Total Youth (14-21): 521

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 39,899
 Veterans, Eligible Persons & TSMs: 3,976
 Referred to Employment: 15,650
 Referred to WIA Services: 6,057
 Job Openings Received: 12,217

WORKFORCE INVESTMENT PAYS IN LWIA 4

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$5,709,219**. This includes **\$3,150,255** in direct impacts, **\$473,986** in indirect impact, and **\$2,084,978** in induced economic impact. These expenditures produced a labor income impact of **\$2,993,166**, which represents employee compensation and proprietary income created, and had an impact on **103** jobs across LWIA 1 and generated approximately **\$677,345** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$1,166,816	\$1,136,325	\$1,084,535
Dislocated Workers	\$880,676	\$888,238	\$1,494,606
Youth	\$1,212,879	\$1,161,169	\$1,007,285

PROGRAM HIGHLIGHTS

Gold Standard Evaluation

LWIA 4 was randomly selected to participate in the “Gold Standard” evaluation of Workforce Investment Act Adult and Dislocated Worker programs, which began in February 2012.

As of April 5, 2013, we completed our enrollment period with a total of 356 enrollments toward the study group. The breakdown of service groups within these enrollments through random assignment were as follows: Group 1: Core Services Only – 52 Participants; Group 2: Core and Intensive Services – 52; and Group 3: Full WIA Services – 252.

The results of this national evaluation will show how WIA-funded services affect customers’ employment rates, earnings and other related outcomes, and whether the benefits of these services measured in dollars is greater than their costs. We anticipate results to be released in 2015.



Rick Layne, Director

LWIA 5 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults: 600
 Dislocated Workers: 395
 Adults & Dislocated Workers Received Training Services: 577
 Total Youth (14-21): 400

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 38,160
 Veterans, Eligible Persons & TSMs: 2,414
 Referred to Employment: 10,660
 Referred to WIA Services: 1,674
 Job Openings Received: 14,972

WORKFORCE INVESTMENT PAYS IN LWIA 5

Between *July 2011* and *June 2012* Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$9,259,522**. This includes **\$5,109,255** in direct impacts, **\$768,736** in indirect impact, and **\$3,381,531** in induced economic impact.

These expenditures produced a labor income impact of **\$4,854,479**, which represents employee compensation and proprietary income created, and had an impact on **167** jobs across LWIA 1 and generated approximately **\$1,098,556** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$1,356,448	\$1,336,491	\$1,301,938
Dislocated Workers	\$1,432,503	\$921,435	\$1,843,726
Youth	\$1,405,232	\$1,361,125	\$1,342,444

PROGRAM HIGHLIGHTS

Regional Job Fairs

LWIA 5's operator, SETDD, has co-sponsored annual job fair events in the region—Chattanooga's Spring Job Fair, Athens Summer Job Fair, and Cleveland Fall Job Fair. The events are funded (excluding WIA funds) through multiple partnerships that bring the community together in order to assist job seekers and employers. The partnerships include Chattanooga Area Chamber of Commerce, Chattanooga Chapter of the Society of Human Resource Managers, Cleveland-Bradley Chamber of Commerce, Cleveland Family YMCA, McMinn County Economic Development Authority, and Tennessee Technology Center at Athens. LWIA 5's three job fairs point to market responsiveness regarding employers' needs through collaboration and, in 2012, resulted in approximately 2,500 job seekers and 150 employers attending the events. Over 500 job seekers were hired "on the spot," while others were tapped for future hiring just weeks away. The regional collaboration for these events showcases the area's commitment to its workforce.

LWIA 5 Youth Educational & Leadership Tour of Washington D.C.

LWIA 5's Summer Youth Work Experience Program had particular success with a new priority and focus. Key components of the orientation included World of Work Discussion, Application Procedure, Application Obtainment and Occupation Exposure. Additionally, by focusing on the 17-21 year age range, many of the participants were in a work-ready status, either because they had already finished school or because they had more flexible post-secondary school schedules which allowed the employers to coordinate employment opportunities for qualified candidates. Employers expressed satisfaction with the older and more prepared participants and, in fact, some were actually hired at the completion of the program. The capstone event for the Summer Youth Work Experience involved a four-day tour of Washington D.C., July 28 – 31. Regional Work Experience participants, who participated during a six-week fund-raising project for the American Cancer Society and netted approximately \$10,500, were selected to travel to the nation's capitol. The crew of 39 included the Youth—Leadership Academy—from LWIA 5 and were accompanied by Career Centers' Workforce staff and management.

McMinn Workforce Development & Educational Forum

The Athens City Council, in conjunction with the Tennessee Technology Center at Athens (TTCA), convened a Workforce Development and Education Forum in April 2012 with 18 regional employers, legislators, educators, local officials, and economic and workforce development professionals including staff from the Southeast Tennessee Development District (SETDD) and Tennessee Career Center in order to address regional workforce skills gaps and future training needs. The employers provided input on current and future employment and skills needs, resulting in the recognition of an immediate need to provide career awareness and outreach to the secondary schools in order to foster greater interests in career pathways that are in high demand and have competitive wages. The McMinn County Workforce Development and Educational Forum is an unfunded initiative designed to facilitate sustainable focus on the regional workforce through public and private partnerships.



Gary Morgan, Director

LWIA 6 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults: 218
 Dislocated Workers: 62
 Adults & Dislocated Workers Received Training Services: 132
 Total Youth (14-21): 197

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 20,962
 Veterans, Eligible Persons & TSMs: 1,432
 Referred to Employment: 11,135
 Referred to WIA Services: 955
 Job Openings Received: 7,324

WORKFORCE INVESTMENT PAYS IN LWIA 6

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$3,922,833**. This includes **\$2,164,556** in direct impacts, **\$325,678** in indirect impact, and **\$1,432,599** in induced economic impact. These expenditures produced a labor income impact of **\$2,056,619**, which represents employee compensation and proprietary income created, and had an impact on **71** jobs across LWIA 1 and generated approximately **\$465,409** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$595,860	\$584,902	\$529,759
Dislocated Workers	\$507,523	\$345,964	\$403,343
Youth	\$590,377	\$569,546	\$509,070

PROGRAM HIGHLIGHTS

On-The-Job Training (OJT) Program

In LWIA 6, the On-The-Job Training (OJT) Program has become the main focus for individuals to be trained and then retained as full time employees of the participating employer. The OJT training program is funded with both adult and dislocated worker dollars. In the past few months 79 individuals have received training through the OJT program. This program continues to be a tremendous success in LWIA 6.

WIA Youth Program

From July 1, 2012 through June 30, 2013, with 8 contracted youth grants operating under youth council recommendation and local board approval, the following was accomplished across a 7 county service area:

- Authorized \$462,061.86
- With a year-end balance of \$36,498.55
- Serving a total of 199
- Having exited 100
- Credentials were awarded to 89 of the 100 (107% of goal)
- Placements resulted in 65 of the 83 who had registered without employment at participation (100% of goal)
- Literacy/Numeracy was attained on 22 of 29 (126% of goal)

Our story is best told through the students. In reading their accounts in the success stories section of this report, you will find heavy collaboration with partners which resulted in changing each ones' life course. No measure can gage the benefits of a young life with a promising future. They speak to the numerous possibilities of a life with direction. Please refer to the stories of Shadie Young of Franklin County, Ethan King of Grundy County Board and Caleb Christa who attended Tennessee College of Applied Technology at Shelbyville.



Pat Callahan, Director

LWIA 7 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults: 370
 Dislocated Workers: 60
 Adults & Dislocated Workers Received Training Services: 241
 Total Youth (14-21): 268

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 12,971
 Veterans, Eligible Persons & TSMs: 988
 Referred to Employment: 6,328
 Referred to WIA Services: 736
 Job Openings Received: 4,847

WORKFORCE INVESTMENT PAYS IN LWIA 7

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$3,359,797**. This includes **\$1,853,882** in direct impacts, **\$278,934** in indirect impact, and **\$1,226,981** in induced economic impact. These expenditures produced a labor income impact of **\$1,761,437**, which represents employee compensation and proprietary income created, and had an impact on **61** jobs across LWIA 1 and generated approximately **\$398,607** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$663,193	\$641,606	\$598,688
Dislocated Workers	\$474,368	\$516,814	\$465,923
Youth	\$658,403	\$619,751	\$579,889

PROGRAM HIGHLIGHTS

WIA Performance Incentive Funds

Local Workforce Investment Area (LWIA) 7 received PY 2009 WIA Performance Incentive Funds in the amount of \$15,000.00. The contract date was January 1, 2012 through December 31, 2013. The funds were used to assist additional students attending Registered Nurse and other Allied Health Occupational Training. A total of thirty-one (31) students received assistance from the PY 2009 WIA Incentive funds. Of those 31 students, 7 are working full time at an average wage of \$17.54 per hour; 16 have recently completed training and are preparing to take state licensure exams; and 8 are still attending training.

PY 2010 WIA Performance Incentive Funds in the amount of \$27,082.80 have been received and are being used to assist additional students attending Registered Nursing and other Allied Health Occupational Training, as well. The contract date is January 2, 2013 through December 31, 2013. Thirty-three (33) students are receiving or have received assistance from these funds. Of those 33 students, 12 have completed training and are working full time at an average wage of \$20.03 per hour; 13 have completed training and are preparing to take state licensure exams; and 8 are still attending training.

WIA Younger Youth-Career Training Program

LWIA 7 partners with the Local School Boards in 10 counties of the Upper Cumberland to provide services to high school students. Key to the success of this program has been developing a close working relationship with school administrators. Approximately 250 to 300 students are served in a program year. Students are provided assistance that will help them achieve high school diplomas, career exploration, and post-secondary planning services.

For example, LWIA 7 partnering with the Putnam County Board of Education sponsors the 17UP class. The class is an alternative classroom and is self contained (students stay all day with the same instructor). The students can express themselves without fear of expulsion, work at his/her own pace, and life skills are taught. The alternative setting allows the students to work outside the classroom and they can contact the instructor after school hours via email or phone for help with assignments.

The students in this class were surveyed as to their opinion of why they ended up in this class and their responses were: stress, not enough support emotionally and physically, they feel school authority doesn't care about them, absent parents/or parents who don't care about education, they are parents themselves, and drugs (always available). The instructor's many years of experience with at-risk youth indicates these reasons: poverty, truancy, low grades/behind credits, poor study habits in school, low self esteem, help to support family, hopelessness, pregnant and parenting, and UNABLE TO HANDLE SUCCESS.

The staff at LWIA-7 can honestly attest they have witnessed the 17UP class and this instructor is amazing with these students. This class serves approximately 17 students each year and many get their high school diplomas, GEDs, and go on to Post Secondary education, get jobs and become productive citizens. Not every student is successful, some experience chronic unemployment, incarceration, death, or rely on government assistance.



Marla Rye, Director

LWIA 8 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults: 870
 Dislocated Workers: 466
 Adults & Dislocated Workers Received Training Services: 754
 Total Youth (14-21): 628

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 42,102
 Veterans, Eligible Persons & TSMs: 4,810
 Referred to Employment: 17,060
 Referred to WIA Services: 2,140
 Job Openings Received: 18,581

WORKFORCE INVESTMENT PAYS IN LWIA 8

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$7,052,484**. This includes **\$3,891,447** in direct impacts, **\$585,505** in indirect impact, and **\$2,575,532** in induced economic impact. These expenditures produced a labor income impact of **\$3,697,398**, which represents employee compensation and proprietary income created, and had an impact on 120 jobs across LWIA 1 and generated approximately **\$836,712** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$1,222,081	\$1,206,811	\$1,179,832
Dislocated Workers	\$1,086,440	\$1,335,069	\$1,115,611
Youth	\$1,290,275	\$1,252,658	\$1,187,987

PROGRAM HIGHLIGHTS

WIA Youth Program- Workforce Essentials works for WIA Youth

The North Tennessee Workforce Board and Youth Council set aside \$40,000 of WIA Youth funding for twenty-one youth to gain firsthand knowledge of the world at work through participating in a paid work experience component this summer. These older youth were finishing up their last semester of education or training. They had just gained the needed technical skills to be successful in the marketplace but were missing valuable WORK EXPERIENCE! The youth were placed at twenty-one job sites throughout middle Tennessee, working a total of 180 hours while earning \$10.00 per hour. These young people increased their marketability by working directly in their fields of study thus enhancing their resumes. From education, to health care, to construction the twenty-one youth received valuable experience in their chosen field of study. Six youth impressed their employers so much, that they were offered permanent employment and one received an offer for a temporary job! Now that's success at any level, let alone your first work experience. Grace Healthcare in Williamson, Keatts Electric in Stewart, The Clarksville/Montgomery County School System and the Dickson Senior Citizens Center are just a few employers that participated in this program. The youth gained an upper hand over their peers, the employers received some great employees, and in the end, all benefited from a successful program that will now continue each year in LWIA8.

Tennessee Works OJT and Incumbent Worker Training Grant

The North Tennessee Workforce Board awarded over \$150,000 in Incumbent Worker Training and Tennessee Works grants to fourteen businesses affecting over 380 employees across the nine county area. Each award could range up to \$25,000 and assisted struggling companies maintain their competitive edge in a difficult economy through layoff aversion and hiring and training dislocated workers. Specialized training in each instance met the needs of staff having to upgrade skills, or kept their workforce intact and growing. One such company was Schrader Electronics who invested to expand their operations in Springfield and Robertson County. Schrader is a leading global manufacturer of sensing and valve solutions for the automotive industry and is now a standard feature on cars and trucks. Under the Tennessee Works ACT of 2012, they received a grant to put 10 dislocated workers to work in their company expansion. However, that did not happen, they put 14 people to work who had previously lost their job! Some of these were recently laid off from the Hemlock Semi Conductor plant in nearby Montgomery County. The program is a win-win and provided a much needed boost to the local economy, let alone drastically changing the lives of these dislocated workers!

Disability Employment Initiative

LWIA 8 was chosen one of five local workforce areas in the state to receive funding for the Disability Employment Initiative to improve the education, training and employment opportunities for those who are unemployed and receiving Social Security disability benefits. The coordinator, Sharyn Hancock established an Employment Network, grew relationships with a vast amount of partners throughout the area and developed memorandums of understanding with Vocational rehabilitation for avenues in to Customized Employment. In just this past year, the DEI program has over 100 enrollments and close to 80 Ticket To Work assignments. They are far reaching in establishing relationships and opening doors through their participation in the Tennessee Disability Mega Conference, as well as being selected by the state to highlight the DEI program at other statewide events. They are also involved in the Clarksville Reentry program which assists ex-offenders find employment. In Clarksville, TN they established a partnership with Walgreens to train individuals with disabilities in retail establishments. Additionally, they have been asked to attend numerous workshops and meetings with the Wounded Warrior Unit at Fort Campbell, KY to assist those with a disability transitioning to the civilian world. The DEI program has truly opened avenues to the disabled community!



Paul Haynes, Director

LWIA 9 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults: 961
 Dislocated Workers: 1,374
 Adults & Dislocated Workers Received Training Services: 1,339
 Total Youth (14-21): 926

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 70,161
 Veterans, Eligible Persons & TSMS: 3,846
 Referred to Employment: 26,412
 Referred to WIA Services: 2,347
 Job Openings Received: 38,726

WORKFORCE INVESTMENT PAYS IN LWIA 9

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$12,746,059**. This includes **\$7,033,070** in direct impacts, **\$1,058,192** in indirect impact, and **\$4,654,797** in induced economic impact.

These expenditures produced a labor income impact of **\$6,682,362**, which represents employee compensation and proprietary income created, and had an impact on **217** jobs across LWIA 1 and generated approximately **\$1,512,201** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$2,028,491	\$2,060,245	\$1,894,183
Dislocated Workers	\$3,008,927	\$2,145,155	\$2,391,371
Youth	\$2,039,782	\$2,038,772	\$2,054,161

PROGRAM HIGHLIGHTS

Regional Workforce Alliance Kickoff Event

The Regional Workforce Alliance hosted their kickoff event on July 8th at HCA in Nashville, TN. The Regional Alignment is a collaborative of the Tennessee Board of Regents, Nashville Area Chamber of Commerce, and NCAC's Middle Tennessee Workforce Investment Board along with three other Tennessee Workforce Boards from Tennessee Workforce Areas 6, 8, and 10. Governor Bill Haslam and Chancellor John Morgan opened the meeting with the charge to move forward with aligning the skills needs of business with the Middle Tennessee Region's community colleges and colleges of applied technology (formerly Tennessee Technology Centers). The event offered three different skills panels – Healthcare, Information Technology and Advanced Manufacturing – all high demand sectors in the Local Workforce Area 9. In attendance were more than seventy business leaders who spent time in their respective skills panel having a facilitated discussion and laying the foundation for the long term work of the panel.

Employer Forums

The Nashville Career Advancement Center hosted 36 Employer Forums during the 2012 program year. Participants attend these forums to gain knowledge from Middle Tennessee's leading professionals. More than 250 professionals volunteered their time to speak on a panel to job seekers about trends in their industry. A few examples of Employer Forum topics include: Healthcare, Sales and Business Administration, Transportation and Logistics, Finance, and Communications and Marketing. Job seekers have the opportunity to network with these employers and ask questions related to their personal experiences or how to land a job within the employers companies. These forums are great opportunities for job seekers to practice skills they acquire through other NCAC workshops such as *Networking*, *LinkedIn*, *Social Media for job seeking* and *Researching the Employer*.



Jan McKeel, Director

LWIA 10 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults:
 Dislocated Workers:
 Adults & Dislocated Workers Received Training Services:
 Total Youth (14-21):

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants:
 Veterans, Eligible Persons & TSMs:
 Referred to Employment:
 Referred to WIA Services:
 Job Openings Received:

WORKFORCE INVESTMENT PAYS IN LWIA 10

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$4,985,377**. This includes **\$2,750,851** in direct impacts, **\$413,892** in indirect impact, and **\$1,820,635** in induced economic impact. These expenditures produced a labor income impact of **\$2,613,678**, which represents employee compensation and proprietary income created, and had an impact on **85** jobs across LWIA 1 and generated approximately **\$591,469** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$715,480	\$689,374	\$627,740
Dislocated Workers	\$1,492,428	\$588,894	\$558,179
Youth	\$771,918	\$710,079	\$634,771

PROGRAM HIGHLIGHTS

IWT (Incumbent Worker Training)

As the need for quality childcare facilities in Maury County continues to grow, one local daycare recently added its seventh facility in Maury County. Kid Kountry opened their new location in Spring Hill and for the second year in a row, LWIA-10 has been able to assist Kid Kountry Daycare centers with funding to purchase and train teachers on new curriculum. Kid Kountry at Saturn was quickly overwhelmed with the response of applicants to join thanks to the increasing number of parents going to work in the area. With varied age ranges of new children in their center, the staff recognized a need to incorporate a new curriculum which allowed them to provide a high quality daycare plus better preparation of the children for school. By receiving training dollars, \$3,689.10 the first year and \$21,039 the second year, through the TN Career Center under the Incumbent Worker Training Grant, Kid Kountry at Saturn was able to purchase new age-appropriate curriculum and train their staff.

OJT (On-the-Job Training)/IWT (Incumbent Worker Training)/Internship Program

Agrana Fruit, US has received assistance with On-the-Job Training (OJT) for 13 employees for a total of \$15,895 since 2004. They have utilized the Incumbent Worker Training services to provide training in three separate years for a total of 72 employees and received training reimbursement of \$39,455. They also participated in the Internship Program providing internship services for a recent graduate of TCAT-Hohenwald in Industrial Maintenance, providing work experience to the trainee, which led to him gaining employment in Maury County, making \$19 per hour.

DEI (Disability Employment Initiative)

Michael Jandecka is a ticket holder receiving SSDI who has been unsuccessful finding employment since relocating to Tennessee 5 years ago. He has been working with Vocational Rehabilitation during this time and requested additional assistance provided by the Career Center last year upon hearing about the Disability Employment Initiative (DEI) program. Michael's employment skills are not in demand in the economically distressed area to which he moved further complicating his ability to find employment related to his previous employment in the CADD (Computer Added Drafting Design) field. During the gap in his employment his skills have eroded and become obsolete in the field. Michael was provided one on one career coaching with the Career Advisor and an Integrated Resource Team was developed consisting of the Disability Resource Coordinator (DRC), Career Advisor, Vocational Rehabilitation counselor and Career center Business Services representative. Michael was provided an opportunity to develop his customer service skills during a paid internship through the Career Center at the library Career Corner and then enrolled in the Walgreens Retail Employees with Disabilities Initiative (REDI) program. The REDI program taught Michael cash register operation, organizing and stocking, replacing price tags, setting up merchandise and how to provide superior customer service. The store provided accommodations so Michael could do his job better. Upon successful completion of the Walgreens REDI program, Michael was offered a position at the Lewisburg Walgreens store as a customer service representative.



Jimmy Bell, Director

LWIA 11 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults: 227
 Dislocated Workers: 140
 Adults & Dislocated Workers Received Training Services: 259
 Total Youth (14-21): 347

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 26,308
 Veterans, Eligible Persons & TSMs: 1,336
 Referred to Employment: 11,150
 Referred to WIA Services: 402
 Job Openings Received: 4,332

WORKFORCE INVESTMENT PAYS IN LWIA 11

Between *July 2011* and *June 2012* Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$2,954,965**. This includes **\$1,630,502** in direct impacts, **\$245,324** in indirect impact, and **\$1,079,138** in induced economic impact. These expenditures produced a labor income impact of **\$1,549,196**, which represents employee compensation and proprietary income created, and had an impact on **50** jobs across LWIA 1 and generated approximately **\$350,579** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$737,896	\$711,135	\$672,387
Dislocated Workers	\$739,223	\$668,094	\$515,965
Youth	\$793,283	\$752,772	\$657,325

PROGRAM HIGHLIGHTS

Aldelano Packaging Receives \$25,000 to Upgrade Skills of 164 Employees Through Incumbent Worker Grant

The state of Tennessee, in partnership with the Local Workforce Investment Area-11, assisted Aldelano Packaging to ensure workers receiving services and the industry providing these services are in full compliance with the Workforce Investment Act and Regulations. As a full partner in this process, LWIA-11 was involved in registering participants in the WIA program, monitoring the progress of training, and collecting required data. Founded in 1968, Aldelano Packaging Corp. is one of the nation's leading contract packaging companies operating in five states. Some of Aldelano's customers include Procter & Gamble, Kellogg's, American Airlines, Red Bull and General Mills, as well as involvement with numerous partnerships, including those in China and Mexico. The company offers contract packaging services, which include shrink wrapping, assembly, "kitting," re-packaging, display building and fulfillment. Its materials division specializing in package design and display concepts and full procurement of packaging materials, such as corrugated boxes, folding cartons, shrink and stretch films and more. The company also provides warehousing and distribution, analytical laboratory services and on-site project staffing and management.

Summer Youth Employment Program

LWIA-11 is worked with the City of Jackson and the Madison County Juvenile Court again this summer to operate a Summer Work Experience Program involving kids in the juvenile justice system. Fifty (50) youth that meet the program requirements are being identified as potential participants. The program provides specially targeted youth 16-18 years old with an enriching and constructive summer youth experience through subsidized placements in private and public sectors, governmental agencies, and non-profit organizations. This eight week program will include three days of class-room activities which features team building exercises, career exploration, soft skills, decision making skills, resume writing, corporate culture, communications, and the importance of work ethic. The remaining eight weeks will consist of on-the-job work experience. The program began on May 29th and concluded on July 26th with a recognition banquet.



Margaret Prater, Director

LWIA 12 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:

Adults: 918

Dislocated Workers: 1,115

Adults & Dislocated Workers Received
Training Services: 1,303

Total Youth (14-21): 395

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 38,990

Veterans, Eligible Persons & TSMs: 2,165

Referred to Employment: 18,300

Referred to WIA Services: 4,612

Job Openings Received: 5,000

WORKFORCE INVESTMENT PAYS IN LWIA 12

Between *July 2011* and *June 2012* Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$5,551,097**. This includes **\$3,063,006** in direct impacts, **\$460,858** in indirect impact, and **\$2,027,233** in induced economic impact.

These expenditures produced a labor income impact of **\$2,910,267**, which represents employee compensation and proprietary income created, and had an impact on **95** jobs across LWIA 1 and generated approximately **\$658,586** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$999,612	\$973,098	\$1,014,081
Dislocated Workers	\$982,187	\$1,859,340	\$1,441,167
Youth	\$1,062,908	\$1,016,921	\$1,005,470

PROGRAM HIGHLIGHTS

National Emergency Grant For Goodyear

A National Emergency Grant was secured after Goodyear Tire and Rubber in Union City closed the doors in July 2011, laying off almost 2,000 workers. The closure affected employees from 22 counties primarily in Northwest TN and Western KY. The \$3.5 million NEG award provided funds to establish a separate career center for the dislocated workers and eligible family members and assisted participants with "wrap around services" to support training offered through the Trade Adjustment Assistance Act. When TDLWD applied for the grant, they projected to serve 850 participants, but enrolled 981. Thus far, 555 participants have completed the program (85% employment rate). The Goodyear NEG will continue to provide training and employment services through the TN Career Center in Union City through March 31, 2014.

Program Results: Enrolled in Program: 981; Enrolled in Training: 683; Job Search Only: 298; Program Completion (YTD): 555; Employed (YTD): 469

Advanced Manufacturing Career Pathway Introduced To Youth

In celebration of National Manufacturing Day, officially held on October 5, 2012, the Northwest TN Workforce Board partnered with local industry, post-secondary schools and high school educators throughout the month of October to present programs highlighting local manufacturers, their products and the varied opportunities for employment at those companies. The WIA Career Center Coordinators invited advanced manufacturing employers to visit local schools and talk about their companies and the excellent employment opportunities available in our hometowns. They reached over 960 students throughout the 11 county area. This type of outreach is vital to building a strong pipeline of employees to fill the technical jobs that employers are finding difficult to fill. Speakers from area post-secondary schools also discussed their educational programs that tie to advanced manufacturing. Additionally, the students received the Advanced Manufacturing Career Ladder and watched an Advanced Manufacturing video highlighting companies in West Tennessee. The video can be viewed at http://www.youtube.com/v/bylfsN_qeGM. Students were given an overview of other Career Center services including the National Career Readiness Certificate and information on scholarship opportunities to attend post-secondary training while still in high school and upon graduation.



Naomi Earp, Director

LWIA 13 2013

WIA Individuals Served (July 2012- June 2013)

Total Population:
 Adults: 1,870
 Dislocated Workers: 146
 Adults & Dislocated Workers Received
 Training Services: 871
 Total Youth (14-21): 831

Wagner-Peyser Individuals Served (July 2012- June 2013)

Unique Participants: 69,626
 Veterans, Eligible Persons & TSMs: 3,276
 Referred to Employment: 19,449
 Referred to WIA Services: 595
 Job Openings Received: 10,586

WORKFORCE INVESTMENT PAYS IN LWIA 13

Between July 2011 and June 2012 Workforce Investment Act (WIA) expenditures produced a total economic impact of **\$12,467,405**. This includes **\$6,879,313** in direct impacts, **\$1,035,058** in indirect impact, and **\$4,553,034** in induced economic impact.

These expenditures produced a labor income impact of **\$6,536,272**, which represents employee compensation and proprietary income created, and had an impact on **212** jobs across LWIA 1 and generated approximately **\$1,479,141** in federal, state and local taxes.

ALLOCATIONS

Programs	PY 11	PY 12	PY 13
Adults	\$2,333,006	\$2,384,208	\$2,386,941
Dislocated Workers	\$2,137,552	\$2,764,011	\$1,860,656
Youth	\$2,683,070	\$2,686,989	\$2,586,254

PROGRAM HIGHLIGHTS

Disability Employment Initiative (DEI)

WIN and the Tennessee Career Center-Memphis have implemented the Disability Employment Initiative (DEI) to increase employment opportunities and economic self-sufficiency for individuals with disabilities. The DEI program works to improve education, training, and employment outcomes for disabled adults who are unemployed, underemployed, and/or are receiving Social Security disability benefits. The program is funded through the DEI Grant, and has recently resulted in 4 LWIA 13 job placements for disabled individuals through the Ticket to Work program.

Industrial Readiness Training Program (IRT)

The Industrial Readiness Training (IRT) course was designed to help prepare local job seekers with the skills needed to get good jobs in manufacturing, and ultimately to create a pipeline of skilled workers to meet the hiring needs of manufacturing employers. It is a program that teaches and measures foundational technical, academic, and interpersonal skills that have been identified by local industry leaders as critical to long-term employee success. IRT graduates have often enjoyed more favorable hiring prospects in available industrial and manufacturing jobs. The course was developed in partnership with Southwest Tennessee Community College, and is the centerpiece of the Made in Memphis initiative, in which WIN and The Greater Memphis Chamber of Commerce partnered to survey scores of the area's leading manufacturing employers to determine which skills they seek in successful employees. To date, there have been 20 IRT courses conducted, each with a unique curriculum designed with significant input from a local manufacturing employer. The returns have been encouraging, with 520 participants having completed training, resulting in 194 hires.

WIA Annual Report (ETA Form 9091)State Name: TN Date Submitted: 09/24/2013 **WIA Title IB****Annual Report Form (ETA 9091)****I. Narrative Section**

- A. A discussion of the cost of workforce investment activities relative to the effect of the activities on the performance of participants.
- B. A description of State evaluations of workforce investment activities, including:
1. The questions the evaluation will/did address;
 2. A description of the evaluation's methodology; and
 3. Information about the timing of feedback and deliverables.

II. Table Section**Table A - Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	N/A	N/A	N/A	N/A	N/A	N/A
Employers	N/A	N/A	N/A	N/A	N/A	N/A

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	81%	86.3	2,517
			2,915
Employment Retention Rate	88.6%	91.7	4,526
			4,933
Average Earnings	15,711.	17,793.6	75,017,634
			4,216
Employment and Credential Rate	N/A	69.8	2,344
			3,360

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	71.1	69	87.8	129	62.2	46	74.1	129
		97		147		74		174
Employment Retention Rate	74.4	58	93.0	172	90.3	56	94.5	188
		78		185		62		199
Average Earnings Rate	10,936.6	568,703	16,773.8	2,633,481	12,819.6	628,162	19,197.5	3,244,382
		52		157		49		169
Employment and Credential Rate	52.6	50	69.5	89	54.5	30	48.5	63
		95		128		55		130

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	87.9	1,909	81.7	608
		2,171		744
Employment Retention Rate	92.1	3,760	89.9	766
		4,081		852
Average Earnings Rate	18,582.3	64,945,003	13,970.4	10,072,631
		3,495		721

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	88%	91.1	3,359
			3,687
Employment Retention Rate	92.2%	92.5	3,405
			3,682
Average Earnings	15,000.	15,943.2	49,248,421
			3,089
Employment and Credential Rate	N/A	71.0	1,993
			2,806

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	87.8	187	83.6	51	83.2	371	91.3	84
		213		61		446		92
Employment Retention Rate	94.2	212	90.6	48	91.9	361	90.2	55
		225		53		393		61
Average Earnings Rate	17,232.2	3,187,952	13,543.1	568,809	15,768.4	4,982,822	11,250.1	562,507
		185		42		316		50
Employment and Credential Rate	69.9	116	72.1	31	61.6	188	78.3	36
		166		43		305		46

Table G - Other Outcome for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	91.8	2,554	89.0	805
		2,783		904
Employment Retention Rate	92.8	2,663	91.4	742
		2,870		812
Average Earnings Rate	15,898.0	38,473,260	16,106.4	10,775,162
		2,420		669

Table H.1 - Youth (14 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	75.5%	83.8	2,175
			2,594
Attainment of Degree or Certificate	75%	84.1	2,595
			3,087
Literacy and Numeracy Gains	48%	65.5	262
			400

Table H.2 - Older Youth (19 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	N/A	81.9	494
			603
Employment Retention Rate	N/A	88.7	774
			873
Average Earnings	N/A	5,770.5	4,275,921
			741
Credential Rate	N/A	60.0	517
			861

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
EER Rate	60.0	15	50.0	1	82.1	32	80.5	414
		25		2		39		514
ERR Rate	76.9	20	80.0	4	95.0	38	88.5	677
		26		5		40		765
Average Earnings Rate	2,864.6	63,021	-6,782.7	-20,348	5,306.8	159,205	5,554.3	3,632,515
		22		3		30		654
Credential Rate	40.6	13	33.3	1	75.5	37	57.6	416
		32		3		49		722

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	N/A	86.2	2,769 3,214
Youth Diploma or Equivalent Rate	N/A	91.8	1,727 1,882
Retention Rate	N/A	72.6	2,078 2,863

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	75.9	66 87	85.8	488 569	73.9	337 456
Youth Diploma or Equivalent	91.8	67 73	92.4	329 356	69.6	117 168
Retention Rate	70.7	94 133	65.3	261 400	69.1	407 589

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	87.5	4,650 5,315	8,616.8	42,730,923 4,959	0.8	21 2,517	6,646.8	15,633,325 2,352	52.7	1,006 1,909
Dislocated Workers	86.3	3,230 3,742	135.7	48,413,146 35,674,699	1.4	47 3,359	7,686.8	24,067,342 3,131	53.0	1,354 2,554
Older Youths	76.9	701 912	5,786.7	4,490,472 776	0.0	0 494	3,428.5	1,433,106 418		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	20,772	15,120
Total Adult self-service only	6,841	7,317
WIA Adult	14,418	11,179
WIA Dislocated Worker	6,909	4,209
Total Youth (14-21)	6,252	3,160
Younger Youth (14-18)	4,424	2,289
Older Youth (19-21)	1,828	871
Out-of-School Youth	2,323	1,089
In-School Youth	3,929	2,071

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$15,624,523.47
Local Dislocated Workers		\$13,363,196.25
Local Youth		\$14,187,420.93
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$4,593,705.65
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$513,892.55
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	I WIA 1	\$32,500
	I WIA 2	0.00
	I WIA 3	0.00
	I WIA 4	0.00
	I WIA 5	0.00
	I WIA 6	\$9,420.34
	I WIA 7	\$18,410.52
	I WIA 8	0.00
	I WIA 9	\$53,275.98
	I WIA 10	\$13,017.96
	LWIA 11, 12, & 13	\$66,362.99
Total of All Federal Spending Listed Above		\$48,475,727



Entered Employment Rate - A/DW/NEG/OY

Resultset: WIA2012Q4T3 (Annual)

Covering 4 quarters from 10/01/2011 to 09/30/2012, Statewide.

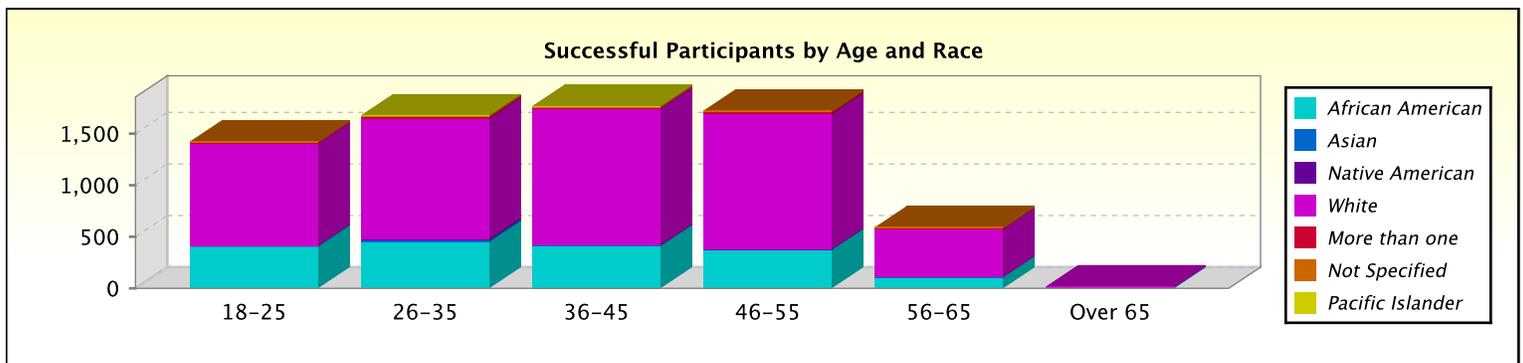
('Comprehensive' subset)

Rates by Age/Gender/Race

Rate by Age,	Female								Male								Rate by Age
	African American	Asian	Native American	Pacific Islander	White	More than one	Not Specified	All Female	African American	Asian	Native American	Pacific Islander	White	More than one	Not Specified	All Male	
18-25	80.3% 216/269	100.0% 7/7	66.7% 2/3	—	88.2% 418/474	57.1% 4/7	66.7% 6/9	84.9% 653/769	84.6% 187/221	50.0% 1/2	100.0% 1/1	—	89.3% 569/637	66.7% 4/6	88.9% 8/9	87.9% 770/876	86.5% 1423/1645
26-35	87.4% 236/270	93.3% 14/15	100.0% 4/4	100.0% 1/1	89.9% 523/582	100.0% 8/8	50.0% 1/2	89.2% 787/882	80.9% 212/262	100.0% 5/5	85.7% 6/7	100.0% 2/2	90.4% 644/712	100.0% 6/6	100.0% 16/16	88.2% 891/1010	88.7% 1678/1892
36-45	88.8% 198/223	66.7% 4/6	100.0% 3/3	100.0% 1/1	90.2% 605/671	100.0% 3/3	100.0% 8/8	89.8% 822/915	89.4% 210/235	100.0% 4/4	—	50.0% 1/2	91.9% 716/779	100.0% 6/6	88.9% 8/9	91.3% 945/1035	90.6% 1767/1950
46-55	85.7% 174/203	50.0% 3/6	66.7% 2/3	—	90.1% 544/604	100.0% 8/8	100.0% 7/7	88.8% 738/831	84.8% 196/231	100.0% 4/4	0.0% 0/2	—	91.3% 766/839	90.0% 9/10	100.0% 11/11	89.9% 986/1097	89.4% 1724/1928
56-65	73.1% 49/67	—	—	—	81.9% 185/226	100.0% 6/6	100.0% 6/6	80.7% 246/305	72.2% 57/79	100.0% 2/2	66.7% 2/3	—	79.1% 276/349	100.0% 2/2	100.0% 8/8	78.3% 347/443	79.3% 593/748
Over 65	55.6% 5/9	—	—	—	40.0% 4/10	—	—	47.4% 9/19	25.0% 1/4	—	—	—	40.0% 10/25	—	—	37.9% 11/29	41.7% 20/48
Rate by Gdr/Race	84.3% 878/1041	82.4% 28/34	84.6% 11/13	100.0% 2/2	88.8% 2279/2567	90.6% 29/32	87.5% 28/32	87.5% 3255/3721	83.6% 863/1032	94.1% 16/17	69.2% 9/13	75.0% 3/4	89.2% 2981/3341	90.0% 27/30	96.2% 51/53	88.0% 3950/4490	87.7% 7205/8211

NB: Age is based on date of exit, or the end of the reporting period for non-exiters.

Basic Demographics - Successful Participants



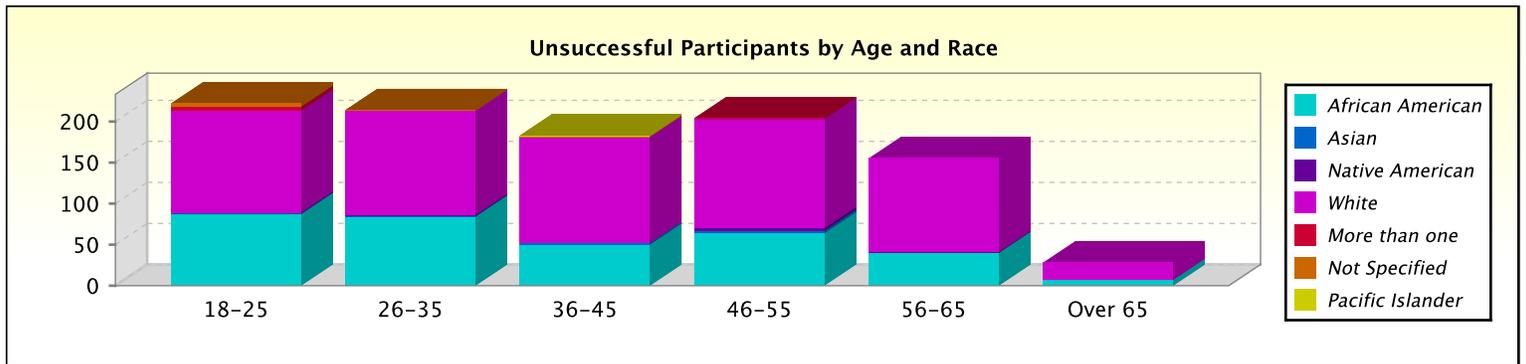
Entered Employment Rate - A/DW/NEG/OY (cont'd)

Covering 4 quarters from 10/01/2011 to 09/30/2012, Statewide.

Age by Gender and Race	Female								Male								Total
	African American	Asian	Native American	Pacific Islander	White	More than one	Not Specified	Total Female	African American	Asian	Native American	Pacific Islander	White	More than one	Not Specified	Total Male	
18-25	216 3.0%	7 0.1%	2 0.0%	0 0.0%	418 5.8%	4 0.1%	6 0.1%	653 9.1%	187 2.6%	1 0.0%	1 0.0%	0 0.0%	569 7.9%	4 0.1%	8 0.1%	770 10.7%	1,423 19.8%
26-35	236 3.3%	14 0.2%	4 0.1%	1 0.0%	523 7.3%	8 0.1%	1 0.0%	787 10.9%	212 2.9%	5 0.1%	6 0.1%	2 0.0%	644 8.9%	6 0.1%	16 0.2%	891 12.4%	1,678 23.3%
36-45	198 2.7%	4 0.1%	3 0.0%	1 0.0%	605 8.4%	3 0.0%	8 0.1%	822 11.4%	210 2.9%	4 0.1%	0 0.0%	1 0.0%	716 9.9%	6 0.1%	8 0.1%	945 13.1%	1,767 24.5%
46-55	174 2.4%	3 0.0%	2 0.0%	0 0.0%	544 7.6%	8 0.1%	7 0.1%	738 10.2%	196 2.7%	4 0.1%	0 0.0%	0 0.0%	766 10.6%	9 0.1%	11 0.2%	986 13.7%	1,724 23.9%
56-65	49 0.7%	0 0.0%	0 0.0%	0 0.0%	185 2.6%	6 0.1%	6 0.1%	246 3.4%	57 0.8%	2 0.0%	2 0.0%	0 0.0%	276 3.8%	2 0.0%	8 0.1%	347 4.8%	593 8.2%
Over 65	5 0.1%	0 0.0%	0 0.0%	0 0.0%	4 0.1%	0 0.0%	0 0.0%	9 0.1%	1 0.0%	0 0.0%	0 0.0%	0 0.0%	10 0.1%	0 0.0%	0 0.0%	11 0.2%	20 0.3%
Total All Ages	878 12.2%	28 0.4%	11 0.2%	2 0.0%	2,279 31.6%	29 0.4%	28 0.4%	3,255 45.2%	863 12.0%	16 0.2%	9 0.1%	3 0.0%	2,981 41.4%	27 0.4%	51 0.7%	3,950 54.8%	7,205 100.0%

NB: Age is based on date of exit, or the end of the reporting period for non-exiters. Percentages in this table are expressed based on the total number of participants passing this measure.

Basic Demographics - Unsuccessful Participants



Age by Gender and Race	Female							Male							Total	
	African American	Asian	Native American	White	More than one	Not Specified	Total Female	African American	Asian	Native American	Pacific Islander	White	More than one	Not Specified		Total Male
18-25	53 5.3%	0 0.0%	1 0.1%	56 5.6%	3 0.3%	3 0.3%	116 11.5%	34 3.4%	1 0.1%	0 0.0%	0 0.0%	68 6.8%	2 0.2%	1 0.1%	106 10.5%	222 22.1%
26-35	34 3.4%	1 0.1%	0 0.0%	59 5.9%	0 0.0%	1 0.1%	95 9.4%	50 5.0%	0 0.0%	1 0.1%	0 0.0%	68 6.8%	0 0.0%	0 0.0%	119 11.8%	214 21.3%
36-45	25 2.5%	2 0.2%	0 0.0%	66 6.6%	0 0.0%	0 0.0%	93 9.2%	25 2.5%	0 0.0%	0 0.0%	1 0.1%	63 6.3%	0 0.0%	1 0.1%	90 8.9%	183 18.2%
46-55	29 2.9%	3 0.3%	1 0.1%	60 6.0%	0 0.0%	0 0.0%	93 9.2%	35 3.5%	0 0.0%	2 0.2%	0 0.0%	73 7.3%	1 0.1%	0 0.0%	111 11.0%	204 20.3%
56-65	18 1.8%	0 0.0%	0 0.0%	41 4.1%	0 0.0%	0 0.0%	59 5.9%	22 2.2%	0 0.0%	1 0.1%	0 0.0%	73 7.3%	0 0.0%	0 0.0%	96 9.5%	155 15.4%
Over 65	4 0.4%	0 0.0%	0 0.0%	6 0.6%	0 0.0%	0 0.0%	10 1.0%	3 0.3%	0 0.0%	0 0.0%	0 0.0%	15 1.5%	0 0.0%	0 0.0%	18 1.8%	28 2.8%
Total All Ages	163 16.2%	6 0.6%	2 0.2%	288 28.6%	3 0.3%	4 0.4%	466 46.3%	169 16.8%	1 0.1%	4 0.4%	1 0.1%	360 35.8%	3 0.3%	2 0.2%	540 53.7%	1,006 100.0%

NB: Age is based on date of exit, or the end of the reporting period for non-exiters. Percentages in this table are expressed based on the total number of participants failing this measure.

Entered Employment Rate - A/DW/NEG/OY (cont'd)

Covering 4 quarters from 10/01/2011 to 09/30/2012, Statewide.

Rate by Race and Ethnicity

Race	African American	Asian	Native American	Pacific Islander	White	More than one	Not Specified	Overall Rate
Rate	84.0%	86.3%	76.9%	83.3%	89.0%	90.3%	92.9%	87.7%
	1741/2073	44/51	20/26	5/6	5260/5908	56/62	79/85	7205/8211

Gender and Ethnicity	Female			Male			Overall Rate
	Hispanic	Not Hispanic	Total Female	Hispanic	Not Hispanic	Total Male	
Rate	85.1%	87.5%	87.5%	87.0%	88.0%	88.0%	87.7%
	57/67	3198/3654	3255/3721	60/69	3890/4421	3950/4490	7205/8211

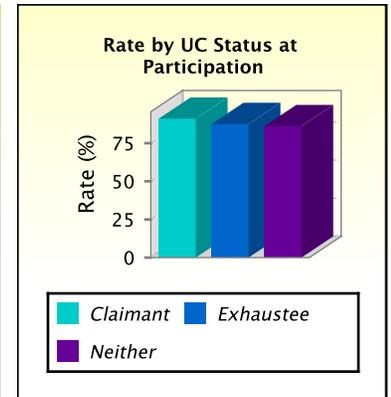
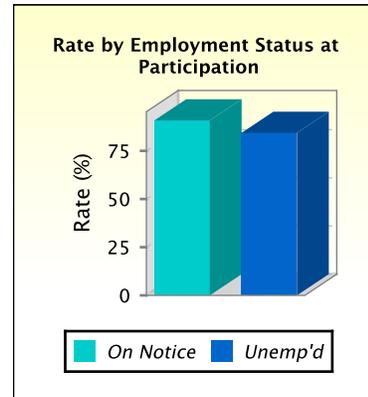
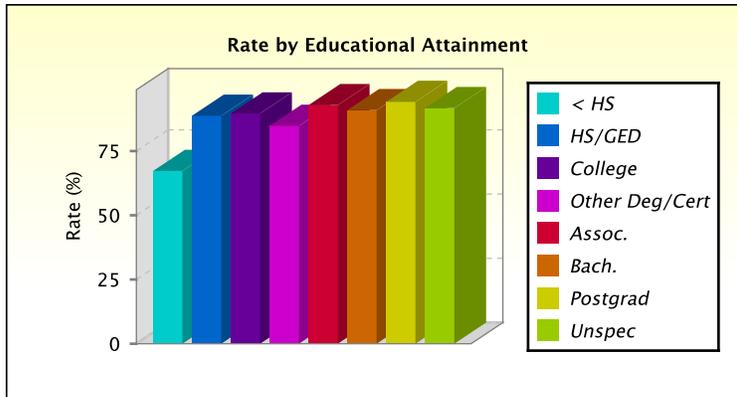
Rate by Program

Program	Adult	DW	Youth	IW	RRAA	NEG	TAA
Rate	87.6%	91.9%	82.2%	75.0%	98.6%	87.8%	89.8%
	2906/3319	4129/4495	534/650	21/28	71/72	1406/1602	596/664

NB: Totals may not match participant counts above due to co-enrollment in multiple programs.

Rates by Other Adult/DW/NEG Characteristics

Education	Non HS-Grad	HS-Grad or GED	Some College	Other Degree/Cert	Associates	Bachelors	PostGrad	Unspecified	Overall
Rate	67.2%	88.7%	89.6%	84.8%	92.9%	90.9%	94.1%	91.7%	87.7%
	355/528	4379/4936	1353/1510	184/217	104/112	490/539	64/68	276/301	7205/8211



Emp/Partc	On Notice	Unemp'd	Overall
Rate	90.8%	84.3%	87.7%
	3945/4345	3260/3866	7205/8211

Emp/Partc	Claimant	Exhaustee	Neither	Overall
Rate	91.1%	87.6%	86.2%	87.7%
	2295/2519	184/210	4726/5482	7205/8211

Emp/Partc	Disabled	Not Disabled	Unknown	Overall
Rate	75.3%	88.1%	87.8%	87.7%
	140/186	6635/7535	430/490	7205/8211

Emp/Partc	VET <= 180	VET	Not Vet	Overall
Rate	86.4%	84.9%	87.9%	87.7%
	19/22	337/397	6849/7792	7205/8211

Misc. Risk Factors	Limited English	Single Parent	Low Income	TANF	Homeless	Other Assistance	Offender
Rate	83.3%	87.4%	81.9%	74.4%	72.7%	52.9%	-
	65/78	643/736	1174/1434	67/90	8/11	18/34	0/0

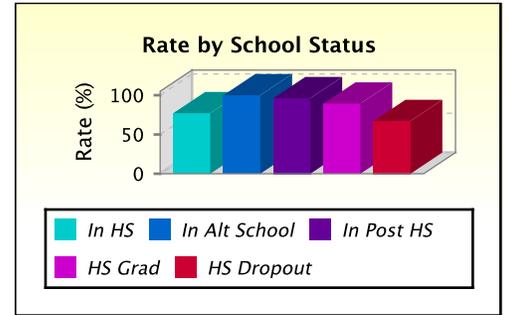
Entered Employment Rate - A/DW/NEG/OY (cont'd)

Covering 4 quarters from 10/01/2011 to 09/30/2012, Statewide.

Rates for Youth Characteristics

<i>Emp/Partc</i>	In HS	In Alt School	In Post HS	HS Grad	HS Dropout	Overall
Rate	77.2%	100.0%	96.3%	89.4%	67.2%	82.2%
	44/57	2/2	52/54	303/339	133/198	534/650

<i>Youth Risk Factors</i>	Pregnant or Parenting	Foster Care	Additional Assistance	Basic Skills Deficient
Rate	72.1%	100.0%	52.9%	75.2%
	62/86	3/3	18/34	194/258



Attachment C



TENNESSEE LOCAL WORKFORCE INVESTMENT AREAS (LWIAs)

		<p>LWIA 1 Kathy Pierce, Executive Director Alliance for Business and Training, Inc. P.O. Box 249 386, Highway 91 North Elizabethton, TN 37644 Office: 423-547-7515 ext. 126 Fax: 423-547-7522 Email: kpierce@ab-t.org and glyons@ab-t.org Counties Served: <i>Carter, Johnson, Sullivan, Unicoi, & Washington</i> Website: www.ab-t.org</p>
<p>LWIA 2 Dr. Nancy Benziger Brown, Dean Walters State Community College 500 South Davy Crockett Parkway Morristown, TN 37813-9989 Office: 423-318-2709 Fax: 423-585-6769 Email: nancy.brown@ws.edu or brownnb@aol.com Donna W. Stansberry, Director of WIA Services Office: 423-317-1062 Fax: 423-317-1061 Email: Donna.Stansberry@ws.edu Counties Served: <i>Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier, & Union</i> Website: www.ws.edu</p>	<p>LWIA 3 Barbara Kelly, Executive Director Knoxville-Knox County CAC P.O. Box 51650 2247 Western Avenue Knoxville, TN 37950-1650 Office: 865-546-3500 Fax: 865-546-0832 Email: barbara.kelly@knoxcac.org Counties Served: <i>Knox</i> Website: www.knoxcac.org</p>	<p>LWIA 4 Gary Holiway, Executive Director East Tennessee Human Resource Agency 9111 Cross Park Drive; Suite D-100 Knoxville, TN 37923 Office: 865-691-2551 ext 4202 Fax: 865-531-7216 Email: gholiway@ethra.org Chris Tiller, WIA Director Office: 865-813-0281 or 865-590-1052 Fax: 865-813-0288 Email: ctiller@ethra.org Counties Served: <i>Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane, & Scott</i> Website: www.ethra.org</p>
<p>LWIA 5 Beth Jones, Executive Director Southeast Tennessee Development District 1000 Riverfront Parkway Chattanooga, TN 37405-0757 Office: 423-266-5781 Fax: 423-267-7705 Email: bjones@sedev.org Rick Layne, WIA Director Office: 423-424-4212 Fax: 423-643-2396 Email: rlayne@sedev.org Counties Served: <i>Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, & Sequatchie</i> Website: www.sedev.org or www.secareercenter.org</p>	<p>LWIA 6 Gary Morgan, Executive Director Workforce Solutions 410 Wilson Ave P.O. Box 1628 Tullahoma, TN 37388 Office: 931-455-9596 FAX: 931-455-9580 TDD: 931-454-0477 Email: gmorgan@workforcesolutionstn.org Counties Served: <i>Bedford, Coffee, Franklin, Grundy, Lincoln, Moore, & Warren</i> Website: www.workforcesolutionstn.org</p>	<p>LWIA 7 Luke Collins, Executive Director Upper Cumberland Human Resource Agency 580 South Jefferson; Suite B Cookeville, TN 38501 Office: 931-520-9600 Fax: 931-526-8305 TTY: 1-800-848-0298 Email: lcollins@uchra.com Pat Callahan, WIA Director Office: (931) 520-9610 Email: pcallahan@uchra.com Counties Served: <i>Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, & White</i> Website: www.uchra.com</p>
<p>LWIA 8 Marla Rye, Executive Director Workforce Essentials 110 Main Street Clarksville, TN 37040 Office: 931-551-9110 FAX: 931-551-9026 Email: mrye@workforceessentials.com Counties Served: <i>Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner, & Williamson</i> Website: www.workforceessentials.com</p>	<p>LWIA 9 Paul Haynes, Executive Director Nashville Career Advancement Center 621 Mainstream Drive, Suite 210 Nashville, TN 37228-1201 Office: 615-862-8890 ext. 77407 Fax: 615-862-8910 TDD: 1-800-848-0298 Email: paul.haynes@nashville.gov Counties Served: <i>Davidson, Rutherford, Trousdale, & Wilson</i> Website: www-NCACWorkforce.org</p>	<p>LWIA 10 Jan O. McKeel, Executive Director South Central Tennessee Workforce Alliance #8 Public Square, 2nd Floor Columbia, TN 38401 Office: 931-375-4201 Fax: 931-381-7643 Email: Jan.McKeel@sctworkforce.org Counties Served: <i>Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Perry & Wayne</i> Website: www.sctworkforce.org</p>
<p>LWIA 11 Mike Smith, Executive Director Southwest Human Resource Agency P. O. Box 264 1527 White Avenue Henderson, TN 38340-0264 Office: 731-989-5111 Fax: 731-989-3095 Email: msmith@swhra.org Jimmy Bell, WIA Director Office: 731-989-0533 Fax: 731-983-3149 Email: jbelle@swhra.org Counties Served: <i>Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, & McNairy</i> Website: www.swhra.org</p>	<p>LWIA 12 Dr. Karen Bowyer, President Dyersburg State Community College 1510 Lake Road Dyersburg, TN 38024 Office: 731-286-3301 Fax: 731-286-3269 Email: kbowyer@dssc.edu Margaret Prater, Executive Director Office: 731-286-3585 ext. 16 Fax: 731-286-3584 Email: prater@nwtworks.org Counties Served: <i>Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton & Weakley</i> Website: www-dssc.edu</p>	<p>LWIA 13 Naomi Earp, Executive Director Workforce Investment Network (WIN) 22 N. Front Street; Suite 1050 Memphis, TN 38103 Office: 901-576-6812 Fax: 901-576-6844 Email: naomi.earp@memphistn.gov Melanie Winfield, Deputy Director, Operations Office: 901-576-6813 Email: melanie.winfield@workforceinvestmentnetwork.com Counties Served: <i>Fayette & Shelby</i> Website: www.workforceinvestmentnetwork.com</p>

Tennessee WorkForce Investment Act Exiter Survey

Survey Results for the Period Jul 2012 – Mar 2013

Prepared for
Tennessee Department of Labor & Workforce Development
Nashville, TN

Prepared by
Sparks Bureau of Business and Economic Research/
Center for Manpower Studies
The University of Memphis
Memphis, TN

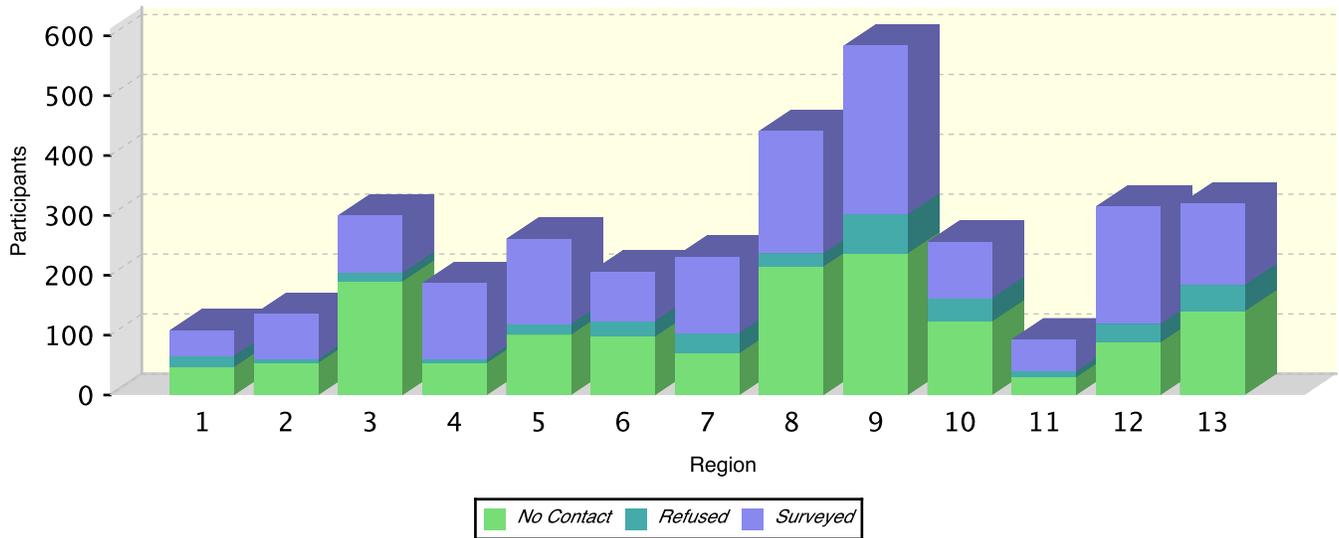
September 2013



Note: This document was prepared under contract with the Tennessee Department of Labor and Workforce Development, Nashville, Tennessee. It contains findings and professional views of the researchers and does not represent official positions or policies of the contracting agency.

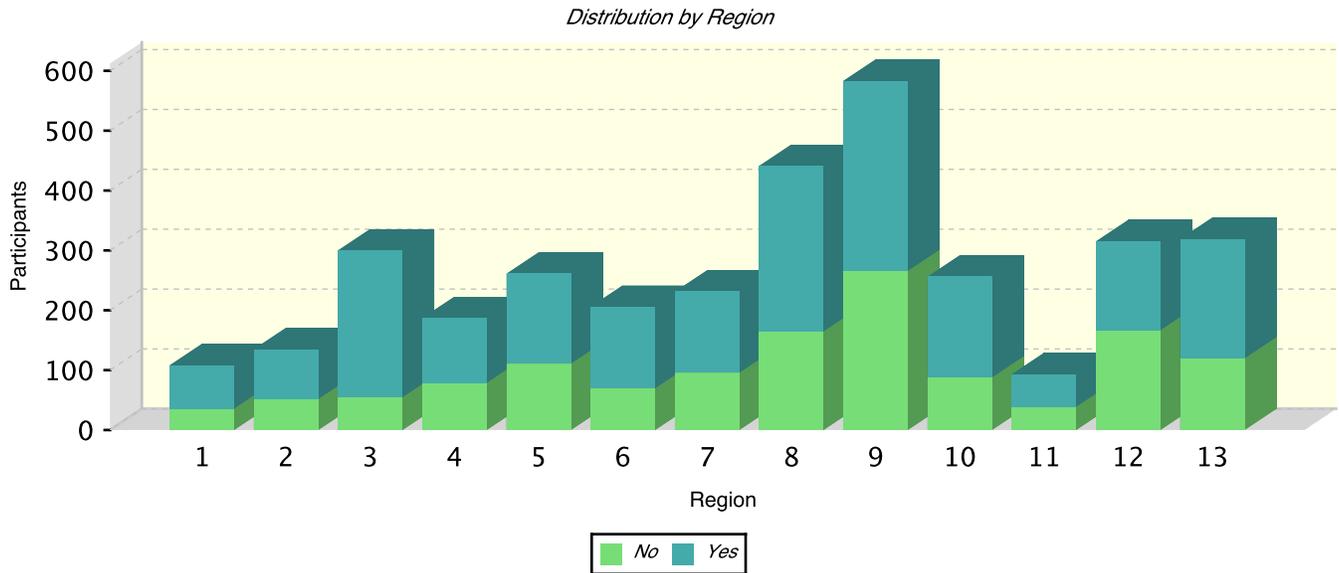
Contact Outcome

Distribution by Region



Region	No Contact	Refused	Surveyed	Total
LWIA 1	47 43.5%	19 17.6%	42 38.9%	108 100.0%
LWIA 2	54 40.0%	6 4.4%	75 55.6%	135 100.0%
LWIA 3	190 63.3%	14 4.7%	96 32.0%	300 100.0%
LWIA 4	54 28.9%	6 3.2%	127 67.9%	187 100.0%
LWIA 5	101 38.7%	18 6.9%	142 54.4%	261 100.0%
LWIA 6	98 47.6%	26 12.6%	82 39.8%	206 100.0%
LWIA 7	70 30.3%	34 14.7%	127 55.0%	231 100.0%
LWIA 8	215 48.8%	22 5.0%	204 46.3%	441 100.0%
LWIA 9	237 40.7%	65 11.1%	281 48.2%	583 100.0%
LWIA 10	123 48.0%	39 15.2%	94 36.7%	256 100.0%
LWIA 11	30 32.3%	10 10.8%	53 57.0%	93 100.0%
LWIA 12	88 27.9%	31 9.8%	196 62.2%	315 100.0%
LWIA 13	140 43.9%	44 13.8%	135 42.3%	319 100.0%
All LWIAs	1447 42.1%	334 9.7%	1654 48.2%	3435 100.0%

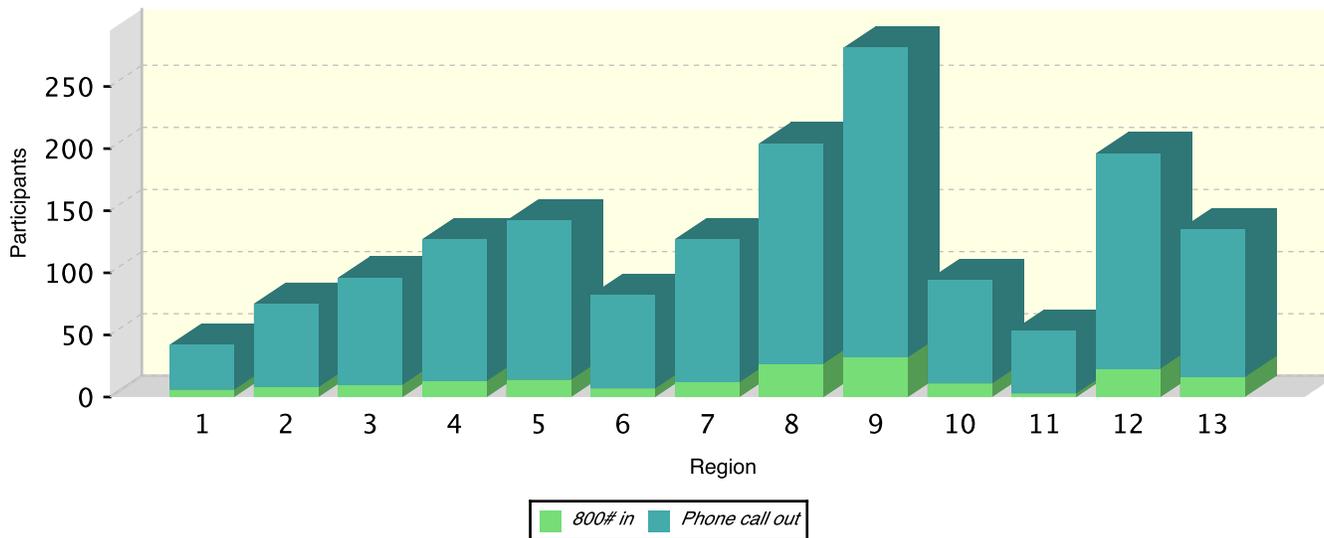
Was additional research required in order to try and contact the participant?



Region	No	Yes	Total
LWIA 1	36 33.3%	72 66.7%	108 100.0%
LWIA 2	52 38.5%	83 61.5%	135 100.0%
LWIA 3	55 18.3%	245 81.7%	300 100.0%
LWIA 4	79 42.2%	108 57.8%	187 100.0%
LWIA 5	111 42.5%	150 57.5%	261 100.0%
LWIA 6	70 34.0%	136 66.0%	206 100.0%
LWIA 7	96 41.6%	135 58.4%	231 100.0%
LWIA 8	165 37.4%	276 62.6%	441 100.0%
LWIA 9	266 45.6%	317 54.4%	583 100.0%
LWIA 10	88 34.4%	168 65.6%	256 100.0%
LWIA 11	39 41.9%	54 58.1%	93 100.0%
LWIA 12	167 53.0%	148 47.0%	315 100.0%
LWIA 13	120 37.6%	199 62.4%	319 100.0%
All LWIAs	1344 39.1%	2091 60.9%	3435 100.0%

Contact Method

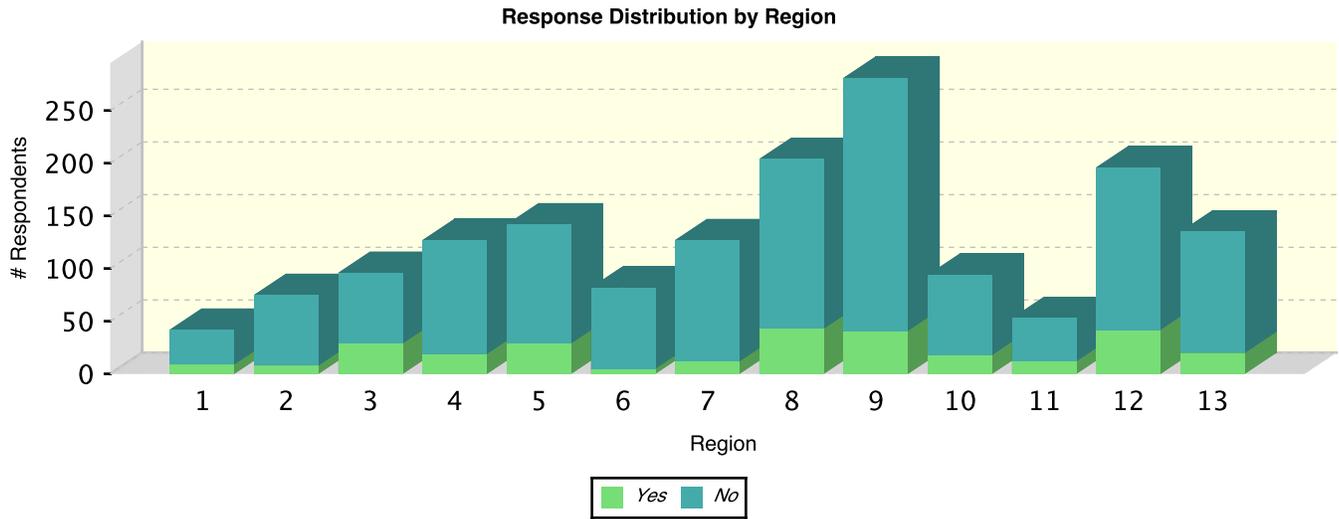
Distribution by Region



Region	800# in	Phone call out	Total
LWIA 1	6 14.3%	36 85.7%	42 100.0%
LWIA 2	8 10.7%	67 89.3%	75 100.0%
LWIA 3	10 10.4%	86 89.6%	96 100.0%
LWIA 4	13 10.2%	114 89.8%	127 100.0%
LWIA 5	14 9.9%	128 90.1%	142 100.0%
LWIA 6	7 8.5%	75 91.5%	82 100.0%
LWIA 7	12 9.4%	115 90.6%	127 100.0%
LWIA 8	27 13.2%	177 86.8%	204 100.0%
LWIA 9	32 11.4%	249 88.6%	281 100.0%
LWIA 10	11 11.7%	83 88.3%	94 100.0%
LWIA 11	3 5.7%	50 94.3%	53 100.0%
LWIA 12	23 11.7%	173 88.3%	196 100.0%
LWIA 13	16 11.9%	119 88.1%	135 100.0%
All LWIAs	182 11.0%	1472 89.0%	1654 100.0%

Did you hear about the career center via...?

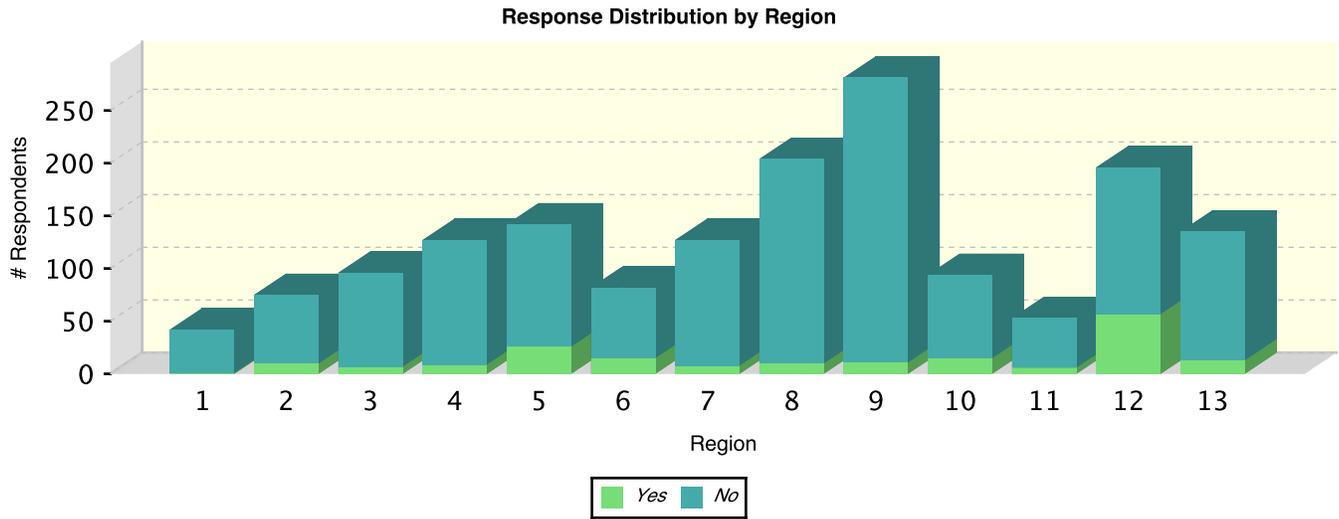
Agency Referral?



Region	Yes	No	Total
LWIA 1	9 21.4%	33 78.6%	42 100.0%
LWIA 2	8 10.7%	67 89.3%	75 100.0%
LWIA 3	29 30.2%	67 69.8%	96 100.0%
LWIA 4	19 15.0%	108 85.0%	127 100.0%
LWIA 5	29 20.4%	113 79.6%	142 100.0%
LWIA 6	5 6.1%	77 93.9%	82 100.0%
LWIA 7	12 9.4%	115 90.6%	127 100.0%
LWIA 8	43 21.1%	161 78.9%	204 100.0%
LWIA 9	41 14.6%	240 85.4%	281 100.0%
LWIA 10	18 19.1%	76 80.9%	94 100.0%
LWIA 11	12 22.6%	41 77.4%	53 100.0%
LWIA 12	42 21.4%	154 78.6%	196 100.0%
LWIA 13	20 14.8%	115 85.2%	135 100.0%
All Regions	287 17.4%	1367 82.6%	1654 100.0%

Did you hear about the career center via...?

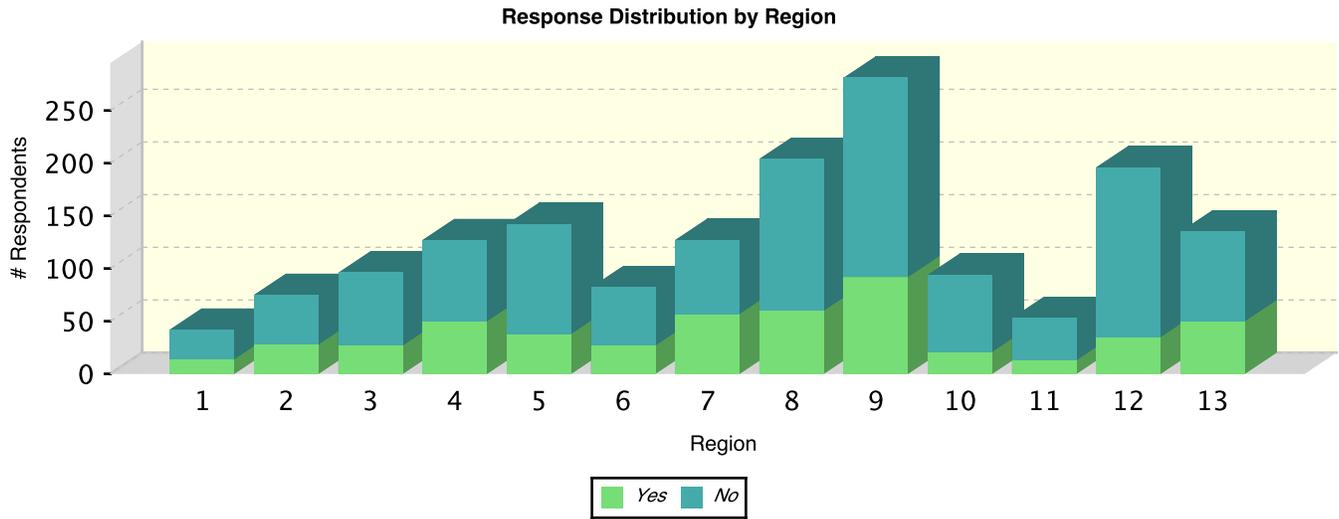
Employer Referral?



Region	Yes	No	Total
LWIA 1	1 2.4%	41 97.6%	42 100.0%
LWIA 2	10 13.3%	65 86.7%	75 100.0%
LWIA 3	7 7.3%	89 92.7%	96 100.0%
LWIA 4	9 7.1%	118 92.9%	127 100.0%
LWIA 5	26 18.3%	116 81.7%	142 100.0%
LWIA 6	15 18.3%	67 81.7%	82 100.0%
LWIA 7	8 6.3%	119 93.7%	127 100.0%
LWIA 8	10 4.9%	194 95.1%	204 100.0%
LWIA 9	11 3.9%	270 96.1%	281 100.0%
LWIA 10	15 16.0%	79 84.0%	94 100.0%
LWIA 11	6 11.3%	47 88.7%	53 100.0%
LWIA 12	57 29.1%	139 70.9%	196 100.0%
LWIA 13	13 9.6%	122 90.4%	135 100.0%
All Regions	188 11.4%	1466 88.6%	1654 100.0%

Did you hear about the career center via...?

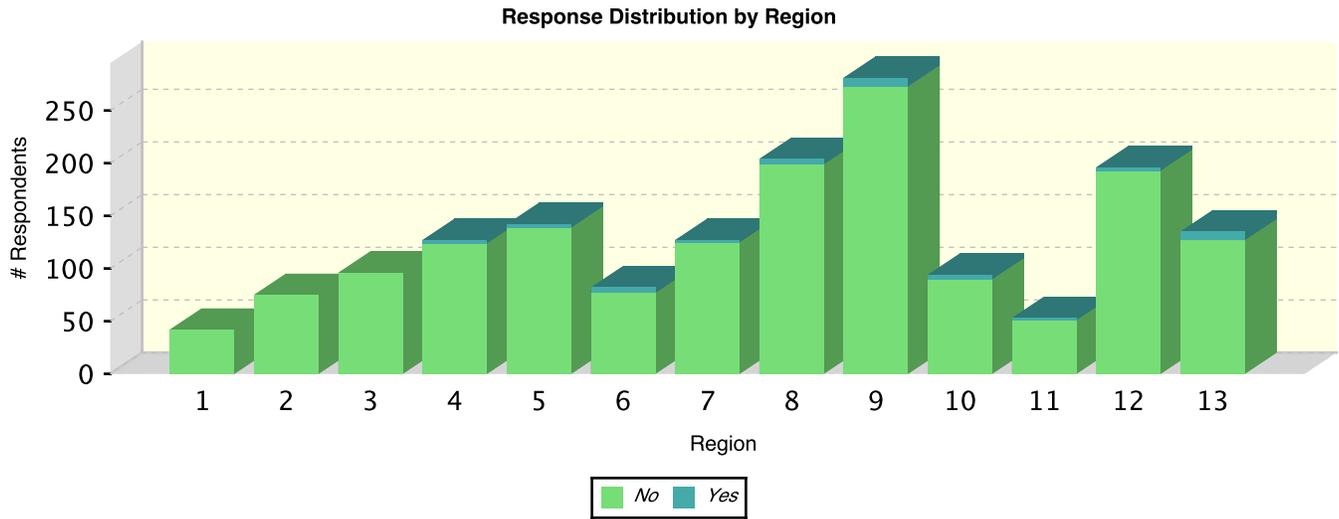
Friend/Family Member?



Region	Yes	No	Total
LWIA 1	14 33.3%	28 66.7%	42 100.0%
LWIA 2	28 37.3%	47 62.7%	75 100.0%
LWIA 3	27 28.1%	69 71.9%	96 100.0%
LWIA 4	50 39.4%	77 60.6%	127 100.0%
LWIA 5	38 26.8%	104 73.2%	142 100.0%
LWIA 6	27 32.9%	55 67.1%	82 100.0%
LWIA 7	57 44.9%	70 55.1%	127 100.0%
LWIA 8	60 29.4%	144 70.6%	204 100.0%
LWIA 9	92 32.7%	189 67.3%	281 100.0%
LWIA 10	21 22.3%	73 77.7%	94 100.0%
LWIA 11	13 24.5%	40 75.5%	53 100.0%
LWIA 12	35 17.9%	161 82.1%	196 100.0%
LWIA 13	50 37.0%	85 63.0%	135 100.0%
All Regions	512 31.0%	1142 69.0%	1654 100.0%

Did you hear about the career center via...?

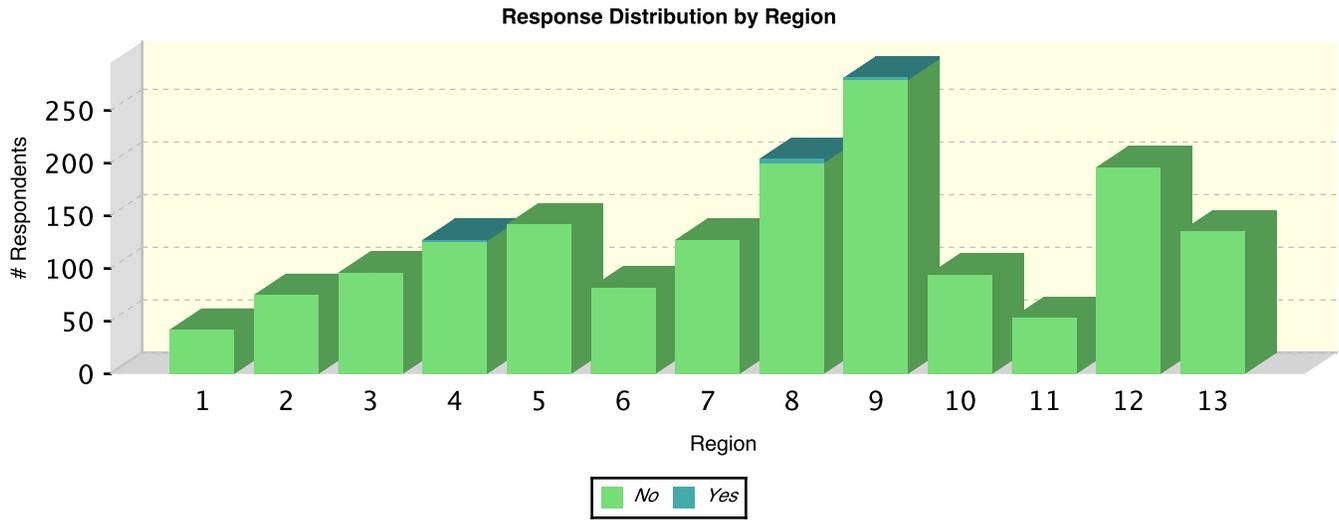
Newspaper/Radio/TV?



Region	Yes	No	Total
LWIA 1	0 0.0%	42 100.0%	42 100.0%
LWIA 2	0 0.0%	75 100.0%	75 100.0%
LWIA 3	0 0.0%	96 100.0%	96 100.0%
LWIA 4	3 2.4%	124 97.6%	127 100.0%
LWIA 5	3 2.1%	139 97.9%	142 100.0%
LWIA 6	5 6.1%	77 93.9%	82 100.0%
LWIA 7	2 1.6%	125 98.4%	127 100.0%
LWIA 8	5 2.5%	199 97.5%	204 100.0%
LWIA 9	8 2.8%	273 97.2%	281 100.0%
LWIA 10	4 4.3%	90 95.7%	94 100.0%
LWIA 11	2 3.8%	51 96.2%	53 100.0%
LWIA 12	3 1.5%	193 98.5%	196 100.0%
LWIA 13	8 5.9%	127 94.1%	135 100.0%
All Regions	43 2.6%	1611 97.4%	1654 100.0%

Did you hear about the career center via...?

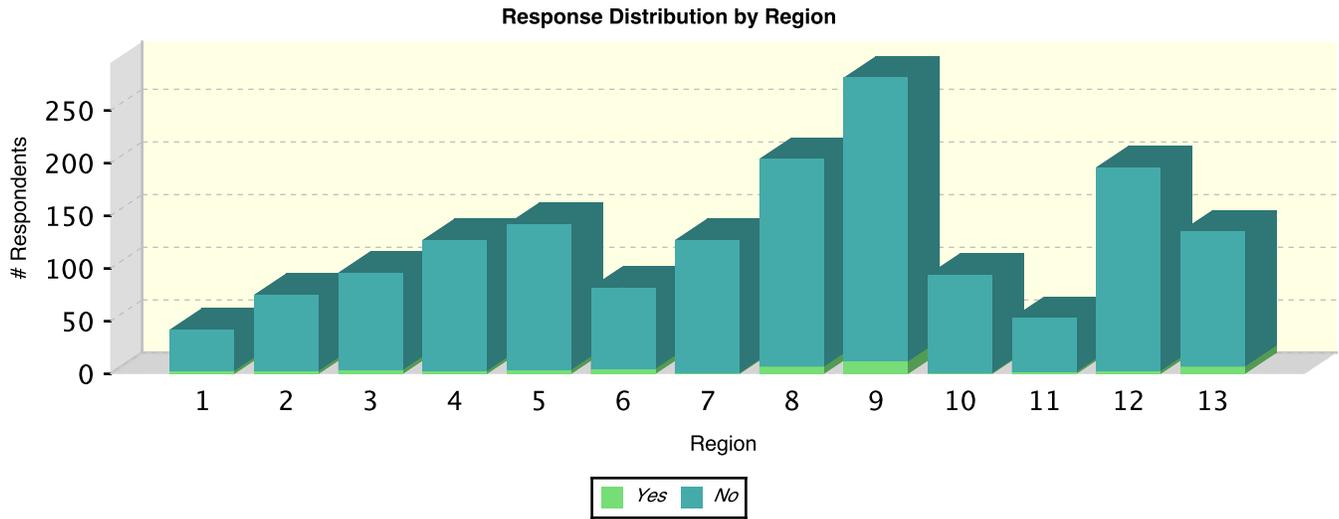
Training Provider?



Region	Yes	No	Total
LWIA 1	0 0.0%	42 100.0%	42 100.0%
LWIA 2	0 0.0%	75 100.0%	75 100.0%
LWIA 3	0 0.0%	96 100.0%	96 100.0%
LWIA 4	1 0.8%	126 99.2%	127 100.0%
LWIA 5	0 0.0%	142 100.0%	142 100.0%
LWIA 6	0 0.0%	82 100.0%	82 100.0%
LWIA 7	0 0.0%	127 100.0%	127 100.0%
LWIA 8	4 2.0%	200 98.0%	204 100.0%
LWIA 9	2 0.7%	279 99.3%	281 100.0%
LWIA 10	0 0.0%	94 100.0%	94 100.0%
LWIA 11	0 0.0%	53 100.0%	53 100.0%
LWIA 12	0 0.0%	196 100.0%	196 100.0%
LWIA 13	0 0.0%	135 100.0%	135 100.0%
All Regions	7 0.4%	1647 99.6%	1654 100.0%

Did you hear about the career center via...?

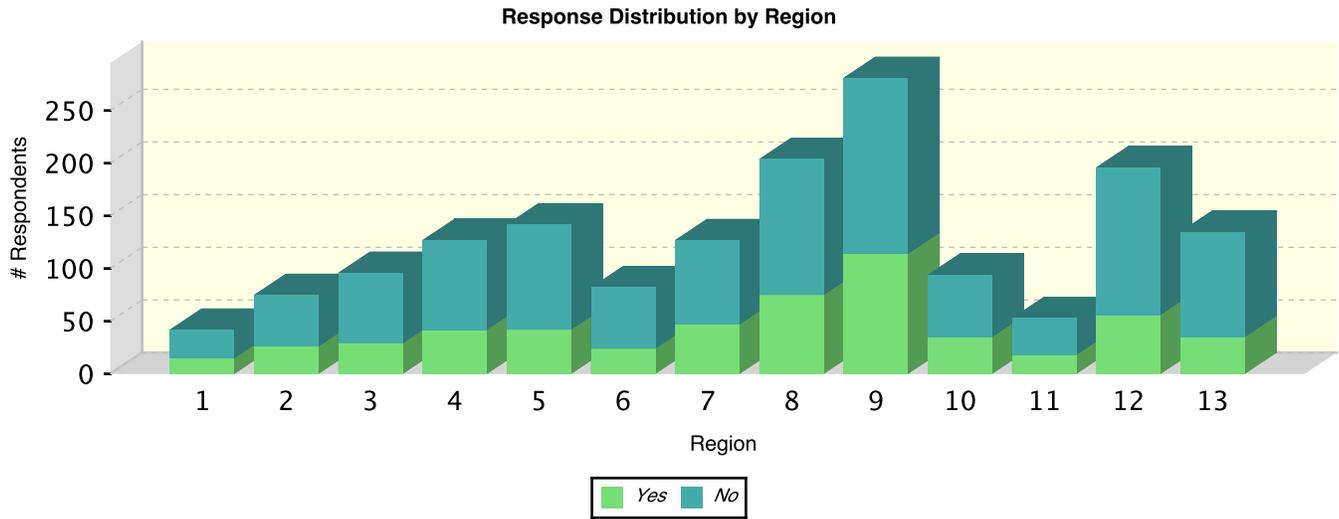
Website?



Region	Yes	No	Total
LWIA 1	3 7.1%	39 92.9%	42 100.0%
LWIA 2	3 4.0%	72 96.0%	75 100.0%
LWIA 3	4 4.2%	92 95.8%	96 100.0%
LWIA 4	3 2.4%	124 97.6%	127 100.0%
LWIA 5	4 2.8%	138 97.2%	142 100.0%
LWIA 6	5 6.1%	77 93.9%	82 100.0%
LWIA 7	1 0.8%	126 99.2%	127 100.0%
LWIA 8	7 3.4%	197 96.6%	204 100.0%
LWIA 9	12 4.3%	269 95.7%	281 100.0%
LWIA 10	1 1.1%	93 98.9%	94 100.0%
LWIA 11	2 3.8%	51 96.2%	53 100.0%
LWIA 12	3 1.5%	193 98.5%	196 100.0%
LWIA 13	7 5.2%	128 94.8%	135 100.0%
All Regions	55 3.3%	1599 96.7%	1654 100.0%

Did you hear about the career center via...?

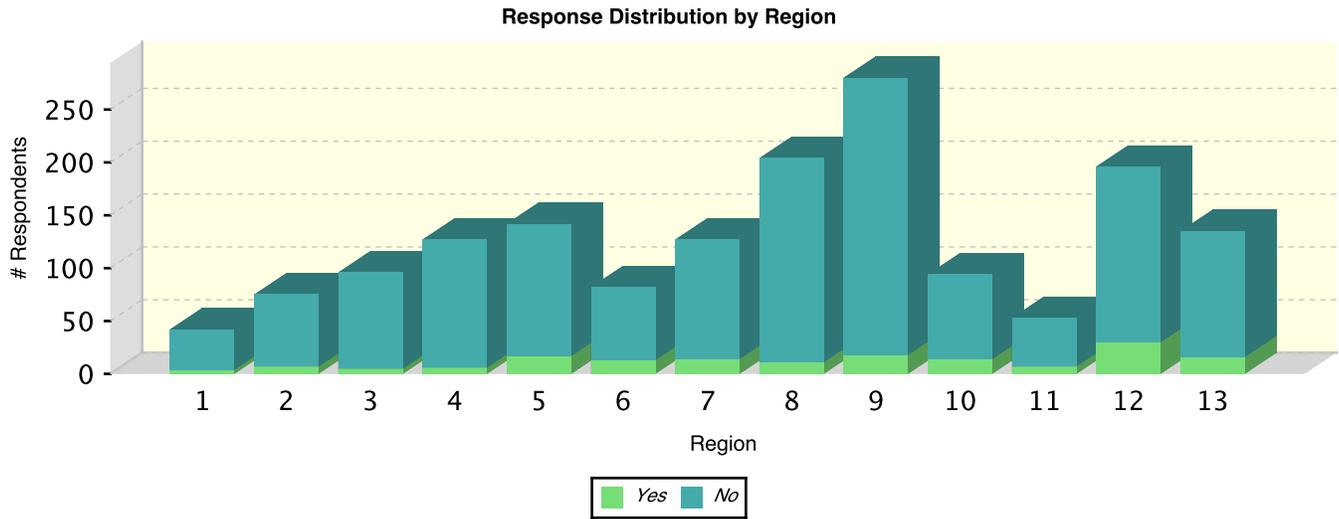
Other?



Region	Yes	No	Total
LWIA 1	15 35.7%	27 64.3%	42 100.0%
LWIA 2	26 34.7%	49 65.3%	75 100.0%
LWIA 3	29 30.2%	67 69.8%	96 100.0%
LWIA 4	42 33.1%	85 66.9%	127 100.0%
LWIA 5	42 29.6%	100 70.4%	142 100.0%
LWIA 6	24 29.3%	58 70.7%	82 100.0%
LWIA 7	47 37.0%	80 63.0%	127 100.0%
LWIA 8	75 36.8%	129 63.2%	204 100.0%
LWIA 9	114 40.6%	167 59.4%	281 100.0%
LWIA 10	35 37.2%	59 62.8%	94 100.0%
LWIA 11	18 34.0%	35 66.0%	53 100.0%
LWIA 12	56 28.6%	140 71.4%	196 100.0%
LWIA 13	35 25.9%	100 74.1%	135 100.0%
All Regions	558 33.7%	1096 66.3%	1654 100.0%

What services did the career center provide?

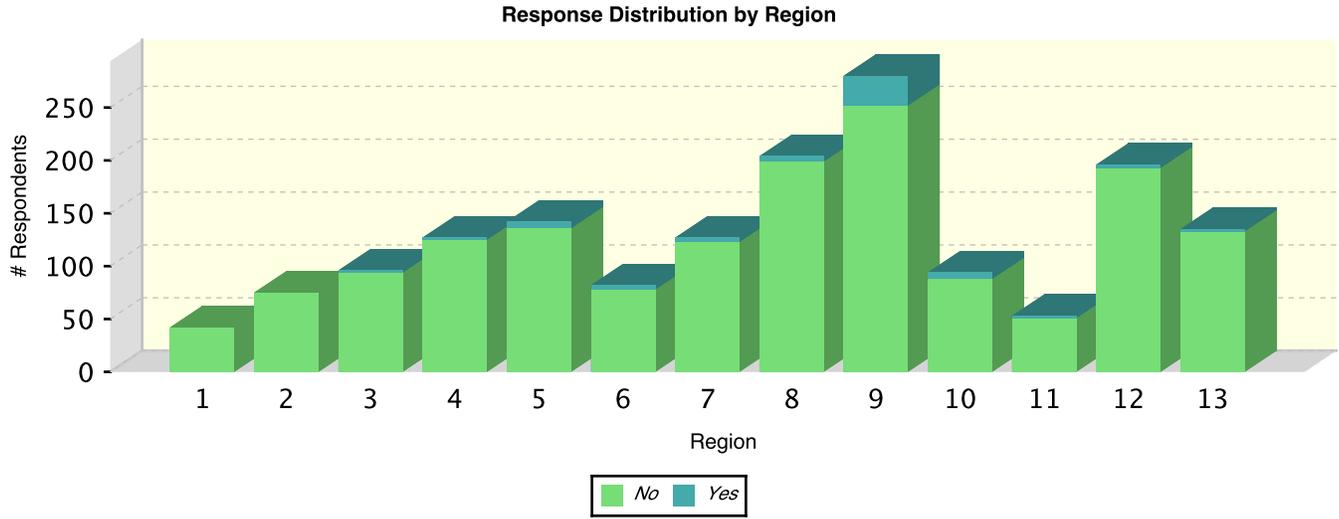
Assessment?



Region	Yes	No	Total
LWIA 1	4 9.5%	38 90.5%	42 100.0%
LWIA 2	7 9.3%	68 90.7%	75 100.0%
LWIA 3	5 5.2%	91 94.8%	96 100.0%
LWIA 4	6 4.7%	121 95.3%	127 100.0%
LWIA 5	17 12.0%	125 88.0%	142 100.0%
LWIA 6	13 15.9%	69 84.1%	82 100.0%
LWIA 7	14 11.0%	113 89.0%	127 100.0%
LWIA 8	11 5.4%	193 94.6%	204 100.0%
LWIA 9	18 6.4%	262 93.6%	280 100.0%
LWIA 10	14 14.9%	80 85.1%	94 100.0%
LWIA 11	7 13.2%	46 86.8%	53 100.0%
LWIA 12	30 15.3%	166 84.7%	196 100.0%
LWIA 13	16 11.9%	119 88.1%	135 100.0%
All Regions	162 9.8%	1491 90.2%	1653 100.0%

What services did the career center provide?

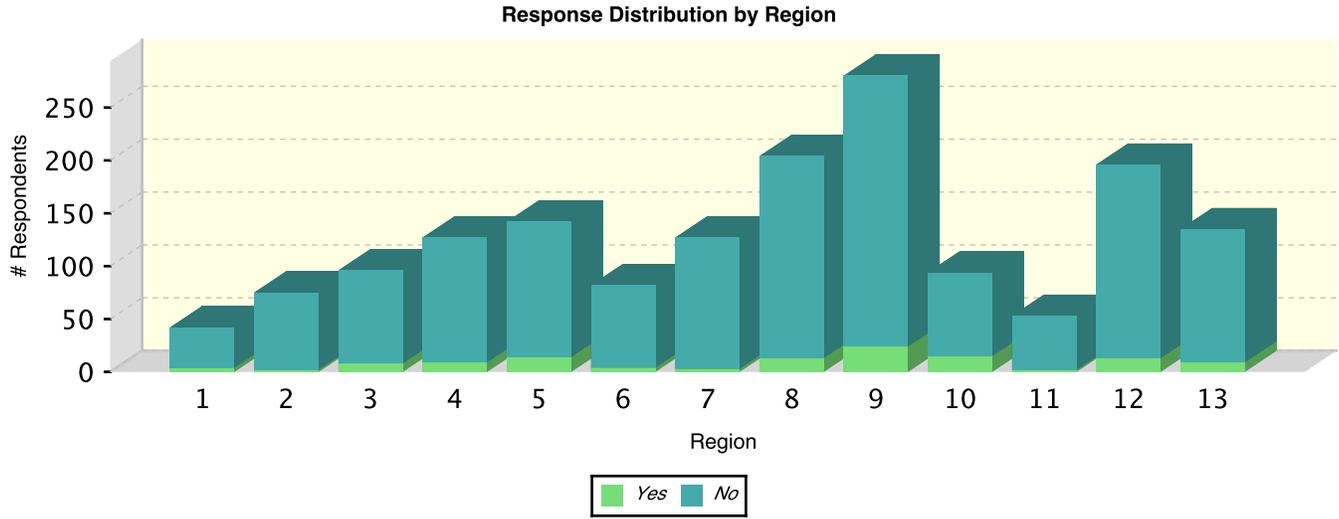
Employer Interview?



Region	Yes	No	Total
LWIA 1	0 0.0%	42 100.0%	42 100.0%
LWIA 2	0 0.0%	75 100.0%	75 100.0%
LWIA 3	2 2.1%	94 97.9%	96 100.0%
LWIA 4	2 1.6%	125 98.4%	127 100.0%
LWIA 5	6 4.2%	136 95.8%	142 100.0%
LWIA 6	4 4.9%	78 95.1%	82 100.0%
LWIA 7	4 3.1%	123 96.9%	127 100.0%
LWIA 8	5 2.5%	199 97.5%	204 100.0%
LWIA 9	28 10.0%	252 90.0%	280 100.0%
LWIA 10	6 6.4%	88 93.6%	94 100.0%
LWIA 11	2 3.8%	51 96.2%	53 100.0%
LWIA 12	3 1.5%	193 98.5%	196 100.0%
LWIA 13	2 1.5%	133 98.5%	135 100.0%
All Regions	64 3.9%	1589 96.1%	1653 100.0%

What services did the career center provide?

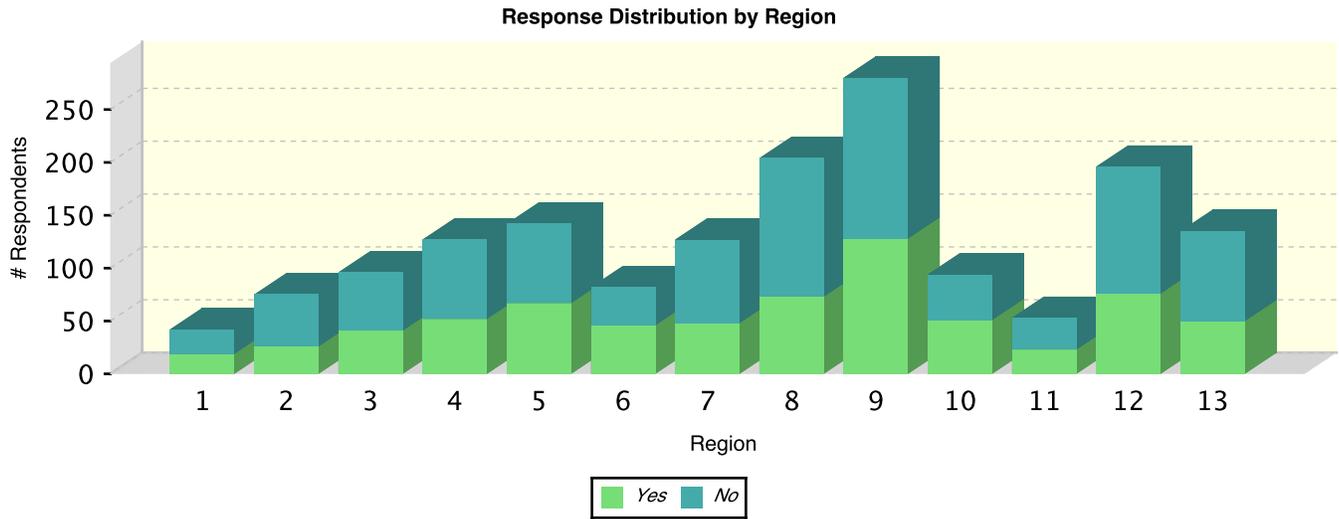
GED or Basic Skills Classes?



Region	Yes	No	Total
LWIA 1	4 9.5%	38 90.5%	42 100.0%
LWIA 2	2 2.7%	73 97.3%	75 100.0%
LWIA 3	8 8.3%	88 91.7%	96 100.0%
LWIA 4	9 7.1%	118 92.9%	127 100.0%
LWIA 5	14 9.9%	128 90.1%	142 100.0%
LWIA 6	4 4.9%	78 95.1%	82 100.0%
LWIA 7	3 2.4%	124 97.6%	127 100.0%
LWIA 8	13 6.4%	191 93.6%	204 100.0%
LWIA 9	24 8.6%	256 91.4%	280 100.0%
LWIA 10	15 16.0%	79 84.0%	94 100.0%
LWIA 11	2 3.8%	51 96.2%	53 100.0%
LWIA 12	13 6.6%	183 93.4%	196 100.0%
LWIA 13	9 6.7%	126 93.3%	135 100.0%
All Regions	120 7.3%	1533 92.7%	1653 100.0%

What services did the career center provide?

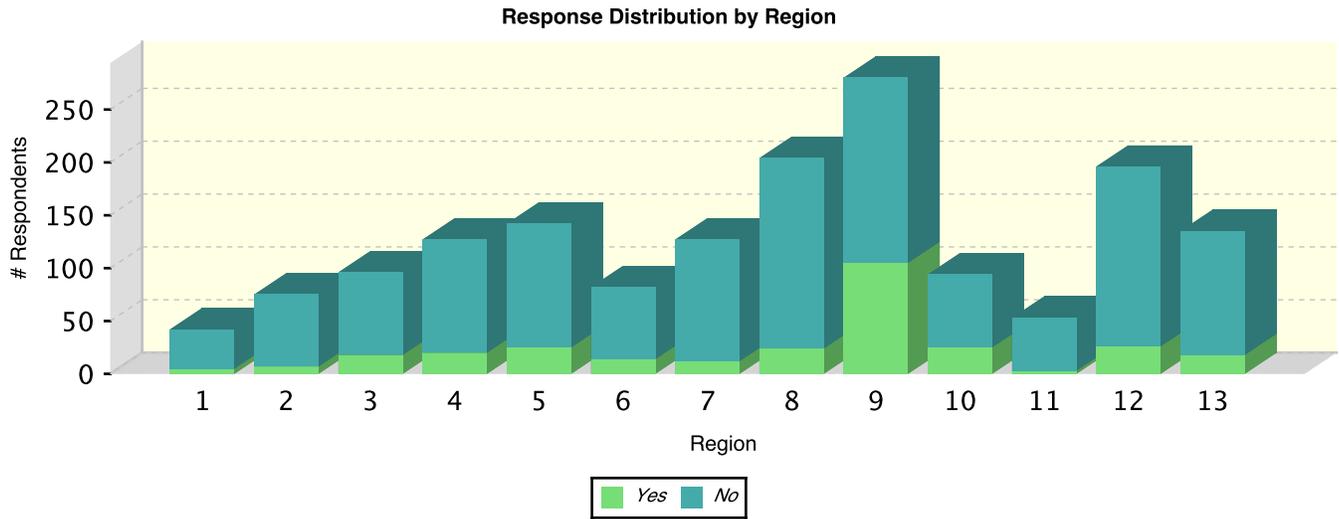
Job referral?



Region	Yes	No	Total
LWIA 1	19 45.2%	23 54.8%	42 100.0%
LWIA 2	26 34.7%	49 65.3%	75 100.0%
LWIA 3	41 42.7%	55 57.3%	96 100.0%
LWIA 4	52 40.9%	75 59.1%	127 100.0%
LWIA 5	67 47.2%	75 52.8%	142 100.0%
LWIA 6	46 56.1%	36 43.9%	82 100.0%
LWIA 7	48 37.8%	79 62.2%	127 100.0%
LWIA 8	73 35.8%	131 64.2%	204 100.0%
LWIA 9	128 45.7%	152 54.3%	280 100.0%
LWIA 10	51 54.3%	43 45.7%	94 100.0%
LWIA 11	23 43.4%	30 56.6%	53 100.0%
LWIA 12	76 38.8%	120 61.2%	196 100.0%
LWIA 13	50 37.0%	85 63.0%	135 100.0%
All Regions	700 42.3%	953 57.7%	1653 100.0%

What services did the career center provide?

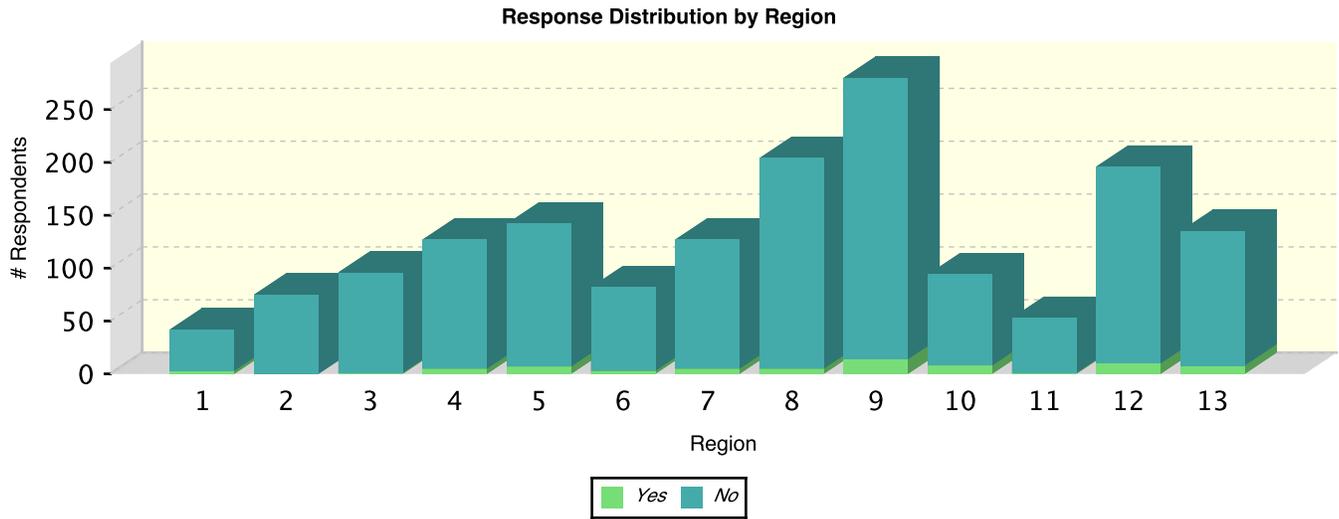
Resumé Assistance?



Region	Yes	No	Total
LWIA 1	5 11.9%	37 88.1%	42 100.0%
LWIA 2	7 9.3%	68 90.7%	75 100.0%
LWIA 3	18 18.8%	78 81.2%	96 100.0%
LWIA 4	20 15.7%	107 84.3%	127 100.0%
LWIA 5	25 17.6%	117 82.4%	142 100.0%
LWIA 6	14 17.1%	68 82.9%	82 100.0%
LWIA 7	12 9.4%	115 90.6%	127 100.0%
LWIA 8	24 11.8%	180 88.2%	204 100.0%
LWIA 9	105 37.5%	175 62.5%	280 100.0%
LWIA 10	25 26.6%	69 73.4%	94 100.0%
LWIA 11	3 5.7%	50 94.3%	53 100.0%
LWIA 12	26 13.3%	170 86.7%	196 100.0%
LWIA 13	18 13.3%	117 86.7%	135 100.0%
All Regions	302 18.3%	1351 81.7%	1653 100.0%

What services did the career center provide?

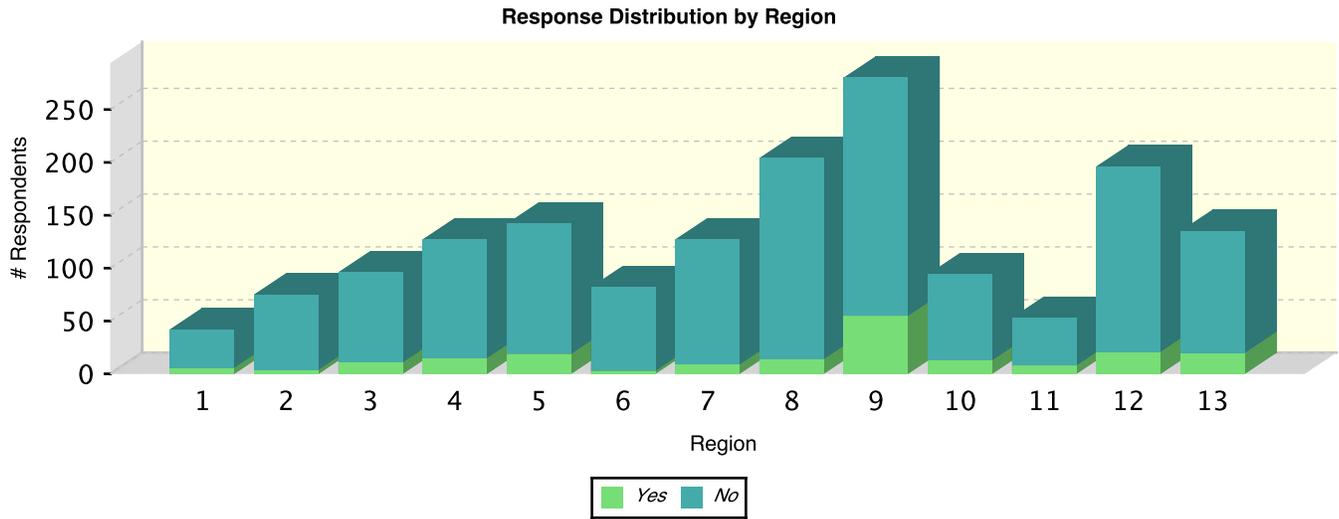
Assistance in learning a trade?



Region	Yes	No	Total
LWIA 1	3 7.1%	39 92.9%	42 100.0%
LWIA 2	0 0.0%	75 100.0%	75 100.0%
LWIA 3	1 1.0%	95 99.0%	96 100.0%
LWIA 4	5 3.9%	122 96.1%	127 100.0%
LWIA 5	7 4.9%	135 95.1%	142 100.0%
LWIA 6	3 3.7%	79 96.3%	82 100.0%
LWIA 7	5 3.9%	122 96.1%	127 100.0%
LWIA 8	5 2.5%	199 97.5%	204 100.0%
LWIA 9	14 5.0%	266 95.0%	280 100.0%
LWIA 10	8 8.5%	86 91.5%	94 100.0%
LWIA 11	1 1.9%	52 98.1%	53 100.0%
LWIA 12	10 5.1%	186 94.9%	196 100.0%
LWIA 13	8 5.9%	127 94.1%	135 100.0%
All Regions	70 4.2%	1583 95.8%	1653 100.0%

What services did the career center provide?

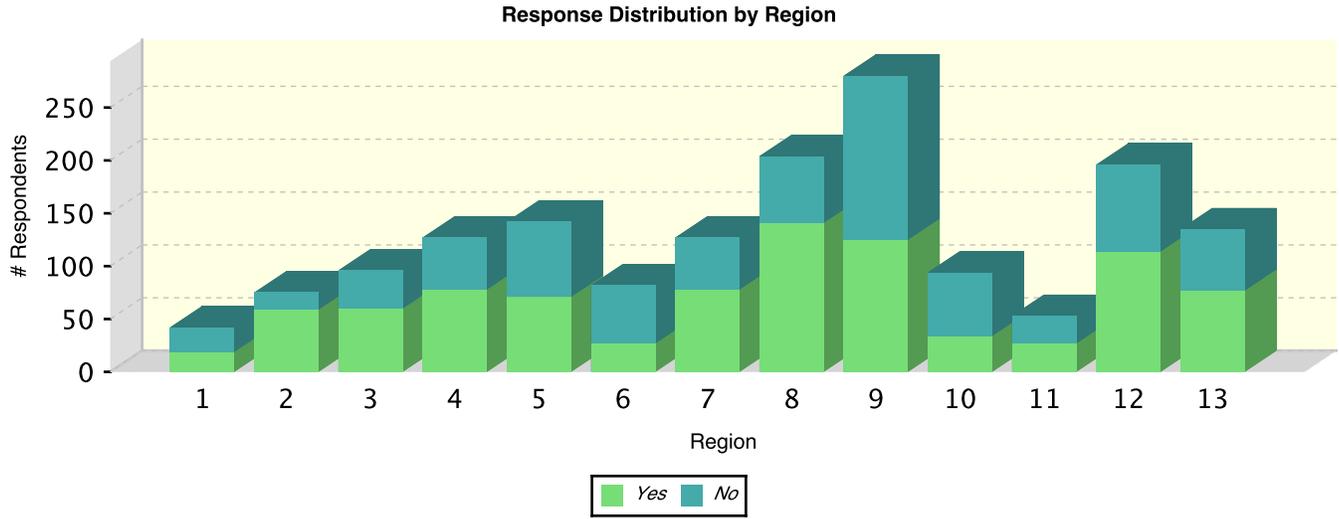
Training information?



Region	Yes	No	Total
LWIA 1	6 14.3%	36 85.7%	42 100.0%
LWIA 2	4 5.3%	71 94.7%	75 100.0%
LWIA 3	11 11.5%	85 88.5%	96 100.0%
LWIA 4	15 11.8%	112 88.2%	127 100.0%
LWIA 5	19 13.4%	123 86.6%	142 100.0%
LWIA 6	3 3.7%	79 96.3%	82 100.0%
LWIA 7	9 7.1%	118 92.9%	127 100.0%
LWIA 8	14 6.9%	190 93.1%	204 100.0%
LWIA 9	55 19.6%	225 80.4%	280 100.0%
LWIA 10	13 13.8%	81 86.2%	94 100.0%
LWIA 11	8 15.1%	45 84.9%	53 100.0%
LWIA 12	21 10.7%	175 89.3%	196 100.0%
LWIA 13	20 14.8%	115 85.2%	135 100.0%
All Regions	198 12.0%	1455 88.0%	1653 100.0%

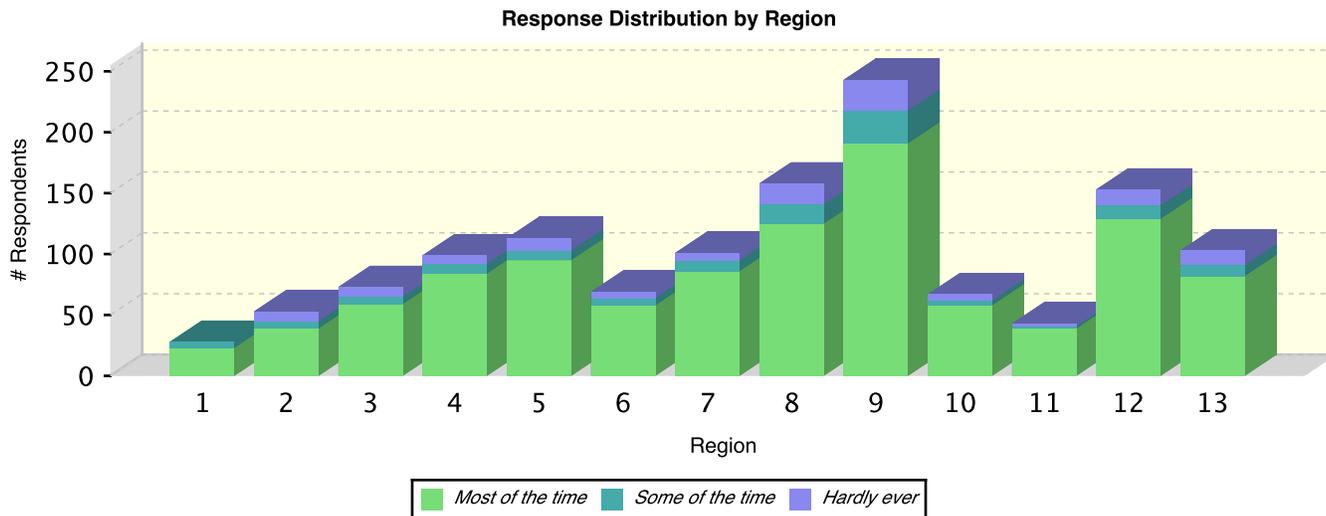
What services did the career center provide?

Other services?



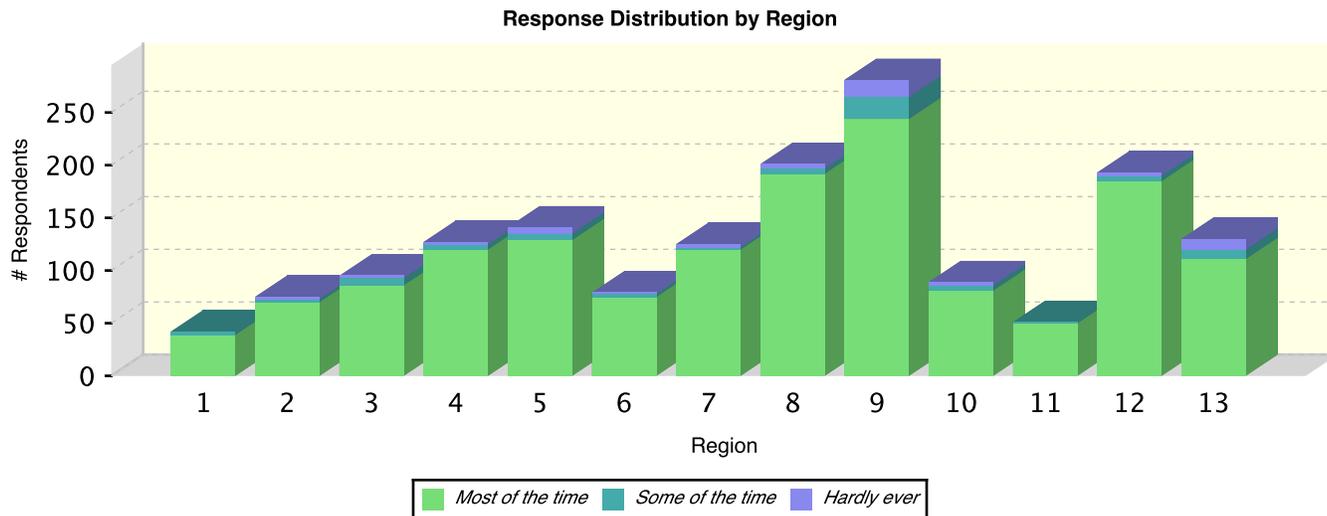
Region	Yes	No	Total
LWIA 1	19 45.2%	23 54.8%	42 100.0%
LWIA 2	59 78.7%	16 21.3%	75 100.0%
LWIA 3	60 62.5%	36 37.5%	96 100.0%
LWIA 4	78 61.4%	49 38.6%	127 100.0%
LWIA 5	71 50.0%	71 50.0%	142 100.0%
LWIA 6	27 32.9%	55 67.1%	82 100.0%
LWIA 7	78 61.4%	49 38.6%	127 100.0%
LWIA 8	141 69.1%	63 30.9%	204 100.0%
LWIA 9	125 44.6%	155 55.4%	280 100.0%
LWIA 10	34 36.2%	60 63.8%	94 100.0%
LWIA 11	27 50.9%	26 49.1%	53 100.0%
LWIA 12	114 58.2%	82 41.8%	196 100.0%
LWIA 13	77 57.0%	58 43.0%	135 100.0%
All Regions	910 55.1%	743 44.9%	1653 100.0%

Did the career center staff seem committed to helping you find a job?



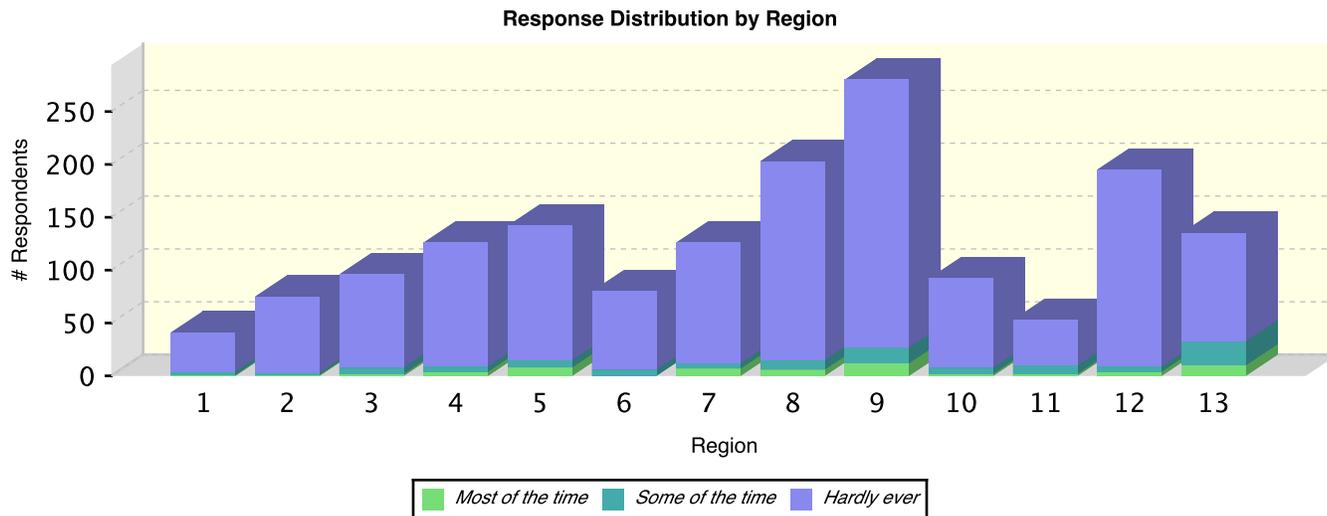
Region	Most of the time	Some of the time	Hardly ever	Total
LWIA 1	23 82.1%	5 17.9%	0 0.0%	28 100.0%
LWIA 2	39 73.6%	6 11.3%	8 15.1%	53 100.0%
LWIA 3	59 80.8%	6 8.2%	8 11.0%	73 100.0%
LWIA 4	84 84.8%	8 8.1%	7 7.1%	99 100.0%
LWIA 5	95 84.1%	8 7.1%	10 8.8%	113 100.0%
LWIA 6	58 84.1%	6 8.7%	5 7.2%	69 100.0%
LWIA 7	86 85.1%	9 8.9%	6 5.9%	101 100.0%
LWIA 8	125 79.1%	16 10.1%	17 10.8%	158 100.0%
LWIA 9	191 78.6%	27 11.1%	25 10.3%	243 100.0%
LWIA 10	58 86.6%	4 6.0%	5 7.5%	67 100.0%
LWIA 11	39 90.7%	2 4.7%	2 4.7%	43 100.0%
LWIA 12	129 84.3%	11 7.2%	13 8.5%	153 100.0%
LWIA 13	82 79.6%	9 8.7%	12 11.7%	103 100.0%
All Regions	1068 82.0%	117 9.0%	118 9.1%	1303 100.0%

Did the career center staff understand your problems and needs?



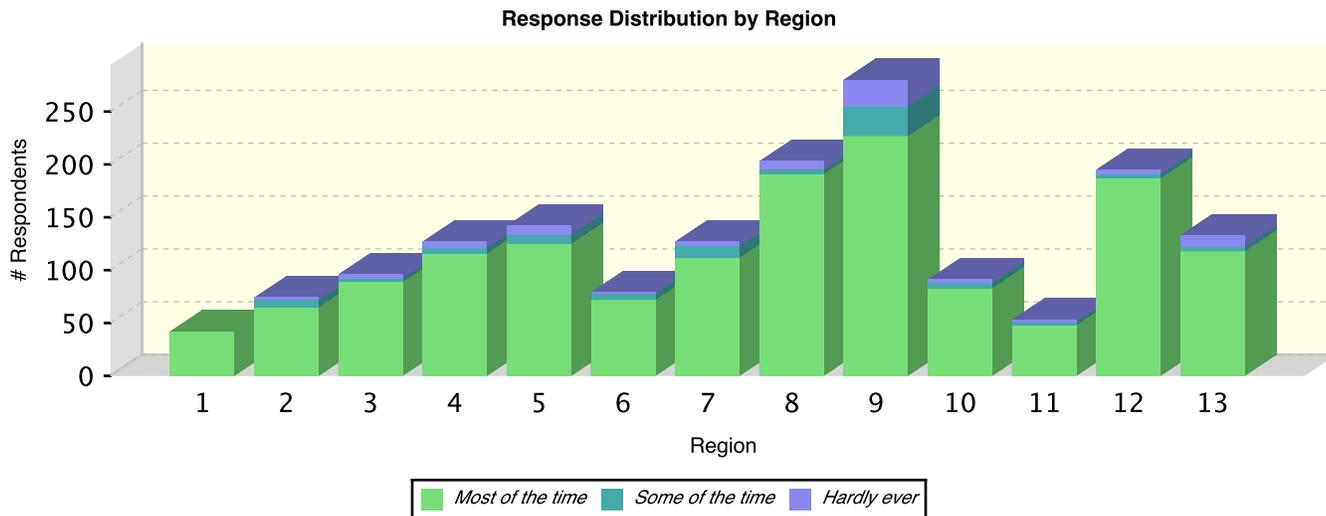
Region	Most of the time	Some of the time	Hardly ever	Total
LWIA 1	39 92.9%	3 7.1%	0 0.0%	42 100.0%
LWIA 2	70 93.3%	3 4.0%	2 2.7%	75 100.0%
LWIA 3	86 90.5%	7 7.4%	2 2.1%	95 100.0%
LWIA 4	120 94.5%	5 3.9%	2 1.6%	127 100.0%
LWIA 5	129 91.5%	6 4.3%	6 4.3%	141 100.0%
LWIA 6	75 94.9%	3 3.8%	1 1.3%	79 100.0%
LWIA 7	120 96.0%	2 1.6%	3 2.4%	125 100.0%
LWIA 8	192 95.5%	5 2.5%	4 2.0%	201 100.0%
LWIA 9	244 86.8%	21 7.5%	16 5.7%	281 100.0%
LWIA 10	81 91.0%	5 5.6%	3 3.4%	89 100.0%
LWIA 11	50 98.0%	1 2.0%	0 0.0%	51 100.0%
LWIA 12	185 95.9%	5 2.6%	3 1.6%	193 100.0%
LWIA 13	111 85.4%	9 6.9%	10 7.7%	130 100.0%
All Regions	1502 92.2%	75 4.6%	52 3.2%	1629 100.0%

Did you have to wait a long time to receive the services you needed?



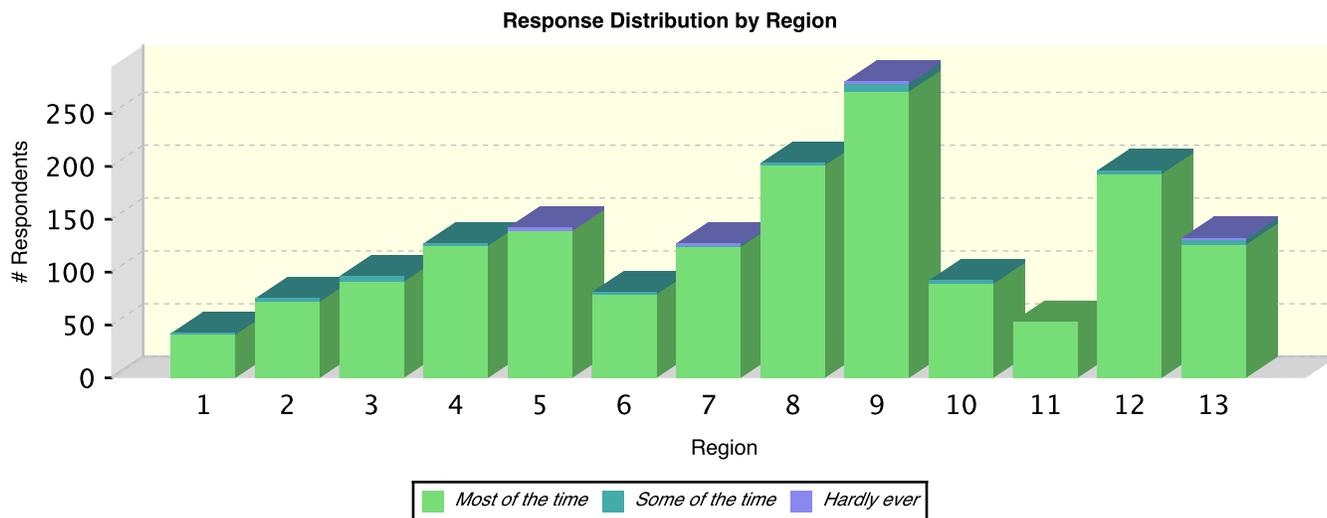
Region	Most of the time	Some of the time	Hardly ever	Total
LWIA 1	1 2.4%	3 7.3%	37 90.2%	41 100.0%
LWIA 2	1 1.3%	2 2.7%	72 96.0%	75 100.0%
LWIA 3	2 2.1%	6 6.2%	88 91.7%	96 100.0%
LWIA 4	4 3.2%	5 4.0%	117 92.9%	126 100.0%
LWIA 5	8 5.6%	7 4.9%	127 89.4%	142 100.0%
LWIA 6	0 0.0%	6 7.5%	74 92.5%	80 100.0%
LWIA 7	7 5.6%	5 4.0%	114 90.5%	126 100.0%
LWIA 8	6 3.0%	9 4.4%	188 92.6%	203 100.0%
LWIA 9	12 4.3%	15 5.4%	253 90.4%	280 100.0%
LWIA 10	2 2.2%	6 6.5%	84 91.3%	92 100.0%
LWIA 11	2 3.8%	8 15.1%	43 81.1%	53 100.0%
LWIA 12	4 2.1%	5 2.6%	186 95.4%	195 100.0%
LWIA 13	10 7.4%	23 17.0%	102 75.6%	135 100.0%
All Regions	59 3.6%	100 6.1%	1485 90.3%	1644 100.0%

Did the services you received meet your needs?



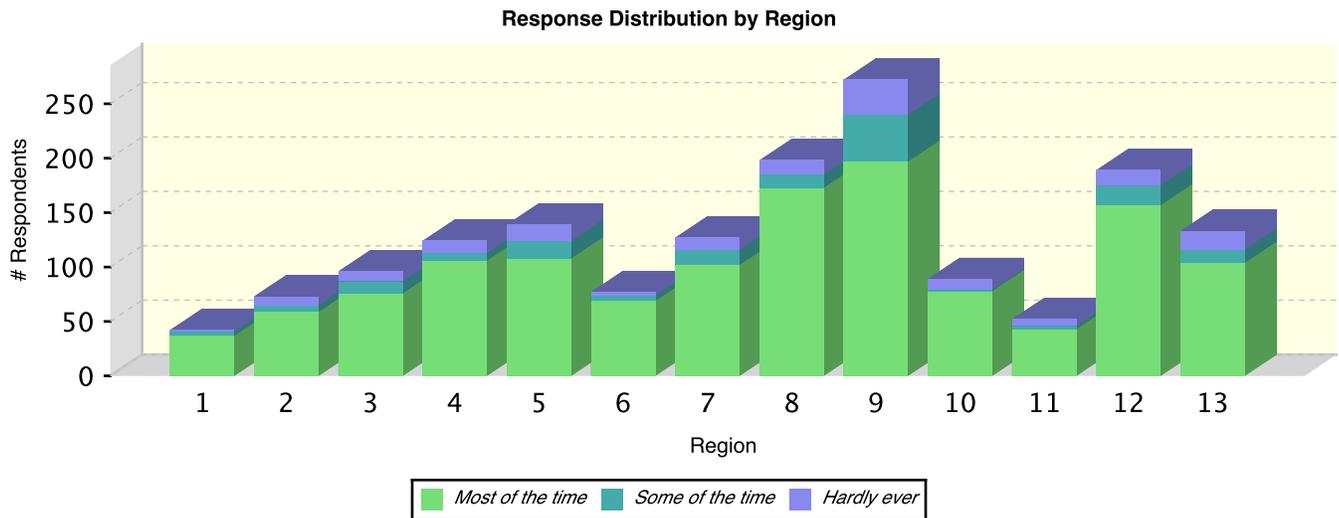
Region	Most of the time	Some of the time	Hardly ever	Total
LWIA 1	42 100.0%	0 0.0%	0 0.0%	42 100.0%
LWIA 2	65 87.8%	7 9.5%	2 2.7%	74 100.0%
LWIA 3	89 92.7%	3 3.1%	4 4.2%	96 100.0%
LWIA 4	116 91.3%	5 3.9%	6 4.7%	127 100.0%
LWIA 5	125 88.0%	8 5.6%	9 6.3%	142 100.0%
LWIA 6	72 91.1%	6 7.6%	1 1.3%	79 100.0%
LWIA 7	112 88.2%	11 8.7%	4 3.1%	127 100.0%
LWIA 8	191 94.1%	4 2.0%	8 3.9%	203 100.0%
LWIA 9	227 81.1%	28 10.0%	25 8.9%	280 100.0%
LWIA 10	83 91.2%	5 5.5%	3 3.3%	91 100.0%
LWIA 11	48 90.6%	3 5.7%	2 3.8%	53 100.0%
LWIA 12	187 95.9%	4 2.1%	4 2.1%	195 100.0%
LWIA 13	118 88.7%	4 3.0%	11 8.3%	133 100.0%
All Regions	1475 89.8%	88 5.4%	79 4.8%	1642 100.0%

Did the career center staff treat you with dignity & respect?



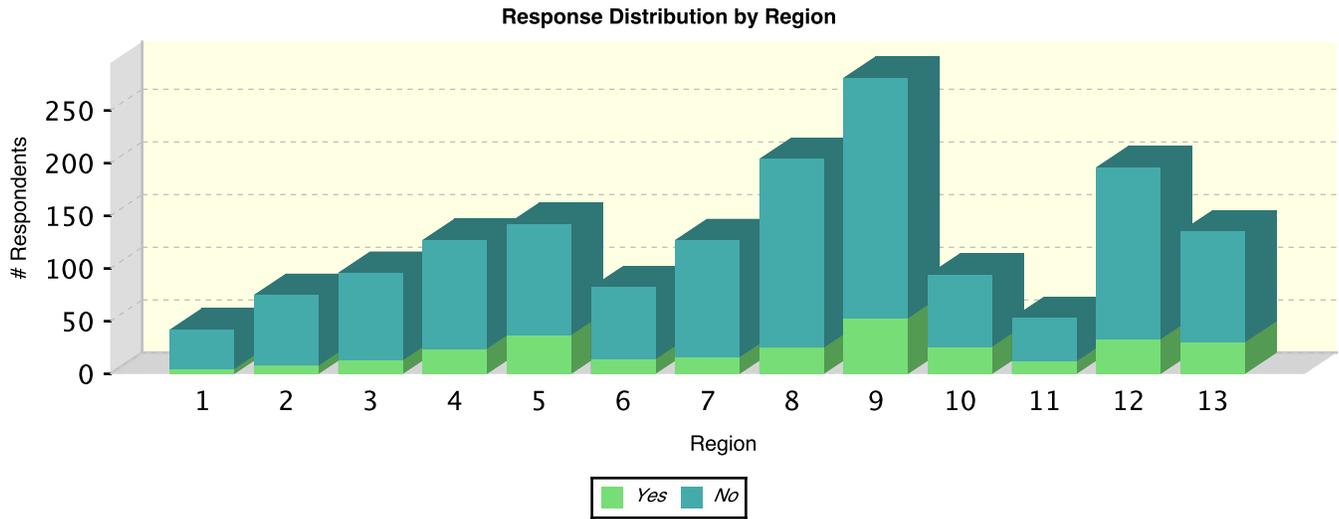
Region	Most of the time	Some of the time	Hardly ever	Total
LWIA 1	41 97.6%	1 2.4%	0 0.0%	42 100.0%
LWIA 2	72 96.0%	3 4.0%	0 0.0%	75 100.0%
LWIA 3	91 94.8%	5 5.2%	0 0.0%	96 100.0%
LWIA 4	125 98.4%	2 1.6%	0 0.0%	127 100.0%
LWIA 5	139 97.9%	0 0.0%	3 2.1%	142 100.0%
LWIA 6	79 97.5%	2 2.5%	0 0.0%	81 100.0%
LWIA 7	124 97.6%	1 0.8%	2 1.6%	127 100.0%
LWIA 8	201 99.0%	2 1.0%	0 0.0%	203 100.0%
LWIA 9	271 96.8%	7 2.5%	2 0.7%	280 100.0%
LWIA 10	89 96.7%	3 3.3%	0 0.0%	92 100.0%
LWIA 11	53 100.0%	0 0.0%	0 0.0%	53 100.0%
LWIA 12	193 98.5%	3 1.5%	0 0.0%	196 100.0%
LWIA 13	126 95.5%	5 3.8%	1 0.8%	132 100.0%
All Regions	1604 97.4%	34 2.1%	8 0.5%	1646 100.0%

Do you feel better about your employment future because of the services you received?



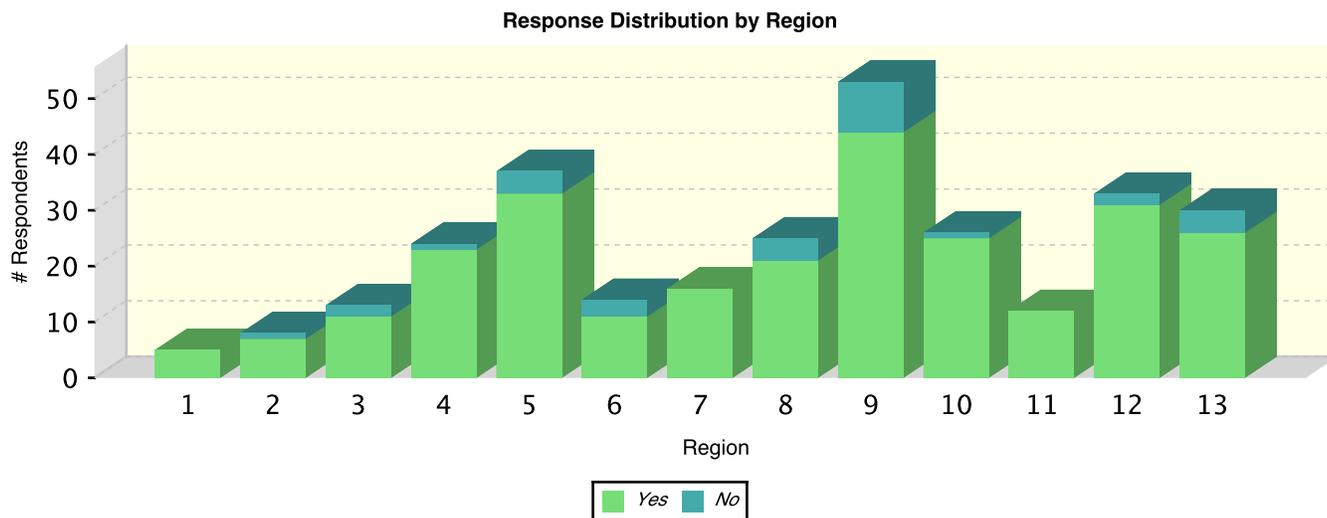
Region	Most of the time	Some of the time	Hardly ever	Total
LWIA 1	37 88.1%	4 9.5%	1 2.4%	42 100.0%
LWIA 2	59 80.8%	6 8.2%	8 11.0%	73 100.0%
LWIA 3	76 79.2%	11 11.5%	9 9.4%	96 100.0%
LWIA 4	106 85.5%	7 5.6%	11 8.9%	124 100.0%
LWIA 5	108 77.7%	16 11.5%	15 10.8%	139 100.0%
LWIA 6	69 89.6%	5 6.5%	3 3.9%	77 100.0%
LWIA 7	102 80.3%	14 11.0%	11 8.7%	127 100.0%
LWIA 8	173 87.4%	12 6.1%	13 6.6%	198 100.0%
LWIA 9	197 72.4%	43 15.8%	32 11.8%	272 100.0%
LWIA 10	78 87.6%	1 1.1%	10 11.2%	89 100.0%
LWIA 11	43 82.7%	3 5.8%	6 11.5%	52 100.0%
LWIA 12	157 83.1%	18 9.5%	14 7.4%	189 100.0%
LWIA 13	104 78.2%	12 9.0%	17 12.8%	133 100.0%
All Regions	1309 81.3%	152 9.4%	150 9.3%	1611 100.0%

Did you receive job training?



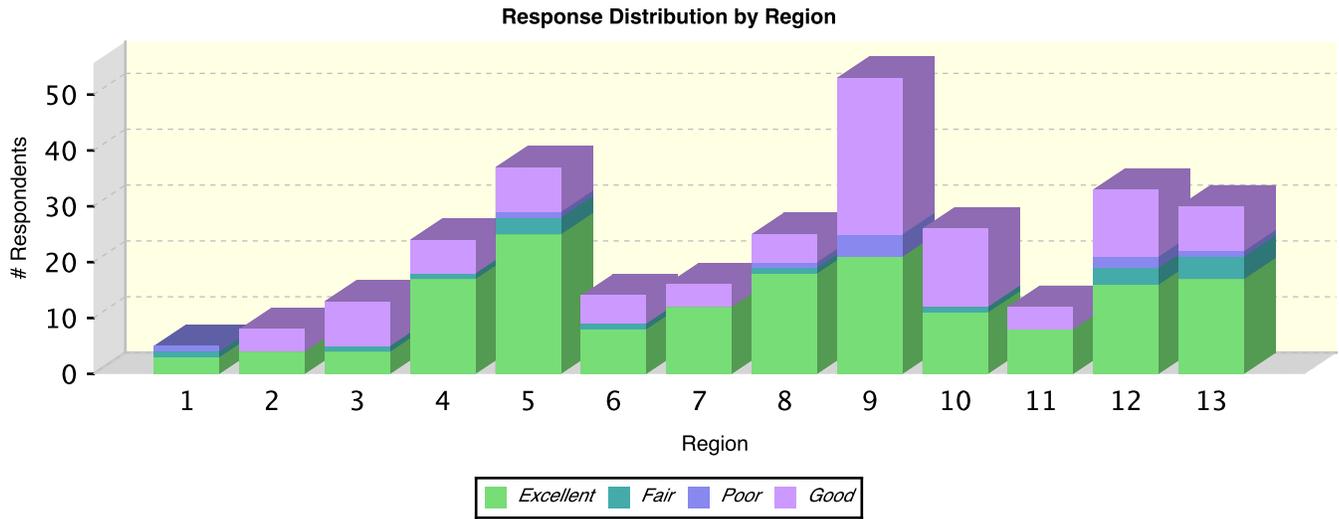
Region	Yes	No	Total
LWIA 1	5 11.9%	37 88.1%	42 100.0%
LWIA 2	8 10.7%	67 89.3%	75 100.0%
LWIA 3	13 13.5%	83 86.5%	96 100.0%
LWIA 4	24 18.9%	103 81.1%	127 100.0%
LWIA 5	37 26.1%	105 73.9%	142 100.0%
LWIA 6	14 17.1%	68 82.9%	82 100.0%
LWIA 7	16 12.6%	111 87.4%	127 100.0%
LWIA 8	25 12.3%	179 87.7%	204 100.0%
LWIA 9	53 18.9%	228 81.1%	281 100.0%
LWIA 10	26 27.7%	68 72.3%	94 100.0%
LWIA 11	12 22.6%	41 77.4%	53 100.0%
LWIA 12	33 16.8%	163 83.2%	196 100.0%
LWIA 13	30 22.2%	105 77.8%	135 100.0%
All Regions	296 17.9%	1358 82.1%	1654 100.0%

Did you complete the training?



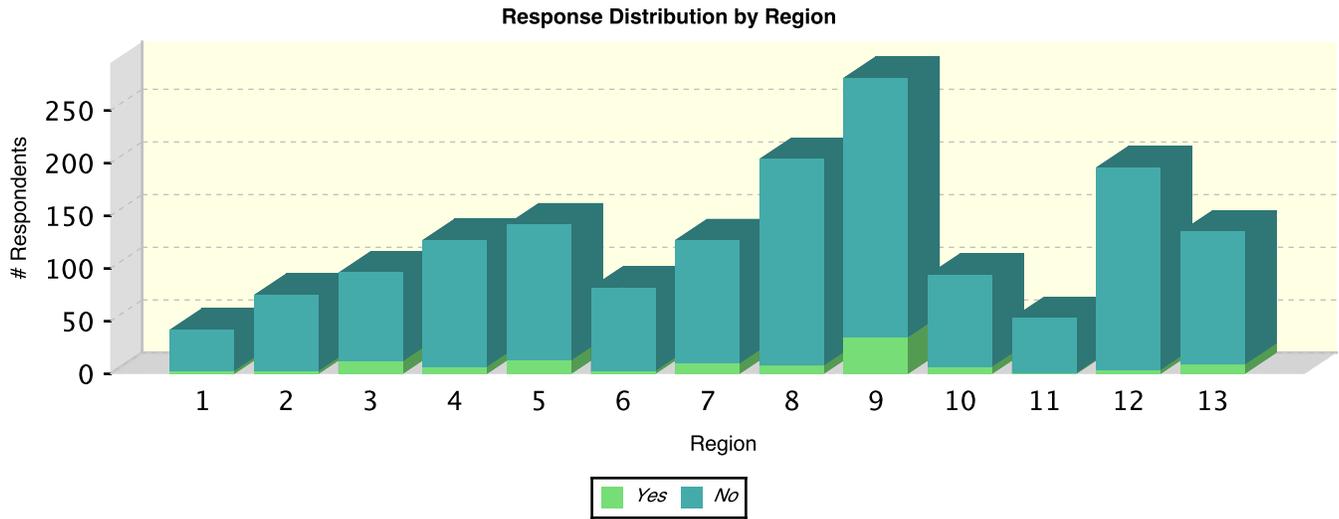
Region	Yes	No	Total
LWIA 1	5 100.0%	0 0.0%	5 100.0%
LWIA 2	7 87.5%	1 12.5%	8 100.0%
LWIA 3	11 84.6%	2 15.4%	13 100.0%
LWIA 4	23 95.8%	1 4.2%	24 100.0%
LWIA 5	33 89.2%	4 10.8%	37 100.0%
LWIA 6	11 78.6%	3 21.4%	14 100.0%
LWIA 7	16 100.0%	0 0.0%	16 100.0%
LWIA 8	21 84.0%	4 16.0%	25 100.0%
LWIA 9	44 83.0%	9 17.0%	53 100.0%
LWIA 10	25 96.2%	1 3.8%	26 100.0%
LWIA 11	12 100.0%	0 0.0%	12 100.0%
LWIA 12	31 93.9%	2 6.1%	33 100.0%
LWIA 13	26 86.7%	4 13.3%	30 100.0%
All Regions	265 89.5%	31 10.5%	296 100.0%

How would you rate the training?



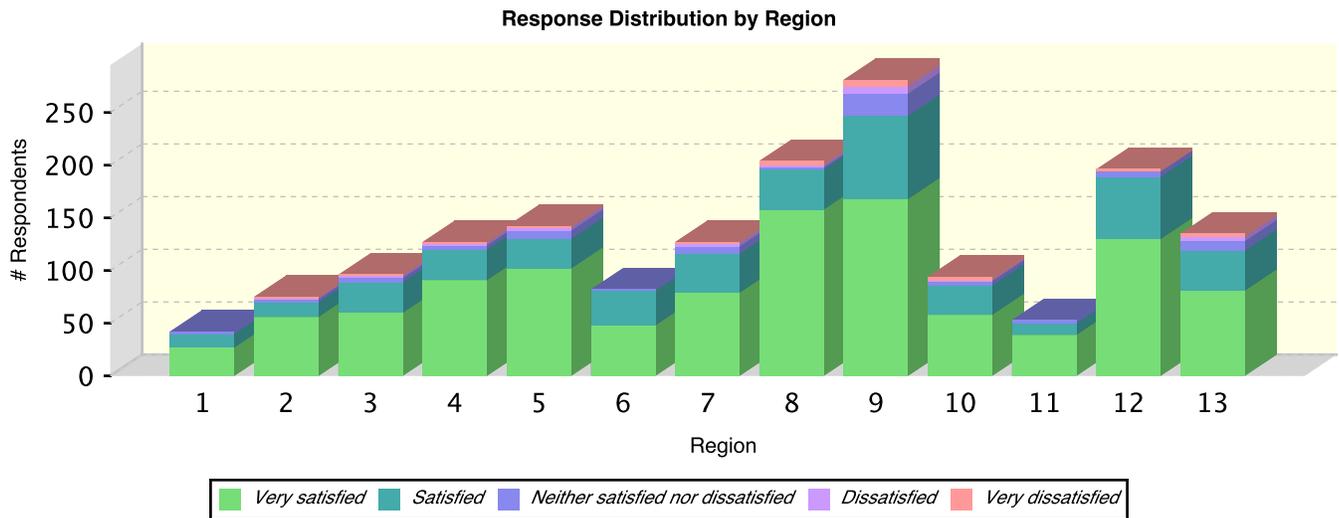
Region	Excellent	Good	Fair	Poor	Total
LWIA 1	3 60.0%	0 0.0%	1 20.0%	1 20.0%	5 100.0%
LWIA 2	4 50.0%	4 50.0%	0 0.0%	0 0.0%	8 100.0%
LWIA 3	4 30.8%	8 61.5%	1 7.7%	0 0.0%	13 100.0%
LWIA 4	17 70.8%	6 25.0%	1 4.2%	0 0.0%	24 100.0%
LWIA 5	25 67.6%	8 21.6%	3 8.1%	1 2.7%	37 100.0%
LWIA 6	8 57.1%	5 35.7%	1 7.1%	0 0.0%	14 100.0%
LWIA 7	12 75.0%	4 25.0%	0 0.0%	0 0.0%	16 100.0%
LWIA 8	18 72.0%	5 20.0%	1 4.0%	1 4.0%	25 100.0%
LWIA 9	21 39.6%	28 52.8%	0 0.0%	4 7.5%	53 100.0%
LWIA 10	11 42.3%	14 53.8%	1 3.8%	0 0.0%	26 100.0%
LWIA 11	8 66.7%	4 33.3%	0 0.0%	0 0.0%	12 100.0%
LWIA 12	16 48.5%	12 36.4%	3 9.1%	2 6.1%	33 100.0%
LWIA 13	17 56.7%	8 26.7%	4 13.3%	1 3.3%	30 100.0%
All Regions	164 55.4%	106 35.8%	16 5.4%	10 3.4%	296 100.0%

Were there services that you felt would have been helpful to you, but were not available through the program?



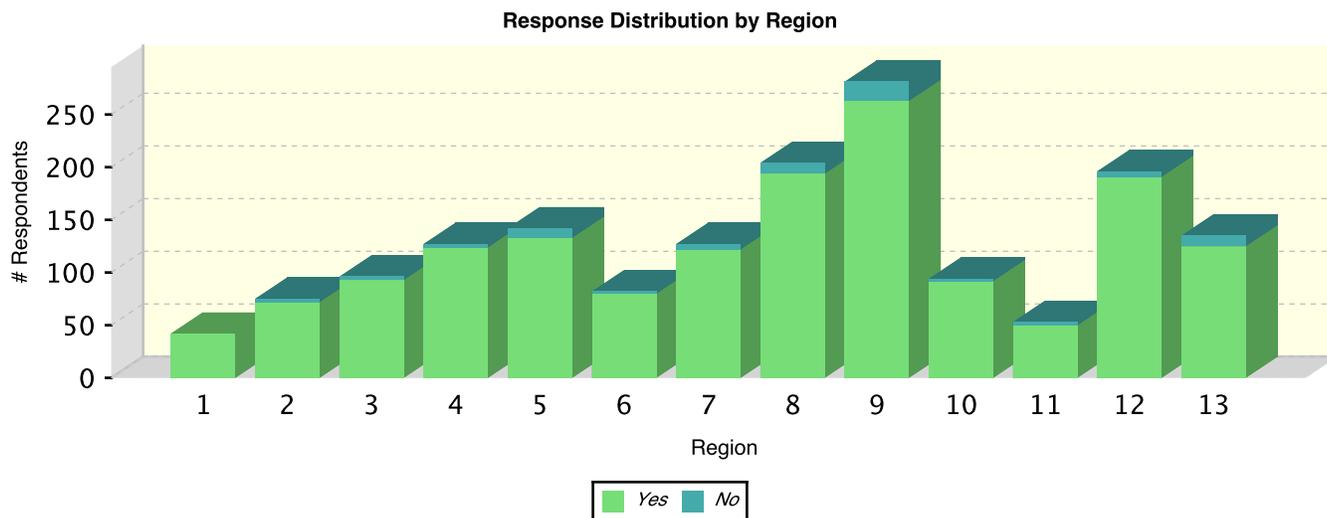
Region	Yes	No	Total
LWIA 1	3 7.1%	39 92.9%	42 100.0%
LWIA 2	3 4.0%	72 96.0%	75 100.0%
LWIA 3	12 12.5%	84 87.5%	96 100.0%
LWIA 4	7 5.5%	120 94.5%	127 100.0%
LWIA 5	13 9.2%	129 90.8%	142 100.0%
LWIA 6	3 3.7%	79 96.3%	82 100.0%
LWIA 7	10 7.9%	117 92.1%	127 100.0%
LWIA 8	8 3.9%	196 96.1%	204 100.0%
LWIA 9	35 12.5%	246 87.5%	281 100.0%
LWIA 10	7 7.4%	87 92.6%	94 100.0%
LWIA 11	1 1.9%	52 98.1%	53 100.0%
LWIA 12	4 2.0%	192 98.0%	196 100.0%
LWIA 13	9 6.7%	126 93.3%	135 100.0%
All Regions	115 7.0%	1539 93.0%	1654 100.0%

Overall how satisfied were you with the services you received?



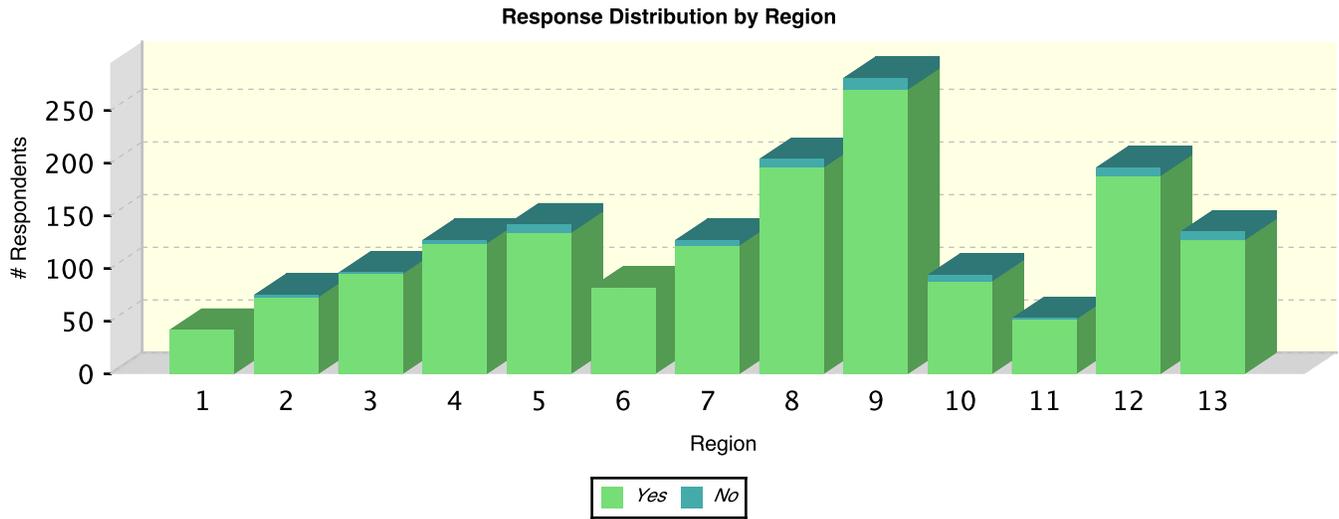
Region	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total
LWIA 1	27 64.3%	13 31.0%	2 4.8%	0 0.0%	0 0.0%	42 100.0%
LWIA 2	56 74.7%	14 18.7%	3 4.0%	1 1.3%	1 1.3%	75 100.0%
LWIA 3	60 62.5%	29 30.2%	4 4.2%	2 2.1%	1 1.0%	96 100.0%
LWIA 4	91 71.7%	29 22.8%	4 3.1%	2 1.6%	1 0.8%	127 100.0%
LWIA 5	102 71.8%	28 19.7%	8 5.6%	3 2.1%	1 0.7%	142 100.0%
LWIA 6	48 58.5%	33 40.2%	1 1.2%	0 0.0%	0 0.0%	82 100.0%
LWIA 7	79 62.2%	37 29.1%	7 5.5%	3 2.4%	1 0.8%	127 100.0%
LWIA 8	158 77.5%	38 18.6%	2 1.0%	2 1.0%	4 2.0%	204 100.0%
LWIA 9	168 59.8%	79 28.1%	21 7.5%	7 2.5%	6 2.1%	281 100.0%
LWIA 10	58 61.7%	28 29.8%	4 4.3%	1 1.1%	3 3.2%	94 100.0%
LWIA 11	39 73.6%	11 20.8%	3 5.7%	0 0.0%	0 0.0%	53 100.0%
LWIA 12	130 66.3%	59 30.1%	5 2.6%	0 0.0%	2 1.0%	196 100.0%
LWIA 13	81 60.0%	38 28.1%	9 6.7%	4 3.0%	3 2.2%	135 100.0%
All Regions	1097 66.3%	436 26.4%	73 4.4%	25 1.5%	23 1.4%	1654 100.0%

Would you use the career center's services again?



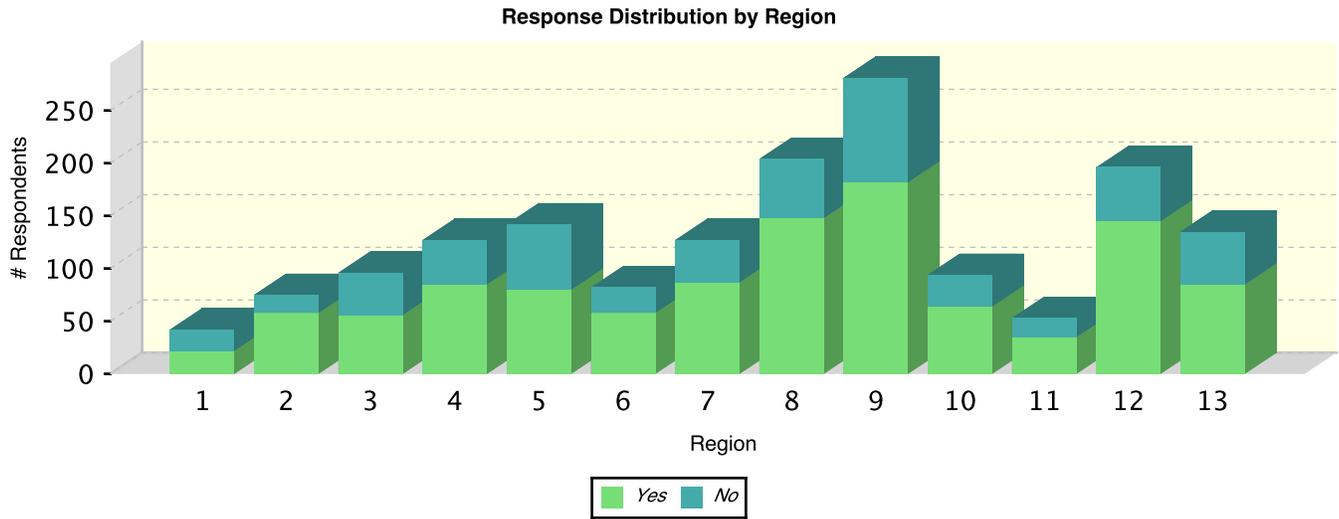
Region	Yes	No	Total
LWIA 1	42 100.0%	0 0.0%	42 100.0%
LWIA 2	72 96.0%	3 4.0%	75 100.0%
LWIA 3	93 96.9%	3 3.1%	96 100.0%
LWIA 4	124 97.6%	3 2.4%	127 100.0%
LWIA 5	133 93.7%	9 6.3%	142 100.0%
LWIA 6	80 97.6%	2 2.4%	82 100.0%
LWIA 7	122 96.1%	5 3.9%	127 100.0%
LWIA 8	194 95.1%	10 4.9%	204 100.0%
LWIA 9	263 93.6%	18 6.4%	281 100.0%
LWIA 10	92 97.9%	2 2.1%	94 100.0%
LWIA 11	50 94.3%	3 5.7%	53 100.0%
LWIA 12	191 97.4%	5 2.6%	196 100.0%
LWIA 13	125 92.6%	10 7.4%	135 100.0%
All Regions	1581 95.6%	73 4.4%	1654 100.0%

Would you recommend the career center's services to others?



Region	Yes	No	Total
LWIA 1	42 100.0%	0 0.0%	42 100.0%
LWIA 2	73 97.3%	2 2.7%	75 100.0%
LWIA 3	95 99.0%	1 1.0%	96 100.0%
LWIA 4	124 97.6%	3 2.4%	127 100.0%
LWIA 5	134 94.4%	8 5.6%	142 100.0%
LWIA 6	82 100.0%	0 0.0%	82 100.0%
LWIA 7	122 96.1%	5 3.9%	127 100.0%
LWIA 8	196 96.1%	8 3.9%	204 100.0%
LWIA 9	270 96.1%	11 3.9%	281 100.0%
LWIA 10	88 93.6%	6 6.4%	94 100.0%
LWIA 11	52 98.1%	1 1.9%	53 100.0%
LWIA 12	188 95.9%	8 4.1%	196 100.0%
LWIA 13	127 94.1%	8 5.9%	135 100.0%
All Regions	1593 96.3%	61 3.7%	1654 100.0%

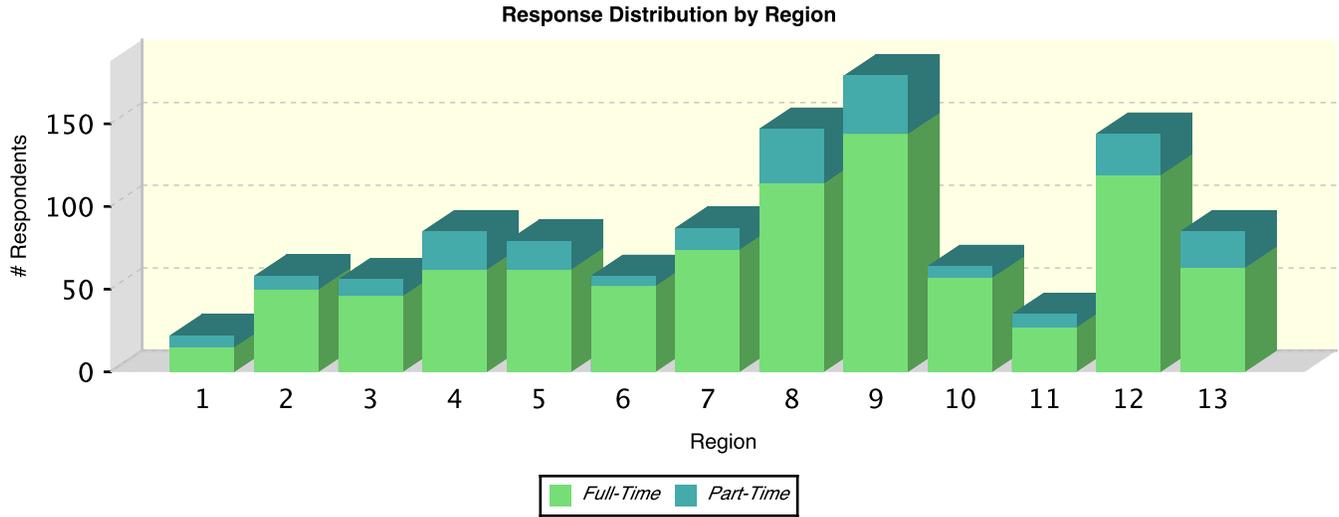
Are you currently employed?



Region	Yes	No	Total
LWIA 1	22 52.4%	20 47.6%	42 100.0%
LWIA 2	58 77.3%	17 22.7%	75 100.0%
LWIA 3	56 58.3%	40 41.7%	96 100.0%
LWIA 4	85 66.9%	42 33.1%	127 100.0%
LWIA 5	80 56.3%	62 43.7%	142 100.0%
LWIA 6	58 70.7%	24 29.3%	82 100.0%
LWIA 7	87 68.5%	40 31.5%	127 100.0%
LWIA 8	148 72.5%	56 27.5%	204 100.0%
LWIA 9	182 64.8%	99 35.2%	281 100.0%
LWIA 10	64 68.1%	30 31.9%	94 100.0%
LWIA 11	35 66.0%	18 34.0%	53 100.0%
LWIA 12	145 74.0%	51 26.0%	196 100.0%
LWIA 13	85 63.0%	50 37.0%	135 100.0%
All Regions	1105 66.8%	549 33.2%	1654 100.0%

(This question is only asked of people who indicated they were currently employed)

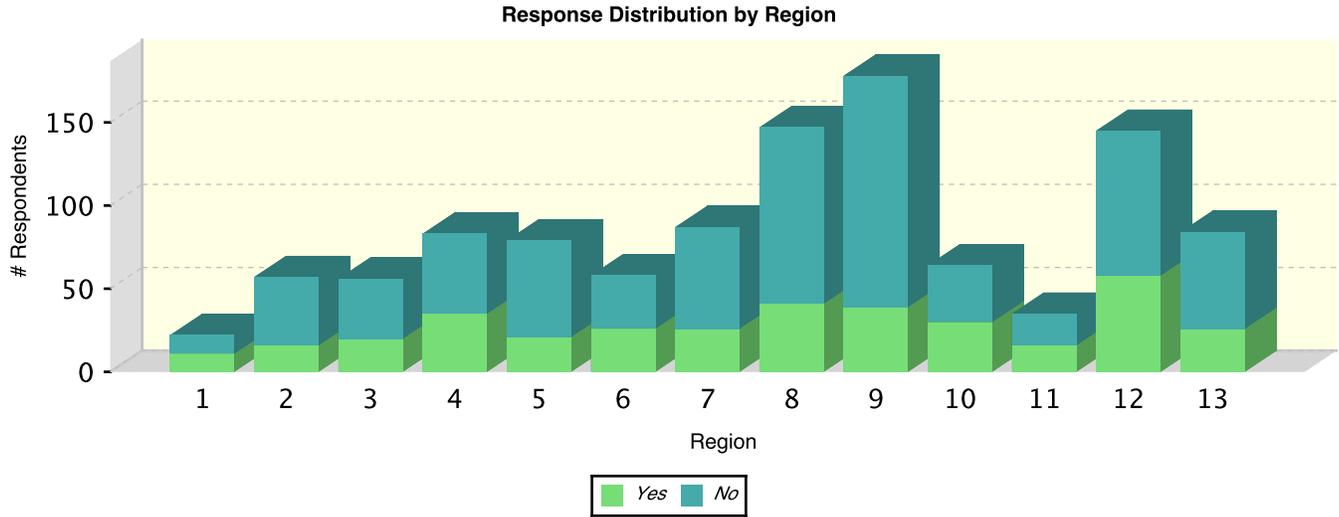
Are you working full-time or part-time?



Region	Full-Time	Part-Time	Total
LWIA 1	15 68.2%	7 31.8%	22 100.0%
LWIA 2	50 86.2%	8 13.8%	58 100.0%
LWIA 3	46 82.1%	10 17.9%	56 100.0%
LWIA 4	62 72.9%	23 27.1%	85 100.0%
LWIA 5	62 78.5%	17 21.5%	79 100.0%
LWIA 6	52 89.7%	6 10.3%	58 100.0%
LWIA 7	74 85.1%	13 14.9%	87 100.0%
LWIA 8	114 77.6%	33 22.4%	147 100.0%
LWIA 9	144 80.4%	35 19.6%	179 100.0%
LWIA 10	57 89.1%	7 10.9%	64 100.0%
LWIA 11	27 77.1%	8 22.9%	35 100.0%
LWIA 12	119 82.6%	25 17.4%	144 100.0%
LWIA 13	63 74.1%	22 25.9%	85 100.0%
All Regions	885 80.5%	214 19.5%	1099 100.0%

(This question is only asked of people who indicated they were currently employed)

Did your involvement with the career center lead to you current job?



Region	Yes	No	Total
LWIA 1	11 50.0%	11 50.0%	22 100.0%
LWIA 2	16 28.1%	41 71.9%	57 100.0%
LWIA 3	20 35.7%	36 64.3%	56 100.0%
LWIA 4	35 42.2%	48 57.8%	83 100.0%
LWIA 5	21 26.6%	58 73.4%	79 100.0%
LWIA 6	26 44.8%	32 55.2%	58 100.0%
LWIA 7	26 29.9%	61 70.1%	87 100.0%
LWIA 8	41 27.9%	106 72.1%	147 100.0%
LWIA 9	39 21.9%	139 78.1%	178 100.0%
LWIA 10	30 46.9%	34 53.1%	64 100.0%
LWIA 11	16 45.7%	19 54.3%	35 100.0%
LWIA 12	58 40.0%	87 60.0%	145 100.0%
LWIA 13	26 31.0%	58 69.0%	84 100.0%
All Regions	365 33.3%	730 66.7%	1095 100.0%

Number of hours worked, per week

Region	Respondents	Minimum	Mean	Maximum
LWIA 1	20	15.0	33.8	42.0
LWIA 2	54	16.0	39.6	98.0
LWIA 3	55	3.0	40.6	80.0
LWIA 4	84	18.0	38.0	70.0
LWIA 5	77	10.0	37.6	70.0
LWIA 6	57	20.0	41.1	66.0
LWIA 7	86	7.0	41.3	80.0
LWIA 8	142	6.0	37.5	86.0
LWIA 9	175	10.0	37.8	70.0
LWIA 10	62	15.0	42.0	80.0
LWIA 11	33	12.0	38.5	70.0
LWIA 12	144	8.0	40.0	80.0
LWIA 13	84	10.0	36.7	60.0
All Regions	1073	3.0	38.9	98.0

Note: This table includes only those participants who indicated that they were employed, and who were willing to disclose how many hours per week they worked.

Employed Participants' Earnings

Range of hourly wages reported, by Region:

Region	Respondents	Minimum	Mean	Maximum
LWIA 1	18	\$7.00	\$13.05	\$21.50
LWIA 2	43	\$2.38	\$13.53	\$24.00
LWIA 3	44	\$7.25	\$14.03	\$33.33
LWIA 4	75	\$2.13	\$13.08	\$50.00
LWIA 5	69	\$2.13	\$12.71	\$45.00
LWIA 6	44	\$7.25	\$12.40	\$20.25
LWIA 7	74	\$7.25	\$15.71	\$41.50
LWIA 8	117	\$3.54	\$15.28	\$37.00
LWIA 9	117	\$7.25	\$14.97	\$55.00
LWIA 10	39	\$7.25	\$17.23	\$99.00
LWIA 11	24	\$7.25	\$11.69	\$21.00
LWIA 12	118	\$7.00	\$13.97	\$37.00
LWIA 13	58	\$7.25	\$13.72	\$35.00
All Regions	840	\$2.13	\$14.21	\$99.00

Note: This table includes only those participants who indicated that they were employed, and who were willing to disclose an hourly, or per-pay-period, earnings amount.

Appendix: Free Text Answers

The following pages detail the free-format responses that were given. Where more than one respondent gave the same answer, the number of identical responses is indicated in brackets afterwards.

Which services were the most helpful to you?

LWIA 1

Aptitude testing.	Assessment.
Basic skills classes.	College applications.
Computer skills.	Computer training.
CRC test.	Financial assistance. (8 responses)
Gas money.	GED classes.
GED.	Guidance.
Help tutor while learning a trade.	Help with school funding.
Information about training and jobs.	Job listings and training.
Job referral. (2 responses)	Job referrals.
Job search. (4 responses)	Job training.
One-on-one with counselor.	Referrals.
Resume assistance. (2 responses)	Trade Readjustment Assistance.
Training.	Tuition assistance. (5 responses)

LWIA 2

Assessments.	Career and school counseling.
Computer access.	Computer classes.
Education.	Financial aid for school.
Financial aid. (10 responses)	Financial assistance for school.
Financial assistance. (5 responses)	Grant for school.
Grants for school.	Grants. (2 responses)
Helped find financial aid to go to school.	Interview skills workshop.
Job listings.	Job referral and financial aid.
Job referral. (2 responses)	Job referrals. (3 responses)
Job search. (5 responses)	Money for school.
Paid for truck driving school.	Resume and job referrals.
Resume assistance. (2 responses)	School funding.
Skills classes.	The follow-up she received on her job search.
The moral support from the staff was helpful.	Trade adjustment act and job postings.

Which services were the most helpful to you? (cont'd)

LWIA 2 (cont'd)

Training.	Tuition assistance and job referral.
Tuition assistance for CDL license.	Tuition assistance for class.
Tuition assistance. (18 responses)	Unemployment and job referral.
Unemployment checks.	Welding class.

LWIA 3

All of the services were helpful.	Assessment test.
Career readiness assessment.	College scholarship.
Computer assistance.	Computer classes.
Computer services.	Computer training. (2 responses)
Counseling and training.	Counseling.
Financial aid,.	Financial aid. (10 responses)
Financial assistance with school.	Financial assistance. (8 responses)
Financial help.	Gas cards.
Gas money.	Gas reimbursement and help from staff.
Gas reimbursement.	Gas vouchers.
GED and help with a job.	Guidance from the staff.
Help finding a school.	Help getting his GED.
Help getting TAA.	Help with GED.
Help with locating schools and temporary jobs.	Help with school and training.
Help with school.	Helped with school.
Job counseling.	Job database.
Job listings. (5 responses)	Job referral. (3 responses)
Job referrals. (2 responses)	Job search help.
Job search. (2 responses)	Job searches.
Job training.	Money for tools.
None. (2 responses)	One-on-one contact.
One-on-one help.	Resume assistance. (4 responses)
Resume help.	Scholarship and gas cards.

Which services were the most helpful to you? (cont'd)

LWIA 3 (cont'd)

Skills classes.	Staff member assistance.
Training information and help with school.	Training information.
Training. (3 responses)	Truck school.
Tuition and grant money.	Tuition assistance and gas cards.
Tuition assistance. (7 responses)	Tuition.
Unemployment.	Vocational counseling.
Work Keys test.	

LWIA 4

All of the services were helpful.	All of the services.
Assessment for nursing.	Assistance with gas money.
Assistance with job placement.	Assistance with truck driving school.
Automotive classes.	Book and uniform money.
Book stipend.	Career readiness assistance.
Certification for management accountant.	Computer lab.
Computer use.	Displaced workers program.
Electronics class.	Financial aid. (14 responses)
Financial assistance for school.	Financial assistance. (12 responses)
Financial help.	Gas assistance.
Gas card.	Gas money for school. (2 responses)
Gas money. (8 responses)	Gas voucher. (2 responses)
GED classes.	Grant for school.
Help explain veteran benefits.	Help filling out job applications.
Help finding a job.	Help paying for boards.
Help with funding school and job placement.	Help with school tuition.
Information about the services available.	Interaction with the staff.
Job counseling.	Job placement.
Job referral and financial assistance.	Job referral. (7 responses)
Job referrals. (8 responses)	Job search and referrals.

Which services were the most helpful to you? (cont'd)

LWIA 4 (cont'd)

Job search database.	Job search. (6 responses)
Job training and listings.	None.
On-the-job training.	One-on-one counseling.
One-on-one help.	Paid for testing.
Resume assistance. (7 responses)	Resume help.
Summer employment.	Summer work program.
Teaching staff and services available.	Testing.
Training information. (3 responses)	Training program.
Travel assistance and tuition assistance.	Travel reimbursement.
Tuition assistance. (8 responses)	Unemployment and job search.
Work experience.	

LWIA 5

Assessment test.	Assessment.
Assistance setting up classes.	Career aptitude test.
Career training.	College courses and training.
Computer access.	Computer classes. (3 responses)
Computer help.	Computer skills.
CRC test.	CRC.
Everything was helpful.	Financial aid. (13 responses)
Financial assistance. (12 responses)	Gas money.
GED assessments.	GED classes.
Getting enrolled in college.	Grant for school. (2 responses)
Heavy equipment certification.	Help filling out a survey.
Help finding a job.	Help getting into school.
Help paying for education.	Help setting up unemployment.
Help with gas money.	Help with getting tools for training.
Help with going back to school.	Interview help. (3 responses)
Job listings. (3 responses)	Job postings.

Which services were the most helpful to you? (cont'd)

LWIA 5 (cont'd)

Job referral. (14 responses)	Job referrals. (2 responses)
Job search assistance.	Job search techniques.
Job search. (9 responses)	Job searches. (5 responses)
Job training.	Meetings about what schools to attend.
On-the-job training.	One-on-one assistance.
One-on-one counseling. (2 responses)	Paid for books for nursing school.
Paper work.	Paying for tools.
Personal assistance.	Personal guidance from staff.
Pharmacy tech school.	Resume assistance. (6 responses)
Resume building.	Resume help.
School information.	Skills assessment and financial assistance.
Summer work program.	Training information and resume assistance.
Training program. (2 responses)	Training services.
Training. (4 responses)	Tuition assistance. (14 responses)
Tuition for school.	Work study.

LWIA 6

All of the services were helpful, especially job searches.	All of the services were helpful.
Assessment for job interview.	Assessment. (2 responses)
Assessments.	Assistance with mileage.
Automotive technology class.	Basic skills training.
CRC test. (2 responses)	Employment search.
Financial aid.	Financial assistance. (5 responses)
Funding for school.	Gas money.
GED and training.	GED.
Grants.	Help paying for school.
Help with finding a job.	Help with job search.
Helpful information from staff.	Interview training.
Job application.	Job referral. (6 responses)

Which services were the most helpful to you? (cont'd)

LWIA 6 (cont'd)

Job referrals. (8 responses)	Job search. (15 responses)
Job searches. (2 responses)	Job testing and CRC test.
LPN certification. (2 responses)	LPN school.
LPN training. (3 responses)	Online job search.
Resume building.	Resume help.
Staff assistance.	Testing at the career center.
Testing.	The staff were helpful.
The staff were very helpful.	Training. (3 responses)
Tuition assistance. (2 responses)	Vocational counseling.

LWIA 7

Access to computers.	All of the services were helpful.
Assistance in getting registered for school.	Assistance with gas.
Assistance with school.	Assistance.
Computer classes.	Counseling and tuition assistance.
CRC testing. (2 responses)	Education assistance.
Fast help and service.	Financial aid. (12 responses)
Financial assistance for school.	Financial assistance. (11 responses)
Finding a job.	Gas money for school.
Gas money. (3 responses)	Gas voucher.
Grant for school. (2 responses)	Grant.
Grants.	Help buying textbooks.
Help from the career center staff.	Help with college applications.
Help with LPN classes.	Job assessment and help with job applications.
Job listing and tuition assistance.	Job referral and financial assistance.
Job referral. (18 responses)	Job referrals. (2 responses)
Job search and resume help.	Job search techniques.
Job search. (10 responses)	Job searches.
Job training.	Lakeside Resort and Education classes.

Which services were the most helpful to you? (cont'd)

LWIA 7 (cont'd)

Life skills classes.	LPN certification.
LPN exam.	Money for books.
Money for school. (4 responses)	Nothing.
One-on-one counseling.	Receiving unemployment benefits.
Resume assistance.	Resume building.
Scholarship.	Testing.
Tests for job qualifications.	The teacher's willingness to help.
Tools.	Training and service information.
Training information. (4 responses)	Training.
Transportation assistance.	Tuition assistance. (12 responses)
Unemployment claims.	Vocational counseling.

LWIA 8

Assessment.	Assessments.
Assistance with paying for nursing exam.	Basic skills.
Book money for school.	Classes and summer employment.
Computer access for job searches.	Computer access.
Computer classes. (2 responses)	Continuing education classes.
Daycare assistance.	Financial aid and help looking for a school.
Financial aid. (46 responses)	Financial assistance and resume help.
Financial assistance for school and for tools.	Financial assistance for school.
Financial assistance with school.	Financial assistance. (18 responses)
Financial help.	Gas card. (5 responses)
Gas money. (2 responses)	Gas voucher.
Grant for school.	Grant money.
Grants.	Help from staff.
Help getting CNA certification.	Help getting his GED.
Help with GED.	Help with school.
Helped pay for school.	Helped with books and supplies.

Which services were the most helpful to you? (cont'd)

LWIA 8 (cont'd)

Interview skills.	Job fairs.
Job leads.	Job listings.
Job placement. (3 responses)	Job referral. (16 responses)
Job referrals. (6 responses)	Job search. (6 responses)
Job searches.	Job searching.
Job services.	Job training.
Machine training.	Money for books.
Money for school.	Money for uniforms and grant money.
None of the services were helpful.	None. (2 responses)
One-on-one assistance.	One-on-one contact.
One-on-one encouragement.	One-on-one help.
One-on-one time with counselor.	One-on-one time.
Options for school.	Paid for AP tests.
Paid for class and certificate.	Paid for nursing exam.
Personal help for employee.	Picking up paychecks.
Reading things for him.	Resume assistance and financial assistance.
Resume assistance and interview help.	Resume assistance and training information.
Resume assistance. (6 responses)	Resume help and paid for classes.
Summer youth employment program.	The center followed-up with him regularly to check on him.
The counselor was most helpful.	Training information. (2 responses)
Training. (3 responses)	Tuition assistance for school supplies.
Tuition assistance. (21 responses)	Tuition.
Unemployment.	Work experience.

LWIA 9

All were helpful, especially the staff.	Aptitude test.
Assessment tests.	Assessment.
Assessments and job referral.	Assistance with funding for training.
Basic skills.	Career coach and computer use.

Which services were the most helpful to you? (cont'd)

LWIA 9 (cont'd)

Career coach and one-on-one help.	Career coach. (3 responses)
Career connections.	Career counseling and resume help.
Career counseling. (5 responses)	Career counselor. (2 responses)
Career planning.	Career seminars.
CDL training.	Classes and literature that they handed out.
CLD license.	Computer access. (2 responses)
Computer certification.	Computer class.
Computer classes and interview help.	Computer classes. (3 responses)
Computer training in Word and Powerpoint.	Computer training.
Computer use and continued education program.	Computer use. (2 responses)
Computers and job search.	Computers use and help with getting her unemployment check.
Counseling. (2 responses)	Course on project management.
Education information.	Educational classes.
Essay writing class.	Financial aid for computer classes.
Financial aid for school.	Financial aid information.
Financial aid. (17 responses)	Financial assistance for school.
Financial assistance. (8 responses)	Front desk counselor was helpful.
GED. (2 responses)	Grant for school.
Grant funds for training.	Grant money and resume building.
Grant money.	Grants.
Having a career coach.	Having a personal career advisor.
Having the resources to find jobs.	Help finding a job.
Helped her figure out what she wants to do.	Helped him go back to school.
How to look for a job, training, and gas money.	Information about school.
Information about the current job market.	Information on training program and workshops.
Internet job search.	Interview help. (4 responses)
Interview services.	Interview skills and assessment.
Job coach.	Job leads.
Job listings.	Job postings. (2 responses)

Which services were the most helpful to you? (cont'd)

LWIA 9 (cont'd)

Job referral and help finding a school.	Job referral. (11 responses)
Job referrals and financial assistance.	Job referrals. (5 responses)
Job search and resume help.	Job search assistance.
Job search. (24 responses)	Job searches. (7 responses)
Job training. (2 responses)	Medical assistance.
Microsoft Office classes.	Nashville Career Advancement Center.
Networking and scheduled meetings.	Networking and staff guidance.
Networking help.	Networking.
None. (3 responses)	Nothing.
One-on-one contact with staff.	One-on-one counseling. (3 responses)
One-on-one help from staff.	One-on-one help.
One-on-one job search service.	One-on-one staff.
One-on-one time with counselor.	One-on-one time with the counselor.
One-on-one time.	Paid for education.
Panel sessions and workshops.	Personality assessment test.
Project management training classes.	Resource center and use of computers.
Resume and interview help.	Resume assistance and interview skills.
Resume assistance and job referrals.	Resume assistance and mock interviews.
Resume assistance. (20 responses)	Resume class. (5 responses)
Resume classes.	Resume help. (13 responses)
Resume services.	Resume writing and workshops.
Resume writing help.	Scholarship assistance.
Scholarship. (2 responses)	Scholarships.
School tuition.	Skills and needs assessment.
Skills classes.	Sponsored speakers.
Staff assistance. (2 responses)	Teaching staff.
Tests.	The counselor was most helpful.
The help from her career coach.	Training information. (3 responses)
Training programs and resume assistance.	Training. (11 responses)

Which services were the most helpful to you? (cont'd)

LWIA 9 (cont'd)

Tuition assistance and unemployment help.

Tuition assistance. (8 responses)

Unemployment and job search.

Unemployment benefits. (3 responses)

Vocational counseling. (2 responses)

Weekly seminars.

Workshops. (2 responses)

LWIA 10

Assessment.

Assistance with LPN school.

Automobile training.

Basic classes.

Bookkeeping certification class.

Career assessment.

Career counseling and resume assistance.

Computer class.

Computer classes. (2 responses)

Counseling.

Education support.

Electrical and HVAC classes.

Financial aid. (5 responses)

Financial assistance and gas card.

Financial assistance for school.

Financial assistance. (2 responses)

GED.

Grant.

Grants.

Having all local jobs in one place was helpful.

Help finding a job.

Help him search for jobs.

Help with financial aid forms and job help.

Help with training.

Helping people with resumes and job searches.

Industrial maintenance.

Interaction with staff.

Job listings. (2 responses)

Job referral and customer service.

Job referral. (5 responses)

Job referrals. (5 responses)

Job search. (11 responses)

Job searches.

Job searching.

Job training. (2 responses)

Jobs for TN graduates and job referrals.

None. (3 responses)

One-on-one help with the instructor.

One-on-one help.

One-on-one time with staff.

Pipe fitting classes.

Project management courses.

Resume and job skills.

Resume assistance. (6 responses)

Resume help.

Test.

Which services were the most helpful to you? (cont'd)

LWIA 10 (cont'd)

Testing.	Tests on computers.
Training information. (2 responses)	Training. (5 responses)
Tuition assistance. (2 responses)	Very satisfied.
Willingness to work with you and they were encouraging.	Workshops.
Writing class and computer class.	

LWIA 11

Basic classes.	Computer access.
Counseling.	Driving school.
Financial aid. (5 responses)	Financial assistance for school. (2 responses)
Financial assistance. (2 responses)	Funding.
Gas money for school.	GED classes.
Grant for truck driving school.	Hands-on experience.
Help finding a job.	Help starting a new career.
Help with a training program.	Help with school.
Helped him get into the driving program.	Her counselor.
Job listings.	Job referral. (3 responses)
Job referrals. (4 responses)	Job search. (8 responses)
Job searches.	Job training.
Money for school. (2 responses)	Paid for uniforms.
Referrals.	Resume and job search.
Resume information.	School.
Training information.	Tuition assistance.
WIA financial assistance.	WIA Work Program.

LWIA 12

Aptitude test.	Assistance getting into nursing school.
Assistance in finding a job.	Assistance with paying for CDL class.
Being given the encouragement to know what steps to take.	Career readiness certificate. (3 responses)
Career readiness test.	Case work assistance.

Which services were the most helpful to you? (cont'd)

LWIA 12 (cont'd)

Certificate for job.	Certification program.
Class for learning a trade.	Classes and job search.
Classes.	CNA classes.
CNA test.	Computer availability to look for jobs.
Computer class.	Computer use.
Counseling.	CRC testing. (3 responses)
Customer service.	Financial aid. (21 responses)
Financial assistance for school.	Financial assistance with school and gas mileage.
Financial assistance. (9 responses)	Food stamps assistance.
Funding for school.	Further education at Dyersburg State.
Gas assistance.	Gas card.
Gas mileage assistance.	Gas money. (3 responses)
Grant for truck driving license.	Grant money.
Grant.	Grants for school.
Hands-on training.	Help filing paperwork.
Help getting into college.	Help learning about new technology.
Help with education.	Help with getting into school.
Help with job applications.	Help with job search.
Help with school.	Help with tuition for CNA classes.
Industrial maintenance class.	Interview skills help.
Job counselor.	Job information.
Job listings.	Job placement.
Job readiness test.	Job referral and guidance.
Job referral. (4 responses)	Job referrals. (6 responses)
Job search and computer availability.	Job search, assessment and CRC.
Job search. (21 responses)	Job searches. (2 responses)
Job testing.	Job training.
Knowledge of services.	Maintenance training.
None. (4 responses)	Not sure.

Which services were the most helpful to you? (cont'd)

LWIA 12 (cont'd)

Nursing classes.	Nursing information.
On the job training.	One-on-one follow up.
One-on-one help and job search.	One-on-one time with her case manager.
Online class.	Online job search.
Paid unemployment benefits while going through school.	Paperwork help and reassurance.
Personal follow-ups from the staff.	Placement testing.
Resume assistance. (5 responses)	Resume class.
Resume help. (3 responses)	Testing. (4 responses)
Tests.	The coordinator was most helpful.
The staff was very considerate.	They helped answer questions.
Training. (4 responses)	Transportation.
Truck driving certificate.	Truck driving school. (2 responses)
Truck driving training.	Tuition assistance. (14 responses)
Tuition for nursing school.	Tuition stipend.
Tutoring.	Unemployment assistance while in school.
Unemployment benefits. (2 responses)	Unemployment.
Welding class. (3 responses)	

LWIA 13

Access to computers and resume help.	Accounting class.
Assessment tests.	Bus cards.
Career development classes.	Career readiness class.
Career readiness classes.	CDL license.
Class at New Horizons.	CNA classes.
CNA training. (2 responses)	Computer access.
Computer classes.	Computer use.
CRC program.	CRC test.
Electrical test.	Electrolux.
Financial aid. (13 responses)	Financial assistance and job listings.

Which services were the most helpful to you? (cont'd)

LWIA 13 (cont'd)

Financial assistance. (11 responses)

GED help.

Grant for truck driving school.

Grant.

Grants.

Industrial readiness training and communication skills.

Information about programs.

Interview help.

Job listings.

Job placement.

Job referrals. (11 responses)

Microsoft Office program training.

Money for school.

None. (3 responses)

Nothing.

One-on-one with staff.

Paid for school.

Resume class.

Testing.

Training information. (3 responses)

Truck driving class.

Tuition for school.

Financial help with school.

Grant for school. (3 responses)

Grant money. (2 responses)

Grants for school.

Help with tuition.

Industrial readiness training. (2 responses)

Internet use to look for jobs.

Job counseling.

Job placement and vocational counseling.

Job referral. (10 responses)

Job search. (11 responses)

Microsoft Office training.

New Horizons training program.

Nothing was helpful.

One-on-one contact.

Paid for books.

Resume assistance. (3 responses)

Resume help. (3 responses)

Training classes.

Training. (2 responses)

Tuition assistance. (7 responses)

Voucher for supplies.

Who provided the training?

LWIA 1

Alliance for Business and Training

Domtar

Food City

Robinette Company

TN Tech

LWIA 2

Career Center

Community College (not sure which one)

TN Tech

TN Technical School

Walter State Community College (2 responses)

Walters State Community College

LWIA 3

Career Center

Firestone

Knoxville Urology Clinic

New Horizons (3 responses)

Professional Bartending School of America

Project Management Seminar

Roane State Community College

Smokey Mountain Truck Driving School.

TN Tech Center

TN Technology

TN Truck Driving School

LWIA 4

Black's Radiator and Air

Bobby Wyatt

BST

Campbell County Career Center

Career Center (5 responses)

Community Health of TN

Donna Williams

Not sure

Not sure.

Oak Ridge Regional Technology Center

Randy Brown

Roane State Community College (3 responses)

TN Corrections Academy

TN Technology Center

TN Technology Center McKenzie

Tree Products LLC

Wilder State Law Enforcement Police Academy

Who provided the training? (cont'd)

LWIA 5

Career Center (8 responses)	Career Center Chattanooga
Chattanooga State (2 responses)	Chattanooga State College
Chattanooga State Community College (5 responses)	Cleveland Career Center
Cleveland State Community College	Dana Shaver
Dunlap City Hall	Gary Rudolph
New Horizons (5 responses)	Not sure (4 responses)
Not sure.	Samantha Printupt
Southeast Career Center	TN Tech Center (2 responses)

LWIA 6

Not sure	Not sure.
Shelbyville Tech (2 responses)	Ticket to Work Program
TN Tech Center (2 responses)	TN Technology
TN Technology Center (2 responses)	TN Technology of McMinnville
Workforce Solutions (2 responses)	Yates

LWIA 7

Career Center (3 responses)	Cookeville High School
Donnie Allen	Lakeside Resort and Education
NY Star	Technology Center
Tennessee Technology Center	TN Technology Center (2 responses)
TN Technology of McMinnville	TRA

LWIA 8

Austin Peay State University	Career Center (3 responses)
City Hall	CNA
Flordist Institution	Ford
Hawkinsville Technology	Nashville College of Medical Careers
New Horizons (3 responses)	Not sure
Southeastern Dental	Tech Skills
TN Health Careers	TN Nursing Agency

Who provided the training? (cont'd)

LWIA 8 (cont'd)

TN Tech Center	TN Technical College
TN Technology Center	TN Truck Driving School
Villanova University	Wanda Bush

LWIA 9

Career Center (6 responses)	Community College
Does not remember	First Horizon
Goodwill	Metro Nashville
Nashville Technology Center	New Horizons (24 responses)
New Horizons Computer Learning Center	Nissan
Not sure (3 responses)	Not sure.
Prospit	Tech Skills
TN Tech Center (2 responses)	TN Technology Center (2 responses)
TN Transportation Training Institute	United Trucking School

LWIA 10

Career Center (3 responses)	Columbia State
Columbia State Community College (2 responses)	Cosmo Lab
Hornwall Fabrication	Integrity
Jobs for TN graduates	Judy Vick
Nashville State University	New Horizons
Not sure (2 responses)	Red Cross
Shawna Lymon (2 responses)	TN Technology Center (2 responses)
TN Vocational Technical School	TN Vocational Technology Center
University	

LWIA 11

Armstrong (2 responses)	Career Center (2 responses)
Drive Train (2 responses)	Havert Hills Academy
Jones Lumber	Lexington City Hall
Milam Express Truck Training	TN Technology Center (2 responses)

Who provided the training? (cont'd)

LWIA 11 (cont'd)

LWIA 12

Career Center (6 responses)	Doris Willet
Drive Train	Dyersburg State Community College
Good Year	Goodyear
McKenzie Tech	Mr. Ford
Newbern Vocational School	North American Lineman Training Center
NSK	Road Runner Academy
Technology Center	TN Technology Center (5 responses)
Unilever (3 responses)	Unilever.
UT Martin	Werner Enterprises

LWIA 13

Bridges	Career Academy
Career Center	Dr. Philip Bowden
Electrolux	Karios
Lab 4	Memphis Career Center (2 responses)
Mimeo.com	New Horizons (6 responses)
Not sure	Not sure.
Personal Career and Development Center	Private 1st Class Driving Academy
Roadmaster	Southwest Community College (3 responses)
TN Tech Center	Unilever
United Cerebral Palsy	

What services? (Were there services that you felt would have been helpful to you, but were not available through the program?)

LWIA 1

Could do better with training

More education

More hands-on experience

LWIA 2

Interview skills training

Paid for tools

Resume assistance

LWIA 3

Any type of training in the medical field

Better help finding a job

Career Center Phone App

Hands-on experience

Job placement could be better

Long-term training

More career days

More computer skills classes

More involvement in placing mid-management

More up-to-date equipment

Project Management Certificate

Wanted to learn more about billing and appointments

LWIA 4

Assistance with tuition for truck driving school

Better interaction between the career center and the unemployment office

Help finding a job

Increase the money for each person

More classes

More hands-on training

Tuition assistance

LWIA 5

Child Care Education

Computer test

Convicted felon program

Hands-on clinical

Job help

Let him choose what school he wants to attend.

Mock interviewing

Not sure

One-on-one relationship/more personable

Training needs to better prepare you for jobs

Transportation

Welding class

Welding classes

What services? (Were there services that you felt would have been helpful to you, but were not available through the program?) (cont'd)

LWIA 6

More help with finding a job	More in-depth training
Need more resources and a satellite program	

LWIA 7

Computer help	computer skills
Gas money	Interviewing classes
Job listings from employers	Job placement
Job training	More information about classes
Not sure (2 responses)	

LWIA 8

Advanced computer class	Computer classes
More job fairs	More money for daycare
More options for other trades	Prep classes for additional training
Training	Tuition assistance

LWIA 9

A job fair with major companies	Childcare
Classroom training	Computer skills classes (2 responses)
Daycare	Extend the training period
Help older workers find jobs	Information about Workforce Essentials and Career Advancement Center
Interview seminar with mock interviews	Job placement
Make it easier to access programs	More advanced help
More available job listings	More classes geared towards older people
More computer classes	More effort in job searching
More financial aid for school	More funding for school programs
More hands-on lab	More networking and job referrals
More one-on-one attention	More one-on-one time
More writing classes	One-on-one help with training
Pay for on-the-job training	Personal character training
Professional service	Project management certification

What services? (Were there services that you felt would have been helpful to you, but were not available through the program?) (cont'd)

LWIA 9 (cont'd)

Quick Books Computer Training	Resume assistance
The staff needs to be more willing to help and follow-up.	Training classes
Training closer to where the client lives.	Work study

LWIA 10

Advertise their services better	Help for Veterans
Keep things updated electronically	More job opportunities
More specialities	More training opportunities; extended training
Paying for certification tests	

LWIA 11

Better detailed job search

LWIA 12

A longer truck driver program	Barber school
Computer skills classes	Paperwork training

LWIA 13

Better help with employment search	Computer courses
More direct contact with staff	More follow-up
More hands-on stuff	More involvement with big businesses
More training for specific jobs	The job they had her apply for was too far away
Updated courses	

Do you have any additional comments?

LWIA 1

They are not giving adequate training. Employers are using the services to make money.

LWIA 2

He wishes there were more jobs in his area.

LWIA 3

Counselor was excellent.

He is extremely satisfied.

He was not satisfied with the staff.

More funding.

Rob Thomas was great and very helpful!

She has a job but not the type she would like to be doing.

The Knoxville Career Center was helpful.

The program was wonderful!

They did not follow through with services offered.

LWIA 4

Carol Crothers is wonderful and so helpful! She always followed-up.

For high demand jobs, the center should at least pay for part of tuition and training.

Recently got laid off again.

The people at the Career Center are great!

The services were limited due to government funding.

There needs to be a VA representative at the career center to help veterans.

They do a great job and help a lot of people.

They were so wonderful and very respectful.

LWIA 5

Check into programs- his program was useless.

Extremely grateful for the center.

Make the program more personal.

Mr. Rudolph went above and beyond.

She really liked her counselor.

Stephanie helped her so much, she went above and beyond!

The career center needed better qualified staff.

The center is helpful.

The general office phone number made it hard to reach the counselors.

The staff is really helpful and nice.

The staff was excellent. He loved his experience at the Center. They were very helpful and encouraging.

They did the best they could and were nice but they did not find her a job.

They need to be more flexible in working with people's circumstances. If they are going to spend money to train people, then they need to do it

They were prompt and easy to talk to and they were prompt in returning phone calls.

LWIA 6

Counselor was great! He helped so much! He is very thankful for the program.

He does not like the job they gave him but he did like the Career Center.

She really would like to get back into the program.

She wished training would have been 3 consecutive days, instead of once per week.

Do you have any additional comments? (cont'd)

LWIA 7

It was a waste of time and money. They do not help with finding jobs. It was a waste of the government's money.

The staff was not respectful or helpful.

She just moved so she is currently unemployed but the career center was great!

LWIA 8

His counselor was great!

Keep up the good work!

So thankful for the program!

The counselor was so understanding and compassionate.

They need to explain more about the program and everything they offer.

Very grateful.

Very happy with the Center.

It was very helpful!

Kim Rye is amazing. The program is great!

The contract said she would get paid \$10 an hour but she was only paid \$8 an hour and the Center never fixed it.

They helped so much. They are great!

They were not very helpful and they really needed the help.

Very great program.

LWIA 9

Counselor was great!

Excellent program.

Great program!

He loved his counselor and the program.

It was not helpful. The program is geared towards someone making over \$100,000 a year. The assistance needs to focus on previous experience
Nice people but they did not really help him find a job. They were not a great resource.

Really enjoyed it!

She does not like the person who ran the Career Center- they were unprofessional.

She is upset the career center closed.

She wishes she had heard about the career center earlier. They need to do more advertising.

She wishes they could be more detailed about available jobs.

She would rather have had an instructor instead of a self-paced training. But, overall the staff was great.

The program was not helpful.

They need to provide more resume assistance.

They should not give military preference over normal people for jobs.

They were helpful.

They were very helpful and nice.

Counselor was very helpful.

Glad she went!

Great resources and great career coach.

He was recently laid off.

Job counselor was great!

Not everyone should be a job coach.

Rutherford County was awful! There was no help for Veterans. They say they have placement but they really don't.

She does not think the staff was understanding at all. The staff needed to make more time for clients.

She was grateful for they help.

She wishes the training had been longer.

She would like the career center in Lebanon to re-open.

The counselor was very helpful.

They do not really help people find a job.

They never followed up with him.

They were great!

They were rude and were not caring for her specific needs.

Do you have any additional comments? (cont'd)

LWIA 10

Did not learn anything from the class.

Jamie Redford was the best!

Jennifer was great! She was so helpful and the job counseling really helped.

She is on disability so she cannot work but the Career Center was helpful.

She is very grateful for the career center.

The Career Center does a lot more than just try and find you a job.

The center was very disorganized.

The people there were very friendly.

Training is not efficient. It is taking too long for school to start.

Very good program work with and very helpful.

Very happy with the career center.

LWIA 11

It is a good place. They do a good job.

LWIA 12

Delois Hays was wonderful; she was very impressed.

He cannot find a job for his skill level. There are no welding jobs available in his county.

Loved the career center.

So helpful and a wonderful resource.

They never called her back.

They were very nice and helpful.

Very thankful for center!

LWIA 13

She felt tricked by the career center.

She loved the career center and the training they offered.

She was unemployed for 4 years and the staff did not have the resources to help her.

The people in Nashville are very helpful. But, the Memphis people are not helpful and have attitudes.

The staff did not care.

They need a friendlier staff who is more informative.

They were not very helpful.

Very impressed with program.

What is the name of your current employer?

LWIA 1

Bank of America	Burlington Coat Factory
Dermatology Associates	Diversified Power International
Domtar (2 responses)	Dr. Reddy's Laboratories
Eastman	Eastman Chemical Company
Food City (2 responses)	Gymboree
Hardee's	Hollister
McDonald's	Mountain State Health Alliance
Powell Service	Robinette Company
Royal Moldings	TN Tech University
Tri City Skin and Cancer	Wellmont

LWIA 2

Ability Health Services	Aide & Assist
At Work	Boyd Brothers
Brooke Dell Senior Living	Charles Fulk Dermatology
Cherokee Health Systems	Clairborne County Hospital
Colortech	Comcast
Congar	Cornerstone
Cracker Barrel	Customs Renovation Company
Eastman's Chemical Company	England's Furniture
Hamlin Pediatric	Hancock County Home Health Care
Helen Ross McNabb	Helen Ross McNabb Center
Hilton Hotels	Hodge Electric
Home Health	Home Instead Senior Care
Jefferson County Nursing Home (2 responses)	John Deere
Johnson City Medical Center	Jost International
Keifer Manufacturing	Laughlin Memorial Hospital
Lear	Life Care Centers of America
Lifecare Nursing Home	Mahle Inc

What is the name of your current employer? (cont'd)

LWIA 2 (cont'd)

Mckenna	Mellow Mushroom
Morristown Hamblen Hospital	Morristown Pediatric Dentistry
Mountain State Medical Center	MSTA Automations
Newport Medical Center	Parkwest Hospital
Pig & Chick	Reach View Terrace
Ridgeview Terrace	Self-employed
Signature Healthcare	Singletree Reality
Suncrest	Tenn Nova Healthcare
TN Valley Primary Care	University of TN Hospital
Walmart	

LWIA 3

Aqua Chem	Averitt Express (2 responses)
Belfor	Blount Memorial Hospital
Builders Transport	CBIZ
Chattanooga Kidney Center	East TN Children's Hospital
East TN Health Information Network	ED Financial Services
EN Restoration	Firestone
Food Donation Collection	Formall
GC Services	Gem Care
Genova Health Care	Health Management Associates
Home Federal Bank	Knox County
Labor Ready	McDonald's
Medical Solutions	Morrison's
NHC Healthcare	Oak Ridge Hospital
Oakland Arms Care	Papa John's
Pigeon Forge Care & Rehab	Precision Products
Rapid Global Business Solutions	Regional Medical Center
SAIC	Salon Visage

What is the name of your current employer? (cont'd)

LWIA 3 (cont'd)

San Remo Rehabilitation Center	Sevier County Board of Education
Sevier County Health	Shades of Development
Shelton Group	Sirius XM
Solwis Health Center	Swift
Tampa Auto Parts	TMC
TMC Transportation	University of Tennessee
University Orthopedic Surgeons	University Physicians Associate
UT Hospital	Web Tech
Western Express	Wolf Tree Trimmer
Young Williams Animal Clinic	

LWIA 4

Aaron's	Aerotek Commercial
All Medical Staffing	American Methodist Medical Center
American Technical Associates	Armstrong
Aspen Dental	Basic Resources Inc.
Bledsoe County Correctional Facility	Blount Memorial Hospital
Bridge at Rockwood	Campbell County Education
Campos Foods	Care Choices of TN
Castleton Fitness Center	Central City Heating & Air
Cheddar's	Cherokee Millright
Christian Academy of Campbell County	Cobb
Cookeville Regional Medical Center	Covar Snow Professionals
Covenant Health	Cracker Barrel
Crossville Incorporated	Cumberland Goods Samaritan Society
Cumberland Medical Center	Duncan Moving
FL Incorporated	Functional Pathways
Gallaway	Good Samaritan Society (2 responses)
Grayson Automotive	Greenfield Senior Living

What is the name of your current employer? (cont'd)

LWIA 4 (cont'd)

Gulf Coast Express	Health Consultants
International Therapy Staffing	JaTech Automotive
Kentucky Hardwood	Knox County Sheriff's Department
Komyo	Kroger
Little Caesar's	Little Drugs
Logan's Roadhouse	Logos Logistics
Lyk-nu Collision Service Center	Marana Healthcare Corporation
Marrial Law	Morgan Correctional Complex
Morgan County Correctional Complex (2 responses)	Morning Point of Clinton
MPI Business Solutions	Navus Automations
Open Arms Care	Park West Medical Center
Post Office	Prodigal Primary Care
Quality Private Duty Care (2 responses)	Rockridge
Schaffer and Schaffer Welding	Scott County Sheriff's Office
Self-employed	Sweetwater Police Department
Takahata Precision (2 responses)	Tanova Hospital
TAP Publishing Company	Tech Systems
Tennier Industries	Tennova Health & Rehab Center
The Bridge at Rockwood	THR Machinery
TJ Maxx	TLD Logistics
TN Department of Corrections	Tree Products LLC
UT Knoxville	Walmart
Windham Professionals	Wyndam Resorts

LWIA 5

AIDS Health Care Foundation	Amazon (3 responses)
American Air	Associates in Ear, Nose & Throat
AT&T	Bargain Bond
Baylor School	Blount Memorial Hospital

What is the name of your current employer? (cont'd)

LWIA 5 (cont'd)

Brand Expand	Brown Stove
Budweiser	Corne Tech
DNS Community Services	Dollar Tree
Domino's	Drain Construction Company
Enterprise	Erlanger
Erlanger Hospital	Erlinger Health System
Etowah Healthcare	Flowers Bakery
Greater Brainerd Dental	Imperial Distributors
Intersign Corporation	Life Bridges (2 responses)
Lodge	Lodge Manufacturing (6 responses)
Mars	Memorial Hospital (2 responses)
Merck	Metro Industrial
Mohawk Industries	Nashville Seating & Mobility
National Boiler Services	National Health Care
National Vision	O'Charley's
Orange Grove Center	PJ's Coffee
Primary Healthcare Center	Pro Logistics
Ribshack BBQ	Ridgely's Candy Company
Security One	Soddy Daisy Dollar
Spurlino Materials	Support.com
Swafford Farm	The Bridge of South Pittsburg
TN Valley Railroad Museum	United Grocery Outlet
US Express (2 responses)	UT Chattanooga
Volkswagon (6 responses)	Volkswagon Group of America
Walgreens	Walmart
Wilkins Research Services	WSE
Yates Construction	

What is the name of your current employer? (cont'd)

LWIA 6

A.L. Shasteen	AEL Laboratories
At Home Healthcare	Backster Enterprise
Baxter (2 responses)	Baxter Enterprises
Baxter's	Bouldin and Lawson
Bridgestone (7 responses)	Bridgestone America (2 responses)
Bridgestone Firestone	Calsonic Kanesei
Century Mode	Century Mold (2 responses)
Collins BBQ	CSP Storage
Cumberland Medical Center	Diversitech
Entry Mode	Food Lion
Henley Supply	Home Health Care
Java Hut	Johnson Control
Kincaide Moving	Life Care
Miniature Plastics Company	Miniature Precision Components (2 responses)
MPC (4 responses)	Onin Staffing
Optimist Test Solutions	Owen Staffing
Phoenix Boats	Premier Women's Health
Premier Women's Health Center	Southern TN Medical Center (2 responses)
T & L Manufacturing	Toyota of Murfreesboro
Tulahoma Pediatrics	Upper Cumberland Urology Associates
Viam Manufacturing	

LWIA 7

Advance Autoparts	Amerigroup
Averitt Express	Bledsoe County Correctional Complex
Buckeye Home Medical Equipment	Clay County Health Center
Clay County Schools	Cookeville Regional Medical Center (2 responses)
Cumberland Medical Center (2 responses)	Cumberland Regional Medical Center
Cumberland River Hospital (3 responses)	DCI Donor Services

What is the name of your current employer? (cont'd)

LWIA 7 (cont'd)

Dell	Erlanger Health System
Family Fit Center	Family Traditions Cafe
Fentress County Board of Education	Ferguson's
Ficosa (2 responses)	Fitzgerald's
Food Lion	HG Staffing
Highland Medical Center	Jamestown Medical Center (2 responses)
Macon County Board of Education	Macon County General Hospital
Marilyn Langford	McDonald's (2 responses)
Monroe Health & Rehab	Monroe Health Rehab Service
Near Star (4 responses)	North Crest Medical Center
NY Star (2 responses)	Nyastar
Nyrstar (3 responses)	Nyrstar Inc. (3 responses)
Nyrstar Mines (3 responses)	Nystar
Pace Setter	Pike Electric
PRW Automotive	Public Partnerships
Putnam County Schools	Quality Home Health
Roper Hospital	Sam's Club
Satellite Med	Signature Healthcare (3 responses)
Sonic	South Willow Auto Clinic
Southern Hills Breast Specialists	St. Thomas Hospital
Stone Peak	The Livingston Clinic
Triumph Aero Structures	Twin Lakes Telephone Company
Upper Cumberland Neurology	UT Medical Center
Volunteer Behavioral Health	Volunteer Heating and Cooling
Walmart	WIS International
Women's Health Service	Yorozu Automotive of TN

What is the name of your current employer? (cont'd)

LWIA 8

40	Aging in Place
Ajaro	Ambrose Printing Company
American Red Cross	Angel Private Duty
Arlice Barker	Army & Airfare Exchange Service
Asurion	Bargain Hunt
Bethany Health & Rehab Center	Bradford Heights Health & Rehab
Broadway Shoes	BTE Energy
Cesby Electronics	Cheatham County Board of Education
Chick fil A	Christian Care Center
City of Franklin	Clarksville Montgomery County School System
Clarksville Nursing & Rehab	Clarksville School System
Convergys	Coopertown Police Department
Crown Temp Services	Cumberland Hall Hospital
D & P Custom Lights	Deaconess Health Systems
Denny Stewart Medical Center	Department of Children's Services
Department of Defense Education Activities	Dixon Family Dental
East Coast Metals	Electrical Contracting Services
Elk Valley Health Services	Elkin Transport
Energy Command	Fairview Church of Christ
Federal Reserve Bank	First Choice Food Services
Gateway Health	Gateway Medical Center
Gateway Transport	GBX Consultants
Goodwill	Grace Healthcare
Greenbriar Dental Excellence	Grupo Antolin of Kentucky
H.C.A. Medical Center	Hartz Mountain
Hickman Community Hospital	Hillcrest Healthcare (3 responses)
Hillcrest Nursing Home	Hiller Heating and Cooling
Home Healthcare Agency	Home Instead Senior Care
Honest Air Incorporated	Hopkinsville Environmental Water Authority

What is the name of your current employer? (cont'd)

LWIA 8 (cont'd)

Horizon Medical Center	Houston County Government Office
Humphrey County School System	Jennie Stuart Medical Center
JMAC	Jostens
JV Soymill Company	Kelly Education Staffing
LeBonheur	Macon County General Hospital
Manor House of Dover	Marriott Hotel
McEwen Jr. High	Miles Autopark
Montgomery County School System	MTN Medical Center
Mullen Immunizations	National Healthcare
New Providence Middle School	NHC Health Care
Nissan (3 responses)	Nyrstar
O'Charley's	Odom's TN Pride
Oxidental Chemical	Pac Sun
Papa Rocks	Parker Hannifin
Payment America	Piedmont Hospital
Pro Med	Professional Account Services Inc.
Sam's Club	Schindler Elevator
Signature	Signature Healthcare (2 responses)
Signature Transportation Services	Skyline Medical Center
Southeast Alabama Medical Center	Southern Health Partners
Spartan's Staffing	St. Thomas Midtown
State of TN	Sterling House
Stewart County School System	Stewart County School Systems
Subway	Sudden Service
Summit Medical Center	Sumner Regional
Susie's Court	Sysco
T-Mobile	Taco Bell
Talkapolis	Target
The Bridge at Highland Nursing Program	The Heart at Hendersonville

What is the name of your current employer? (cont'd)

LWIA 8 (cont'd)

Three Rivers Hospital	Thrivent Financial Aid
TN Department of Corrections	TN Family Solutions
TN Nashville Community College	Tri-Star
U.S. Government	United States Infrastructure Corporation
University Medical Center (2 responses)	VA Hospital (2 responses)
Vertex	Warner Brothers
Wendy's	White Oak Animal Hospital
Woody's Pizza	

LWIA 9

15th Avenue Learning Center	Academy Sports
ADT Home Security	Advanced Network Solutions
Aerotek Commercial	Allegiance Security
Allied Barton Security	Alternative Service Concepts
Amazon	American Blue Ribbon Holdings
American Fabricator	Amy Haverstick
Aramark	Arby's
Asurion	Atlas Moving Company
Blackman's Family	Bradshaw Landscaping
Brookside Properties	Brown Greer
Car Tech	Ching and Associates
Churchill Mortgage	Community Health Systems
Cummins Diesel	CVS
Darbar Incorporated	Davidson County Clerks Office
Department of Veterans	EDMC
Elks Health Service	Elwood Staffing
Erving Materials	Exeo
Express	Express Pro
Falcon Trucking and Freight Company (2 responses)	FedEx

What is the name of your current employer? (cont'd)

LWIA 9 (cont'd)

Frontline Pest Professionals	GCA Services
Global Thermal Warming Inc.	Goodwill
Grace Eden Learning Center	Great Clips
Green County Schools	Guardian Medical
H & R Block	HB Engineering
HCA Healthcare	Health Care Services
Health for Life Chir	Healthcare of America
Highland Graphics	Home Depot
Home Healthcare	Hospital Corporation of America
Humana	IBEX
Icon	Inside Track
Iron Solutions	Jackson Insurance
JC Marketing	Jenco
Jones Apparel Group	Jose's Restaurant
Kelly Services (2 responses)	Kelly's Services (2 responses)
KHS	Knight Transportation
L Tech Corporation	Lebanon Special School District
Legal Intake Professionals (2 responses)	Lipman Brothers
M-tek	Macy's
Market Strategies	Marrone Construction
MBI Trucking	McKendree Village
McNeill Pharmaceuticals	Meharry General Hospital
Metro Nashville Board of Education	Metro Nashville Hospital Authority
Metro Nashville Public Schools	Metropolitan Nashville Public School System
Michigan State Department	Middle TN Ear, Nose & Throat
Middle TN Medical Center (2 responses)	Mood South Central
Nashville Airport	Nashville Career Center
Nashville General Hospital	Nashville Metro Government
Nate's Nissan	Nationwide Studios

What is the name of your current employer? (cont'd)

LWIA 9 (cont'd)

New Image PC Repair	Nissan
Old Time Pottery	Onin Staffing
Ovarion	Owens Staffing
Panera Bread	Parkett Hillside
Patriot	Permobil
Prevent Child Abuse of TN	Randstad
RCG Global Staffing	Renewal House
Richland Medical Center	Right at Home
Rutherford County	Schneider
Self-employed (3 responses)	Shiroki
Smart Link	SMX
Sonic	Southerland Place
Speciality Made Factory	Star Tek
Starbucks	State Government
State of TN Department of Health	State of TN Department of Labor
State of TN Department of Treasury	Stonecrest Medical Center
Stones River Dermatology	Sumner County Schools
Support Solutions	Take Care Health
TennCare	The Tennessean
TJ	TN Center for Workforce Relations
TN Pediatrics	TN State University
Tom Data	UPS (2 responses)
Vanderbilt	Vanderbilt Orthopedic
Vanguard Healthcare Services	Verizon Wireless
Vision Works	Wal-mart
Walmart (2 responses)	Werner
Wesco	WW Logistics
Wyndham	Yates Services
YMCA	

What is the name of your current employer? (cont'd)

LWIA 10

ABB	American Bank Note
Aramark	Avalon Acres Farms
Chrysler Dodge	Cosmo Lab (7 responses)
Dee	Dollar General
Doss Brothers	Elk Valley Health Care Services
Everest Construction	Evers Construction (2 responses)
Evers Construction Company	Fast Pace Urgent Care
GM	Hickman County Board of Education
Hohenwald Fabrication	IB Tech (2 responses)
IBEX	IBEX Global
Integrity	Integrity Nutraceuticals
Iron Solutions	Kenson Electronics
Loretto Telephone Company (2 responses)	M and M Brick
Madison County Sheriff's Department	Mid South Painting Inc.
Morrow's	Moses Taylor Hospital
Mount Pleasant Middle School	Nichrion
NYX (3 responses)	NYX Linden
O'Reilly Auto Parts	Oliver Technology
Oxi Chem	Private Care Sitting
Rocking J Ranch	Ryder
Ryder Corporation	Self-employed
Set & Service Resources	Signature Healthcare of Columbia
Spears Coastline Plastics	Star Transport
TN Department of Corrections	Voith
Walker Day Care	Walker Dyecasting
Wholesale Supply Group	

What is the name of your current employer? (cont'd)

LWIA 11

Aid at Home & Assist	Armstrong
Armstrong Hardwood Floor	Baskin Robbins
Blue Scope	Bluescope
Burger King	Carolina Southern
Crestview Healthcare	Delta Faucet
Discovery Learning Center	Hillview Community Living Center
Jones Plastics	Madison Haywood Developmental Center
Major Market	McKenzie Tree Removal
McNairy County Healthcare	Milan Express (2 responses)
Paris Special School District	Pascal Trucking Line
Precision Coil	Self-employed
Springer Medical Associates	Table and Equipment Services
Tim Ferguson Plumbing	United Systems
USA Trucking	Walmart
Warner Enterprises	West TN Health Care
West TN Healthcare	Young Touchtone

LWIA 12

Abernathy's	Alliance Application Equipment
Arbor Place (2 responses)	Arbor Place of Clinton
ARJ	At Work Medical
Baptist Memorial	Baptist Memorial Hospital
Bunge	Caldwell Pediatric Dentistry
Camden Health Care Rehabilitation Center	Car Toyz
Care All (2 responses)	Center Point Staffing Agency
Coleman Electric	Con Agra Foods
Cornerstone	Dollar General
Dr. Stavely	Dyersburg Manor
Dyersburg Regional Medical Center (3 responses)	Elecralux

What is the name of your current employer? (cont'd)

LWIA 12 (cont'd)

Enterprise Car Company	Everett Stewart Regional Airport
Exel	F & P Trucking Company
Fiddlesticks	Four Seasons
Glorious Wonders	Goodwill
Gray's Supermarket	Hamilton Ryker
Hamilton Ryker Group	Hexpol Rubber Compounding
Hill's Hardware	HTS Mixing (3 responses)
HTS Mixon Center	Huntingdon's Health and Rehab
Huntington Health & Rehab	IGA
Jackson General	Kenton Co-op
Lake County School Systems	Lauderdale County Board of Education
Lauderdale County Schools	Lennox Health Products
Lenox	Life Care
Life Care Center	Lifecare Center
Lifeguard Ambulance Company	Manpower
Manpower Temp Agency	Martin Medical Center
Marvin Windows & Doors	McElroy Trucking
Methodist North	Mid-South Pain Management
Milan Express	Mills Manor
Mobile X	NFK
Northwest Correctional Center	NSK
NSK Steering System	NSK Steering Systems
Oakwood Community Living	Pascal Truck Alliance
Randstad	Real Foot Health Center
Red Line Express	Reelfoot Manor Nursing Home
Regional Medical Center	Remington
Remington Firearms	Republic Services
Royston	Schneider
Security Bank	Self-employed (2 responses)

What is the name of your current employer? (cont'd)

LWIA 12 (cont'd)

Servall Pest Control	Service Master
SGL Carbon	Shamrock Management
SMX	SMX Temp Agency
SRG	St. Francis Hospital
State of TN	Stern Cardiology
Tenaris	Tenaris Hickman
The Anderson's	The Color Shop
Titan Tire (2 responses)	Titon Tire
TMC Trucking	Tri-City Reporter
Unilever (2 responses)	Unilever (23 responses)
Union City Manor	USA Trucking
Volunteer Home Health	Werner Enterprises
West TN Communications	West TN Healthcare
Western Express	Western Mental Health Institute
Whisper Internet	

LWIA 13

American Music and Sound	Ann Taylor Loft
Ashton Place Rehab	At Home Health Care
Central Defense	City of Memphis
Coin Wrap	Columbian Life Insurance
Community Behavioral Health	Conway
Crossmart	David's Bridal
Desoto Imports	Door of Hope
Dr. Phillip Bowden	DSI
Elect Home Care	Electrolux (4 responses)
Embraer	Express Carrier
Family Dollar	FedEx (6 responses)
Gateway Advertising	Greenwood Public School District

What is the name of your current employer? (cont'd)

LWIA 13 (cont'd)

Greyhound	Guardian Community Living
Interstate Blood Bank	JD Roofing Company
Kay Kelly Staffing	KGG
Kirkland's	Kroger (3 responses)
Kroger Tissue Group	L & L Electric Company
Life Blood	Matrix Machining
Mattress Firm	Memphis Basketball LLC
Methodist Germantown Hospital	Methodist LeBonheur Healthcare
Middle TN Medical Center	Mimeo.com
Myers I-group	Neil's Trucking
Nichols Fire & Security	Nike
Olive Grove Terrace	Pinnacle Airlines
Primary Care Specialist	Progressive Technologies
Regional Medical Center (2 responses)	Ricon Inc.
Riviana Foods	Roadshow BMW
SafeWay Scaffolding	Sam's Club
Self-employed (2 responses)	Service Master
Sharp Manufacturing	Shelby County Government
Smith & Nephew	Steel Water Home Health Agency
Trinity Mission Health & Rehab	Unilever
University of TN Health Sciences Center	Volunteer Home Health

What is your current job title?

LWIA 1

Assistant	Cashier (2 responses)
Claims Analyst	Clerk
Cook	Crew Member (2 responses)
Domtar	Electrician
Facilities Maintenance Mechanic	Laborer
Licensed Practical Nurse	Maintenance Apprentice
Model	Nurse
Operator Assistant	Packaging Handler
Process Technician	Registered Nurse
Sales Associate	X-ray Technician

LWIA 2

Account Executive	Administrative Assistant
Assembler	Assembly
Banquet & Events Coordinator	CAD Technician
Case Manager	Case Worker
Certified Nurse Assistant (2 responses)	Charge Nurse (2 responses)
Cook	Crew Foreman
Dental Assistant (2 responses)	Electrician
Factory Worker	General Laborer
Home Health Aide	Housekeeper
Independent Contractor	Laborer
Licensed Practical Nurse (6 responses)	Maintenance Mechanic
Nurse (3 responses)	Nursing Assistant
Physical Therapist Assistant	Production Utility
Realtor	Registered Nurse (9 responses)
Resident Care Assistant	Server
Set Up Operator	Staff Nurse
Surgical Technician	Truck Driver

What is your current job title? (cont'd)

LWIA 2 (cont'd)

Waitress

Welder (2 responses)

LWIA 3

Account Recovery

Accounting Assistant

Analyst

Assistant Hair Colorist

Bank Teller

Certified Nurse Assistant (2 responses)

Chef

Child Care Specialist

Chiropractor Assistant

Collector

Communications Coordinator

Cook

Customer Service Representative

Debt Management Counselor

Delivery Driver

Driver

Groundsman

Health Unit Coordinator

Laborer (3 responses)

Licensed Practical Nurse (4 responses)

Machine Operator

Maintenance Personnel

Mechanic

Patient Representative

Payroll Administrator

Physical Therapist Assistant

Production Worker

Programming Assistant

Project Manager

Registered Nurse (6 responses)

Sales Agent

Senior Systems Architect

Shipping

Soccer Referee

Substitute Teacher

Surgery Scheduler

Tech Support

Training & Support Coordinator

Truck Driver (6 responses)

Vet Assistant

LWIA 4

Assembly Line Worker

Assembly Technician

Bartender (2 responses)

Cashier

Certified Nurse Assistant (2 responses)

Certified Occupational Therapy Assistant

Collections Specialist

Computer Programmer

Connection Center Associate

Cook (2 responses)

What is your current job title? (cont'd)

LWIA 4 (cont'd)

Correctional Officer (4 responses)	Corrections Officer
Data Migration Specialist	Dental Assistant (2 responses)
Dishwasher	Dock Worker
Electrician	Elementary School Teacher
Factory Worker	Farm Crew
Front Desk Worker	General Labor
Installer	Laborer (2 responses)
Lead Chemical Operator	Licensed Practical Nurse (14 responses)
Line Man	Machine Operator
Machinist	Mail Clerk
Maintenance Specialist	Maintenance Technician
Material Handler (2 responses)	Mechanic
Medical Lab Technician	Office Manager
Operator	Painter's Helper
Patient Access Coordinator	Patrolman
Pharmacy Technician	Physical Therapist Assistant
Plow Driver	Product Technician
Project Manager	Registered Nurse (3 responses)
Rural Carrier	Sales
Sanitation	Secretary
Server	Specimen Processor
Store Clerk	Survey Technician
Teacher	Transportation
Truck Driver (2 responses)	Unit Secretary
Warehouse Picker	Welder

What is your current job title? (cont'd)

LWIA 5

Administrator	Armed Security Officer
Assembly Line Worker	Assembly Worker (2 responses)
Assistant	Billing Specialist
Body Shop Operator	Bus Driver
Cashier (6 responses)	Clerk
Coffee Maker	Commercial Truck Driver
Construction Superintendent	Crew Member
Customer Service Representative	Delivery Driver
Direct Support Provider	Director of Operations
Driver (2 responses)	Finisher/Packer
Finishing Department	Help Desk Support Technician
Independent Consultant	Installer
Junior IT Support Technician	Laborer (5 responses)
Lead Manager	Licensed Practical Nurse (7 responses)
Manager	Material Handler
Medical Assistant	Merchandiser
Nurse	Nurse Technician
Office Assistant	Operator
Optometry Technician	Packer (4 responses)
Picker	Pre-board Operator
Production Line Worker	Production Worker
Quality Assurance (2 responses)	Quality Control
Quality Inspector	Registered Nurse
Registered Nurse Assistant	Remote Service Technician
Respiration Therapist	Retail Representative
Secretary	Server
Telephone Interviewer	Transport
Truck Driver	Warehouse Associate

What is your current job title? (cont'd)

LWIA 6

Assembler	Assembly Line
Automotive Assembly Line	Barista
Certified Nurse Assistant	Clerk
Cutter	Delivery Driver
Extrusion Coordinator	Farmer
Final Assembly Technician	Laborer
Licensed Practical Nurse (7 responses)	Machine Operator (2 responses)
Maintenance Technician	Manager
Material Handler (2 responses)	Molder
Office Manager	Operating Technician (4 responses)
Operation Technician (3 responses)	Operations Technician
Operator (8 responses)	Operator Technician
Packaging	Phlebotomist
Press Operator	Production Operator
Production Technician	Registered Nurse (2 responses)
Rental Car Manager	Test Control
Warehouse Worker	Welder (2 responses)

LWIA 7

Advanced Practical Nurse	Care Coordinator
Cashier	Cook (2 responses)
Crew Member	Dental Assistant
Diesel Mechanic	Driver
Electrician (2 responses)	Help Desk
Home Health Aide	Installer
Inventory Associate	Lab Technician
Layout Router	Licensed Practical Nurse (18 responses)
Lineman (3 responses)	Machine Operator (2 responses)
Maintenance	Mechanic

What is your current job title? (cont'd)

LWIA 7 (cont'd)

Miner (5 responses)

Nursing Assistant

Operator

Patient Care Technician

Press Operator

Processing Technician

Quality Assurance Technician

Retail Sales

Senior Vendor Clerk

Speech Therapist

Teacher (2 responses)

Tile Importer

Underground Miner

Utility Worker

Nurse

Oil Fuelman

Parts Associate

Plaster

Private Duty Nurse

Production Assembler

Registered Nurse (12 responses)

Sale Operator

Service Maintenance Tech

Stock Associate

Technologist

Truck Driver

Utility

LWIA 8

Accounting Clerk

Activity Assistant Director

Agriculture Teacher

Assembly Worker

Associate

Binding and Shipping Manager

Business Developer

Career Manager

Case Manager

Certified Nurse Assistant (8 responses)

Collection Technician

Commercial Sales Specialist

Cook (2 responses)

Accounts Payable

Administrative Assistant (2 responses)

Animal Assistant

Assistant (2 responses)

Banquet Captain

Bus Driver

Business Development Manager

Caregiver

Cashier (3 responses)

Certified Nurse Tech

Collector

Contractor

Correctional Officer

What is your current job title? (cont'd)

LWIA 8 (cont'd)

Crew Member	Customer Service Representative (2 responses)
Debt Collector	Dental Assistant (2 responses)
Detailer	Dining Facility Attendant
Director of Marketing	Distributor
Driver	Educational Aid
Educational Assistant	Electrician Apprentice
Elevator Mechanic	Emergency Medical Technician
Facilitator	Financial Representative
Front Desk Office Worker	Group Leader
Inspector	Instrumentation and Electrical Technician
Lab Technician	Lead Maintenance
Licensed Practical Nurse (13 responses)	Lumber Stacker
Maintenance Supervisor	Manager (2 responses)
Mechanic	Membership Sales
Nurse	Nurse Practitioner
Onsite Analyst	Operation Pipe Technician
Operator	Phlebotomist
Physical Therapy Assistant	Police Officer
Power Pole Supervisor	Purchasing Specialist
Quality Control	Quality Control Coordinator
Receptionist	Registered Nurse (19 responses)
Repair Agent	Resident Assistant
Respiratory Therapist	Sales
Sales Associate (3 responses)	Senior Business Analyst
Service Technician	Sheet Metal Mechanic
Shift Manager	Software Quality Assurance
Staff Worker	Staffing Development Coordinator
Substitute School Nurse	Substitute Teacher
Supervisor (2 responses)	Teacher (3 responses)

What is your current job title? (cont'd)

LWIA 8 (cont'd)

Team Lead Social Media Support	Team Member
Technician (2 responses)	Telecommunications Administrator
Truck Driver (2 responses)	Trucker
Utility Worker	Wellness Nurse

LWIA 9

Academic Coach	Account Executive
Account Manager	Accounting
Accounts Payable Manager	Addictions Consultant
Administrative Assistant (2 responses)	Analyst
Assembler	Assistant
Assistant Manager (2 responses)	Auto Assembler
Benefits Specialist	Billing Specialist
Business Consultant	Call Center Advisor
Caregiver (2 responses)	Cashier (3 responses)
Caterer	Central Intake
Certified Dental Assistant	Certified Nurse Assistant
Certified Nurse Tech	Chiropractor Assistant
Claims Assistant	Client Services Advocate
Client Services Representative	Community Services Coordinator
Compliance Process Reviewer	Contractor
Cook (2 responses)	Cosmetic Sales Representative
Crew Member	Customer Care Representative
Customer Service (3 responses)	Customer Service Associate
Customer Service Representative (2 responses)	Delivery
Deputy Clerk	Desktop Support Technician
Dietary Manager	Director
Director of Sales	Dock Worker
Driver (3 responses)	Education Assistant

What is your current job title? (cont'd)

LWIA 9 (cont'd)

Electronic Technician	Engineer (2 responses)
Engineering Analyst	Entertainer
Family Support Worker	Field Sales Manager
Financial Analyst (2 responses)	Food Prep Manager
Groundskeeper	Hiring Person
Home Loan Specialist	Human Resources Assistant
Information System Analyst	Information Technology Support
Interviewer	Inventory Control
Inventory Control Lead	IT Analyst
IT Manager	Janitor
Kitchen Designer	Laborer (2 responses)
Laundry Attendant	Lead Pre-K Teacher
Leasing Consultant (2 responses)	Legal Intake Specialist
Licensed Practical Nurse (6 responses)	Licensure Specialist
Lift Operator	Lineman
Machine Operator (2 responses)	Machinist
Management Supervisor	Manager (3 responses)
Master Barber	Material Handler (3 responses)
Materials Testing Technician	Medical Assistant
Medical Records Specialist	Metal Finish Line
Mover	Operator
Owner (2 responses)	Parts Quality Inspector
Patient Service Representative	Personal Account Manager
Personal Assistant	Pest Control Technician
Pharmacy Technician (2 responses)	Prep Cook
Private Nurse	Produce Stocker
Program Coordinator	Project Coordinator (2 responses)
Radiology Technologist	Recruiter
Regional Sales Manager	Registered Nurse (4 responses)

What is your current job title? (cont'd)

LWIA 9 (cont'd)

Research Interviewer	Safety Coordinator
Sales Representative (2 responses)	School Counselor
Security Guard (2 responses)	Security Officer
Senior Care Specialist	Senior Claims Adjustor
Senior Sales Associate	Site Director
Sitter	Software Tester
Sonographer	Sorter
Special Education	Stocker (2 responses)
Supervisor (2 responses)	Tax Specialist
Teacher (2 responses)	Team Leader
Technical Writer	Technology Instructor
Truck Driver (7 responses)	Unit Manager
Warehouse Associate	Warehouse Manager
Welder Assembly	X-Ray Technician

LWIA 10

Assembler	Assembly Line Worker
Attendant	Bookkeeper
Buyer (2 responses)	Cashier
Central Office Manager	Chemical Operations Technician
Construction Foreman	Construction Worker
Deputy Sheriff	Director of Research and Development
Engineer (2 responses)	Factory Worker
Forklift Operator	General Manager
IT Manager	Laborer (2 responses)
Licensed Practical Nurse (2 responses)	Lifeguard
Line Associate	Machine Operator
Maintenance Technician	Marketing Coordinator
Material Handler (2 responses)	Materials Manager

What is your current job title? (cont'd)

LWIA 10 (cont'd)

Medical Assistant	Merchandising
Nurse	Nurse Assistant
Operator	Owner
Parole Officer	Pipe Fitter
Project Engineer	Quality Assurance Manager
Quality Inspector	Quality Supervisor
Remote Outpatient Coder	Sales
Sales Associate	Sand Blaster
Senior Production Supervisor	Stock Room Helper
Stocker (2 responses)	Supervisor (2 responses)
Teacher (2 responses)	Team Leader
Technical Support	Technician
Truck Driver (2 responses)	Truck Driver Technician
Vice President of Research and Development	Welder

LWIA 11

Assembly Line Worker (2 responses)	Bus Driver
Cashier (2 responses)	Coil Expander
Dietary Aid	Direct Caregiver
Driver	Groundworker
Intern	Janitor
Laborer	Licensed Practical Nurse
Maid	Material Handler
Medical Lab Technician	Office Assistant
Operator	Plumber
Receiving Clerk	Registered Nurse (2 responses)
Residential Trainer	Server
Shipping Clerk	Teacher
Team Member	Truck Driver (6 responses)

What is your current job title? (cont'd)

LWIA 12

Account Representative	Assembly
Assembly Line Worker	Assembly Worker
Bookkeeper	Case Manager
Cashier	Certified Nurse Assistant (8 responses)
Cleaner	Clerk
Corrections Officer	Credentialing Assistant
Customer Service Representative (2 responses)	Deli Associate
Dental Hygienist (2 responses)	Driver (3 responses)
Electrical Inspector	Electrician
Emergency Medical Technician	Forklift driver
Furniture Refinisher	Gallery Shooter
General Assembler	German Wireman
Installer	Kindergarten Teacher
Lab Technician	Laborer (3 responses)
Licensed Practical Nurse (12 responses)	Line Technician (12 responses)
Machine Operator (7 responses)	Mailman
Maintenance	Maintenance Supply
Maintenance Technician	Meat Cutter
Mechanic	Medicare Biller
Network Manager	News Clerk
Newspaper Delivery	Not sure
Office Assistant	Operator
Packer (2 responses)	Parts Service Manager
Patient Access Facilitator	Pest Control
Preschool Teacher	Press Operator
Production (2 responses)	Production Operator
Production Worker	Programmer
Quality Auditor	Quality Inspector
Registered Nurse (9 responses)	Relief Man

What is your current job title? (cont'd)

LWIA 12 (cont'd)

Relief Worker (2 responses)

Sales

School Bus Driver

Shipping

Taxidermist

Team Leader

Tool Maker

Trucker

Warehouse Technician (2 responses)

Wrapper Operator

Roller Dye Operator

Sales Associate (2 responses)

Service Agent

Substitute Teacher

Teach Tech Class B

Technician (3 responses)

Truck Driver (8 responses)

Unit Secretary

Welder (2 responses)

X-Ray Technician

LWIA 13

Accounts Payable

Aircraft Mechanic

Associate

Bartender

Carrier

Case Manager (2 responses)

Certified Surgical Technician

Construction Worker

Conveyor Technician

Driver

Event Specialist

Food Service Helper

Guest Relations

Handler (2 responses)

Home Coordinator

Insurance Producer

IT Manager

Administrative Specialist

Assistant Manager (2 responses)

Auto Mechanic

Caregiver

Cart Attendant

Certified Nurse Assistant (6 responses)

Clerk

Contractor Assistant

Customer Service Representative

Electrician (3 responses)

Finisher

Forklift Driver

Guest Services

Health Historian

Installation Manager

Inventory Clerk

Janitor

What is your current job title? (cont'd)

LWIA 13 (cont'd)

Lab Technician	Lead Position
Loader	Local Driver
Machine Operator (3 responses)	Machinist
Mail Handler	Maintenance Technician
Management	Manager
Medical Records Director	Network Administrator
Operation Manager	Operator
Package handler (2 responses)	Patient Care Assistant
Patient Care Technician	Printer Support Specialist
Process Technician	Produce
Registered Nurse	Sales Associate
Secretary	Security Officer
Senior Electronics Technician	Teacher (2 responses)
Technical Specialist	Technician (2 responses)
Truck Driver	Warehouse Associate
Wedding Consultant	Wrap Agent
Zone Leader	

Where is your job located - what city?

LWIA 1

Bristol (4 responses)

Cookeville

Elizabethton

Johnson City (6 responses)

Kingsport (7 responses)

Loudon

Piney Flats

Piney Flatt

LWIA 2

Birmingham

Blaine

Centerville

Dandridge (2 responses)

Gatlinburg

Greeneville (3 responses)

Hawkins County

Jefferson City

Johnson City (2 responses)

Kingsport (2 responses)

Knoxville (7 responses)

Morristown (16 responses)

New Tazewell (2 responses)

Newport (2 responses)

Pigeon Forge

Piney Flats

Rogersville (2 responses)

Rutledge (3 responses)

Sevierville (3 responses)

Sneedville (2 responses)

LWIA 3

Chattanooga

Clinton (2 responses)

Des Moines (2 responses)

Gadsden

Halls

Knox County

Knoxville (37 responses)

Maryville (2 responses)

Memphis

Nashville

Oak Ridge (2 responses)

Pigeon Forge

Plano

Raleigh

Sevierville (2 responses)

Where is your job located - what city? (cont'd)

LWIA 4

Alcoa (3 responses)	Allons
Campbell County (2 responses)	Clarksville
Clinton (3 responses)	Cookeville (3 responses)
Crossville (9 responses)	Dayton
East Dundee	Helenwood
Huntsville	Jacksboro
Jamestown (2 responses)	Kingston (2 responses)
Knoxville (16 responses)	Lafollete (2 responses)
Lafollette (3 responses)	Lake City
Loudon	Maryville (3 responses)
Memphis	Morgan County (2 responses)
Nashville	Oak Ridge (5 responses)
Oneida (3 responses)	Pikesville
Pioneer	Rockwood (2 responses)
Scott County (3 responses)	Somerset
Sweetwater (2 responses)	Vonore
Wartburg (3 responses)	

LWIA 5

Athens	Baton Rouge
Bolton	Charleston
Chattanooga (33 responses)	Chattanooga
Chattanooga	Cleveland (8 responses)
Dayton (5 responses)	Elm Springs
Etowah	Fort Lauderdale
Hixson	Kimball
Knoxville	Loudon
Maryville	Nashville
Ooltewah	Pikeville

Where is your job located - what city? (cont'd)

LWIA 5 (cont'd)

Redwood	Ringgold
Rossville	South Pittsburg (8 responses)
Southaven	Trenton

LWIA 6

Clarksville	Cookeville (2 responses)
Crossville	Dechard
Dechard (3 responses)	Manchester (3 responses)
McMinnville (6 responses)	Morrison (14 responses)
Morristown	Murfreesboro (3 responses)
Shelbyville (5 responses)	Smithville
Tullahoma (2 responses)	Winchester (14 responses)

LWIA 7

Algood	Byrdstown (2 responses)
Carthage (3 responses)	Celina (3 responses)
Charleston	Chattanooga
Clarksville (2 responses)	Columbia
Cookesville	Cookeville (16 responses)
Crossville (5 responses)	Gainesboro
Gordonsville (12 responses)	Hopkinsville
Jamestown (6 responses)	Knoxville
Lafayette (4 responses)	Lebanon
Livingston	Macon County
McMinnville	Moneray
Nashville (6 responses)	Newport News
Pall Mall	Pikeville
Portland	Scottsville
Smithville	Sparta (4 responses)
Springfield	Thompkonsville

Where is your job located - what city? (cont'd)

LWIA 7 (cont'd)

Westmoreland

LWIA 8

Ashland	Ashland City (5 responses)
Atlanta (2 responses)	Brentwood (3 responses)
Carruthersville	Centerville
Chattanooga	Clarksville (26 responses)
Columbia	Cunningham
Dallas	Dickson (4 responses)
Dixon (3 responses)	Dothan
Dover (3 responses)	Dunlap
El Paso	Erin
Evansville	Fairview (3 responses)
Fort Campbell (4 responses)	Franklin (7 responses)
Gallatin (2 responses)	Greenbriar
Hendersonville	Hermitage
Hopkinsville (7 responses)	Houston County
Kingston Springs	Lafollette
Lebanon (3 responses)	Madison
McEwen (2 responses)	Memphis
Milford	Murfreesboro
Nashville (27 responses)	New Johnsonville
Peoria	Pleasantview
Portland (2 responses)	Richwood
Smyrna (2 responses)	Spring Hill
Springfield (2 responses)	Stewart County
Temple	Waverly (4 responses)
Woodlawn	

Where is your job located - what city? (cont'd)

LWIA 9

Alpharetta	Antioch (2 responses)
Ashland City	Athens
Atlanta	Brentwood (9 responses)
Carthage	Clarksville
Cool Springs	Denver
Dixon	Franklin (7 responses)
Gallatin	Goodlettsville (2 responses)
Gordonsville	Hendersonville
Hermitage	Houston
Knoxville	Lansing
Las Vegas	Lavergne (2 responses)
Lebanon (9 responses)	Littleton
Madison (2 responses)	Manchester
Memphis	Mobile
Mosheim	Mount Juliet (2 responses)
Mt. Juliet	Murfreesboro
Murfreesbor	Murfreesboro (16 responses)
Nashville (80 responses)	Old Hickory
Philadelphia	Phoenix
Pittsburgh	Riley
Smyrna (9 responses)	Spring Hill
Watertown	Whites Creek

LWIA 10

Centerville	Clifton
Collinwood	Columbia (5 responses)
Franklin	Green Hills
High Ridge	Hohenwald (6 responses)
Hornwall	Jackson

Where is your job located - what city? (cont'd)

LWIA 10 (cont'd)

Jefferson City	Lawrence
Lawrenceburg (5 responses)	Lewisburg (12 responses)
Linden (4 responses)	Lisbon
Loretta	Loretto
Morton	Mount Pleasant (4 responses)
Nashville (2 responses)	New Johnsonville
Pulaski	Scranton
Sharpsburg	Spring Hill (6 responses)

LWIA 11

Adamsville	Benton
Bolivar	Brownsville (2 responses)
Camden	Dresden
Henderson	Jackson (14 responses)
Lexington (5 responses)	Murray
Omaha	Paris
Parsons	Selmer
Van Buren	West Memphis

LWIA 12

Alamo (2 responses)	Atlanta
Barville	Bells
Blytheville (2 responses)	Bolivar
Bradford	Bristol
Bruceton (2 responses)	Camden (2 responses)
Chicago	Clarksville
Clinton (3 responses)	Covington (27 responses)
Cuba	Decatur
Des Moines	Dyer
Dyersburg (15 responses)	Gadsden

Where is your job located - what city? (cont'd)

LWIA 12 (cont'd)

Henning	Hickman
Hickory	Hornbeak
Huntingdon	Huntington
Jackson (5 responses)	Kenton
Knoxville	Lebanon
Martin (7 responses)	Mayfield (2 responses)
Memphis (3 responses)	Milan (2 responses)
Murfreesboro	Murray
Nashville (3 responses)	Newbern (2 responses)
Paris (3 responses)	Ridgely
Ripley (4 responses)	Savannah
Tiptonville (3 responses)	Troy
Tulsa	Union City (26 responses)
Vanburen	West Memphis

LWIA 13

Bartlett	Cordova
Covington	Gallaway
Germantown (2 responses)	Greenwood
Holly Springs	Horn Lake
Jackson	Little Rock
Memphis (70 responses)	Murfreesboro
Nashville	Olive Branch
Southaven	

What services were provided? (Other services?)

LWIA 1

Aptitude test	College readiness program
Financial aid	Financial assistance (5 responses)
Financial assistance for school	Gas money
School	Tuition assistance (8 responses)

LWIA 2

Career counseling	Career Readiness Test
Computer search	Electrician classes
Faxing paperwork	Financial aid (13 responses)
Financial assistance (4 responses)	Funding for school
Gas money	Grants
Grants for school	Interview skills workshop
Paid for truck driving school	Scholarships
Trade Adjustment test	Training classes
Tuition assistance (23 responses)	Tuition assistance and gas money (2 responses)
Unemployment (2 responses)	Welding class and testing

LWIA 3

Computer classes (2 responses)	Computer lab
Computer training	Counseling (2 responses)
Education	Financial aid (9 responses)
Financial aid and coding class	Financial aid and gas card (2 responses)
Financial assistance (10 responses)	Funding for trucking school
Gas card and financial aid and uniforms	Gas cards and help with school
Gas cards and textbook assistance	Gas voucher and financial aid
Gas voucher and tuition	Gas vouchers
Help with finding a job and a school	Job counseling
Job listings	Job search
Money for tools	TRA training
Training	Travel reimbursement

What services were provided? (Other services?) (cont'd)

LWIA 3 (cont'd)

Truck driving school	Tuition
Tuition assistance (11 responses)	Tuition assistance and gas card
Unemployment help and financial assistance	Work Keys test

LWIA 4

Business technology class	CDL test
Certified Management Accountant	Computer lab
Dislocated Worker Program	Education
Financial aid (17 responses)	Financial assistance (8 responses)
Financial assistance for LPN certification	Financial assistance for school (3 responses)
Financial assistance for school and books	Financial assistance for tools and gas
Funding for school	Gas and tuition assistance
Gas assistance	Gas card (2 responses)
Gas card and financial aid	Gas card and money for uniforms
Gas card/uniform money	Gas money (5 responses)
Gas money and book money	Gas money and paid for state boards
Gas voucher	Gas voucher and financial aid
Help with school funding	Paid for books and testing
Summer employment	Summer internship
Summer work program	Travel assistance and gas money
Travel expenses	Travel reimbursement
Tuition assistance (12 responses)	Unemployment and clothes
Unemployment help and financial assistance	Uniform money
Uniforms	

LWIA 5

Career counseling and information about college	College enrollment
College information and training	Computer classes
Computer help	Counseling
Education	Financial aid (14 responses)

What services were provided? (Other services?) (cont'd)

LWIA 5 (cont'd)

Financial aid and career counseling	Financial assistance (7 responses)
Financial assistance and gas voucher	Financial assistance for CNA program
Financial assistance for school	Gas money, books and new tires
Gas stipend	Gas voucher and financial assistance
Grant for school (3 responses)	Grant money
Help finding a college	Help signing up for TAA
Help with school	Helped her set up classes
Paid for books	Paid for tools
Pharmacy tech class	School assistance
Secretary training	Summer work program
Training	Training program
Truck driving school	Tuition assistance (14 responses)
Unemployment (2 responses)	Unemployment and financial aid for school
Web design school	Work Study

LWIA 6

Automotive technology class	Financial aid
Financial assistance (2 responses)	Financial assistance for school (2 responses)
Financial assistance for school and books	Funding for school
Gas money	Grants
Job readiness	Job search (2 responses)
Job training (2 responses)	LPN certification (2 responses)
LPN classes	LPN program
LPN training (2 responses)	TRA program (welding class)
Tuition assistance (3 responses)	Tuition assistance and gas money
Unemployment benefits	

What services were provided? (Other services?) (cont'd)

LWIA 7

Computer classes	Computer lab
CRC testing	Financial aid (14 responses)
Financial aid for school	Financial assistance (7 responses)
Financial assistance for school (3 responses)	Gas money (3 responses)
Gas money for school	Gas voucher (2 responses)
Grant (3 responses)	Grant for school (2 responses)
Grant for school and books	Grants
Help with money for books	Help with school and tuition
Help with school funding	Job search
LPN classes (3 responses)	Mileage reimbursement
Money for school	Paid for supplies
Paid for tools	Registering for school
Scholarships	School stipend
Sending applications	Testing
Tuition assistance (19 responses)	Unemployment (2 responses)

LWIA 8

Assistance with paying for state license exam	Books and gas voucher
Career counseling and computer classes	Career training
Certification	Child care and financial aid
CNA certification	CNA classes
CNA classes and computer courses	CNA program
Computer classes	Counseling (2 responses)
Families First Program	Financial aid (45 responses)
Financial aid and gas card (3 responses)	Financial aid and gas money
Financial aid for school	Financial assistance (12 responses)
Financial assistance for school (2 responses)	Financial assistance for tools and for school
Financial assistance with CNA program	Gas card (4 responses)
Gas card and financial aid (3 responses)	Gas card and tuition assistance

What services were provided? (Other services?) (cont'd)

LWIA 8 (cont'd)

Gas money (3 responses)	Gas money and clothes
Grant	Grant assistance
Grants and paid for books	Grants and paid for tools
Help pay for uniforms	Job search (2 responses)
Microsoft training	Money for books (3 responses)
Money for CNA program	Paid for childcare, gas, and financial aid for classes
Paid for nursing exam	Paid for testing
Paychecks	Summer employment
Tuition and book money	Tuition assistance (26 responses)
Tuition assistance and gas card	Tuition money
Unemployment	Unemployment help and tuition assistance
Uniform test fees	

LWIA 9

Assistance with driving school	Biomedical program
Career coach	Career coach
Career coach and interview skills	Career coach/counseling
Career counseling (5 responses)	Career counseling and interview class
CDL license	Certified medical assisting
Classes	Computer access (3 responses)
Computer certification	Computer class
Computer classes (3 responses)	Computer courses and time with counselor
Computer usage	Computer use (2 responses)
Counseling (6 responses)	CRC testing
Financial aid (19 responses)	Financial aid for computer classes
Financial assistance (8 responses)	Financial assistance for school (3 responses)
Financial assistance for trucking school	Grant
Grant for nursing program (2 responses)	Grant for school (3 responses)
Help applying for school	Help with school

What services were provided? (Other services?) (cont'd)

LWIA 9 (cont'd)

Interview class	Interview skills classes
Job coaching	Job search (5 responses)
Job training	LPN school
Microsoft Office classes	Nashville Career Advancement Center
Networking meetings	Networking seminars
Paid for school (3 responses)	Scholarship
Scholarship and Career Counselor	Scholarships
School assistance	Seminars
Seminars and networking	Speaker seminars
TRA program (school)	Training class
Truck Driving Certification	Truck driving school
Tuition assistance (9 responses)	Tuition assistance and displaced worker program
Unemployment	Unemployment and resource center
Unemployment benefits (5 responses)	Veteran's benefits and financial assistance
Vocational counseling (2 responses)	Workshops
Workshops for project management certification	Writing class

LWIA 10

Bookkeeping certification class	Career Readiness Certificate (2 responses)
Certification test	Computer class
Counseling	Financial aid (5 responses)
Financial aid and gas card	Financial assistance (4 responses)
Financial assistance for school	Grant for school
Job counseling and financial aid	Job search
Job search and help with school	Job training
Jobs for TN Graduates	Manufacturing training
Microsoft software	Microsoft training
Paid for truck driving school	Pipe fielding and welding
Scholarship	Testing

What services were provided? (Other services?) (cont'd)

LWIA 10 (cont'd)

Tuition assistance (2 responses)

Unemployment

Unemployment benefits

LWIA 11

Driving academy

Driving school

Financial aid (6 responses)

Financial assistance (2 responses)

Financial assistance for school

Funding for school

Gas money for school

Grant for school

Grant for truck driving school

Grant money

Job shadowing experience

Paid for CNA training

Paid for uniforms and supplies

School

Tuition assistance (5 responses)

Tuition assistance and WIA work program

Tuition for truck driving school

LWIA 12

Career readiness certificate

CNA classes (2 responses)

CNA training and career readiness

Commercial drivers license

Computer class

Counseling for retirement

CRC test

CRC testing (3 responses)

Employer wanted her to go for extra money

Enrolled in a nursing program

Field test

Financial aid (17 responses)

Financial aid and counseling

Financial aid and money for uniforms

Financial assistance (10 responses)

Food Stamps Assistance

Gas card (2 responses)

Gas card and financial aid

Gas money (6 responses)

Grant

Grant for truck driving license

Grant money

Help filing paperwork

Help with books and tuition

Help with getting into school

Job placement and grant

Job search (2 responses)

Job training

LPN program

Maintenance training

What services were provided? (Other services?) (cont'd)

LWIA 12 (cont'd)

Mechanics Classes	Nursing classes
Online class	Student financial aid
Testing (2 responses)	TRA
Trade Readjustment Assistance	Truck driving school (2 responses)
Tuition and gas vouchers	Tuition assistance (22 responses)
Tuition assistance and gas card	Tutoring (2 responses)
Unemployment (5 responses)	Unemployment and financial aid (2 responses)
Unemployment and financial assistance (2 responses)	Unemployment benefits
Unemployment benefits and scholarship	Welding class
Welding classes	

LWIA 13

Accounting class	Career readiness classes and training
CNA training	Computer access
Computer classes	CRC and financial assistance
CRC testing	Financial aid (16 responses)
Financial aid and childcare	Financial assistance (6 responses)
Financial assistance and grant for school	Financial assistance for school (2 responses)
Gas card	Grant (2 responses)
Grant and tuition assistance	Grant for nursing program
Grant for school (8 responses)	Grants
Help with school (2 responses)	Industrial readiness training program (2 responses)
Job counseling	Job fair
Job search	Job training
Microsoft Office training	Paid for books
Second Chance Program	Testing
Truck driving class	Tuition assistance (12 responses)
Tuition assistance and CNA license	Unemployment
Unemployment benefits	Voucher for supplies and help with tuition

What services were provided? (Other services?) (cont'd)

LWIA 13 (cont'd)

WIN program

How did you hear about the Career Center? (Other?)

LWIA 1

Counselor at school	High school
High school counselor	School (4 responses)
School counselor	School program
Walk-in (6 responses)	

LWIA 2

Always knew about it	School (6 responses)
Unemployment office	Walk-in (18 responses)

LWIA 3

School (7 responses)	Unemployment office
Walk-in (21 responses)	

LWIA 4

Always knew about it	Career center employee
Job fair	School (9 responses)
Unemployment office	Walk-in (29 responses)

LWIA 5

Always knew about it	College (2 responses)
College Fair	Got a letter
Guidance counselor (2 responses)	School (5 responses)
Unemployment office	Walk-in (28 responses)
Website	

LWIA 6

Always knew about it	School counselor
Walk-in (22 responses)	

How did you hear about the Career Center? (Other?) (cont'd)

LWIA 7

Always knew about it	Former employee
School (10 responses)	Teacher
Technology Center Clarksville	Walk-in (33 responses)

LWIA 8

Always knew about it (2 responses)	College Fair
College instructor	Department of Human Services
School (24 responses)	Unemployment office
Walk-in (45 responses)	

LWIA 9

Always knew about it (3 responses)	Career counselor
Church	High school counselor
Information in the mail	Mail
School (14 responses)	Unemployment office (6 responses)
Used to work there	Walk-in (85 responses)

LWIA 10

High school (2 responses)	School (2 responses)
Teacher	Walk-in (30 responses)

LWIA 11

Jackson State Community College	School
Walk-in (16 responses)	

LWIA 12

High school (2 responses)	School (7 responses)
Unemployment office	Walk-in (44 responses)
Website (2 responses)	

How did you hear about the Career Center? (Other?) (cont'd)

LWIA 13

Always knew about it

Guidance counselor

Job Corporation

School (8 responses)

TN Department of Labor

Unemployment office (2 responses)

Walk-in (21 responses)

Tennessee WorkForce Investment Act Employer Survey

Survey Results for the Period Jul 2013 – Sep 2013

Prepared for
Tennessee Department of Labor & Workforce Development
Nashville, TN

Prepared by
Sparks Bureau of Business and Economic Research/
Center for Manpower Studies
The University of Memphis
Memphis, TN

October 2013

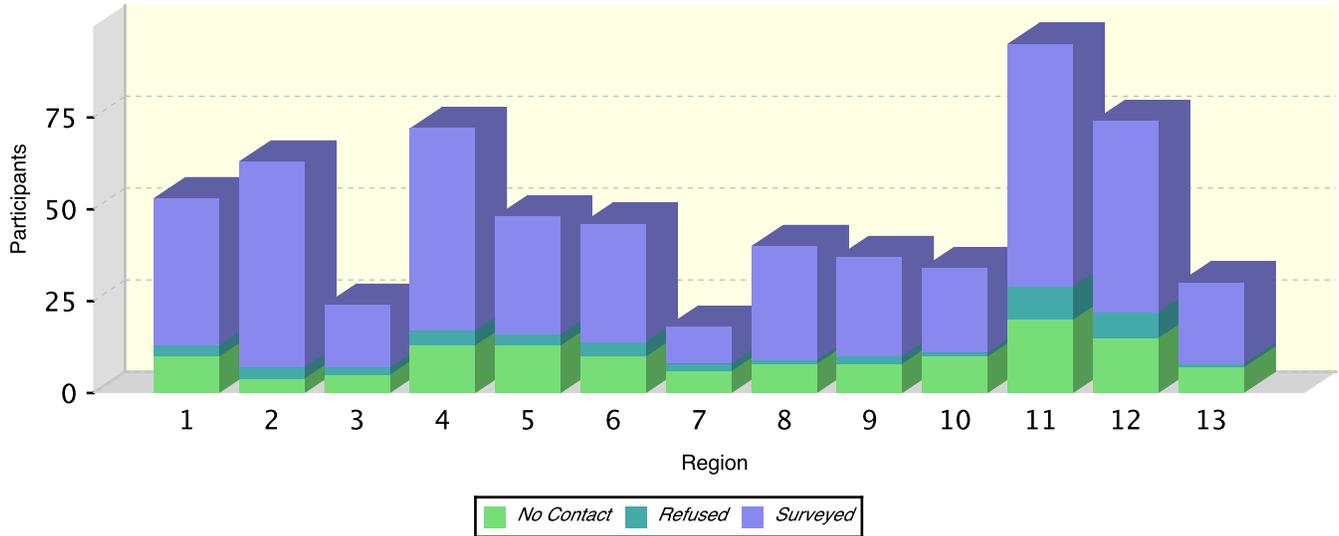


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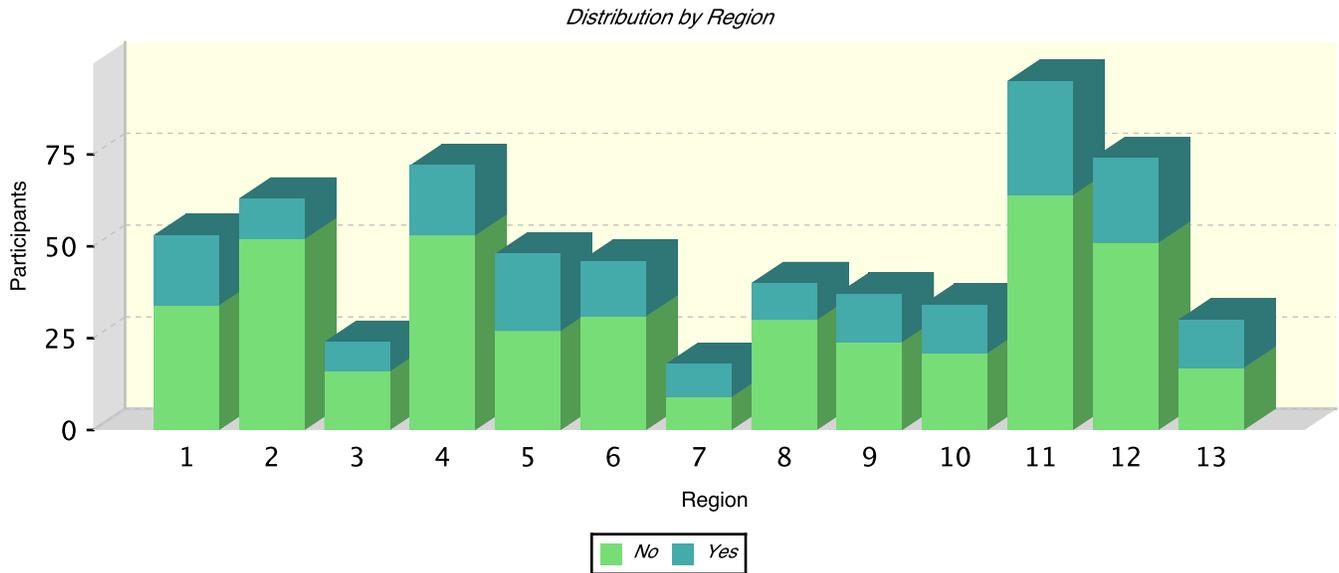
Contact Outcome

Distribution by Region



Region	No Contact	Refused	Surveyed	Total
LWIA 1	10 18.9%	3 5.7%	40 75.5%	53 100.0%
LWIA 2	4 6.3%	3 4.8%	56 88.9%	63 100.0%
LWIA 3	5 20.8%	2 8.3%	17 70.8%	24 100.0%
LWIA 4	13 18.1%	4 5.6%	55 76.4%	72 100.0%
LWIA 5	13 27.1%	3 6.2%	32 66.7%	48 100.0%
LWIA 6	10 21.7%	4 8.7%	32 69.6%	46 100.0%
LWIA 7	6 33.3%	2 11.1%	10 55.6%	18 100.0%
LWIA 8	8 20.0%	1 2.5%	31 77.5%	40 100.0%
LWIA 9	8 21.6%	2 5.4%	27 73.0%	37 100.0%
LWIA 10	10 29.4%	1 2.9%	23 67.6%	34 100.0%
LWIA 11	20 21.1%	9 9.5%	66 69.5%	95 100.0%
LWIA 12	15 20.3%	7 9.5%	52 70.3%	74 100.0%
LWIA 13	7 23.3%	1 3.3%	22 73.3%	30 100.0%
All LWIAs	129 20.3%	42 6.6%	463 73.0%	634 100.0%

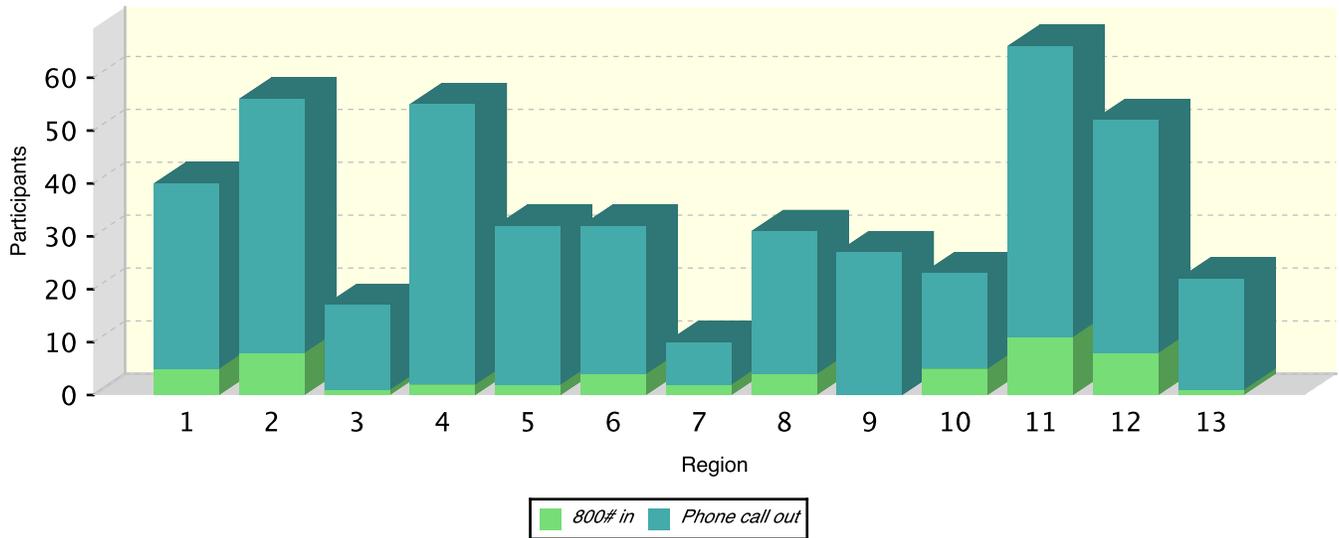
Was additional research required in order to try and contact the participant?



Region	No	Yes	Total
LWIA 1	34 64.2%	19 35.8%	53 100.0%
LWIA 2	52 82.5%	11 17.5%	63 100.0%
LWIA 3	16 66.7%	8 33.3%	24 100.0%
LWIA 4	53 73.6%	19 26.4%	72 100.0%
LWIA 5	27 56.2%	21 43.8%	48 100.0%
LWIA 6	31 67.4%	15 32.6%	46 100.0%
LWIA 7	9 50.0%	9 50.0%	18 100.0%
LWIA 8	30 75.0%	10 25.0%	40 100.0%
LWIA 9	24 64.9%	13 35.1%	37 100.0%
LWIA 10	21 61.8%	13 38.2%	34 100.0%
LWIA 11	64 67.4%	31 32.6%	95 100.0%
LWIA 12	51 68.9%	23 31.1%	74 100.0%
LWIA 13	17 56.7%	13 43.3%	30 100.0%
All LWIAs	429 67.7%	205 32.3%	634 100.0%

Contact Method

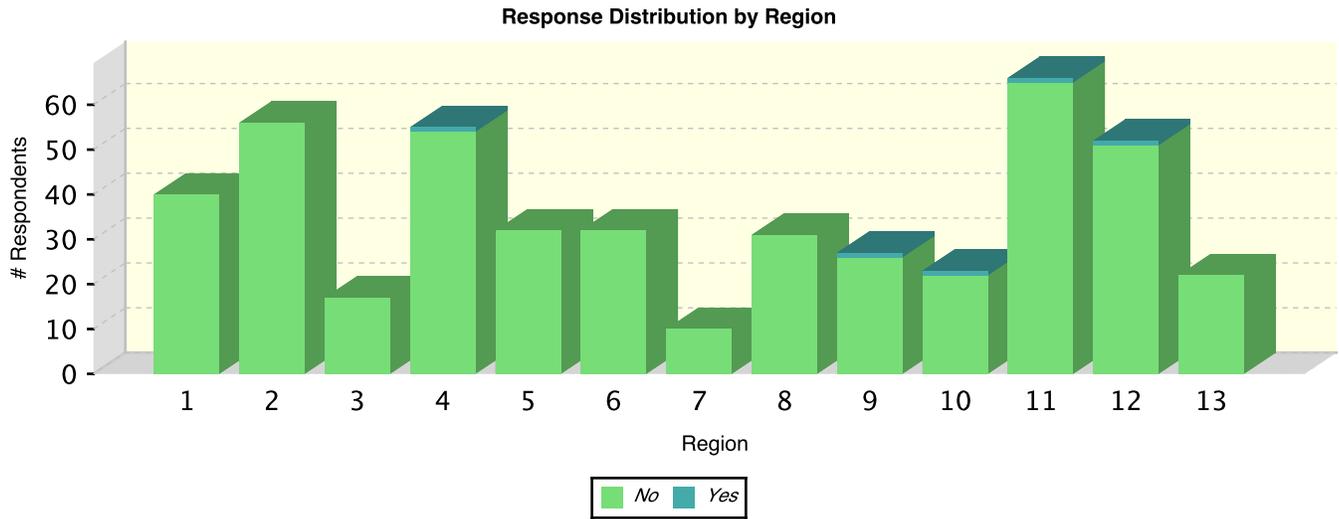
Distribution by Region



Region	800# in	Phone call out	Total
LWIA 1	5 12.5%	35 87.5%	40 100.0%
LWIA 2	8 14.3%	48 85.7%	56 100.0%
LWIA 3	1 5.9%	16 94.1%	17 100.0%
LWIA 4	2 3.6%	53 96.4%	55 100.0%
LWIA 5	2 6.2%	30 93.8%	32 100.0%
LWIA 6	4 12.5%	28 87.5%	32 100.0%
LWIA 7	2 20.0%	8 80.0%	10 100.0%
LWIA 8	4 12.9%	27 87.1%	31 100.0%
LWIA 9	0 0.0%	27 100.0%	27 100.0%
LWIA 10	5 21.7%	18 78.3%	23 100.0%
LWIA 11	11 16.7%	55 83.3%	66 100.0%
LWIA 12	8 15.4%	44 84.6%	52 100.0%
LWIA 13	1 4.5%	21 95.5%	22 100.0%
All LWIAs	53 11.4%	410 88.6%	463 100.0%

Did you receive services from the following program at the career center?

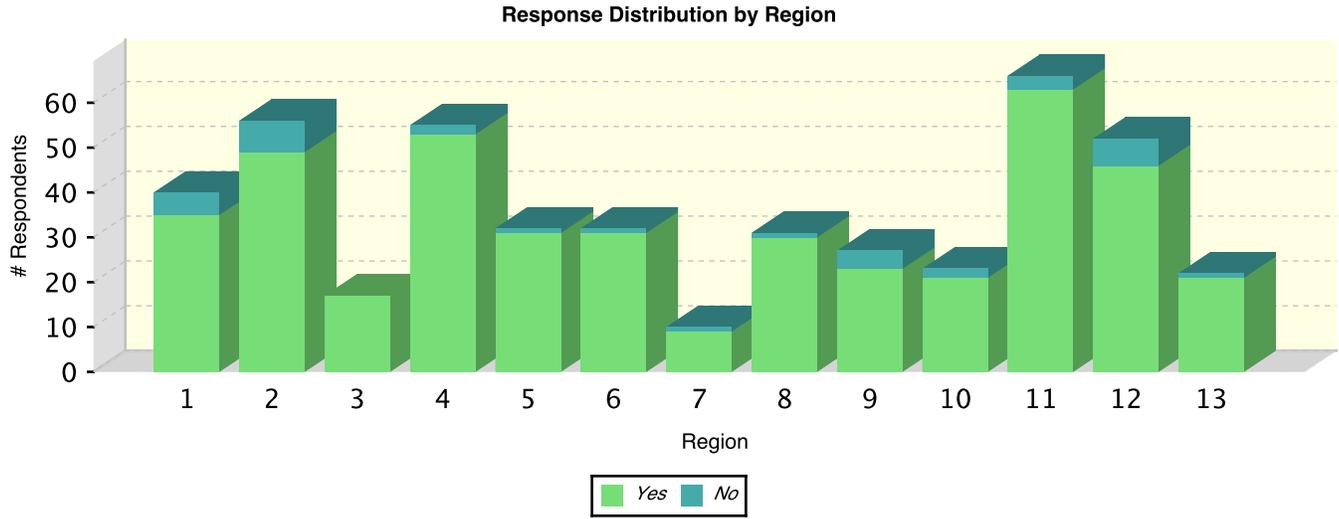
Vocational Rehabilitation?



Region	Yes	No	Total
LWIA 1	0 0.0%	40 100.0%	40 100.0%
LWIA 2	0 0.0%	56 100.0%	56 100.0%
LWIA 3	0 0.0%	17 100.0%	17 100.0%
LWIA 4	1 1.8%	54 98.2%	55 100.0%
LWIA 5	0 0.0%	32 100.0%	32 100.0%
LWIA 6	0 0.0%	32 100.0%	32 100.0%
LWIA 7	0 0.0%	10 100.0%	10 100.0%
LWIA 8	0 0.0%	31 100.0%	31 100.0%
LWIA 9	1 3.7%	26 96.3%	27 100.0%
LWIA 10	1 4.3%	22 95.7%	23 100.0%
LWIA 11	1 1.5%	65 98.5%	66 100.0%
LWIA 12	1 1.9%	51 98.1%	52 100.0%
LWIA 13	0 0.0%	22 100.0%	22 100.0%
All Regions	5 1.1%	458 98.9%	463 100.0%

Did you receive services from the following program at the career center?

Wagner-Peyser/Job Services?

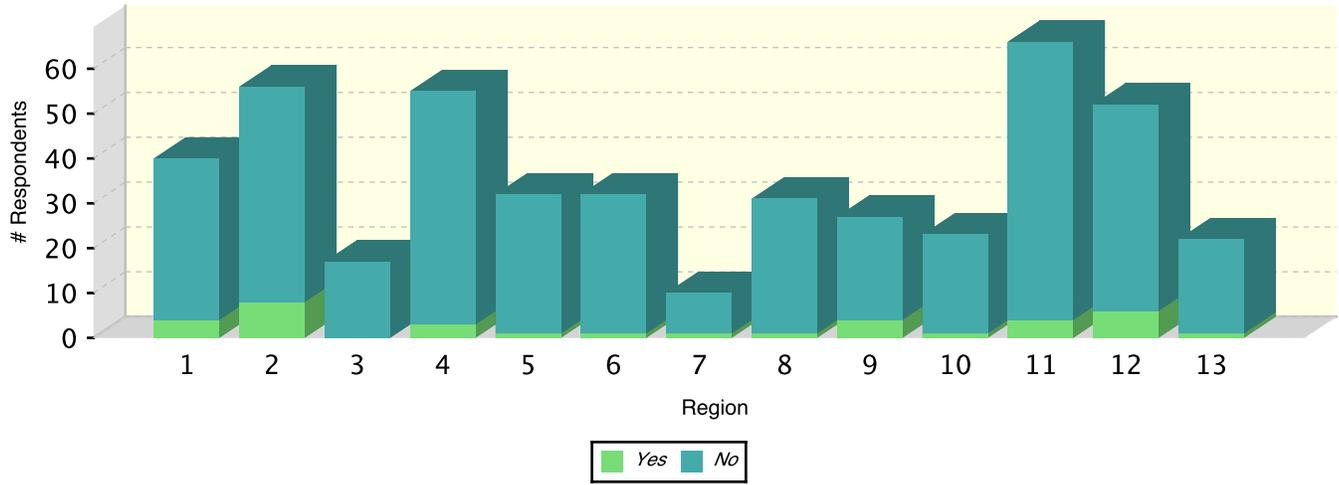


Region	Yes	No	Total
LWIA 1	35 87.5%	5 12.5%	40 100.0%
LWIA 2	49 87.5%	7 12.5%	56 100.0%
LWIA 3	17 100.0%	0 0.0%	17 100.0%
LWIA 4	53 96.4%	2 3.6%	55 100.0%
LWIA 5	31 96.9%	1 3.1%	32 100.0%
LWIA 6	31 96.9%	1 3.1%	32 100.0%
LWIA 7	9 90.0%	1 10.0%	10 100.0%
LWIA 8	30 96.8%	1 3.2%	31 100.0%
LWIA 9	23 85.2%	4 14.8%	27 100.0%
LWIA 10	21 91.3%	2 8.7%	23 100.0%
LWIA 11	63 95.5%	3 4.5%	66 100.0%
LWIA 12	46 88.5%	6 11.5%	52 100.0%
LWIA 13	21 95.5%	1 4.5%	22 100.0%
All Regions	429 92.7%	34 7.3%	463 100.0%

Did you receive services from the following program at the career center?

Workforce Investment?

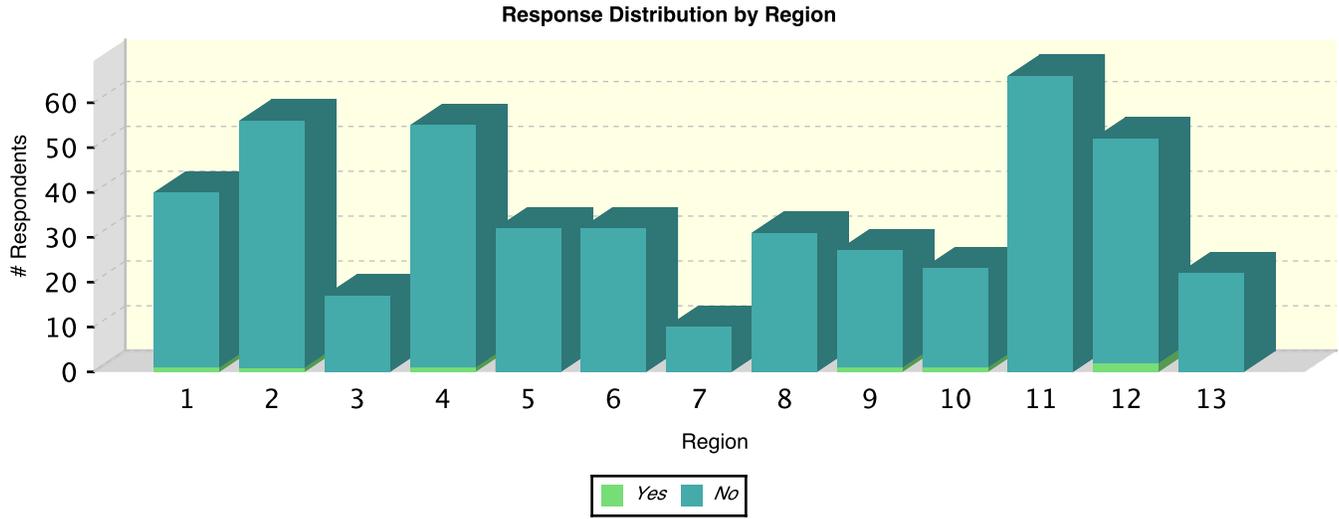
Response Distribution by Region



Region	Yes	No	Total
LWIA 1	4 10.0%	36 90.0%	40 100.0%
LWIA 2	8 14.3%	48 85.7%	56 100.0%
LWIA 3	0 0.0%	17 100.0%	17 100.0%
LWIA 4	3 5.5%	52 94.5%	55 100.0%
LWIA 5	1 3.1%	31 96.9%	32 100.0%
LWIA 6	1 3.1%	31 96.9%	32 100.0%
LWIA 7	1 10.0%	9 90.0%	10 100.0%
LWIA 8	1 3.2%	30 96.8%	31 100.0%
LWIA 9	4 14.8%	23 85.2%	27 100.0%
LWIA 10	1 4.3%	22 95.7%	23 100.0%
LWIA 11	4 6.1%	62 93.9%	66 100.0%
LWIA 12	6 11.5%	46 88.5%	52 100.0%
LWIA 13	1 4.5%	21 95.5%	22 100.0%
All Regions	35 7.6%	428 92.4%	463 100.0%

Did you receive services from the following program at the career center?

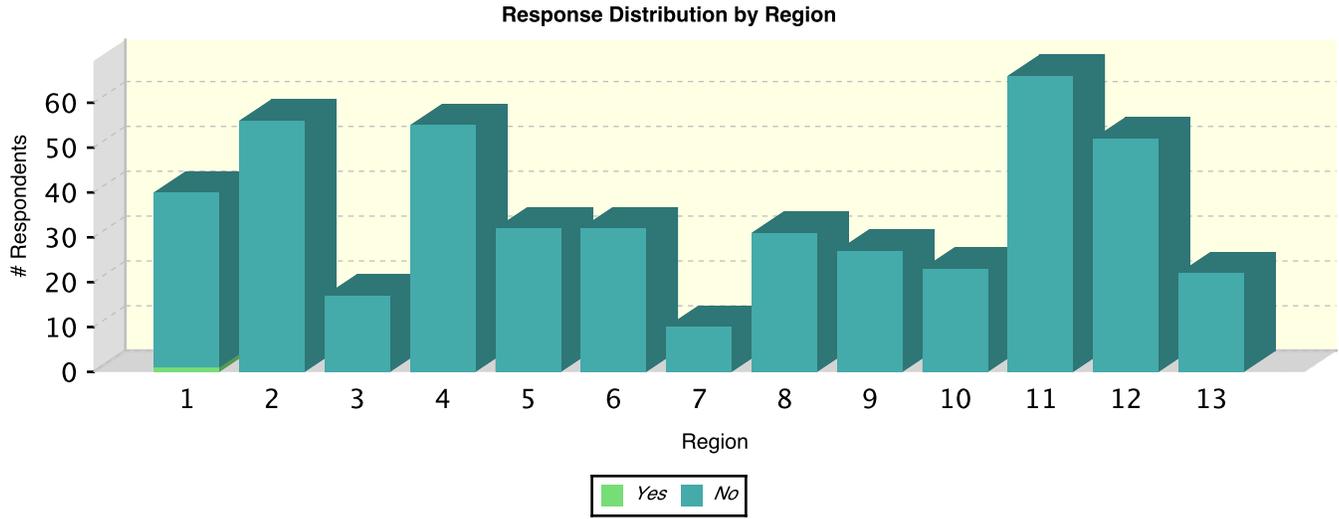
Not sure?



Region	Yes	No	Total
LWIA 1	1 2.5%	39 97.5%	40 100.0%
LWIA 2	1 1.8%	55 98.2%	56 100.0%
LWIA 3	0 0.0%	17 100.0%	17 100.0%
LWIA 4	1 1.8%	54 98.2%	55 100.0%
LWIA 5	0 0.0%	32 100.0%	32 100.0%
LWIA 6	0 0.0%	32 100.0%	32 100.0%
LWIA 7	0 0.0%	10 100.0%	10 100.0%
LWIA 8	0 0.0%	31 100.0%	31 100.0%
LWIA 9	1 3.7%	26 96.3%	27 100.0%
LWIA 10	1 4.3%	22 95.7%	23 100.0%
LWIA 11	0 0.0%	66 100.0%	66 100.0%
LWIA 12	2 3.8%	50 96.2%	52 100.0%
LWIA 13	0 0.0%	22 100.0%	22 100.0%
All Regions	7 1.5%	456 98.5%	463 100.0%

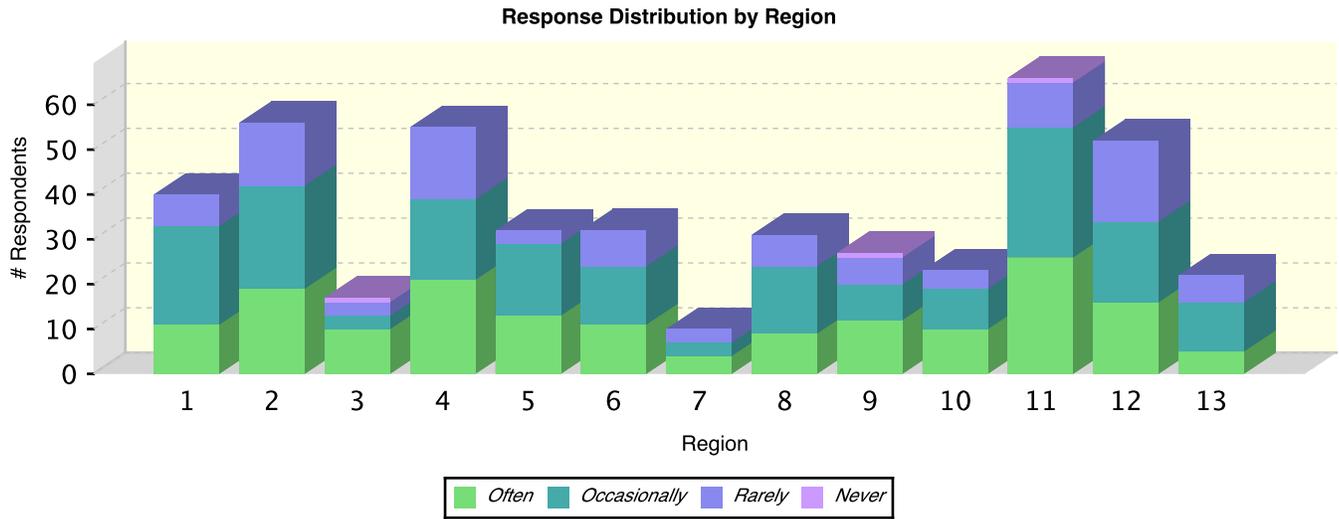
Did you receive services from the following program at the career center?

Other?



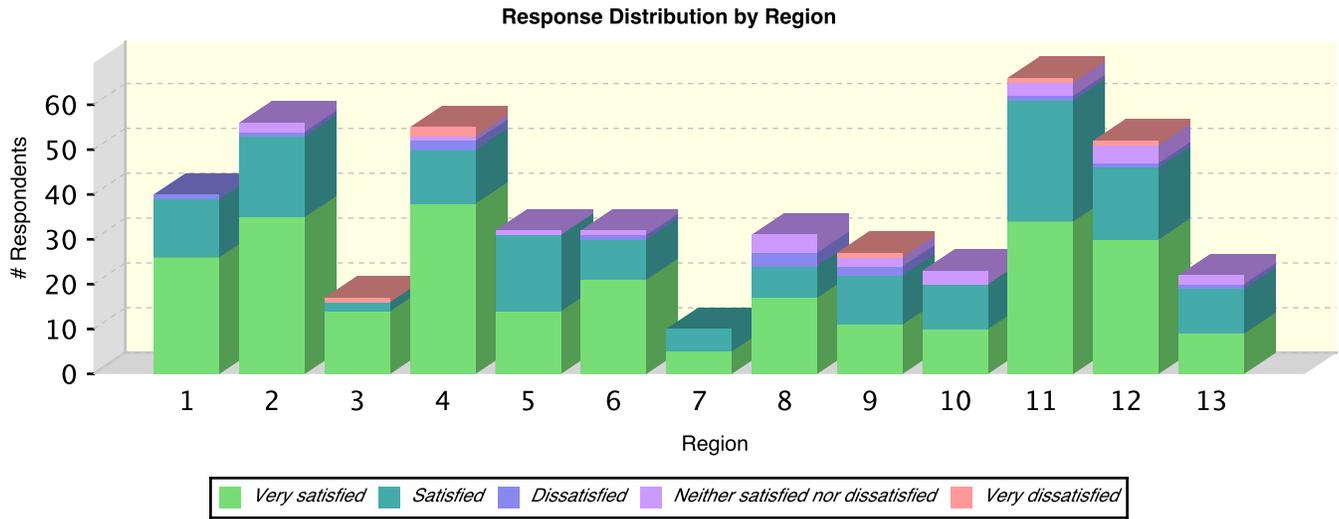
Region	Yes	No	Total
LWIA 1	1 2.5%	39 97.5%	40 100.0%
LWIA 2	0 0.0%	56 100.0%	56 100.0%
LWIA 3	0 0.0%	17 100.0%	17 100.0%
LWIA 4	0 0.0%	55 100.0%	55 100.0%
LWIA 5	0 0.0%	32 100.0%	32 100.0%
LWIA 6	0 0.0%	32 100.0%	32 100.0%
LWIA 7	0 0.0%	10 100.0%	10 100.0%
LWIA 8	0 0.0%	31 100.0%	31 100.0%
LWIA 9	0 0.0%	27 100.0%	27 100.0%
LWIA 10	0 0.0%	23 100.0%	23 100.0%
LWIA 11	0 0.0%	66 100.0%	66 100.0%
LWIA 12	0 0.0%	52 100.0%	52 100.0%
LWIA 13	0 0.0%	22 100.0%	22 100.0%
All Regions	1 0.2%	462 99.8%	463 100.0%

How often do you feel the need to use the career center's services?



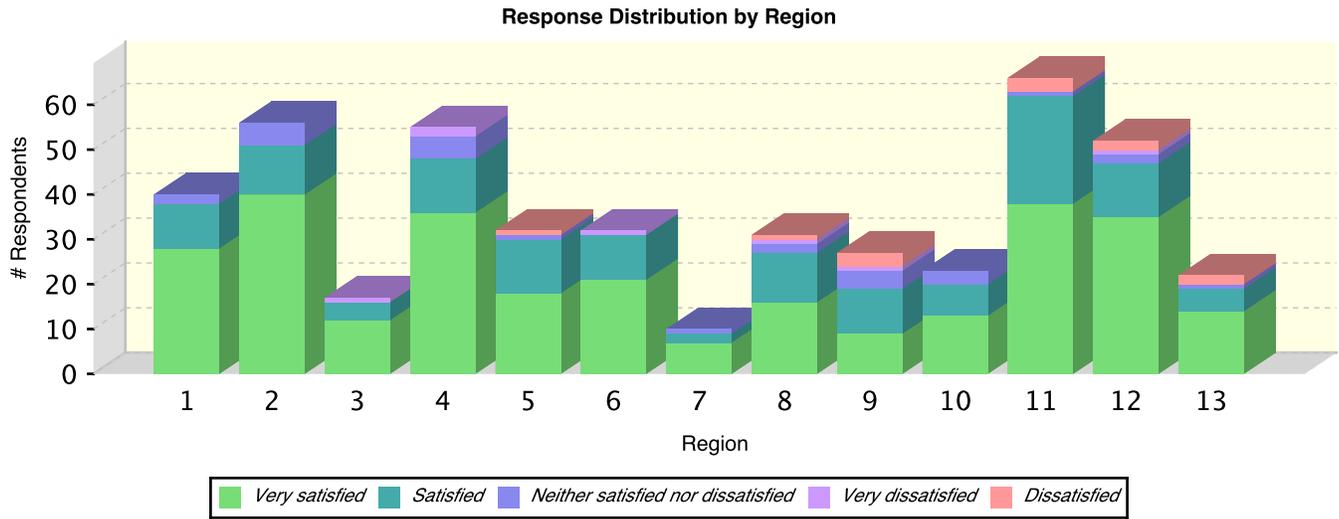
Region	Often	Occasionally	Rarely	Never	Total
LWIA 1	11 27.5%	22 55.0%	7 17.5%	0 0.0%	40 100.0%
LWIA 2	19 33.9%	23 41.1%	14 25.0%	0 0.0%	56 100.0%
LWIA 3	10 58.8%	3 17.6%	3 17.6%	1 5.9%	17 100.0%
LWIA 4	21 38.2%	18 32.7%	16 29.1%	0 0.0%	55 100.0%
LWIA 5	13 40.6%	16 50.0%	3 9.4%	0 0.0%	32 100.0%
LWIA 6	11 34.4%	13 40.6%	8 25.0%	0 0.0%	32 100.0%
LWIA 7	4 40.0%	3 30.0%	3 30.0%	0 0.0%	10 100.0%
LWIA 8	9 29.0%	15 48.4%	7 22.6%	0 0.0%	31 100.0%
LWIA 9	12 44.4%	8 29.6%	6 22.2%	1 3.7%	27 100.0%
LWIA 10	10 43.5%	9 39.1%	4 17.4%	0 0.0%	23 100.0%
LWIA 11	26 39.4%	29 43.9%	10 15.2%	1 1.5%	66 100.0%
LWIA 12	16 30.8%	18 34.6%	18 34.6%	0 0.0%	52 100.0%
LWIA 13	5 22.7%	11 50.0%	6 27.3%	0 0.0%	22 100.0%
All Regions	167 36.1%	188 40.6%	105 22.7%	3 0.6%	463 100.0%

What is your overall satisfaction with the services you received?



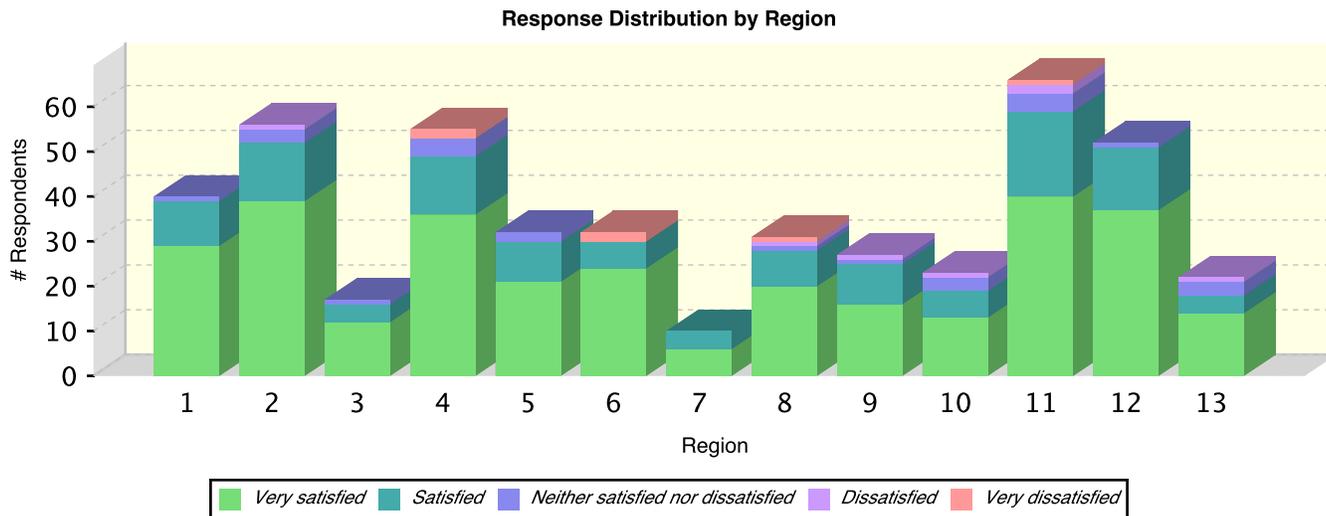
Region	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total
LWIA 1	26 65.0%	13 32.5%	0 0.0%	1 2.5%	0 0.0%	40 100.0%
LWIA 2	35 62.5%	18 32.1%	2 3.6%	1 1.8%	0 0.0%	56 100.0%
LWIA 3	14 82.4%	2 11.8%	0 0.0%	0 0.0%	1 5.9%	17 100.0%
LWIA 4	38 69.1%	12 21.8%	1 1.8%	2 3.6%	2 3.6%	55 100.0%
LWIA 5	14 43.8%	17 53.1%	1 3.1%	0 0.0%	0 0.0%	32 100.0%
LWIA 6	21 65.6%	9 28.1%	1 3.1%	1 3.1%	0 0.0%	32 100.0%
LWIA 7	5 50.0%	5 50.0%	0 0.0%	0 0.0%	0 0.0%	10 100.0%
LWIA 8	17 54.8%	7 22.6%	4 12.9%	3 9.7%	0 0.0%	31 100.0%
LWIA 9	11 40.7%	11 40.7%	2 7.4%	2 7.4%	1 3.7%	27 100.0%
LWIA 10	10 43.5%	10 43.5%	3 13.0%	0 0.0%	0 0.0%	23 100.0%
LWIA 11	34 51.5%	27 40.9%	3 4.5%	1 1.5%	1 1.5%	66 100.0%
LWIA 12	30 57.7%	16 30.8%	4 7.7%	1 1.9%	1 1.9%	52 100.0%
LWIA 13	9 40.9%	10 45.5%	2 9.1%	1 4.5%	0 0.0%	22 100.0%
All Regions	264 57.0%	157 33.9%	23 5.0%	13 2.8%	6 1.3%	463 100.0%

What is your overall satisfaction with the staff efforts to meet your employment needs?



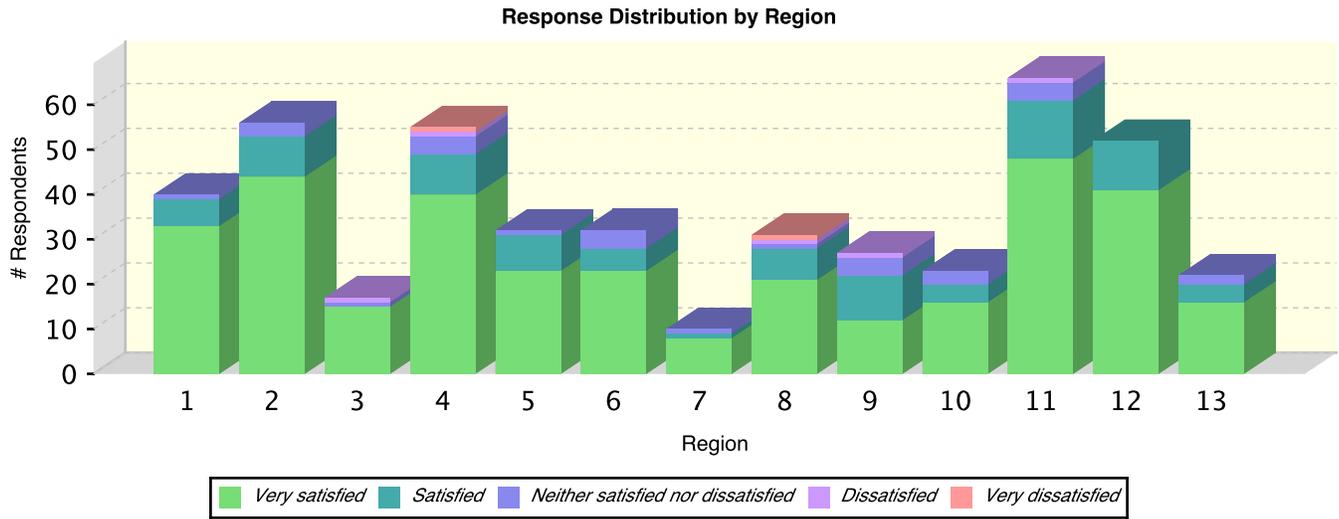
Region	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total
LWIA 1	28 70.0%	10 25.0%	2 5.0%	0 0.0%	0 0.0%	40 100.0%
LWIA 2	40 71.4%	11 19.6%	5 8.9%	0 0.0%	0 0.0%	56 100.0%
LWIA 3	12 70.6%	4 23.5%	0 0.0%	0 0.0%	1 5.9%	17 100.0%
LWIA 4	36 65.5%	12 21.8%	5 9.1%	0 0.0%	2 3.6%	55 100.0%
LWIA 5	18 56.2%	12 37.5%	1 3.1%	1 3.1%	0 0.0%	32 100.0%
LWIA 6	21 65.6%	10 31.2%	0 0.0%	0 0.0%	1 3.1%	32 100.0%
LWIA 7	7 70.0%	2 20.0%	1 10.0%	0 0.0%	0 0.0%	10 100.0%
LWIA 8	16 51.6%	11 35.5%	2 6.5%	1 3.2%	1 3.2%	31 100.0%
LWIA 9	9 33.3%	10 37.0%	4 14.8%	3 11.1%	1 3.7%	27 100.0%
LWIA 10	13 56.5%	7 30.4%	3 13.0%	0 0.0%	0 0.0%	23 100.0%
LWIA 11	38 57.6%	24 36.4%	1 1.5%	3 4.5%	0 0.0%	66 100.0%
LWIA 12	35 67.3%	12 23.1%	2 3.8%	2 3.8%	1 1.9%	52 100.0%
LWIA 13	14 63.6%	5 22.7%	1 4.5%	2 9.1%	0 0.0%	22 100.0%
All Regions	287 62.0%	130 28.1%	27 5.8%	12 2.6%	7 1.5%	463 100.0%

What is your overall satisfaction with how long it took to serve you?



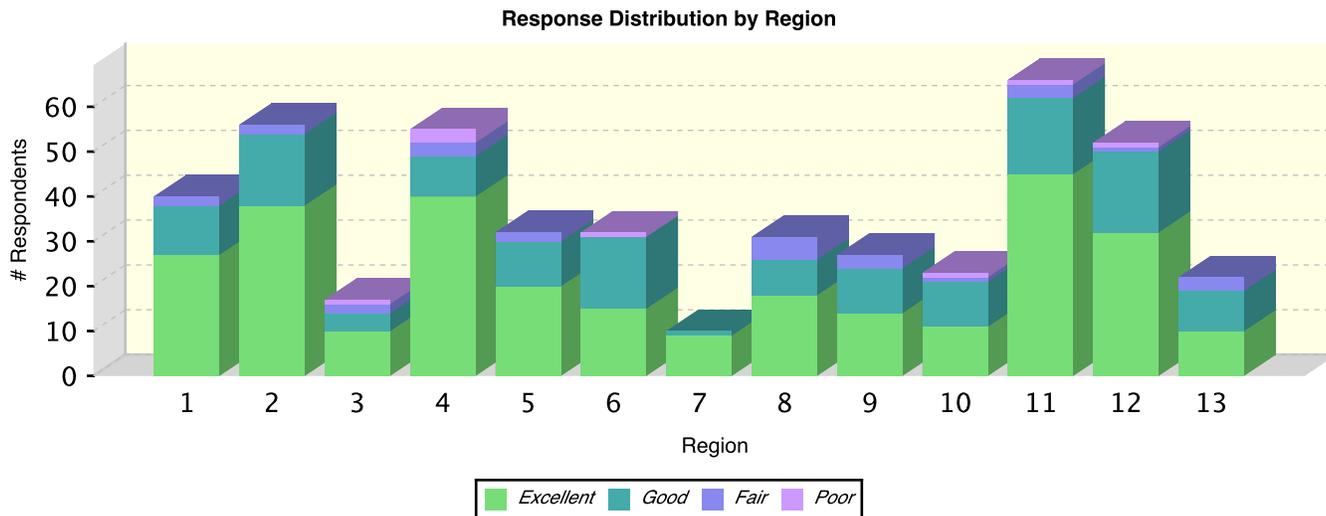
Region	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total
LWIA 1	29 72.5%	10 25.0%	1 2.5%	0 0.0%	0 0.0%	40 100.0%
LWIA 2	39 69.6%	13 23.2%	3 5.4%	1 1.8%	0 0.0%	56 100.0%
LWIA 3	12 70.6%	4 23.5%	1 5.9%	0 0.0%	0 0.0%	17 100.0%
LWIA 4	36 65.5%	13 23.6%	4 7.3%	0 0.0%	2 3.6%	55 100.0%
LWIA 5	21 65.6%	9 28.1%	2 6.2%	0 0.0%	0 0.0%	32 100.0%
LWIA 6	24 75.0%	6 18.8%	0 0.0%	0 0.0%	2 6.2%	32 100.0%
LWIA 7	6 60.0%	4 40.0%	0 0.0%	0 0.0%	0 0.0%	10 100.0%
LWIA 8	20 64.5%	8 25.8%	1 3.2%	1 3.2%	1 3.2%	31 100.0%
LWIA 9	16 59.3%	9 33.3%	1 3.7%	1 3.7%	0 0.0%	27 100.0%
LWIA 10	13 56.5%	6 26.1%	3 13.0%	1 4.3%	0 0.0%	23 100.0%
LWIA 11	40 60.6%	19 28.8%	4 6.1%	2 3.0%	1 1.5%	66 100.0%
LWIA 12	37 71.2%	14 26.9%	1 1.9%	0 0.0%	0 0.0%	52 100.0%
LWIA 13	14 63.6%	4 18.2%	3 13.6%	1 4.5%	0 0.0%	22 100.0%
All Regions	307 66.3%	119 25.7%	24 5.2%	7 1.5%	6 1.3%	463 100.0%

What is your overall satisfaction with how the staff treated you?



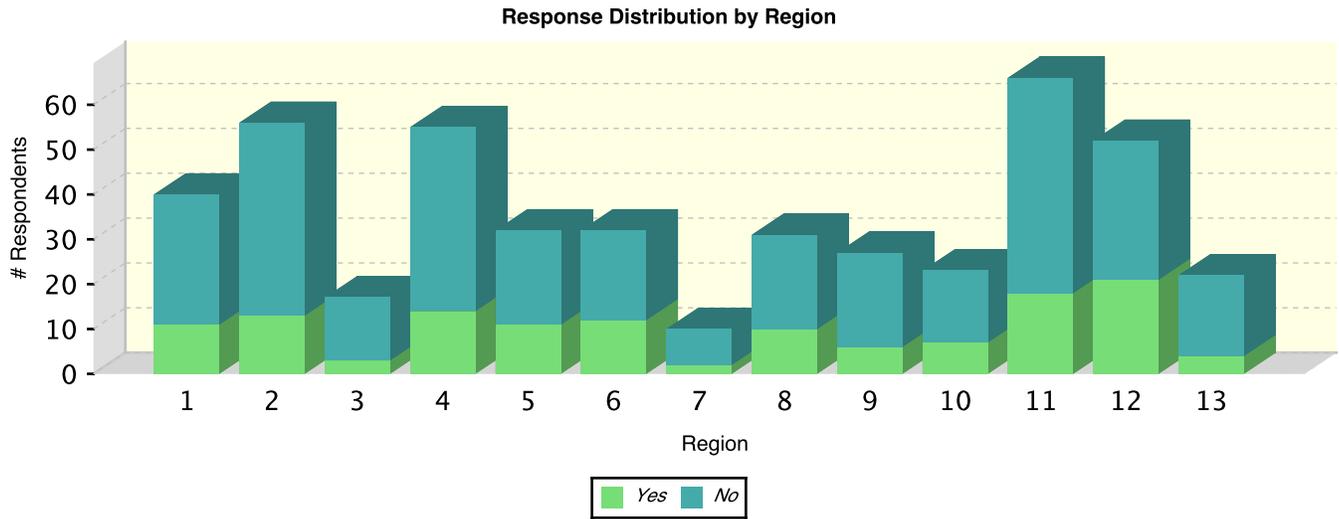
Region	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total
LWIA 1	33 82.5%	6 15.0%	1 2.5%	0 0.0%	0 0.0%	40 100.0%
LWIA 2	44 78.6%	9 16.1%	3 5.4%	0 0.0%	0 0.0%	56 100.0%
LWIA 3	15 88.2%	0 0.0%	1 5.9%	1 5.9%	0 0.0%	17 100.0%
LWIA 4	40 72.7%	9 16.4%	4 7.3%	1 1.8%	1 1.8%	55 100.0%
LWIA 5	23 71.9%	8 25.0%	1 3.1%	0 0.0%	0 0.0%	32 100.0%
LWIA 6	23 71.9%	5 15.6%	4 12.5%	0 0.0%	0 0.0%	32 100.0%
LWIA 7	8 80.0%	1 10.0%	1 10.0%	0 0.0%	0 0.0%	10 100.0%
LWIA 8	21 67.7%	7 22.6%	1 3.2%	1 3.2%	1 3.2%	31 100.0%
LWIA 9	12 44.4%	10 37.0%	4 14.8%	1 3.7%	0 0.0%	27 100.0%
LWIA 10	16 69.6%	4 17.4%	3 13.0%	0 0.0%	0 0.0%	23 100.0%
LWIA 11	48 72.7%	13 19.7%	4 6.1%	1 1.5%	0 0.0%	66 100.0%
LWIA 12	41 78.8%	11 21.2%	0 0.0%	0 0.0%	0 0.0%	52 100.0%
LWIA 13	16 72.7%	4 18.2%	2 9.1%	0 0.0%	0 0.0%	22 100.0%
All Regions	340 73.4%	87 18.8%	29 6.3%	5 1.1%	2 0.4%	463 100.0%

When you contacted the career center, how accessible were the services?



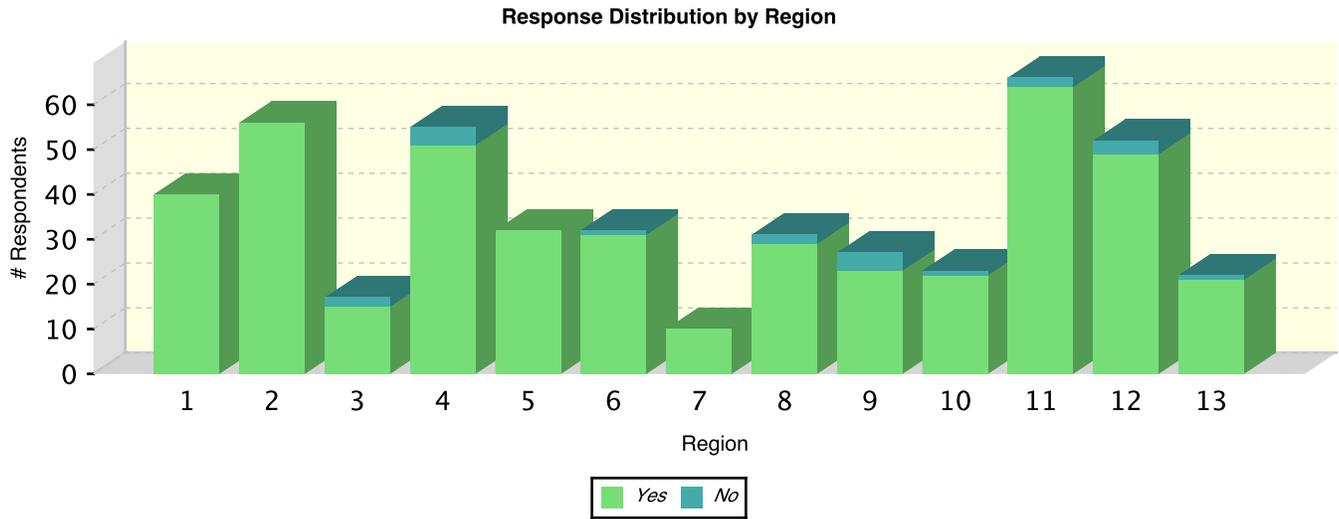
Region	Excellent	Good	Fair	Poor	Total
LWIA 1	27 67.5%	11 27.5%	2 5.0%	0 0.0%	40 100.0%
LWIA 2	38 67.9%	16 28.6%	2 3.6%	0 0.0%	56 100.0%
LWIA 3	10 58.8%	4 23.5%	2 11.8%	1 5.9%	17 100.0%
LWIA 4	40 72.7%	9 16.4%	3 5.5%	3 5.5%	55 100.0%
LWIA 5	20 62.5%	10 31.2%	2 6.2%	0 0.0%	32 100.0%
LWIA 6	15 46.9%	16 50.0%	0 0.0%	1 3.1%	32 100.0%
LWIA 7	9 90.0%	1 10.0%	0 0.0%	0 0.0%	10 100.0%
LWIA 8	18 58.1%	8 25.8%	5 16.1%	0 0.0%	31 100.0%
LWIA 9	14 51.9%	10 37.0%	3 11.1%	0 0.0%	27 100.0%
LWIA 10	11 47.8%	10 43.5%	1 4.3%	1 4.3%	23 100.0%
LWIA 11	45 68.2%	17 25.8%	3 4.5%	1 1.5%	66 100.0%
LWIA 12	32 61.5%	18 34.6%	1 1.9%	1 1.9%	52 100.0%
LWIA 13	10 45.5%	9 40.9%	3 13.6%	0 0.0%	22 100.0%
All Regions	289 62.4%	139 30.0%	27 5.8%	8 1.7%	463 100.0%

Do you consider Career Readiness Certificates in your hiring decisions?



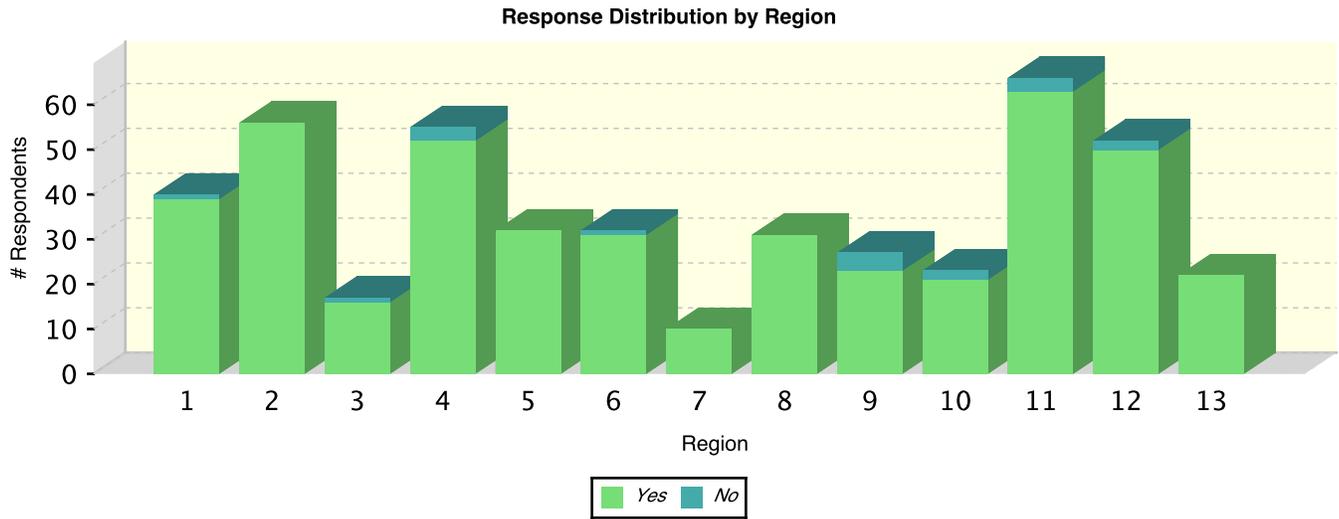
Region	Yes	No	Total
LWIA 1	11 27.5%	29 72.5%	40 100.0%
LWIA 2	13 23.2%	43 76.8%	56 100.0%
LWIA 3	3 17.6%	14 82.4%	17 100.0%
LWIA 4	14 25.5%	41 74.5%	55 100.0%
LWIA 5	11 34.4%	21 65.6%	32 100.0%
LWIA 6	12 37.5%	20 62.5%	32 100.0%
LWIA 7	2 20.0%	8 80.0%	10 100.0%
LWIA 8	10 32.3%	21 67.7%	31 100.0%
LWIA 9	6 22.2%	21 77.8%	27 100.0%
LWIA 10	7 30.4%	16 69.6%	23 100.0%
LWIA 11	18 27.3%	48 72.7%	66 100.0%
LWIA 12	21 40.4%	31 59.6%	52 100.0%
LWIA 13	4 18.2%	18 81.8%	22 100.0%
All Regions	132 28.5%	331 71.5%	463 100.0%

Would you recommend this program to other employers?



Region	Yes	No	Total
LWIA 1	40 100.0%	0 0.0%	40 100.0%
LWIA 2	56 100.0%	0 0.0%	56 100.0%
LWIA 3	15 88.2%	2 11.8%	17 100.0%
LWIA 4	51 92.7%	4 7.3%	55 100.0%
LWIA 5	32 100.0%	0 0.0%	32 100.0%
LWIA 6	31 96.9%	1 3.1%	32 100.0%
LWIA 7	10 100.0%	0 0.0%	10 100.0%
LWIA 8	29 93.5%	2 6.5%	31 100.0%
LWIA 9	23 85.2%	4 14.8%	27 100.0%
LWIA 10	22 95.7%	1 4.3%	23 100.0%
LWIA 11	64 97.0%	2 3.0%	66 100.0%
LWIA 12	49 94.2%	3 5.8%	52 100.0%
LWIA 13	21 95.5%	1 4.5%	22 100.0%
All Regions	443 95.7%	20 4.3%	463 100.0%

Would you use the Career Center again?



Region	Yes	No	Total
LWIA 1	39 97.5%	1 2.5%	40 100.0%
LWIA 2	56 100.0%	0 0.0%	56 100.0%
LWIA 3	16 94.1%	1 5.9%	17 100.0%
LWIA 4	52 94.5%	3 5.5%	55 100.0%
LWIA 5	32 100.0%	0 0.0%	32 100.0%
LWIA 6	31 96.9%	1 3.1%	32 100.0%
LWIA 7	10 100.0%	0 0.0%	10 100.0%
LWIA 8	31 100.0%	0 0.0%	31 100.0%
LWIA 9	23 85.2%	4 14.8%	27 100.0%
LWIA 10	21 91.3%	2 8.7%	23 100.0%
LWIA 11	63 95.5%	3 4.5%	66 100.0%
LWIA 12	50 96.2%	2 3.8%	52 100.0%
LWIA 13	22 100.0%	0 0.0%	22 100.0%
All Regions	446 96.3%	17 3.7%	463 100.0%

Appendix: Free Text Answers

The following pages detail the free-format responses that were given. Where more than one respondent gave the same answer, the number of identical responses is indicated in brackets afterwards.

What program(s) assisted you? (Other?)

LWIA 1

Unemployment program

What services did you receive from the career center?

LWIA 1

Applicants and job postings.	Applicants. (5 responses)
Booth at the job fair and job postings.	Help finding electricians.
Job fair and applicants.	Job fair and job postings.
Job fair.	Job fairs and referrals.
Job fairs.	Job postings and sending applicants.
Job postings, sending applicants, and interviews at the career center.	Job postings. (11 responses)
Job services.	Online ad postings. (2 responses)
Online job postings.	Posting jobs online.
Posting jobs.	Sending applicants. (4 responses)
Sending candidates and posting jobs.	Sent applicants. (3 responses)

LWIA 2

Applicants and job postings online.	Applicants. (7 responses)
Grant for dislocated workers and finding applicants.	Job applications.
Job fair.	Job posting help.
Job postings and sent applicants. (2 responses)	Job postings. (29 responses)
Online job postings.	Posted jobs online.
Posting jobs.	Referred applicants. (2 responses)
Sending applicants and proctoring the CRC test.	Sending applicants. (4 responses)
Sent applicants to them.	Sent applicants. (2 responses)

LWIA 3

Applicants and job postings.	Computer applicants and interview locations.
Help with job placement.	Job applicants.
Job postings. (5 responses)	Online job postings.
Posted announcements.	Posted job ads. (3 responses)
Posted job applications.	Posted job positions and applicants.
Posted jobs.	

What services did you receive from the career center? (cont'd)

LWIA 4

Applicants and job listings.

Applicants. (8 responses)

Job ad and applicants.

Job placement. (4 responses)

Job postings. (16 responses)

Online job postings.

Posted job ads.

Received job applications.

Referred applicants. (2 responses)

Sent applicants. (8 responses)

Applicants and open houses.

Applications for potential employees.

Job fairs and sending applicants.

Job postings and applicants.

Online applicants. (2 responses)

Post job ads online.

Posted job orders.

Referrals and applicants.

Sending applicants. (3 responses)

LWIA 5

Applicants and job postings.

Applicants and training grant.

Help with hiring.

Job fair.

Job posting.

Job postings. (10 responses)

Jobs for TN applications.

Post jobs online.

Posted job openings.

Sent applicants.

Applicants and online job postings.

Applicants. (4 responses)

Job ads.

Job posting help.

Job postings and applicants.

Job services. (2 responses)

Post jobs and send applicants.

Posted job ads and sent applicants.

Recruiting for positions.

LWIA 6

Ad listings.

Applicants and online ad postings.

Help finding applicants. (2 responses)

Job fair.

Job fairs and sending applicants.

Job postings and space for interviews.

Applicant interviews.

Applicants. (3 responses)

Help with job postings.

Job fairs and job postings.

Job posting help.

Job postings. (5 responses)

What services did you receive from the career center? (cont'd)

LWIA 6 (cont'd)

Job services. (2 responses)	Online ad postings. (2 responses)
Online postings. (2 responses)	Posted jobs online.
Referral of applicants and online job postings.	Sending applicants and posting jobs.
Sending applicants. (3 responses)	Sent applicants.

LWIA 7

Help finding applicants. (2 responses)	Job postings. (4 responses)
Online ad postings.	Online job listings.
Online job postings.	Space for interviews.

LWIA 8

Applicant interviews.	Applicants and Work Keys testing.
Applicants.	Applications and Work Keys testing.
Applications.	Helped them find a secretary.
Job fair. (2 responses)	Job fairs.
Job placement and advertisements.	Job postings and sending applicants.
Job postings. (10 responses)	Online ad postings and recruiting events.
Online applicants.	Online job postings and job fairs.
Online job postings. (4 responses)	Placed open orders.
Sending applicants.	Sent applicants.

LWIA 9

Applicant referrals.	Applicants and interviews.
Applicants and online job ads.	Applicants. (2 responses)
Application help.	Collecting applications for employees.
Help finding applicants. (2 responses)	Job fair and recruiting services.
Job posting help.	Job postings and job referrals.
Job postings. (5 responses)	Online ad postings and emails.
Online ad postings. (4 responses)	Online applicants and interviews.
Online job postings. (2 responses)	Sent applicants. (2 responses)

What services did you receive from the career center? (cont'd)

LWIA 10

Applicants.	Applications.
File openings.	Help finding applicants.
Help with job postings. (2 responses)	Job ads.
Job posting help.	Job postings. (6 responses)
Online ad postings. (2 responses)	Online job postings and sending applicants.
Post jobs online.	Posted job ads.
Posting job openings.	Public transportation and job listings.
Send applicants.	Taking applicants and conducting preliminary screenings.

LWIA 11

Applicants and temporary employees.	Applicants. (8 responses)
Collect applications.	Job ads.
Job applicants.	Job fairs.
Job orders.	Job placement. (2 responses)
Job posting help.	Job postings and sending applicants. (3 responses)
Job postings help.	Job postings. (27 responses)
Job referrals and job postings.	Job referrals.
Job services and applicants.	Online ad listings and potential applicants.
Online ad postings.	Online job postings and participation in job fairs.
Post ads online.	Posting positions.
Potential employees.	Received applicants.
Send applicants.	Sending applicants. (2 responses)
Sent applicants. (5 responses)	

LWIA 12

Applicant interviews.	Applicant referrals and testing.
Applicants. (6 responses)	Applications.
Hiring and training at the career center.	Job fairs.
Job listings and job fairs.	Job placement.
Job posting help.	Job postings and applicants. (2 responses)

What services did you receive from the career center? (cont'd)

LWIA 12 (cont'd)

Job postings and pre-employment testing.

Job postings and send applicants.

Job postings and sending applicants.

Job postings. (11 responses)

Online ad postings. (5 responses)

Online applicants and ad placement.

Potential applicants.

Referrals.

Sending applicants. (6 responses)

Sent applicants. (7 responses)

Sent them applicants.

LWIA 13

Applicant referrals.

Applicants.

Help with job postings.

Help with mailing job applications.

Helping temporary workers find jobs.

Job postings and sending applicants.

Job postings. (8 responses)

Online ad postings.

Online applicants.

Online job postings.

Posted job ads.

Potential employees.

Sending applicants.

Sent applicants.

Sent resumes and attended job fairs.

Which activities/services were the most helpful to you?

LWIA 1

Applicants. (2 responses)

Help finding electricians.

Job candidates.

Job fair.

Job postings and access to potential employees.

Job postings. (9 responses)

Letting them use their space for a job fair.

Online hiring services.

Paper applications.

Sending applicants.

Sent applicants. (3 responses)

They were very responsive and easy to get in touch with.

Workforce Investment and work services.

Employment services.

Help finding job candidates.

Job fair and job postings.

Job fairs.

Job postings and job fairs.

Job services. (5 responses)

Not sure.

Online job postings.

Referred applicants.

Sending qualified applicants.

The ease of contacting the career center.

Trying to find someone to work for him.

LWIA 2

All of them.

Having applicants set up for testing.

Job applications. (2 responses)

Job placement.

Job services. (3 responses)

Nothing.

Posted jobs online.

Postings.

Recruitment of applicants.

Sending applicants and job fair.

Sent applicants. (2 responses)

The career center staff was very helpful.

Applicants. (4 responses)

Job ads.

Job fair and job applicants.

Job postings. (24 responses)

Maintenance applicants.

Online services.

Posting jobs online.

Recruiting.

Referred applicants.

Sending applicants. (4 responses)

The assistance with posting jobs online.

Which activities/services were the most helpful to you? (cont'd)

LWIA 3

Applicants. (2 responses)

Job ads. (3 responses)

Job referrals.

Online job postings. (2 responses)

Interview locations.

Job postings. (6 responses)

Nothing.

Posted announcements.

LWIA 4

All of them.

Applicants and job openings.

Applications for potential employees.

Help find employees.

Job applicants. (3 responses)

Job placements.

Job services. (7 responses)

Online job postings.

Posting job listings.

Sending applicants.

She liked being able to talk to real people for help.

Applicant referrals.

Applicants. (6 responses)

Employment assistance.

Job ads and applicants.

Job placement. (9 responses)

Job postings. (11 responses)

None. (2 responses)

Online postings.

Recruiting applicants.

Sent applicants. (3 responses)

LWIA 5

Applicants. (3 responses)

Help with applicant recruitment.

Help with job postings.

Job fairs.

Job postings. (12 responses)

Online access to applicants.

Online job postings.

Personal help from the career center.

Sent applicants.

Being able to view applicants online.

Help with hiring. (2 responses)

Job ad postings.

Job postings and website assistance.

Not sure.

Online application service.

Online postings.

Sending applicants. (2 responses)

Which activities/services were the most helpful to you? (cont'd)

LWIA 6

Applicants. (2 responses)

Availability of applicants.

He said none of it was helpful.

Help with job postings.

Job placement.

Job postings and testings.

Job services. (3 responses)

Online job services.

Posting openings at the Career Center.

Sending applicants. (2 responses)

The ability to post jobs online.

Application help.

Giving a variety of people to choose from.

Help finding applicants.

Job fairs. (2 responses)

Job posting help.

Job postings. (4 responses)

Online applicants. (2 responses)

Online services.

Screening and testing applicants.

Sent applicants. (2 responses)

The staff was very accommodating.

LWIA 7

Being able to post the job listing.

Help with job postings.

Job services.

Space for interviews.

Help finding applicants. (2 responses)

Job postings. (3 responses)

Online job postings.

LWIA 8

Applicants. (2 responses)

Being able to post jobs and hold resumes for them.

Helped them find a secretary.

Job fair and website postings.

Job placement. (2 responses)

Job postings. (7 responses)

None- no one wants this job because it is so hard.

Online access to job postings.

Recruiting events.

Sending applicants.

The availability of applicants.

Availability of applicants.

Help finding applicants.

Job applicants.

Job fair help.

Job postings and website.

Job services.

None.

Online job postings. (3 responses)

Screened applicants.

Sending people to interview in person.

Which activities/services were the most helpful to you? (cont'd)

LWIA 9

Applicant referrals.	Applicants. (2 responses)
Getting applicants.	Help finding applicants. (2 responses)
Job posting help. (2 responses)	Job postings. (5 responses)
Job services. (3 responses)	None. (2 responses)
Online applicants.	Online job postings.
Online resources.	Online website to post ads.
Recruitment website.	Sent applicants and job postings.
Sent applicants.	The number of applicants they sent.
Website services.	

LWIA 10

Applicants.	Applications.
Help finding applicants.	Help with job postings.
Job ads.	Job listings.
Job posting help.	Job postings and getting resumes.
Job postings. (8 responses)	Job services. (2 responses)
Online job postings.	Posted job ads.
Posting jobs online.	Screenings.
Send applicants.	

LWIA 11

Applicants. (6 responses)	Career readiness and job postings.
Collect applications.	Creating job orders.
Finding potential employees.	Help with job postings.
Job ads.	Job fairs.
Job listings online.	Job placement. (2 responses)
Job posting help.	Job postings help.
Job postings online.	Job postings. (19 responses)
Job referral.	Job services. (7 responses)
Likes that the job postings are free of charge.	None.

Which activities/services were the most helpful to you? (cont'd)

LWIA 11 (cont'd)

Nothing. Still has not received any applicants.	One-on-one contact with the employees at the Career Center.
Received applicants.	Send applicants.
Sending applicants. (5 responses)	Sending out applicants.
Sending over qualified applicants.	Sent applicants. (2 responses)
Space for interviews.	Temporary employees.
Testing potential applicants.	Workforce development.

LWIA 12

Ad postings.	Applicants. (5 responses)
Availability of applicants. (2 responses)	Help finding applicants.
Help with hiring.	Help with job placement.
Job fairs.	Job listings.
Job placement and applicants.	Job placement. (3 responses)
Job posting help.	Job postings. (10 responses)
Job search.	Job services.
Maintenance.	None. (2 responses)
Online job postings.	Post jobs.
Referrals.	Reviewing sent applicants.
Sending applicants quickly.	Sending applicants. (4 responses)
Sending them applicants.	Sent applicants. (6 responses)
Testing.	The willingness of the staff to work with them.
When they need people with certain skills, they find someone for them.	

LWIA 13

Applicants.	Help mailing job applications.
Helping temporary workers find employment.	Job postings. (9 responses)
Job services. (3 responses)	None. (2 responses)
Referrals.	Sent applicants. (2 responses)
Sent potential employees.	Staff assistance.

What about the services could be improved?

LWIA 1

Candidates need to be placed with jobs that fit their skill level.

Make the online ad postings process easier.

More qualified applicants.

Nothing. (34 responses)

Send more applicants.

The Career Center needs better facilities and more available employees.

They need to re-open the local office.

LWIA 2

Better quality applicants.

Faster response.

More qualified applicants. (2 responses)

Not happy with the applicants they received.

Nothing. (41 responses)

Online registration.

Screen applicants better.

Screen applicants better. Make sure they are qualified for the open position.

Send applicants straight to the employer to apply for jobs, not the website.

Send more qualified applicants.

The online process was sometimes confusing.

They could not remember their password to log onto the online system.

They need a career center in Greeneville.

They need to have documents available in Word format for uploading.

They should offer same-day service.

LWIA 3

Communication could be improved.

Faster services.

Make sure the applicants have a valid resume.

Nothing. (13 responses)

Timeliness.

LWIA 4

Applicants do not send resumes, so the staff needs to remind them to send them.

Better, more qualified applicants.

Eliminate applicants with criminal records.

Everything.

It is a long process that needs to be easier.

Make the job posting process easier and faster.

More qualified applicants. Better communication.

None. (2 responses)

Nothing. (38 responses)

Open it up again.

Quicker response and more screening.

Send more applicants.

Send more qualified applicants.

Sent some bad applicants.

The website could be improved.

They need to re-open the Loudon County office.

Would like to have applicants that are qualified and would also appreciate feedback from the career center regarding postings.

What about the services could be improved? (cont'd)

LWIA 5

Improve the website. Send better applicants.

Not sure.

Quicker response.

She would prefer to deal with the local office not the national office.

More consistent contact by phone. She would prefer to talk to the same person each time.

Nothing. (26 responses)

Send more applicants.

LWIA 6

He said it took a long time for his ad to be posted and he needs applicants right away, not a week later.

Make sure that applications are completed before applicants submit them.

None.

Send better applicants.

They need to re-open the office in McMinnville.

Improve online applications for potential employees.

More qualified applicants.

Nothing. (24 responses)

Simplify the job posting process.

LWIA 7

Better screening process.

Wish they were not closing.

Nothing. (8 responses)

LWIA 8

Get more information on applicants before they are sent over.

No one is responding to job postings. He would like to have better feedback.

Nothing. (25 responses)

The scheduling process could be improved.

Make online job postings more user-friendly.

Not sure.

Send better applicants.

LWIA 9

Get better results.

Make sure the resumes they send over are qualified for the open position.

More job fairs.

Nothing. (17 responses)

She would like for someone to respond to her job posting.

The staff could be nicer.

Make sure applicants are qualified.

More human interaction with the career center.

More qualified applicants.

Screen candidates better before sending them.

The level of qualified applicants could be improved.

What about the services could be improved? (cont'd)

LWIA 10

Be able to call the office and not have to go through the website.

Better applications.

Bring back the career center that closed.

Faster response.

Improve the website.

Make the website more user-friendly and have more options available.

Nothing. (11 responses)

Please send over the resumes in alphabetical order.

She would like to have a local career center.

Stop shutting down her ads.

They need more employees at the career center.

Website needs work.

Would like to have a local office and for the center to be more prompt with service. Also, send qualified applicants.

LWIA 11

Better communication. (2 responses)

Make it more user-friendly.

More qualified applicants.

None.

Not sure.

Nothing. (49 responses)

Only want applicants who have a high school diploma.

Screen applicants better.

Screen candidates better.

Send more applicants.

The applicants do not need to be referred to the general manager.

There needs to be a hospitality category on the website.

They need to post positions state wide.

They need to re-open their small locations.

They need to stay on top of everything.

Too much follow-up.

LWIA 12

Applicants were not qualified and did not actually want to work. They need to screen applicants better.

Be more proactive about referrals.

Everything needs to improve.

Improve the local Career Center (Union City).

More advertisements.

More qualified applicants. (2 responses)

Nothing. (38 responses)

Open up the Career Center in Paris, TN.

Screen applicants better.

Send applicants that live closer.

Send more applicants.

There needs to be a better selection of applicants.

They need to re-open the local office. (2 responses)

What about the services could be improved? (cont'd)

LWIA 13

More qualified applicants.

Need more applicants that are more qualified.

Nothing. (16 responses)

Screen people better.

They need to allow commission-based jobs to be posted.

They need to improve the website and hire more staff.

They need to re-open the Somerville location.

Do you have any additional comments?

LWIA 1

Better screening of applicants.

Thankful for them!

Very happy! Loved the staff!

LWIA 4

Said the program was crappy.

The staff in Maryville is great.

They were great to work with.

LWIA 7

It was good.

LWIA 8

Excellent service!

Very helpful.

LWIA 9

Add more job fairs in Rutherford County.

They are not effective.

They did a good job.

LWIA 10

She was pleased with the services until the career center in her location was closed.

The Crossville Career Center is great.

The website is not working- it keeps shutting down her ads.

Website needs work.

LWIA 11

Great job!

LWIA 13

She would like help with using the website.

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