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## PY 2016 Transitional Local Plan

## Local Workforce Development Area 9

The Nashville Career Advancement Center is designated as Local Workforce Development Area 9, a division of the Metropolitan Government of Nashville and Davidson County. LWDA 9 is also designated as the local fiscal agent and administrator of the funds of the Workforce Innovation and Opportunity Act under the Middle Tennessee Workforce Board's guidance. The area includes four counties in Middle Tennessee: Davidson, Rutherford, Trousdale and Wilson. The American Job Center in the Middle Tennessee area is made up of three partners: the Nashville Career Advancement Center, the Tennessee Department of Labor and Workforce Development, and the Tennessee Department of Human Services Division of Vocational Rehabilitation. LWDA 9 operates two comprehensive Job Centers and one affiliate Job Center within the four-county region.

***Describe the consortium agreements, as defined by WIOA 107(d)(11), in place between the local board and the TN Department of Human Services, Office of Rehabilitation Services with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. [WIOA Sec 108(b)(14)]***

A consortium agreement is in place with the Middle Tennessee Workforce Development Board/LWDA 9, the Nashville Career Advancement Center, the Tennessee Department of Labor and Workforce Development, and the Tennessee Department of Human Services. The agreement provides direction for partners to implement their individual and mutual duties in the operation of Tennessee's American Job Center(s). The Center Service Delivery Design is a collaboration to ensure the robust coordination to serve individuals with disabilities. It stipulates that all members will participate in quarterly meetings to discuss services, customer flow, partner referral, performance outcomes and other matters that the Partners may consider necessary. The agreement also defines that the Partners will develop operational procedures and protocols that promote effective seamless service delivery to ensure positive performance outcomes of the individual programs. This may include the sharing and coordination of information to provide the service(s) best suited for an individual with disabilities. Cross training among partners will assist with the understanding of when and to whom referrals will be made to benefit the participant. A customer flowchart demonstrating the provision of services is maintained for consistency of services for all participants in the AJC. The consortium agreement also provides a narrative for providing Business Services. Partners will work together to build positive relationships with employers and design services and products to assist employers in meeting their needs. Functional activities that require the development of skills to meet the hiring needs of employers will be the partner's responsibility in consultation with Vocational Rehabilitation.

**Identify the entity responsible for the disbursement of grant funds. [WIOA Sec. 108(b)(10)]**

The partnership agreement between the Consortium of Chief Elected Officials of Local Workforce Development Area 9 and the Middle Tennessee Workforce Development Board designates the entity responsible for the disbursement of grant funds. The Consortium has designated the Metropolitan Government of Nashville and Davidson County, through the Nashville Career Advancement Center, as the Grant Sub-recipient/Administrative Entity and local fiscal agent. Nashville Career Advancement Center is responsible for the administration of all funds and activities at the direction of the Board. The members of the Consortium however retain the responsibility for appropriate use and distribution of any and all funds allocated to the Consortium and is liable for any misuse of the funds.

**Describe the competitive and non-competitive processes, as well as the process for sole-sourcing, used for procuring goods and services within the local area. This includes, but is not limited to, the process used to award funds to a regional operator and other sub-recipients/contractors of WIOA Title I adult, dislocated worker, and youth services. [WIOA Sec. 108(b)(16)]**

The Nashville Career Advancement Center follows all rules for procurement through Metropolitan Government of Nashville and Davidson County. The foundation for competitive procurements is §4.12.040 of the *1992 Procurement Code of the Metropolitan Government (Code)* and §4.12.060 for Sole source procurement. NCAC has been given the authority to perform the RFP process for pass-through grants by the Metro Purchasing Agent. However, the procurement of the One-Stop Operator will be handled by the Metro Purchasing Agent. The process for issuing the Request for Proposal for the competitive process is as follows:

- **Developing the list of potential vendors** - The vendor registration database provides a listing of vendors registered with Metro for specific commodity codes. NCAC should determine whether there are additional, unregistered vendors. Only registered vendors may submit proposals; therefore, NCAC may encourage unregistered vendors to register.
- **Distributing the RFP**
  - All RFPs are posted on the internet at the Metro Procurement site and the NCAC site.
  - When necessary, the Contract Administrator will send the *RFP Notice* (see Exhibit C for sample notice) by e-mail if an address is available.
  - Upon request, NCAC will distribute hard copies of RFP documents. However, NCAC first requests that vendors consider receiving the RFP via internet or e-mail. If a hard copy is necessary, it will be available for pick-up at the NCAC office (1417 Murfreesboro Pike, Nashville, TN).
- **Advertising the RFP**

While the primary advertisement tool is the Internet, NCAC may also advertise an RFP notice in a newspaper or other publication. Generally, advertisements will

be at the request of the procuring unit when an RFP is for a specialized service within an industry publication.

- **Amendments to the RFP**

During an RFP process, it may become necessary to amend the RFP. An RFP amendment changes, adds or deletes one or more provisions of the RFP. There may be one or more amendments to an RFP. Amendments should reference the portion of the RFP it amends. The *Amendment Notice* must be sent to all potential Proposers who submit a *Notice to Proposers Form* prior to the amendment issuance date. Amendments are also posted on the Internet at the Metro Procurement site and the NCAC site. If it necessary to amend the RFP *after* proposals are received, the only acceptable remedy is to return proposals unopened to submitters, along with an explanation as to why the RFP is being cancelled.

- The RFP will be independently reviewed and scored to include an analysis of cost proposal, reference checks and consensus scoring.

Sole Source procurement is only allowed through §4.12.060 when a requirement is available from only a single supplier. Section §4.12.060.05 lists items that are exempted from the requirement:

- a) Brand-name pharmaceuticals and medical and scientific equipment and supplies which are only available from a single source, or can be purchased at a fair and reasonable price by Metro through "group purchasing programs" as defined in Tenn. Code Annotated §68-11-1202(3);
- b) Maintenance of photocopiers, high technology equipment and systems (in addition to that already referenced), and software which is practicably available from only one source;
- c) Products and services which are sold by revenue-generating departments or agencies on a retail basis and are practicably available from only one source;
- d) Meeting and exhibition services which are provided by revenue-generating Metro facilities on a cost-reimbursable basis, with or without mark-up, and are practicably available from a single source;
- e) Additional items as listed below:
  - i) Postage, box rents, etc., from US Postal Service;
  - ii) Freight, express and trucking charges (if not included as an item of expense on a purchase order);
  - iii) Automobile licenses and titles;
  - iv) Messenger and delivery services;
  - v) Transportation of prisoners and/or witnesses;
  - vi) Radio and TV services (as directed by Purchasing Agent pursuant to purchasing procedures);
  - vii) Publication of formal and legal notices;
  - viii) Subscriptions to newspapers and periodicals;
  - ix) Tax, law or other services on a subscription basis;
  - x) Memberships, registration fees, and tuition;

- xi) Host and hostess expenses for light refreshments and beverages;
- xii) Advertising (newspapers and periodicals);
- xiii) Utility services (electric, water, gas, telephone, thermal transfer, etc.);
- xiv) Subsistence and care of persons (other than food service contracts);
- xv) Ambulance, clinic, and hospital services;
- xvi) Funeral and burial services; and
- xvii) Reference books, manuals, pamphlets, and instruction guides.
- xviii) Musical acts & musicians, animal acts, petting zoos, clowns, magicians and other entertainment acts (as directed by Purchasing Agent pursuant to purchasing procedures).

***Describe the local area's negotiated local levels of performance for the federal measures and their implications upon the local workforce system, to include attaching the completed Performance Targets Table. [WIOA Sec. 108(b)(17)]***

The completed Performance Targets Table for PY 2016 and PY 2017 is attached to this document. On November 17, 2015, LWDA 9 implemented an Adult Eligibility and Priority Policy. The policy requires that Adult participants seeking Individual Career or Training services meet the definition of a priority population or be unemployed/underemployed with one or more barriers to employment. NCAC prepared for the negotiation of local performance levels by running VOS characteristics reports for participants served during the previous 12 months in the WIA adult, dislocated worker and youth programs. The review of our participants showed that LWDA 9 served a much higher percentage of African-American and Low-Income participants than the state average. These and other characteristics were plugged into the Negotiation Tool available as an attachment to TEG 26-15. The characteristics reports and Negotiation Tool were used to determine outcomes based on WIOA measures. By focusing on the enrollment of the priority population under WIOA, the outcomes will be more difficult to achieve. The priority participant group may lack experience in the workforce, have little to no training, or have other significant barriers to employment. Some of the barriers may be the result of previous incarceration, mental or physical limitations, lack of opportunity for advanced education, translating military experience to civilian experience, or an economic issue. Each of these barriers will require additional time and education to assist the participants to achieve a better economic outcome.

The PY 2016 performance goals have been negotiated with a margin of improvement expected over the previous year. The PY 2017 goals are set slightly higher than PY 2016. However, the PY 2017 performance cohort will contain significantly more of the priority population than PY 2016. The negotiated goal is high above the anticipated achievement when factoring in the participants with barriers. In addition, PY 2017 outcomes will include the impact of partner programs with less than consistent measures. The lack of consistency will make it more difficult to achieve all of the measures for one participant served with multiple programs. LWDA 9 serves a large portion of the State's participants which results in having a higher impact on the State's overall outcomes.

Attachment: Performance Table

**Describe the indicators used by the local board to measure performance and effectiveness of the local fiscal agent, eligible providers and the AJC delivery system, in the local area [WIOA Sec. 108(b)(17)] NOTE: This description may include how and by whom the indicators are being deployed; and if the measured performance and effectiveness are used in the continuous improvement process.**

LWIA 9 Performance Targets  
PY 2016 and 2017

WIA Performance Metrics	LWIA 9 Negotiated Target PY 2012	LWIA 9 Negotiated Target PY 2013	LWIA 9 Negotiated Target PY 2014	LWIA 9 Negotiated Target PY 2015	WIOA Performance Metrics	LWIA 9 Agreed Target PY 2016	LWIA 9 Agreed Target PY 2017
<b>Adult Measures</b>							
Entered Employment	83%	83%	85%	85%	Employment Rate 2 <sup>nd</sup> Quarter after exit	80%	80.5%
Employment Retention	88.6%	87.6%	90%	90%	Employment Rate 4th Quarter after exit	75%	75.5%
Average Earnings (6 Month Earnings)	\$13,000 \$6,500	\$13,000 \$6,500	\$14,000 \$7,500	\$14,000 \$7,500	Median Earnings 2 <sup>nd</sup> Quarter after exit	\$6,500	\$6,800
					Credential Attainment within 4 Quarters after exit	72.5%	73%
<b>Dislocated Worker</b>							
Entered Employment	86%	86%	90%	90%	Employment Rate 2 <sup>nd</sup> Quarter after exit	83%	83.5%
Employment Retention	86.5%	86.5%	91%	91%	Employment Rate 4th Quarter after exit	79%	79.3%
Average Earnings (6 Month Earnings)	\$15,000 \$7,500	\$15,000 \$7,500	\$16,100 \$8,050	\$16,100 \$8,050	Median Earnings 2 <sup>nd</sup> Quarter after exit	\$7,100	\$7,200
					Credential Attainment within 4 Quarters after exit	76.5%	77%
<b>Youth Common Measure</b>							
Placement	75.5%	75.5%	86%	86%	Employment Rate 2 <sup>nd</sup> Quarter after exit	76%	76.5%
Attainment	75%	75%	77%	77%	Employment Rate 4th Quarter after exit	78%	78.5%
Literacy/Numeracy	43%	43%	55%	55%	Credential Attainment within 4 Quarters after exit	78.5%	79%

I acknowledge and agree to the Performance Targets listed above for LWIA 9 for Program Year 2016 and 2017.

  
LWIA Director

Executive Director \_\_\_\_\_  
Title

9/12/2016 \_\_\_\_\_  
Date

State Administrator \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

The Middle Tennessee Workforce Development Board measures outcomes for the Nashville Career Advancement Center (local fiscal agent) based on a two-fold performance improvement system. First, the achievement of all performance outcome measures established through negotiations with the State; and secondly, the achievement of individual employee outcomes linked to the achievement of individual employee goals. NCAC tied the performance of the Agency and the performance of the individual employee together for the purpose of workforce performance. This performance improvement system allows for employees to have a vested interest in the agency's success. On a quarterly basis, the Middle Tennessee Workforce Development Board reviews the expenditure levels of all contracts to ensure the agency is meeting estimated benchmarks in expenditures. The quarterly review also includes a

review for the number of visits per AJC location, enrollments by program, cost per participant, and the areas of training provided. These indicators provide the Board with a continuous update on the overall health of the organization and benefits to the workforce system.

Eligible Training Providers data is reviewed when a new provider applies to be included on the list or an existing provider adds a new program. A review is conducted to ensure accuracy and consistency of the information provided and validity of the demand. All new providers and programs are presented to the Workforce Board for consideration and approval.

***Describe the process used by the local board for the receipt and consideration of input into the development of the local plan in compliance with WIOA section 108(d). Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plans [WIOA Sec.108(b)(20)]***

The PY 2016 Transitional Local Plan was posted for a 30-day public comment period on: <http://www.nashville.gov/News-Media/Calendar-of-Events.aspx>. In addition, the plan was sent directly to all Local Workforce Development Board members, posted on LinkedIn, Twitter and Facebook.

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

- ***Describe how the local board made the proposed local plan available for public comment [WIOA Sec. 108(d)(1)];***

The PY 2016 Transitional Local Plan was posted for a 30-day public comment period on: <http://www.nashville.gov/News-Media/Calendar-of-Events.aspx>. In addition, the plan was sent directly to all Local Workforce Development Board members, posted on LinkedIn, Twitter and Facebook.

- ***Describe how the local board collected and considered public comments for inclusion in the proposed local plan. [WIOA Sec. 108(d)(2)];***

All comments (will be) extracted from the website, and all other media sources, then assembled in a spreadsheet and distributed to the Workforce Development Board for discussion and consideration of modification.

- ***If any comments were received that represent disagreement with the proposed local plan, include such comments within the local plan's attachments. [WIOA Sec. 108(d)(3)]***

- Attachment #1

***List the name, organization, and contact information of the designated equal opportunity officer for each AJC partner in the AJC within the local area. By checking the box adjacent to each line item below the local board attests to ensuring the compliance components/documents listed are in place and effective prior to July 1, 2016.***

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***In addition to the response to the questions asked above, please provide copies of the following compliance components/documents:***

**NOTE: Attachments will be submitted with the final document**

- ***Agreement between all counties and other local governments, if applicable, establishing the consortium of local elected officials***
  - Attachment #2
- ***Agreement between the chief local elected official(s) and the fiscal agent, if a fiscal agent is designated***
  - Attachment #3
- ***Agreement between the chief local elected official(s) and the Local Workforce Development Board***
  - Attachment #4

- **AJC Partner Service Agreement(s)**
  - Attachment #5
- **Resource Sharing Agreement(s) and MOU(s) (see required MOU template guidance)**
  - Attachment #6 (Pending May 28 submission)
- **Resource Sharing Agreement Budget(s) (Resource Sharing Agreements will be replaced by Infrastructure Agreements (IFAs))**
  - Attachment #7 (Pending May 28 submission)
- **Local Workforce Development Board policy and process that provides for nomination, appointment and removal of board members; resolutions; bylaws; code of conduct; and conflict of interest**
  - Attachment #8
- **Financial management policy and process including cost allocation plan; internal controls; cash management (29 CFR 97.21 and 95.22); receipts of goods; cost reimbursement; inventory and equipment; program income; travel reimbursement; audit requirements and resolution; annual report; property management ; debt collection; and allowable costs**
  - Attachment #9
- **Local procurement policy**
  - Attachment #10
- **Program management policy and process including equal opportunity for customers; supportive services; needs related payments; file management; eligibility; self-sufficiency criteria; individual training accounts; layoff assistance; priority of services; grievance for eligible training providers list; transitional jobs; stipends; and training verification/refunds**
  - Attachments #11