

PROGRAM-SPECIFIC REQUIREMENTS FOR WAGNER-PEYSER PROGRAM (EMPLOYMENT SERVICES)

All program-specific requirements provided for the WIOA core programs in this section must be addressed for either a Unified or Combined State Plan.

EMPLOYMENT SERVICE STAFF PROFESSIONAL DEVELOPMENT

1. Describe how the State will utilize professional development activities for Employment Service staff to ensure staff is able to provide high quality services to both jobseekers and employers.

In 2014, the Workforce System incorporated combined training for AJC (Title III staff) and LWDA (Title I staff) staff to ensure staff members are able to provide high-quality services to both job seekers and employers in the Jobs4TN.gov online jobs database. This joint training was followed by a champion seminar called Inside Workforce Development Summit in May 2015. This meeting encouraged a consistency in collaboration between Workforce System leaders, economic development leaders, education leaders, social service leaders, business leaders and partners for successful implementation of WIOA. After the summit, the efforts of joint training remained consistent when providing training and professional development for RESEA staff (July 2015), SNAP E&T staff (September 2015), Veteran's staff (October 2015), and training of the Business Services Team (December 2015). In tandem with mass scaled conference style training, the Workforce System encourages collaborative training in local AJC to educate staff (Title I, Title III, and other partner staff) about services provided as well as best practices.

The Workforce System prepares and equips one-stop center staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJC staff is cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross-training allows staff members from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJC staff are routinely trained and are made aware of how their particular function supports and contributes to the overall vision of the local board.

The State provided training and technical assistance for staff and partners across the state about referring Unemployment Insurance claimants to adjudicators and providing meaning assistance to UI claimants. The Workforce One Touch system (Zendesk) enhances and automates the communications between unemployment insurance claimants when issues regarding eligibility arise. Also, with the addition of the Geographic Solutions Unemployment Insurance system (GUS) to the Jobs4TN system, unemployment insurance claimants are automatically connected to the Wagner-Peyser services within VOS.

2. Describe strategies developed to support training and awareness across core programs and the Unemployment Insurance (UI) program, and the training

provided for Employment Services and WIOA staff on identification of UI eligibility issues and referral to UI staff for adjudication.

TN STRATEGIES IN SUPPORT TRAINING AND AWARENESS ACROSS CORE PROGRAMS:

The goal is to staff the center with a highly trained career specialist, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the one-stop center, and adept in developing customers' skills for employment success. As discussed throughout the plan, the Workforce System has engaged and involved core programs and partners in combined training efforts not only to focus on a specific subject matter but to also allow learning across programs. As a part of continuous learning across core programs, the Workforce Services Division hosts quarterly all-staff meetings which provide state staff with updated information on WIOA implementation across core programs and programs within the Workforce System. Also, to ensure specific and relevant training across programs is provided to all staff in the American Job Centers, the State encourages local area training with all partner staff about the services provided, benchmarks accomplished, and best practices.

TN STRATEGIES TO SUPPORT TRAINING AND AWARENESS OF THE UI PROGRAM: During the implementation of the new state unemployment insurance system, staff was presented with updates on Tennessee's new Unemployment Insurance (UI) Benefits system called Geographic Unemployment System (GUS). During this presentation, the Administrator provided insights on the rollout of the GUS module and the various components within the system. Staff was also provided with information on how GUS would automatically link to the Virtual One-Stop (VOS) recruitment system, what American Job Center (AJC) staff should expect with the new UI benefit system, and how the AJC staff will assist unemployment insurance claimants. The training included the advantages of the new system - integration of charges, claimant response, protest and appeal management module; alternative methods for assistance from UI staff; registration and claimant verification through document scanning and uploading.

The GUS module was one of the first systems across the United States that automatically integrated the unemployment claims system to the virtual recruitment system in real time. Upon the submission of an unemployment claim in GUS, a Wagner-Peyser application within the VOS system is automatically created. Thereby allowing AJC staff to immediately begin the process of working with claimants - assisting with job search, and providing any necessary education and/or training to get the claimants back to work - through the RESEA program. AJC staff can see the active status of a current UI claimant in the VIS system, however, they do not have access to any additional information. In the event that a claimant is experiencing issues with their unemployment insurance claim, the staff is trained to route their information to UI Assistance/Escalation Team through Workforce OneTouch (Zopim Chat or Zendesk) or call the UI Assistance Team.

TDLWD implemented Workforce OneTouch, the help desk feature to provide immediate guidance to related topics including Unemployment Insurance (UI) information, Labor laws, labor exchange services, etc. Title III staff throughout the State have been trained

on the functionality of Workforce OneTouch to allow the subject matter experts to address specific questions under the guise of TDLWD. Zendesk is a cloud-based customer service platform that provides the fastest path of communication to our internal and external customers. This is a one-stop customer service tool to streamline tools like ticket views, triggers, and automation. Zopim Chat allows for immediate, real-time interaction between the customer and the agent.

TN STRATEGIES TO PROVIDE TRAINING FOR EMPLOYMENT SERVICES AND WIOA STAFF ON IDENTIFICATION OF UI ELIGIBILITY ISSUES AND REFERRAL TO UI STAFF FOR ADJUDICATION:

Tennessee is in the process of developing a plan of how WIOA staff will be trained to identify UI eligibility issues and refer their findings to the appropriate UI staff for adjudication.

Explain how the State will provide information and meaningful assistance to individuals requesting assistance in filing a claim for unemployment compensation through One-Stop centers, as required by WIOA as a career service.

Due to the changes in procedures within the Unemployment Insurance Division, TDLWD decided that the best course of action to mitigate assistance in filing a UI claim was to directly connect to an unemployment specialist via Zendesk and Zopim chat. The Workforce System provided training over to 30 AJC staff to act as customer service regional agents throughout the state and trained others within their regions to provide immediate assistance via Zendesk and Zopim chat.

The Workforce System will ensure those needing assistance in filing a claim can utilize the resource room facilities to file and gain meaningful assistance with their UI claim.

Describe the state's strategy for providing reemployment assistance to Unemployment Insurance claimants and other unemployed individuals.

States are strongly encouraged to provide integrated Re-employment Services and Eligibility Assessments that combine a review of the individuals UI eligibility with re-employment service delivery at the AJC's.

Whether the State decides to use UI, Wagner-Peyser, WIOA, and/or other AJC staff to conduct RESEAs, States must ensure that the staff members assigned for each activity have the necessary training and that UI staff are involved in the development of the staff training and the delivery of such training, as appropriate. States are encouraged to consider designating the same staff to provide both the required RESEA activities and some or all of the re-employment services deemed appropriate for an individual claimant, thus ensuring continuity for the claimant.

UI staff members must be engaged in RESEA planning, administration, and oversight as well as all appropriate staff training concerning UI eligibility requirements. UI staff members must be available and involved in the RESEA functions including reporting but a full-time position is not required. Program staff members delivering RESEAs must

have sufficient training to conduct a thorough eligibility review and to detect eligibility issues requiring adjudication. Further, states must have UI staff participation to ensure accurate data are provided in the RESEA required reports including the new Quarterly Narrative Progress Report (ETA 9178) for SBR project activities.

The Re-Employment Services and Eligibility Assessment (RESEA) program will continue as a major area of emphasis to service employment, re-employment, and the training needs of unemployment compensation claimants. RESEA uses a modernized statistical model that focuses on general variables to reflect a number of economic and motivational aspects of the unemployed. The newly- expanded method of selection concentrates on those claimants most likely to exhaust benefits and recently separated Veterans receiving Unemployment Compensation for Ex-Service members (UCX).

RESEA clients are referred to labor exchange services to facilitate an early return to employment, resulting in a decrease in expenditures of trust-fund money. RESEA collaborates with all AJC partners to deliver supportive activities and services through a comprehensive and integrated delivery system. The claimants targeted for the services are referred for:

- initial and comprehensive assessments
- employability development plans focusing on potential barriers to employment
- training opportunities
- supportive services
- and/or job service referrals (if deemed to be job ready for the initial assessment)

The re-employment services offered to UI claimants are further enhanced through the use of JOBS4TN (a comprehensive solution to job searching and labor market information).

Describe how the State will use W-P funds to support UI claimants, and the communication between W-P and UI, as appropriate, including the following:

Coordination of and provision of labor exchange services for UI claimants as required by the Wagner-Peyser Act;

Funding received for RESEA supports staffing in 23 Comprehensive and 28 Affiliate American Job Centers across the State, providing re-employment services to UI claimants identified as mandatory participants. RESEA funding also trains American Job Center staff in using technological tools such as skills transferability, ability profiler, labor market information, and initial and comprehensive assessments.

To improve the scope and depth of re-employment services to UI claimants, the review team evaluates these activities as part of the local office review process. In addition, review staff analyzes applications to determine compliance with work test requirements. If deficiencies are identified, the review team makes recommendations for improvement, and the local office develops a corrective action plan that is monitored by management until the desired improvement is achieved.

The Workforce System streamlined the claims process to auto create the partial WP application in the Virtual One Stop System after the initial UI claim is submitted, allowing provisions for labor exchange services to be rendered to UI claimants.

Registration of UI claimants with the State's employment service if required by State law;

The Workforce System has a process in place that automatically creates a partial WP application upon the completion of a UI claimant as required by State law, T.C.A. 50-7-302(a).

Administration of the work test for the State unemployment compensation system, including making eligibility assessments (for referral to UI adjudication, if needed), and providing job finding and placement services for UI claimants; and

Additional information regarding this response has been included in an action plan.

Provision of referrals to and application assistance for training and education programs and resources.

The Workforce System ensures that all individuals, including UI claimant, seeking employment are provided comprehensive career services as defined by the labor exchange system. Those services include assisting job seekers in finding employment, assisting employers in filling jobs; facilitating the match between jobseekers and employers, participating in a system for labor between states, meeting work search requirements of the unemployment compensation, job search and placement assistance, career counseling; and providing business service activities to employers. Job seekers are able to receive multiple services at an AJC:

- Basic individual or group counseling. Learn how to set goals and develop a personal plan of action.
 - Facilitate workshops that provide valuable information on job-related topics. Workshops are conducted by AJC staff.
 - Receiving an assessment, which helps all involved learn about the participant's interest, aptitude, basic skills, work values, and personality. These assessments may be self-served or staff assisted and are comprehensive and specialized exams that identify employment needs.
 - Receiving Career Guidance/Planning to develop an individual employment/career plan with a workforce professional to identify employment goals and appropriate combination of services to achieve the goals.
 - Receiving information and assistance with an internship, work experience, or relocations assistance based on the assessment or individual's employment plan.
 - Receiving training and education-skills training or educational program information.

- Receiving additional referral services to appropriate programs and partners to further assist with any other services such as health, welfare, and financial assistance where eligibility requirements are met.

Connecting with a case manager who will advocate, communicate, and provide resources to aid in achieving the goals established in the individual employment plan.

Once an assessment is completed and it is determined that an educational and training services are needed, an UI claimant will be referred to the appropriate program staff member and/or training or educational service as needed.

In the context of WIOA, Re-Employment Services and Eligibility Assessment (RESEA) program services are a valuable one-stop resource as well, particularly given the new focus that the Wagner- Peyser Act now places on employment services for UI claimants.

RESEA offers participants re-employment services and the following benefits towards self- sufficiency:

- Orientation to help claimants access career services offered at AJCs through the resource room or virtually, with particular emphasis on accessing available labor market and career information
- Registration with the virtual one-stop
- Referrals to appropriate services offered through AJCs such as resume writing workshops, self-assessments, education, and training information, interviewing techniques, networking, career exploration, and online job and occupations resources
- Support in the development of the claimant’s tailored individual re-employment plan that must include work search activities, workshops on topics such as resume writing, job search strategies if needed, and/or approved training

A RESEA participant is provided with one-on-one services for the eligibility review and the development of an individual re-employment plan during the initial RESEA and during any subsequent RESEA. The individual re-employment plan must be developed during the initial RESEA and updated during subsequent RESEA and in collaboration with the claimant and tailored to their individual needs. It must contain specific steps to which the claimant agrees to adhere including reporting to and participating in the re-employment service(s) determined to be most likely to result in reemployment or referral to career-related training. During the development of the individual reemployment plan, specific labor market information should be discussed, thus, ensuring that the claimant understands how labor market information can be used in an appropriate job search. All states should provide re-employment services as a component of each RESEA.

2. AGRICULTURAL OUTREACH PLAN (AOP). EACH STATE AGENCY MUST DEVELOP AN AOP EVERY FOUR YEARS AS PART OF THE UNIFIED OR COMBINED STATE PLAN REQUIRED UNDER SECTIONS 102 OR 103 OF WIOA. THE AOP MUST INCLUDE--

ASSESSMENT OF NEED

Provide an assessment of the unique needs of farmworkers in the area based on past and projected agricultural and farmworker activity in the State. Such needs may include but are not limited to: employment, training, and housing.

Provide an assessment of the unique needs of farmworkers in the area based on past and projected agricultural and farmworker activity in the State. Such needs may include but are not limited to: employment, training, and housing.

Tennessee’s agricultural sector includes farming and related industries, as well as value-added food and fiber products, processing, and manufacturing. Tennessee’s agriculture accounts for 10.5 percent of the State’s economy and generates \$69.4 billion in output, which is an increase of \$18.2 million from the previous year. Tennessee is ranked 3rd in the United States for tobacco production, 8th for cotton production, 17th for soybean and corn production and 9th for the total number of farms. During 2014, there was a decrease of farms in the State which left Tennessee’s estimated total at 67,300. Over 41 percent of Tennessee’s total land area is farmland (10,867,812 million acres), with cropland accounting for approximately 49 percent of farmland. About 238,000 Tennesseans are employed in agriculture, with 127,000 connected (full and part-time) with agricultural production. The State’s top five agricultural commodities, cattle/calves, soybeans, broilers, corn, and cotton and cottonseed, comprise about two-thirds of the farm-marketing cash receipts. Crop cash receipts totaled \$2.30 billion and soybeans lead those receipts with \$592 million. Tennessee’s top-ranking crops are soybeans, corn, wheat, cotton, tobacco, and hay. The following chart indicates Tennessee’s major intensive crop activity in 2014. Below is a graph showing the soybean production amounts for Program Year 2014. Production estimates for TN soybeans are measured in pound per acre.

| Year | State | Soybeans Acres Harvested | Soybeans Acres Planted | Soybeans Production | Soybeans Yield |
|------|-----------|--------------------------|------------------------|---------------------|----------------|
| 2014 | Tennessee | 1,610,000 | 1,640,000 | 74,060,000 | 46 |

A. An assessment of the agricultural activity in the State means: 1) identifying the top five labor-intensive crops, the months of heavy activity, and the geographic area of prime activity; 2) Summarize the agricultural employers’ needs in the State (i.e. are they predominantly hiring local or foreign workers, are they expressing that there is a scarcity in the agricultural workforce); and 3) Identifying any economic, natural, or other factors that are affecting agriculture in the State or any projected factors that will affect agriculture in the State.

LEARS report indicates there were 115 MSFWs registered in Wagner-Peyser, but only four were referred to jobs and only two received staff-assisted services. Even though the state is a non-significant MSFW state, we plan to collaborate with agricultural organizations detailing the services that are available to MSFWs. Those organizations are, but not limited to National Agricultural Consultants, LLC, Agricultural Workforce Management Association, Youngblood and Associates, Seasonal Hands, Farm Bureau,

University of Tennessee Extension, and other organizations that provide services to farmworkers.

1) The top five labor-intensive crops in Tennessee are tobacco, soybean, hay, cotton, and corn. There are also other products such as the harvesting of tomatoes for processing, the cutting of lettuce and spinach, cotton, and strawberries requiring intensive labor. Farmers harvesting these products usually require farm labor. The peak seasons of sowing and harvesting is from February to August. Geographically, Tennessee's prime activity is in Middle Tennessee, with activity also occurring in West and East Tennessee. The geographic areas for prime activity in Tennessee are Northwest, Middle, Southeast, Northeast, and some located in Southwest.

2) Demand for migrant workers has increased in the past two years. The number of seasonal workers request for H-2A visas jumped 28 percent this fiscal year to 8,565. In the US there was 30 percent increase in the number of workers requested through the visa program in the first quarter of 2017. While farmers demand for H-2A visas has been steadily growing, the 2017 growth has outpaced recent annual increases stated the American Farm Bureau Federation Director of Energy and Environment. In Tennessee, there are nearly 70,000 farming operations and the sector contributes more than \$52 billion to the state's economy. According to the Tennessee Department of Agriculture and the University of Tennessee's Institute of Agriculture farming and agriculture production employs more than 350,000 Tennesseans.

3) Currently there aren't any economic factors that would have a negative effect on the agricultural workforce, however, weather conditions such as; extreme rain and abnormal spikes in heat could possibly affect crop yields.

B. An assessment of the unique needs of farmworkers means summarizing Migrant and Seasonal Farm Worker (MSFW) characteristics (including if they are predominantly from certain countries, what language(s) they speak, the approximate number of MSFWs in the State during peak season and during low season, and whether they tend to be migrant, seasonal, or year-round farmworkers). This information must take into account data supplied by WIOA Section 167 National Farmworker Jobs Program (NFJP) grantees, other MSFW organizations, employer organizations, and State and/or Federal agency data sources such as the U.S. Department of Agriculture and the U.S. Department of Labor (DOL) Employment and Training Administration.

Tennessee is not a significant H2-B and Migrant Seasonal Farm Worker state, the data requested is not available. The Ethnicity of the farm workers in the state is 97% Caucasian; 1% African American and 2% Mexican. Some of the Migrant Farm workers stay on the farm and continue to work with duties such as feeding farm animals, mending fences and other necessary jobs to keep the far, animals, equipment, etc. in necessary conditions for the production and harvesting season. During peak season approximately 215 MSFW inhabit the state and 35 during low seasons which tend to be mainly Seasonal Farm Workers. (Jobs4TN.gov. (2018 April 15). Retrieved April 16, 2018

OUTREACH ACTIVITIES

The local offices outreach activities must be designed to meet the needs of MSFWs in the State and to locate and contact MSFWs who are not being reached through normal intake activities. Describe the State agency's proposed strategies for:

The local office's outreach activities must be designed to meet the needs of MSFWs in the State and to locate and contact MSFWs who are not being reached through normal intake activities. Describe the State agency's proposed strategies for:

Much like previous years, because Tennessee is considered a non-significant State, TDLWD has not received allocations for a large array of MSFW-outreach resources. Thus, most of such State- outreach efforts have been implemented by the Tennessee Opportunity Programs (TOPS), 167

National Farmworker Jobs Program (NFJP) grantees. However, TDLWD plans to continue assisting TOPS with outreach services. The following explains the various steps leading to an active enrollment in the TOPS:

- TDLWD State staff will coordinate with local AJC offices to continue training and explanation of services offered
- TOPS case managers reach out to farm communities to identify prospective candidates.
- Once farm workers are identified, and they demonstrate a compelling interest to obtain new skills and pursue different and more productive career tracks, registration can begin and be completed.
- Eligibility documents are sought - including birth certificates, selective service registration documents, drivers' license, work visa, etc.
- Interviews are held, eligibility is confirmed and skill needs along with ABE and other service needs are identified. Next, an IEP is developed, then training and services are secured.
- Core services are cooperatively arranged and training providers, as well as service providers, are identified.

If additional services are needed that are beyond the scope of TOPS training and employment and supportive services, the clients are given referrals to other programs such as Vocational Rehabilitation, Veterans Services, or Senior Corps Programs. TDLWD's staff plans to coordinate with TOPS directors and case managers to register MSFW with the goal of notifying MSFWs of the services provided by Tennessee's American Job Centers (AJCs). TDLWD will also coordinate with TOPS to use the mobile career coach units to bring TDLWD's services to MSFW in their home communities. TDLWD plans to join the Tennessee Migrant Network Council, a coalition established by TOPS, in efforts to provide MSFW with a more comprehensive array of resources and services. The Tennessee Monitor Advocate will collaborate with National Farmworker Jobs Program (NFJP) grantees, public agencies, and agricultural employer organizations and with others in providing services to MSFW for a cohesive continuum of services.

A. Contacting farmworkers who are not being reached by the normal intake activities conducted by the employment service offices.

Tennessee is collaborating with agricultural organizations such as Farm Bureau, UT Extension, Agricultural Workforce Management Association, National Agricultural Consultants LLC, Youngblood & Ass. PLLC, Seasonal Hands LLC, ALS, Inc. and education organizations that reach out to MSFW's in other ways than normal.

Additionally, the State Monitor Advocate (SMA) and the NFJP will begin to share referral information from outreach activities conducted in the field.

B. Providing technical assistance to outreach workers. Technical assistance must include trainings, conferences, additional resources, and increased collaboration with other organizations on topics such as one-stop center services (i.e. availability of referrals to training, supportive services, and career services, as well as specific employment opportunities), the employment service complaint system, information on the other organizations serving MSFWs in the area, and a basic summary of farmworker rights, including their rights with respect to the terms and conditions of employment.

- The SWA will coordinate with local AJC Offices to continue training and explaining services offered. These services involve:
- Availability of Referrals to training: The SWA refers any interested MSFW the appropriate agency that can better serve the MSFW in the needed training.
- Supportive services that include making sure the MSFW knows his/her rights under the law, ensuring that such workers have access to the necessary equipment at the AJCs, and explaining to the MSFW the purpose of Jobs4TN is and how to access and utilize the system.
- Career Services through Jobs4TN enables the participant to apply for any jobs that meet their skill set.
- Employment opportunities: The MSFW can again utilize Jobs4TN. Also, the SWA can refer the
- MSFW to any agent that currently works with employers in the State.
- Other organizations: TOPS, another Tennessee organization serving MSFW in the State empowers migrant and seasonal farmworkers and other disadvantaged Tennesseans to achieve economic self-sufficiency. This is done by providing services that address their individual needs.
- Farmworkers Rights: In terms of employment, MSFW participants have the same rights as any resident of Tennessee. However, acquiring those rights might be more difficult than normal given some barriers. Therefore posters are available at the AJCs in English and Spanish explaining those rights. Posters are also handed out at farms to the employer and employee to ensure that their rights of each the law is known.

C. Increasing outreach worker training and awareness across core programs including the Unemployment Insurance (UI) program and the training on identification of UI eligibility issues.

All current UI issues pertaining to worker training and core programs within the Department of Labor and Workforce Development are handled through referrals in Workforce One Touch and addressed by the Division of Employment Security, which has oversight of the Unemployment Insurance program.

D. Providing State merit staff outreach workers professional development activities to ensure they are able to provide high quality services to both jobseekers and employers.

Technical assistance is provided on an annual basis to all staff across the State for services and resources available to MSFW. Staff members are also provided with annual training on how to handle complaint issues within the AJC.

E. Coordinating outreach efforts with NFJP grantees as well as with public and private community service agencies and MSFW groups.

Due to the non-significant status of the state, the majority of outreach is completed by the NFJP grantees.

An MOU is currently in place between both agencies. Needs of MSFW's in the American Job Centers are addressed by helping those individuals register as well as identification and explaining other services to MSFW's. Those services include Vocational Rehab, Adult Education, Supplemental Nutrition Assistance Program and others. Additionally, to meet the needs of MSFW's in Tennessee, collaboration with agricultural organizations (previously stated) both public and private is ongoing. Furthermore, the State Monitor Advocate (SMA) collaborates with agricultural organizations throughout the state concerning training events, outreach efforts, and data sharing.

Tennessee will develop a contact list of various MSFW agencies and organizations like Telamon, TN Department of Education - MSFW, Southern Migrant Legal Services, and other nonprofit farmworker organizations.

Services provided to farmworkers and agricultural employers through the one-stop delivery system.

Describe the State agency's proposed strategies for:

A. Providing the full range of employment and training services to the agricultural community, both farmworkers and agricultural employers, through the one-stop delivery system. This includes:

How career and training services required under WIOA Title I will be provided to MSFWs through the one-stop centers;

How the State serves agricultural employers and how it intends to improve such services.

Tennessee American Job Centers will offer migrant and seasonal farmworkers (MSFW) the full range of employment services, benefits, and protections, including counseling, testing, job training, and referral services. MSFW, on a proportionate basis, shall not receive fewer services than non-MSFW. AJC staff will consider the preferences, needs, and skills of individual MSFW and the availability of job and training opportunities.

All office staff will make job order information clear and available to MSFWs in all local offices. This information will include Job Bank information in AJCs where it is available. Such information will be made available either by a computer, hard copy or by any other equally effective means. Each significant MSFW local office will provide adequate staff assistance to each MSFW to use job order information effectively. In those offices designated as significant MSFW bilingual offices, such assistance will be provided to MSFW in Spanish and English, wherever requested or necessary, during any period of substantial MSFW activity.

The Workforce System provides labor market information, seminars on legislative changes, job-order service that helps companies fill vacant positions, new employee assessment and screening services, job fairs, and transition services for employees of plants that are closing, and more. The Workforce System will build on the department's success through increased coordination, leveraged funds, seamless customer service delivery, and functional alignment of services redefined throughout this integrated plan. For example, the Regional Business Service Team located in each LWDA is a collaboration of WIOA Adult/Dislocated Worker, Wagner- Peysner Labor Exchange, TNECD, Vocational Rehabilitation, Adult Education and all partners of the AJC; all of these ensure that the needs of business and industry are met. Local Business Service Teams have been developed within the AJCs to work collaboratively to reduce duplication and further streamline service delivery for employers.

Tennessee is expanding Business Engagement in the AJCs to include the following:

- Sector convening to clarify and articulate the education and training pathways into high demand and emerging occupations;
- Identifying systemic opportunities for improved service delivery so that more youth and adults access and complete the programs; and
- Connecting both youth and adults with educational and training opportunities to acquire skills and earn credentials required for success in the state's labor market.

In an effort to further support these efforts the state is working on identifying "capacity" which is a significant priority. By convening functional best practices workgroups regionally, across American Job Centers and across state and local agencies we will continue to work to ensure that all partners have state of the art information and are developing and sharing practices that benefit job seeker, business, partners and community customers of our systems. A recent business services forum brought together stakeholders to discuss the viability of current business services strategy.

B. Marketing the employment service complaint system to farmworkers and other farmworker advocacy groups.

Currently, the SWA works with agents that represent the employers to train them on how to use JOBS4TN. In addition, any job seeker is referred to the site has support to create a profile, navigate the website, complete job applications, create and post resumes and search for jobs meeting the job seeker's skill set.

C. Marketing the Agricultural Recruitment System to agricultural employers and how it intends to improve such publicity.

Tennessee American Job Centers, Tennessee Colleges of Applied Technology (TCAT), and the mobile Career Coaches actively promote the availability of agricultural openings and encourage U.S. workers to apply for these positions. Agricultural Job orders are posted on the state website JOBS4TN in an effort to meet the recruitment needs of employers. TDLWD provides education and training on agency services to agricultural employers' caseworkers in an effort to meet the needs of MSFW's in Tennessee.

OTHER REQUIREMENTS

COLLABORATION

Describe any collaborative agreements the state workforce agency (SWA) has with other MSFW service providers including NFJP grantees and other service providers. Describe how the SWA intends to build upon/increase collaboration with existing partners and in establishing new partners over the next four years (including any approximate timelines for establishing agreements or building upon existing agreements).

Per the Memorandum of Understanding between Tennessee Department of Labor and Workforce Development and the Tennessee Opportunity Programs, NFJP grantee, the parties mutually agree to collaborate and complete the following activities:

- Outreach efforts to the MSFW population will be coordinated between TOPS and their case managers. Case manager's efforts include but are not limited to reporting outreach activities, providing information for all services available to MSFW and reporting MSFW complaints to the appropriate organizations. Outreach plans will be shared between the parties to better serve and implement new outreach strategies.
- To reach MSFW's in areas where outreach doesn't occur the parties will develop strategies to ensure those areas are served. Developing those strategies may include the use of technology and other innovative outreach plans, as well as collaboration with other state/local agricultural organizations.
- Participants will be entered into Tennessee's job exchange system, Jobs4tn.com, otherwise known as the Virtual One-stop System (VOS) or its successor.
- When possible, the participants will be co-enrolled. The parties will collaborate on how to create strategies to avoid the duplication of services and maximize each other's effectiveness in meeting MSFW needs.
- The parties agree to the sharing of information regarding, including but not limited to, outreach activities, outreach contacts made, number of participants enrolled, number of referrals made, services provided, labor market and wage information and services available.

- Coordinate Emergency Assistance needs for MSFW' s
- The parties agree to meet quarterly (July-September, October-December, January March and April-June) either in person or by other communication means.
- The parties will ensure that all and any confidential information shared through the implementations of this MOU is to be protected and only seen by staff. Such information will only be used in conjunction as to a legitimate business purpose as determined by the respective party.

In addition to continuing the collaboration with TOPs, Tennessee works with the Southern Migrant Legal Services and Conexion Americas, and establishing relationships with state agencies and nonprofits that provide services to MSFWs.

REVIEW AND PUBLIC COMMENT

In developing the AOP, the SWA must solicit information and suggestions from NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations, and other interested organizations. In addition, at least 45 calendar days before submitting its final AOP, the SWA must provide a proposed plan to NFJP grantees, public agencies, agricultural employer organizations, and other organizations expressing an interest and allow at least 30 days for review and comment. The SWA must: 1) Consider any comments received in formulating its final proposed AOP; 2) Inform all commenting parties in writing whether their comments have been incorporated and, if not, the reasons therefore; and 3) Transmit the comments and recommendations received and its responses with the submission of the AOP. The AOP must include a statement confirming NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations have been given an opportunity to comment on the AOP. Include the list of organizations from which information and suggestions were solicited, any comments received, and responses to those comments.

There were no comments received on the AOP, however, information and suggestions were solicited from:

- Core and Partner Program State Departments
- Local Workforce Development Boards
- Tennessee Opportunities Programs (TOPS)
- NFP grantees

DATA ASSESSMENT

Review the previous four years Wagner-Peyser data reports on performance. Note whether the State has been meeting its goals to provide MSFWs quantitatively proportionate services as compared to non-MSFWs. If it has not met these goals, explain why the State believes such goals were not met and how the State intends to improve its provision of services in order to meet such goals.

After reviewing the last four (4) years of performance the State has and will continue to meet the goals set. Both MSFWs and non-MSFWs have received the same quantitatively services. Although the goal has been consistently met, we are continuously improving the ways to better serve both non-MSFWs and MSFWs.

ASSESSMENT OF PROGRESS

The plan must include an explanation of what was achieved based on the previous AOP, what was not achieved and an explanation as to why the State believes the goals were not achieved, and how the State intends to remedy the gaps of achievement in the coming year.

The State believes that all goals were reached as laid out in the previous year's AOP. The State used TOPS to outreach to farm communities to identify prospective candidates. After those MSFW the one-stop centers would try to pursue different and productive career tracks for those MSFW. Testing of cognitive abilities was achieved as well as placing the MSFW with the best opportunity for employment. Core services were identified and training was arranged with different providers as needed. Furthermore, if there were additional services needed beyond the scope of what could be offered, the clients were referred to other programs such as Vocational Rehabilitation, Veterans Services, or Senior Corps Programs.

STATE MONITOR ADVOCATE

The plan must contain a statement confirming the State Monitor Advocate has reviewed and approved the AOP.

The Tennessee State Monitor advocate has reviewed and approved the AOP for Tennessee.

3. WAGNER-PEYSER ASSURANCES

The State Plan must include assurances that:

1. The Wagner-Peyser Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time. (sec 121(e)(3)); Yes
2. The State agency is complying with the requirements under 20 CFR 653.111 (State agency staffing requirements) if the State has significant MSFW one-stop centers; Yes
3. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I; and Yes
4. State agency merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with Department of Labor regulations. Yes