



 **MTWDB** MIDDLE TENNESSEE
WORKFORCE DEVELOPMENT BOARD
ADMINISTERED BY: NASHVILLE CAREER ADVANCEMENT CENTER

American Job Center
DIRECTORY
of **SERVICES**
REFERENCE GUIDE

www.ncacworkforce.org



DIRECTORY of SERVICES

REFERENCE GUIDE

TABLE of CONTENTS

3	WIOA (Adult / Dislocated Worker)	8	LVER ^{PS}
4	WIOA (Out-of-School Youth)	8	DVOP ^{PS}
5	RESEA	9	ADULT EDUCATION ^{PS}
5	SNAP ^{PS}	9	TAA ^{PS}
6	SNAP E&T	10	SCSEP ^{PS}
6	WAGNER-PEYSER ^{PS}	10	TANF ^{PS}
7	VR ^{PS}		
7	VETS ^{PS}		

^{PS} = PARTNER SERVICE

ADULT and DISLOCATED WORKERS

Adult services under the Workforce Innovation and Opportunity Act (WIOA) are available under the Adult or Dislocated Worker program. Eligibility requirements are as follows:

ADULT PROGRAM

For BASIC SERVICES you must meet the following requirements:

- Are 18 years of age or older
- If male, registered as required for the Selective Service
- Have right to work documentation (such as Social Security card, passport, birth certificate, etc.)

For INDIVIDUALIZED SERVICES you must also be a member of at least one of the following groups:

- Public Assistance Recipient
- Low-Income
- Basic Skills Deficient
- Unemployed with at least 1 barrier to employment
- Underemployed with at least 1 barrier to employment

Priority of Service:

1st Priority - Veterans (and their eligible spouses) receive priority of service after meeting previous requirements. Recipients of public assistance, other “Low Income” individuals according to Federal Low Income Guidelines, or basic skills deficient may also receive priority of service following veterans.

2nd Priority - Those who are not “Low Income” but who have one or more substantial barriers to employment such as offender status, homeless, disability, single parent, language or other barriers.

DISLOCATED WORKER PROGRAM

- No age limit
- If male, registered as required for the Selective Service
- Income test not required for Dislocated Worker Program eligibility or service

At least one of the following apply:

- Have been terminated or laid off, eligible for or exhausted UI and are unlikely to return to a previous industry or occupation
- Lost job from a permanent closure or substantial layoff of a plant, facility or enterprise
- Were self-employed and are now unemployed because of economic conditions or natural disaster in the community
- Are a displaced homemaker who are no longer supported by another family member’s income
- Spouse of a member of Armed Forces who lost employment due to permanent change in duty station or is unemployed, underemployed and has difficulty finding or upgrading employment

LOW-INCOME INDIVIDUAL DEFINITION

A low-income individual is defined under the Workforce Innovation and Opportunity Act (WIOA) as one who:

- Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through payments under a federal, state, or local income-based public assistance program (SNAP, TANF, SSI, or State or local income-based public assistance)
- In a family with total family income that does not exceed the higher of the poverty line or 70 percent of the Lower Living Standard Income Level (LLSIL) (as defined in Policy 15-08)
- A homeless individual
- Receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act
- A foster child on behalf of whom State or local government payments are made
- An individual with a disability whose own income meets the income requirements of a program described in 1. or 2. (above), but who is a member of a family whose income does not meet such requirements

YOUTH

Youth Services under the Workforce Innovation and Opportunity Act (WIOA) are available for youth both in and out-of-school. Eligibility requirements are as follows:

OUT-of-SCHOOL YOUTH

16 - 24 years old and not attending school and at least one of the following:

- Deficient in Basic Literacy Skills
- Homeless, Runaway
- In foster care or aged out of foster care
- Pregnant/Parenting
- Offender
- Has a disability
- An English language learner (must also be low-income)
- Require additional assistance to complete an educational program to secure and hold employment (must also be low-income)

*At least 75% of funds are allocated to out-of-school youth with 20% of that being spent on work experience.

LOW-INCOME INDIVIDUAL DEFINITION

A low-income individual is defined under the Workforce Innovation and Opportunity Act (WIOA) as one who:

- Family income at or below 100% of poverty line or 70% lower living standard

Must also meet one of the following criteria:

- Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received assistance through payments under a federal, state, or local income-based public assistance program
- Foster Child
- Homeless
- Receives, or is eligible to receive free or reduced price lunch
- Lives in a high poverty census tract

Note: Individual with a disability may be considered family of one for income determination purposes.
If family income exceeds youth income criteria and items in 2 above do not apply



REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT

RESEA is a program for Unemployment Insurance (UI) claimants that includes an in-person review of the claimant's eligibility for UI, and personalized job-search along with other reemployment assistance. The RESEA initiative is a WIOA update to the REA program and now includes reemployment services.

The federal-state UI program provides an important core service in the comprehensive, integrated workforce system established under the Workforce Innovation and Opportunity Act (WIOA). Through the UI program, individuals who have lost employment through no fault of their own and have earned sufficient wage credits may receive UI benefits if they meet initial and continued UI eligibility requirements.

The UI RESEA program has provided claimants entry to a full array of reemployment services, and has helped to ensure that claimants comply with all UI eligibility requirements. Individuals filing UI claims are active job seekers who are made aware of the wide variety of reemployment services that are available to them; and are referred to reemployment services appropriate for their individual needs.

RESEA program participants are required to complete the following:

- Attend a Career Center Seminar
- Complete a Career Action Plan
- Conduct labor market research
- Tracking work search activities
- Provide a résumé
- Participate in ongoing reemployment services

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

The Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps) provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. SNAP helps supplement monthly food budgets of families with low-income to buy the food they need to maintain good health and allow them to direct more of their available income toward essential living expenses. DHS staff determines eligibility of applicants based on guidelines established by the U.S. Department of Agriculture (USDA). The primary goals of the program are to alleviate hunger and malnutrition, and to improve nutrition and health in eligible households. DHS has a dual focus on alleviating hunger and establishing or re-establishing self-sufficiency.

Individuals applying for SNAP (food stamp) benefits, the documents listed below may be needed to complete the application process.

- Social Security Number
- Your Identification (Example: driver's license, school ID with photo, Passport, Resident Alien Card, I-94 card, voter's registration card)
- Where you live (Example: lease agreement, utility bill, phone bill, or driver's license with your address on it)
- Income (Example: check stubs, employer statement, award letters)
- Shelter costs (Example: mortgage payments, property tax, homeowner's insurance, rent receipt, lease agreement) Costs of utilities (Example: electric bill, water bill, gas bill)

SNAP E&T

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING

Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) funds can be used to support a variety of education, training, employment, and related services for SNAP recipients. The Food and Nutrition Service of the U.S. Department of Agriculture makes grants to state agencies that operate the SNAP program.

Participants must be recipients of SNAP benefits and not Temporary Assistance for Needy Families (TANF). In general, SNAP recipients must have gross monthly incomes under 130 percent of the federal poverty level and have assets under defined limits, but states may modify these rules. States may operate voluntary or mandatory SNAP E&T programs, and may limit eligibility to only certain types of SNAP recipients or to those who live in certain areas. SNAP participants unable to work are generally exempt.

SNAP E&T supports a range of employment and training activities for SNAP recipients. Such activities can include job search, job search training, work experience or workfare, and education and training including basic skills instruction.



WAGNER-PEYSER ^{PS}

The Wagner-Peyser Act of 1933 (“Act”) is a U.S. federal law that established nationwide system of public employment offices known as the U.S. Employment Service. This system has provided high quality job seeker and employer labor exchange service and information for over seventy years.

The One Stop delivery system provides universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need in one stop and often under one roof.

VOCATIONAL REHABILITATION SERVICES

The Division of Rehabilitation Services is responsible for the Vocational Rehabilitation (VR) Services program, which includes determination of eligibility, determination of the nature and scope of VR services and the provision of employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities and resources. This service provides assistance to Tennesseans with disabilities to promote employment.

These services may include:

- Medical
- Psychological or vocational assessments
- Training
- Job development
- Job placement

To be eligible for the Vocational Rehabilitation program, the applicant must have a physical or mental impairment that makes it difficult for you to find or keep a job. Eligibility is also determined by medical examinations, psychological examinations, vocational evaluations, and other diagnostic information.

VETERAN EMPLOYMENT SERVICES

Military experience can be leveraged to your specialized skills and training. Career center staff connect you to work and other supportive services that meet your needs.



Veterans Employment Services include:

- Job search assistance
- Job training opportunities
- Free workshops
- Assistance in creating resumes
- Internet access
- Telephone access
- Unemployment information
- Job referrals and follow up
- Assessments
- One on one career counseling
- Developing of an individual employment plan
- On-the-Job training

United States Veterans and eligible spouses receive “Priority of Service” at all TN Career Centers.

“Priority of Service” means veterans and eligible spouses take precedence over other TN Career Center customers in obtaining all employment and training services.

LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE

As an integral part of the Labor Exchange System, LVER staff work with other service providers to promote veterans as job seekers who have highly marketable skills and experience. In essence, LVERs are the intermediary between core and intensive services. They work with job seekers, service providers, and employers to assist veterans in career success.

LVER staff have two targets:

- Targeting Businesses
- Targeting Job Seekers



DISABLED VETERANS OUTREACH PROGRAM

Disabled Veterans Outreach Program (DVOP) specialists provide intensive services to meet the employment needs of disabled veterans and other eligible veterans, with the maximum emphasis directed toward serving those who are economically or educationally disadvantaged, including homeless veterans, and veterans with barriers to employment.



ADULT EDUCATION

Educational services are delivered to adults who are over the age of 17 (unless granted an exception) lacking a high school diploma and no longer under compulsory attendance to public high school. Through Adult Basic Education classes across the state, adults are assessed to determine their level of education and are provided coursework to improve their skills in math, science, social studies, reading, writing and employability. These classes are designed to equip the student with the knowledge necessary to earn a High School Equivalency Diploma and enter employment and/or postsecondary education. Adult Education also offers English for Speakers of Other Languages (ESOL) and Civics classes for those individuals who need to learn to speak, read, and write the English language.

TRADE ADJUSTMENT ASSISTANCE (ACT)

Trade Adjustment Assistance (TAA) provides support to laid off workers and downsizing businesses impacted by jobs leaving the USA or foreign products or services making it hard to compete.

Workers may be eligible for services and benefits which could include some or all of the follow:

- Re-employment services
- Job Search allowances
- Relocation allowances
- Funded training
- Weekly Trade Readjustment Allowances for eligible workers who have exhausted their Unemployment Compensation benefits and are in training
- On-the-job training

Determining Worker Eligibility

When a layoff or work reduction occurs, a petition for TAA must be filed with the U.S. Department of Labor and the state TAA Coordinator by one of the following:

- A group of three or more workers
- A certified union official or representative
- An official of the employer/firm
- A One-Stop agency or partner agency
- A State dislocated worker TAA unit staff

To be eligible for TAA benefits, applicants must meet three requirements:

When a layoff or work reduction occurs, a petition for TAA must be filed with the U.S. Department of Labor and the state TAA Coordinator by one of the following:

- Have lost their job or had their work hours reduced to 80 percent or less and lost 20 percent or more in wages.
- Belong to a group of employees certified by the U.S Department of Labor. This means that an investigation has found that increased imports “contributed importantly” to the loss of jobs or reduction in hours and wages.
- Have been laid off or partially separated on or after the impact date and before the termination or expiration date of the certification. The layoff or partial separation had to be caused by lack of work.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Authorized by the Older Americans Act, the program provides training for low-income, unemployed seniors.

SCSEP participants gain work experience in a variety of community service activities at non-profit and public facilities, including schools, hospitals, day-care centers, and senior centers. Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage. This training serves as a bridge to unsubsidized employment opportunities for participants.

Participants must meet the following criteria:

- Be at least 55 years of age or older
- Unemployed
- Family income cannot exceed more than 125% of the federal poverty level.



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

Families First, the state's Temporary Assistance for Needy Families (TANF) program, is a workforce development and employment program. It is temporary and has a primary focus on gaining self-sufficiency through employment. The Families First program helps participants reach this goal by providing transportation, child care assistance, education, job training, employment activities, and other support services. Temporary cash assistance is also provided to families with dependent children when at least one parent is incapacitated, unemployed, deceased, or absent from the home, and the family is unable to pay for essential living expenses.

TANF works with families to help them become self sufficient. TANF's program features include:

- Assisting needy families so that children can be cared for in their own homes.
- Preventative measures for out of wedlock pregnancy.
- The encouragement of two parent families.
- Reduction of the dependency of needy parents by assisting with job preparation.

To be eligible for the program, participants must meet technical and financial eligibility standards and must agree to follow a Personal Responsibility Plan (PRP). As part of the PRP, the participants agree to keep immunizations and health checks up-to-date for their children, to keep their children in school, to cooperate with child support services and, if not exempt, to participate in work and/or training for at least 30 hours per week.