



Limited coordination within and between systems makes accessing workforce services unmanageable

To receive the needed services from the over 130 workforce service providers in Memphis, individuals must navigate unwieldy and inefficient systems that frequently require working with multiple organizations across multiple sites

Number of people experiencing poverty per workforce service provider



The 10 zip codes with the highest rates of poverty average 2,450 people experiencing poverty per workforce service provider, 40 percent more than the Shelby County average

70k+

Over 70,000 Memphians between the working ages of **18-65 years old live in or near poverty**



More than 130 organizations across Shelby County provide at least one type of workforce development service



No zip code has providers that collectively offer all types of workforce services, with only 75 percent of workforce services, on average, accessible within each of the 10 zip codes with the highest rates of poverty



Academic remediation services are offered in **only one-third of the zip codes** in the Memphis metropolitan area



Only 12 percent of workforce providers offer services that help **match aptitudes and skills** with applicable jobs or help people experiencing poverty **retain jobs**



7 out of 10 workforce service providers are **located in zip codes with an average annual income that exceeds \$50,000**



Federal funds for workforce training are not easy to access, as evidenced by eligible providers enrolling **an average of only three voucher-funded learners per year**

Common challenges to access workforce services
TANF Service Providers

Distance to and from service providers
Scheduling appointments
Childcare at or near service provider
Childcare during 2nd and 3rd shift hours
Childcare benefits not being available for job training programs



“Service providers spoke of the difficulty their clients had with going to a job that was in an entirely different part of the county from where they lived, going to [required] volunteer assignments in another area, and transporting children to yet another part of the county for childcare, with schedules that may or may not line up with one another.”

- Focus group with TANF service providers