

**FULTON WORKFORCE DEVELOPMENT BOARD MEETING
SOUTH FULTON SERVICE CENTER; ROOM 105B
5600 STONEWALL TELL RD, COLLEGE PARK, GA 30349
MAY 18, 2022 – 9:00 A.M.**

AGENDA

- I. CALL TO ORDER** Alexis Leonard
- II. ROLL CALL** Alexis Leonard
- III. PUBLIC ACCESS** Citizen Comments
- IV. REGULAR AGENDA**
- **ACTION ITEM: Approve Agenda**
 - **ACTION ITEM: Adopt Previous LWDB Minutes – 2/24/2022**
- V. COMMITTEE REPORTS**
- PERFORMANCE & ACCOUNTABILITY** Stephanie Rooks
- **ACTION ITEM: Aligned ITA Agreement**
- YOUTH** Yulonda Darden-Beauford
- FINANCE** Mariska Angall
- **ACTION ITEM: Ratify Fund Transfer – FY 21 \$105,542 Adult to Dislocated Worker**
 - **ACTION ITEM: Ratify Fund Transfer – FY22 \$573,004 DW to Adult**
- STRATEGIC PARTNERSHIPS & OUTREACH** Amelia Nickerson
- EXECUTIVE COMMITTEE** Andy Macke
- **ACTION ITEM: Ratification of One-Stop Certification**
 - **ACTION ITEM: Approve Selection of Equus for Adult, Dislocated Worker, and Youth; and for One-Stop Operator**

VI. DIRECTORS REPORT

Brett Lacy

VII. PROGRAM PRESENTATIONS

Industry Partnership Spotlight

**Jacque Joyce, Industry
Partnership Director, Atlanta Career Rise**

Participant Spotlight

VIII. CLOSING REMARKS AND ADJOURNMENT

Following adjournment, WorkSource Staff will offer a tour of the new Comprehensive One-Stop Center.

AGENDA IS SUBJECT TO CHANGE

****An Executive Committee Meeting will be held in the event there is not a Quorum of the Full Board****

MEETING TITLE: Fulton County Workforce Development Board Meeting
MEETING DATE: Thursday, February 24, 2022 **MEETING TIME:** 9:00 A.M.
LOCATION: ZOOM
MEETING SCRIBE: Alexis Leonard **EMAIL:** alexis.leonard@fultoncountyga.gov

BOARD MEMBERS ATTENDANCE:

Bell, Mike: Present	Macke, Andy: Present	Stokes, Fabiola Charles: Excused
Boatright, Kali: Present	Nickerson, Amelia: Proxy- White, Brian	Absence
Cook, Tom: Present	Noyes, Brian: Present	Thompson, Dr. Lanze: Present
Darden Beauford, Yulonda: Proxy-	Rooks, Stephanie: Present	Washington, Regynald: Excused
Brown, Monique	Ruder, Alex: Present	Absence
Dover, Sanquinetta: Present	Russell, Shar'ron: Present	Wences, Juan: Absent
Embry, Humeta- Present	Schofield, Kim: Present	Williams, Jason: Proxy- Harris, Celeste
Ganesh, Bala: Present	Seem, David: Present	
Gomez, Laura: Present	Stepakoff, Jeff: Absent	

1. Call to Order

Meeting called to order by Chairperson, A. Macke at 9:03 A.M.

2. Roll Call:

Roll call by A. Leonard, LWDB Board Liaison. The presence of quorum met.

3. Opening and Introductions

Vice Chairperson Dover opened the board meeting welcoming all attendees

4. Public Comment

No Public comments.

5. Regular Agenda

I. Regular Agenda:

The WorkSource Fulton LWDB February 24, 2022 Agenda Draft was provided to the board for review. Reference meeting packet for the document.

Vice-Chairperson Dover requested a motion to accept the regular agenda.

Motioned: D. Seem **Seconded:** A. Macke

Required Action: N/A

Motion Acceptance/Declination: The motion was approved to adopt the agenda as presented by a unanimous vote. All in favor. No oppositions. No abstentions. The motion carried accepting the regular agenda as presented.

II. **Adoption of November 16, 2021, LWDB Meeting Minutes:**

The WorkSource Fulton LWDB November 16, 2021, Meeting Minute Draft was provided to the board for review. Reference meeting packet for the document.

Vice-Chairperson Dover requested a motion to adopt the November 16, 2021, LWDB Meeting Minutes as presented.

Required Action: N/A

Motioned: A. Macke **Seconded:** K. Schofield

Motion Acceptance/Declination: The motion was approved to adopt the November 16, 2021, LWDB Meeting Minutes as presented by a unanimous vote. All in favor. No oppositions. No abstentions. The motion carried accepting the adoption of November 16, 2021, LWDB Meeting Minutes as presented.

6. **Committee Reports and Recommendations**

Performance & Accountability Committee:

S. Rooks, Chairperson of the Performance & Accountability Committee, provided the committee report.

Adoption of the One-Stop Certification Criteria:

The updated One-Stop Certification Criteria Draft was provided to the board for review. Reference meeting packet for the document.

Vice-Chairperson Dover requested a motion to adopt the One-Stop Certification Criteria as presented.

Required Action: N/A

Motioned: A. Macke **Seconded:** A. Nickerson

Motion Acceptance/Declination: The motion was approved to adopt the One-Stop Certification Criteria as presented by a unanimous vote. All in favor. No oppositions. No abstentions. The motion carried accepting the One-Stop Certification Criteria as presented.

One-Stop MOU 2022- 2023

The updated One-Stop MOU 2022-2023 Draft was provided to the board for review. Reference meeting packet for the document.

Vice-Chairperson Dover requested a motion to adopt the One-Stop MOU 2022- 2023 as presented.

Motioned: A. Macke **Seconded:** S. Rooks

Required Action: N/A

Motion Acceptance/Declination: The motion was approved to adopt the One-Stop MOU 2022-2023 as presented by a unanimous vote. All in favor. No oppositions. No abstentions. The motion carried accepting the adoption of November 16, 2021, LWDB Meeting Minutes as presented

Youth Committee:

M. Vialet, Program Manager, provided the Youth Standing Committee report.

Finance Committee Report:

D. Seem, Vice Chairperson, provided the Finance Committee report.

Strategic Partnerships and Outreach Committee:

K. Pippin, Program Specialist, provided the Strategic Partnerships and Outreach Committee report.

Executive Committee Report:

Chairperson A. Macke provided the Executive Committee Report.

2022 LWDB Meeting Dates

The WorkSource Fulton 2022 LWDB Meeting Date schedule was provided to the board for review. Reference meeting packet for the document.

Vice-Chairperson Dover requested a motion to accept Wednesday the 2022 LWDB Meeting Dates.

Motioned: A. Nickerson Seconded: K. Boatright

Required Action: N/A

Motion Acceptance/Declination: The motion was accepted to adopt the 2022 LWDB Meeting Dates as presented by a unanimous vote. All in favor. No oppositions. No abstentions. The motion carried accepting the 2022 LWDB Meeting Dates as presented.

7. Director's Report

S. Abdullahi, Deputy Director, provided the Director's report.

8. Program Presentation

T. Young, SNAP Employment & Training (E&T) Manager, provided a report on the SNAP E&T programs and services.

9. Closing Remarks and Adjournment

The next meeting is scheduled for May 18, 2022. The location will be determined at a later date, pending changes due to COVID-19

Meeting adjourned by Vice Chairperson Dover at 10:52 A.M.

- Page 2 - **Provider Entry Criteria:** Change “Letters of acceptance are to include a statement that the customer has met the entry requirements as stated on the ETPL. Customers not meeting the stated ETPL entry requirements are not to be allowed to attend training until the appropriate levels are achieved.” To “Providers are required to issue customers with an acceptance letter that include a statement that the customer has met the entry requirements as stated on the ETPL. Customers not meeting the stated ETPL entry requirements are not to be allowed to attend training until the appropriate levels are achieved. In addition, Providers must complete the Acceptance Letter/Fee Schedule (Attachment K) and submit to WorkSource Staff.”
- Page 2 – **7. Activities during Training:** Change “and notification to them within three (3) days of any difficulties or problems encountered by WIOA customers, such as no or poor attendance, difficulty in keeping up, or other academic problems, or apparent social problems or support needs. A withdrawal from training is to be immediately reported, based on the following customer withdrawal from training (paragraph 9) at a minimum no later than three (3) days subsequent to occurrence” to “:
 - For Board of Regents and Technical College System of Georgia Providers, WorkSource Staff can request updates on customer progress throughout the semester and at the completion of the semester.
 - For Non Public Providers, WorkSource Staff should receive a Customer Change Notification Form (Attachment I) within three (3) days of any difficulties or problems encountered by WIOA customers, such as no or poor attendance, difficulty in keeping up, or other academic problems, or apparent social problems or support needs. A withdrawal from training is to be immediately reported at a minimum no later than three (3) days after occurrence.

Any changes or amendments to the customer’s training plan must be submitted to WorkSource Staff. If approved, the WorkSource Staff will issue an ITA voucher to both the customer and the Provider to reflect the changes.
- Page 2 – **8. Time and Attendance Records: Change** “Provider responsibilities include the recording of attendance information of WIOA customers and submittal to the One-Stop Career Advisor on a bi-weekly basis. If a customer should fail to show for training as scheduled on the approved training plan, the Provider will immediately notify the Career Advisor. The course instructor will verify attendance information. Should a customer drop out of training during the refund period, prompt notification must occur, and a refund processed to WorkSource Fulton. Please see the Attachment H for a sample Attendance Verification Form. The Provider may submit school attendance forms, so long as the applicable information is included.” To “Providers are responsible for recording and verifying attendance of WIOA customers as per the instructions on the WIOA Attendance Verification Form (Attachment H) and submitting the attendance when invoicing. If a customer should fail to show for training or drop out of training prior to the refund period the Provider will not invoice WorkSource Fulton for that customer or provide prompt notification, and a refund processed to WorkSource Fulton. Providers will sign additional attendance documentation for WIOA customers if it is required by WorkSource Fulton.”
- Page 3 – **9. Customer Withdrawal from Training:** Change “Attending a Technical

College Systems of Georgia, the customer will have three class periods to withdrawal from the training program” to “Attending a Board of Regents and Technical College System of Georgia School, the customer will have until the conclusion of the add/drop period to withdraw from the training program”.

- Page 3 - **Credentialing**: Change “Tests for certifications must occur within 30 – 60 days following completion of coursework. Exception: Some program may require lengthy externships or employment for participant to be eligible to sit for the credential exam. In the event a customer does not complete coursework prior to entering employment, the certification test is to still be scheduled. For customers not passing a certification or credential, the Provider will provide refresher assistance and schedule re-testing. The One-Stop Career Advisor is to be apprised of all information concerning certification testing.” To “Customers must be provided with resources to take tests for certifications within 30 – 60 days following completion of coursework. Exception: Some programs may require lengthy externships or employment for customers to be eligible to sit for the credential exam. In the event a customer does not complete coursework prior to entering employment, the certification test is to still be scheduled. For customers not passing a certification or credential, the Provider will provide refresher assistance and schedule re-testing. Providers must update WorkSource Staff with all information concerning certification testing.”
- Page 3 – **12. Training Completion**:
 - Delete “For invoice purposes, 30% of the tuition is payable upon participant’s successful training completion.”
 - Change “WIOA Customer Employment/End of Service Form (Attachment I) indicating that training was completed, the date completed, certificate or credential obtained, etc., and forward a copy with the invoice to WorkSource Fulton and a copy to the Career Advisor within 10 days of activity completion.” To “Customer Change Notification Form (Attachment I) indicating that training was completed, the date completed, certificate or credential obtained, etc., within 10 days of activity completion.”
- Page 4 – **16. Performance**: Change “Regional Performance will be monitored annually on six of the performance outcomes:
 - Completion Rate
 - Diploma, Graduation, Credential, Certificate and Licensure Rate
 - Employment Rate (adults and dislocated workers)
 - Employment Rate in a training related occupation (adults and dislocated workers)
 - Average Wage at Placement (adults and dislocated workers)
 - Median Wage at Placement (adults and dislocated workers)
 - Skills Gain (adult and dislocated worker”to “Regional Performance will be monitored annually on four performance outcomes:
 - Completion Rate
 - Diploma, Graduation, Credential, Certificate and Licensure Rate
 - Employment Rate
 - Average Wage at Placement”
- Page 5 – **16. Performance**: Add “A provider may be placed on a “performance hold”, by WorkSource Fulton if they do not meet the following criteria:

- If a Provider invoices for 100% of program cost at the start of training, the Provider's program(s) must meet all four of the performance metrics (as defined in Section 20)
 - Programs that have under five WIOA customers in the reporting period (previous two program years) will be added to a "Programs Under Five Participants" Provider's performance evaluation.
- If a Provider invoices for 70% at the start of the program and 30% of the total tuition is payable upon successful receipt of a credential, as defined in paragraph 11, the Provider's program (s) must meet two of the four performance metrics (as defined in Section 20)
 - Programs that have under five WIOA customers in the reporting period (previous two program years) will be added to a "Programs Under Five Participants" Provider's performance evaluation."
- Page 6 – **20. Invoice/Payment Procedures:** Change "The Provider agrees to invoice WorkSource Fulton for services delivered based on the following schedule:
 - 70% of total tuition is payable at the participants enrolment and no earlier than when the customer withdrawal from the program, as defined in paragraph 9
 - 30% of the total tuition is payable upon successful completion of training"

To "Board of Regents and Technical College System of Georgia Providers

- 100% of total tuition per semester is payable at the participants enrolment and no earlier than the completion of the add/drop period (as defined in paragraph 9)

Non Public Providers

- 70% of total tuition is payable at the participants enrolment and no earlier than when the customer withdrawal from the program, as defined in paragraph 9
- 30% of the total tuition is payable upon successful receipt of a credential, as defined in paragraph 11"

- Page 6 – **20. Invoice/Payment Procedures:** Change "All invoices must contain the following information: WIOA Customer's name (must match name on the voucher), social security number (or last four digits of social security number), course of study, training beginning and ending dates, remittance address, a contact's name and phone number, an invoice number and date" to "All invoices must contain the following information: WIOA Customer's name (must match name on the voucher), social security number (or last four digits of social security number), course of study, training beginning and ending dates, remittance address, a contact's name and phone number, an invoice number and date and for Non-Board of Regents Schools a proof of certification earned for the final payment. Insufficient information may result in delay or non-payment of invoices."

Page 6 - **20. Invoice/Payment Procedures:** Add "For Board of Regents and Technical College System of Georgia Providers, invoices for each semester are to be submitted within 30 days of the completion of the add/drop period.

For Non Public Providers, invoices are to be submitted as follows:

- 70% of total tuition must be submitted within 30 days after the date when the customer can withdrawal from the program, as defined in paragraph 9
- 30% of total tuition must be submitted within 30 days of when the customer received their credential”
- Page 7 – Add “27. Access to Documentation: With a signed enrollment agreement and consent form, WSB can request training provider to request updates on WIOA customers and request documentation that is needed to create a voucher, monitor student progress throughout the training or updated credential or employment information.
- 28. Participation in Regional Training Provider Meetings: WorkSource Metro Atlanta will host two Regional Training Provider Meetings annually, attendance will be taken and one representative from each Training Provider is required to attend the meetings.”
- Page 10 - **Attachments:** Change “I. WIOA Customer Employment/End of Service Form” to “Customer Change Notification Form”. Add “Customer Change Notification Form“.
- Page 15 – ATTACHMENT C Change “Performance Outcomes for the WorkSource Fulton. Change “

Each local area sets their own Performance Goals and Minimum Performance

Performance Measures	Adult PY20	Dislocated Workers PY20	Youth PY20
Q2 Entered Employment Rate	67%	79%	68%
Q4 Entered Employment Rate	63%	78%	68%
Q2 Median Earnings	\$5800	\$7200	\$2500
Credential Attainment Rate	60.5%	70%	56%
Measurable Skills Gain Rate	38%	29%	38.6%
Performance Measures	Adult PY21	Dislocated Workers PY21	Youth PY21
Q2 Entered Employment Rate	68%	81%	69%
Q4 Entered Employment Rate	64%	78%	69%
Q2 Median Earnings	\$5900	\$7300	\$2600
Credential Attainment Rate	61%	70%	50%
Measurable Skills Gain Rate	40%	31%	39.6%

To "Regional Performance Requirements for Training Providers

<u>Program Completion Rate</u>	<u>80%</u>
<u>Credential Attainment Rate</u>	<u>70%</u>
<u>Employment Rate</u>	<u>75%</u>
<u>Average Wage</u>	<u>\$14.00</u>

- Page 22 – **ATTACHMENT G** Change “WorkSource Fulton will make payments based on the following payment structure:
 - 70% of total tuition is payable at the participants enrolment and no earlier than when the customer can withdraw from the program, as defined in paragraph 9
 - 30% of the total tuition is payable upon successful completion of training”
- to “WorkSource Fulton will make payments based on the following payment structure:
 - Board of Regents and Technical College System of Georgia Providers
 - 100% of total tuition per semester is payable at the customers enrollment and no earlier than the completion of the add/drop period (as defined in paragraph 9)
 - Non Public Providers
 - 70% of total tuition is payable at the customers enrollment and no earlier than when the customer withdrawal from the program, as defined in paragraph 9
 - 30% of the total tuition is payable upon successful receipt of a credential, as defined in paragraph 11”.

Agreement No. _____

**PROVIDER
AGREEMENT**

WorkSource Fulton:

Address: 141 Pryor Street, Suite 2052, Atlanta, GA 30303

Contact person: Brett Lacy

Phone: (404) 612-8338

Email: brett.lacy@fultoncountyga.gov

Agreement with Provider:

Provider Name:

Address:

Contact person:

Contact phone:

email:

This Provider Agreement sets forth the roles and responsibilities of the parties named above in providing training, credentialing, career advisement, training-related full-time employment and employment follow-up services to eligible customers under the Workforce Innovation and Opportunity Act (WIOA).

- 1. Parties and Purpose:** Fulton County, as fiscal agent of the WIOA funds, on behalf of WorkSource Fulton, as administrative entity for the Fulton Workforce Development Board which is administered by Select Fulton, (collectively "FULTON COUNTY"), agrees to pay the cost of tuition, books, supplies and/or other eligible agreed upon services required to provide the training and other above-listed services to eligible customers enrolled in training at _____ hereafter known as the Provider.
- 2. Time of Performance:** Notwithstanding the dates of signatures, the effective date of this agreement is the date received by WorkSource Fulton. If a Provider does not meet the requirements for continued eligibility conducted by the Technical College System of Georgia Office of Workforce Development, the contract is deemed null and void at that time. This Agreement shall become effective upon execution by the Provider and shall automatically renew for consecutive one-year terms unless written notice is provided by either party to the other of its intent to terminate, as further described in Paragraph 32 of this agreement.
- 3. Approved Programs:** Currently state approved training programs, estimated length of training, and program requirements are listed on the *State WIOA Eligible Training Provider Listing (ETPL)*. For the purposes of this agreement, WorkSource Fulton will only honor the approved cost of training for Demand Occupations list (Attachment D). Cost should not exceed the amount listed on the ITA Obligation Voucher(s) (Attachment A). In such a case, the Voucher will prevail. Any changes in program costs or program information approved under this Agreement, or requests for additional programs as stated in Attachment E and Attachment F require prior written approval by WorkSource Fulton. Should such changes be approved, they automatically amend currently approved training programs for this agreement.
- 4. Customer Referral, Advertisement and Recruitment:** The Provider understands and agrees that only customers referred by WorkSource Fulton, or its authorized representatives, may be enrolled into approved training under this agreement. The Provider may include statements about WIOA training in its advertisements or recruitment efforts; however, any such advertisement must include a disclaimer stating that WIOA-funded training may be provided only to individuals who qualify for the program and only if funds are available. Such advertising must be

forwarded to WorkSource Fulton for approval prior to release. The Provider may not enroll any customer into training without the proper referral by WorkSource Fulton or its authorized representative. The Provider also understands that potential customers, who are recruited or referred to WorkSource Fulton or its authorized representative for eligibility, may select other training.

5. **Provider Entry Criteria:** The Provider will be held accountable to meet specific performance standards established by the State and Workforce Board areas and will qualify for inclusion on the ETPL based on performance. Providers have responsibility in assessing the current skills, education and experience of candidates and providing training and employment for customers. WorkSource Fulton may require additional assessments to determine suitability for training programs. However, if customers are enrolled in Provider programs that are not appropriate for them, they may not receive the full benefits of the WIOA system. Similarly, this may cause Providers not to meet established state, local and contractual performance standards. Therefore, Provider entry requirements will be a critical factor in establishing and attaining successful performance. They are to be established with a purpose of determining whether the customer's current skills, education, experience, etc. will enable them to complete the training program, obtain the knowledge and skills necessary to receive certification, as well as locate training-related employment with wages that meet standards and promote self-sufficiency.

Providers acknowledge that entry requirements for reading, math and language are to match those appearing on the Statewide ETPL. The Program Description, submitted by the Provider, contains all information regarding entry criteria. Testing for reading, math and language is to be comparable to the Tests of Adult Basic Education (TABE), if applicable.

Providers are required to issue customers with an acceptance letter that include a statement that the customer has met the entry requirements as stated on the ETPL. Customers not meeting the stated ETPL entry requirements are not to be allowed to attend training until the appropriate levels are achieved. In addition, Providers must complete the Acceptance Letter/Fee Schedule (Attachment K) and submit to WorkSource Staff.

WorkSource Fulton has established policies to ensure coordination of available funding sources for WIOA participants. Customers are required to apply for grants and scholarships such as HOPE, Pell, GI Bill, and all appropriate financial aid so that funds may be combined to cover total costs of training expenses. (Attachment E).

6. **Enrollment:** In addition to the letter of acceptance, Providers are to attach a listing of required coursework, including and specifying core courses, a schedule of courses to be accomplished during the program and credential(s) earned during and upon completion of the program. This listing is to also be forwarded to WorkSource Staff to be attached to the training voucher. All approved training vouchers are to be signed, dated and returned by the provider with invoicing.
7. **Activities during Training:** Activities during training shall include establishing a joint career advisement relationship with WorkSource Staff.
- For Board of Regents and Technical College System of Georgia Providers, WorkSource Staff can request updates on customer progress throughout the semester and at the completion of the semester.
 - For Non Public Providers, WorkSource Staff should receive a Customer Change Notification Form (Attachment I) within three (3) days of any difficulties or problems encountered by WIOA customers, such as no or poor attendance, difficulty in keeping up, or other academic problems, or apparent social problems or support needs. A withdrawal from training is to be immediately reported at a minimum no later than three (3) days after occurrence.

Any changes or amendments to the customer's training plan must be submitted to WorkSource Staff. If approved, the WorkSource Staff will issue an ITA voucher to both the customer and the Provider to reflect the changes.

8. **Time and Attendance Records:** Providers are responsible for recording and verifying attendance of WIOA customers as per the instructions on the WIOA Attendance Verification Form (Attachment H) and submitting

the attendance when invoicing. If a customer should fail to show for training or drop out of training prior to the refund period the Provider will not invoice WorkSource Fulton for that customer or provide prompt notification, and a refund processed to WorkSource Fulton.

Providers will sign additional attendance documentation for WIOA customers if it is required by WorkSource Fulton.

9. Customer Withdrawal from Training:

Customers will have a certain number of days to withdraw from the program without incurring any cost to WorkSource Fulton. If the customers is:

- Attending a Board of Regents and Technical College System of Georgia School, the customer will have until the conclusion of the add/drop period to withdraw from the training program
- Attending a training program that is four to five days a week the customer will have one week to withdrawal from the training program
- Attending a training program that is one to three days a week the customer will have two weeks to withdrawal from the training program

10. Sequential Courses and Career Ladder Training Plans: For training plans requiring multiple, sequential courses to prepare for a credentialing exam or achieve the training plan objective, participants must fully complete all coursework and successfully obtain the relevant credential related to that coursework, as appropriate, before advancing to the next level of training.

11. Credentialing: As of December 15, 2010, United States Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) No. 15-10 issued mandates, with emphasis on High Priority Performance Goals to increase credential attainment rate by WIOA participants. The TEGL requires that all training programs must prepare WIOA participants through job-training and preparation to sit for testing in order to achieve attainment of industry- recognized credentials as specified by WIOA. Such nationally recognized industry, association or organizations are:

- A state education body or a state agency
- An institution of higher education eligible to participate in federal financial aid programs
- A registered apprenticeship
- A public regulatory agency
- A professional, industry, or employer association

It is the Provider's responsibility to assure that credentialing goals are obtained for each customer. The Performance Outcomes in Attachment C indicate minimum credentialing performance for customers achieving a certification, license or credential. Providers are encouraged to require practice exams prior to scheduling testing.

Customers must be provided with resources to take tests for certifications within 30 – 60 days following completion of coursework. Exception: Some programs may require lengthy externships or employment for customers to be eligible to sit for the credential exam. In the event a customer does not complete coursework prior to entering employment, the certification test is to still be scheduled. For customers not passing a certification or credential, the Provider will provide refresher assistance and schedule re-testing. Providers must update WorkSource Staff with all information concerning certification testing.

12. Training Completion: The Provider will complete the Customer Change Notification Form (Attachment I) indicating that training was completed, the date completed, certificate or credential obtained, etc., within 10 days of activity completion. A copy of the customer transcript detailing course work completed is to be attached. The transcript is to be compared to the original voucher required coursework to assure completion requirements are met. If a customer does not complete training, the form will indicate the reasons, if known, and any additional information.

Proof of Completion may include certificates of completion, test results, quarter/semester grade reports, credential and degree/diplomas etc.

- 13. Job Placement:** Providers are responsible for placement of customers. Activities towards the end of training and during job search shall include assistance to WIOA customers in obtaining training-related credentials, and training-related, permanent, full-time employment, and joint career advisement with One-Stop Career Advisors in these activities, which includes assisting the WIOA customers in identifying prospective employers and making appropriate employment applications. The Provider will continue to make available to WIOA customers assistance in maintaining employment or obtaining re-employment during at least one year after training or initial employment. Continued inclusion on the ETPL is contingent upon successful placement of customers. WorkSource Fulton staff will forward annual performance reports to each Provider. It is imperative that Providers work with WorkSource Staff to assure the prompt and accurate recording of placement information. The Provider will submit information on job search and employment, as required by WorkSource Fulton, to include completion of a Customer Change Notification Form (Attachment I) and a copy of employment verification.
- 14. Administrative or Financial Hold Status:** A Provider may be placed on “administrative or financial hold status” by WorkSource Fulton at any time there are unresolved issues or rising concerns of a financial nature. During the period of financial hold, no new enrollments will be allowed, and any pending payments may be withheld. Reasons that a provider may be placed on financial hold are as follows, but not limited to:
- Notification to WorkSource Fulton from an outside agency of a levy placed against the Provider.
 - Failure of the Provider to submit any agreed upon refund
 - Failure of the Provider to provide students with the necessary supplies, books, etc., for the specified training program (as per agreement between LWDB and the Provider)
 - Notification or evidence that the Provider may be committing fraudulent activities
- 15. Concerns of the status of the Provider’s financial stability.** During this time, Providers will be responsible for researching, investigating, and submitting verifiable documentation, or acceptable explanation in response to any findings or allegations. Failure to respond to notice in the required time will result in Provider being placed on indefinite hold, and/or termination of agreement between WorkSource Fulton and the Provider.

In cases where the WorkSource Fulton has been informed in writing of a levy against the Provider, or the Provider fails to submit any agreed upon refund, or the Provider relocates and/or closes the training location without proper notice to LWDB and/or students, the Provider will be immediately placed on financial hold status and notified in writing within five (5) business days of being placed on hold. The Provider will then have thirty (30) days to remedy or respond to the notice, whichever is required. Failure to respond to or remedy notice in the required time will result in Provider being placed on indefinite hold, and/or termination of agreement between LWDB and the Provider.

- 16. Performance:** The Provider understands and agrees that it is expected that performance outcomes will meet or exceed the rates in Attachment C. The employment rate and wage rates include both customers who are successful completers and those who are non-completers. Please note Section 19 on the requirements for Continued Eligibility for the State Eligible Training Provider Listing. Regional Performance will be monitored annually on four performance outcomes:
- Completion Rate
 - Diploma, Graduation, Credential, Certificate and Licensure Rate
 - Employment Rate
 - Average Wage at Placement r

A provider may be placed on a “performance hold”, by WorkSource Fulton if they do not meet the following criteria:

- If a Provider invoices for 100% of program cost at the start of training, the Provider’s program(s) must meet all four of the performance metrics (as defined in Section 20)

- Programs that have under five WIOA customers in the reporting period (previous two program years) will be added to a “Programs Under Five Participants” Provider’s performance evaluation.
- If a Provider invoices for 70% at the start of the program and 30% of the total tuition is payable upon successful receipt of a credential, as defined in paragraph 11, the Provider’s program (s) must meet two of the four performance metrics (as defined in Section 20)
 - Programs that have under five WIOA customers in the reporting period (previous two program years) will be added to a “Programs Under Five Participants” Provider’s performance evaluation.

Performance is to be measured on information provided on Customer Change Notification Form (Attachment I), therefore, it is of utmost importance that these forms are submitted in a timely manner to include a copy of employment verification.

17. Monitoring and Evaluation of Performance: Providers will be evaluated a minimum of annually by based on meeting or exceeding the above-mentioned performance measures. The evaluation may be on-site, desktop or a combination of methods. The Provider will agree to cooperate in any and all components of the evaluation and will make records available to the monitors in a timely manner. Annual review results are posted on the ARC website.

Authorized representatives of the five metro Atlanta Workforce Development Boards, collectively identified as WorkSource Metro Atlanta (WSMA) and the Technical College System of Georgia, Office of Workforce Development shall have the right to audit all books and records, including electronic records, relating or pertaining to this contract or agreement, including but not limited to all financial and performance related records, property, and equipment purchased in whole or in part with WIOA funds and any documents or materials which support those records, kept under the control of the Provider. WorkSource Metro Atlanta and the Technical College System of Georgia, Office of Workforce Development also has the right to communicate with Provider’s employees related to the audited records. Provider shall furnish such information that may be relevant to the question of compliance or the effectiveness, legality, and achievements of WorkSource Fulton program. These evaluations can be scheduled or unscheduled and can happened multiple times throughout the performance year.

18. Removal from Eligible Training Provider Listing: Providers may be removed from the state listing under the following conditions:

- If inaccurate information regarding a program is intentionally supplied to WorkSource Fulton, the Technical College System of Georgia Office of Workforce Development will work in concert with the LWDB to make the determination of ineligibility. If a termination of eligibility occurs, it will remain in effect for a minimum of two years.
- If WorkSource Fulton determines that an Eligible Training Provider has substantially violated any requirements of the Act, or other State or Federal laws, regulations or requirements, the provider must begin correction as appropriate or risk removal.
- Failure to reapply under subsequent eligibility procedures.
- Failure to meet or exceed minimum established local and state performance levels.
- Failure to maintain or renew NPEC authorization may result in removal.

19. Continued Eligibility: WIOA requires re-determination of ITA program eligibility through the continued eligibility process. For a program to remain eligible to receive ITA funds for new enrollments each year, the State is required to compare program level performance outcomes against established minimum standards. It is mandatory for the Provider to provide the performance information/documentation by individual programs for the provider’s continued inclusion on the statewide list of approved providers one year following initial eligibility.

20. Invoice/Payment Procedures: WorkSource Fulton, through its authorized representative, will issue an ITA Obligation Voucher(s) (see Attachment A) to the Provider authorizing training. Only those Costs or Expenses identified on the Voucher will be eligible for payment. The Provider agrees to invoice WorkSource Fulton for

services delivered based on the following schedule:

Board of Regents and Technical College System of Georgia Providers

- 100% of total tuition per semester is payable at the participants enrolment and no earlier than the completion of the add/drop period (as defined in paragraph 9)

Non Public Providers

- 70% of total tuition is payable at the participants enrolment and no earlier than when the customer withdrawal from the program, as defined in paragraph 9
- 30% of the total tuition is payable upon successful receipt of a credential, as defined in paragraph 11

Please note that WorkSource Fulton will not pay the costs of any customer who begins training with a Provider without an ITA voucher. Costs and Expenses are to be documented and itemized on the Provider invoice and will match the approved costs for that training program. Invoices may not exceed authorized Voucher expenses. Books, supplies, uniforms, drug testing and any other costs required for training (other than tuition and test fees) shall be paid upon WorkSource Fulton's receipt and acceptance of an invoice, ITA voucher, and acceptable backup documentation as specified on (Attachment G). All invoices will be processed within 45 days from the date received, providing there are no errors and/or omissions, and all supporting documents have been submitted. Otherwise, payments may be delayed beyond 45 days.

All invoices must contain the following information: WIOA Customer's name (must match name on the voucher), social security number (or last four digits of social security number), course of study, training beginning and ending dates, remittance address, a contact's name and phone number, an invoice number and date and for Non-Board of Regents Schools a proof of certification earned for the final payment. Insufficient information may result in delay or non-payment of invoices. Invoices must be billed to:

ATTN: Project Director
South Fulton Career Center
5600 Stonewall Tell Road, Suite 204
College Park, Georgia 30349
Telephone: (404) 613-6800

For Board of Regents and Technical College System of Georgia Providers, invoices for each semester are to be submitted within 30 days of the completion of the add/drop period, as defined in Paragraph 9.

For Non Public Providers, invoices are to be submitted as follows:

- 70% of total tuition must be submitted within 30 days after the date when the customer can withdrawal from the program, as defined in paragraph 9
- 30% of total tuition must be submitted within 30 days of when the customer received their credential

Invoices that are received by WorkSource Fulton more than 60 days after the completion of a course or program at WorkSource Fulton's discretion may not be processed or paid. Please note that in all case payments are contingent upon the availability of funding.

21. **Refunds:** The Provider shall be responsible for refunding to WorkSource Fulton any payments later determined to have been based on improperly supported invoices, or for charges which violate the terms of this Agreement or any applicable local, State or Federal regulation, rule or law, or any agreed upon refunds. In the case of customers who do not attend training on the scheduled start date, are no- shows during training or who withdraw from training, it is the responsibility of the Provider to notify the One-Stop Career Advisor and WorkSource Fulton in writing within 3-days of the occurrence. WorkSource Fulton will attempt to honor the Provider's refund policy after such notification; however, refunds are due and payable to WorkSource Fulton for any customer who fails to show for training.

Failure to notify the One-Stop Career Advisor and WorkSource Fulton within the given period shall result in a full refund to ARC, regardless of the Provider's refund policies. Failure to refund under these terms will result in provider being placed on Financial Hold.

- 22. Costs and Expenses:** The Provider assures that the costs correlate with the price advertised to the general public, less any WIOA discount, if applicable. Limitations are based on invoicing procedures provided in Attachment G and limited to ITA Voucher items and amounts. Customers are required to complete classes/courses prior to billing for the next sequential classes/courses. (Please see Sequential Courses under Section 10). Sequential payments will be made for classes/courses within a total program of study as they begin. Payments will be denied for any customer attending a sequential training program prior to completion of prior coursework and testing, including credential exams. Exceptions are noted in Section 12 and may be granted based on appropriate related multi-package training approved by the WorkSource Staff.

All test fees will be paid with prior approval from the WorkSource Staff and must have a scheduled date for testing. In addition, confirmation of registration from the testing body and or receipts that clearly identify the participant(s) must be provided prior to reimbursement. We will not accept receipts of batch purchases as confirmation. Test retake fees, late fee payments, fines and penalties are not allowable as Costs and Expenses. Exceptions may be granted only if the delay was due to WorkSource Fulton staff error.

Although test fees are reimbursed based on pre-approved costs between WorkSource Fulton and the training provider, WorkSource Fulton will honor and pay increases in test fees that are made by the industry approved credentialing agencies, and only up to the increased amount. This will be effective AFTER we receive official notification of those changes, and it will not be retroactive. Any increases made and controlled by the training provider must receive prior approval by WorkSource Fulton.

- 23. Non-Duplication of Payment:** The Provider agrees that the customers will not be asked to pay for any items or services provided under this Agreement. The Provider understands that a violation of this provision may result in termination of this Agreement, at WorkSource Fulton's discretion.
- 24. Coordination of Funds:** WorkSource Fulton has established policies to ensure coordination of available funding sources for WIOA participants. Customers are required to apply for grants and scholarships such as HOPE, Pell, GI Bill, and all appropriate financial aid so that funds may be combined to cover total costs of training expenses. The Provider also agrees to provide WorkSource Fulton with written information identifying the type and amount of other financial aid received by each customer that receives services under this Agreement.
- 25. Disallowed Costs:** The Provider may be liable for any disallowed costs which result from discrepancies discovered in monitoring visits/reviews or audits by WorkSource Fulton, ARC, the Technical College System of Georgia, Workforce Development, the U.S. Department of Labor or any of their authorized representatives.
- 26. Access:** The Provider agrees that WorkSource Fulton or WorkSource Staff may counsel customers and perform on-site visits. The Provider agrees to allow timely and reasonable access to its personnel and records for the purpose of interviews, discussions and inspection of all documents which are pertinent to this Agreement. The Provider also recognizes its responsibility to promptly inform WorkSource Fulton or its authorized representatives of any developments which might affect a customer's successful completion of training.
- 27. Access to Documentation:** With a signed enrollment agreement and consent form, WorkSource Fulton can request training provider to request updates on WIOA customers and request documentation that is needed to create a voucher, monitor customer progress throughout the training or updated credential or employment information.
- 28. Participation in Regional Training Provider Meetings:** WorkSource Metro Atlanta will host two Regional Training Provider Meetings annually, attendance will be taken and one representative from each Training Provider is required to attend the meetings.

- 29. Funding Availability:** The Provider understands that referral of WIOA eligible customers is contingent upon, but not limited to, WorkSource Fulton's need for services and the availability of adequate, appropriate funding.
- 30. Equal Employment Opportunity:** The Provider agrees to comply fully with the non-discrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, The Age Discrimination Act of 1975, as amended, and Title IX of the Education Amendments of 1972, as amended. The Provider also ensures that programmatic and architectural accessibility and auxiliary aids and services are available upon request to customers with disabilities.
- 31. Adherence to Applicable Laws and Regulations:** The Provider agrees to comply fully with the non-discrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, The Age Discrimination Act of 1975, as amended, and Title IX of the Education Amendments of 1972, as amended. The Provider also ensures that programmatic and architectural accessibility and auxiliary aids and services are available upon request to customers with disabilities.
- 32. Termination of Agreement:** WorkSource Fulton, in the exercise of its authority and discretion and under its obligation to protect public funds, may terminate this Agreement for cause at any time, without prior notice or warning effective immediately upon receipt by the Provider of a written notice of such termination for cause. WorkSource Fulton may terminate the Agreement in whole, or in part at any time before the date of expiration, if WorkSource Fulton determines that the Provider has materially failed to comply with the terms of the Agreement. WorkSource Fulton shall promptly notify the Provider in writing of the termination and the reasons for termination, together with the effective date. Notice of termination may specify a later date, but shall not relieve the Provider of ultimate liability for any funds later determined to be disallowed. Either party may terminate this Agreement, without cause, for its convenience, by providing a minimum of thirty (30) days written notice thereof to the other party. Failure to supply additional funding shall not be considered as a form of termination. Upon termination of this Agreement, the Provider will not incur any new obligations after the effective date of the termination and will cancel any outstanding obligations.
- 33. Suspension:** WorkSource Fulton reserves the right to temporarily suspend this Agreement in whole or in part if it is determined by WorkSource Fulton that the Provider is failing to substantially comply with the performance outcomes or specified completion schedule of its duties under this Agreement. This is to permit Provider a reasonable time period to rectify any such failure. This does not exempt from possible termination under Section 13.
- 34. Record Keeping:** Records must be maintained for a period of six (6) years from the end of the program year in which the Agreement ends. If prior to the expiration of the six (6) year retention period, any litigations or audit is begun or a claim is instituted involving the Agreement covered by the records, the Provider agrees to maintain the records beyond the six (6) year period until such litigation, audit findings, investigations or claim has been finally resolved. Should the Provider cease to do business within the retention period required all records pertinent to the WIOA will be immediately delivered to WorkSource Fulton. The Provider shall retain sole liability for the contents of the records.
- 35. Reports:** The Provider shall furnish WorkSource Fulton or its authorized representative with progress reports for each customer under this agreement if such reports are routinely provided to all students. The progress reports are copies of transcripts or credentials attained, e.g., diploma, degree, certificate of completion, etc.
- 36. Rights in Data:** If any data produced or delivered in the course of or under this Agreement is developed,

WorkSource Fulton and the Concerned Funding Agencies shall have royalty-free nonexclusive, and irrevocable right to produce, or otherwise use, and to authorize others to use, the work.

- 37. Assignment:** The Provider shall not assign or transfer all or any portion of its interest in this Agreement.
- 38. Prohibited Activities:** The Provider assures that training programs funded under this Agreement do not and will not include any religious or political activities.
- 39. Amendment:** This Agreement incorporates all prior negotiations, interpretations and understandings between the parties and is the full and complete expression of their Agreement. Any change, alteration, deletion or addition to the terms set forth in this Agreement must be by written amendment executed by both parties, except where stated otherwise in this agreement.
- 40. Disputes and Appeals:** Any dispute concerning a question of fact arising either from a Training Provider selection decision, or under a Training Provider Agreement, once executed, shall be decided by the cognizant Center Director, who, after advisory consultation with all appropriate WorkSource Fulton officials (e.g., Director of Business Services, General Counsel, etc.), shall promptly reduce such decision concerning the question of fact to writing and mail, or otherwise furnish a copy thereof, to the disputing party (i.e., as appropriate, either: the unsuccessful proposer; or the Training Provider. The Center Director shall concurrently fully advise the disputing party, in writing, of the provisions outlined herein below concerning the disputing party's right to appeal the decision to the WorkSource Fulton Executive Director. A copy of all such documents shall also be furnished to the Director of Business Services.

The decision of the Department Director shall be final and conclusive unless within ten (10) calendar days of receipt of such written decision, the disputing party mails or otherwise furnishes a written appeal concerning the question of fact to the WorkSource Fulton Executive Director, who shall arrange a formal hearing within twenty (20) calendar days after receipt of such appeal. Both the appealing party and the cognizant Department Director shall be notified no less than five (5) calendar days in advance of the hearing and shall have the right to present witnesses and give evidence concerning the question of fact at such time. Within twenty (20) calendar days after the hearing, the Executive Director shall make a decision concerning the question of fact in writing to the appealing party and to the cognizant Department Director. A copy of the decision shall also be furnished to the Deputy Executive Director of Business Services.

The decision of the Executive Director concerning the question of fact shall be final and conclusive unless determined by the cognizant grantor agency or agencies, or the Comptroller General of the United States, or a court of competent jurisdiction to have been arbitrary, capricious, an abuse of discretion or otherwise not in accordance with the law.

Pending final decision of an appeal to the Executive Director under a Provider Agreement already executed, the Provider shall proceed diligently with the performance of the agreement and in accordance with the cognizant Department Director's decision.

Nothing in the foregoing shall be construed as making final the decisions of the cognizant Department Director or the Executive Director as such decision relate to question of law.

Applicable Law: This agreement shall be deemed to have been performed in the State of Georgia, and all questions of interpretation and construction shall be construed by the laws of Georgia.

Attachments:

- A. ITA Obligation Voucher
- B. Individual Training Account Policies
- C. Performance Outcomes

- D. Demand Occupational Training List
- E. Financial Aid Coordination Agreement, Pell/HOPE Policy
- F. Instructions for Additional Programs Requests and Program Change Requests
- G. Training Profiles and Invoice Procedures
- H. Sample Attendance Form
- I. [Customer Change Notification Form](#)
- J. ITA Training Provider Selection Local Appeals Process & Grievance/Complaint Procedures and Equal Opportunity Policy
- K. Acceptance Letter/Fee Schedule Form

This Provider Agreement is subject to the following:

Exhibit 1- Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion

Exhibit 2 - Standard Certifications Regarding Lobbying Form

Exhibit 3 – EEO/Conflict of Interest Statement of Assurances

In witness whereof, the parties hereto have executed this Agreement by and through their duly authorized representatives, as of the day first above written.

WorkSource Fulton : (on behalf of Fulton County)

Authorized Signature

Print: _____
Provider Executive Director

Federal Tax Identification Number

Attest (sign)

Attest (sign)

*"Fulton County WorkSource Georgia is an equal opportunity employer/program."
 Citizens in need of reasonable accommodations due to a disability including communications in an alternative format
 should contact our office within five days of an event at (404) 613-6381. For Georgia Relay Access, dial 711*

ATTACHMENT A

Georgia Work Ready Online Participant Portal

LWIA/Region: Region 7
Career Resource Center - Gwinnett Branch

ITA Voucher

Voucher ID: XXXXXXX	Check Here if Final:
Voucher Remittance Address: Career Resource Center - Gwinnett Branch 3885 Crestwood Parkway, N.W. Duluth, GA 30096	For Participants Name: SSN: Student ID: N/A State ID: 999999 Program: Workforce Innovation and Opportunity Act (WIOA) Program -Adult Appid: 999999
Provider of Service: Billing Address: Attn: EIN/SSN: Vendor ID: Reference No.: N/A Service Name:	Agreement Information: Agreement #: N/A Service Code: 300 - Occupational Skills Training - Approved Provider List (ITA) Service Dates: Start - 10/18/2016 End -06/30/2017 Fund Stream: ADULT

Total payment for this voucher cannot exceed the TOTAL VOUCHER amount

Item	Voucher Amount	Payments To Date	Amount Submitted for Payment For Service Provided Between: Start Date: 10/10/2016 End Date: 11/4/2016
Total Training Costs	\$4,370.00	\$0.00	
Tuition/Fee	\$3,995.00	\$0.00	
Books	\$0.00	\$0.00	
Tools	\$0.00	\$0.00	
Other Costs	\$375.00	\$0.00	
TOTAL VOUCHER:	\$4,370.00	\$0.00	

I hereby certify, under penalty of law, that this voucher is correct and accurate. I understand that subsequent vouchers will be dependent on the participants continued progress in Workforce Innovation and Opportunity Act (WIOA) Program.

Providers Authorized Signature
Signature

Date

Authorized Staff
Date

ATTACHMENT B

Individual Training Account (ITA) Policies

An adult or dislocated worker determined eligible for WIOA funded services may select a provider from the State ETPL after consultation with a WIOA career advisor. If a customer receives career advisement and support services and the program of study is funded by Pell/HOPE funds, the ITA policies will apply. The following policies may be utilized to establish local parameters for service. The ITA policies are to be implemented and followed by One-Stop Career Advisors and are also to be implemented and followed by Training Providers for WIOA participants.

POLICIES:

- (1) Training must be in occupations identified in the local WIOA Plan as growth occupations or documentation of employment prospects for areas not listed in the plan should be provided. *WorkSource Fulton Training Options (based on occupations in demand) are included as an attachment to this agreement.*
- (2) Training must result in an employment wage sufficient to attain self-sufficiency without the aid of public assistance.
- (3) Training must be at full-time status (as defined by the institution) to accommodate existing Unemployment Insurance requirements. Exceptions to this policy may be approved, in writing, on a case-by-case basis.
- (4) Programs should not exceed 104 weeks (two years). Applicants must be fully accepted into the specific occupational skills training program of their choice.

It is the general rule to provide assistance during the specific program of study, rather than perquisite studies. Some technical colleges provide a healthcare technologies program. This usually covers the required prerequisites for more advanced healthcare training such as nursing, radiology technology, dental hygiene, etc. The general health technology program will not be considered program acceptance for WIOA because it does not prepare a student upon completion to begin a specific career. Rather it prepares a student to enter the specific advanced healthcare training.

For extremely competitive program acceptance such as nursing, radiology technology and dental hygienist, customers must select a second alternative.

Degree/certificate program may include courses from an approved core of general education (i.e., math and English) required for the degree/certificate. WIOA funding can be used for core in these cases. Prerequisites or developmental studies are not considered core and no WIOA funding will be provided. WIOA funding will be provided when the student has received formal acceptance into a career program.

Exceptions to this policy may be approved on a case-by-case basis and requests should include evidence that financial support is available during extended training periods.

Extended critical shortage healthcare curricula will be reviewed and approved on a case-by-case basis. **EXCEPTION:** Limitations have been increased to four years for graduate degrees for Registered nurses seeking nursing instructor positions at universities and technical colleges. Applicants with non- medical baccalaureate degrees will be considered for accelerated Registered Nursing Master's level programs at Regents Schools.

- (5) In general, all training programs must be within a reasonable commute of the WIOA local area that may include out-of-the-area and out-of-state training institutions. Out-of-the-area training programs that are not within commuting distance to the WIOA local area may be approved on a case-by-case basis. All approved training must be located within the contiguous United States.
- (6) All applicants must apply for the Pell Grant and/or HOPE Scholarship program, if eligible. Pell funds may be combined with WIOA funds to cover total expenses.

- (7) WIOA funding may be provided for college level and post baccalaureate instruction only if all of the following conditions have been met:
- (a) The customer must be accepted into a certificate or degree program, and the course of study must be occupation-specific (i.e., radiological technician, accounting, teacher certification), or the customer is a Registered Nurse seeking a graduate degree in Nursing to fill a vacant instructor position at a university or technical college. No funds shall be provided for general academic programs (i.e. General academic Studies, Bachelor of Business Administration, Bachelors of Art, etc.
 - (b) Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate, diploma or degree program. Extended critical shortage healthcare curricula will be reviewed and approved on a case-by-case basis.
 - (c) The customer must demonstrate that he/she has the financial resources to attend long-term training.
- (8) Continuing Education and other similar courses will be approved if the following conditions apply:
- (a) The customer must have a specific occupational goal.
 - (b) The customer must present evidence describing how the proposed training will increase his/her employment marketability.
- (9) Short-term vocational services are intended for workers who lack occupational credential/certification and require short-term continuing education offerings to enhance and upgrade skills for certification. Short-term (less than 120 clock hours) training, preparation and review activities which prepare customers to sit for certification examination courses may be provided as an Intensive Service rather than an ITA.
- (10) ITAs may be utilized for expenses related to training, including but not limited to the following: books, tuition and fees, supplies, tools, uniforms and shoes, certification, licensing, testing fees, drug testing and background testing for entrance into training, medical requirements for training entrance and such items as specifically required for a course or program.
- The following items are not provided by ITAs: computers, computer equipment, computer program software, peripherals, electronic and wireless equipment *unless approved on a case by case basis by WorkSource Fulton.*
- (11) ITAs will not be used for payment of late fees caused by customer error or delay. The customer will be responsible for these fees, as he/she is responsible for other fines or penalties.
- (12) Training limitation follows:
- (a) Up to \$7,000 in training costs, excluding support, may be expended for each participant for up to one year of training. One year is defined as up to 52 calendar weeks from the initial start date of training. The limit of \$7,000 will apply in circumstances where training is designed to be completed in 52 weeks or less, even if the customer is unable to complete training under the usual program training schedule.
 - (b) Up to \$10,000 in training costs, excluding support, may be expended for each participant for up to two years of training. No more than \$7,000 will be provided towards training costs during any one 52 calendar week period as noted above.

Other Local Workforce Boards may have different training limitation policies.

If the cost of training exceeds funds limitation guidelines, career advisors should assist in developing a financial plan to cover total costs of training. Please see the enrollment agreement addendum which should be utilized when loans or personal funds are included to cover the total costs of training.

ATTACHMENT C

Regional Performance Requirements for Training Providers

<u>Program Completion Rate</u>	<u>80%</u>
<u>Credential Attainment Rate</u>	<u>70%</u>
<u>Employment Rate</u>	<u>75%</u>
<u>Average Wage</u>	<u>\$14.00</u>

ATTACHMENT D



Demand Occupations List

WorkSource Metro Atlanta represents the collective efforts of five Local Workforce Development Boards within the 10-county metro Atlanta region. Each Board provides occupational specific skills training for industries that are stable or have projected growth.

This list serves as a guide for in-demand jobs and is not meant to be an all-inclusive list of acceptable WIOA funded occupational skills training options. There may be additional occupations in which demand occurs based on the job market or specific opportunities within the broad spectrum of occupations. This list includes occupations that show a favorable mix of projected long-term job growth, projected annual job openings, and median wages. WIOA participants seeking training in an occupation not on this Demand Occupations List may discuss the appropriateness and relevance of the proposed training with their career advisor for additional consideration (approval is at the discretion of the Local Workforce Development Board). WIOA participants can learn more about additional occupations at www.onetonline.org.

SOC Code (ONET-8)	Occupation Title	Total Jobs	Average Hourly Wage	10-Year Total New Demand	Typical Education Needed for Entry	Work Experience	Typical On-the-Job Training Needed	Median Wage
Office & Administrative Support Occupations								
43-3031.00	Bookkeeping, Accounting, & Auditing Clerks	30,928	\$19.76	35,580	Some college, no degree	None	Moderate-term	\$19.15
23-2011.00	Paralegals & Legal Assistants	6,172	\$26.54	7,940	Associate's degree	None	None	\$26.08
43-6013.00	Medical Secretaries	8,062	\$16.20	11,793	High school diploma or equivalent	None	Moderate-term	\$15.11
43-6014.00	Secretaries & Administrative Assistants	40,146	\$17.93	41,356	High school diploma or equivalent	None	Short-term	\$18.32
Food Preparation & Serving Related Occupations								
35-1011.00	Chefs & Head Cooks	2,974	\$17.98	4,311	High school diploma or equivalent	5 yrs. +	None	\$22.59
35-2014.00	Cooks, Restaurant	21,894	\$11.59	36,571	No formal educational credential	< 5 yrs.	Moderate-term	\$12.80
35-2015.00	Cooks, Short Order	3,955	\$10.58	5,486	No formal educational credential	None	Short-term	\$13.16
Transportation & Material Moving Occupations								
53-3032.00	Heavy & Tractor-Trailer Truck Drivers	37,522	\$20.10	45,235	Postsecondary nondegree award	None	Short-term	\$30.53
53-3033.00	Light Truck or Delivery Services Drivers	19,137	\$17.55	23,344	High school diploma or equivalent	None	Short-term	\$21.12
53-7051.00	Industrial Truck & Tractor Operators	14,882	\$15.72	19,051	No formal educational credential	None	Short-term	\$13.22
53-7062.00	Laborers & Freight, Stock, & Material Movers, Hand	65,605	\$13.08	104,331	No formal educational credential	None	Short-term	\$12.82

SOC Code (ONET-8)	Occupation Title	Total Jobs	Average Hourly	10-Year Total New	Typical Education Needed for Entry	Work	Typical On-the-job Training	Median
Business & Financial Operations Occupations								
13-1071.00	Human Resources Specialists	12,026	\$30.19	13,742	Bachelor's degree	None	None	\$29.29
13-1111.00	Management Analysts	20,531	\$45.63	22,312	Bachelor's degree	< 5 yrs.	None	\$46.26
13-2011.00	Accountants & Auditors	29,397	\$38.03	32,154	Bachelor's degree	None	None	\$29.41
13-2051.00	Financial Analysts	5,739	\$39.13	6,037	Bachelor's degree	None	None	\$34.55
Personal Care & Service Occupations								
39-9011.00	Childcare Workers	20,853	\$10.24	34,558	High school diploma or equivalent	None	Short-term	\$14.13
39-9021.00	Personal Care Aides	15,272	\$10.14	31,039	High school diploma or equivalent	None	Short-term	\$13.92
Production Occupations								
51-2022.00	Electrical & Electronic Equipment Assemblers	2,473	\$15.29	2,393	High school diploma or equivalent	None	Moderate-term	\$14.20
51-4121.00	Welders, Cutters, Solderers, & Brazers	5,191	\$17.60	6,328	High school diploma or equivalent	None	Moderate-term	\$16.88
Education, Training, & Library Occupations								
25-2011.00	Preschool Teachers, Except Special Education	9,856	\$14.42	11,645	Associate's degree	None	None	\$22.08
25-2021.00	Elementary School Teachers, STEM	27,323	\$26.78	23,122	Bachelor's degree	None	None	\$38.60
25-2022.00	Middle School Teachers, STEM	13,655	\$27.45	11,572	Bachelor's degree	None	None	\$33.15
25-2031.00	Secondary School Teachers, STEM	16,472	\$27.64	13,623	Bachelor's degree	None	None	\$34.89
25-9041.00	Teacher Assistants	20,531	\$10.63	24,387	Some college, no degree	None	None	\$14.76
Construction & Extraction Occupations								
47-2061.00	Construction Laborers	23,694	\$17.02	29,946	No formal educational credential	None	Short-term	\$22.25
47-2152.00	Plumbers, Pipefitters, & Steamfitters	8,035	\$22.50	10,628	High school diploma or equivalent	None	Apprenticeship	\$28.23
47-2211.00	Sheet Metal Workers	2,115	\$18.70	2,627	High school diploma or equivalent	None	Apprenticeship	\$16.57

SOC Code (ONET-8)	Occupation Title	Total Jobs	Average Hourly	10-Year Total New	Typical Education Needed for Entry	Work	Typical On-the-job Training	Median
Installation, Maintenance, & Repair Occupations								
49-3023.00	Automotive Service Technicians & Mechanics	14,682	\$19.13	15,761	Postsecondary nondegree award	None	Short-term	\$26.14
49-3031.00	Bus & Truck Mechanics & Diesel Engine Specialists	5,229	\$22.16	5,600	High school diploma or equivalent	None	Long-term	\$23.50
49-9021.00	Heating, Air Conditioning, & Refrigeration Mechanics & Installers	6,388	\$22.16	7,819	Postsecondary nondegree award	None	Long-term	\$23.23
49-9071.00	Maintenance & Repair Workers, General	24,007	\$17.64	27,845	High school diploma or equivalent	None	Moderate-term	\$21.92
49-9098.00	Helpers-Installation, Maintenance, & Repair Workers	2,032	\$12.88	3,029	High school diploma or equivalent	None	Short-term	\$10.95
Healthcare Practitioners & Technical Occupations								
29-1141.00	Registered Nurses	43,251	\$32.64	32,385	Bachelor's degree	None	None	\$35.52
29-2012.00	Medical & Clinical Laboratory Technicians	2,971	\$17.98	2,475	Associate's degree	None	None	\$21.44
29-2021.00	Dental Hygienists	3,700	\$33.37	3,308	Associate's degree	None	None	\$31.49
29-2034.00	Radiologic Technologists	2,772	\$25.96	2,006	Associate's degree	None	None	\$31.44
29-2041.00	Emergency Medical Technicians & Paramedics	3,831	\$16.78	3,170	Postsecondary nondegree award	None	None	\$19.52
29-2052.00	Pharmacy Technicians	6,331	\$14.28	6,026	High school diploma or equivalent	None	Moderate-term	\$17.04
29-2055.00	Surgical Technologists	1,869	\$21.20	1,828	Postsecondary nondegree award	None	None	\$23.48
29-2061.00	Licensed Practical & Licensed Vocational Nurses	10,758	\$20.72	9,987	Postsecondary nondegree award	None	None	\$24.07
29-2071.00	Medical Records & Health Information Technicians	3,553	\$19.42	2,966	Postsecondary nondegree award	None	None	\$21.63
Computer & Mathematical Occupations								
15-1121.00	Computer Systems Analysts	13,626	\$45.87	11,082	Bachelor's degree	None	None	\$46.46
15-1122.00	Information Security Analysts	2,021	\$44.66	2,247	Bachelor's degree	< 5 yrs.	None	\$50.42
15-1131.00	Computer Programmers	7,418	\$42.93	4,329	Bachelor's degree	None	None	\$42.28

8/2018

SOC Code (ONET-8)	Occupation Title	Total Jobs	Average Hourly Wage	10-Year Total New Demand	Typical Education Needed for Entry	Work Experience	Typical On-the-Job Training Needed	Median Wage
Computer & Mathematical Occupations (continued)								
15-1132.00	Software Developers, Applications	21,529	\$49.86	23,541	Bachelor's degree	None	None	\$50.56
15-1133.00	Software Developers, Systems Software	10,839	\$47.26	9,155	Bachelor's degree	None	None	\$50.56
15-1134.00	Web Developers	3,348	\$38.41	3,104	Associate's degree	None	None	\$47.30
15-1141.00	Database Administrators	3,660	\$43.08	3,024	Bachelor's degree	None	None	\$48.07
15-1142.00	Network & Computer Systems Administrators	8,763	\$43.56	6,483	Bachelor's degree	None	None	\$39.13
15-1143.00	Computer Network Architects	4,258	\$56.35	3,179	Bachelor's degree	5 yrs. +	None	\$48.49
15-1151.00	Computer User Support Specialists	16,694	\$26.78	15,291	Some college, no degree	None	None	\$24.88
15-1152.00	Computer Network Support Specialists	5,559	\$35.53	4,712	Associate's degree	None	None	\$38.54
27-1024.00	Graphic Designers	6,065	\$25.77	6,387	Bachelor's degree	None	None	\$27.98
Healthcare Support Occupations								
31-1011.00	Home Health Aides	7,257	\$11.06	13,486	High school diploma or equivalent	None	Short-term	\$12.65
31-1014.00	Nursing Assistants	18,944	\$11.97	25,800	Postsecondary nondegree award	None	None	\$15.41
31-9091.00	Dental Assistants	6,260	\$18.65	9,062	Postsecondary nondegree award	None	None	\$18.96
31-9092.00	Medical Assistants	11,926	\$15.48	18,429	Postsecondary nondegree award	None	None	\$15.62
31-9097.00	Phlebotomists	2,069	\$15.82	2,959	Postsecondary nondegree award	None	None	\$17.68
Protective Service Occupations								
33-3051.00	Police & Sheriff's Patrol Officers	12,353	\$21.49	9,519	High school diploma or equivalent	None	Moderate-term	\$22.39
33-9032.00	Security Guards	21,763	\$13.94	32,720	High school diploma or equivalent	None	Short-term	\$14.33

Source: Burning Glass, Jobs EQ, & Bureau of Labor Market Information

ATTACHMENT E

FINANCIAL AID COORDINATION PELL/HOPE POLICY

1. Scope: The Workforce Innovation and Opportunity Act requires coordination with Educational Institutions which also provide financial assistance under Title IV of the Higher Education Act and under the HOPE Scholarship/Grant program.
2. Policy: It is the policy of WorkSource Fulton to coordinate WIOA training funds with Pell and HOPE funding. All customers must apply for Pell and HOPE funding, if the customer is eligible to receive funding. Customers should make these applications as soon as a school is selected. Customers may begin training while these applications are in process. This policy does not include student loans. If it is determined, through an analysis of need, that the total costs of attendance, including living expenses, etc., exceed the amounts available through HOPE and WIOA, the Pell funds may be utilized for living expenses.
3. Implementation: This policy applies to those applicants who are seeking assistance for funding for schools which provide financial assistance under Title IV of the Higher Education Act and the Georgia HOPE Scholarship Program. All applicants should be informed that WIOA is one of many funding sources that may be available to them. If the customer is interested in training at a Regent's University system institution or Technical College System of Georgia institution they should also apply for Pell and HOPE funds, unless they provide a valid reason to their career advisor as to why they would not be eligible for such funds. Examples of valid reasons include:
 - The customer has a college degree and is seeking funds to complete a second degree at a college. The customer has a previous student loan, which is in default.
 - The customer is seeking funds to complete a degree, does not have a B average, and their family income is over the limit for Pell.

If a customer receives financial aid (including loans), a copy of the Financial Aid Record should be maintained in the customer's file. If Pell or HOPE funding is denied, documentation of the denial must be included in the file. The file should also provide documentation that the customer is not eligible for Pell and HOPE, either using the notice from financial aid, or the customer's self-attestation.

4. Book Allowances: For participants receiving HOPE funding, WIOA funds may be coordinated to cover fees and the portion of book charges not covered by HOPE.
5. Child/Dependent Care: For a participant receiving HOPE, Pell and WIOA, WIOA may provide child/dependent care under the Child Care Policy Guidelines.
6. A listing of additional financial aid resources is available for all customers.

ATTACHMENT F

Instructions for Additional Programs Request and Program Change Request to be added to the Eligible Training Provider List

The Additional Program Request and the Program Change Request form are available on the Atlanta Regional Commission website at: <https://atlantaregional.org/workforce-economy/services-for-employers-trainers/training-provider-resources/>

Approved Training Providers may request to add additional program(s) to the Eligible Training Provider List. These programs would have to meet all the normal criteria for consideration and should be authorized by NPEC or other authorizing agency prior to consideration.

Existing training programs that have already had classes must have verifiable performance information on a minimum of 10 students. New training programs without any previous classes will be considered with a narrative application and additional verifiable program specific performance information.

In addition to the Request form, training providers need to submit any change on the listing of textbooks with corresponding ISBN#, supplies and fees. The listing should note current prices and requested price changes.

Providers should also complete the Credentials section of the additional programs request form for each program submitted.

Approved Training Providers may submit change requests to WorkSource Fulton on the Program Change Request Form. Information on this form is to reflect the change being requested and must have reason for change. No program change will be reviewed unless it is on the correct form.

In addition to the Request form, training providers need to submit any change to the listing of textbooks with corresponding ISBN#, supplies and fees. The listing should note current prices and requested price changes.

Providers should also complete the Credentials section of the additional programs request form for each program change submitted, if applicable.

Both forms can be submitted to: wioatrainingprovider@atlantaregional.com

Or mail to: Atlanta Regional Commission
Workforce Solutions Division
229 Peachtree Street, NE / Suite 100
Atlanta, Georgia 30303

No fax copies will be processed due to possible print quality issues.

Both requests must be submitted 21 business days prior to the ITA Committee Meeting. The tentatively committee meeting schedule is the fourth Thursday in January, April, July and October. All program changes are subject to the Quarterly ITA Committee review and notification of committee recommendations will be provided in writing following the quarterly meeting.

ATTACHMENT G

Training Profile and Invoicing Procedures

Training providers shall invoice WorkSource Fulton based on their training program's appropriate profile(s), as outlined below:

Training Profiles and Invoice Procedures Definitions:

WorkSource Fulton will make payments based on the following payment structure:

Board of Regents and Technical College System of Georgia Providers

- 100% of total tuition per semester is payable at the customer's enrollment and no earlier than the completion of the add/drop period (as defined in paragraph 9).

Non Public Providers

- 70% of total tuition is payable at the customer's enrollment and no earlier than when the customer withdrawal from the program, as defined in paragraph 9
- 30% of the total tuition is payable upon successful receipt of a credential, as defined in paragraph 11.

Training Profile: Description of a Training Provider's program outline. Invoicing procedures will be based on a program's determined training profile.

Periodic Program: Approved training programs that are conducted on a periodic schedule. Examples of this type of program include but are not limited to: Semester based programs and quarter-based programs.

Profile A:

Periodic Program: If the training provided to the participant(s) is based on a periodic program (quarter, semester, etc.), the provider shall invoice WorkSource Fulton for each period, no earlier than when the customer can withdraw from the program (Paragraph 11). WorkSource Fulton shall not pay for the commencing period until notification of completion of the prior period is received. Participants should complete classes/ courses prior to billing for the next sequential classes/courses.

NOTE ABOUT THE CREDENTIAL RECOGNITION:

A credential is recognized when a student earns one credential specified by the training provider and accepted (approved) in advance by WorkSource Fulton. In cases where multiple credentials are available after training, students are encouraged to earn more than one credential. WorkSource Fulton will provide reimbursement for additional credential exam fees on a case by case basis. CREDENTIAL RECOGNITION APPLIES TO ALL PROFILES.

Training providers of any profile have the option to invoice WorkSource Fulton for full training costs after all criteria has been met and verified by WorkSource Fulton. Please note that all invoices MUST have the following information and attachments:

Billed to: [ATTN: Project Director, South Fulton Career Center 5600 Stonewall Tell Road, Suite 204 College Park, Georgia 30349]

- Provider Name, payment address, and contact information
- Name of the participant and course being billed for
- Last four digits of participant's SSN#
- Breakdown of billable costs
- Voucher
- Attendance Sheet signed by student (Proof of attendance for at least 1 week for initial billing)
- Confirmation of the receipt of books and supplies signed by the participant
- Completion Certificate (required for the 25% completion payment)
- Proof of credential (required for the 25% credential payment, or full payment)
- Any other supporting documentation

Absence of any one or combination of the above items and/or information may result in the delay, or non- payment of invoice(s).

Proof of completion includes, but is not limited to, Completion Certificate or a transcript that clearly shows that the participant has completed training.

Payments

As stated on Page 5, Paragraph 22 of the Provider Agreement, payments will be processed within 45 days of receipt of invoice and proper documentation with no errors and/or omissions.

Invoices with errors and/or omissions will be returned to the Provider with explanation and may result in delay of processing of payment beyond 45 days.

Also, please note that payments may also be delayed due to acts of nature, or other events beyond the control of FULTON COUNTY.

Payments will be sent to the Provider by mail via a check processed and sent via US Postal Service, or other carrier

In extenuating circumstances, the Provider may elect to have payments sent via P-Card, and requires prior approval by FULTON COUNTY.

FULTON COUNTY is also not responsible for any payment delayed to the Provider caused by the US Post Office, or other carrier.

FULTON COUNTY is not responsible for payment delayed as a result of the Provider's change in address or account information, without proper notification to FULTON COUNTY of those changes.

Payments will NOT be available for pickup at the FULTON COUNTY office.

Payment dates will not be confirmed by FULTON COUNTY Workforce Finance staff, unless record of an actual check processed.

At no time will the school charge back any unpaid costs to the participant.

Payment information will NOT be available from FULTON COUNTY's Non-Workforce Finance or Accounting Staff

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Citizens in need of reasonable accommodations due to a disability including communications in an alternative format should contact our office within five days of an event at (404) 613-6381. For Georgia Relay Access, dial 711*

ATTACHMENT HWIOA Attendance Verification Form.pdf



WorkSource Metro Atlanta
WIOA Attendance Verification Form

WIOA Attendance Verification Form

Please use this attendance verification form to **submit with your invoice.**

What Workforce Board are you documenting attendance for? _____						
WIOA Customer Name _____			Last 4 SSN: _____			
Training Provider: _____			Start Date _____			
Training Program: _____						
How many days per week is the class offered? (Sunday to Saturday) <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7						

<u>Student Attendance Documentation</u>													
<ul style="list-style-type: none"> • Technical Colleges and Universities must show the students attendance through the add/drop period. • For programs that are 1-3 times a week, please document 2 weeks of attendance. • For programs that are 4-5 times a week, please document 1 week of attendance. 													
Symbols: P = Present T = Tardy A = Absent													
*Only use both months if the required attendance periods from above occur in two months.													
Month: _____							Month: _____						
1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30	31	29	30	31								

The information above has been confirmed by me and is accurate as of the date below. Please print clearly, sign and date below.			
_____ Student Printed Full Name	_____ Student Signature	\ \ Date	
_____ Authorizing Official Printed Name	_____ Signature	_____ Title	\ \ Date

ATTACHMENT I

2. Customer Change Notification 2 10.pdf



Customer Change Notification Form

(To be completed by Training Provider)

Customer Name: _____ Last 4 of SS#: _____

Training Provider: _____ CTA _____

WorkSource Board: _____

Training Begun	
Training Program _____	
Actual Start Date _____	Revised Start Date _____
Projected End Date _____	Revised End Date _____
Change approved by Career & Training Advisor (CTA) <input type="checkbox"/> Yes <input type="checkbox"/> No Date _____ CTA _____	
Attendance (dropped out/ attendance problems, etc)	
Unsatisfactory Attendance <input type="checkbox"/> Yes <input type="checkbox"/> No	
Reason for leaving training: <input type="checkbox"/> Health/Medical <input type="checkbox"/> Quit <input type="checkbox"/> Employed/will complete training <input type="checkbox"/> Employed/will not complete training <input type="checkbox"/> Other	
Withdrawn or changed training schedule within 3 days of occurrence <input type="checkbox"/> Yes <input type="checkbox"/> No	
Comments:	
Training Completed	
School Certificate <input type="checkbox"/> Yes <input type="checkbox"/> No	Results Pending <input type="checkbox"/> Yes <input type="checkbox"/> No
Industry Certification/License <input type="checkbox"/> Yes <input type="checkbox"/> No	Exam Scheduled <input type="checkbox"/> Yes <input type="checkbox"/> No
Copy Attached <input type="checkbox"/> Yes <input type="checkbox"/> No	Name of Exam _____
Industry Exam Taken <input type="checkbox"/> Yes <input type="checkbox"/> No	Copy of Exam _____
Passed Exam <input type="checkbox"/> Yes <input type="checkbox"/> No	Results Attached <input type="checkbox"/> Yes <input type="checkbox"/> No
Comments:	
Entered Employment	
Employer _____	
Address _____	
City _____	State _____ Zip _____
Phone _____	Fax _____ Email _____
Job Title _____	Wage/Salary _____ Weekly Hours _____
Permanent Employment <input type="checkbox"/> Yes <input type="checkbox"/> No	Starting Date _____
Training Related Employment <input type="checkbox"/> Yes <input type="checkbox"/> No	
Comments:	

I attest that the information submitted is true and accurate to the best of my knowledge.

School Representative _____ / _____ Date _____
Printed Name Signature

Equal Opportunity Employer/Program
 Auxiliary Aids & Services Available to Individuals with Disabilities

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 Citizens in need of reasonable accommodations due to a disability including communications in an alternative format should contact our office within five days of an event at (404) 613-6381. For Georgia Relay Access, dial 711*

ATTACHMENT J

TRAINING PROVIDER Local Appeals Process

WorkSource Fulton provides equal opportunity employment and training services regardless of race, color, religion, sex, national origin, age, handicap, or political affiliation.

The following appeal procedures as required in Section 122 (b) (c) (d) (f) and (h) of the Workforce Innovation and Opportunity Act have been established by WorkSource Fulton to provide recourse to providers who have been denied or terminated from eligibility status as a training provider or denied eligibility as a provider of on-the-job training. WorkSource Fulton will provide notice to the applicant or provider with the letter of denial or termination containing the reasons for denial or termination, as well as the availability of the appeal process. Letters of denial of initial applications must be sent to the applicant within thirty (30) calendar days of the denial. An appeal by the provider for reconsideration of the termination must be made in writing thirty (30) calendar days from the day of receipt of the termination letter. Providers entering an appeal should be prepared to address the specific factors which prompted the denial or termination.

Providers may be removed from the ETPL under the following conditions:

- A. If inaccurate information regarding a program is intentionally supplied to a LWDB or WFD, a termination of eligibility will occur and will remain in effect for a minimum of two years,
- B. If a LWDB or WFD determines that an eligible provider has violated any requirements under WIOA, or other state or federal laws, regulations or requirements, a termination of eligibility will occur and will remain in effect for a minimum of two years.
- C. If a LWDB or WFD make termination determinations at any time during a training provider agreement to provide training services, there will be an opportunity for a hearing.
- D. A provider whose eligibility is terminated under the above conditions shall be liable for repayment of funds received during the period of noncompliance.
- E. If a provider does not respond to any continuing eligibility requests, the programs undergoing continuing eligibility will be removed from the ETPL. If the provider desires to have those programs reapproved, they should reapply through a LWDB after a six-month period, or
- F. If a provider's program fails to meet or exceed minimum established local and state performance levels, the provider's eligibility to receive funds for that program may be suspended by a LWDB or WFD.
- G. If it is deemed by a LWDB that training received by a WIOA customer did not adhere to program information as marketed by the training provider and/or the performance data was misrepresented by the provider, consequences levied upon the training provider may include: (1) additional training to the aggrieved customer at no cost; and/or (2) refund to the fiscal agent of amounts paid; and/or (3) debarment from the ETPL.

If any organization has a complaint against the Atlanta Regional Workforce Development Board, informal resolution should be attempted before filing a grievance. If there is no resolution of the complaint, the complainant(s) has/have a right to file a grievance by sending a written request for a hearing to:

Division Manager
Select Fulton Workforce
Division
141 Pryor Street, Suite 2052
Atlanta, GA. 30303

After a written request for a formal hearing is received, the complainant(s) will be given written notice of the date, hour, place of the hearing, and of the manner in which the proceeding will be conducted and the issues to be decided upon, based on the complaint or grievance outlined in the written request. A Hearing Officer, independent of all parties, will be appointed to conduct the Hearing.

Prior to the hearing, the complainant(s) will be given the opportunity to:

- Withdraw the request for a hearing, in writing.
- Request a re-scheduling of the hearing for good cause.
- Bring witnesses and documentary evidence.

- Have records and documents produced; and
- Question any witness or party to the case. Hearings on any grievance filed shall be conducted within thirty (30) days of such filing. Decisions shall be made not later than sixty (60) days after the filing of a complaint. Attempts at informal resolution may proceed during the 30-day period between the filing and hearing of the grievance and prior to the rendering of a decision on the grievance.

If the complainant does not receive a decision from the Hearing Officer within sixty (60) days of the filing of the grievance/complaint, or if either party receives a decision unsatisfactory to that party, either party has the right to request a review of the grievance by the Governor. The request for a review should be submitted to:

Assistant Commissioner
Technical College System of Georgia
(TCSG) 1800 Century Place NE #400
Atlanta, GA 30345
Phone: 404-679-4970

The Deputy Commissioner shall act as the Governor's authorized representative. The request for review shall be filed within ten (10) days of receipt of the adverse decision or ten (10) days from the date on which the parties shall have received a decision. The Technical College System of Georgia Office of Workforce Development will conduct a review of the complaint and issue a decision within thirty (30) days from the date of receipt of the review request. The decision rendered by the Deputy Commissioner will be final.

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should contact our office within five days of an event at (404) 613-6381. For Georgia Relay Access, dial 711*

Equal Opportunity Complaint & General Grievance Policy and Procedure

For Applicants, Participants, Other Interested or Affected Parties

I. EQUAL OPPORTUNITY COMPLAINT POLICY

WorkSource Fulton adheres to the following United States law: "Equal Opportunity Is the Law". It is against the law for this recipient of Federal financial assistance to discriminate on the following basis: race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas: (1) Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; (2) providing opportunities in, or treating any person with regard to, such a program or activity; or (3) making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

What to Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

- ☐ The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or
- ☐ The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at www.dol.gov/crc.
- ☐ If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center.
- ☐ If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).
- ☐ If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

A **complaint** is an allegation of discrimination on the grounds a person, or any specific class of individuals, has been or is being discriminated against on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship status, or participation in any WIOA Title I-financially assisted program or activity as prohibited by WIOA or part 29 CFR 38.69. An allegation of retaliation, intimidation, or reprisal for taking action or participating in any action to secure rights protected under WIOA will be processed as a **complaint**.

Note: A complaint cannot be processed as both a program complaint and as a discrimination complaint.

FILING COMPLAINTS OF DISCRIMINATION (under Equal Opportunity Complaint Policy)

Who May File: Any person requesting aid, benefits, services or training through the WorkSource Atlanta Regional workforce system; eligible applicants and/or registrants; participants; employees, applicants for employment; service providers, eligible training providers (as defined in the Workforce Innovation and Opportunity Act), and staff with the workforce system that believes he/she has been or is being subjected to discrimination prohibited under the Nondiscrimination and Equal Opportunity Provisions 29 CFR Part 38 and Section 188 of the Workforce Innovation and Opportunity Act (WIOA).

WorkSource Fulton is prohibited from discriminating against a person, or any specific class of individuals, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship status, or participation in any WIOA Title I-financially assisted program or activity as prohibited by WIOA or part 29 CFR 38.69 in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with, any WIOA funded program or activity. If you think that you have been subjected to discrimination under a WIOA funded program or activity, you may file a complaint within **180 days** from the date of the alleged violation with:

Melissa Cuthrell, Diversity and Civil Rights Compliance Officer II,
Fulton County Government, Office of Diversity and Civil Rights Compliance
141 Pryor Street, SW, 5th Floor
Atlanta, Georgia 30303
Office: 404-612-8356
Email: Melissa.Cuthrell@fultoncountyga.gov

Each complaint must be filed in writing, either electronically or in hard copy, and must contain the following information:

- (A) The complainant's name, mailing address, and, if available, email address (or another means of contacting the complainant).
- (B) The identification of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination).
- (C) A clear description of the allegations in sufficient detail including the date(s) and timeline that the alleged violation occurred to allow the recipient, as applicable, to decide whether: (1) what agency has jurisdiction over the complaint; (2) the complaint was filed in time; and (3) the complaint has apparent merit; in other words, whether the complainant's allegations, if true, would indicate noncompliance with any of the nondiscrimination and equal opportunity provisions of WIOA or part 29 CFR Part 38.
- (D) The written or electronic signature of the complainant or the written or electronic signature of the complainant's representative.

Complaint Processing Procedure

An initial written notice to the complainant will be provided within fifteen (15) days of receipt of the complaint. The notice will include the following information pursuant to part 29 CFR 38.72:

- (1) Acknowledgement of complaint received including date received; notice that the complainant has the right to be represented in the complaint process; notice of rights contained in §38.35; and notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §§38.4(h) and (i), 38.34, and 38.36.
- (2) A written statement of issue(s) which includes a list of the issues raised in the complaint; for each issue, a statement of whether or not the issue is accepted for investigation or rejected and the reasons for each rejection after performing a period of fact-finding.
- (3) Notice that the complainant may resolve the issue Alternative Dispute Resolution (ADR) any time after the complaint has been filed, but before a Notice of Final Action has been issued.

If the complaint does not fall within the Workforce Innovation and Opportunity Act jurisdiction for processing complaints alleging discrimination under Section 188 or Equal Opportunity and Nondiscrimination provisions at 29 CFR Part 38.74, the complainant will be notified in writing within five (5) business days of making such determination. The notification shall include the basis of the determination as well as a statement of the complainant's right to file with the Civil Rights Center (CRC) within thirty (30) days of the determination.

Complaint Processing Time Frame

A complaint will be processed, and Notice of Final Action issued within ninety (90) days of receipt of the complaint pursuant to 29 CFR 38.72. Complainant may elect to file his or her equal opportunity complaint with the Technical College System of Georgia (TCSG) Office of Workforce Development (OWD). TCSG OWD's address and information is as follows: Attention: Compliance & Legal Affairs Director, the Technical College System of Georgia, State Equal Opportunity Officer, 404-679-1371, wioacompliance@tcsge.edu <http://www.georgia.org/wp-content/uploads/2014/06/WFD-Grievance-Form-110915.pdf>.

If WorkSource Fulton has not provided complainant with a written decision within ninety (90) days of the filing of the complaint, complainant need not wait for a decision to be issued. Complainant may file a complaint with TCSG or CRC within thirty (30) days of the expiration of the 90-day period. If complainant is dissatisfied with WorkSource Fulton resolution of his or her equal opportunity complaint, complainant may file a complaint with TCSG. Such complaint must be filed within thirty (30) days of the date you received notice of WorkSource Fulton's proposed resolution.

OR

Complaints may be initially filed or appealed to the Director, Civil Rights Center (CRC) U.S. Department of Labor, 200 Constitution Avenue, N.W. Room N-4123, Washington, DC 20210 or electronically as directed on the CRC website at www.dol.gov/crc within thirty (30) days of complainant's receipt of either WorkSource Fulton Notice of Final Action or TCSG Notice of Final Action. In other words, within one hundred twenty (120) days Complainant may file his or her appeal.

Resolution Process

Alternative Dispute Resolution: Complainant must be given a choice as to the manner in which they have their complaint resolved. After an investigation is conducted by the Equal Opportunity Officer, ADR may be chosen by the complainant to resolve the issues, as long as a Notice of Final Action has not been issued. Mediation is recommended ADR and will be conducted by an impartial mediator. Complainant must notify the Equal Opportunity Officer within ten (10) days of receiving the Notice of Issue Statement letter of whether ADR is selected to resolve the dispute. WorkSource Fulton will provide an impartial mediator and will provide interested parties information regarding the arrangements (date, time, and location).

Time Frame: The period for attempting to resolve the complaint through mediation will be thirty (30) days from the date the complainant chooses mediation; but must be performed within ninety (90) days of the initial filing date.

Successful Mediation: Upon completion of successful mediation, the complainant and respondent will both sign a conciliation agreement attesting that the complaint has been resolved. A copy of the conciliation agreement will be provided to Technical College System of Georgia, Office of Workforce Development within ten (10) days of the date the conciliation agreement was signed.

Unsuccessful Mediation: In the event mediation was not successful, WorkSource Fulton shall proceed with issuing a Notice of Final Action within the ninety (90) day limit.

Complainant Responsibility: The complainant may amend the complaint at any point prior to the beginning of mediation or the issuance of the Notice of Final Action. The complainant may withdraw the complaint at any time by written notification.

Breach of Agreement: Any party to any agreement reached under ADR may file a complaint in the event the agreement is breached with Compliance & Legal Affairs Director, Technical College System of Georgia, Office of Workforce Development, 1800 Century Place N.E., Suite 150, Atlanta, Georgia 30345-4304; (404) 679-1371; wioacompliance@tcsge.edu; or Director, Civil Rights Center (CRC) U.S. Department of Labor, 200 Constitution Avenue, N.W. Room N-4123, Washington, DC 20210 or electronically as directed on the CRC website at www.dol.gov/crc. The non-breaching party may file a complaint within thirty (30) days of the date that party learns of the alleged breach (29 CFR 38.72).

II. GENERAL GRIEVANCE POLICY

Any person applying for or receiving services through the Workforce Innovation and Opportunity Act Title I (WIOA) paid for by WorkSource Fulton will be treated fairly. WorkSource Fulton will make every effort to resolve all general, non-discriminatory complaints informally between those involved before a grievance is filed. Grievances may be filed in accordance with the written procedures established by WorkSource Fulton. **If you believe a violation of Title I of Workforce Innovation and Opportunity Act or regulations of the program has occurred, you have the right to file a grievance.**

A **grievance** is a complaint about customer service, working conditions, wages, work assignment, etc., arising in connection with WIOA Title I funded programs operated by WIOA recipients including service providers, eligible training providers, one-stop partners, and other contractors.

FILING A GENERAL GRIEVANCE (violations of the act or regulations not alleging discrimination)

Who May File: Any person, including WIOA program participants, applicants, staff, employers, board members or any other

interested parties who believes they have received unfair treatment in a WIOA Title I funded program.

Any person may attempt to resolve all issues of unfair treatment by working with the appropriate manager and/or supervisor and staff member, service provider, or one-stop partner involved informally prior to a written grievance being filed.

All complaints as described in the previous definition may be filed within one hundred twenty (120) days after the act in question by first completing and submitting the General Grievance Form to:

David Keyes, Point of Contact for WIOA grievances,
Workforce Division, Select Fulton,
141 Pryor St, Suite 2052,
Atlanta, GA 30303.
Phone: (404) 613-4138
david.keyes@fultoncountyga.gov

or

Brett Lacy, Workforce Division Manager,
Select Fulton
141 Pryor Street, Ste 2052
Atlanta, Georgia 30303
Phone: (404)612-8338
Brett.lacy@fultoncountyga.gov

Grievance Processing Procedure

A complaint may be filed by completion and submission of the General Grievance Form located at www.atlantaregional.org. WorkSource Fulton will issue a written resolution within sixty (60) days of the date the complaint was filed. Pursuant to Section 181 of the Workforce Innovation and Opportunity Act, WorkSource Fulton shall provide the grievant with an opportunity for a hearing within sixty (60) days of the complaint's filing, if requested in writing by the grievant. In the event a hearing is not requested, WorkSource Fulton shall issue a decision as to whether provisions of the Workforce Innovation and Opportunity Act were violated. In the event the grievant is dissatisfied with WorkSource Fulton's decision, he or she may appeal the decision to the Technical College System of Georgia, Office of Workforce Development (OWD) within sixty (60) days of the date of the decision. If such an appeal is made, the OWD shall issue a final determination within sixty (60) days of the receipt of the appeal.

In the event WorkSource Fulton does not issue a written resolution within the sixty (60) days of the complaint's filing as required, the grievant has the automatic right to file his or her complaint with the Technical College System of Georgia, Office of Workforce Development.

Hearing Process

A hearing on any complaint filed shall be conducted as soon as reasonably possible, but within sixty (60) days of the complaint's filing. Within ten (10) business days of the receipt of the request for a hearing, WorkSource Fulton shall: (1) respond in writing acknowledging the request to the grievant; and (2) notify the grievant and respondent of a hearing date. The notice shall include, but not limited to: (1) date of issuance; (2) name of grievant; (3) name of respondent against whom the complaint has been filed; (4) a statement reiterating that both parties may be represented by legal counsel at the hearing; (5) the date, time, place of the hearing, and the name of the hearing officer; (6) a statement of the alleged violation(s) of WIOA; (7) copy of any policies and procedures for the hearing or identification of where such policies may be found; and (8) name, address, and telephone number of the contact person issuing the notice.

The hearing shall be conducted in compliance with federal regulations. The hearing shall have, at a minimum, the following components: (1) an impartial hearing officer selected by WorkSource Fulton; (2) an opportunity for both the grievant and respondent to present an opening statement, witnesses, and evidence; (3) an opportunity for each party to cross-examine the other party's witnesses; and (4) a record of the hearing which WorkSource Fulton shall create and maintain.

The hearing officer, considering the evidence presented by the grievant and respondent, shall issue a written decision which shall serve as WorkSource Fulton's official resolution of the complaint. The decision shall include the following information: (1) the date, time, and place of hearing; (2) a recitation of the issues alleged in the complaint; (3) a summary of any

evidence and witnesses presented by the grievant and respondent; (4) an analysis of the issues as related to the facts; and (5) a decision addressing each issue alleged in the complaint.

No applicant, participant, employee, service provider or training provider will be intimidated, threatened, coerced, or discriminated against because they have made a complaint, testified, assisted or participated in any manner in an investigation, proceeding or hearing.

Appeal Process

An appeal may be requested by contacting the Technical College System of Georgia, Office of Workforce Development, Attention: Compliance & Legal Affairs Director, David Dietrichs, 1800 Century Place N.E., Suite 150, Atlanta, Georgia 30345-4304; (404) 679-1371; wioacompliance@tcsge.edu within sixty (60) days of the date of the decision.

III. COMPLAINTS OF FRAUD, ABUSE, OR OTHER ALLEGED CRIMINAL ACTIVITY

In cases of suspected fraud, abuse or other alleged criminal activity, you should direct your concerns to the Office of Inspector General, U.S. Department of Labor, at 1-866-435-7644 or inspector.general@oig.ga.gov.

IV. COMPLAINTS AGAINST PUBLIC SCHOOLS

If the complaint is not resolved informally and it involves public schools of the State of Georgia, the grievance procedure will comply with WIOA and OCGA 20-2-1160.

I CERTIFY THAT I HAVE RECEIVED A COPY OF THIS POLICY AND PROCEDURE AND UNDERSTAND THE INFORMATION PROVIDED WITHIN THIS DOCUMENT.

Participant Signature

Date

Print Name

Last 4 SS#

**Parent/Guardian Signature
(if participant is under age 18)**



Complaint/Grievance Form
Fulton Local Workforce Development Board

1. Person Making Complaint: Full Name:

Telephone Number:

Address:

Email:

Career Advisor:

2. Person or Organization Against Whom the Complaint is Made

Full Name:

Telephone Number

Address:

Email

3. Clear, Brief Statement of the Facts Including the Date(s) the Alleged Violation Occurred Including Identification of All Relevant Parties (write on back if necessary or attach typed statement)

4. Relief Requested

5. If informal resolution attempts are not successful, complainant may request a Hearing.

6. For questions, to request assistance or submit a grievance contact:

David Keyes, Point of Contact for WIOA grievances, Workforce Division, Select Fulton, 141

Pryor St, Suite 2052, Atlanta, GA 30303.

Phone: 404-613-4138; david.keyes@fultoncountyga.gov

7. The information contained in this complaint is true and accurate:

Signed:

Date:

*"Fulton County WorkSource Georgia is an equal opportunity employer/program."
Citizens in need of reasonable accommodations due to a disability including communications in an alternative format
should contact our office within five days of an event at (404) 613-6381. For Georgia Relay Access, dial 711*

Attachment K
Acceptance Form_Fee Schedule_2_10.pdf



Acceptance Form/Fee Schedule

WIOA Customer: _____ Training Advisor: _____
 WorkSource Board: _____

School Information

School: _____
 Program: _____
 Location: _____
 Phone: _____

Admission Criteria

Diploma/GED Required? YES NO
 Physical Abilities: _____
 Pre-requisites Completed: YES NO
 Reading Level: _____
 Math Level: _____
 Language Level: _____

Placement Goals

Entry Wage Goal: _____
 Placement Services: YES NO

Financial Aid Available

Pell Grant: YES NO
 Hope Scholarship: YES NO
 Other Aid: YES NO
 (List: _____)

Is the program on the ETPL? YES NO

Contact: _____
 Fax: _____

Program Information

Class Start Date(s): _____
 Class End Date(s): _____
 Total Curriculum Hours: _____
 Total Number of Weeks: _____
 Days Per Week: _____
 Hours Per Week: _____

Fee Schedule

Tuition: \$ _____
 Application/Registration Fee: \$ _____
 Equipment/Tools: \$ _____
 Books/Supplies: \$ _____
 Test Fee(s): \$ _____
 Other: (List) \$ _____
 (List: _____)
 Less (-) Grants or Aid: \$(_____)
Total Program Amount: \$ _____ 0.00

I, _____ (School Representative), verify that _____ (student) has been accepted with no contingencies to the _____ (course name) program and all information provided is correct and accurate.

School Representative Signature

School Representative Print Name

Contact (Email/Phone)

Date

Title

Equal Opportunity Employer/Program
 Auxiliary Aids & Services Are Available Upon Request to Individuals with Disabilities

EXHIBIT 1

**Standard Certifications Regarding Debarment, Suspension,
Ineligibility and Voluntary Exclusion Form**

This certification is required by the regulation implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register(pages19160-19211).

- 1) The prospective primary certifies to the best of its knowledge and belief, that it and its principals:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency:
 - (b) Have not within a three-year period preceding this proposal been convicted of a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining; attempting to obtain, or performing a public Federal, State, or local transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property:
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
- 2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach and explanation to this proposal.

Printed Name

Signature

Date

Instructions for Certification Regarding Debarment

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is proving the certification asset below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal Funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms “covered transaction”, “debarred”, “suspended”, “ineligible”, “lower tier covered transaction”, “participant”, “person”, “primary covered transaction”, “principle”, “proposal”, “voluntarily excluded”, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier that covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Tier Covered Transaction”, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transaction.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to check the List of Parties Excluded from Procurement or Non-Procurement Programs.
8. Nothing contained in the foregoing shall be constructed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntary excluded from participation in this transaction, in addition to other remedies available to the Federal Government, DOL may pursue available remedies, including suspension and/or debarment.

EXHIBIT 2

Standard Certifications Regarding Lobbying Form

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member or employee of Congress, or an employee of a Member Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence any officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3)* The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contract under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 for each such failure.

* Note: "All", in the Final Rule, is expected to be clarified to show that it applies to covered contract/grant transactions over \$100,000 (per OMB).

EXHIBIT 3

EEO STATEMENT OF ASSURANCES

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it will comply with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the Workforce Investment Act of 1998 (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of age, and

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

Name (Printed) and Title

Signature

Date

CONFLICT OF INTEREST ASSURANCE:

Pursuant to O.C.G.A 50-7-91 (b)(2)(3) (2017), the provider confirms that they have no conflicts of interest with state, or local Workforce Innovation and Opportunity Act (WIOA) officers, board members or board staff, including but not limited to familial ties (spouse, child, parent), fiduciary roles, employment or ownership interests in common.

Name (Printed) and Title

Signature

Date



WORKFORCE BOARD REPORT
Local Area 006 Region 3

WIOA Grant Funding Summary

Month Ending, March 31, 2022



Funding	Program Year	Award	Expended	% Expended	*Commitment	% Commitment	*Balance after Commitment	% Balance	
ADMINISTRATION									
Ending June 2022	PY 2020	\$ 265,467.00	\$ 186,971.19	70%	\$ 18,962.21	7%	\$ 59,533.60	22%	● Admin. On Track to expense by June 30, 2022
Ending June 2023	PY 2021	\$ 268,170.00	\$ 189,466.98	71%	\$ -	0%	\$ 78,703.02	29%	● Admin. operation expense by 6/30/2023
TOTAL		\$ 533,637.00	\$ 376,438.17		\$ 18,962.21		\$ 138,236.62		
ADULT									
Ending June 2022	PY 2020	\$ 1,331,890.00	\$ 779,937.95	59%	\$ 353,461.32	27%	\$ 198,490.73	15%	● On Track to expense by June 30, 2022
Ending June 2023	PY 2021	\$ 513,820.00	\$ 48,217.61	9%	\$ -	0%	\$ 465,602.39	91%	● 80% obligated by 6/30/2022
TOTAL		\$ 1,845,710.00	\$ 828,155.56		\$ 353,461.32		\$ 664,093.12		
DISLOCATED WORKER									
Ending June 2022	PY 2020	\$ 409,407.00	\$ 312,136.49	76%	\$ 88,812.93	22%	\$ 8,457.58	2%	● On track for 6/30/2021 (DW TRF to AD pending)
Ending June 2023	PY 2021	\$ 1,327,591.00	\$ 100,347.24	8%	\$ 116,129.00	9%	\$ 1,111,114.76	84%	● 80% obligated by 6/30/2022
Ending March 2022	PY 2019 NDWG-CV19	\$ 926,877.20	\$ 153,000.00	17%	\$ 697,000.00	75%	\$ 76,877.20	8%	● On track to expense by 3/31/2022
TOTAL		\$ 2,663,875.20	\$ 565,483.73		\$ 901,941.93		\$ 1,196,449.54		
YOUTH									
Ending June 2022	PY 2020	\$ 647,930.00	\$ 546,023.71	84%	\$ 101,906.29	16%	\$ -	0%	● On Track to expense by June 30, 2022
Ending June 2023	PY 2021	\$ 572,130.00	\$ 113,401.73	20%	\$ 270,188.38	47%	\$ 188,539.89	33%	● 80% obligated by 6/30/2022
TOTAL		\$ 1,220,060.00	\$ 659,425.44		\$ 372,094.67		\$ 188,539.89		
		\$ 6,263,282.20	\$ 2,429,502.90	39%	\$ 1,646,460.13	26%	\$ 2,187,319.17	35%	

*Obligations are a minimum of 80% requirement criteria for Adult, DW, and Youth contract commitments by June 30th, Year 1 of awards. 100% Expense requirement by Year 2 of awards.

PY22 Obligations	Contract Budget	Contract Budget Modification +/-	New Contract Budget	Expensed	% Expended	Contract Balance	YTD Pending Payments	% Pending Payment	Contract Remaining Balance after pending payments	% Remaining Balance
Equus, Inc.	\$ 1,741,227.00	\$ 258,782.00	\$ 2,000,009.00	\$ 1,224,472.03	61%	\$ 775,536.97	\$ -	0%	\$ 775,536.97	39%
In The Door, LLC.	\$ 129,704.00	\$ -	\$ 129,704.00	\$ 73,942.05	57%	\$ 55,761.95	\$ 21,278.55	16%	\$ 34,483.40	27%
MAX	\$ 5,000.00	\$ -	\$ 5,000.00	\$ -	0%	\$ 5,000.00	\$ -	0%	\$ 5,000.00	100%
Atlanta Regional Commission Outreach Chattahoochee Tech. College Incumbent Worker Training	\$ 50,000.00	\$ -	\$ 50,000.00	\$ 17,450.00	35%	\$ 32,550.00	\$ -	0%	\$ 32,550.00	65%
SubTotal Program Contracts	\$ 1,946,451.00	\$ 299,911.00	\$ 2,246,362.00	\$ 1,315,864.08	59%	\$ 930,497.92	\$ 82,927.55	4%	\$ 847,570.37	38%
Operating PO/Invoices Payments Due	\$ 18,962.21	\$ -	\$ -	\$ -	0%	\$ 18,962.21	\$ -	0%	\$ 18,962.21	100%
Total YTD Program Contracts	\$ 1,965,413.21	\$ 299,911.00	\$ 2,246,362.00	\$ 1,315,864.08	59%	\$ 949,460.13	\$ 82,927.55	4%	\$ 866,532.58	39%
Goodwill of NorthGA COVID-19 - Reboot Project	\$ 850,000.00	\$ -	\$ 850,000.00	\$ 153,000.00	18%	\$ 697,000.00	\$ 2,500.00	0%	\$ 694,500.00	82%
Total Operating & Contracts	\$ 2,815,413.21	\$ 299,911.00	\$ 3,096,362.00	\$ 1,468,864.08	47%	1,646,460.13	85,427.55	3%	\$ 1,561,032.58	50%

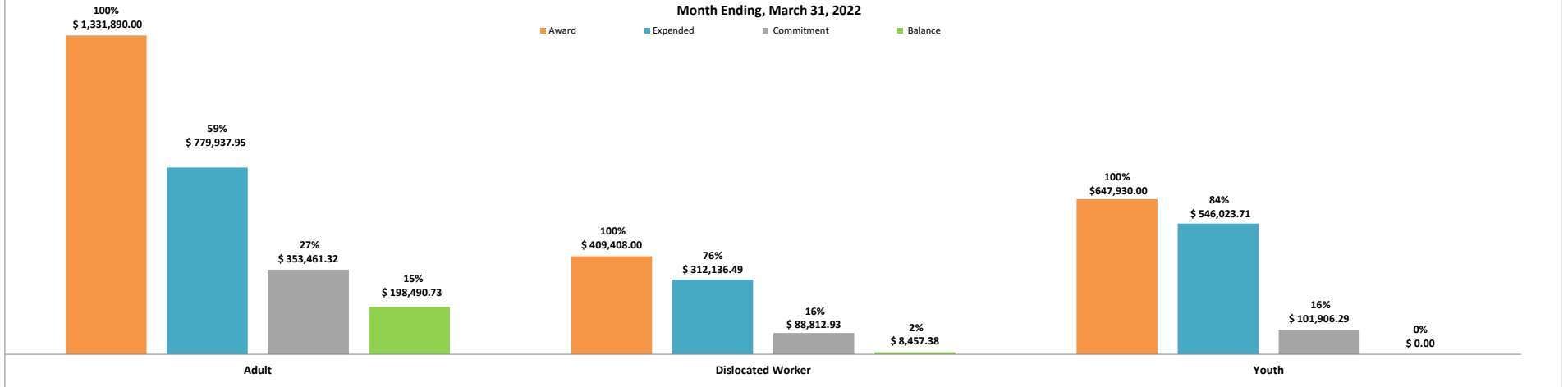
*Commitments are a minimum of 80% requirement criteria for Adult, DW, and Youth contract commitments by June 30th, Year 1 of awards. 100% Expense requirement by Year 2 of awards. (80% does not apply to Administration Total)

PY 2020 Grant Award
July 1, 2020 - June 30, 2022

80% of Award must be obligated by June 30, 2021

Month Ending, March 31, 2022

Award Expended Commitment Balance



Fund	PY 2020 Award	Expended	% Expended	Commitment	% Commitment	** Balance after Commitment	% Balance after Commitment
Administration Program	265,469.00	\$ 186,971.19	70%	16,972.66	6%	\$ 61,525.15	23%
Adult	\$ 1,331,890.00	\$ 779,937.95	59%	\$ 353,461.32	27%	\$ 198,490.73	15%
Dislocated Worker	\$ 409,407.00	\$ 312,136.49	76%	\$ 88,812.93	22%	\$ 8,457.58	2%
Youth	\$ 647,930.00	\$ 546,023.71	84%	\$ 101,906.29	16%	\$ -	0%
Subtotal	\$ 2,389,227.00	\$ 1,638,098.15	69%	\$ 544,180.54	23%	\$ 206,948.31	9%
PY 2020	\$ 2,654,696.00	\$ 1,825,069.34	69%	\$ 561,153.20	21%	\$ 268,473.46	10%

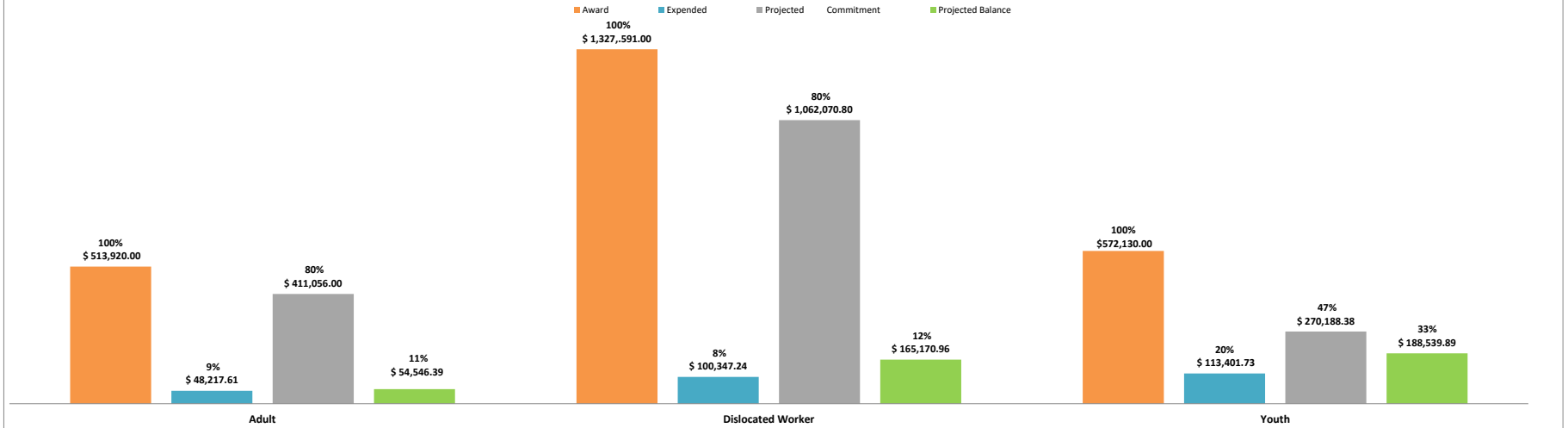
*Commitments obligation totals includes the 80% contract commitment estimates as of June 30, 2021.

**Balance after commitment is the amount remaining for operating expenses YTD.

**PY 2021 Grant Award
July 1, 2021 - June 30, 2023**

80% of Award must be obligated by June 30, 2022

Month End, March 31, 2022

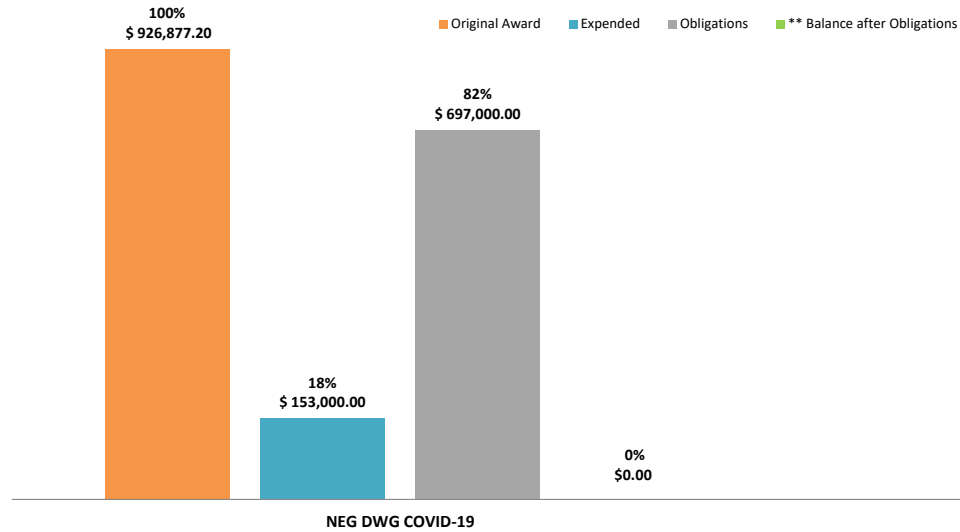


Fund	PY 2021 Award	Expended	% Expended	Commitment	% Commitment	** Balance after Commitment	% Balance after Commitment
Administration	268,170.00	\$ 166,132.71	62%	-	0%	\$ 102,037.29	38%
Program	Award	Expended	% Expended	Projected Commitment	% Projected Commitment	Projected Balance	% Projected
Adult	\$ 513,820.00	\$ 48,217.61	9%	\$ 411,056.00	80%	\$ 54,546.39	11%
Dislocated Worker	\$ 1,327,591.00	\$ 100,347.24	8%	\$ 1,062,072.80	80%	\$ 165,170.96	12%
Youth	\$ 572,130.00	\$ 113,401.73	20%	\$ 270,188.38	47%	\$ 188,539.89	33%
Subtotal	\$ 2,413,541.00	\$ 261,966.58	11%	\$ 1,743,317.18	72%	\$ 408,257.24	20%
PY 2020	\$ 2,681,711.00	\$ 428,099.29	16%	\$ 1,743,317.18	65.0%	\$ 510,294.53	19%

*Projected commitment totals includes the 80% outsourced contract estimates by June 30, 2022.

**Balance after commitment is the amount remaining for operating expenses YTD.

**PY 2019 National Emergency Grant (COVID-19) Dislocated Worker
 October 1, 2020 - March 31, 2023
 100% of Award must be expended by March 31, 2023
 Month Ending, March 31, 2022**



Fund	PY 2019 Award	Expended	% Expended	*Commitment	% Commitment	**Balance after Commitment	% Balance after Commitment
Administration	76,877.20	\$ -	0%	-	0%	\$ 76,877.20	100%
Program	Original Award	Expended	% Expended	Obligations	% Commitment	** Balance after Obligations	% Projected
NEG DWG COVID-	\$ 850,000.00	\$ 153,000.00	18%	\$ 697,000.00	82%	\$ -	0%
Total PY 2019	\$ 926,877.20	\$ 153,000.00	17%	\$ 697,000.00	82%	\$ 76,877.20	8%

*Commitment column totals includes the 100% outsourced contracts to expense by March 31, 2023. USDOL, ETA approved extension from 2022 expiration of award.
 **Balance after commitment is the amount remaining for operating expenses YTD.



WorkSource Fulton One-Stop Certification (Comprehensive Site)

Technical College System of Georgia, Office of Workforce Development
1800 Century Place NE, Suite 150, Atlanta, Georgia 30345 – TCSG.edu/Workforce

Comprehensive One-Stop Certification Forms

Form A: Partner Presence

1. Under “Physical Presence: Average Hours/Week On-Site,” include the number of hours per week the agency is on-site, if applicable.
2. Under “Agency Personnel Name and Schedules,” enter the names and schedules of those on-site.
3. Under “Electronic Presence,” indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular agency, indicate so in the “Not Applicable” column.

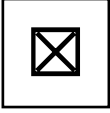
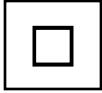
REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
WIOA Title I Adult Services	40	WorkSource Fulton/ResCare, Robin Cousins, 8:30a.m. – 5:00p.m.		
WIOA Title I Dislocated Worker Services	40	WorkSource Fulton/ResCare, Robin Cousins, 8:30a.m. – 5:00p.m.		
WIOA Title I Youth Services	40	WorkSource Fulton/ResCare, Robin Cousins, 8:30a.m. – 5:00p.m.		
Job Corps				N/A (no services currently provided in Fulton)
YouthBuild				N/A (no services provided in Fulton)
Native American programs				N/A (no services provided in Fulton)
Migrant and Seasonal				N/A (no services

Farmworker programs				provided in Fulton)
Wagner-Peyser Act Programs	40	Georgia Department of Labor, Fritz Carr 8:30a.m. – 5:00p.m.	N	
Vocational Rehabilitation Program		Georgia Vocational Rehabilitation Agency, Itohowo Ekanemesang 8:30a.m. – 5:00p.m.	Y	
REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
Senior Community Service Employment Program				N/A (no services provided in Fulton)
Carl D. Perkins programs		Atlanta Technical College, Michelle Jackson 8:00a.m. – 4:30pm	Y	
WIOA Title II Adult Education and Literacy Programs		Atlanta Technical College, Michelle Jackson 8:00a.m. – 4:30pm	Y	
Trade Adjustment Assistance programs authorized under Title II of the Trade Act	40	Georgia Department of Labor, Fritz Carr 8:30a.m. – 5:00p.m.	N	
Job for Veterans State Grant programs	40	Georgia Department of Labor, Fritz Carr 8:30a.m. – 5:00p.m.	N	

Community Services Block Grant employment and training programs		Fulton Atlanta Community Action Authority, Inc., Waymond Davis, Jr. 8:30a.m. – 5:00p.m.	Y	
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REQUIRED PROGRAM/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
Department of Housing and Urban Development employment and training activities				N/A (no services provided in Fulton)
Programs authorized under State unemployment and compensation laws		Georgia Department of Labor, Fritz Carr 8:30a.m. – 5:00p.m.	N	
Programs authorized under Sec. 212 of the Second Chance Act				N/A (no services provided in Fulton)

List other programs available 1. 2. 3. 4. 5.				
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BASED UPON THE ABOVE RESPONSES, THE CENTER QUALIFIES FOR CERTIFICATION AS:	
<p>Comprehensive One-Stop</p>  <p>(Complete Form C)</p>	<p>At a minimum, includes access to:</p> <p>WIOA Title 1 Adult, Dislocated Worker, and Youth Services* Wagner-Peyser Employment Services^ Vocation Rehabilitation Services^ Adult Education and Literacy^ Job Corps YouthBuild Native American Programs Migrant and Seasonal Farmworker Program Senior Community Service Employment Program Carl D. Perkins programs Trade Adjustment Assistance programs Job for Veterans State Grants programs Community Services Block Grant employment and training programs Department of Housing and Urban Development employment and training activities Programs authorized under State unemployment and compensation laws Programs authorized under Sec. 212 of the Second Chance Act</p> <p>*Must be physically present ^Preference is for physical presence</p>
<p>Affiliate One-Stop</p>  <p>(Complete Form D)</p>	<p>At a minimum, includes access to</p> <p>One or more of the above-required partners such that program (other than Wagner-Peyser) have a physical presence of combined staff more than 50% of the time the center is open^.</p>

¹§ 678.310 What is an affiliated site and what must be provided there?

(a) An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required partner program. The frequency of program staff's physical presence in the affiliated site will be determines at the local level.

§ 678.315 If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50% of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' reemployment representatives, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

FORM B: ACCESSIBILITY & EQUAL OPPORTUNITY
CERTIFICATION

Please complete to show compliance with applicable accessibility and equal opportunity standards.

ACCESSABILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-stop have policies and procedures to ensure that no individual is excluded from participation or denied the benefits any WIOA Title program on the basis of religion, sex, nation origin, age, disability, or political affiliation or belief, or for beneficiaries, applicants, and participants only, on the basis of citizenship or participation? (29 C.F.R § 38.5)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.
Does the one-stop ensure that no qualified individual with a disability is excluded from participation in, or denied the benefits of a service, program, or activity because the one-stop facility is inaccessible or unusable by individuals with disabilities? (29 C.F.R § 38.13)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.
Does the one-stop comply with the applicable provision of Title II of the ADA in the new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards? (29 C.F.R § 38.13)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.

ACCESSABILITY & EQUAL OPPORTUNITY CERTIFICATION

	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-stop comply with the accessibility obligations under Section 504 of the Rehabilitation Act and the implementing regulations at 29 C.F.R. part 32? (29 C.F.R. § 38.13)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.
Does the one-stop provide programming and activities accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity? (29 C.F.R. § 38.13)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.
Does the one-stop comply with the obligations outlined in subparts A and B of 29 C.F.R. § 38 which are the implementing regulations of WIOA Section 188?	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.

FORM C: COMPREHENSIVE ONE-STOP CERTIFICATION GUIDELINES

Customer Flow of Service

Provide a detailed chart and description of the customer intake and flow of service.

CUSTOMER INTAKE AND FLOW OF SERVICE	
<p>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</p>	<p>Yes. All customers at the South Fulton Career Center gain access through one main entrance, which is serviced by a front reception/welcome desk. Front Desk personnel greet customers and customers can inform personnel as to what services they seek. Customers sign-in using a kiosk machine located in the reception area. WorkSource Fulton/ResCare staff can either provide direct assistance, make referrals to partner services, direct the customers to the resource room, invite customers to participate in the WSMA Application Pilot.</p> <p>The five metro Atlanta Workforce Development Boards, collectively identified as WorkSource Metro Atlanta are currently working to implement public policy changes and workforce system improvements that would improve their services and outcomes for individuals. One of the objectives is to develop and pilot a single customer-centric process informed by a Human Center Design Process, to align the Workforce Innovation and Opportunity Act eligibility and assessment processes. This work is also in alignment with Federal Regulation 20 CFR § 678.800 (b), How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement? This pilot process is expected to be more convenient and timely for individuals to complete.</p> <p>The Center supports career services via WIOA. Inclusive of Business Solutions services which provides information to employers during one-on-one sessions as well as on-site employer visits. During these appointments, staff discusses the varied services available, such as candidate recruitment, training services, Work based Learning programs, along with the program requirements for employers and job seekers.</p> <p>For Adult Training Services, an individual interested in applying for assistance through the Workforce Innovation and Opportunity Act (WIOA) are advised to view the WIOA Online Eligibility Presentation</p>

	<p>and complete Eligibility application online. Orientation is conducted on a bi-weekly orientation group session or one-on-one sessions. Due to the COVID-19 pandemic orientations are currently being conducted virtually. This orientation provides a complete overview of the Workforce Innovation and Opportunity Act (WIOA) program opportunities, inclusive of training programs, eligibility requirements and application process.</p>
<p>Provide a brief overview of the One-Stop Operator’s role and duties. Please address how the operator ensures the seamless provision of the required partner services.</p>	<p>The One-stop Operator’s role and duties comprise overall operation of the comprehensive One-Stop Center and the affiliate site. Specifically, for the South Fulton Career Center, the One-Stop Operator is responsible for coordinating mandatory One-Stop partner services via the intake and eligibility orientations, promoting the orientations in the community, and responding to citizen and business customer needs. Also, the One-Stop Operator is responsible for developing a strategic operations or business plan for the center, the affiliate site including the development of common mission and goals. The One-Stop Operator ensures that the comprehensive center and the affiliate site are guided by customer needs, customer satisfaction and customer success. The One-Stop business plan includes strategies for training the staff at the affiliate sites to ensure integration of service delivery to provide seamless access to services for all customers.</p> <p>The One Stop Operator also ensures that the South Fulton Career One Stop Center and services are accessible to all customers including individuals with disabilities.</p>

Memorandum of Understanding

Answer the following questions concerning the One-Stop MOU.

MOU			
	YES	NO	NOTES
Does the LWDB have a fully executed MOU signed by all locally present required partners?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU describe the method in which each required partner program delivers services through the One-Stop delivery system?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU identify how the One-Stop Operator will coordinate service delivery?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU describe how program integration is achieved and how the costs of the services will be funded?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributed a proportionate share of the infrastructure costs?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU address sharing of the costs associated with “other shared costs”, as defined by the federal regulation? Specifically, are required basic career services proportionally shared amongst all required partners?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU address the provision of career services? (reference TEGL 10-16, released December 19, 2016)	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU outline the methods for customer referrals between partners?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU have an amendment provision?	<input checked="" type="checkbox"/>		See Partner MOU
How often does the board review and renew the MOU? What is the date of the last renewal or the	Frequency of renewal: The WorkSource Fulton Board will review the MOU annually Date of last renewal or initial execution: October 16, 2019		

initial execution date? (Must be renewed at least once every three years)			
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?	<input checked="" type="checkbox"/>		See Partner MOU
Is the duration of the MOU defined?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU cover the period of time in which the infrastructure funding agreement is effective?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU describe the process for the parties to resolve disputes?	<input checked="" type="checkbox"/>		See Partner MOU

Comprehensive One-Stop Criteria

I. Operational Details

Answer the following questions with as much details as possible

COMPREHENSIVE ONE-STOP CRITERIA			
	YES	NO	NOTES
Is the One-Stop center accessible to those in the area?	<input checked="" type="checkbox"/>		The South Fulton Career Center schedule is published by WorkSource Fulton for the media and community organizations, as well as provided via WorkSource Fulton's website. The South Fulton Career One Stop Center serves customers from throughout the Fulton County service area, Monday - Friday. The South Fulton Career One Stop Center is made available to all in the community and is accessible/ADA compliant. Due to the COVID-19 pandemic all services have been moved to virtually assisting customers as of March 16, 2020.
What are the one-stop center's open hours?			The South Fulton Career One Stop Center is available to customers during normal business hours (Monday – Friday, 8:30a.m. – 5:00p.m.).
Does the One-Stop have secure document storage?	<input checked="" type="checkbox"/>		Describe how customer personal identification information is kept secure: All physical files are maintained in a locked storage area and digital files are only accessed via password protection. Customer Confidentiality and Personal Identifiable Information (PII) are secured in accordance with 20 CFR Part 603, O.C.G.A. 34-8-120, et. seq., 45 CFR Section 205.50, 20 USC1232g and 34 CFR Part 99, and 34 CFR 361.38, as well as any applicable state and local laws and regulations. Describe how information is transferred between customer and case manager and from case manager to case manager: Information is transferred between the participant/staff through face to face appointments, via emails and the WorkSource Georgia Portal. Information shared through email is secured through Fulton County's and ResCare's Information Technology Department's firewalls.
Detail and describe the site's resource room. Are both business and participant	<input checked="" type="checkbox"/>		Describe: The South Fulton Career One Stop Center has a 26-station, state-of-the-art, fully accessible computer lab. The center offers a full array of

<p>customer needs satisfied by the resources made available?</p>			<p>services and has a large classroom in which bi-weekly intake and orientation sessions are held. Due to the COVID-19 pandemic all services have been moved to virtually assisting customers as of March 16, 2020.</p> <p>This site also features a traditional conference room and a small community partners work room that can be used as a private interview area. In addition to the computers, internet service, printing, scanning and copying services are available at the South Fulton Career One Stop Center.</p> <p>A fully accessible ADA workstation with movable table and auxiliary equipment is available.</p> <p>Customers have the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §29 CFR §38.4(h) and (i), 29 CFR §38.34, and 29 CFR §38.36.</p> <p>The South Fulton Career One Stop Center provides workforce solutions for businesses and job seekers. Businesses may use the conference room for recruiting, pre-employment screening, interviewing and training. The Center assures that customers without transportation can conduct job search activities in their communities. Individuals are served through various job search/career development activities such as on-line job search, resume and cover letter development, on-line tutorials and individual assessments and exploration of training eligibility and options. Many businesses and community organizations work with the Center to host job fairs and/or community events as well.</p>
<p>Describe the internet/network infrastructure.</p>	<p>The South Fulton Career One Stop Center has a 26-station, state-of-the-art, fully accessible, computer lab and wi-fi capabilities. All internet/network infrastructure is supported by Fulton County's Information Technology Department.</p>		
<p>Does the customer have seamless access to information and resources upon entering the One-Stop?</p>	<p><input checked="" type="checkbox"/></p>		<p>Yes, all customers have seamless access to information and resources upon entering the South Fulton Career Center. Resources are provided upon the customer's request.</p> <p>Customers have the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice</p>

			will be translated into the non-English languages as required in §29 CFR §38.4(h) and (i), 29 CFR §38.34, and 29 CFR §38.36.
Does the One-Stop have options for customers to access Career Advisors or resources?	<input checked="" type="checkbox"/>		Yes, the South Fulton Career Center has options for customers to access Career Advisors and resources. The Center is staffed with a Career Advisors each day. The Career Advisor provides referrals to various employment / training-related resources.
Are customers referred to any partner services through virtual or electronic means?	<input checked="" type="checkbox"/>		Describe: Customers are referred to partner services through electronic means. Customers needing GDOL services will be serviced at the comprehensive One-Stop Center where the customer will have direct access to GDOL due to GDOL staff person housed at the One-Stop. Customers will be referred to all other partner services via electronic means.
What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?	<input checked="" type="checkbox"/>		Yes, the South Fulton Career One Stop Center has knowledgeable staff with technical skills and training to assist participants in accessing available basic career services. All staff are trained on the software and assessments loaded on each computer in the resource area.
Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form C)	<input checked="" type="checkbox"/>		Completed form attached.

II. Statewide Branding

Indicate whether the One-Stop signage complies with the statewide branding standards. Please see WIG PS-16-002 for more information regarding statewide branding standards:

<https://tcsq.edu/worksource/resources-for-practitioners/policies-guidance/>

STATEWIDE BRANDING		
*If the One-Stop has not received signage, please submit mockups of ordered signs		
	YES	NO – Please provide a plan for correcting
LOGO GUIDELINES		
Does the logo include the tagline “Connecting Talent with Opportunity”?	<input type="checkbox"/>	The branding request package is awaiting approval by the State. Mockups will be provided.
Does the logo include the AJC tagline?	<input type="checkbox"/>	The branding request package is awaiting approval by the State. Mockups will be provided.
Is there adequate clear space left around the logo?	<input type="checkbox"/>	The branding request package is awaiting approval by the State. Mockups will be provided.
Is the logo symbol placed to the left of “WorkSource”?	<input type="checkbox"/>	The branding request package is awaiting approval by the State. Mockups will be provided.
COLOR PALLETE		
If in color, does the logo meet the guidelines of being in turquoise, orange, green, and gray?	<input type="checkbox"/>	The branding request package is awaiting approval by the State. Mockups will be provided.
If in color, does the logo meet the requirements of being in wither turquoise, black, or white (with shades of said color providing the distinction in shapes within the mark)?	<input type="checkbox"/>	The branding request package is awaiting approval by the State. Mockups will be provided.
Does the One-Stop appropriately use the WorkSource brand? Reference: WIG-PS-16-002	<input type="checkbox"/>	The branding request package is awaiting approval by the State. Mockups will be provided.

III. Customer Satisfaction

Answer the following question with as much detail as possible.

CUSTOMER SATISFACTION Job Seeker	
JOB SEEKERS	DESCRIBE
How do you plan on gathering customer feedback?	The staff will collect jobseekers' feedback through surveys at the end of each event (e.g. orientations, workshops, career fairs, etc.) A survey will be used to collect jobseekers' feedback. The survey will be available on paper and online. The options will ensure customers can provide feedback confidentially. ESL customers will have an opportunity to provide feedback using Language Line Interpreters, Microsoft Office Translator or during an one-on-one appointment with the One-Stop Operator or center staff.
How do you plan on having staff share and discuss feedback from customers?	The Center Operations Manager or Project Director will share and discuss feedback from customers during staff meetings and one on one meetings. The feedback from the customer(s) will also be used to determine training needs for staff that directly serve customers.
How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?	Customer feedback is utilized and integrated into staff performance plans. As customers share both positive and constructive feedback, both are shared with the group and individual. The specifics will be addressed with the individual and the leadership will determine if a process needs to be updated. Because customers expect organizations to respond to their issues in a timely manner, customers will be notified by telephone or email of the incorporation by a member of leadership.
How will you measure the success or failure of integrating customer feedback?	The Center Operations Manager or Project Director will measure the effectiveness of integrating customer feedback based on the quarterly summary report. WorkSource Fulton will use Continuous Quality Improvement (CQI). model to develop, test, and implement change that results in improvement. Some of these Continuous Quality Improvements (CQI) are listed below: 1) Flowchart - Picturing the process/sequence of service. 2) Pareto Chart - Focus on key problems that offer the greatest potential for improvement by showing their relative frequency or size in a descending bar graph. Pareto principle: 20% of the sources cause 80% of any problem. 3) Conducting Effective Meetings - 7-step meeting process

CUSTOMER SATISFACTION	
Employers	
	DESCRIBE
How do you plan on gathering employer feedback?	The Center Operations Manager or Project Director will collect employers' feedback through surveys at the end of each event/program (e.g. work based learning programs, on-site recruitments, job fairs, etc.).
How do you plan on having staff share and discuss feedback from employers?	The Center Operations Manager or Project Director will share and discuss feedback from customers during staff meetings and one on one meetings. The feedback from the customer(s) will also be used to determine training needs for staff that serve employers.
How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?	Employers' feedback is utilized and integrated into staff Performance plans. As customers share feedback, it is shared with the group and individual. The specifics are addressed with the individual and the leadership will determine if a process needs to be updated. Customers expect organizations to respond to their issues in a timely manner, customers are notified by telephone or email of the incorporation by a member of leadership.
How will you measure the success or failure of integrating employer feedback?	The Center Operations Manager or Project Director will measure the success or failure of integrating customer feedback based on the quarterly summary report. The Mobile Unit along with the center partner will conduct Continuous Quality Improvement (CQI) to measure the success or failure of the improved process. The One Stop Operator along with the center partner will use Continuous Quality Improvement (CQI) models to develop, test, and implement change that results in improvement. Some of these Continuous Quality Improvement (CQI) are listed below: 1) Flowchart - Picturing the process/sequence of service. 2) Pareto Chart - Focus on key problems that offer the greatest potential for improvement by showing their relative frequency or size in a descending bar graph. Pareto principle: 20% of the sources cause 80% of any problem. 3) Conducting Effective Meetings - 7-step meeting process.

IV. Continuous Improvement

Answer the following questions with as much detail as possible.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
How do you use data to improve upon the one-stop services?	The data collected from surveys is used to improve upon the One-Stop services by focusing attention on areas needing enhancement and areas that did not received the top satisfactory rating. The area(s) not performing at a satisfactory rating are discussed with the team to determine the best action(s) needed to improve that area. WorkSource Fulton will also review best practices, if available, in other areas addressing similar area(s) of concern. As processes are improved upon, WorkSource Fulton will continue to monitor for improvement.
How do you share this data with staff?	The Operations Manager or Project Director will use the data to determine training needs for staff. The Site Supervisor will share and discuss feedback from customers during staff meetings and one-on-one meetings.
How do you incorporate staff ideas and feedback to improve the performance of the one-stop?	The Project Director incorporates staff ideas and feedback to improve the performance of the South Fulton Career One Stop Center during staff meetings. Staff members are encouraged to provide feedback since they work directly with the customers. As processes are updated based on feedback, the process is monitored for performance and improvement. WorkSource Fulton's leadership team will continue to review the surveys to determine if the process has improved.
How is staff feedback utilized and incorporated into your practices?	WorkSource Fulton's leadership team incorporates staff ideas and feedback to improve the performance of the South Fulton Career One Stop Center during staff meetings. Staff members are encouraged to provide feedback since they work directly with the customer. WorkSource Fulton will use Continuous Quality Improvement (CQI) models to develop, test, and implement change that results in improvement. Some of these Continuous Quality Improvement (CQI) are listed below: <ol style="list-style-type: none"> 1) Flowchart - Picturing the process. 2) To identify the actual flow or sequence of events in a process that any product or service follows. 3) Pareto Chart - Focus on key problems that offer the greatest potential for improvement by showing their relative frequency or size in a descending bar graph. Pareto principle: 20% of the sources cause 80% of any problem. 4) Conducting Effective Meetings: 7-step meeting process

<p>How do you let staff know that their ideas have been incorporated?</p>	<p>WorkSource Fulton's leadership team will let staff know that their ideas have been incorporated during staff meetings. These processes will also be updated in the Standard of Operation Procedure (SOP) manual and Policy Manual if needed.</p>
<p>How do you measure the success or failure of staff feedback integration?</p>	<p>WorkSource Fulton will measure the success or failure of integrating customer feedback based on the quarterly summary report. WorkSource Fulton will conduct Continuous Quality Improvement (CQI) to measure the success or failure of the improved processes.</p>
<p>Share any best practices of the one-stop that contribute to continuous improvement.</p>	<p>One best practice of the One-Stop that contribute to continuous improvement is receiving 360 Degree Feedback on service provided and center processes. 360 Degree Feedback is a system or process in which employees receive confidential, anonymous feedback from the people who work around them, customers, employers, staff of the mandated partners regarding services provided. The feedback forms include questions that are measured on a rating scale and ask raters to provide written comments. The person receiving feedback also fills out a self-rating survey that includes the same survey questions that others received.</p>
<p>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</p>	<p>The South Fulton Career One Stop Center implemented the use of iPad kiosks for digital sign-in for use by all customers visiting the center. Having the data digitally will allow for better storage, access, and analysis.</p> <p>The five metro Atlanta Workforce Development Boards, collectively identified as WorkSource Metro Atlanta are currently working to implement public policy changes and workforce system improvements that would improve their services and outcomes for individuals. One of the objectives is to develop and pilot a single customer-centric process informed by a Human Center Design Process, to align the Workforce Innovation and Opportunity Act eligibility and assessment processes. This work is also in alignment with Federal Regulation 20 CFR § 678.800 (b), How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement? This pilot process is expected to be more convenient and timely for individuals to complete.</p>

LWDA: WorkSource Fulton LWDA 6

One-Stop Location: 5600 Stonewall Tell Rd, College Park, GA 30349

One-Stop Reviewer (Name and Affiliation): Atala James, One Stop Operator

Date of Review: 05/18/2020

LWDB Board Chair Signature

Date

Chief Local Elected Official Signature

Date



WorkSource Fulton One-Stop Certification (Affiliate Site)

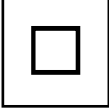

Form A: Partner Presence

1. Under “Physical Presence: Average Hours/Week On-Site,” include the number of hours per week the agency is on-site, if applicable.
2. Under “Agency Personnel Name and Schedules,” enter the names and schedules of those on-site.
3. Under “Electronic Presence,” indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular agency, indicate so in the “Not Applicable” column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
WIOA Title I Adult Services	40	WorkSource Fulton/ResCare, Robin Cousins, 8:30a.m. – 5:00p.m.		
WIOA Title I Dislocated Worker Services	40	WorkSource Fulton/ResCare, Robin Cousins, 8:30a.m. – 5:00p.m.		
WIOA Title I Youth Services	40	WorkSource Fulton/ResCare, Robin Cousins, 8:30a.m. – 5:00p.m.		
Job Corps				N/A (no services currently provided in Fulton)
YouthBuild				N/A (no services provided in Fulton)
Native American programs				N/A (no services provided in Fulton)
Migrant and Seasonal Farmworker programs				N/A (no services provided in Fulton)
Wagner-Peyser Act Programs		Georgia Department of Labor, Fritz Carr 8:30a.m. – 5:00p.m.	Y	
Vocational Rehabilitation Program		Georgia Vocational Rehabilitation Agency, Itohowo Ekanemesang 8:30a.m. – 5:00p.m.	Y	

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
Senior Community Service Employment Program				N/A (no services provided in Fulton)
Carl D. Perkins programs		Atlanta Technical College, Michelle Jackson 8:00a.m. – 4:30pm	Y	
WIOA Title II Adult Education and Literacy Programs		Atlanta Technical College, Michelle Jackson 8:00a.m. – 4:30pm	Y	
Trade Adjustment Assistance programs authorized under Title II of the Trade Act		Georgia Department of Labor, Fritz Carr 8:30a.m. – 5:00p.m.	Y	
Job for Veterans State Grant programs		Georgia Department of Labor, Fritz Carr 8:30a.m. – 5:00p.m.	Y	
Community Services Block Grant employment and training programs		Fulton Atlanta Community Action Authority, Inc., Waymond Davis, Jr. 8:30a.m. – 5:00p.m.	Y	

REQUIRED PROGRAM/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON-SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
Department of Housing and Urban Development employment and training activities				N/A (no services provided in Fulton)
Programs authorized under State unemployment and compensation laws			Y	
Programs authorized under Sec. 212 of the Second Chance Act				N/A (no services provided in Fulton)
List other programs available 1. 2. 3. 4. 5.				

BASED UPON THE ABOVE RESPONSES, THE CENTER QUALIFIES FOR CERTIFICATION AS:	
<p>Comprehensive One-Stop</p>  <p>(Complete Form C)</p>	<p>At a minimum, includes access to:</p> <p>WIOA Title 1 Adult, Dislocated Worker, and Youth Services* Wagner-Peyser Employment Services^ Vocation Rehabilitation Services^ Adult Education and Literacy^ Job Corps YouthBuild Native American Programs Migrant and Seasonal Farmworker Program Senior Community Service Employment Program Carl D. Perkins programs Trade Adjustment Assistance programs Job for Veterans State Grants programs Community Services Block Grant employment and training programs Department of Housing and Urban Development employment and training activities Programs authorized under State unemployment and compensation laws Programs authorized under Sec. 212 of the Second Chance Act</p> <p>*Must be physically present ^Preference is for physical presence</p>
<p>Affiliate One-Stop</p>  <p>(Complete Form D)</p>	<p>At a minimum, includes access to</p> <p>One or more of the above-required partners such that program (other than Wagner-Peyser) have a physical presence of combined staff more than 50% of the time the center is open^.</p>

¹§ 678.310 What is an affiliated site and what must be provided there?

(a) An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required partner program. The frequency of program staff's physical presence in the affiliated site will be determines at the local level.

§ 678.315 If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50% of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' reemployment representatives, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

FORM D: AFFILIATE ONE-STOP CERTIFICATION

Customer Flow of Services

Provide a detailed chart and description of the customer intake and flow of services.

CUSTOMER INTAKE AND FLOW OF SERVICES	
<p>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</p>	<p>Yes. All customers at the North Fulton Career Center gain access through one main entrance, which is serviced by a front reception/welcome desk. Front Desk personnel greet customers and customers can inform personnel as to what services they seek. Customers sign-in using a kiosk machine located in the reception area. WorkSource Fulton/ResCare staff can either provide direct assistance, make referrals to partner services, direct the customers to the resource room, invite customers to the next participate in the WSMA Application Pilot.</p> <p>The five metro Atlanta Workforce Development Boards, collectively identified as WorkSource Metro Atlanta are currently working to implement public policy changes and workforce system improvements that would improve their services and outcomes for individuals. One of the objectives is to develop and pilot a single customer-centric process informed by a Human Center Design Process, to align the Workforce Innovation and Opportunity Act eligibility and assessment processes. This work is also in alignment with Federal Regulation 20 CFR § 678.800 (b), How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement? This pilot process is expected to be more convenient and timely for individuals to complete.</p> <p>The Center supports career services via WIOA. Inclusive of Business Solutions services which provides information to employers during one-on-one sessions as well as on-site employer visits. During these appointments, staff discusses the varied services available, such as candidate recruitment, training services, Work based Learning programs, along with the program requirements for employers and job seekers.</p> <p>For Adult Training Services, an individual interested in applying for assistance through the Workforce Innovation and Opportunity Act (WIOA) are advised to view the WIOA Online Eligibility Presentation and complete Eligibility application online. Orientation is conducted on a bi-weekly orientation group session or one-on-one sessions. This orientation provides a complete overview of the Workforce Innovation and Opportunity Act (WIOA) program opportunities, inclusive of training programs, eligibility requirements and application process.</p>
<p>Provide a brief overview of the One-Stop Operator's role and duties. Please address how the</p>	<p>The One-stop Operator's role and duties comprise overall operation of the comprehensive One-Stop Center and the affiliate sites. Specifically, for the Comprehensive Center, the One-Stop Operator</p>

<p>operator ensures the seamless provision of the required partner services.</p>	<p>is responsible for coordinating mandatory One-Stop partner services via the intake and eligibility orientations, promoting the orientations in the community, and responding to citizen and business customer needs. Also, the One-Stop Operator is responsible for developing a strategic operations or business plan for the center, the affiliate site including the development of common mission and goals. The One-Stop Operator ensures that the comprehensive center and the affiliate sites are guided by customer needs, customer satisfaction and customer success. The One-Stop business plan includes strategies for training the staff at the affiliate site to ensure integration of service delivery to provide seamless access to services for all customers.</p> <p>The One Stop Operator also ensures that the Comprehensive Center and services are accessible to all customers including individuals with disabilities.</p>
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Memorandum of Understanding

Answer the following questions concerning the One-Stop MOU.

	MOU		NOTES
	YES	NO	
Are the site's methods of funding and services provided addressed in the LWDA's primary ("umbrella") MOU? If not, are they addressed in a separate MOU?		<input checked="" type="checkbox"/>	Separate MOU for Affiliate Site (North Fulton Career Center). See attached.
Does an MOU describe the method in which the present required partner programs deliver services at the site?		<input checked="" type="checkbox"/>	See Partner MOU.
Does the MOU identify how the One-Stop Operator will coordinate services provided at the site?		<input checked="" type="checkbox"/>	See Partner MOU.
Does the MOU address how the site is integrated into the LWDA's One-Stop service delivery system?		<input checked="" type="checkbox"/>	WorkSource Fulton's Affiliate Site (North Fulton Career Center) provides WIOA Career Services and is aligned with One-Stop's service delivery for expanding capacity for WIOA customers only.
Does the MOU describe how program integration is achieved and how the costs of these services will be funded?	<input checked="" type="checkbox"/>		See Partner MOU
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?	<input checked="" type="checkbox"/>		See Partner Memorandum of Understanding. Affiliate site only provides WIOA services therefore partner IFA's are not required.
Does the MOU have an amendment provision?	<input checked="" type="checkbox"/>		See Affiliate One-Stop MOU
How often dose the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	<p>Frequency of renewal: The WorkSource Fulton Board will review the MOU annually</p> <p>Date of last renewal or initial execution date: July 1, 2019</p>		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?	<input checked="" type="checkbox"/>		Affiliated One Stop Operating Budget will be reviewed/reconciled annually. No Partner infrastructure Funding Agreements are included in the Affiliate One-Stop MOU.
Is the duration of the MOU defined?	<input checked="" type="checkbox"/>		See Affiliate One-Stop MOU
Does the MOU cover the period of time in which the infrastructure funding agreement is effective?	<input checked="" type="checkbox"/>		See Comprehensive One-Stop MOU
Does the MOU describe the process for parties to resolve disputes?	<input checked="" type="checkbox"/>		See Affiliate One-Stop MOU

Affiliate One-Stop Site Criteria

I. Operational Details

Answer the following questions with as much detail as possible

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
Is the one-stop center accessible to those in the area?	<input checked="" type="checkbox"/>		<p>Please describe the steps taken to make it accessible: The North Fulton Career One-Stop Center schedule is published by WorkSource Fulton for the media and community organizations, as well as provided via WorkSource Fulton's website. The North Fulton Career One-Stop Center serves customers from throughout the Fulton County service area, Monday - Friday. The North Fulton Career One-Stop Center is made available to all in the community and is accessible/ADA compliant.</p>
What are the one-stop center's open hours?			<p>The North Fulton Career One-Stop Center is available to customers during normal business hours (Monday - Friday, 8:30a.m. - 5:00p.m.).</p>
Does the one-stop have secure document storage?	<input checked="" type="checkbox"/>		<p>Describe how customer personal identification information is kept secure: All physical files are maintained in a locked storage area and digital files are only accessed via password protection. Customer Confidentiality and Personal Identifiable Information (PII) are secured in accordance with 20 CFR Part 603, O.C.G.A. 34-8-120, et. seq., 45 CFR Section 205.50, 20 USC1232g and 34 CFR Part 99, and 34 CFR 361.38, as well as any applicable state and local laws and regulations.</p> <p>Describe how information is transferred between the customer and case manager and from case manager to case manager: Information is transferred between the participant/staff through face to face appointments, via emails and the WorkSource Georgia Portal. Information shared through email is secured through Fulton County's and ResCare's Information Technology Department's firewalls.</p>
Detail and describe the site's resource room. How are both business and participant			<p>Describe: The North Fulton Career One Stop Center has 10-station, state-of-the-art, fully accessible computer lab. The center offers a full array of</p>

<p>customer needs satisfied by the resources made available?</p>			<p>services and has a large classroom in which bi-weekly intake and orientation sessions are held. Due to the COVID-19 pandemic all services have been moved to virtually assisting customers as of March 16, 2020.</p> <p>The site also features a traditional conference room and a small community partners work room that can be used as a private interview area. In addition to the computers, internet service, printing, scanning and copying services are available at the North Fulton Career One Stop Center.</p> <p>A fully accessible ADA workstation with movable table and auxiliary equipment is available.</p> <p>Customers have the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §29 CFR §38.4(h) and (i), 29 CFR §38.34, and 29 CFR §38.36.</p> <p>The North Fulton Career One Stop Center provides workforce solutions for businesses and job seekers. Businesses may use the conference room for recruiting, pre-employment screening, interviewing and training. The Center assures that customers without transportation can conduct job search activities in their communities. Individuals are served through various job search/career development activities such as on-line job search, resume and cover letter development, on-line tutorials and individual assessments and exploration of training eligibility and options. Many businesses and community organizations work with the Center to host job fairs and/or community events as well.</p>
<p>Describe the internet/network infrastructure.</p>	<p>The North Fulton Career One Stop Center has a 10-station, state-of-the-art, fully accessible computer lab. All internet/network infrastructure is supported by Fulton County's Information Technology Department.</p>		
<p>Does the customer have seamless access to information</p>	<p><input checked="" type="checkbox"/></p>		<p>Yes, all customers have seamless access to information and resources upon entering the North Fulton Career One Stop Center.</p>

<p>and resources upon entering the one-stop?</p>			<p>Resources are provided upon the customer's request. Staff provides referral forms to the customers referring them to the Comprehensive One-Stop center for additional services that are not available at The North Fulton Career One Stop Center.</p> <p>Customers have the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §29 CFR §38.4(h) and (i), 29 CFR §38.34, and 29 CFR §38.36.</p>
<p>Does the one-stop center have options for customers to access Career Advisors or resources?</p>	<input checked="" type="checkbox"/>		<p>Yes, the North Fulton Career One Stop Center has options for customers to access Career Advisors and resources. The Center is staffed with a Career Advisor each day. The Career Advisor provides referrals to various employment / training-related resources.</p>
<p>Are customers referred to any partner services through virtual or electronic means?</p>	<input checked="" type="checkbox"/>		<p>How are referrals made? Customers are referred to partner services through electronic means using a digital partner to partner referral form. Customers needing GDOL services will be referred to the comprehensive One-Stop Center. There the customer will have direct access to GDOL due to GDOL staff person housed at the One-Stop. Customers will be referred to all other partner services via electronic means.</p>
<p>What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?</p>	<input checked="" type="checkbox"/>		<p>Yes, the North Fulton Career One Stop Center has knowledgeable staff with technical skills or training to assist participants in accessing available basic career services. All staff are trained on the software and assessments loaded on each computer in the resource area.</p>
<p>Has the site completed the attached Accessibility and Equal Opportunity Certification?</p>	<input checked="" type="checkbox"/>		<p>Completed form is attached.</p>

II. Customer Satisfaction

Answer the following question with as much detail as possible.

CUSTOMER SATISFACTION	
Job Seekers	
	DESCRIBE
How do you plan of gathering customer feedback?	The staff will collect jobseekers' feedback through surveys at the end of each event (e.g. orientations, workshops, career fairs, etc.) A survey will be used to collect jobseekers' feedback. The survey will be available on paper and online. The options will ensure customers can provide feedback confidentially. ESL customers will have an opportunity to provide feedback using Language Line Interpreters, Microsoft Office Translator or during a one-on-one appointment with the One-Stop Operator or center staff.
How do you plan of having staff share and discuss feedback from customers?	The Center Operations Manager or Project Director will share and discuss feedback from customers during staff meetings and one on one meetings. The feedback from the customer(s) will also be used to determine training needs for staff that directly serve customers.
How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?	Customer feedback is utilized and integrated into staff performance plans. As customers share both positive and constructive feedback, both are shared with the group and individual. The specifics will be addressed with the individual and the leadership will determine if a process needs to be updated. Because customers expect organizations to respond to their issues in a timely manner, customers will be notified by telephone or email of the incorporation by a member of leadership.
How will you measure the success or failure of integrating customer feedback?	The Center Operations Manager or Project Director will measure the effectiveness of integrating customer feedback based on the quarterly summary report. WorkSource Fulton will use Continuous Quality Improvement (CQI). model to develop, test, and implement change that results in improvement. Some of these Continuous Quality Improvements (CQI) are listed below: 1) Flowchart - Picturing the process/sequence of service. 2) Pareto Chart - Focus on key problems that offer the greatest potential for improvement by showing their relative frequency or size in a descending bar graph. Pareto principle: 20% of the sources cause 80% of any problem. 3) Conducting Effective Meetings - 7-step meeting process

CUSTOMER SATISFACTION	
Employers	
	DESCRIBE
How do you plan on gathering employer feedback?	The Center Operations Manager or Project Director will collect employers' feedback through surveys at the end of each event/program (e.g. work based learning programs, on-site recruitments, job fairs, etc.).
How do you plan on having staff share and discuss feedback from employers?	The Center Operations Manager or Project Director will share and discuss feedback from customers during staff meetings and one on one meetings. The feedback from the customer(s) will also be used to determine training needs for staff that serve employers.
How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?	Employers' feedback is utilized and integrated into staff Performance plans. As customers share feedback, it is shared with the group and individual. The specifics are addressed with the individual and the leadership will determine if a process needs to be updated. Because customers expect organizations to respond to their issues in a timely manner, customers are notified by telephone or email of the incorporation by a member of leadership.
How will you measure the success or failure of integrating employer feedback?	Center Operations Manager or Project Director will measure the success or failure of integrating customer feedback based on the quarterly summary report. The Mobile Unit along with the center partner will conduct Continuous Quality Improvement (CQI) to measure the success or failure of the improved process. The One Stop Operator along with the center partner will use Continuous Quality Improvement (CQI) models to develop, test, and implement change that results in improvement. Some of these Continuous Quality Improvement (CQI) are listed below: 1) Flowchart - Picturing the process/sequence of service. 2) Pareto Chart - Focus on key problems that offer the greatest potential for improvement by showing their relative frequency or size in a descending bar graph. Pareto principle: 20% of the sources cause 80% of any problem. 3) Conducting Effective Meetings - 7-step meeting process.

III. Continuous Improvement

Answer the following questions with as much detail as possible.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
How do you use data to improve upon the one-stop services?	The data collected from surveys is used to improve upon the One-Stop services by focusing attention on areas needing enhancement and areas that did not received the top satisfactory rating. The area(s) not performing at a satisfactory rating are discussed with the team to determine the best action(s) needed to improve that area. WorkSource Fulton will also review best practices, if available, in other areas addressing similar area(s) of concern. As processes are improved upon, WorkSource Fulton will continue to monitor for improvement.
How do you share this data with staff?	The Center Operations Manager or Project Director will use the data to determine training needs for staff. The Site Supervisor will share and discuss feedback from customers during staff meetings and one-on-one meetings.
How do you incorporate staff ideas and feedback to improve the performance of the one-stop?	The Center Operations Manager or Project Director incorporates staff ideas and feedback to improve the performance of the Adamsville Regional Health Center during staff meetings. Staff are encouraged to provide feedback since they work directly with the customers. As processes are updated based on feedback, the process is monitored for performance and improvement. WorkSource Fulton's leadership team will continue to review the surveys to determine if the process has improved.
How is the staff feedback utilized and incorporated into your practices?	WorkSource Fulton's leadership team incorporates staff ideas and feedback to improve the performance of the Adamsville Regional Health Center during staff meetings. Staff are encouraged to provide feedback since they work directly with the customer. WorkSource Fulton will use Continuous Quality Improvement (CQI) models to develop, test, and implement change that results in improvement. Some of these Continuous Quality Improvement (CQI) are listed below: 1) Flowchart - Picturing the process. 2) To identify the actual flow or sequence of events in a process that any product or service follows. 3) Pareto Chart - Focus on key problems that offer the greatest potential for improvement by showing their relative frequency or size in a descending bar graph. Pareto principle: 20% of the sources cause 80% of any problem. 4) Conducting Effective Meetings: 7-step meeting process
How do you measure the success or failure of staff feedback integration?	WorkSource Fulton's leadership team will let staff know that their ideas have been incorporated during staff meetings. These processes will also be updated in the Standard of Operation Procedure (SOP) manual and Policy Manual if needed.

<p>Share any best practices of the one-stop that contribute to continuous improvement.</p>	<p>One best practice of the One-Stop that contribute to continuous improvement is receiving 360 Degree Feedback on service provided and center processes. 360 Degree Feedback is a system or process in which employees receive confidential, anonymous feedback from the people who work around them, customers, employers, staff of the mandated partners regarding services provided. The feedback forms include questions that are measured on a rating scale and ask raters to provide written comments. The person receiving feedback also fills out a self-rating survey that includes the same survey questions that others received.</p>
<p>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</p>	<p>The North Fulton Career One Stop Center implemented the use of iPad kiosks for digital sign-in for use by all customers visiting the center. Having the data digitally will allow for better storage, access, and analysis.</p> <p>The five metro Atlanta Workforce Development Boards, collectively identified as WorkSource Metro Atlanta are currently working to implement public policy changes and workforce system improvements that would improve their services and outcomes for individuals. One of the objectives is to develop and pilot a single customer-centric process informed by a Human Center Design Process, to align the Workforce Innovation and Opportunity Act eligibility and assessment processes. This work is also in alignment with Federal Regulation 20 CFR § 678.800 (b), How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement? This pilot process is expected to be more convenient and timely for individuals to complete.</p>

LWDA: WorkSource Fulton LWDA 6

One-Stop Location: 7741 Roswell Rd #205, Sandy Springs, GA 30350

One-Stop Reviewer: Atala James, One Stop Operator

Date of Review: 05/18/2020

LWDB Board Chair Signature

Date

Chief Local Elected Official Signature

Date

FORM B: ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION

Please complete to show compliance with applicable accessibility and equal opportunity standards.

ACCESSABILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-stop have policies and procedures to ensure that no individual is excluded from participation or denied the benefits any WIOA Title program on the basis of religion, sex, nation origin, age, disability, or political affiliation or belief, or for beneficiaries, applicants, and participants only, on the basis of citizenship or participation? (29 C.F.R § 38.5)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.
Does the one-stop ensure that no qualified individual with a disability is excluded from participation in, or denied the benefits of a service, program, or activity because the one-stop facility is inaccessible or unusable by individuals with disabilities? (29 C.F.R § 38.13)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.
Does the one-stop comply with the applicable provision of Title II of the ADA in the new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards? (29 C.F.R § 38.13)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.

ACCESSABILITY & EQUAL OPPORTUNITY CERTIFICATION

	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-stop comply with the accessibility obligations under Section 504 of the Rehabilitation Act and the implementing regulations at 29 C.F.R. part 32? (29 C.F.R. § 38.13)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.
Does the one-stop provide programming and activities accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity? (29 C.F.R. § 38.13)	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.
Does the one-stop comply with the obligations outlined in subparts A and B of 29 C.F.R. § 38 which are the implementing regulations of WIOA Section 188?	<input checked="" type="checkbox"/>			Physical access to the comprehensive site was not available currently due to COVID-19 pandemic. However, we affirm that the center meets this standard. Upon reopening, a physical review will be completed prior to December 2020.