

Local WIA Workforce Development Plan  
Updated for PY 2014

Area Contacts

1. Name of Area: Fulton County
2. Name, address, and phone number for Chief Local Elected Official  
  
Mr. John Eaves, PH.D, Commission Chair  
Fulton County Board of Commissioners  
141 Pryor Street  
Suite 10032  
Atlanta, GA 30303  
Office: (404) 612-8206
3. Name of organization administering the grant  
  
Fulton County Housing and Human Services Department  
  
Name, address, and phone number for Local Area Director  
  
Mr. Gerry Easley, Interim Director  
Fulton County Housing and Human Services Department  
137 Peachtree Street, SW  
Suite 300  
Atlanta, Georgia 30303  
Office: (404) 613-7944  
Email Address: ([Gerry.Easley@fultoncountyga.gov](mailto:Gerry.Easley@fultoncountyga.gov))
4. Name, address, and organization of the Workforce Investment Board Chairperson  
  
Ms. Diana Lynch, ESQ.  
Lynch Law Group, P.C.  
505 Pryor Street, SW  
Atlanta, Georgia 30312
5. Name, address, and organization of the Youth Council Chairperson  
  
Ms. Jessica Johnson, Executive Director  
The Scholarship Academy Inc.  
7000 Peachtree Dunwoody Rd., Bldg. 5,  
Atlanta GA, 30328  
770-391-9500 – Office  
[jessica@scholarshipacademy.org](mailto:jessica@scholarshipacademy.org)

6. Name, address, and phone number of the area's One-Stop operator(s). List all the sites the organization manages and indicate with an asterisk sites that are WIA comprehensive service sites.

- \*North Fulton Career Center  
7741 Roswell Road ~ Suite 205  
Sandy Springs, Georgia 30350 (770) 613-4480
- \*South Fulton Career Center  
5710 Stonewall Tell Road ~ Suite 160  
College Park, Georgia 30349 (770) 306-5202
- Youth Employment Services Center  
Oak Hill Child, Family and Adolescent Center  
2805 Metropolitan Parkway  
Atlanta, GA 30315 (404) 612-9084
- Neighborhood Union Health Center  
186 Sunset Avenue NW  
Atlanta, GA 30314 (404) 612-9339
- Central Resource Center  
Atlanta-Fulton Public Library  
1 Margaret Mitchell Sq. Ste. 400  
Atlanta, GA 30303 (404) 730-7931
- Adamsville Regional Health Center  
3700 Martin Luther King Jr. Dr. SW  
Atlanta, GA 30331 (404) 613-6381

7. Web site address for the area (if any)

[www.fultoncountygga.gov/wia-home](http://www.fultoncountygga.gov/wia-home) and [www.fultonhumanservices.org](http://www.fultonhumanservices.org)

8. Name and phone number of the individual(s) with primary responsibility for plan development.

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Local WIA Workforce Development Plan Guidance,  
Updated for PY 2014

I. Vision and Goals

Provide the vision for the area's workforce development system and list the goals that have been established to achieve the vision. Review and incorporate the priorities from ETA's National Strategic Directions (TEGL 13-06) to address local vision and goals, as appropriate.

The vision for the Fulton County Workforce Preparation and Employment System (FCWPES) is to assist Fulton County residents and metropolitan Atlanta area employers in developing and sustaining a world-class workforce that realizes viable incomes and benefits, thus strengthening their families and neighborhoods.

This will be achieved through the following goals:

- To enable individuals to achieve their highest potential.
- To ensure employers have the skilled workers they need to compete effectively in the global economy.
- To capitalize on the untapped potential of the unemployed, underemployed workers, discouraged workers, youth and other job seekers with special needs.
- To create an enterprise that eliminates fragmentation among the public sector and utilizes private sector leadership.

Guiding Principles

- Customers include individuals, employers and all community partners seeking workforce information and/or services.
- The System provides services and information to all customers based on their informed choice and need.
- The System includes many service access points and methods, with services tailored to meet the needs of individual communities.
- The customer defines service quality; customer feedback is obtained and used.
- Staff provides quality services in a timely and positive manner.
- Policy, operations and procedures support flexibility in local design of service delivery, use of staff and use of facilities, while adhering to applicable laws and regulations.
- The System offers specialized services beyond those paid for with public funds.
- Services are marketed through the use of a standard identity (logo) and marketing plan for the System.

- Creative programs are continuously developed and implemented to serve the changing needs of employers and the business community.
- Services are accessible and affordable.
- Comprehensive programs are continuously created, including early intervention and mentoring, to serve the needs of special populations, e.g. youth, females.

## II. Local Governance

1. Describe how the local workforce development system will be governed to ensure that it is comprehensive, integrated, effective, responsive, and customer-focused. Examples of items you may wish to describe include the local board committee structure and the board's oversight activities. Describe how GDOL career centers and other WIA partners have worked together to promote service integration.

The Fulton County Workforce Preparation and Employment System is governed by a twenty-eight (28) member Board of Directors and is comprised of representatives from the WIA mandated partners, business community and other relevant organizations. The System's infrastructure includes several Board Task Forces that work with the Fulton County Housing and Human Services Department Office of Workforce Development staff to develop plans, policies and procedures for different components of the System. Each Task Force is chaired by a Board member and is comprised of Board members, with special emphasis on representation from the business community, officers of the Board and required partners. A representative from one of the required partners serves on the Quality Assurance Task Force and Youth Council, which has responsibility for ensuring service integration. All Task Force documents that are developed must go to the Board of Directors or the Executive Committee for review and approval.

Specific Task Force descriptions are as follows:

- A. QUALITY ASSURANCE TASK FORCE – Responsible for preparing and updating the Board's Comprehensive Long Range Plan; reviewing the needs of the local labor market; developing strategic plans; reviewing program performance; establishing and benchmarking performance measures for the system; reviewing on-site program contractor monitoring reports; assisting with the review and recommendations on Memorandums of Understanding and Request for Proposals; reviewing the Board's financial reports monthly. Responsible for developing and updating "Individual Training Account" (ITA) policies and procedures; developing and updating ITA voucher system; and developing and updating training provider certification and monitoring where appropriate.
- B. BOARD DEVELOPMENT and BOARD VISIBILITY AND INFLUENCE TASK FORCE – Responsible for training and involving current members; identifying, recommending, recruiting and orienting new members; planning and recommending officer succession; defining and refining Task Forces and Task Force membership; refining Bylaws for Board approval. Responsible for developing a comprehensive approach to meet the needs of employers within the market area, developing a comprehensive approach to meet the needs of the employers and employees within the Fulton County service area through business alliances, community awareness, and

outreach, identifying key stakeholders and developing partnerships to foster long-term business alliances across industry lines.

- C. AD HOC TASK FORCE – The Chairperson may appoint or authorize the appointment of such other Task Forces as may be deemed necessary and appropriate to carry out the purpose of the operation.
  - D. YOUTH COUNCIL – Responsible for planning and raising visibility of youth activities and services for youth; recommending providers of youth services and activities; developing portions of the local plan related to youth; sharing information about youth initiatives underway in the region; identifying issues and challenges relating to youth programs and activities; and developing and monitoring implementation of strategies for youth as defined in the Comprehensive Long Range Plan. The Youth Council members that are not elected Board members are non-voting members of the Board.
  - E. EXECUTIVE COMMITTEE – Between meetings of the Board of Directors, the business and affairs of the Fulton County Workforce Preparation and Employment System may be directed by the Executive Committee, which is composed of the officers and such directors and chairs of such Task Forces as agreed upon by a majority vote of the Directors then in office. This committee will be responsible for developing planning process, assisting with performance measures, and initiating financial oversight in advance for full board review.
2. Describe how the local area's staffing is organized with regard to local Workforce Investment Board support and WIA administrative functions. Provide the titles and major activities/roles of the area's key staff.

The Director of the Fulton County Housing and Human Services Department, who acts on behalf of the chief local elected official, has administrative and financial authority over the Fulton County Workforce Preparation and Employment System. The Fulton County Housing and Human Services Department Office of Workforce Development provides staff to assist with planning and implementation and to oversee and administer the day-to-day operations of the Fulton County Workforce Preparation and Employment System. The management and operation of the One Stop Career Centers is carried out by the Fulton County Housing and Human Services Department which is the lead partner for the Comprehensive One Stop Career Centers. Managerial staff provides support to the Board of Directors and Board Task Forces.

The FCWPES key staff members are the Program Manager, WIA Coordinator, Provider Relations Coordinator, Employer Development Specialist, Youth Coordinator, and WIA Board Clerk /Equal Opportunity Officer.

- The Fulton County Office of Workforce Development Program Manager provides leadership and direction for operation of the System, and interfaces with key external entities for purposes of collaboration and service coordination. This individual also consults with the System's Board and Task Force leadership.
- The Fulton County Office of Workforce Development Program Manager and WIA Coordinator facilitate the activities of the FCWPES Board and ensure the efficient and effective operation of the One Stop Career Centers.
- The Fulton County Office of Workforce Development Program Manager and WIA Board

Clerk /Equal Opportunity Officer staff the Board Development Task Force; assist with training and involving board members in WIB activities; assist in identifying, recommending, recruiting, and orienting new members; ensure that we are compliant with our mandated partners.

- The Fulton County Office of Workforce Development Program Manager and WIA Board Clerk/ Equal Opportunity Officer staff WIA Board Meetings and Executive Committee and provide all administrative support to the WIA Board.
  - The Fulton County Office of Workforce Development Program Manager and Provider Relations Coordinator assist in facilitating the maintenance and coordination of the FCWPES Provider Network, staff the Quality Assurance Task Force, and facilitate the disposition of FCWPES generated training requests.
  - The Fulton County Office of Workforce Development Program Manager and Business Consultant staff the Board Visibility and Influence Task Force and monitor the operation of the FCWPES website.
  - The Youth Coordinator staffs the FCWPES Youth Council and facilitates the development and provision of services to youth customers.
3. Describe the connection and cross-membership between the Youth Council and the local Workforce Investment Board. List the responsibilities the local Board has vested in the Youth Council.

The chairman of the Youth Council is a member of the Board. In addition to the chairman, other Board members serve on the Youth Council.

The FCWPES Board of Directors vests the following responsibilities in the Youth Council:

- To identify issues and challenges relating to youth employment.
  - To formulate recommendations to remove identified barriers and challenges to youth employment.
  - To plan, promote and facilitate access to a network of employment related services for youth and youth service providers.
4. Describe any linkages the area has established with other local boards in the region (workforce boards and related boards).

The FCWPES Board of Directors has sponsored and participated in board training for metro Atlanta area boards. The FCWPES Board of Directors Chairperson serves on the Georgia Workforce Leadership Association. Additionally, members of the FCWPES Board of Directors actively participate in the activities of local Chambers of Commerce.

### III. Plan Development and Implementation

Describe the process used by the area staff and board to update this strategic plan. Describe your strategic planning efforts and explain how the WIA Plan update incorporates the results of these efforts.

Incorporate in the discussion local efforts for building a demand driven workforce within a regional economic system from ETA's National Strategic Directions (TEGL 13-06).

FCWPES' approach to strategic planning has been and continues to be multi-faceted and includes the following:

- FCWPES conducts an annual customer, employer, and partner satisfaction survey to understand how to better serve the citizens of Fulton County. Responses are received and discussed during Board of Directors meetings, Task Forces meetings and management staff meetings.
- FCWPES Staff members met to discuss new ideas and strategies for the 2014-2016 plans. These strategies were provided to the Quality Assurance Task Force for their feedback, review and development of the draft plan.
- Customer comment cards are placed in the One Stop Career Centers and customers are encouraged to complete the cards and place them in a secured collection box. Management Information Systems (MIS) collects, analyzes, and tabulates the responses for reporting purposes on a quarterly basis. These reports are provided to appropriate FCWPES Board Task Forces and staff leadership for planning purposes. In order to provide more immediate response to customer input, a computerized customer survey tool has been implemented which allows faster compilation of and response to customer feedback.
- FCWPES staff interfaces with members of the Board through the Task Force structure and with One Stop Career Center partners on an ongoing basis to discuss and to help identify gaps in services and barrier resolution.
- FCWPES staff and Board members consult and participate in Employer Forums with area Chambers of Commerce Presidents, and Metro Atlanta Area businesses; attend several conferences and trainings to obtain information about current labor market information and local workforce development trends.

The information from the activities above was submitted to the Quality Assurance Task Force for review and development of the draft plan. The draft plan was submitted to the Board of Directors for approval.

#### IV. Needs Assessment

Using the CD containing the most recent labor market information for your area and the results of your strategic planning activities, please describe the demand (current and projected employment and skill needs of businesses) and supply (availability of skilled workers) aspects of your local labor market. List data sources used in your analysis. Review the ETA National Strategic Directions (TEGL 13-06) and then incorporate it as appropriate.

NOTE: DT3: Customized LMI Planning Data for Local WIA Areas CDs, developed by GDOL Workforce Information and Analysis, were distributed during the last planning cycle.

The Fulton County Workforce Preparation and Employment System (FCWPES) provides services to jobseekers and employers alike including those that live, work or have business locations within Fulton County. As such, specific reference will be made to and information and data provided on the "Fulton Area" which includes Area 3 and Area 6.

The 2009 population of Fulton County was estimated to be 1,033,756 – a 26.5% percent increase within the last ten years. Many anxious forecasters predict the rate of increase will continue into the future as more individuals move to the county following those companies that are high growth industries. They are being termed “Industries of the Mind” companies – those that are heavily dependent on intellectual capital. (Source: Metro Atlanta Chamber of Commerce, March 2005).

According to the U.S. Department of Labor, Bureau of Labor Statistics the unemployment rate for the Fulton area year ending December 2010 was 10.2% - an increase of 4% from 2008. This rate represents an average for all local principalities; however, rates have been as high as 13.4% in some areas in the county and as low as 8.0 percent in others during the same reporting period.

Additionally, unemployment rates for minority populations (African Americans, Hispanics, etc.) were 3 – 4 points higher during each quarterly reporting period. Variables that have affected and will continue to affect these trends include access, education, training and demographics.

Demographic information yields that 50.9% of the county is White, 38.3% is Black and African American, 6% is Hispanic and the remaining 4.8% is comprised of Asian, Hawaiian, Indian America and other (undefined). Whites make up 50.9% of the civilian labor force (no breakout data available for non-White groups).

For all the demand and growth occupations: 1) minorities hold the highest percentage of employed workers in the areas of administrative support workers, construction, maintenance, machine trade and repair, production, material movers, laborers, protective service and service workers; 2) the highest percentage of jobs related to management, business, finance, science, engineering, information technology were held by whites; and 3) unemployment data for the period 1995 – 2000 yielded that 72% were minorities and 62.8% of this number were males. (Source: US Census Bureau, Census 2000 EEO Special Tabulations)

Over the past three years, media reports of mass layoffs and closings (at least 7,500 lost jobs) have been tempered with announcements of new business and business expansions (more than 6,000 new jobs) in Fulton County.

Initial unemployment claims in Fulton County have followed statewide trends. In comparing initial claims to the same time period in the previous year, claims were down 22.22. The second trend was, like the rest of the state, most Fulton County claims come from administrative service, accommodation and food service and retail. Lastly, the average duration for claims in Fulton County was 18.5 weeks.

The latest analysis in “Forecast of Georgia and Atlanta by the Economic Forecasting Center” at Georgia State University predicts the state will go from a loss of 5,600 jobs in 2010 to a gain of nearly 50,000 in 2011 and approximately 80,000 in 2012 and 2013. While health care remains one of the state's strong suits, particularly in the Atlanta area, manufacturing will prosper because of "a weak dollar that helps exports (which grew 22.3 percent in 2010), the presence of a port and a shift of industrial production to transportation, as exemplified by the KIA plant in West Point."

In calendar year 2011 (January to December), the state will gain 47,700 jobs, of which 11,900 jobs will be premium jobs. The recovery will be better for 2012, when Georgia's economy will add 77,600 jobs (18,500 premium jobs). Recovery will be stronger in 2013 with 83,100 jobs (19,300

premium jobs). The new numbers, however, remain modest by historic standards set in the "go-go '90s".

Georgia's unemployment rate will decline from 10.1% in 2010 to 9.6% in 2011. In 2012, unemployment will decrease again to 9.2%. In 2013, it will drop further to 8.6%. For calendar year 2011, Atlanta will increase payrolls by 37,800 jobs (including 10,800 premium jobs). In 2012, the forecast is for a 51,800 job gains (including 13,300 premium jobs). Atlanta's employment base will grow further in 2013 with an increase of 56,100 jobs (13,800 premium jobs).

Atlanta's Housing Permits will grow by 32.7% in 2011, with both single and multifamily permits posting significant increases. Permit activity will increase again by 36.6% in 2012 and by 40.5% in 2013. However, permit activity that reaches 18,800 in 2013 will be equivalent to 2008 levels.

Beginning in 2009, as a part of a county-wide initiative, the FCWPES has been involved in the Fulton County Gender Equity Initiative to ensure equality in serving both males and females. Historically, research showed some disparities in serving both genders equally (i.e., there were significantly more females enrolled in services than were males).

Through numerous activities, surveys, forums (Teen Dad, Youth Leadership Academy, Priceless University), and program evaluations from parents, youth, and community leaders, serving the needs of youth over the next few years is going to be a challenge. Specific strategies for serving youth will vary between North and South Fulton. Programming strategies will need to address more low-level basic literacy skills in South Fulton, while the demand for leadership and mentoring skills will be higher in North Fulton. Teenage pregnancy, combative behavior and bullying and substance abuse are on the rise throughout the county.

Through FCWPES assessments, the following is revealed:

- Where it is indicated that there will be net gains in certain occupations (e.g. low paying service jobs) the labor force is already in place, based on forecast data, to fill these jobs – having little to no impact on the unemployment situation.
- According to the GDOL, the occupations projected to have the most growth in the Fulton area are:
  - Managers (general operators, analysts, information system);
  - Computer-related (computer software and network systems engineers);
  - Education (primary, secondary and instructional coordinators);
  - Medicine and health (pharmacist and pharmacy technicians, LPNs, RNs, respiratory therapists, medical technicians, radiology technicians, nursing aides and medical assistants);
  - Service related (security guards, patrol officers, food preparers and servers, house/building/ground keepers, childcare workers);
  - Clerical and sales (retail salespersons, real estate agents, cashiers and sales representatives);
  - Administrative specialization (customer service representatives, receptionists and clerks);
  - Machine trades (maintenance and repair);
  - Material movers (drivers and package handlers)

(Source: GDOL Information and Analysis "Data Tools", 2009).

\*Note: The demand occupations projected in the GDOL Information and Analysis “Data Tools”, 2009, may or may not be reflected on the FCWPES Demand Occupation List dependent upon when the list is reviewed. The FCWPES Demand Occupation List is reviewed quarterly and updated as necessary to reflect market conditions.

- An increased need for more information technology and telecommunications manpower in North Fulton area and a high demand for healthcare professionals and material movers in Central and South areas
- Increased demand for bioscience workers in the areas of pharmaceuticals, biotechnology, and chemicals
- The need for more customized and on-the-job training, remediation especially for youth customers
- The need for additional and in-depth life skills training for youth and adult customers
- The need for increased localized employment recruitment events hereafter referred to as “onsite recruitments” for targeted customer populations and employer driven vacancies
- The need to develop strategies to recruit and serve more males

#### V. Workforce Delivery System

1. Using the matrix in Attachment A, outline the structure of the area's One-Stop system, identifying partners at each comprehensive site and the major services provided at those locations. Provide the same basic information about additional workforce service locations in the local area, i.e., locations that are not considered comprehensive One-Stops. Describe enhanced integration through the One-Stop system to improve service delivery and increase efficiency as discussed in ETA’s National Strategic Directions (TEGL 13-06) as appropriate.

(See Attachment A - One Stop Matrix Area Sites and Services)

2. Describe methods of coordinating with partners and services not available at the comprehensive sites, including the HOPE NOW Alliance to maximize homeownership and prevent unnecessary foreclosures, am public libraries aimed at improving the quality and quantity of employment and training services for job seekers. (TEN 30-09, TEN 50-09)

The FCWPES has formal reciprocal referral agreements with the Fulton County Department of Family and Children Services, Department of Labor, Housing Authority Development of Fulton County, Fulton County Community Action Authority, AARP, Job Corp, Vocational Rehabilitation Services, and Technical College System of Georgia. Additionally, the FCWPES is contained within the Office of Workforce Development Division of the Fulton County Housing and Human Services Department. As such, the services of the other divisions of the Fulton County Housing and Human Services Department provide a wide array of and access to services for our customers.

(See Attachment F - Human Services Grantees)

The FCWPES, in cooperation with GDOL, co-sponsors numerous onsite recruitment events, employer information sessions as well as transitional expositions throughout the year that provide a variety of information and services to the citizens of Fulton County. Workshops on a variety of employment readiness topics are made available to attendees of all ages.

The FCWPES partners with the Office of Emergency & Transitional Housing to address concerns of the housing market. The Housing & Relocation Assistance Program (HPRP) was designed to assist Fulton county residences that were faced with foreclosure. The program pays for financial assistance towards housing for up to two (2) years.

The FCWPES partners with Georgia Fresh Start program, led by the Department of Human Services (DHS) and United Way of Metropolitan Atlanta. This statewide initiative provided up to \$3,000 of one-time crisis financial assistance for past due housing and utility bills. The average Fresh Start assistance payment was \$1,300 and the top three needs were rent, mortgage and electricity.

3. If your comprehensive sites are not GDOL career centers, describe how services at the area's site(s) and GDOL services are integrated to provide seamless customer service.

GDOL is a partner in one FCWPES One Stop Career Center and provides core services to our customers. FCWPES provides a staff liaison to our designated GDOL career center. This staff liaison facilitates bi-weekly WIA orientation sessions to potential FCWPES customers at the North Metro GDOL Career Center. This process ensures service integration and seamless customer service. In addition, FCWPES staff collaborates with the GOWD Rapid Response Unit to facilitate WIA Informational Sessions for dislocated workers and/or workers who have been served with notice of separation.

The FCWPES has recently sought to engage in a more focused collaborative partnership approach to integrating veteran services. FCWPES staff will provide veteran orientation sessions at the Georgia Department of Labor North Metro Career Center in an effort to increase WIA awareness and services to the men, women, and families previously engaged in serving in the armed forces. A seamless approach will be used to integrate services for our homeless veteran population through the Fulton County Housing and Human Services Emergency and Transitional Housing Division. For example Services with job placement assistance, training, and substance abuse will available to our veterans in a more holistic and seamless approach.

4. Summarize the functions performed by the area's One-Stop operator(s).

As the lead partner, the Fulton County Housing and Human Services Department serves in a management, operating and coordinating role at the One Stop.

The lead partner is responsible for the following:

- Management and operation of the One-Stop Career Center
- Development and implementation of a business plan
- Marketing
- Application intake and customer screening
- Eligibility determination
- Training referrals
- Career advisement

- Assessment of support services needs
- Job search assistance
- Job placement services
- Quality assurance and customer satisfaction
- Follow-up and monitoring
- Attendance verification
- Performance measure negotiation and management

Other Consortium partners who are physically located at the Comprehensive One Stop Career Center perform the following functions:

1. Georgia Department of Labor – Provides WIA Title I and Wagner-Peyser Services, Trade Adjustment Assistance, Veterans Services, Unemployment Insurance Claims Information, and staff manpower to oversee the Customer Resource Room.
2. USDOL/Job Corps – Provides programs authorized under WIA Title I, i.e., Job Corps and Youth Opportunity Grants, as well as, intake services for all youth customers.
3. Department of Family and Children Services – Provides in kind space and TANF/Food Stamp employment and training services.
4. Georgia Vocational Rehabilitation Agency (GVRA) – Provides WIA Title IV Services.

Customers seeking core, intensive or training services may be referred to the One Stop Career Center, a satellite career center or partner site. If a customer seeks services at the One Stop Career Center, services are made available to him or her without referral to another location (based on availability of services). Partners, not physically located at the One Stop Career Center, are not required to route all of their customers through the One Stop Center. Customers may receive referrals to other appropriate services and programs on a sequential or concurrent basis. Partners participating in the Fulton County Workforce Preparation and Employment System (FCWPES) agree to refer customers between agencies and programs in a manner that: 1) maximizes customers' easy access to services; and 2) minimizes inconvenience to the customer. All partners participating in the FCWPES agree to maintain the confidentiality of all personal information submitted by the System's customers. No information shall be released to any party, other than as authorized by a signed "Customer Release Form", without the expressed written consent of the customer.

5. Indicate which partners are providing core and intensive services for adults and dislocated workers in your area.
  - A. Core services are provided to adults and dislocated workers by:
    - i. Georgia Department of Labor
    - ii. Vocational Rehabilitation Program
    - iii. Senior Employment Program
    - iv. Fulton County Department of Family and Children Services
    - v. Technical College System of Georgia
    - vi. FCWPES.
  - B. Intensive services are provided to adults and dislocated workers by:
    - i. Georgia Department of Labor

- ii. Vocational Rehabilitation Program
  - iii. Senior Employment Program
  - iv. Fulton County Department of Family and Children Services
  - v. Technical College System of Georgia
  - vi. FCWPES.
6. Provide a current sample Memorandum of Understanding/Resource Sharing Agreement from one of your comprehensive One-Stops as Attachment B. Signatures are not required for submittal, but current agreements with signatures must be available for review upon request and during annual onsite program reviews.
- See Attachment B for a sample copy of a current Memorandum of Understanding and Resource Sharing Agreement.
  - Mayors within Fulton County will be contacted and the FCWPES Local Chief Elected Official Agreements will be signed by the time of GDOL visit.
7. List the board-established policies regarding:
- a. Priority of service for adult intensive and training services, where adult funds are determined to be limited (WIA), and priority of service for recipients of public assistance and other low-income individuals in accordance with the rules and regulations of the funds being used. (Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08) (WIA)

Priority will be given to Veterans upon entry into the Fulton County Workforce Preparation Employment System. They will be flagged at point of intake. Veterans will be requested to bring a copy of their DD Form 214 to the orientation. Following the orientation, eligible Veterans will be brought together and provided information on eligible veteran services. They will be given priority of service based on fund availability over other customers in their respective category of service i.e. adults or dislocated workers.

- a. Priority of service for intensive and training services, where adult funds are determined to be limited, will be given to Veterans. Veterans are identified by a specific color intake form for easy recognition of status. Career Center Staff will identify customers targeted for priority of service and identify them to the Supervisor or designee to ensure that customers receive timely service and communication.

Where funds are determined to be limited, priority will be given to adults who meet the minimum eligibility requirements, but have one or more characteristics that indicate they are low income or public assistance recipients. These scenarios may include but are not limited to:

- i. Individuals who reside in Fulton County outside of City of Atlanta
- ii. Individuals who have a personal or family income below 100% of the poverty level (Lower Living Standard Income Level )
- iii. Individuals who are employed, but in a job earning less than the living wage and/or no medical benefits
- iv. Food Stamp or TANF recipients (current or in last six months)
- v. Supplemental Social Security recipients

vi. Individuals who are considered Homeless (as defined by HUD)

(See Attachment G – Priority of Service Policy)

b. Service to individuals who do not reside in the area

FCWPES policy is to provide core services to all individuals through the One-Stop Career Centers.

Priorities for training services are provided based on the following conditions:

- Meets Priority of Service Policy and Procedures Requirements (See Attachment G)
- Meets Training Services Policy and Procedures Requirements (See Attachment G)

NOTE: A customer can be served in Intensive Services (case management, training accounts, and supportive services) one time within any 3-year period. The 3-year period begins the date that the customer completes ITA/PVIT training.

c. Target groups served in the area

- Low income
- TANF recipients
- Persons with disabilities
- Older workers
- Dislocated Workers
- Out of School Youth

Note: Veterans in each category will be given priority

Through our partnership with GDOL North Metro Career Center formal referrals are made to the FCWPES to provide seamless services to veterans. In addition, the GDOL North Metro Career Center houses the Disabled Veterans Outreach Program (DVOP). These representatives develop jobs and research training leading to maximum career opportunities for veterans with particular focus on the special needs of the disabled. They also arrange vocational guidance, vocational counseling and case management services in response to changes in vocations and vocational adjustment to the total civilian labor market.

Priority will be given to Veterans upon entry into the Fulton County Workforce Preparation Employment System. They will be flagged at point of intake. Veterans will be requested to bring a copy of their DD Form 214 to the orientation. Following the orientation, eligible Veterans will be brought together and provided information on eligible veteran services.

d. Supportive service policies, including needs-related payments, for adults, dislocated workers and youth,

The FCWPES offers a variety of supportive services including childcare subsidies, assistance with transportation, assistance with utility payments, clothing, and housing payments as long as funds are available. These services are made available to adults,

dislocated workers and youth to enable their participation in authorized activities under WIA.

A customer can be served in Intensive Services (case management, training accounts, and supportive services) one time within any 3-year period. The 3-year period begins the date that the customer completes ITA/PVIT training. A customer can receive Core Services as often as requested. Case-by-case consideration will be given to those customers that become employed following training, are subsequently dislocated, and their occupation or training field is no longer noted on the Demand Occupation List.

(See Attachment H.2 – Supportive Services Policy)

e. Demand occupations (please list)

The information below is a classification of these demand occupations by industry. Please see attachment I for a listing of specific job titles within these occupational industries, as well as, policies that surround some of these job titles.

- Administrative Specialization
- Clerical & Sales Occupations
- Educational Services
- Green Technology
- Information Technology/Engineering
- Machine Trade
- Management Occupations
- Transportation
- Medicine and Health Occupations
- Service Related Occupations
- Structural Work

(See Attachment J – Demand Occupation List)

\*Note: The FCWPES Demand Occupation List is reviewed quarterly and updated as necessary to reflect market conditions.

8. Describe the local Individual Training Account (ITA) system, including:

a. Public notification to prospective providers

The FCWPES has contracted with the Atlanta Regional Commission to manage the “Individual Training Account System” which includes the solicitation of prospective Providers.

(See attachment K – Atlanta Regional Commission Contract)

b. How the board evaluates providers and proposed training programs for initial eligibility, based on (at a minimum) criteria of proven effectiveness, local employer/industry demand, accreditation, and customer accessibility

The FCWPES has contracted with the Atlanta Regional Commission to manage its “Individual Training Account System” which includes the initial review and evaluation of providers and proposed training programs (Please see attachment J to review entire contract).

The FCWPES participates in a Regional ITA Committee that is responsible for the approval of all responsive provider applications for recommendation. If responsive, staff may conduct employer reference checks, program graduate reference checks, and a training observation to ensure that customers receive quality services. Due to the extensive application review, program evaluation, and committee meetings schedule, responses to submitted applications may vary. Regional ITA Committee recommended providers will be forwarded to the Georgia Department of Labor for review, acceptance and inclusion on the State Approved Eligible Providers List. If the application is accepted by the Georgia Department of Labor, a completed provider agreement may be processed and submitted to the provider for signature. Each individual LWIB is responsible for local provider policies, processes and agreements. Depending on local WIB policy, new providers may be limited to no more than ten referrals until satisfactory performance outcomes are obtained.

The FCWPES Quality Assurance Task Force receives the recommendations from the Regional ITA Committee and will further assess provider performance, program cost, and entry criteria to make recommendations to the FCWPES Board for approval. After approval, a provider agreement is executed that details the FCWPES policies and procedures related to performance, invoicing, monitoring, etc.

This practice provides a two-step quality assurance process in an effort to maintain quality and a focus on results for customers.

- c. Formal appeals process for aggrieved ITA customers and providers of unapproved training programs

Participants who would like to appeal the decision of the Site Supervisor may obtain a Grievance Form from the Career Center.  
(See Attachment K – Grievance Form)

The appeal shall be addressed as follows:

Customers contact:

Michelle Vialet, WIA Coordinator  
Fulton County Office of Workforce Development  
5710 Stonewall Tell Road  
Suite 160  
Atlanta, Georgia 30349  
Telephone: (770) 306-5202  
Fax: (770) 306-5523  
Email: [michelle.vialet@fultoncountyga.gov](mailto:michelle.vialet@fultoncountyga.gov)

Providers contact:

Judy Nevilles-Cox, Provider Relations Coordinator  
Fulton County Office of Workforce Development

5710 Stonewall Tell Road  
Suite 160  
Atlanta, Georgia 30349  
Telephone: (770) 306-5202  
Fax: (770) 306-5523  
Email: [Judy.Nevilles-Cox@fultoncountyga.gov](mailto:Judy.Nevilles-Cox@fultoncountyga.gov)

The FCWPES has contracted with the Atlanta Regional Commission to manage its Individual Training Account System which includes a formal process for providers to appeal unapproved training programs. (Please see attachment K to review entire contract).

- d. Ongoing process used to update the data on the eligible provider list (exclusive of the state-conducted annual subsequent eligibility process)

The FCWPES has contracted with the Atlanta Regional Commission to manage its "Individual Training Account System" which includes updating information on Providers included on the eligible provider listing.

(See attachment K – Atlanta Regional Commission Contract)

The FCWPES contract with ARC stipulates that they will add and remove programs from the EPL and make needed changes on a quarterly basis. New programs/providers and changes are all monitored by ARC. Providers may be removed from the state listing under the following conditions:

- If inaccurate information regarding a program is intentionally supplied to the local WIB of state, a termination of eligibility will occur and will remain in effect for one year.
- If the local WIB or state determines that an eligible provider has substantially violated any requirements of the Act, the providers must begin correction as appropriate.
- Failure to reapply under subsequent eligibility procedures
- Failure to meet minimum established local and state performance levels

- e. Any regional policies or agreements for ITAs or training providers

The FCWPES has contracted with the Atlanta Regional Commission to manage its "Individual Training Account System" which includes a formal process for providers to appeal unapproved training programs.

(See attachment K – Atlanta Regional Commission Contract)

In addition, the FCWPES has an Individual Training Account (ITA) Training Provider Agreement that is executed with all providers approved by the Board and interested in doing business with Fulton County Workforce. The agreement is reviewed and discussed at ITA Provider Information Sessions conducted twice a year. A sample copy of the agreement is attached.

(See attachment I – ITA Training Provider Agreement)

- f. Access of customers to the eligible provider list and process for determining which customers receive ITAs

Access to the eligible provider list is provided in each of the FCWPES Career Centers for customer review. Customers interested in training are provided a copy of the eligible training providers list as part of the Intensive Service process. The list is updated and verified by staff on a monthly basis based on labor market information. The Quality Assurance Task Force reviews the information on a quarterly basis and changes are submitted to the FCWPES Board for review and approval. Additionally, Eligible Provider information is posted on the Fulton County web page.

The following policies govern determination for which customers receive ITAs:

- Requests for funds for low-tier training/certification will not be approved unless formal documentation from an employer is provided indicating an offer of employment if certification is obtained.
- Requests for funds for a pre-requisite class(s) will not be approved
- Only programs that have been approved by GOWD will be considered for ITAs
- Prior to consideration for submission of a customers' request for approval of funds for advanced certification training, e.g., Black Belt, formal documentation from an employer must be provided indicating an offer of employment if certification is obtained.

FCWPES reserves the right to make exceptions to the above stated policies in instances where the customer can provide bona fide documentation showing that a skill upgrade or certification will result in employment for a specific position and can be obtained from an approved FCWPES provider.

FCWPES customers that are in compliance with their Individual Service Plans and have not been able to find employment through Core and Intensive Services are eligible to apply for an ITA. The Career Advisor works closely with the customer to determine their career interest, aptitude, level of commitment, skill and experience necessary to be successful in the desired training. Any training request is reviewed by the Site Supervisor for completeness, provider eligibility and compliance with FCWPES policies. The training agreement is authorized and the Career Advisor is notified. The agreement is submitted to the provider and the customer begins training after the customer agreement is completed.

Note: A customer can be served in Intensive Services (case management, training accounts, and supportive services) one time within any 3-year period. The 3-year period begins the date that the customer completes ITA/PVIT training. A customer can receive Core Services as often as requested. Case-by-case consideration will be given to those customers that become employed following training, are subsequently dislocated and their occupation or training field is no longer noted on the Demand Occupation List.

- g. Process to track and manage all ITA activity

The training request is submitted to the WIA Coordinator for administrative processing. The application is reviewed for completion, provider eligibility and compliance with FCWPES

policies. The training agreement is authorized and the Career Advisor is notified. The agreement is submitted to the provider and the customer begins training.

Invoice payment procedure:

- Invoices are received/forwarded to Fiscal Officer
- Finance submits invoice information to Career Center Supervisor for verification
- Supervisor verifies/denies invoice information
- Fiscal Officer prepares verified invoices for payment and processes
- Denied invoices are returned to the provider with an explanation as to why invoice is being returned

The Provider Relations Coordinator maintains and updates a monthly Historical Report which includes:

- Customer Name
- Career Advisor
- Status (Adult, Dislocated, Youth)
- Training Provider
- Type of Training
- Length of Training
- Training status (Enrolled, Pending)
- Credential
- Employed
- Job Search
- Did Not Complete
- Successful/Unsuccessful Case Closing
- De-Obligation of Funds

Listing is updated and verified on a monthly basis and reviewed by the Quality Assurance Task Force bi-monthly.

(See Attachment M – ITA Historical Report)

The Fiscal Officer maintains a similar listing that includes:

- Customers name
- Social Security Number
- Zip Code
- Vendor
- Training Costs
- Total Paid
- Total Remaining
- Status (Adult, Dislocated, Youth)
- Training Start Date
- Training End Date
- Payments (Start-up, Completion, Placement)
- Payment Voucher Number

- h. Board policy on use of statewide eligible provider list (including financial and duration limits, demand occupations, out-of-area training, service to out-of-area customers, restrictions on use of statewide list, etc.)

The Board's policies are consistent with the State's policies on maximum duration and financial limits for training. If the cost of training exceeds financial limitation guidelines, Career Advisors will assist in developing a plan that outlines methods to identify potential funding sources. Trainees are not required to apply for or access student loans, or incur personal debt as a condition of program participation.

The Board maintains a listing of demand occupations based on the demand and supply data relevant to its work area. For training not identified as a demand occupation in the local area, documentation from at least three employers must be submitted by the customer or provider that substantiates the need or the opportunity for this particular occupation.

The Board's policy dictates that all customers who are deemed eligible are permitted to attend training that is within a reasonable commute to the FCWPES area, which 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 FCWPES service area may be approved on a case-by-case basis. All approved training must be located within the contiguous United States. An individual who has been determined eligible for WIA training services may select a provider from the State approved listing after consultation with a FCWPES Career Advisor.

The Quality Assurance Task Force will be recommending a policy to the FCWPES Board at its May, 2005 meeting which is as follows: "An ITA will be established for the actual cost of training approved for any customer. No additional training funds beyond the approved ITA will be allocated for any customer."

- 9. Describe local training policies that ensure that other funds (e.g., Pell, HOPE Grant or Scholarship, TANF, etc.) are considered in addition to WIA funds, consistent with TEN 11-09. What impact do you anticipate recent HOPE changes will have on the local system? Describe any coordinated efforts regarding training across areas within the region.

The FCWPES Workforce Investment Board has established the following policy:

All applicants must apply for other funds or grants such as HOPE, Pell, TANF if eligible. WIA funds for training will be made available to participants for training only after it has been determined that he/she is not eligible for other financial aid. The participant file must provide documentation that the participant is not eligible for another fund source, either using the notice from financial aid, or the participant's self attestation.

The FCWEPS is the only Service Delivery Area (SDA) out of the 20 SDAs that provides supportive services. Supportive services can be utilized to assist participants with their training needs. The FCWPES will consider on an individual basis where the funding for training should be allocated to the cost of tuition only. On a case by case basis determination for supportive services for books, tools, etc. will be reviewed by the WIA Coordinator and Program Manager for approval. The FCWEPS seeks to ensure barriers to training for a successful completion of

certificate or degree attainment are identified and removed, particularly if the barrier is related to support for specific training material requirements.

10. Discuss the role of faith- and community-based providers within the local system. Discuss board policies regarding training contracts with community-based organizations or other training providers with proven expertise in serving special populations with multiple barriers to employment. If the board has established any such contracts, list which populations are served through these contracts and list the criteria by which the area determines the proven effectiveness of such programs. See ETA's National Strategic Directions (TEGL 13-06) encouraging effective utilization of faith-based and community based organizations and incorporate as appropriate.

The FCWPES has collaborative relationships with all community-based organizations that provide services that are appropriate and beneficial to the County's youth, dislocated, and adult customers.

- Fulton County's Human Services Grants Division funds 127 non-profit organizations that provide an array of services
- FCWPES has over 25 Memoranda of Understanding with select organizations for the purposes of establishing reciprocal referrals, coordinating activities, and joint programming
- FCWPES is a partner in a faith based partnership Kingdom of God International Ministry, Every Woman Works, Jewish Families and Career Services, and a host of other faith based organizations, which assist with homeless individuals and ex-offenders as they work to access career opportunities through skills upgrades
- FCWPES is a partner with Goodwill Industries of North Georgia and the Fulton County Sherriff's Department in the implementation and execution of the Justice Assistance Grant (JAG) Program. This program trains incarcerated men in custodial/floor technician trade to allow for increased opportunity for employment following release.

11. Describe the area's process and procedures for contracting with intensive service providers, support service providers, and other contractors for adults and dislocated worker services. If the area has no such contracts, simply write in "N/A."

The FCWPES does not contract for intensive or support services due to the availability of these services through Fulton County General Funds Grantee Program. Fulton County providers apply for grants to provide services to Fulton County residents. These monies are awarded to providers based upon criteria established and the needs determined by the Fulton County Office of Grants and Community Partnerships. Staff serves as the liaison between FCWPES and the awarded providers. The liaison has established referral procedures and monitors the performance of these providers by conducting bi-annual onsite visits and obtaining feedback from staff and customers. Like WIA eligible training providers, these providers are required to provide monthly progress reports, placement and follow-up information.

12. Describe the area's process and procedures for contracting with youth service providers. Describe the area's youth strategies, including how disconnected youth will be served. Discuss how the area's workforce system is addressing the ten local youth program elements described in the Workforce Investment Act, as well as the integration of other initiatives such as School-to-Work, Jobs for Georgia Graduates, Job Corps, summer work programs, and High School/High

Tech. Describe the specific strategies the area is using to meet ETA's New Strategic Vision for the Delivery of Youth Services under WIA (TEGL 28-05).

Fulton County's process and procedure for contracting with youth services providers is carried out through an annual competitive bid process administered by the Purchasing Department. During the bid process, vendors are given the opportunity to submit quote proposals. The Purchasing and Finance Departments review proposals and select the vendor based on departmental procedures. After the vendor has been selected, a Memorandum of Understanding is created and all partners involved are asked to sign. Monitoring of the vendor services is performed by Continuous Quality Improvement and Finance Departments on a quarterly basis.

The Youth Council annually reviews past performance related to how youth are being served and makes recommendations as to how the FCWPES can incorporate the most effective youth strategies based on assessments and similarities of service needs. The majority of services required by the ten (10) WIA elements are provided through existing grantee partners of Fulton County. If an element of service is unmet, the FCWPES initiates a request for the proposal and bidding process. The Youth Council also supports FCWPES through partnerships with youth services organizations that are subsidized through Fulton County General Funds Grantee Program.

Youth who are deemed eligible to receive services through the Workforce Investment Act are assigned to a FCWPES Youth Advisor, who facilitates services for the youth customer. Once assessed, goals are set and an Individual Service Plan is designed to outline a strategy for meeting the youth's goals. By having access to the Housing and Human Services Department's Office of Children and Youth; the Youth Advisor is able to access information and resources that often augment service provision.

The FCWPES develops and maintains Memoranda of Understandings with a number of agencies that provide services centered on the ten (10) local youth program elements described in the Workforce Investment Act. The Youth Advisor adheres to a referral process established between the FCWPES and the service provider. The FCWPES has also established a working relationship with the Fulton County middle and high school guidance counselors, the Office of Career Technology and the Fulton Institute of Technology. Challenges and trends within the school system are identified in an effort to alleviate barriers that prevent youth from receiving needed services. Continued endeavors with this group have led to more customized service provision, i.e. summer youth employment opportunities, in-school careers in healthcare programs, etc.

Strategies designed to address out-of-school youth include community outreach, partnerships and collaborative efforts with organizations that serve this population. FCWPES has Memorandums of Understandings with the following organizations; the Fulton County Juvenile Justice Center, the Department of Family and Children Services, Fulton County Housing Authority, Fulton County Community Libraries, Covenant House, Atlanta Technical College, Georgia Department of Labor, Georgia Department Labor-Vocational Rehabilitation Services, United States Department of Labor/ Job Corps, The Atlanta Job Corps Center, Genesis Prevention Coalition, The Youth Experiencing Success Atlanta Program, Fulton County Department of Health and Wellness, Fulton County Schools Work-Based Learning Department. Outreach efforts include youth job fairs, community symposiums (Middle and High School Career Days, presentations for school faculty), and the provision for employment readiness. Through reciprocal referrals,

FCWPES is able to provide skills upgrades, to include job readiness, GED preparation, remediation services, and employment assistance.

The FCWPES worked with the Fulton Atlanta Area Community Action Authority to secure the 2011 YouthBuild grant to provide service to disconnected youth. Youth Advisors are working to identify, refer and support disconnected youth in the YouthBuild program, the Atlanta Technical College Warehouse and Forklift Certification program and the Teen Dads program.

Guided by the Fulton County Housing & Human Services, the Office of Workforce Development Youth Advisor will guide youth program participants in exploring and earning valuable technical, career and business skills. The Career Exploration Program will:

- Address youth needs such as job readiness, life skills, career awareness, and personal social development.
- Address financial literacy (i.e., Money Smart training including banking and budgeting), employment preparation, interviewing and appropriate communication skills for the world of work will be emphasized.
- Conflict resolution, anger management, appropriate work attitudes, business etiquette, cooperation with co-workers and supervisors, confidence and personal responsibility will be instructed.
- The positive and negative impact of “social networking sites” on obtaining and maintaining employment in today’s work force.
- Program participants will develop and present a workshop that focuses on “Life Skills” (anger management, social networking, etc.). Visual aids, computer technology, and public speaking.
- Seven Steps for a Highly Effective Teen will be taught (3 -4 full days)
- Youth will participate in Lectures and demonstrate what they have learned by measurements of discussion, as well as pre and post testing.
- Participants will create a resume, portfolio, and business documents such as cover letters, and design their own business card.
- Youth will interview different business owners and attend job shadowing days. May try and conduct some videos of different owners and department directors within Fulton County.
- Youth will work with employers to understand the expectations of the real world of work.

13. If the area has chosen to use ITAs for older youth [per the state waiver under WIA Section 189(i)(4)(B)], please describe the criteria that will be used for determining appropriateness and how youth will be assisted in choosing appropriate service providers/programs. If the area does not plan to use the ITA option for older youth, please explain.

The Board of Directors approved the policy for providing ITAs to older youth based on documentation that all ten (10) required WIA youth elements are available within Fulton County. Through the FCWPES, older youth participate in extensive career and vocational assessments as well as career explorations in order to select appropriate services. Following this process, older youth must adhere to all other FCWPES established policies for receiving ITAs.

(See Attachment H.1 – Training Services Policy)

14. Describe dislocated worker service strategies, including coordination with Registered Apprenticeship and state-level Rapid Response, GDOL career centers, and state/local Trade Act activities. Discuss how coordination will leverage all available services to maximize

resources to ensure UI claimants return to the workforce. How do you expedite enrollment in training for dislocated workers so their UI benefits are likely to last throughout the training period?

Core, intensive, and training services are readily available to dislocated workers at each of the FCWPES One Stop Career Centers. The FCWPES participates as a core partner with the GDOL North Metro Career Center in the state-level Rapid Response System. Teams comprised of One-Stop staff and collaborative partners are in place to provide an efficient and coordinated approach to servicing dislocated workers.

The FCWPES provides focused service to dislocated workers. By seeking partnerships with companies planning reductions in force and working with them prior to implementation, the FCWPES seeks to help reduce dislocated workers transition more successfully. Additionally FCWPES (through the Rapid Response Unit) works collaboratively with GDOL to engage dislocated workers in training services expeditiously by ensuring that their training program dates closely coincide (where possible) with their UI benefits. The FCWPES also conducts bi-weekly WIA orientation sessions at the Georgia Department of Labor North Metro Career Center.

15. Describe how WIA and other funds available in the area are used to conduct outreach and recruitment for individuals in special populations, including veterans, migrant and seasonal farm workers, and individuals with disabilities, public assistance recipients, offenders, customers with limited English proficiency, and other groups. Discuss the local area's services to older workers.

The FCWPES, in collaboration with the GDOL North Metro Career Center, refers all veterans to an outreach station where core and intensive services are offered at the Veterans Affairs Vocational Rehabilitation and Employment regional office. Also, the FCWPES collaborates with the Department of Veteran Affairs to organize and conducts seminars, workshops and job fairs throughout Fulton County in an effort to provide additional employment and resource outreach to veterans.

The FCWPES is in the beginning phases of implementing a co-enrollment process for veterans with the GDOL North Metro Career Center. FCWPES will conduct "Veteran Orientations" at the GDOL North Metro Center and both agencies will assist customers with job leads and placements. FCWPES will identify one staff person to service all veterans and to facilitate the orientations and veteran's job clubs. Other partners (Department of Veterans Affairs and Home for Heroes Corporation) will be engaged in this initiative to ensure a complete continuum of care.

The FCWPES Career Advisor provides a link between FCWPES customers with disabilities and employment and educational opportunities. The Career Advisor works closely with these individuals to identify their needs and connects them with appropriate services and resources. The Career Advisor works closely with the Vocational Rehabilitation Unit and the Fulton County Office of Disability Affairs to share resources and to collaborate and coordinate seminars, job fairs, workshops and other educational and employment opportunities.

Through the FCWPES' collaboration with Fulton County Department of Family and Children's Services and Fulton County Government's Common Ground Initiative, WIA programs are assisting customers in the retention phase to be transitioned onto staff caseloads in the career

centers to receive case management and continued retention, supportive and recruitment services.

The FCWPES collaborated with the Georgia Department of Corrections to provide in-kind contributions to coordinate a job fair and resource workshop to provide access to services for offenders that were scheduled to be released from prison.

The FCWPES, in collaboration, with the North Fulton Charities, a Fulton County Human Services Grantee, provides outreach and resources to customers with limited English proficiency.

The FCWPES in collaboration with the Fulton County Housing and Human Services Department's Office of Grants and Community Partnerships, the Office of Emergency and Transitional Housing and the Tri-Jurisdictional Task Force on Homeless provided in-kind contributions to coordinate "Pathways", the City of Atlanta and Fulton and DeKalb counties homeless and transitional census count. Teams of FCWPES customers canvassed the streets of North and South Fulton counties to count the number of homeless and transitional residents and families.

The FCWPES in collaboration with the Atlanta Urban League and the Fulton County Housing and Human Services Department's Office of Aging and Office of Emergency and Transitional Housing has provided employment and educational opportunities and has shared resources for customers 50 years of age and older in the career centers. The FCWPES is collaborating with these partners to establish older worker on-site recruitments, targeting employers and other intermediaries that hire older workers or provide resources to older workers, and establishing an older worker employment and alternative work arrangement program, in an effort to continue to provide outreach to older workers.

The FCWPES is actively collaborating with the Atlanta Regional Commission's Aging Workforce Dynamic's Employer Roundtable. Members include employers in the region such as CVS, Pfizer, Georgia Power, Home Depot, IBM, Lee Hecht Harrison, Talent Connections, Hewlett Packard and Piedmont Hospital as well as the Metro Atlanta Chamber of Commerce, Carl Vinson Institute at the University of Georgia, Past President of SHRM Atlanta, President-Elect of Georgia SHRM, U.S. Congressional office staff, Georgia Department of Labor, Financial Planning Association, Concord Coalition and five regional Workforce Investment Boards (WIBs) plus state and national Older Worker (SCSEP) providers including AARP and Experience Works. The primary focus of the group is to serve older workers more effectively by strengthening the links between various employment programs and improving the employability of this experienced talent pool. FCWPES has committed to cross-training staff to ensure they understand the unique characteristics associated with serving older adults 55+ and improving referrals to resources that help the older adult navigate training.

16. Discuss the area's workforce services to businesses, and how business and organized labor representatives on the local Workforce Investment Board contributed to the development of these strategies. Provide a listing of business services available through the area's One-Stop(s), such as planned employer workshops, tax credit assistance, and assessment and screening of potential employees. Additionally, identify your economic development partners and describe the involvement of your economic development community in developing strategies, particularly new economic development and business strategies, including those with a focus on small business, entrepreneurial and self-employment training. (TEGL 12-10)

The FCWPES has an Employer Relations Specialist that works in conjunction with metropolitan Atlanta employers to assist them in meeting a broad range of employment and training needs. The Employer Relations Specialist establishes employment partnerships with private and public sector companies to meet the company's employment needs when vacancies occur. The Employer Relations Specialist is responsible for identifying and developing employment opportunities with employers for FCWPES customers. The Employer Relations Specialist screens and assesses potential qualified candidates. The best-qualified applicants are referred to employers as potential candidates.

The FCWPES has become the partner of choice with most area businesses because of its ease of access, supply of qualified workers, reduced hiring time, and coordination of quality services. Employers have the ability to save on the recruitment process when working directly with the FCWPES for their employment needs. The Work Experience Program and Direct Referral Program are two programs the employers find very favorable with proven results. The Work Experience Program or "WEX" allows customers to become familiar and skilled within a specific career path and occupation at no cost to the employer. Comprehensive assessments of skills and interests, employment training plans, background checks, drug testing, counseling and on-the-job training are provided to customers. The program allows businesses an opportunity to utilize the services of qualified customers for a maximum of 120 days at no cost to the employer, often leading to unsubsidized employment. During this training period the employer provides the necessary training and work experience and the FCWPES pay a negotiated training wage.

The Direct Referral Service establishes employment partnerships with private and public sector companies to meet the company's employment needs when vacancies occur. Qualified clients are screened and assessed, with the best qualified applicants being referred to the employer as potential candidates.

The First Source Jobs Program is a new initiative of the Fulton County Workforce Preparation and Employment System that minimizes employers' recruitment cost for filling vacant job positions, as well as, provides employment opportunities to residents of Fulton County. This Program, enacted by the Fulton County Board of Commissioners in September 2010, will include all contracts procured through the County's Department of Purchasing and Contract Compliance valued in excess of \$200,000. The Prime Contractor, awarded the contract, is expected to utilize the First Source Program to fill 50% of jobs with applicants referred to them by the Fulton County Workforce Preparation and Employment System.

The Fulton County Office of Workforce Development (OWD) created a pool of employable persons who are residents of Fulton. This pool of individuals, called the "First Source Register", serves as the source to fill the jobs created through the awarded contracts.

The following categories of FCWPES customers receive various services, based upon designated employer needs. Examples of these categories and services are as follows:

1. Job-Ready adult and dislocated workers:
  - a. Occupational Assessment
  - b. Résumé Preparation
  - c. Job Search Assistance
  - d. Interviewing Skills Workshops
  - e. Criminal Background Checks
  - f. Drug Screening

- g. Basic Skills Assessment and Training
  - h. GED Certification
  - i. Vocational and Skill Upgrade Training
  - j. Life Skills Training
  - k. Academic Upgrade
  - l. Subsidized Work Experience through the Career Apprenticeship Program
  - m. Job Retention Assistance and Follow-up Services
  - n. Career Advisement Services
  - o. Georgia Work Ready
2. Job-Ready Youth for part-time and summer employment:
- a. Guidance and Counseling
  - b. Mentoring
  - c. Occupational Skills Training
  - d. Résumé Writing Workshops
  - e. Job Search Workshops
  - f. Interviewing Skills Workshop
  - g. Leadership Development
  - h. Life Skills Workshops
  - i. On Site Recruitment Events
  - j. Summer Youth Employment Program/Career Exploration Program
  - k. Work Based Learning
  - l. Georgia Work Ready
3. On-site recruiting facilities for employers to conduct their orientation and hiring programs:
- a. Training and conference room for on-site interviews;
  - b. Networked Computer Systems that allows employers to e-mail their website link to the One Stops and update their status in real time;
  - c. Offices that can be made available for employers of multiple locations to bring their managers in for mass interviewing sessions.
4. Information sessions and employer seminar programs available to assist employers in the hiring decision process
- a. Work Opportunity Tax Credit (WOTC) Program Including;
    - i. Veterans
    - ii. Ex-felons
    - iii. Physically or mentally challenged individuals
    - iv. Summer Youth
5. Collaboration with Business Partners
- FCWPES Business Consultants provide networking, employment and training resources to:
- a. Greater North Fulton and South Fulton Chamber of Commerce;
  - b. Atlanta Urban League
  - c. Local recreation facilities through Fulton County Parks & Recreation
  - d. Georgia Micro-Enterprise Network

The local area Workforce Investment Board is comprised of business and organized labor representatives, members from the local economic development community, as well as staff from the Fulton County Economic Development Department, that utilize their tools and resources while serving on the Quality Assurance Task Force and Board Visibility Task Force of the Workforce Investment

Board. These individuals assisted in the design and creation of the services to local area businesses by brainstorming and collaborating and sharing resources on the services, presented the services to the full Workforce Investment Board and ultimately voted on the approval of these services for use by the FCWPES.

17. The Local Government Services Delivery Act of 1997 defines ways in which jurisdictions will work together to reduce duplication by promoting coordinated service delivery. Discuss any regional service delivery strategies planned within your region. Examples of relevant strategies are: uniformity in eligible training providers, or uniformity in maximum allowable training and supportive service amounts.

Metro Atlanta Workforce Directors meet bi-monthly to collaborate and discuss best practices, discuss and address issues and brainstorm on innovative strategies. The FCWPES in conjunction with the City of Atlanta share resources related to employers and co-sponsor workshops and staff educational opportunities and resources.

The FCWPES participates actively with the Regional ITA Committee, convened by the Atlanta Regional Commission Workforce Division, to review and make recommendations regarding new training providers, additional programs, and program change requests. The Regional ITA Committee meets quarterly and is comprised of representatives from Fulton, DeKalb, Gwinnett, Clayton, Cherokee, Douglas, Fayette, Henry, and Rockdale Counties.

18. Discuss how the local area is using various fund sources to develop integrated service strategies for adult customers, especially for TANF, Supplemental Nutrition Assistance Program (SNAP) and other low-income individuals, including the Georgia Fatherhood Program. (TEN 35-09)

The FCWPES uses various funding sources to develop integrated service strategies for adult customers, especially TANF recipients and other low-income individuals that include but are not limited to:

- The FCWPES is currently working to secure a Memorandum of Understanding with the Teen Dad Program through the Fulton County Office of Children and Youth to serve youth parents.

19. An important feature of the customer-focused system under WIA is increased options for accessing workforce services. Discuss steps your area is taking to address increased options, such as: alternative access points, self-directed and electronic services, development of resource areas, and orientation to services, enhanced reception/greeter functions, or service referral mechanisms for various customer groups at various sites within your system. What steps has your area taken to ensure the high volume of customers seeking WIA services receive timely services and/or referrals? Review and incorporate ETA's National Strategic Directions (TEGL 13-06) – "System Reform and an Increased Focus on Workforce Education and Training" as appropriate.

The FCWPES provides multiple points of access for customers. As a matter of convenience, customers can access services at any one of our One-Stop Career Centers. The South Fulton Career Center is located in the southern part of the service delivery area and the North Fulton Career Center is located in the northern part of the service delivery area.

Customers can also access services through our partner the GDOL North Metro Career Center.

To ensure a seamless approach to service delivery, Memoranda of Understandings and Resource Sharing Agreements are in place for all of our partners providing services directly or indirectly at the One Stop Career Centers.

20. If the local area has chosen to contract with institutions of higher education and other training providers, please describe plans to increase the availability of training in high-demand occupations to workforce system customers, including the process to be used in selecting service providers under a contract for services, as required per 20 CFR 663.43). What training institutions and industries will be targeted? What steps will be taken to ensure customer choice will not be limited? (TEGL 23-10)

The FCWPES has contracted with several partners to provide enhanced training opportunities in high demand occupations and to use targeted work experience (e.g., registered apprenticeship and on-the-job training) to prepare individuals for opportunities in new industries or occupations.

In an effort to increase the availability of training in high-demand occupations, the FCWPES understands that it must not only work to ensure that the training opportunity is available, but that customers who are basic skills deficient have greater opportunity to become eligible to take advantage of that training. This includes working diligently to erase basic skills barriers to employment. Towards this end, computer-based and instructor-led basic skills instruction will be a major focus for adult and youth customers whose assessments indicate that they are basic skills deficient.

Partnerships with industry organizations, employers, community partners and training providers are being established and enhanced (detailed in the responses below) to create innovative programs and collaborative. Every quarter, the FCWPES reviews applications for new eligible training providers to ensure customers have access to new training programs in high-growth, high-demand fields. New providers, additional programs and program change requests are monitored and updated to allow FCWPES customers to have the latest information related to education and occupational skills training

In order to ensure that opportunities will not be limited and availability is maximized, the FCWPES will:

- i. Hire additional WIA Career Advisors and support staff to serve more Fulton County customers and be engaged in outreach and marketing efforts to publicize the services available through the FCWPES One-Stop Career Centers.
- ii. Create collaborative partnerships and career pathways programs that will engage employers and training providers in creating innovative programs and employment opportunities.

Such partners include:

- Atlanta Technical College
- iii. Target short-term training programs to assist FCWPES customers in increasing their occupational skill sets and credentialing status in a relatively short time frame to allow for an expeditious return to the workforce.

Some of the training programs include:

- Paralegal Certification
- Green Technology Certification
- Warehousing and Forklift Certifications
- CDL Certifications

Significantly increase the number of occupational skills related training for adult and dislocated workers through Individual Training Accounts (ITA) and Pre-Vocational Intensive Training (PVIT)

In addition, the FCWPES led a consortium of partners to pursue the Pathways Out of Poverty grant as well as supporting the Atlanta Urban League and The Center for Working Families in pursuit of this grant.

21. Discuss how the local area plans to prepare workers for the energy efficiency and renewable energy industries and other green jobs through additional training and certification activities.

The FCWPES is committed to identifying and partnering with organizations that are proactively engaging in the area of Green Technology. Emphasis is also placed maximizing efficiency of existing structures.

22. If the area has chosen to allow up to 20% of local WIA Dislocated Worker formula funds for Incumbent Worker Training for purposes of layoff aversion [per the state waiver under WIA Section 189(i)(4)(B)], please describe. If the area does not offer Incumbent Worker Training services, please explain.

The FCWPES is currently reviewing opportunities for Incumbent Worker Training as a part of its commitment to job retention; skills upgrade training, and maintaining strong partnerships with the business community. The area's Incumbent Worker Training policy was reviewed and approved at the July 2011 FCWPES Board meeting.

(See Attachment I: Incumbent Worker Policy)

23. Discuss the local area's efforts to promote On-the-Job Training (OJT) and Customized Training (CT) in the business community. Has the area chosen to adjust OJT reimbursement or the employer contribution requirement for CT using a sliding scale based on the size of the employer [per the state waiver under WIA Section 189(i)(4)(B)]? If the area does not offer OJT services, please explain.

Historically, no On-the-Job Training (OJT) or Customized Training services have been executed by FCWPES. After reviewing the best practice models of these programs, the FCWPES hopes to implement an OJT policy by December 2011. FCWPES is well aware of the need for this unique service and will work diligently to develop and execute an implementation plan.

## VI. Performance Accountability

1. The plan update will include the process of estimating performance levels for PY 2013 to be submitted as Attachment C.

(See Attachment C – Performance Worksheets)

2. Describe local strategies for obtaining and using customer feedback to ensure customer satisfaction

- The FCWPES is utilizing customer satisfaction surveys which are completed by the One Stop Career Center customers. FCWPES Quality Assurance staff reviews the Customer Satisfaction Surveys on a quarterly basis, and provides a detailed report summarizing the responses respective to each career center. The reports are utilized to continuously enhance service provision throughout the System.
- The FCWPES assesses the satisfaction of employers who interact with Business Consultants via their participation in one of our various employment events. Surveys are provided to employers who partner with the FCWPES through job fairs, and other special projects and events. The FCWPES Quality Assurance Unit compiles the surveys and designs a summary of the responses, to be utilized for continued service enhancement.

(See Attachment N – Employer and Partner Survey Forms)

- The FCWPES gauges satisfaction levels of customers who attend in-house orientations and/or workshops by feedback regarding the sessions.

(See Attachment O – Customer Survey Forms)

3. Describe the board's strategies and process for evaluating the system's progress in meeting the needs of employers and individuals in the community, including how the board is promoting continuous quality improvement of the local system.

The FCWPES has a staff support for the Quality Assurance Task Force of the Workforce Investment Board. This individual provides the Task Force with quality assurance reports that are compiled from the customer feedback and evaluation surveys distributed to both employers and customers at the conclusion of FCWPES, sub-recipient and vendor workshops, expos and job fairs. These reports are reviewed and analyzed by the Task Force and presented to the Workforce Investment Board for voting and approval of policy and/or procedure change needed to improve service

(See Attachments N – Employer and Partner Survey Forms)

(See Attachments O – Customer Survey Forms)

To address the disparity in serving more females than males the FCWPES revamped the intake form to yield better data and conducted ongoing analysis of performance reports which provides information on customer movement and program outcomes

4. Discuss specific steps the local area has taken to ensure transparency and accountability of all local workforces funding.

The FCWPES will monitor service providers and ensure oversight of services through the following specific measures:

- The Fulton County WIA Board Quality Assurance Task Force regularly reviews programming progress to ensure that appropriate goals are set and that the identified targets are being met.
- Weekly program reports are prepared by Career Center Supervisors to provide tracking information for program monitoring by the WIA Coordinator. In addition, monthly Career Center reports provide data reporting for program monitoring by the WIA Coordinator, Program Manager and WIA Board.
- The FCWPES Provider Relations Specialist works closely with service providers to provide guidance and monitoring. Memorandums of Understanding are crafted which clearly detail what will be expected of all parties to the partnership, what will be provided by all parties, how those services will be provided, etc.
- All Board meetings minutes and reports are posted in each Career Center and made available for public review.
- A Public Comment period is a required agenda item at every Board Meeting to provide opportunity for public input and questioning of program services.

5. Discuss anticipated program design changes related to Georgia's move to common measures effective July 1, 2011.

Due to the implementation of common measures the Fulton County Housing & Human Services Department Office of Workforce Development is in the process of re-designing the Youth Enrichment Services Program. The change in structural design will not only enhance the services provided to the youth of Fulton County, but also enable the implementation of Common Measures.

In order to efficiently and effectively integrate common measures into the youth program design, Youth Advisors will be assigned to a youth track correlating with each one of the three common measures.

- Youth Literacy/Numeracy Gain
- Youth Attainment of a Certificate or Degree
- Youth Placement in Employment or Education

Youth Advisors will guide youth participants thru the track for which the youth has been placed based on a thorough review of needs and a combination of assessments which will target the areas of required improvement for each youth participant. A youth may flow thru each correlating track successfully as outlined in the sequence above. The goal however, is to have the youth focus on a specific track with strong emphasis on completion of that track. Youth staff will assist with the success of the participant as they will continue to address barriers and assess specific needs of each individual youth.

Discussion is currently on-going with mandated partners to provide a myriad of services under the new design.

Youth follow up services are supported by staff including the role of monitoring each common measure track. Their responsibility will be to notify advisors of upcoming target dates and to work closely with the Youth Services Coordinator.

## VII. Equal Access and Opportunity

1. Briefly describe local procedures and staffing to address grievances and complaint resolution.

Two classes of customer complaints are recognized: those alleging unsatisfactory service and those alleging some form of discrimination. The WIA Program Coordinator and the Supervisor of the Career Center in which the allegation originates initially handle complaints alleging poor service. The facts are examined, supporting documents obtained and a resolution offered to the complainant. If the complaint is not resolved at this level, the complaint is forwarded to the Program or Division Manager of the Office of Workforce Development (OWD). The OWDP Program or Division Manager initiates contact with the customer and seeks customer satisfaction.

With respect to allegations of discrimination, the customer is directed immediately to the FCWPES Equal Opportunity Officer. In conjunction with the Equal Opportunity Administrator from GOWD, a "Policy and Procedures Manual" was developed which covers the nine elements of the Methods of Administration under the WIA developed for USDOL/Civil Rights Center. The procedure manual outlines the steps involved in processing a complaint from initial notification through resolution. Samples of required forms and pattern letters are included in the manual.

The Equal Opportunity Is The Law brochure (DOL-1693) is distributed at all FCWPES customer orientations. Career Center Advisors have been trained to present and explain the brochure in these sessions and in their one-on-one contacts with customers.

2. Describe how the local area is ensuring full accessibility of sites and services. Examples include: an accessibility checklist on which staff have been trained, assistive technology in resource rooms, and ongoing coordination, training and mutual referrals with community rehabilitation providers.

The Fulton County Workforce Preparation and Employment System has increased program services and physical accessibility through the Project Access Grant. Fulton County Workforce Investment Area was one of the ten Workforce Investment Areas approved for grant funding through Project Access. The Project Access funding afforded the Office of Workforce Development to purchase the following assistive devices and assessment software:

- a. Accessible entrance doors for North Fulton One Stop Career Center
- b. Accessible entrance doors for South Fulton One Stop Career Center
- c. TTY – Tele-Communication Device (for customers with hearing impairments).
- d. Key Time Builder Software Kits (for customers with learning disabilities or missing limbs)
- e. Career Scope Interest and Aptitude Assessment Software
- f. Employability Skills Training (ES-TIP) Software: Building Self-Esteem, Work Ethics and Work Place Success.
- g. Literacy-Language-Learn Software READ & WRITE 7
- h. The Self-Employment Manual
- i. Disability Awareness DVD's, Career Development DVD's, Americans with Disabilities Act DVD's and other DVD's aimed at employers, staff and customers.
- j. Ergonomic Sit/Stand Workstation and Chair

Assistive devices purchased complimented existing resources in Center Resource Rooms. Some or all of these services are available in each Center:

- a. Dvorak Left/Right Keyboards
- b. Kensington Expert Mouse
- c. Datalux Compact Keyboard
- d. JAWS software
- e. Zoom Text Software (9.1 version)
- f. Double sided Braille Embosser
- g. Duxbury Braille Translator (10.5version)
- h. VTi In Sight reader

Training and in-service workshops are provided for all One Stop Center staff on a regular basis. Topics include:

- a. Universal Access
- b. Customized Employment
- c. Assistive Technology
- d. State And Local Benefits
- e. Disability Awareness

The FCWPES has a reciprocal referral process in place with the Vocational Rehabilitation Services Division. The FCWPES partners with Goodwill Industries, Shepherd Center's Vocational Specialist and Benefits Navigator, Bobby Dodd Industries.

3. Describe the local area's policy for ensuring priority of service for covered persons, e.g., veterans and eligible spouses, how local area service providers ensure priority of service, and how GDOL employment services to veterans are integrated into the local workforce system.

Priority is given to Veterans upon entry into the Fulton County Workforce Preparation Employment System. They are included in a targeted group of individuals for federally funded programs under WIA, will be flagged at point of intake and receive high preference for WIA adult services funding and are identified through a detailed Intake form completed by all interested Career Center customers. Career Center Intake Specialists specifically screen for customers indicating veteran status. Career Center staff then assists veterans in determining their eligibility for services to include training and supportive services. Veterans will be requested to bring a copy of their DD Form 214 to orientation. Following orientation, eligible Veterans will be brought together and provided information on eligible veteran services. They will be given priority of service based on fund availability over other customers in their respective category of service, i.e. adults or dislocated workers.

Additionally, the FCWPES, also collaborates, organizes and participates in seminars, workshops and job fairs throughout metro Atlanta, specifically at US Army base Fort Gillem, in an effort to provide additional employment and resource outreach to veterans.

Through our partnership with GDOL North Metro Career Center formal referrals are made to the FCWPES to provide seamless services to veterans. In addition, the GDOL North Metro Career Center houses the Disabled Veterans Outreach Program. (DVOP). These representatives develop jobs and research training leading to maximum career opportunities for veterans with particular focus on the special needs of the disabled. They also arrange vocational guidance, vocational

counseling and case management services in response to changes in vocations and vocational adjustment to the total civilian labor market.

4. Describe the area's efforts to address the needs of customers with Limited English Proficiency (LEP). Key elements include staff, technology and availability of materials in languages prevalent in the area.

Through the use of Literacy Volunteers of America and Atlanta Technical College, the FCWPES has a sufficient supply of resources to serve the needs of customers with limited English proficiency (LEP). In addition, the FCWPES partners with agencies that provides bilingual or multilingual staff to assist a customer with limited English proficiency who is seeking services at our One Stop Career Centers. The FCWPES provides materials and technology aids in languages suitable for our clientele.

5. Where applicable, describe how outreach and recruitment services to Migrant and Seasonal Farmworkers (MSFWs) are integrated into the local workforce system. Additionally, discuss any specific local or regional service strategies for working collaboratively with business and industry and the education community to develop strategies to overcome barriers to skill achievement and employment experienced by migrant and seasonal farmworkers, and to ensure they are being identified as a critical pipeline of workers (TEGL 17-10).

N/A

## VIII.

### Plan Attachments

- Attachment A: Area Sites and Services
- Attachment B: Sample Memorandum of Understanding & Resource Sharing Agreement
- Attachment C: Performance Worksheets
- Attachment D: Local Area Assurances
- Attachment E: Vision and Guiding Principles
- Attachment F: Human Service Grantees
- Attachment G: Priority of Service Policy
- Attachment H.1-H.3: Training Services Policy; Supportive Service Policy
- Attachment I: Incumbent Worker Policy
- Attachment J: ITA Training Provider Agreement
- Attachment K: Demand Occupations List
- Attachment L: ARC Agreement
- Attachment M: Grievance Form
- Attachment N: ITA Monthly Historical Report
- Attachment O.1-O.4: Employer and Partner Survey Forms
- Attachment P: Customer Survey Forms

Attachment A:  
Area Sites and Services

Comprehensive Service Sites	Lead Partner/One-Stop Operator Other Partners	Major Services Provided by Each Partner
<p>North Fulton Career Center 7741 Roswell Road, Suite 205 Sandy Springs, Georgia 30350 404.613.4480 404.332.0426 (fax)</p>	<p><b>Fulton County Housing and Human Services Department</b></p> <p>Georgia Department of Labor</p> <p>Vocational Rehabilitation Program</p> <p>Housing Authority of Fulton County</p> <p>AARP Senior Employment</p> <p>North Fulton Community Charities</p> <p>Mary Hall Freedom House</p> <p>Drake House</p>	<p><u>GDOL</u> - Career counseling, information about UI and veterans E &amp; T programs, employment services</p> <p><u>Voc Rehab</u> – Vocational rehabilitation services</p> <p><u>HAFC</u> – Information about housing assistance</p> <p><u>AARP</u>- Senior Employment link through staffing</p> <p><u>NFCC</u> – Outreach Recruitment and Referral</p>
<p>South Fulton Career Center 5710 Stonewall Tell Road, Suite 160 College Park, Georgia 30349 770.306.5202 770.306.5523 (fax)</p>	<p><b>Fulton County Housing and Human Services Department</b></p> <p>Georgia Department of Labor</p> <p>Vocational Rehabilitation Program</p> <p>Housing Authority of Fulton County</p> <p>AARP Senior Employment</p> <p>North Fulton Community Charities</p> <p>Mary Hall Freedom House</p> <p>Drake House</p>	<p><u>GDOL</u> - Career counseling, information about UI and veterans E &amp; T programs, employment services</p> <p><u>Voc Rehab</u> – Vocational rehabilitation services</p> <p><u>HAFC</u> – Information about housing assistance</p> <p><u>AARP</u>- Senior Employment link through staffing</p> <p><u>NFCC</u> – Outreach Recruitment and Referral</p>

List the name, address, and phone number of each additional WIA service site. (Some local areas refer to these sites that are not comprehensive One-Stops as satellites, specialized sites, or simply workforce service access points.) For each site, specify the lead partner in bold type, followed by the other partners that provide services at that site. In the second column, indicate the partners that provide services at that site. In the third column, indicate the major services (e.g., career counseling, assistance with training, vocational rehabilitation, UI, employment services, etc.) provided at the site by the partners specified in the second column. Add rows for additional sites as needed.

Additional Service Sites
Youth Employment Services Center Oak Hill Child, Family and Adolescent Center 2805 Metropolitan Parkway Atlanta, GA 30315 (404) 612-9084
North Fulton Community Charities 11270 Elkins Road Roswell, GA 30076 (770) 640-0399
Neighborhood Union Health Center 186 Sunset Avenue NW Atlanta, GA 30314 (404) 612-9339
Central Resource Center Atlanta-Fulton Public Library 1 Margaret Mitchell Sq. Ste. 400 Atlanta, GA 30303 (404) 730-7931
Adamsville Regional Health Center 3700 Martin Luther King Jr. Dr. SW Atlanta, GA 30331 (404) 613-6381

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Attachment B:  
Memorandum of Understanding & Resource Sharing Agreement Sample

MEMORANDUM OF UNDERSTANDING  
Between  
The Fulton County Workforce Preparation and Employment System  
And  
The Georgia Department of Labor North Metro Career Center

This Memorandum of Understanding sets forth the terms of agreement between the Fulton County Workforce Preparation and Employment System (FCWPES) and The Georgia Department of Labor North Metro Career Center with regard to continued services at the FCWPES One Stop Career Centers.

I. Parties: The Parties to this Memorandum of Understanding (MOU) are:

- A. Fulton County Workforce Preparation and Employment System (FCWPES)  
One Margaret Mitchell Square  
Suite 500  
Atlanta, Georgia 30303

Contact Person:

Troy White, Director  
Fulton County Housing and Human Services Department  
137 Peachtree Street  
Atlanta, Georgia 30303

- B. One Stop Partner  
Georgia Department of Labor  
North Metro Career Center  
2943 North Druid Hills Road  
Atlanta, Georgia 30329

Contact Person:  
Teresa Austin, Manager

II. Purpose of Agreement

The purpose of this MOU is to describe the ways in which the parties will use their resources to serve customers through an integrated and coordinated service delivery system. This agreement is to coordinate resources to minimize duplication and ensure the effective and efficient delivery of workforce services in the FCWPES One Stop Career Centers. Additionally, this agreement will establish processes and procedures that will enable partners to develop a service delivery system resulting in a seamless and comprehensive array of workforce development services to the Fulton County area.

III. Duration of Agreement

The agreement will commence on the 1<sup>st</sup> day of June, 2010 and shall remain in full force and effect until the 30<sup>th</sup> day of June, 2012 or until the Agreement is cancelled by the Parties in accordance with the terms set forth herein. Any Party may withdraw from this MOU by giving written notice of intent to withdraw at least ninety (90) calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to the appropriate Party at the address shown in Section I of this MOU, and to the contact person so listed, considering any information updates received by the Parties pursuant to Section I.

Modification: This MOU may be modified at any time by written agreement of the Parties. Assignment of responsibilities under this MOU by any of the Parties shall be effective upon written notice to the other Parties.

#### IV. General Provisions

It is understood by the Parties that each should be able to fulfill its responsibilities under this Agreement in accordance with the provisions of law and regulation which govern their activities. Nothing in this Agreement is intended to negate or otherwise render ineffective any such provisions or operating procedures. If at any time any Partner is unable to perform its functions under this Agreement consistent with such Partner's statutory and regulatory mandates, the affected Partner shall immediately provide written notice to establish a date for mutual resolution of conflict.

#### V. Responsibilities of Parties Under This Agreement

In consideration of the mutual aims and desires of the Parties to this Agreement and in recognition of the public benefit to be derived from effective implementation of the program involved, the Parties agree that:

1. They will develop and maintain a reciprocal referral process to ensure the provision of a seamless system of services for each of their respective customers. The process will include a formal referral form being provided to the Customer to ensure good customer service; and
2. Their respective responsibilities under this agreement shall be as follows:

The FCWPES shall:

1. Provide the necessary space, equipment and supplies for the operation of the One Stop Career Centers and the services of the Partner;
2. Be responsible for the overall administration of the One Stop Centers;
3. Develop and provide "Operating Policies and Procedures" for the One Stop Centers to include the referral of customers to and from the Partner;
4. Train appropriate staff at the One Stop Centers on all FCWPES procedures related to the operation and provision of services at the One Stop Centers;
5. Develop and implement a plan to serve the needs of the business community which integrates and coordinates programs and services of the One Stop Centers; and
6. Monitor One Stop Center activities under this MOU to ensure performance goals are being met, procedures and records are being maintained and that the terms of this MOU are being fulfilled.

The One Stop Partner shall provide the services listed below and shall participate as outlined in the attached Resource Sharing Agreements:

1. Programs authorized under WIA Title I.
2. Programs authorized under Wagner Peyser.
3. Programs authorized under the Trade Act of 1974.

4. Programs authorized under Unemployment Insurance Compensation Laws.
5. Programs authorized under Chapter 41 of Title 38 (U.S.C.) Veterans E & T Programs.
6. Migrant and Seasonal Farm Workers E & T Program.
7. Programs authorized under Welfare-To-Work.

#### VI. Confidentiality

Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the Parties collecting, receiving or sharing information.

The Parties agree to honor the following Release of Information guidelines;

- An individual should be informed which agencies will receive private information and how they will use or share it;
- The individual must consent to the sharing or cross-release of private information. That consent is freely revocable at any time;
- The use of information for performance tracking, without attribution to a specific individual once reported publicly, is allowable without a release;
- A simple, easy to understand instruction form should be given to program participants when a release is requested. It should be available in major languages and explained by staff.

#### VII. Disputes

The parties shall first attempt to resolve all disputes informally. Any Party may call a meeting of all Parties to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the FCWPES Board of Directors who shall institute a process for the dispute to be heard.

#### VIII. Severability

If any part of this MOU is found to be null and void, or is otherwise stricken, the remainder of this MOU shall remain in force.

#### IX. Amendment or Cancellation of Agreement

The Agreement may be amended at any time in writing and by mutual consent of the parties. Each party may cancel its participation in the Agreement upon ninety (90) days written notice to the other agencies. When the cancellation is for cause, i.e. a material and significant breach of any of the provisions of this Agreement, it may be canceled upon delivery of written notice to the other party.

#### X. Equal Employment Opportunity

The undersigned Parties agree to comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Investment Act; including the Non-traditional Employment for Women Act of 1991; Section 5001 (a)(1)(5)(J)(iii) of the Title W of the Social Security Act, as amended by the Balanced Budget Act of

1997: Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the American with Disabilities Act of 1990; and with all applicable requirements imposed by or pursuant to regulations impending those laws.

XI. Veteran Priority of Service

The undersigned Parties agree to fully comply with the provisions of TEGL 5-03, 20 CFR 1010, relating to veteran priority of service and shall ensure that veterans and veteran’s spouses are given priority of service in the receipt of those services.

XII. Georgia Security and Immigration Compliance

All partners doing business with Fulton County Government shall attest to compliance with the requirements of O.C.G.A. 13-10-91 and the Georgia Department of Labor Rule 300-10-01-02, affirmatively stating that said Party and its subcontractors have registered with and are participating in a federal work authorization program to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603, in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the “EEV/Basic Pilot Program” operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).

XIII. Approved

The undersigned Parties bind themselves to the faithful performance of this Agreement. It is mutually understood that this Agreement shall not become effective until approved by all Parties involved.

Fulton County Preparation and Employment System

One Stop Partner

By: \_\_\_\_\_  
Carlton Burroughs, Chairman  
Fulton County Workforce Preparation and Employment System  
Local Workforce Investment Board

By: \_\_\_\_\_  
Teresa Austin, Manager  
Georgia Department of Labor

Date: \_\_\_\_\_

Date: \_\_\_\_\_

By: \_\_\_\_\_  
Troy White, Director  
Fulton County Housing and Human Services Department

Date: \_\_\_\_\_

FULTON COUNTY WORKFORCE PREPARATION AND EMPLOYMENT SYSTEM  
RESOURCE SHARING AGREEMENT CHECKLIST

The Partner signing this "Resource Sharing Agreement" agrees to provide or contribute to the delivery of those services indicated by a ✓ in the Fulton County Preparation and Employment System

Core Services

- \_\_\_\_\_ Determination of eligibility to receive assistance;
- \_\_\_\_\_ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One Stop Career Center;
- \_\_\_\_\_ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- \_\_\_\_\_ Job search and placement assistance, and where appropriate, career counseling;
- \_\_\_\_\_ Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas including job vacancy listings in such labor market areas, information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and the earnings and skill requirements;
- \_\_\_\_\_ Provisions of performance information and program cost information on eligible providers of training services provided by programs and eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act and providers of vocational rehabilitation program activities described in title I of the Rehabilitation Act;
- \_\_\_\_\_ Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the One Stop Career Center delivery system in the local area;
- \_\_\_\_\_ Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services as appropriate;
- \_\_\_\_\_ Provision of information regarding filing claims for unemployment compensation;
- \_\_\_\_\_ Assistance in establishing eligibility for Welfare-to-Work activities, programs of financial aid assistance for training and education programs that are not funded under the Workforce Investment Act (WIA) and are available in the local area; and
- \_\_\_\_\_ Follow-up services including counseling regarding the workplace for participants in Workforce Investment Act (WIA) activities who are placed in unsubsidized employment for not less than 12 months after the first day of employment.

Intensive Services

- \_\_\_\_\_ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and indepth interviewing and evaluation to identify employment barriers and appropriate employment goals;

- Through the use of labor market information and assessment results, develop an individual employment plan to assist customers with job search planning or career development including information on appropriate training opportunities.
- Group counseling focusing on work and/or issues related to obtaining and retaining employment;
- Individual counseling and career planning;
- Career advisement (case management) for customers seeking training services; and
- Prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare customers for unsubsidized employment or training.

Training Services

- Eligibility determination for occupational skills training (including training for non-traditional employment);
- Work-based training such as on-the-job training, customized training, combinations of workplace training and related instruction;
- Other training such as entrepreneurial training, job readiness, adult education and literacy activities.

Other Services

- Workshops
- Seminars
- Job Clubs
- Job Fairs

Employer Services

- Provision of labor market information including accurate information on local, regional, national labor markets, information on local occupations in demand and the earnings and skills requirements;
- Access to economic development information;
- Provision of performance information and program cost information on eligible providers of training services;
- Recruitment of workers to fill job openings;
- Access to talent banks or other tools for job matching through use of résumés;

\_\_\_\_\_ Provision of labor law information, information on available tax credits, bonding, etc.

\_\_\_\_\_ Job audit, testing or other activities to help employers determine skills needed for particular jobs;  
and

\_\_\_\_\_  On-site employer resource areas.

\_\_\_\_\_  Delivery of on-site employer services.

COMMUNITY LIFE CONCEPTS

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Authorized Representative/Title

Date

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1	Fulton County Office of Workforce Preparation								
2	Central Fulton Career Center								
3	Resource Sharing Agreement								
4									
5	Position	Staff Costs	% of Time	Fulton County	WIA	Total			
6	FULTON COUNTY STAFF								
7	Division Manager	\$ 88,452.00							
8	Program Manager	\$ 74,887.00							
9	Career Center Supervisor	\$ 52,571.00	100%						
10	MIS Specialist	\$ 52,571.00	100%	\$ 52,571.00				\$ 52,571.00	
11	Resource Center Coordinator	\$ 38,758.00	100%	\$ 38,758.00				\$ 38,758.00	
12	WIA Coordinator	\$ 60,014.00	100%	\$ 60,014.00				\$ 60,014.00	
13									
14									
15	WIA STAFF								
16	Administrative Coordinator	\$ 36,414.00	100%		\$ 36,414.00			\$ 36,414.00	
17	WIA Office Manager	\$ 38,758.00	100%		\$ 38,758.00			\$ 38,758.00	
18	Business Consultant	\$ 47,998.00	100%		\$ 47,998.00			\$ 47,998.00	
19	Performance Specialist	\$ 48,838.00	100%		\$ 48,838.00			\$ 48,838.00	
20	Procurement Clerk	\$ 38,002.00	100%		\$ 38,002.00			\$ 38,002.00	
21	Fiscal Officer	\$ 52,571.00	100%		\$ 52,571.00			\$ 52,571.00	
22									
23	Total Salaries Costs	\$ 629,834.00		\$ 151,343.00	\$ 262,581.00			\$ 413,924.00	
24									
25	Operating Costs	Operating Costs							
26	Telecommunications	\$ 5,920.00		\$ 5,920.00				\$ 5,920.00	
27	Photocopying	\$ 6,000.00		\$ 6,000.00				\$ 6,000.00	
28	Printing	\$ 6,343.00		\$ 6,343.00				\$ 6,343.00	
29	Office Supplies	\$ 28,426.00		\$ 28,426.00				\$ 28,426.00	
30	Total Operating	\$46,689.00		\$46,689.00	\$0.00			\$ 46,689.00	
31	Total Personnel and Operating Costs	\$ 676,523.00		\$ 198,032.00	\$ 262,581.00			\$ 460,613.00	

**MEMORANDUM OF UNDERSTANDING – COMMUNITY PARTNERS**

Name	Contact Person	Company Signed	Fulton County Signed
1. YMCA of Metro Atlanta Southwest Family Branch	Ms. Diane Baker-King, Executive Director	12-30-03	1-06-04
2. AGAPE Community Center	Nell Benn, Executive Director	06-30-04	07-08-04
3. Atlanta Roofers	Gerald Scott, Business Agent	05-19-04	06-07-04
4. Atlanta Enterprise Center	John Petty, Executive Director	3-7-03	3-10-03
5. Atlanta Urban League	Clinton Dye, President/CEO	3-6-03	4-4-03
6. Covenant House of Georgia	Lisa Benton, Program Director	05-21-04	06-07-04
7. Georgia Campaign For Adolescent Pregnancy Prevention	Zahra Ahmed, Community Coordinator Angelo Shepherd, Coordinator	5-1-03	5-7-03
8. Institute of Global Education and Empowerment	Priscilla Sterling, Founder/CEO	6-26-03	7-7-03
9. J. Stinson & Associates	Jayne Stinson, Director	3-4-03	06-03-04
10. Mt. Gilead Community Resource Center	Cynthia Jones, Site Coordinator	6-16-04	06-17-04
11. North Fulton Community Charities	Barbara Duffy, Director	2-15-01	2-15-01
12. R.I.S.E. (Restoring Individuals & Society through Empowerment, Inc.)	Michael Brown, Ph.D., Executive Director	10-15-02	5-29-03
13. South Fulton Community Coalition	Billy J. Woods, Acting Executive Director	4-29-03	5-21-03
14. Stepping Ahead' Program	Debbie Mason, Site Coordinator	3-24-03	4-4-03
15. The Sullivan Center	Sister Marie Sullivan, Director	3-4-03	3-10-03
16. The Viewpoint	Virginia Jackson, Director	3-25-03	4-4-03
17. WCM Career Center	Onjanette Jackson, Assessment Coordinator	05-20-04	05-26-04
18. Women's Employment Opportunity Project, Inc.	Antoinette Ball, Executive Director	12-30-03	1-06-04
19. Zion Hill Community Development Corporation	Melanie Connor, Executive Director	06-23-04	06-24-04
20. Atlanta Urban Ministries	Ms. Elna Sheetz, Program Director		
21. Another Way Out	Mr. Sam Tompkins, Founder	05-20-04	05-26-04
22. Aniz, Inc	Ms. Zina Age, CEO	12-30-03	1-06-04
23. Boys & Girls Club – Whitehead	Mr. Charles Reeves, Regional Vice President	12-30-03	1-06-04
24. Learn To Grow, Inc	Mr. Vincent Vandergriff, Executive Director	06-23-04	06-24-04
25. Rehabilitation Exposure, Inc	Mr. Archie Harris, Executive Director	05-20-04	05-26-04

Attachment C:  
Performance Worksheets

ADULT	PY 12 TARGET	PY 13 NEGOTIATED
Entered Employment Rate	69%	70.0%
Employment Retention Rate	84%	85.0%
Average 6 Month Earnings	\$11,750	\$12,000
<b>DISLOCATED WORKER</b>		
Entered Employment Rate	79.50%	76.0%
Employment Retention Rate	90%	91.0%
Average 6 Month Earnings	\$20,000	\$21,000
<b>YOUTH</b>		
Placed in Employment/Education Rate	55%	59.0%
Attainment of Degree or Certificate	50%	50.0%
Literacy / Numeracy Gains	30%	35.0%

DRAFT

Attachment D  
Local Administrative Assurances

Local workforce areas must ensure that area staff, contractors, and partners are accountable to all state and federal laws, regulations and policies. By signatures on the local Workforce Plan, the area assures the state that the following provisions will be met for PY 2011:

1. Policies and procedures will be developed for soliciting and contracting with training providers for adult and dislocated worker training services that are not part of the Individual Training Account (ITA) system. [WIA Sec. 118 (b)(9)]
2. Policies and procedures will be developed for identifying and competitively procuring youth activity providers. Policies will include evaluation criteria used and desired program elements, as required by WIA. [WIA Sec. 118 (b)(9)]
3. Memoranda of Understanding (MOUs) have been established between the local Workforce Investment Board and: a) all required WIA partners; and b) other partners participating in the local One-Stop system. [WIA Sec. 118 (b)(2)(B)] The MOUs will be considered part of the area's comprehensive WIA plan and will be available locally for review upon request.
4. Area staff, partners and subcontractors will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:
  - Section 188 of the WIA, 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 WIA Title I-financially assisted program or activity;
  - Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin;
  - Section 504 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990, and Americans with Disabilities Act Amendments of 2008, which prohibit discrimination against qualified individuals with disabilities;
  - 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.
5. No funds received under the WIA will be used to assist, promote, or deter union organizing. [WIA Sec.181 (b)(7)]
6. The local Workforce Investment Board assures that all awards of federal and state funds shall be accounted for using generally accepted accounting principles, and treated in accordance with federal cost principles that apply to the type of entity receiving funds, including OMB Circular A-87 for units of state or local government; A-21 for institutions of higher learning; A-122 for private, non-profit organizations; and 48 CFR, Part 31 for private, for-profit organizations.

7. The local Workforce Investment Board assures that audits of covered organizations shall conform to the federal Single Audit Act and OMB Circular A-133.
8. The area's financial management system will satisfactorily account for and document the receipt and disbursement of all WIA funds. Further, effective internal controls in place will safeguard assets and ensure their proper usage (including property location and usage). [WIA Sec. 184 (a)(1)]
9. The local area's financial system will permit the tracking of program income and potential stand-in costs. [WIA Sec. 185 (f)(1)&(2)]
10. The local area will prepare and submit required financial reports in a timely manner, and WIA operations funded wholly or in part with state and/or federal funds will maintain financial and program records with all supporting documents for at least three years from the date of submission of the closeout reports for each program. [WIA Sec. 185 (e)(1)]
11. Any information or records concerning an individual or employing unit obtained by the Georgia Department of Labor in the administration of the Employment Security Law or other federally funded programs for which the department has responsibility are, by law, private and confidential [O.C.G.A. 34-8-120 et seq.]. The area agrees to abide by all state and federal laws, rules, and regulations regarding the confidentiality of such records. There are criminal sanctions for unauthorized release of such information. The area further agrees not to divulge any private or confidential information concerning any individual or employing unit to any unauthorized person without the informed consent of both the individual employee and the related employing unit, or, when applicable, of a particular customer. The Georgia Open Records Act requires government agencies and their private contractors to allow inspection of "public records" by citizens who request such inspection [O.C.G.A. 50-18-70 et seq.]. Georgia Department of Labor information and records on individuals and employing units described above are exempt from the disclosure requirements of the Georgia Open Records Act. The area agrees to fully comply with the Georgia Open Records Act, which may require a timely written response (within three days of the inspection request) denying inspection of such records and stating the applicable statutory authority for denying the request.
12. Local areas will comply with the security and privacy standards of Public Law 104-191 - the Health Insurance Portability and Accountability Act of 1996.
13. Veterans and eligible spouses will be provided priority in USDOL-funded workforce services in accordance with the Jobs for Veterans Act (P.L. 107-288), (38 USC 4215) and Jobs for Veterans Act Final Rule (20 CFR part 1010) published at 73 Fed. Reg. 78132 (December 19, 2008).
14. Migrant and seasonal farm workers will be provided the same range and quality of services as non-migrants, and equity of service will be afforded to migrant and seasonal farm workers in all labor exchange services provided in the area. [20 C.F.R., Part 653]
15. Local areas will comply with section 101 of Public Law 109-149 which limits the salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration and provided to recipients and sub-recipients.

Attachment E  
Georgia's Workforce Vision and Guiding Principles

The vision for Georgia's workforce system is to build a world-class workforce. This will be achieved through the following goals:

- To enable individuals to achieve their highest potential
- To ensure employers have the skilled workers they need to compete effectively in the global economy
- To capitalize on the untapped potential of underemployed and discouraged workers, youth and other job seekers with special needs

Guiding Principles

- Customers include individuals, employers and all community partners seeking workforce information and/or services.
- The system will provide services and information to all customers based on their informed choice and need.
- The system will include many service access points and methods, with services tailored to meet the needs of individual communities.
- The customer defines service quality; customer feedback will be obtained and used.
- Staff will provide quality services in a timely and positive manner.
- Policy, operations and procedures will support flexibility in local design of service delivery, use of staff and use of facilities, while adhering to applicable laws and regulations.
- The system may offer specialized services beyond those paid for with public funds.

Attachment F:  
Human Services Grantee

NAME OF GRANTEE	TYPE OF TRAINING
Atlanta Center for Self-Sufficiency 75 Peachtree Place, NW Atlanta, Georgia 30309	Employment Readiness
Every Woman Works 183 Norcross Street - Suite 400/500 Roswell, Georgia 30075	Employment Readiness
Georgia Radio Reading Service 260 14 <sup>th</sup> Street, NW – 1 <sup>st</sup> Floor Atlanta, Georgia 30318	Employment Readiness
Atlanta Center for Self-Sufficiency 75 Peachtree Place, NW Atlanta, Georgia 30309	Computer
Metro Atlanta Recovery Residences, Inc. 2815 Clearview Place - Suite 100 Doraville, Georgia 30340	Employment Readiness
Covenant House 2488 Lakewood Avenue, SW Atlanta, Georgia 30315	Employment Readiness (Youth)
Literacy Action, Inc. 100 Edgewood Avenue, Suite 650 Atlanta, Georgia 30303	Literacy/GED
Quest 35, Inc. 878 Rock Street, NW Atlanta, Georgia 30314	Employment Readiness

Attachment G:  
Priority of Service Policy



Policy and Procedures Manual

SUBJECT: Priority of Service  
Jobs for Veterans Act

DATE: February 10, 2011

Office of Workforce Development

Section B PRIORITY OF SERVICE

Standard:

Jobs for Veterans Act (P.L. 107-288) and its corresponding regulations (20 CFR Part 1010) specify that veterans and eligible spouses should receive priority of service. All Georgia One-Stop sites are required to implement priority of service for covered persons.

Policy:

All covered persons will receive priority of service at the Fulton County WIA One Stop Career Centers. Information will be displayed regarding our intentions regarding priority of service in prominent public view within the WIA Career Centers. Priority of service requires that covered persons must be served prior to non-covered persons. Covered persons must still meet all eligibility and program requirements, where they exist. Individuals who are covered persons must be served by any available staff ahead of non-covered persons.

For priority of service purposes, a covered person is a:

1. Veteran - an individual who has served at least one day in active military, naval or air service, and was discharged under "other than dishonorable" conditions. This includes full-time duty in the National Guard or a Reserve component, except full-time duty for training purposes.

Note that this is the WIA definition of veteran (at least one day of active military service), not the definition used for LVERs and DVOP staff to provide services (at least 180 days of active military service).

2. Eligible spouse - the spouse of:
  - a. any veteran who died of a service-connected disability;
  - b. any member of the Armed Forces serving on active duty who, at the time of the spouse's request for priority has been listed for at least 90 days as: missing in action; captured in line of duty by a hostile force; or forcibly detained or injured in the line of duty by a foreign government or power;
  - c. a veteran who has a total disability resulting from a service-connected disability (as determined by the Department of Veterans Affairs); or
  - d. a veteran who died while a total disability, resulting from a service-connected disability, was in existence

The following is the appropriate sequence for priority of service under WIA:

- A. Program-eligible veterans and eligible spouses who meet mandatory or spending priorities, or who meet the area's applicable income eligibility requirements must receive the highest level of priority of service
- B. Program-eligible individuals who are not covered persons who meet mandatory or spending priorities or who meet the area's income eligibility requirements receive the second level of priority of service
- C. Veterans and eligible spouses outside the program-specific mandatory priority or spending requirements receive the third level of priority of service
- D. Non-covered persons outside the program-specific mandatory priority or spending requirements receive the fourth level priority of service

Note: Many covered persons will meet low-income criteria, as military pay while on active duty is not counted for income determination purposes. The definition of veteran applicable to the covered person priority of service is broader than the definition of veteran used for the services provided by the Disabled Veteran Outreach Program (DVOP) staff and Local Veteran Employment Specialists (LVERs).

Priority of service also applies to training where training/funding availability is limited.

If there is a waiting list for services, veterans and eligible spouses will be selected first to receive the service, provided the covered person has been determined eligible and is qualified for the service.

However, when a non-covered person is already receiving a service, a veteran or eligible spouse who is identified subsequently should not displace that non-covered person receiving the service. Individuals who identify themselves as covered persons are not required to verify their status as veterans or eligible spouses at the point of service entry, unless they immediately undergo eligibility determination and enrollment into a training program. For services with eligibility guidelines, if the individual does not have proper documentation of status as a covered person at that time, it is appropriate to give the customer priority, enroll him or her for the service and then request documentation of status. Note that documentation of status should be obtained for all covered customers receiving intensive or training services.

The following documents are appropriate for verifying covered person status:

- A. A DD 214 (Discharge Papers and Veterans Separation Documents)
- B. An official notice issued by the Department of Veterans Affairs establishing entitlement to a disability rating or award of compensation to a qualified dependent
- C. An official notice issued by the Department of Defense that documents veteran status or spousal rights
- D. An official notice issued by a state veterans' service agency that documents veteran status or spousal rights

Eligible spouses whose eligibility is based on the disability of a living veteran spouse should obtain the relevant documentation from the U.S. Department of Veterans Affairs.

Staff should continue to complete the required veteran information sections in the GSS.

Procedure:

1. Customers entering the center for services will be asked if they are a covered person up front to determine if they should receive priority of service.
2. The customer will be given a green Intake Form. This green colored form will provide the Intake Specialist with the ability to rapidly identify covered persons and assign them to the Career Advisor of the day for reemployment services immediately.
3. The Business Consultant/Employer Relations Specialist or Designee will also make covered persons a priority when assisting with re-employment services.

Departmental Sponsor: Fulton County Human Services

Policy Review Date: July 2011

References: Veteran Benefits, Title 38 United States Code (U.S.C.), Section 101(2) (38 U.S.C.101 (2))

Responsible Parties: WIA Coordinator  
Site Supervisors  
Career Center Staff

## Attachment H.1

### CHAPTER 3 TRAINING SERVICES Section A: INDIVIDUAL TRAINING ACCOUNT (ITA)

Training Services shall be provided as listed in Workforce Investment Act (W.I.A.) section 134 (d) (4) (D). This list in the Act is not all inclusive and additional training services may be provided. A program of training service can consist of one or more courses or a training regimen and that either of these can lead to a formal credential (such as a degree or certification) or to the acquisition of skills and competencies recognized by employers for a specific job or occupation, as well as general skills and competencies necessary for a broad range of occupations or job readiness.

**NOTE:** *Training does not have to be on the FCWPES's Demand Occupation list if formal documentation from an employer is provided indicating an offer of employment if certification is obtained. Skills training will be provided only for jobs and careers where hourly rates and salaries are paid. Training will not be provided for careers or jobs with commissions and fees. This includes real estate, cosmetology, massage therapy and nail technicians.*

Classify training that leads to certification as Occupational Skills Training.

#### **Policy:**

1. Eligible adults, dislocated workers and older out of school youth, ages 18-21, may select a provider from the Fulton County Approved Provider List.
2. Training must be for an approved Demand Occupation
3. Fulton County Workforce Preparation and Employment System (FCWPES) will consider an Individual Training Account (ITA) in a non-state approved program **only** when related to high demand skill shortage area and where training is unavailable due to waiting lists.
4. Training must result in self-sufficient wage.
5. Programs must not exceed 104 weeks.
6. Training must be for not less than 12-15 quarter hours per week to accommodate existing Unemployment Insurance requirements. Exceptions to this policy may be approved, in writing, on a case-by-case basis.
7. Funding may be provided for college level and post baccalaureate instruction only if all of the following conditions have been met:
  - a) Participant must be accepted into a certificate or diploma program, and the course of study must be an occupation-specific (i.e. radiology, accounting, teacher certification). No funds shall be provided for general academic programs unless the participant has fewer than twelve (12) months left to obtain the degree.
  - b) Total course of study will take no longer than 104 weeks (2 years) to complete. Participant will receive a certificate or degree upon completion.
8. Continuing Education and other similar course may be allowed only if the following conditions apply:
  - a) The participant must have a specific occupational goal

- b) The participant has a work history or educational background that relates to the occupational goal
  - c) The participant presents evidence as to how the purposed training will increase their employment marketability
9. New providers may be limited to enrollment of five (5) students if application evaluation warrants.
10. All applicants must apply for Pell Grant and Hope, if eligible. W.I.A. funds will be the last funds used. If amount for training exceeds all available funding, it will be the responsibility of the participant to account for these costs prior to the approval of the ITA voucher.
11. Individual Training Accounts (ITA) may be utilized for expenses related to training included but not limited to the following: books, tuition, and fees, supplies, tools, uniforms, and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc.
12. The Fulton County Office of Workforce Development will not make payment of late fees.
13. Funds are limited as follows:
- a) Up to \$5,000.00 in training costs, excluding support, may be expended for each participant for the first year of training
  - b) For training that extends beyond one year, total training costs for entire training period may not exceed \$8,000.00 excluding support
  - b) If the cost of training exceeds funds limitation guidelines, Career Center Staffs shall assist in developing a financial plan to cover total costs of training.
14. Participants shall not be required to apply for or access student loans or incur personal debt as a condition of participation.
15. Distance Learning (on-line training) will be considered for participants on a case-by-case basis who meet the following criteria:
- a) must meet all FCWPES current ITA policy requirements
  - b) must possess good computer skills
  - c) must satisfactorily complete the on-line assessment ([www.gvtc.org](http://www.gvtc.org)) and “Distance Learning Checklist” to assess their readiness for distance learning and provide a copy to Career Center Staff must have personal access to computer
  - d) The distance learning course or training module being requested must lead to the completion of a training program, require students to take periodic tests, and require students to come onto campus or other approved facility for certification exams and meeting with instructors
  - e) While a participant is attending approved distance learning activities, the following policies will apply unless employed
    - i. childcare support services will not be paid for time to study and /or participate in Distance Learning activities
    - ii. tuition will not be paid for repeating any courses
    - iii. monthly attendance and progress reports must be submitted

**NOTE:** Consideration may be given to establishing a new ITA for a participant for different occupational training. This statute will apply in cases where an individual received W.I.A. funding for training, became employed (“successful case closed”), was then displaced and his/her occupation is no longer shown on the Georgia Department of Labor (GDOL) Demand Occupation list.

16. No more than one (01) ITA's will be approved for any participant. Trainings cannot take place simultaneous and an ITA cannot be given within three (3) years of receiving a previous ITA {based on exit date from Fulton County WIA program}.
17. Should a customer enroll in an ITA program with an accompanying credential and fail to "sit" for the credentialing exam, the customer will be ineligible to receive a subsequent ITA from the FCWPES.
18. An ITA will be established for the actual cost of the approved training, not to exceed the maximum amounts stated in the ITA agreement. No additional training funds beyond the approved ITA will be allocated for any customer.
19. "Pick-ups" are ITAs given to participants that are typically already enrolled in non-W.I.A. funded training. These students have been enrolled in colleges and technical schools supported by HOPE, Pell Grants, student loans, displaced homemaker/single-parent projects and Temporary Assistant for Needy Families (TANF) programs and other scholarships who, for a variety of reasons, find themselves in need of W.I.A. assistance.
20. The "Pick-up" policy will be applied as follows:
  - a) All "pick-up" participants must be deemed W.I.A. eligible
  - b) All "pick-ups" must have a cumulative Grade Point Average (GPA) of 2.5, as evidenced by an official grade report from the most recent quarter/semester completed, which must be documented in the customer's file. Documentation of same must be included in customer's file prior to submission of ITA for Supervisor approval.
  - c) No "pick-ups" are permitted for less than one quarter/semester, or 8 weeks of training (whichever is longer at the training institution) remaining in their program of study.
  - d) All "pick-ups" must have the documented approval of the Career Center Supervisor and the WIA Coordinator. The student must provide appropriate documentation and explanation of the inability to continue training due to financial constraints or other such reasons. Included must be an explanation of why the previous method of the student/s support for training is now inadequate. This documentation will be noted in the customer's file.
  - e) Training for "pick-ups" must be in a demand occupation.
  - f) Administration of the Test of Adult Basic education (TABE) or Wonderlink and Career Scope (which measures interest and aptitude) or Career Decision Making (CDM) and Career Ability Placement Survey (CAPS) is not required, as "pick-ups" have already been appropriately assessed by the training facility to determine basic educational levels, interest, and aptitude. However, a review of the customer's grades, support services needs and labor market information around the area of study must occur and be documented in the customer's file.
21. W.I.A. responsibility for expenses surrounding a "pick-up" will be reduced by any educational costs, books, and fees, which are met from other funding sources, such as HOPE, Pell and other grant funds
22. All applicants for FCWPES services should be informed that W.I.A. is one of many funding sources that may be available to them. If the participant is interested in training at a college or vocational technical school, they should also apply for Pell and HOPE funds, unless they provide a valid reason to their Career Center Staff as to why they would not be eligible for such funds. Examples of valid reasons are as follows:
  - a) The participant has a college degree and is seeking funds to complete a second degree at a college

- b) The participant has a previous student loan that is in default.
  - c) The participant is seeking funds to complete a degree, does not have a “B” average and their family income are over the limit for Pell.
  - d) The participant file must document that the participant is not eligible for Pell and HOPE, either using the notice from financial aid, or the participant’s self-attestation.
23. Those enrolled with vocational technical schools, colleges and universities should apply for the \$100.00 HOPE book allowance.
24. Priority for training services will be for the following customers:
- a) Veterans
  - b) Dislocated Workers (must have a separation notice/letter). Individuals who live in Fulton County or who physically worked Fulton County at the time of dislocation (priority of funding is to those who reside in Fulton County).
  - c) Adults and Older Youth individuals who live in Fulton County and have been determined low income.
  - d) All other existing policies still apply.
25. Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider of training.
26. Classifications through unique service codes shall be entered into the Georgia Work Ready Online Participant Portal
27. Customers must demonstrate satisfactory performance on the applicable Prove It! assessment when pursuing certain Information Technology, project management or pre-vocational intensive trainings or certifications as indicated on the current Fulton County Demand Occupations List.
28. Assessment may be required to validate experience or skill level in other training areas as required, for example, IT training which requires pre-requisite skill, knowledge and/or experience or assessment of skill areas related to the training area selected. The Prove IT! assessment may also be used to validate foundational skills which would allow individuals to move into advanced level training or to validate skill level in the absence of verifiable work history.
29. All Prove IT! assessments must be administered at an Office of Workforce Development Career Center by Workforce personnel.

**Procedures:**

NOTE: Customers with degrees on current demand occupations will not be eligible for ITA, but must continue in job search unless a letter is received from a verifiable employer indicating necessity for training for promotional or transfer opportunity.

Certification renewals are approvable and / or certifications that require current training before testing are also approvable (i.e. PMP, Green/Black Belt, IT Certification, Medical occupations, etc.).

NOTE: Training can only be canceled based on Medical Emergency or Family Hardship. If the customer attends a school with a cancellation policy that includes a fee for either a class the customer cancels or a class the customer fails to attend, that the customer, and not WIA, is responsible for the payment of the cancellation fee and any other financial obligations related to the cancellation.

NOTE: Customers can only cancel an ITA once within 30 day period. After that, the customer will not be eligible for an ITA without Medical Emergency or Family Hardship verification.

1. Career Center Staff (CA) will ensure that the customer is eligible to actively participate in a training program. **FCWPES will not pay for provisional, remedial, or pre-requisite coursework.**
2. Career Center Staff will ensure that the training program selected by the customer is based on the following:
  - a) A review of customer's assessment
    - i. Customers must obtain a 9th Grade General Education (GE) on TABE in Reading, Language, and Combined Math, except in those cases where the Provider's requirements for the selected training program are different. In these cases, the customer must, at a minimum, meet the Provider's requirements. WIA Federal Regulation 664.200 (c)(1)
  - b) Research on the desired program of training
  - c) Comparison of eligible training providers offering this specific training
3. Completion, review, and discussion of the FCWPES "Customer Choice Package"

**NOTE:** Any changes in the provider's program, changes in program information (course changes), or requests for additional programs, must be submitted to the Atlanta Regional Commission Workforce Division/Regional ITA Committee for the purposes of updating the GDOL Eligible Providers List. The disposition of the Regional ITA Committee will be submitted to the FCWPES Workforce Investment Board (WIB) for review and disposition. If recommended, the Provider Relations Unit will update the P Drive and notify Career Center staff via email message.

4. Career Center Staff will ensure that all required documentation is contained in the customers paper file and/or attached to the ITA request submittal memorandum (see attached W.I.A. checklist).
5. Career Center Staff, upon ensuring all necessary customer data (see W.I.A. checklist) has been entered into the Georgia Workforce System and the providers information is accurate and the customers' paper file is complete, will submit ITA request to supervisor.

**NOTE:** If it is determined that the provider's information is inaccurate, at this point or any time throughout the year, the Career Center Staff/designated person will contact the Provider Relations Unit for assistance.

6. The supervisor will review request, make recommendation and process accordingly.
7. Upon execution of a new provider's ITA Provider Agreement, Supervisor will be notified of approval and in turn notify Career Center Staff.
8. Any ITAs that are not recommended for approval will be forwarded to the W.I.A. Coordinator for disposition.
9. Career Center Staff and Site Supervisor will meet with any customers not recommended for training. CA can appeal on behalf of customer to W.I.A. Coordinator.
10. Career Center Staff will notify customers of approved ITA.
11. Customer will receive a copy of the approved training voucher and sign the ITA Enrollment Agreement.

12. Customer will receive monthly attendance and progress report forms to be completed and signed by instructor and returned by customer to Career Center Staff. This form is due 7 days after training start date (for invoicing purposes) and monthly thereafter.

13. **Contact With Providers:** Career Center Staff are to utilize the Provider Relations Unit for **all** communication with Training Providers. If a Career Center Staff person has request of a provider please send the following information to the Provider Relations Unit for follow-up:

- a) Customer's name
- b) Provider's name
- c) Career Advisor's name
- d) Training dates
- e) Training Program
- f) Items being requested of provider
- g) Outcome desired from contact with provider
- h) \*This includes request for Attendance Sheets and WIA Customer Follow Up form

14. It is the responsibility of the MIS Coordinator to reflect these classifications through unique service codes entered into the Georgia Work Ready Online Participant Portal

**NOTE:** Advisors have no authority to make requests of Providers directly. All inquiries need to be communicated to the Career Center Site Supervisor and forwarded to the Provider Relations Unit.

**NOTE:** A customer's program of study can change as long as it's in the same field as the original ITA voucher and does not extend the number of hours and/or increase the amount of the original voucher.

**Departmental Sponsor:** Housing and Human Services Department Office of Workforce Development

**Policy Review Date:** September 2014

**References:** Federal Register, Workforce Investment Act, Part II  
subpart D section 663.500

**Responsible Parties:** Career Center Staffs, Career Center Site Supervisors, W.I.A. Coordinator, Provider Relations Coordinator, Fiscal Officer, Program Manager

Attachment H.2

FULTON COUNTY WORKFORCE PREPARATION AND EMPLOYMENT SYSTEM

CUSTOMER DISTANCE LEARNING REQUEST

Name: \_\_\_\_\_ SS# \_\_\_\_\_

Career Advisor: \_\_\_\_\_  Adult  Dislocated Worker  Older Youth

1. Reason for Request (i.e. extenuating circumstances, personal preference, etc.) Use back of page.
2. Portion of Total Training to be Distance Learning \_\_\_\_\_%
3. Complete "Is Online Training For Me" at [www.gvtc.org](http://www.gvtc.org). Click on "Tell Me How"
  - complete self assessment
  - review required basic technology skills
  - complete Internet 101 – self paced tutorial
4. Complete Learning Styles Inventory (GCIS)
5. Develop and submit a statement on "How You Will Maximize Distance Learning With Your Personal Learning Style. Use back of page.

Special Requirements:

6. Documentation that your hardware meets program criteria
  - my hardware meets requirements
  - passed browser compatibility test
7. Appropriate Internet Access
8. I agree to maintain my computer during the time I am using Distance Learning

School: \_\_\_\_\_ Program Name: \_\_\_\_\_

Begin Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Cost for Distance Learning: \_\_\_\_\_

Is there a cost saving to customer or WIA? \_\_\_\_\_ Yes \_\_\_\_\_ No

Portion Distance Learning Cost is of Entire Customer Training Cost Commitment: \_\_\_\_\_%

Comments: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date \_\_\_\_\_

Career Advisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approved Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approved  Returned for additional information  Not approved



## Fulton County Workforce Preparation and Employment System COURSE DESCRIPTION/FEE SCHEDULE INFORMATION FORM

Customer Name: \_\_\_\_\_ Social Security: \_\_\_\_\_

NOTE: In order to eliminate any delay in paperwork, it is extremely important that all information is completed and submitted with original acceptance letter.

PROGRAM: \_\_\_\_\_ SCHOOL: \_\_\_\_\_  
 LOCATION: \_\_\_\_\_  
 : \_\_\_\_\_ CONTACT: \_\_\_\_\_  
 PHONE: \_\_\_\_\_ TITLE: \_\_\_\_\_

ADMISSION CRITERIA  
 Diploma/GED Required? \_\_\_\_\_  
 Work Interest: \_\_\_\_\_

PROGRAM INFORMATION  
 Total Weeks: \_\_\_\_\_  
 Days Per Week: \_\_\_\_\_  
 Total Curriculum Hours: \_\_\_\_\_  
 Total of Classroom Hours: \_\_\_\_\_  
 Class Start Dates: \_\_\_\_\_

Physical Abilities: \_\_\_\_\_

Reading Level: \_\_\_\_\_

Math Level: \_\_\_\_\_  
 Computer Skills: \_\_\_\_\_

Class End Dates: \_\_\_\_\_  
 NPEC/DOE Certified? \_\_\_\_\_  
 Competency Based? \_\_\_\_\_

Work Experience Needed: \_\_\_\_\_

Is Program Certified? If so, please provide copy of certificate or letter from authorizing entity. \_\_\_\_\_

Placement Goals: \_\_\_\_\_  
 DOT Code: \_\_\_\_\_  
 Occupation: \_\_\_\_\_  
 Entry Wage Goal: \_\_\_\_\_

FEE SCHEDULE:	
Tuition	\$
Registration Fee:	\$
Book/Supplies	\$
Graduation Fee:	\$

Wage Replacement Goal: \_\_\_\_\_  
Will customer be able to replace former wages? \_\_\_\_\_  
School Placement Rate: \_\_\_\_\_

Other: (Please List)	\$
	\$
	\$
Test Fee:	\$
Total	\$
Financial Aid	\$
Total Requesting	\$

Financial Aid

Pell Eligible: \_\_\_ Yes \_\_\_ No  
Hope Eligible: \_\_\_ Yes \_\_\_ No  
Other Aid: \_\_\_ Yes \_\_\_ No

Person Completing Form: \_\_\_\_\_ Date: \_\_\_\_\_

DRAFT



INTER-OFFICE MEMORANDUM

TO: Site Supervisor  
FROM: Career Advisor  
DATE: August 3, 2011  
SUBJECT: WIA Training Referral

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The individual listed below is being submitted for approval for an Individual Training Account (ITA) under the Workforce Investment Act (WIA). This individual has met the WIA requirements for consideration of an ITA.

Customer: Customer Category: (DW, Adult, Youth)  
Street Address  
City, State, Zip  
Phone Number

SSN: 000-00-0000

Name of Training Program: Training Program  
Training Start/End Dates: August 10, 2009 – August 29, 2009  
Training Provider: Provider Name  
Street Address  
City, State, Zip Code: City, State, Zip Code  
Telephone: 000-000-0000  
Fax: 111-918-8770  
Contact Person: Contact Name  
Total Curriculum Hours: 180  
Tuition: \$3,775.00  
Admission Fee: \$200.00  
Books/Supplies: \$0.00  
Graduation Fee: \$0.00  
Test Fees: \$0.00  
Other Fees: \$0.00  
Total Cost : \$3,995.00  
WIA Discount: \$0.00  
Financial Aid: \$0.00  
WIA Funds Requested: \$3,995.00



Participant Training Interest  
Questionnaire

Thank you for your interest in applying for services under the Workforce Investment Act (WIA). To help us match you with a training program that best meets your needs and interests, please complete this Questionnaire and return it to the Center listed below. If some questions make you uncomfortable, you may wait and discuss your answers with a Career Advisor. A Career Advisor will schedule an appointment and review your answers with you. Some other important key items you need to be aware of include:

- In addition to completing the Questionnaire, you may be required to complete additional tests to determine your employment skills. If you have low skills in reading and math, or lack a high school diploma or GED, you may be required to attend classes to improve your skills before you can begin training.
- If you are interested in attending training where PELL grants and HOPE scholarships are available, you will be required to complete the federal Financial Aid Form (FAFSA) before you are approved for training. You can pick up a FAFSA information packet from the center or apply on-line at [www.fafsa.ed.gov](http://www.fafsa.ed.gov).
- Because of funding limitations, not all eligible applicants are approved for WIA funding. Staff will review your WIA eligibility in combination with other educational funds resources such as HOPE, PELL, Trade Act and company sponsored programs. Your Career Advisor will keep you informed about the status of your application.
- You will also have to meet additional eligibility requirements for training. Your Career Advisor will review the eligibility requirements and begin documenting your eligibility. We will work with you to collect information to establish your eligibility for training and support assistance.
- Please attach a copy of your current resume and job search documentation, if available.

If you have questions about how to complete this Questionnaire, you may call the North Fulton and South Fulton Career Center. Additional information is available on the Internet at [www.atlantaregional.com/workforce](http://www.atlantaregional.com/workforce).

Name: \_\_\_\_\_ Social Security No: \_\_\_\_\_  
Last Fist M.I.

Street Address: \_\_\_\_\_ Apartment No. \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Message Phone: ( ) \_\_\_\_\_

Cell: \_\_\_\_\_ Email Address: \_\_\_\_\_

Return Form to:

North Fulton Career Center  
7741 Roswell Road  
Suite 205  
Sandy Springs, Georgia 30350  
Office: 770.613.4480

Or

South Fulton Career Center  
5710 Stonewall Tell Road  
Suite 160  
College Park, Georgia 30349  
Office: 770.306.5202

WIA Programs are equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities.

PARTICIPANT NAME: \_\_\_\_\_

PART I, Section A: TIME COMMITMENT

24-HOUR DAY TRAINING SCHEDULE

SCHEDULE	5:30 5:45 a.m.	a.m.	11:30 11:45 a.m.	a.m.	6:00 6:15 p.m.	p.m.
12 midnight 12:15 a.m.	6:00 6:15 a.m.	a.m.	12 noon 12:15 p.m.	TRAINING	6:30 6:45 p.m.	p.m.
12:30 12:45 a.m.	6:30 6:45 a.m.	a.m.	12:30 12:45 p.m.	TRAINING	7:00 7:15 p.m.	p.m.
1:00 1:15 a.m.	7:00 7:15 a.m.	a.m.	1:00 1:15 p.m.	TRAINING	7:30 7:45 p.m.	p.m.
1:30 1:45 a.m.	7:30 7:45 a.m.	a.m.	1:30 1:45 p.m.	TRAINING	8:00 8:15 p.m.	p.m.
2:00 2:15 a.m.	8:00 8:15 a.m.	TRAINING	2:00 2:15 p.m.	TRAINING	8:30 8:45 p.m.	p.m.
2:30 2:45 a.m.	8:30 8:45 a.m.	TRAINING	3:00 3:15 p.m.	TRAINING	9:00 9:15 p.m.	p.m.
3:00 3:15 a.m.	9:00 9:15 a.m.	TRAINING	3:30 3:45 p.m.	TRAINING	9:30 9:45 p.m.	p.m.
3:30 3:45 a.m.	9:30 9:45 a.m.	TRAINING	4:00 4:15 p.m.		10:00 10:15 p.m.	p.m.
4:00 4:15 a.m.	10:00 10:15 a.m.	TRAINING	4:30 4:45 p.m.		10:30 10:45 p.m.	p.m.
4:30 4:45 a.m.	10:30 10:45 a.m.	TRAINING	5:00 5:15 p.m.		11:00 11:15 p.m.	p.m.
5:00 5:15 a.m.	11:00 11:15 a.m.	TRAINING	5:30 5:45 p.m.		11:30 11:45 p.m.	p.m.

PARTICIPANT NAME: \_\_\_\_\_

**PART I, Section B: TRAINING GOALS AND EDUCATIONAL HISTORY**

1. Do you have a training goal?       yes    no
  - a. Describe your training goal? Be specific \_\_\_\_\_
  - b. Why did you select this training goal? \_\_\_\_\_
  - c. Which do you prefer?       Classroom training (school)       On-the-Job Training (OJT)
  - d. Are you currently in school?    yes    no
  
2. If you do not have a training goal, do you need assistance in selecting a training goal?    yes    no
  
3. If you prefer classroom training, have you selected a school?    yes    no    N/A  
If yes, list the name of your first and second choice of school. \_\_\_\_\_  
\_\_\_\_\_
  
4. Have you previously enrolled in training funded through WIA or a company sponsored education program?       yes    no  
If you answered no, skip to PART I, Section B below.
  - a. Name of School Attended: \_\_\_\_\_ Dates Attended: \_\_\_\_\_
  - b. Name of the training program or course of study. \_\_\_\_\_
  - c. Did you complete the training?    yes    no   If you answered yes, skip to question #5.
  - d. Why did you not complete training? \_\_\_\_\_
  
5. Did you find a job after you completed or left training?       yes    no
  - a. If yes, was the job related to the training you received?       yes    no
  - b. List name of employer: \_\_\_\_\_ Position: \_\_\_\_\_
  
6. List other funds you are seeking to assist you throughout training (i.e. PELL, HOPE, Trade Act, Company sponsored, scholarships, loans, etc.)
  
7. Are you a veteran of the United States military service?       yes    no

**PART I, Section B: EDUCATION**

What is the highest grade you have completed?      \_\_\_\_\_ Years

List the name and address of every school you have attended, including high school. Indicate any degrees or certificates and areas of study.

<u>School</u>	<u>Course of Study</u>	<u>Did You Graduate?</u>	<u>Year</u>
_____	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
_____	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
_____	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	_____

Please note: Additional information concerning computer related skills and training appears on pg 4.

DRAFT

PARTICIPANT NAME: \_\_\_\_\_

**PART I, Section C: EMPLOYMENT HISTORY**

List current and previous employers, job title, wage and dates of employment below, beginning with your current or most recent job. Also complete questions on the back of this page.

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Hourly Wage: \_\_\_\_\_ Job Title: \_\_\_\_\_

Duties: \_\_\_\_\_

Equipment and Tools Operated: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

From: \_\_\_\_\_ to: \_\_\_\_\_ Hourly Wage: \_\_\_\_\_ Job Title: \_\_\_\_\_

Duties: \_\_\_\_\_

Equipment and Tools Operated: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

From: \_\_\_\_\_ to: \_\_\_\_\_ Hourly Wage: \_\_\_\_\_ Job Title: \_\_\_\_\_

Duties: \_\_\_\_\_

Equipment and Tools Operated: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

From: \_\_\_\_\_ to: \_\_\_\_\_ Hourly Wage: \_\_\_\_\_ Job Title: \_\_\_\_\_

Duties: \_\_\_\_\_

Equipment and Tools Operated: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

PARTICIPANT NAME: \_\_\_\_\_

**PART I, Section D: ASSETS AND BARRIERS TO EMPLOYMENT**

Please answer the following questions to help us determine your employment and training assets and barriers. If you are uncomfortable with any questions and would prefer to address the question directly with a Career Advisor, please specify. \_\_\_\_\_

1. Do you have problems reading and understanding written English?  yes  no
2. Do you have problems understanding spoken English?  yes  no
3. Are you under the age of 22?  yes  no
4. Are you over the age of 55?  yes  no
5. Are you planning to find a full-time job now (or after layoff)?  yes  no
6. Do you currently have a part-time job?  yes  no
7. Have you registered for work at the Department of Labor Employment Office?  
 yes  no  plan to
8. Have you applied for unemployment compensation?  yes  no  plan to
9. Are you receiving unemployment compensation?  yes  no  plan to
10. Was your unemployment insurance claim denied?  yes  no
11. Have you been laid off or have a scheduled end date of employment?  yes  no  
If yes, last date or scheduled date of employment? \_\_\_\_\_
12. Do you anticipate or are you receiving severance pay?  yes  no
13. Have you considered retirement after your employment ends?  yes  no
14. Are you willing to work weekends?  yes  no
15. Are you willing to work nights?  yes  no
16. Do you have a valid driver's license?  yes  no
17. Has your driver's license ever been suspended?  yes  no
18. Will you need to arrange transportation before you can accept a job?  yes  no
19. Are you currently or plan to use your savings to support you and your family while you are out of work?  
 yes  no
20. Do you have children who will need child care while you are in training?  yes  no
21. Do you have a misdemeanor or felony conviction?  yes  no
22. Do you have a current resume?  yes  no
23. Are you interested in finding out more about operating a small business?  yes  no

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For Office Use:

PARTICIPANT NAME: \_\_\_\_\_

**PART I Section E: How will I Survive in Training**

**HOW WILL YOU SURVIVE?**

Since schooling or training may last several months to several years, you need to consider how you will live financially during that time. Your financial needs may help you decide whether you should go to a shorter or longer program. Use this worksheet to decide whether you can afford to be in training.

Date Completed \_\_\_\_\_

1. Add together your sources of income below.

PRESENT ASSISTANCE	FINANCIAL	CURRENT PER MONTH
1. Income from present job		
2. Income from odd jobs		
3. Gifts/loans from others		
4. Welfare assistance		
5. Food Stamps		
6. Other		

PRESENT ASSISTANCE	FINANCIAL	CURRENT PER MONTH
1. Medical Assistance		
2. Child Care		
3. Housing Assistance		
4. Free Lunch Program		

TOTAL INCOME: \_\_\_\_\_

Date Completed \_\_\_\_\_

PARTICIPANT NAME: \_\_\_\_\_

PART I Section E: How will I Survive in Training continued: 2. Make a list of your expenses

COST OF LIVING	CURRENT PER MONTH	\$\$
RENT		
ELECTRIC		
GAS		
WATER		
SEWER/GARBAGE		
TELEPHONE		
FOOD		
CLOTHING (Purchasing, Explain?)		
TRANSPORTATION (Bus, Train, Taxi, Car Pool, Car Note)		
LAUNDRY		
MEDICAL / DENTAL		
CABLE TELEVISION		
NEWSPAPER		
CREDIT CARD PAYMENTS		
AUTO INSURANCE		
OTHER INSURANCE		
CHILD CARE / CHILD SUPPORT		
GASOLINE		
MISCELLANEOUS		

TOTAL EXPENSES: \_\_\_\_\_

Date Completed

Decision Item

\_\_\_\_\_ 3. Do you have other financial resources (a working spouse, parental assistance, a savings account, a friend?)

Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_ 4. Are your bills more than your income?

Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_ 5. If your bills are more than your income, how will you make ends meet while in training?

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\_\_\_\_\_ 6. How much money, if any, are you short per month?

\_\_\_\_\_ 7. Based on your calculations, would you need to work part time while attending school?

Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_ 8. Will your income remain the same during the entire time you are in the program? For example, will your unemployment be exhausted?

Yes \_\_\_\_\_ No \_\_\_\_\_

Explain: \_\_\_\_\_

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PARTICIPANT NAME: \_\_\_\_\_

**PART I, Section F: EMERGENCY CONTACT PERSON**

The person whose name is listed below does not live with me but can always contact me.

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Home Telephone Number: ( ) \_\_\_\_\_ Message Telephone: ( ) \_\_\_\_\_

Email Address: \_\_\_\_\_

**PARTICIPANT NAME:**

**PART I, Section G: Labor Market Research**

Occupation: \_\_\_\_\_

State: \_\_\_\_\_

Typical Educational Level: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Description of the Job: (or attach description)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**WAGES**

Wages			
	Hourly Wage	Annually	Range

**TRENDS**

Trends	Number of People Employed		Percentage Change	
	Prior	Projected		Is it declining or growing?

## OCCUPATIONAL DECISION MAKING

1. How do you spend your time at work?
2. What would the workplace environment be like?
3. How much time do you spend with co-workers?
4. What type of people would your co-workers be?
5. Do you have to work overtime?
6. Are you paid a decent or good salary? Do you have benefits?
7. Where would you live?
8. What would the prospects for advancement be?
9. If you advanced to another career level, what would be the requirements for that vacancy?

## INTERVIEW A STUDENT

- \_\_\_\_\_ 1. Call the school and arrange a tour and an interview with one or two current students.
- \_\_\_\_\_ 2. Attend the tour
- \_\_\_\_\_ 3. Ask the student the questions on the interview sheet
- \_\_\_\_\_ 4. Debrief with your ITA Career Advisor

#### INTERVIEW QUESTIONS

1. What are some good and bad things about the school?
2. Is attending this school going to be worth the money?
3. What types of student do the best and worst here?
4. What gripes do current students have about the school?
5. Why do students transfer or drop?
6. If you could do it again, would you choose this school?
7. How good are the instructors?
8. Who are the instructors, i.e., how are they chosen?
9. Is it easy to enroll into the classes?
10. How much personal interest does the school take in individual students?

#### APPLICANT ACKNOWLEDGMENT

The information I have provided is true and accurate. I understand that any misrepresentation of information

may adversely affect my application for WIA assistance. I also understand that an application and eligibility determination are initial steps. After these steps are completed, staff will work with me to complete an Employment Development Plan. Staff is unable to make any commitments about whether or not I will be approved for training until this Employment Development Plan has been completed, reviewed and approved. I also understand that any payments I make to a school (tuition, fees, etc.) before my Employment Development Plan is approved will not be reimbursed by WIA.

\_\_\_\_\_  
Signature of Applicant \_\_\_\_\_  
Date

I also attest that the following information indicated with a check is true and accurate for the purposes of program eligibility for training and support services. I also understand that I may be required to provide proof of the following and other eligibility items before approval for training and/or supportive services are provided.

- Yes No
- I am authorized to work in the United States
- I am registered with the Selective Service (males only, born on or after 1/1/1960)
- U. S. Citizen. If no, please complete:  
Alien Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

County of Residence:

- Atlanta  Cherokee  Clayton  DeKalb  Douglas  
 Fulton (outside City)  Gwinnett  Fayette  Henry  Rockdale  
 Other, \_\_\_\_\_

\_\_\_\_\_  
Signature of Applicant \_\_\_\_\_  
Date

**THIS SECTION FOR OFFICE USE ONLY**

- Yes  No Client has received one or more core services.  
Service provided: \_\_\_\_\_ Date: \_\_\_\_\_
- Yes  No Client has received one or more intensive services.  
Service provided: \_\_\_\_\_ Date: \_\_\_\_\_

Revised 2-26-07

**FULTON COUNTY WORKFORCE PREPARATION AND EMPLOYMENT SYSTEM**  
CAREER RESOURCE CENTER

## INDIVIDUAL TRAINING ACCOUNT ENROLLMENT AGREEMENT

**PERIOD OF AGREEMENT:** The effective date of this agreement shall be from 00/00/00 to 00/00/00 and will remain in force until this agreement is terminated or modified in accordance with Fulton County Workforce Preparation and Employment System (FCWPES) policies.

1. **Vouchers:** I have received a copy of my voucher from my Career Advisor. I understand that the Workforce Investment Act (WIA) will only pay for the expenses listed on that voucher.
2. **Registration:** I understand that I am solely responsible for registering for the training classes paid by WIA, and agree to register as a full-time student, as defined by my school, unless I have written approval from my Career Advisor. I also understand that I must pay for late registration fees or penalties if this matter was caused by my error or delay.
3. **Books and Supplies:** I understand that WIA will pay up to the amount listed on the voucher for books and related supplies, and that WIA will not pay expenses above that amount without prior written approval. I understand that any tools and equipment purchased with WIA funds remain the property of WIA, and that I may keep these items if I obtain full-time, training related employment. I agree to return any tools or equipment purchased on my behalf if I do not obtain full-time, training related employment within 90 days of the last day of training or if I withdraw from training prior to completion.
4. **Withdrawals:** If I plan to withdraw from class or school, I will first contact my Career Advisor. I understand that if I withdraw from class, WIA will not provide the funds to re-enroll me in that class at a later date. I understand that I will not be allowed to change training providers after I begin training.
5. **Cancellation Policy:** I understand that if I attend a school with a cancellation policy that includes a fee for either a class I cancel or a class I fail to attend, that I, and not WIA, am responsible for the payment of the cancellation fee.
6. **Contact with Career Advisor:** I agree to maintain contact with my Career Advisor every thirty (30) days from the beginning of my training period until one year after I become employed in my respective field.

I agree to inform my Career Advisor of any changes with my address, telephone number, and employment status within five (5) days of the change.

I understand that I will not be penalized for obtaining employment (part-time or permanent full-time) during my training period. I agree to report any employment to my Career Advisor for accurate record keeping and to avoid possible class schedule conflicts.

I understand that if I am attending a school that operates on a quarter or semester system, I must meet with my Career Advisor prior to registration for continued assistance from the program.

7. **Attendance:** I agree to provide my Career Advisor with a copy of my class schedule and notification of any schedule changes. I understand that I am solely responsible for my attendance and I will make every effort to attend all classes scheduled. I understand that I must submit the completed FCWPES Training Weekly Attendance Record forms to my Career Advisor weekly. Verification of my attendance is required to confirm that I was in training on the days billed to WIA and to validate my compliance with the attendance requirements outlined in this agreement. I must also provide a copy of the completed FCWPES WIA Monthly Progress Report each month. I understand that failure to attend training in accordance with training program requirements and failure to report necessary attendance and course progress may result in my training program being terminated.
8. **Conduct:** I understand that by enrolling in training with the provider's organization, I agree to adhere to that organization's policies regarding conduct. I also understand that failure to adhere to these policies will result in my dismissal from school and termination of WIA-funded training.
9. **Pell & Hope Grants:** I agree to apply for Pell & Hope grants and to notify my Career Advisor of my application as soon as possible. All amounts received will be combined with WIA funds to cover the

total cost of my training.

10. Additional Financial Aid: I agree to apply for financial aid and notify my Career Advisor as soon as possible if I receive any additional financial assistance. I understand this change may reduce my WIA training fund amount. I also understand that if I fail to inform my Career Advisor of this change, it may result in either suspension from the WIA program for one quarter or semester, or termination of WIA funded training.
11. Certification: I understand that if I select a course of study with an accompanying certification/credential, I must take the certification exam for each level of course completion within thirty (30) days. If I am not successful in my first attempt to obtain certification/credentialing I must retake the exam within sixty (60) days. Copies of the certification/credential and certificate of completion must be sent to the Career Advisor.

I understand that subsequent courses will be paid for only after initial individual courses and certifications/credentials are completed and obtained.

Exceptions to this policy may be approved on a case-by-case basis in accordance with policies and procedures set forth by the FCWPES.
12. WIA Customer Activity and Follow-Up Checklist: I understand the training provider will complete and forward the WIA Customer Activity and Follow-Up Checklist to my Career Advisor when my training status has changed, when I have completed training, passed an industry certification exam (if applicable), obtained a training related credential, and/or obtained employment.
13. Job Placement: I agree to utilize the placement services offered by the training provider as I near course completion and begin my job search. I will make every effort to complete the training program and immediately seek, find and maintain full-time employment related to my course of training near or after the completion of training. I will provide a résumé to my Career Advisor before the completion of training to assist with job placement activities.
14. Customer Satisfaction Surveys: I agree to respond to Customer Satisfaction Surveys as they are administered by the FCWPES and duly appointed representatives of the Department of Labor. These surveys, which could be administered by phone or by mail, will ask me to rate the quality of services provided by the FCWPES and the individual training provider. I understand that my individual responses will be kept confidential, but collective responses could be used to enhance service provision.
15. Other Training Programs: I understand that upon my enrollment into this program, I may not be eligible for other programs funded by WIA. I shall only receive classroom training/instruction in a training program in a state approved targeted demand occupation. Only the selected training program approved by the Individual Training Account (ITA) System is covered by this agreement. Such program shall be authorized only via a fully executed training voucher. The training program selected and approved for me identified herein is: \_\_\_\_\_ . Trainees will not be allowed to change training providers after the initial training start date. Additionally, failure to maintain a passing grade in accordance with training provider/school policies may result in termination of WIA training services.
16. Allowable Costs: Funds available under this agreement shall be used exclusively for tuition, books, fees, and training provider-required training/educational materials as approved by the FCWPES and in accordance with the training provider's published costs. The estimated amount is not to exceed \$5,000. ITA costs will vary in approved amounts and allowable time periods based on FCWPES policies. Training costs will be reimbursed only for the time in training as specified in the Individual Training Account Agreements. Funding limits for training include a maximum of up to \$5000 for the first year and up to a maximum of \$8000 for training that lasts two years.

I have read the aforementioned statements and agree to their adherence.

Customer's Signature

Career Advisor's Signature

Date \_\_\_\_\_

Date \_\_\_\_\_

DRAFT

Attachment G.2  
Supportive Service Policy

**Standards:**

Training Related Assistance is services that are necessary to enable an individual to participate in approved training and are available to all Fulton County Residents (WIA Adult, Dislocated Workers, and Youth) that may need it to participate in authorized activities under WIA (Workforce Investment Act) Title I or job search activities to become gainfully employed.

**Policy:**

Training Related Assistance is offered **based on availability of funds** once participant has proven that no other resources are available.

This assistance is made available to WIA Participants to enable them to continue their participation in authorized activities.

1. The participant must be a Fulton County resident for a minimum of 6 months consecutively prior to the supportive service allotment.
2. Participant must be enrolled in an approved WIA activity and be in compliance with activity requirements.
  - a. **Job Search:** Must have completed 30 days of job search, provided current job search forms, attended at least two job readiness workshops
  - b. **Training:** Must have attended training classes and provided the first weeks attendance sheets
  - c. **Work Experience:** Must have completed 30 days on the worksite, provide timesheets and progress report
3. Eligibility for training related assistance up to \$2500 (per household) total but not to exceed specified limits is dependent on participant being compliant with terms of enrollment agreement.
4. Training Related Assistance will be approved on a case by case basis.
5. Exceptions to the policy may be made on an individual basis, based on need. Requests for exceptions must be submitted in writing to the designated person.
6. Priority will be given to Veterans, and then participants who reside outside the City of Atlanta, followed by those employed in Fulton County.
7. Once the \$2500.00 (per household) maximum is received, the participant is ineligible for additional training related assistance within (3) three years of receiving the previous support service allotment (based on the date of exit from the WIA program) per funding category (Adult, Dislocated Worker, Youth).

**Procedures:**

It is the responsibility of the Advisor:

1. Ensure the customer file is in compliance based on the approved WIA Activity (Work Experience, Work based Learning, Job Search, Training, etc.)
2. Assess the needs of the participant by reviewing the customer's budget.
3. Ensure the customer completes the Money Smart – Money Matters module (to be submitted and filed in the customer's file)
4. Determine if another agency can provide the training related assistance and, if so, refer participant to that agency. If advisor is unable to provide a referral, customer must provide to the advisor verification that attempts were made to secure services from at least three (3) external agencies.
5. Complete and submit the Supportive Services Checklist and Request Forms documenting all attempts to find other agencies to provide the support services and all supporting documentation (invoices/bills, quotes/estimates), to the Site Supervisor for consideration. Ensure the original bills are submitted with the request and signed by both the advisor and customer. A copy of the customer Citizenship/Immigration Affidavit must accompany the request with valid identification (must have a physical Fulton County address).

6. Contact Fiscal Officer to determine if vendor is in the system, if not follow the procedures to have vendor input into the system prior to submitting the supportive service to designated person for approval.
  - a. If this is a new vendor, a W9 and Business License is required with the supportive service request (per Fulton County Vendor Registration procedure)
7. Notate Supportive Services Tracking Form and all corresponding reports if approved, and place a copy of the request in the file. For WIA customer, the Advisor must update the Customer Service Plan (Need for Supportive Services and the Add Activity – Supportive Service)
8. Document in the case file, the need for and the resolution of any supportive service request whether approved or not.
  - a. If the request was not approved, the advisor must notify the customer of the Grievance procedure
9. File a copy of the supportive service check in the file after the customer sign's for it and forward a copy to the WIA Administrative Assistant who will forward it to the Fiscal Officer and Fiscal Officer Supervisor.

It is the responsibility of the MIS Coordinator to reflect these classifications through unique service codes entered into the Georgia Work Ready Online Participant Portal

**Departmental Sponsor:** Housing and Human Services  
Department-Office of Workforce Development

**Policy Review Date:** September 2014

**References:** Federal Register, Workforce Investment Act, Part II  
subpart H Section 663.800

**Responsible Parties:** Career Center Staff, Resource Center Staff, Fiscal Officer

Attachment I:  
Incumbent Worker Policy



<u>POLICIES AND PROCEDURES MANUAL</u>	
<u>SUBJECT</u> Incumbent Worker/Layoff Aversion	
DATE: July 14, 2011	NUMBER:

Purpose:

Federal law stipulates that Incumbent Worker Training (IWT) is another approach that the public Workforce Investment System may provide to avert layoffs. In November 2009, the Employment Training Administration (ETA) granted many states an IWT waiver approval to use a portion of local Adult and/or Dislocated Worker funds (in Georgia's case, only regular formula Dislocated Worker or ARRA Dislocated Worker funds) to conduct Incumbent Worker Training. This IWT waiver was only for the purpose of layoff aversion because serving unemployed workers must be the Workforce Investment System's focus in the current challenging economy. ETA considers a layoff averted is when: 1) a worker's job is saved with an existing employer that is at risk of downsizing or closing; or, 2) a worker at risk of dislocation, transitions to a different job with the same employer or a new job with a different employer and experiences no or minimal spell of unemployment.

Incumbent Worker Training is an allowable statewide activity, described in WIA Section 134(a) (3). Within the Code of Federal Regulations (CFR) pertaining to ETA, under Title 20 CFR 665.220, "States may establish policies and definitions to determine which workers, or groups of workers, are eligible for incumbent worker services for purposes of statewide activities". The regulations further define an Incumbent Worker served with statewide funds as "an individual who is employed, but...does not necessarily have to meet eligibility requirements for intensive and training services for employed adults and dislocated workers at 20 CFR 663.220(b) and 663.310."

The Office of Workforce Development Workforce Investment Board has updated information and guidance on implementing the approved waiver to the granting authority to utilize up to 10 percent (10%) of each of it's adult and dislocated worker allocations that will assist Fulton County businesses who are in need to train their existing staff to enable the companies and employees to remain competitive and/or to prevent layoffs.

Policy:

In accordance with Section 134 (a)(3)(A)(iv)(I) of the Workforce Investment Act (WIA) of 1998, the implementing regulations and subsequent Department of Labor (DOL) guidance and waivers, the local Workforce Investment Board determined Workforce Investment Areas are allowed to request approval for expenditure of a percentage of their local Adult and Dislocated Worker funds to provide intensive services and training to incumbent workers and/or individuals who has receive layoff notification.

Training to incumbent workers may be provided using up to the maximum currently allowed percentage of formula funds in accordance with State guidance and/or DOL waivers to meet the needs of Fulton County employers with incumbent workers in need of training or to prevent layoff aversion. The employer will utilize the training providers already on the Fulton County Approved WIA Provider listing to conduct the necessary skill enhancing trainings. Should an employer request a training provider not listed on the Fulton

County approved list, an exception can be made provided that the employer provides the Office of Workforce Development written notification that training participants will retain their employment upon program completion.

These individuals do not necessarily have to meet the eligibility criteria for dislocated workers contained in WIA Section 101(9), nor do they have to meet the criteria for employed adults and dislocated workers contained in WIA Section 134(d)(4)(A), except adults must meet the low income criteria.

Incumbent worker training is intended to assist Fulton County employers as part of a layoff aversion strategy and with the development of a highly skilled workforce. The provision of such training should result in:

1. Enhancing the skills of current employees to allow them to retain employment during periods of significant economical, technological or procedural changes in the employing organization, or
2. Upgrading the skills of current employees to assist in employee retention, or
3. Allow the business to avert potential layoffs by improving the skills of their current workforce.

Procedures:

All written requests for incumbent worker training must be submitted by the employer requesting the training. The request must include justification for the training need based on the layoff aversion strategy and at least one of the above-listed criteria will be met through the provision of the training. Requests from employers will be submitted to the Influence and Visibility Task Force for their recommendation to the FCWPES Board.

Company Viability/Workforce Status: Companies that have recently gone through a WARN Act event (e. g., mass layoff) or have laid off employees that became covered under the Trade Adjustment Assistance (TAA) for Workers program will not be approved for the Incumbent Worker Training program. If a company has experienced layoffs recently or is in the midst of laying off workers and does NOT fall into one of the two categories above, their Incumbent Worker Training request must sufficiently demonstrate the following in order to be approved:

- ❖ the training being applied for will help the company remain viable and avoid further job losses
- ❖ the incumbent workers who will be attending training will retain their employment with the company/agency.

Departmental Sponsor: Fulton County Housing and Human Services

Policy Review Date: July 2013

References: EDD Directive WSD07-8  
WIA Section 117(e), 118(c), and 134(a)(3)(A)(iv)(I)  
WIA Final Rule: Section 661.345, 665.220, 665.268, and 667.268  
29 CFR 97.24  
29 CFR 667.130

Responsible Parties: Office of Workforce Development Staff



Attachment J:  
ITA Training Provider Agreement

FULTON COUNTY WORKFORCE PREPARATION AND EMPLOYMENT SYSTEM  
INDIVIDUAL TRAINING ACCOUNT PROVIDER AGREEMENT

Fulton County Office of Workforce Development  
Contact Person: Sonia Wilson, Program Manager  
One Margaret Mitchell Square  
Suite 400  
Atlanta, GA 30303

Agreement with:

Name of Training Provider  
Contact Person for Training Provider  
Address  
City, State, Zip Code  
Telephone Number  
Fax Number

This Memorandum of Agreement sets forth the roles and responsibilities of the parties named above in providing training to customers eligible under the Workforce Investment Act (WIA) legislation.

Parties: Fulton County Workforce Preparation and Employment System (FCWPES), as administrative entity for the Fulton County Office of Workforce Development, agrees to pay the cost of tuition, books, supplies and/or other eligible agreed upon services required to provide training to eligible customers enrolled in training at hereinafter known as the Provider.

Time of Performance: The time period of this Agreement shall be from July 1, 2010 to June 30, 2011. This Agreement automatically rolls over continuously unless it is determined that the Provider has not operated within compliance of the terms set forth in this Agreement or until one of the parties terminates the Agreement based upon the terms outlined in the section titled "Termination" (#19).

Approved Programs: Training programs approved under this agreement must be currently on the Georgia Department of Labor's list of "Eligible Training Programs." Training programs, along with tuition and fees, estimated length of training, and program requirements, should not exceed funding limits of up to \$5,000 for the first year; and up to a maximum of \$8,000 for training that lasts two years. For programs that exceed these cost limits, the provider must provide the FCWPES with documentation that other funding has been secured to cover the overage before the FCWPES will approve an ITA for the customer to participate in that program. Any changes in established program costs or program information, or requests for additional programs, require approval in advance by the Georgia Department of Labor.

Customer Referral and Recruitment: The Provider understands that only customers referred by the FCWPES, or its authorized representative, may be enrolled into approved training. The Provider may include statements about WIA training in its advertisements or recruitment efforts; however, any such advertisement must include a disclaimer stating that WIA funded training may be provided only to individuals who qualify for the program and only if funds are available. The Provider also understands that potential customers, who are recruited and referred to the FCWPES or its authorized representative for eligibility, may select other training programs.

Performance: The Provider understands that it is expected that employment placement rates and wage rates for customers who complete approved training programs, will meet or exceed the rates established

in the State Provider listing. The Provider also understands that the FCWPES will not continue the referral of customers if performance rates fall below the performance outcome goals established by the FCWPES.

**Maximum Enrollees:** The FCWPES may limit new providers to an enrollment of five (5) participants, if the application evaluation process so warrants. When a new provider has reached the participant enrollment limit, the FCWPES will conduct a review of the provider's success in achieving established performance measures. The review will occur within 30-90 days after 50% of all participants have completed training. No additional participants will be referred to a new provider until the review is completed.

**Certification:** The Provider understands that if a student selects a course of study with an accompanying certification/credential, the student must take the certification exam for each level of course completion. If the student is not successful in their first attempt to obtain certification/credential they must retake the exam within 60 days. Copies of the certification/credential and certificate of completion must be sent to the Career Advisor.

The Provider also understands that subsequent courses will be paid for only after initial individual courses and certifications are completed and obtained. Exceptions to this policy may be approved on a case-by-case basis in accordance with policies and procedures set forth by the FCWPES.

**WIA Customer Activity and Follow-Up Checklist:** The Provider agrees to complete and forward the WIA Customer Activity and Follow-Up Checklist to the appropriate Career Advisor when a customer's training status has changed, they have completed training, passed an industry certification exam, obtained a training-related credential, or obtained employment.

**Customer Satisfaction Surveys:** The Provider understands that customers will be asked to respond to Customers Satisfaction Surveys as they are administered by the FCWPES and duly appointed representatives of the Department of Labor. These surveys, which could be administered by phone or by mail, will ask the customer to rate the quality of services provided by the FCWPES and the Provider. The Provider understands that individual responses will be kept confidential, but collective responses could be used to enhance service provision.

**Invoice Procedures:** The FCWPES, through its authorized representative, will issue an ITA Training Voucher to the Provider authorizing the enrollment of a customer into training. The Provider must receive written confirmation of a student's WIA approval in the form of the ITA Obligation Voucher before the student begins class, or the Provider will incur training costs not to be reimbursed by the FCWPES. The FCWPES will redeem the ITA Obligation Voucher for the total of training services in the following manner: 75% of the total training cost paid up front for tuition, books, supplies and fees associated with start-up and 25% of training costs paid after placement in unsubsidized employment. The Provider will promptly submit an invoice along with a copy of the voucher to the FCWPES for payment. Only those expenses identified on the ITA Obligation Voucher will be eligible for reimbursement. Invoices must be submitted within thirty (30) days of the date that the approved expense occurred. Receipts attached and itemized on the Provider invoice will document invoice charges. The Provider shall be responsible for remitting to the FCWPES any payments made based on improperly supported invoices or for charges that violate the terms of this Agreement or any applicable local, State or Federal regulations.

**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 the FCWPES's discretion.

**Coordination of Funds:** The Provider understands that funds provided under this Agreement may only be used to pay for services not covered by other types of financial aid (Pell Grant/HOPE/other scholarships). If a customer is eligible for a refund based on an overage of grants, scholarships and WIA

funding, the Provider agrees to send the refund to the FCWPES instead of giving those monies to the customer. The Provider also agrees to provide the FCWPES with written information concerning other financial aid received by each customer under this agreement.

**Withdrawal Policy:** The Provider agrees that in the event a customer withdraws from training, funds paid under this Agreement for the current quarter/semester will be refunded to the FCWPES under the school's reimbursement policy if the customer is eligible for reimbursement. The Provider also agrees to notify the FCWPES within five (5) business days when a customer withdraws from training. Failure to notify the FCWPES could result in non-payment.

**Access:** The Provider agrees that the FCWPES or its authorized representative 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 the FCWPES or its authorized representative of any developments, which might hinder a customer's successful completion of training.

**Funding Availability:** The Provider understands that referral of WIA eligible customers is contingent upon, at least but not limited to, the FCWPES' need for services and the availability of adequate funding.

**EEO:** The Provider agrees to comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Investment Act; including the Non-traditional Employment for Women Act of 1991; Section 5001(a)(1)(5)(J)(iii) of Title W of the Social Security Act, as amended by the Balanced Budget Act of 1997; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Americans with Disabilities Act of 1990; and with all applicable requirements imposed by or pursuant to regulations implementing those laws.

**Adherence to Applicable Laws and Regulations:** The Provider agrees to comply fully with all applicable rules, regulations, policies, guidelines, and requirements, including but not limited to the following applicable Federal/State laws:

- Workforce Investment Act of 1988 (WIA), Public Law 105-220 as amended, and pursuant to 20 CFR Chapter V, Parts 660 through 671.
- American Recovery and Reinvestment Act of 2009, Public Law 111-5.
- Guidance for Implementation of the Workforce Investment Act and Wagner-Peyser Act Funding in the American Recovery and Reinvestment Act of 2009, Training and Employment Guidance Letter (TEGL 14-08)
- Workforce Investment Act and Wagner-Peyser Act Performance Accountability Reporting for the American Recovery and Reinvestment Act of 2009, Employment and Training Administration (ETA) – Training and Employment Guidance Letter (TEGL 24-08)
- Health Insurance Portability and Accountability Act of 1996, Public Law 104-191.
- The Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended.
- The Jobs for Veterans Act of 2002, Public Law 107-288, as amended.
- Georgia Security and Immigration Compliance Act of 2006 (Act 457), as amended.
- 29 CFR Part 97, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local governments, codified from OMB Circular A-102.
- The federal cost principles for determining allowable costs for this contract are OMB Circular A-122 for contracts with nonprofit organizations; A-87 for contracts with State or Local governments; and A-21 for contracts with educational institutions. (29 CFR 97.22).
- OMB Circulars A-133, Audits of States, Local Governments, and Non-Profit Organizations.

- The Federal Acquisition Regulation at 48 CFR Part 31 for commercial organizations and non-profit organizations listed in Attachment C of OMB Circular A-122.
- 29 CFR Part 95, Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations, and with Commercial Organizations, foreign Governments, Organizations Under the Jurisdiction of Foreign Governments, and International Organizations, Codified from OMB Circular A-110.

Adherence to the Georgia Security and Immigration Compliance Act of 2006: The Provider agrees to comply fully with the Georgia Security and Immigration Compliance Act of 2006, which requires public employers, their contractors and subcontractors to verify newly hired employees' work eligibility through an electronic work authorization program know as E-Verify. Regulations regarding the state law are found at the following link to the GDOL website: [http://www.dol.state.ga.us/spotlight/sp\\_sb\\_529\\_new\\_rules.htm](http://www.dol.state.ga.us/spotlight/sp_sb_529_new_rules.htm)

Additional WIA Funding Appropriated Pursuant to P.L. 111-5, the "American Recovery and Reinvestment Act of 2009" (The Recovery Act): The Provider agrees to comply with all of the contractor requirements of the American Recovery and Reinvestment Act of 2009 (the Recovery Act), signed by President Obama on February 17, 2009. The Recovery Act is intended to preserve and create jobs, promote the nation's economic recovery, and assist those most impacted by the recession. The additional WIA funding appropriated pursuant to the Recovery Act is intended to be utilized for such purposes. The entire Recovery Act, including the provisions in this paragraph, applies to any Recovery Act WIA funding included as a part of this contract/agreement.

In utilizing Recovery Act WIA funding, federal, state, and local level workforce system entities are to be guided by four principles:

transparency and accountability in the use of Recovery Act funding;  
 timely spending of the funds and implementation of activities;  
 increasing workforce system capacity and service levels; and  
 using data and workforce information to guide strategic planning and service delivery.

Time and Attendance Records: The Provider agrees to assist with the documentation of time and attendance for customers enrolled under this Agreement to the FCWPES or its authorized representative. The Provider may be liable for any disallowed costs which results from discrepancies discovered in monitoring visits/reviews or audits by the FCWPES, the Georgia Department of Labor, or the U.S. Department of Labor, or any of their authorized representatives.

Termination: The FCWPES, 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. The FCWPES may terminate the Agreement in whole, or in part, at any time before the date of expiration, if the FCWPES determines that the Provider has materially failed to comply with the terms of the Agreement. The FCWPES 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.

Suspension: The FCWPES reserves the right to temporarily suspend this Agreement in whole or in part if it is determined by the FCWPES that the Provider is failing to substantially comply with the quality of service or specified completion schedule of its duties under this Agreement. This is to permit Provider a reasonable time period to rectify any such failure.

Record Keeping: If the Provider receives \$1,000 to \$10,000 in funding from the FCWPES, 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 WIA will be delivered to the FCWPES. The Provider shall retain sole liability for the contents of the records.

Reports: The Provider shall furnish the FCWPES or its authorized representative with progress reports for each participant.

Prohibited Activities: The Provider assures that training programs funded under this Agreement do not include any religious or political activities.

Amendment: This contract 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.

Disputes and Appeals: Any dispute concerning a question of fact arising under this contract shall be decided by the FCWPES who shall promptly reduce such decision concerning the question of fact to writing and mail, or otherwise furnish a copy thereof, to the Provider. The Provider agrees that the decision of the FCWPES shall be final and conclusive unless, within ten (10) calendar days of receipt of such copy, the Contractor mails or otherwise furnishes a written appeal concerning the question of fact to the Office of Workforce Division Manager, who shall arrange a hearing within thirty (30) calendar days after receipt of the appeal. Both the Provider and the FCWPES 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 thirty (30) calendar days after the hearing, the Hearing Officer shall make a decision concerning the question of fact in writing to the Provider and the FCWPES. The Provider agrees that the decision of the Hearing Officer 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 law. Pending final decision of an appeal to the Hearing Officer, the Provider shall proceed diligently with the performance of this Agreement and in accordance with the FCWPES's decision. Nothing in the foregoing shall be construed as making final the decisions of the Hearing Officer as such decisions relate to questions of law.

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

TRAINING PROVIDER FULTON COUNTY OFFICE OF WORKFORCE DEVELOPMENT

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Division Manager

\_\_\_\_\_  
Federal Tax Identification Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Attachment K:  
Demand Occupation List

**Fulton County Workforce Preparation and Employment System**  
**DEMAND OCCUPATIONS LIST**  
(Revised September 2012)

**Occupations in  
Administrative Specialization**

Accountants & Auditors  
Administrative Assistants  
Claims Adjustors &  
Investigators

**Occupations in Clerical &  
Sales**

Accounting/Auditing Clerks  
Legal Secretary/Assistant

**Occupations in Education\*\***

Teachers - STEM Only  
(Science, Technology,  
Engineering, & Math)  
Child Development Associate

**Occupations in Green  
Technology (1)**

Research & Development  
Production, Assembly,  
Installation  
Construction and Regulatory  
Assurance

**Occupations in Information  
Technology/Engineering (2)**

Computer Applications  
Engineers  
Computer Hardware Engineers  
Computer Security/Network Analyst  
Computer Software Engineers  
Computer Systems  
Analysts/Engineers  
Electrical & Electronics Engineering  
Technicians  
Systems/Information Managers  
Gaming/Entertainment System  
Design  
Multi-media Artists & Developers  
Occupations in Machine Trade

Automotive Mechanics/Service  
Technicians  
Diesel and Truck Mechanics  
Maintenance/ Machinery  
Mechanics  
Industrial Maintenance  
Machinists

**Occupations in Management**

Operations Managers (Black  
Belt) (3)  
Logistics/Material  
Management  
Management Analyst  
Project Managers (4)  
Human Resources  
Management

**Occupations in  
Transportation\*\***

Truck Drivers/Delivery &  
Route  
Truck Drivers/Tractor Trailer  
(CDL)

**Occupations in Medicine and  
Health\*\***

Dental Assistants  
Emergency Medical  
Technicians  
Health Information  
Technicians  
Home Health Aides  
Medical & Clinical Lab  
Technicians  
Medical Assistants  
Medical Secretaries  
Nursing – CNA, PCT, LPN,  
RN  
Pharmacy Technician

Physical Therapists  
Radiological Technicians  
Respiratory Therapists  
Surgical Technologists  
Biological or Chemical  
Technicians  
Research/Clinical Technicians  
Health Technologist

**Service Related Occupations**

Cooks & Servers (Fast Food,  
Institution, Restaurant)  
Janitors & Floor Technicians  
Laborers,  
Landscape/Groundskeepers  
Police/Sherriff Patrol Officers  
Fire Fighters

**Occupations in Structural  
Work (5)**

Carpenters  
Construction & Related  
Workers  
Drywall Installers  
Electricians  
Electrical Power-Line  
Installers/Repairers  
General Utility Maintenance  
Repairers  
HVAC Technician  
Plasterers & Stucco Masons  
Plumbers, Pipe fitters &  
Steamfitters  
Roofers  
Sheet Metal Workers  
Welders & Cutters  
Industrial Engineers  
Iron Workers

\*\* Background check results may impact availability of training in these specific areas

Occupational skills training will be provided for “Demand Occupations” in industries that are stable or growing. “Individual Training Accounts” will be provided for lower-tier training for eligible individuals as long as the requested training is in a “demand” occupation. Skills training will not be provided in declining industries. Certifications for lower-tier certifications such as A+ and Net+ will be reviewed on a case by case basis. Training will not be provided for careers with commissions and fees (to include real estate, cosmetology, massage therapy and nail technicians).

The listing of current Georgia WIA Eligible Providers may be viewed at <http://workforce.georgia.gov/eligible-provider-list>. All Providers approved as Georgia WIA Eligible providers may not be eligible providers for Fulton County. Your Advisor will provide the Fulton County Eligible Providers List.

Attachment L:  
ARC Agreement

**AGREEMENT REGARDING MANAGEMENT OF A REGIONAL INDIVIDUAL TRAINING  
ACCOUNT SYSTEM**

**THIS AGREEMENT** entered into as of this 1st day of July 2013, by and between the ATLANTA REGIONAL COMMISSION (hereinafter referred to as “ARC”) and FULTON COUNTY BOARD OF COMMISSIONERS, Georgia, as agent for its Workforce Investment Board (hereinafter referred to as the “Participant”).

WITNESSETH:

WHEREAS, ARC, will develop, manage and operate a certain Regional Individual Training Accounts Management System; and

WHEREAS, ARC agrees to act as System coordinator and agent for Participant; and

WHEREAS, Participant desires to obtain the benefits of this System, to ratify ARC’s authority to act as coordinator and agent, and to affirm Participant’s commitment to pay its share of the cost of the System.

NOW, THEREFORE, for and in consideration of the premises and the mutual benefits to be derived herefrom, ARC and Participant hereby agree as follows:

1. Appointment of ARC. Participant appoints ARC as its agent in operating the System and agrees to act in concert with other Participants regarding this Agreement.
2. Responsibilities of ARC. ARC agrees to use its best efforts to perform in a timely manner and professional manner those tasks ascribed to it in accordance with this Agreement, and to work with the Participant in furtherance of the goals and objectives of this System. The System is more fully described in Attachment A to this Agreement, which is made a part hereof.
3. Responsibilities of the Participant. The Participant agrees to:
  - a. cooperate at all times with other Participants and ARC in furtherance of this Agreement;
  - b. designate by name a contact person regarding this Agreement;
  - c. pay its share of the System, as specified in Attachment B of this Agreement, which is made a part hereof; and
  - d. provide any necessary information and data for completion of the System and provide data as necessary for data collection and completion of the System.
4. Term. This Agreement shall become effective upon execution by the Participant and shall continue in full force and effect until June 30, 2014.
5. Nonparticipation. Notwithstanding anything herein to the contrary, Participant acknowledges that ARC’s performance hereunder is expressly conditioned upon the continued cooperation of all the Participants involved. If one or more Participants hereto should fail at any time to take any action to make a sufficient and timely response as required herein, then the other Participants shall be entitled to act together with regard to any such matter; provided, however, that the failure of any of the Participants to so act or respond shall not affect that Participant’s right to act or respond on future matters.
6. Liability of Parties. Each party will be responsible for the injury or property damage caused by negligence or other wrongful act or omission of its own employees acting within the scope of employment and subject to such limitations as may be prescribed by applicable laws. The laws of the state of Georgia, including but not limited to the Georgia Tort Claims Act and Georgia Worker’s Compensation Act, will govern any liability of the Participant or ARC.
7. Assurances. The Participant agrees to comply with all assurances as outlined in this Agreement as set out in Attachment D.
8. Terms, Abbreviations and Acronyms. Terms, abbreviations and acronyms used in this Agreement and Attachments shall have the definition or meaning as set out in Attachment C, Glossary, which is made a part hereof.
9. Termination of Agreement. Either party may terminate this Agreement, in whole or in part, for either

party's convenience, or because of failure either party to fulfill the obligations of this Agreement in any respect. Either party shall terminate by delivering to the applicable party, with at least thirty (30) days notice, a Notice of Termination specifying the nature, extent, and effective date of termination. If terminated, the written notice shall be sent to the applicable party's address as follows:

To ARC, please address letter to:

**Atlanta Regional Commission**  
**Attn: ARWB Director**  
**40 Courtland Street, NE**  
**Atlanta, GA 30303**

To Participant, please address letter to:

**Fulton County Office of Workforce Development**  
**Attn: Director**  
**137 Mitchell Street, Suite 300**  
**Atlanta, GA 30303**

All notices sent to the above addresses shall be binding upon the respective party unless said address is changed by either party in writing change address to the other party. If this Agreement is so terminated, ARC shall be paid as provided hereinbefore.

9. Venue. This contract shall be deemed to have been made and performed in Fulton County, Georgia. For the purposes of venue, all suits or causes of action arising out of this contract shall be brought in the courts of Fulton County, Georgia.

10. Georgia Law Govern. This Agreement shall be governed by and construed and enforced in accordance with the laws of the state of Georgia.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by and through their duly authorized representatives as of the date first above written.

ATLANTA REGIONAL COMMISSION FULTON COUNTY BOARD OF COMMISSIONERS

\_\_\_\_\_ By: \_\_\_\_\_

Director Title:

ATTEST: WITNESSED:

Attachment A

**Regional Individual Training Account (ITA) Processes  
to be conducted by the Atlanta Regional Commission (ARC)  
Revised 2013-2014**

1 ARC will maintain a customer service hotline, responding to training provider requests/comments and concerns regarding the selection process and forward appropriate calls to Local Workforce Investment Boards (LWIBs) or State contacts. ARC will also respond to questions from the ARC website and training provider application process.

2 Solicitation of bids through a public invitation process will be accomplished through the posting of a training provider application on the ARC website. The solicitation will be an open solicitation.

3 Receipt, logging of application and evaluation of responsiveness to requests will occur upon application transmittal to ARC. Applications will be reviewed for responsiveness and letter/electronic notification of non-responsiveness will be forwarded to training providers, if necessary. Letters/electronic responses will denote reasons for non-responsiveness and information needed to resolve and resubmit the application. If unable to resolve at the staff level, ARC will utilize the Regional ITA Committee in the appeals process.

4 Training provider applications will be reviewed and evaluated by staff. Evaluation will include the application evaluation of elements in the evaluation criteria, pre-award visits to new providers, employer

interviews, participant/student interviews, etc. The comparison to local criteria will include evaluation of stated performance against regional measures. Letters/electronic responses will be forwarded to training providers who fail to submit adequate information and applications may be reviewed upon submittal of additional information. If fraudulent or faulty information is received, the application is denied and if an appeal ensues, ARC will utilize the Regional ITA Committee in the appeals process.

5 ARC will prepare summary reports on evaluation of training provider applications and submit to the Regional ITA Committee for approval. The Committee shall be constituted by two representatives from each of the three Workforce Boards. Workforce Boards can select a staff member to serve as one of the two Board representatives if they so choose. Workforce staff with detailed knowledge regarding training providers are encouraged to attend as their input is critical in the evaluation process. An application approval requires the majority of Boards (two of three) attending the committee meeting.

6 Information from eligible providers will be input into VOS, or current State Data Management and Financial Tracking System for approval. Following state approval and listing of eligible providers on the state list, LWIBs would be responsible for rejecting/restricting use through local policies and parameters. ARC would provide notification to state approved training providers. If a training provider is rejected during the initial ARC review and subsequent appeals, ARC will utilize the Regional ITA Committee in the appeals process. Any appeals based on local policies will be handled by the individual LWIB.

7 ARC will review approved training provider requests for adding additional programs and increasing tuition and/or other fees. For the review, staff will follow procedures indicated in the application packet and ITA Agreements. ARC will prepare summary reports of the review and submit to the Regional ITA Committee for approval. Revised information will be forwarded for input into the state eligible training provider system. Any appeal of a rejection of additional programs or fee increases will be accomplished utilizing the Regional ITA Committee.

8 ARC will continuously provide for the update of information needed for the ETPL, including current business license, current NPEC certifications for all courses on the ETPL, current catalogs and current pricing structure. Updated information will be transmitted through VOS, or current State Data Management and Financial Tracking System, for revision/correction/addition to the ETPL.

9 On-going project management - ARC will coordinate a regional system, maintain the regional website, and provide ongoing application review as submitted.

10 ARC will host two program year training provider meetings to discuss concerns, policies, subsequent eligibility, etc.

11 ARC will provide a yearly update to the demand occupation listings.

12 ARC will provide, at a minimum, a quarterly desk review of training provider performance and notification of training providers regarding performance. Performance elements will include those state and regional performance outcomes outlined in the Application.

13 ARC will conduct a Customer satisfaction survey. The survey will be electronically forwarded to those participants with email addresses. The survey will also be forwarded to those participants who are actively in training or who have exited the Workforce Investment Act (WIA) program. The surveys will be conducted at least annually. LWIBs will be provided a summary of the surveys and comments for information.

14 ARC may also provide yearly on-site monitoring of a pre-determined number of training providers for performance review or technical assistance (if necessary). Unannounced monitoring may be provided in response to a participant or LWIB concern. Monitoring findings and procedural concerns identified by an

LWIB will be shared with all Metro Atlanta LWIBS. Monitoring reports by other LWIBs should be provided in writing unless they are posted on the LWIB's website. Technical assistance will be provided if poor performance is determined and a request for corrective action forwarded to the training provider. Non-responsiveness or lack of corrective action may result in recommendations for removal from the state eligible provider listing. Reports will be provided at regional staff meetings.

15 ARC will provide desktop monitoring (using VOS, or current State Data Management and Financial Tracking System) of all Training Providers for performance outcomes, noting potential concerns regarding provider performance. Each of the WIB's will also be responsible for providing desktop monitoring of Training Providers for which they have agreements.

16 As discussed, each LWIB will be responsible for developing local policies and parameters, approving local training providers, executing a training provider agreement, maintaining a participant tracking system, maintaining financial obligations versus expenditures of the ITA system.

#### ATTACHMENT B

#### **Compensation and Method of Payment**

The Participant shall pay to ARC the following amounts, by the dates specified:

AMOUNT PERIODS COVERED DATE PAYMENT DUE TO

ARC\*

\$ 0.00\*\* July 1 2013 – September 30, 2013 October 15, 2013

\$ 5,500.00 October 1, 2013 – December 31, 2013 January 15, 2014

\$ 5,500.00 January 1, 2014 – March 31, 2014 April 15, 2014

\$ 5,500.00 April 1, 2014 – June 30, 2014 July 15, 2014

**\$16,500.00 TOTAL OF PAYMENTS**

Payments are due to ARC as noted above, and no invoices are required.

\*or upon execution of this Agreement if after the due date.

\*\*due to Federal Sequestration and Rescission of 1st Quarter PY 13 WIA funds, ARC will provide service per agreement, but not charge for 1st Quarter

Attachment C

#### GLOSSARY

**ARC – Atlanta Regional Commission**

**ARWB - Atlanta Regional Workforce Board**

**GDL – Georgia Department of Labor**

**LWIB – Local Workforce Investment Board.**

**Participants - All of the Local Workforce Investment Boards involved in this agreement.**

**ITA – Individual Training Account**

**WIA – Workforce Investment Act**

#### ATTACHMENT D

ATLANTA REGIONAL COMMISSION

**WORKFORCE INVESTMENT ACT (WIA)**

#### **STATEMENT OF ASSURANCES**

The Contractor hereby assures and certifies that it will comply with the regulations, policies, guidelines and requirements, including, but not limited to 29 CFR Part 97, and U.S. Office of Management and Budget Circular Nos. A-87 or A-110, A-122, and A-133, as appropriate, as they relate to the federally assisted Project. Also, the Contractor gives assurance and certifies with respect to this contract as follows:

(a) It possesses legal authority to enter into this contract and the person executing this contract and identified as the official representative of the Contractor is authorized to enter into the contract;

(b) It will comply with Title VI of the Civil Rights Act of 1964 (PL 88-352 and 42 USC 2000d). The

Contractor shall keep such records and submit such reports concerning the age and racial and ethnic origin of applicants for employment and employees as ARC or the Concerned Funding Agency may require. The Contractor agrees to comply with such rules, regulations or guidelines as ARC or the Concerned Funding Agency may issue to implement the requirements of this paragraph;

(c) Except where specifically prohibited by law, it will give ARC, the Concerned Funding Agency or the Comptroller General of the United States, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to this contract;

(d) It will comply with all requirements imposed by the Concerned Funding Agency and ARC concerning the special requirements of law, program requirements and other administrative requirements approved in accordance with 29 CFR Part 97 or Circular A-110, as appropriate.

(e) It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for improper private gain for themselves or others, particularly those with whom they have family, business, or other ties;

(f) For contracts not involving federal financial assistance for construction, it will, if applicable, insure that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the Project are not listed on the Environmental Protection Agency's (EPA) list of violating facilities and that it will notify the Concerned Funding Agency, through ARC, of the receipt of any communication from the director of the EPA Office of Federal Activities indicating that a facility to be used in the Project is under consideration for listing by the EPA;

(g) All applicable governmental health and safety standards will be maintained during the term of the contract;

(h) Contractors providing in-kind administrative contributions or wishing to document stand-in costs will maintain the relevant records in accordance with Maintenance of Records of this contract.

(i) It will comply with the Georgia Security and Immigration Compliance Act of 2006 (O.C.G.A. § 13-10-90 and O.C.G.A. § 13-10-91

(j) For contracts of amounts in excess of \$100,000 the Contractor shall comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act (33 U.S.C. 7401 et seq.). Violations shall be reported to the Federal awarding agency, and the Regional Agency (EPA).

(k) It will comply with the Energy Conservation Act (Public Law 94-163)

(l) It will comply with the Veterans and Rehabilitation Assistance Act (Public Law 107-288)

(m) It will comply with ACORN Prohibition: Section 511 of the Consolidated Appropriations Act, 2010 (P.L. 111-117, Division E) ("CAA").

(n) It will comply fully with the non-discrimination and equal opportunity provisions of section 408 of Title IV Part A of the Social Security Act as amended by the Balanced Budget Act of 1997; The Americans with Disabilities Act of 1990; Title VI of the Civil Rights Act of 1964, as amended; section 504 of the Rehabilitation Act 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR part 34. The United States has the right to seek judicial enforcement of this assurance.

(n) Other Assurances – by signing this agreement, the Contractor certifies that they are in compliance with the Byrd Anti-Lobbying Amendment, as outlined in Certification for Lobbying on page D-3 and the Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Contractor Covered Transactions on page D-4 of this contract

ATLANTA REGIONAL COMMISSION

WORKFORCE INVESTMENT ACT (WIA)

CERTIFICATION FOR LOBBYING

CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS

The Contractor, 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 of Congress, an officer or employee of Congress, or any employee of a Member of 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 an 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 of greater than \$100,000, at all tiers (including subcontracts, sub-grants and contracts 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 and not more than \$100,000 for each such failure.

**ATLANTA REGIONAL COMMISSION**

**WORKFORCE INVESTMENT ACT (WIA)**

**Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Contractor Covered Transactions**

**Instructions for Certification**

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 Contractor knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

By signing and submitting this proposal, the prospective Contractor is providing the certification set out below:

1. The prospective Contractor shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective Contractor learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
2. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any Contractor covered transaction with a person who is debarred, suspended, declared ineligible or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
3. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Contractor Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
4. A participant in a covered transaction may rely upon a certification of a prospective participant in a Contractor 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 principles. Each participant may, but is not required to, check the No procurement List.

5. Nothing contained in the foregoing shall be construed 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.

6. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a Contractor covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

**Certification**

(1) The prospective Contractor certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective Contractor is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

The undersigned swears that the foregoing statement is true and correct. Any material misrepresentation will be grounds for terminating any contract which may be awarded and for initiating action under Federal or State laws concerning false statements.

Attachment M: Grievance Form

CUSTOMER RESPONSE/APPEALS FORM

The Fulton County Workforce Preparation and Employment System (FCWPES) is designed to provide the citizens of Fulton County access to a continuum of services. We appreciate your opinion and invite your comments to assist us in helping you. Once you complete this form, you may request to place it in a sealed envelope. You can obtain an envelope from staff located at the front desk. Or you may send it directly to the attention of:

Michelle Vialet, Interim WIA Coordinator  
Fulton County Office of Workforce Development  
One Margaret Mitchell Square  
Suite 400  
Atlanta, Georgia 30303

Thank you.

1. What is your complaint/concern?

---

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2. What would you like to see done to resolve the problem?

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3. Have you discussed your complaint with any other FCWPES staff – if so, who?

---

You will receive a written response from us within five (5) business days from the date this form is received by the WIA Coordinator.

Name \_\_\_\_\_ E-mail address \_\_\_\_\_

Mailing Address \_\_\_\_\_

Career Center \_\_\_\_\_ Date Visited \_\_\_\_\_

Date Form Completed \_\_\_\_\_

Attachment N:  
ITA Historical Report

Customer Name		FY 2013-2014											Case Closed									
Last Name	First Name	Provider Name	Name of Training	Type of Training	Status	Voucher Amount	Start Date	End Date	Revised Dates	Career Advisor	Re-Assigned To	Career Center	Enrollment Pending	In Training	Credential	Did Not Complete	Employed	Job Search	Successful	Unsuccessful	De-obligated	
Burrell	Patricia	Georgia Perimeter College	Nursing	ITA#4	DW	\$1,225.43	8/19/2013	1/23/2013	4/7/2014 New Start Date	Shookley		NRCC										
Franklin	Ray	Goodwill Industries	Floor Tech/Custodial Facility/Maintenance Management	ITA	Adult	\$4,000.00	3/3/2014	4/25/2014		Floyd		NUHC		No								
Holliday	Tyone	COMET Training Services	Professional Medical	ITA	Adult	\$4,800.00	2/10/2014	5/15/2014		Harris		NUHC		still checking								
Knight	Katrina	On Site Computer Training	Patient Care Technician Certification	ITA	Adult	\$3,151.00	2/10/2014	5/6/2014		Floyd		NUHC										
Minsey	Rosemary	Georgia Institute of Technology	Six Sigma Green and Black Belt Certification	ITA	DW	\$5,000.00	1/13/2014	6/6/2014		Floyd		NUHC		Yes								
Carson	Audrea			ITA	Adult	\$5,000.00	3/24/2014	5/8/2014		Harris		SFCC										

Attachment O.1  
Fulton County Workforce Preparation and Employment System  
Workforce Investment Board  
Employer Survey

Employer: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Date: \_\_\_\_\_

Fulton County Workforce Development is committed to working with businesses in the community. The purpose of this survey is to identify the needs of local businesses and to determine how to strategize a plan to better assist you. The information will be used by the Fulton County Workforce Investment Board to decide what next steps to take. Thank you for completing the survey. Your honest responses will make a difference.

1. Do you have a staff member responsible for forecasting the economy and hiring trends?
2. Which service has your organization utilized of the Fulton County Employer Services that are offered?
  - Career Apprenticeship Program
  - On-Site Recruitment
  - Background Checks
  - Drug Screen
  - Youth Services
  - Disability Services
  - Tax Benefits
3. Now that you are more familiar with services, what ideas do you have about how Fulton County Workforce Development can better assist you in recruitment methods?
4. What recruiting methods do you currently use?
5. What suggestions do you have about how Fulton County Workforce Development can engage employers?
6. We would like to offer businesses the opportunity to utilize our services as well. Would you be interested in attending various business workshops to assist with upcoming trends?
7. How can the Fulton County Workforce Development better serve you as a business in the community?
8. What are ways communication can be improved between Fulton County Staff and employers in the community?
9. Are there any comments or additional suggestions you would like to make?

Attachment O.2  
Fulton County Workforce Preparation and Employment System  
Workforce Investment Board  
Partners Survey

Agency: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Date: \_\_\_\_\_

Fulton County Workforce Development is committed to promoting partnerships that meet the needs of the employers and those who are in need of training, education, and skill upgrades. By Federal law, One-Stop Career Centers are required to house certain partners within their facilities in an effort to truly operate a one-stop delivery system. This is a survey designed to gather information from our mandated partners to build on strengths and identify opportunities for improvement. The information will be used by the Fulton County Workforce Investment Board to decide what next steps to take. Thank you for taking the time to complete the survey. Your honest responses will make a difference.

1. On a scale of 1-10, with 1 being not at all and 10 being actively participating, how would you rate your level of participation as a partner with Fulton County Workforce Development?
2. What services does your agency offer to customers?
3. Do you have a method to determine which customers are referred by Fulton County Workforce Development?
4. Tell me about some of the benchmarks your agency is required to meet and how frequently?
5. How are these performance measures linked to your funding?
6. What are ways Fulton County Workforce Development can provide more support to assist your agency in an effort to meet or exceed your benchmarks?
7. What steps should Fulton County Workforce Development take to strengthen its alliances with mandated One-Stop Career Center partners?
8. Our ideal goal is to have representation from your agency within our one-stop career center. What resources would you need in order to bring this goal to fruition?
9. What are ways communication can be improved between Fulton County Staff and career center partners?
10. Are there any comments or additional suggestions you would like to make?



Attachment O.3  
Fulton County Housing and Human Services Department  
Office of Workforce Development  
Annual North Fulton Job Fair  
Employer Survey and Evaluation Form

Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Representative Name: \_\_\_\_\_

Title: \_\_\_\_\_ Division: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_ Website Address: \_\_\_\_\_

Type of Business: \_\_\_\_\_

1. Approximately how many employees does your company have?  
 1-5       10-20       20-40       40-60       60+
2. Approximately how many employees does your company hire per month?  
 1-5       10-20       20-40       40-60       60+
3. How many locations does your company have in the Atlanta area?  
 1-5       10-20       20-40       40-60       60+

4. What "methods" do you use to find your employees?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Would you like more information on our specialized "free" employment services to employers?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Would your company be interested in participating in the 3<sup>rd</sup> Annual South Fulton Youth Job Fair on Saturday April 3<sup>rd</sup> at the Georgia International Convention Center?

Yes     No     Maybe

7. Would you be interested in having a dedicated Employer Assistance Specialist work directly with your company or organization to fulfill your employment needs at “no cost” to you?

Yes     No     Maybe

8. Would you be interested in an “on-site recruitment” event held especially for your company/organization?

Yes     No     Maybe

9. Would you be interested in a “county funded paid apprenticeship”?

Yes     No     Maybe

10. How would you rate the day, time, and location of the 2<sup>nd</sup> Annual Youth Job Fair? (Circle Answer)

5 Great      4 Good      3 Average      2 Needs Improvement      1 Poor

11. How would you rate the turnout and quality of the job seekers? (Circle Answer)

5 Great      4 Good      3 Average      2 Needs Improvement      1 Poor

12. How would you rate the Office of Workforce Development on providing you with clear and accurate information on what we hope to accomplish from the 2<sup>nd</sup> Annual Youth Job Fair? (Circle Answer)

5 Great      4 Good      3 Average      2 Needs Improvement      1 Poor

13. Would your company be interested in participating in the Job Fair Annually?

Comments: \_\_\_\_\_

\_\_\_\_\_

Attachment O.4

Fulton County Workforce Preparation and Employment System  
2004 Super Summer Youth Employment Program  
Phase I

Site Supervisor Evaluation

1. How would you rate the effectiveness of the Super Summer Youth Employment Program's operation now that it has transitioned from a central location to each of the Career Centers?

Very Effective Effective Somewhat Effective Not at all Effective

Comments

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2. How would you rate the effectiveness of instructions and training received on the application and selection process?

Very Effective Effective Somewhat Effective Not at all Effective

Comments

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---

3. Did you and/or your center's staff experience any challenges while hosting the program at your Career Center?

Yes  No

Please explain

---

---

4. What changes would you like to see implemented in future Super Summer Youth Employment Programs to make the process more effective?

---

---

Youth Counselor Evaluation

Please use the following numbers to represent the various levels of performance when responding to questions 5-8:

- 0 - Not applicable
- 1 - Did not meet minimum performance expectations
- 2 - Met minimum performance expectations
- 3 - Met average performance expectations
- 4 - Met performance expectations to an above average degree
- 5 - Outstanding performance

5. Youth Counselor demonstrated appropriate behavior in the workplace and adhered to rules.

0                    1                    2                    3                    4                    5

Comments

---

---

6. Youth Counselor was reliable, punctual, responsible and took directives.

0                    1                    2                    3                    4                    5

Comments

---

---

7. Youth Counselor's ability to demonstrate effective written/oral communication skills.

0                    1                    2                    3                    4                    5

Comments

---

---

8. Youth Counselor was comfortable working with a variety of people/clients.

0                      1                      2                      3                      4                      5

Comments

---

---

9. How would you rate the Youth Counselor on professionalism, knowledge and customer service with youth participants and internal staff?

Great                      Good                      Average                      Needs Improvement                      Poor

10. Any additional comments or suggestions

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Attachment P:

Customer Survey Forms  
Customer Comment Card

Customer satisfaction is our #1 priority and we value your feedback, however completing this card is optional. Please respond to the statements and questions below.

Date: \_\_\_/\_\_\_/\_\_\_\_ [MM DD YYYY]

Please indicate your gender. Female / Male

What was the purpose of your visit? \_\_\_\_\_

How did you hear about our services? \_\_\_\_\_

The staff that assisted me were knowledgeable and professional. [Circle one]

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree or Disagree

N/A

I am satisfied that staff understood my needs. [Circle one]

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree or Disagree

N/A

I believe the services received will be helpful in obtaining and/or maintaining a job. [Circle one]

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree or Disagree

N/A

I am satisfied with the equipment/materials available in the resource room. [Circle one]

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree or Disagree

N/A

Overall, I am satisfied with the services that I received today. [Circle one]

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree or Disagree

N/A

How can we improve our services? \_\_\_\_\_

We welcome your comments regarding our employee(s), services and your experience at our office today.

\_\_\_\_\_

Please complete the section below if you are willing to participate in follow-up customer satisfaction surveys and focus groups.

Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_



Fulton County Workforce Preparation and Employment System  
Orientation Workshop

Participant Evaluation

Workshop Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Your Name (Optional)\_\_\_\_\_

Presenter's Name(s) \_\_\_\_\_

On a scale of 1 to 5, with 1 being “Strongly disagree” and 5 being “Strongly agree”, please indicate the degree to which you agree or disagree with the following statements:

1. The information that was presented in the orientation met my expectations.  
1-Strongly disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly agree
2. The orientation contained useful information on programs and services available to me as a customer.  
1-Strongly disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly agree
3. The staff that presented the information was knowledgeable and provided quality customer service.  
1-Strongly disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly agree
4. The handouts were helpful during the presentation or will be helpful afterwards.  
1-Strongly disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly agree
5. The material was well organized and presented clearly.  
1-Strongly disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly agree
6. Prior to leaving the orientation, all of my questions were answered.  
1-Strongly disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly agree
7. I had an updated résumé prior to attending the orientation.  
Yes            No
8. Please provide any additional comments regarding the orientation.

\_\_\_\_\_  
\_\_\_\_\_

Thank you for completing the evaluation – your feedback is important to us!

Fulton County Workforce Preparation and Employment System Review  
Job Readiness Workshop  
Participant Evaluation

Workshop Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Your Name (Optional) \_\_\_\_\_

Presenter's Name(s) \_\_\_\_\_

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1. Overall, how satisfied are you with the workshop?

- Very Satisfied                       Satisfied                       Dissatisfied                       Very Dissatisfied

2. Were we able to meet your personal learning goals for the workshop?

- Yes                       No                       Somewhat

3. Overall, how satisfied were you with the presenter(s)?

- Very Satisfied                       Satisfied                       Dissatisfied                       Very Dissatisfied

4. How would you rate the presenter's preparedness, presentation skills, and knowledge?

- Excellent                       Good                       Average                       Needs Improvement

5. Do the learning materials and handouts correspond to what was presented in the workshop?

- Yes                       No                       Somewhat

6. Did the activities and exercises help you understand the workshop concepts?

- Yes                       No                       Somewhat

Choose from a scale of "1 to 5", "3" being average and rate the following:

7. Amount of Information Presented

- 1 Too little                       2                       3                       4                       5 Too much

8. Pace of Workshop

- 1 Too slow                       2                       3                       4                       5 Too fast

9. What aspects of this workshop were particularly beneficial to you? Please be specific.

\_\_\_\_\_

10. Do you have any suggestions for improvements to the workshop?

\_\_\_\_\_

Fulton County Workforce Preparation and Employment System  
7<sup>th</sup> Annual Job Fair  
Participant Evaluation Form

Please complete the following questions and provide any additional comments

1. How would you rate the day, time, and location of the 7<sup>th</sup> Annual Job Fair? (Circle Answer)

5 Great                  4 Good                  3 Average                  2 Needs Improvement                  1 Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_

2. How would you rate the turnout and quality of the participating companies? (Circle Answer)

5 Great                  4 Good                  3 Average                  2 Needs Improvement                  1 Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_

3. How would you rate the Office of Workforce Development on providing you with assistance, as well as clear and accurate information on company locations and venues?

5 Great                  4 Good                  3 Average                  2 Needs Improvement                  1 Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_

4. How long was your "wait" in line to enter the Job Fair?

0-30 mins                  30 mins-1 Hour                  1 Hour-2 Hours                  3 Hours-5Hours

Comments: \_\_\_\_\_  
\_\_\_\_\_

5. Do you have any suggestions or recommendations on how we can improve the quality of our next Annual Job Fair?

Comments: \_\_\_\_\_  
\_\_\_\_\_

6. How did you hear about the Job Fair?

Comments: \_\_\_\_\_  
\_\_\_\_\_

7. List any additional comments you wish to make regarding the Job Fair:

\_\_\_\_\_  
\_\_\_\_\_

Addendum for Required Elements

PRESENTED BY: THE LOCAL AREA 6 WORKFORCE INVESTMENT BOARD

Local Plan

July 1, 2012 – June 30, 2017

For Submittal to GOWD

May 1, 2014

It is the primary goal of the LWIB to ensure the workforce development programs operating within the area effectively and efficiently support the labor and job training needs of employers and WIA participants. WIA enumerates additional LWIB roles and responsibilities such as:

- Develop and submit, in partnership with the local area's chief elected official, a local plan to the Governor
- Designate and certify operators of One-Stops in the local area
- Identify eligible providers for intensive and training services
- Coordinate workforce investment activities with economic development strategies and develop linkages to employers
- Oversee workforce program activities in its local area
- Enter into Memoranda of Understanding with required partners to establish the area's One-Stop Delivery System.

The CLEO designates a fiscal agent to serve as the grant recipient.

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**1. Negotiated Performance Levels**

<b>ADULT</b>	<b>PY 12 TARGET</b>	<b>PY 13 NEGOTIATED</b>
<b>Entered Employment Rate</b>	69%	70.0%
<b>Employment Retention Rate</b>	84%	85.0%
<b>Average 6 Month Earnings</b>	\$11,750	\$12,000
<b>DISLOCATED WORKER</b>		
<b>Entered Employment Rate</b>	79.50%	76.0%
<b>Employment Retention Rate</b>	90%	91.0%
<b>Average 6 Month Earnings</b>	\$20,000	\$21,000
<b>YOUTH</b>		
<b>Placed in Employment/Education Rate</b>	55%	59.0%
<b>Attainment of Degree or Certificate</b>	50%	50.0%
<b>Literacy / Numeracy Gains</b>	30%	35.0%

## **2. Detailed explanation of adult programs**

As the lead partner, the Fulton County Housing and Human Services Department serves in a management, operating and coordinating role at the One Stop.

The lead partner is responsible for the following:

- Management and operation of the One-Stop Career Center
- Development and implementation of a business plan
- Marketing
- Application intake and customer screening
- Eligibility determination
- Training referrals
- Career advisement
- Assessment of support services needs
- Job search assistance
- Job placement services
- Quality assurance and customer satisfaction
- Follow-up and monitoring
- Attendance verification
- Performance measure negotiation and management

The One-Stop system will focus its efforts on enhancing the level of services for employers, dislocated workers, displaced homemakers, low-income individuals, public assistance recipients, women, minorities, individuals trained for non-traditional employment, veterans, ex-offenders, the homeless, individuals with multiple barriers to employment, and individuals with disabilities. Proven strategies to address individual's needs include literacy and basic skills programs, occupational skills training, job accommodations, assistive technologies, disability awareness training, and other activities that may address barriers and support achievement of positive outcomes. The Local's workforce development structure is coordinated at the local level to ensure collaborative planning and integrated service delivery. Each Comprehensive One-Stop Center provides a wide range of employment, training, and career education services to Georgia employers and job seekers, and is accessible to all in the state's multi-tiered approach.

The Local provides multiple points of access for customers. As a matter of convenience, customers can access services at any one of our One-Stop Career Centers. The South Fulton Career Center is located in the southern part of the service delivery area and the North Fulton Career Center is located in the northern part of the service delivery area. Customers can also access services through our partner the GDOL North Metro Career Center. To ensure a seamless approach to service delivery, Memoranda of Understandings and Resource Sharing Agreements are in place for all of our partners providing services directly or indirectly at the One Stop Career Centers.

The Local has formal reciprocal referral agreements with the Fulton County Department of Family and Children Services, Department of Labor, Housing Authority Development of Fulton County, Fulton County Community Action Authority, AARP, Job Corp, Vocational Rehabilitation Services, and Technical College System of Georgia.

GDOL is a partner in a One Stop Career Center and provides core services to our customers. The Local provides a staff liaison to our designated GDOL career center.

This staff liaison facilitates bi-weekly WIA orientation sessions to potential Local customers at the North Metro GDOL Career Center. This process ensures service integration and seamless customer service. In addition, the Local staff collaborates with the GOWD Rapid Response Unit to facilitate WIA Informational Sessions for dislocated workers and/or workers who have been served with notice of separation.

Local customers that are in compliance with their Individual Service Plans and have not been able to find employment through Core and Intensive Services are eligible to apply for an ITA. The Career Advisor works closely with the customer to determine their career interest, aptitude, level of commitment, skill and experience necessary to be successful in the desired training. Any training request is reviewed by the Site Supervisor for completeness, provider eligibility and compliance with Local policies. The training agreement is authorized and the Career Advisor is notified. The agreement is submitted to the provider and the customer begins training after the customer agreement is completed.

A tiered service approach is used, based on the degree of staff assistance needed to provide the services a customer wants and needs. Each of the programs included in the Local Plan is integrally involved in the system through the provision of core or intensive services to job seekers and services to the business community.

The list below depicts the broad range of services that are available to job seekers at all local sites. This includes everything from information and self-service activities, through intensive services and training.

1. Determinations of whether individuals are eligible to receive assistance;
2. Orientation to the information and other services available in the One-Stop system;
3. Initial assessment;
4. Job search and placement assistance;
5. Career counseling;
6. Labor market information;
7. Eligible Training Provider and LWIB program performance;
8. Information relating to the availability of supportive services in local area and referral to such services;
9. Information on filing unemployment compensation;
10. Assistance in establishing eligibility for

- a. Welfare-to-work activities authorized under section 403(a)(5) of the Social Security Act (as added by section 5001 of the Balanced Budget Act of 1997) available in the local area; and
- b. Programs of financial aid assistance for training and educational programs that are not funded under this Act and are available in the local area; and

11. Follow-up services.

The Local provides the menu of services listed above, along with any locally-determined services valuable to that community. Additionally, the local workforce system provides a variety of tailored business services and assists the community with economic development activities – whether it is partnering on a customized training venture to attract a new business, or to talk with state or regional contacts to identify a business that could employ workers about to be laid off from a local company. State staff; ensure that the services provided meet the requirements of the Workforce Investment Act through ongoing technical assistance and the annual review process.

Priority of Service for Veterans will be given to Veterans upon entry into the Local system. They will be flagged at point of intake. Veterans will be requested to bring a copy of their DD Form 214 to the orientation. Following the orientation, eligible Veterans will be brought together and provided information on eligible veteran services. They will be given priority of service based on fund availability over other customers in their respective category of service i.e. adults or dislocated workers.

### **3. Detailed explanation of youth programs**

The Local process and procedure for contracting with youth services providers is carried out through an annual competitive bid process administered by the Purchasing Department. During the bid process, vendors are given the opportunity to submit quote proposals. The Purchasing and Finance Departments review proposals and select the vendor based on departmental procedures. After the vendor has been selected, a Memorandum of Understanding is created and all partners involved are asked to sign. Monitoring of the vendor services is performed by Continuous Quality Improvement and Finance Departments on a quarterly basis.

The Youth Council annually reviews past performance related to how youth are being served and makes recommendations as to how the Local can incorporate the most effective youth strategies based on assessments and similarities of service needs. The majority of services required by the ten (10) WIA elements are provided through existing grantee partners of Fulton County. If an element of service is unmet, the Local initiates a request for the proposal and bidding process.

Youth who are deemed eligible to receive services through the Workforce Investment Act are assigned to a Local Youth Advisor, who facilitates services for the youth customer. Once assessed, goals are set and an Individual Service Plan is designed to outline a strategy for meeting the youth's goals. It is the responsibility of the Youth Advisor to:

- Develop goals for youth participants that are specifically tailored for each youth to accomplish employment, work experience / occupational training goal, attainment of a degree or certificate goal, or literacy or numeric goal, or both
- Assign students who are deemed basic skills deficient, to basic skills remediation classes
- Document goals within the Customer Service Plan and document any progress in the Follow up/Counseling Notes.

The Local develops and maintains Memoranda of Understandings with a number of agencies that provide services centered on the ten (10) local youth program elements described in the Workforce Investment Act. The Youth Advisor adheres to a referral process established between the Local and the service provider. The Local has also established a working relationship with the Fulton County middle and high school guidance counselors, the Office of Career Technology and the Fulton Institute of Technology. Challenges and trends within the school system are identified in an effort to alleviate barriers that prevent youth from receiving needed services. Continued endeavors with this group have led to more customized service provision, i.e. summer youth employment opportunities, in-school careers in healthcare programs, etc.

Strategies designed to address out-of-school youth include community outreach, partnerships and collaborative efforts with organizations that serve this population. The Local has Memorandums of Understandings with the following organizations; the Fulton County Juvenile Justice Center, the Department of Family and Children Services, Fulton County Housing Authority, Fulton County Community Libraries, Covenant House, Atlanta Technical College, Georgia Department of Labor, Georgia Department Labor-Vocational Rehabilitation Services, United States Department of Labor/ Job Corps, The Atlanta Job Corps Center, Genesis Prevention Coalition, The Youth Experiencing Success Atlanta Program, Fulton County Department of Health and Wellness, Fulton County Schools Work-Based Learning Department. Outreach efforts include youth job fairs, community symposiums (Middle and High School Career Days, presentations for school faculty), and the provision for employment readiness. Through reciprocal referrals, The Local is able to provide skills upgrades, to include job readiness, GED preparation, remediation services, and employment assistance.

Guided by the Fulton County Housing & Human Services, the Local Youth Advisor will guide youth program participants in exploring and earning valuable technical, career and business skills. The Career Exploration Program will:

- Address youth needs such as job readiness, life skills, career awareness, and personal social development.
- Address financial literacy (i.e., Money Smart training including banking and budgeting), employment preparation, and interviewing as well as appropriate communication skills for the world of work will be emphasized.
- Conflict resolution, anger management, appropriate work attitudes, business etiquette, cooperation with co-workers and supervisors, confidence and personal responsibility will be instructed.
- The positive and negative impact of “social networking sites” on obtaining and maintaining employment in today’s work force.
- Program participants will develop and present a workshop that focuses on “Life Skills” (anger management, social networking, etc.), Visual aids, computer technology, and public speaking.
- Seven Steps for a Highly Effective Teen will be taught (3 -4 full days)
- Youth will participate in Lectures and demonstrate what they have learned by measurements of discussion, as well as pre and post testing.
- Participants will create a resume, portfolio, and business documents such as cover letters, and design their own business card.
- Youth will interview different business owners and attend job shadowing days. May try and conduct some videos of different owners and department directors within Fulton County.

- Youth will work with employers to understand the expectations of the real world of work.

The LWIB approved the policy for providing ITAs to older youth based on documentation that all ten (10) required WIA youth elements are available within the Local. Through the Local, older youth participate in extensive career and vocational assessments as well as career explorations in order to select appropriate services. Following this process, older youth must adhere to all other Local established policies for receiving ITAs.

DRAFT

#### **4. Implementation strategy of 20% rule for younger youth**

Youth Plan - 2013-2014 Accepted By The Executive Committee on 9-26-13

Strategy: Recruit 400 new youth for PY 2013 – 2014

150 In-School

- 20 Fulton County Juvenile Justice
- 20 Job Corp Participants
- 20 Work Based Learning (Seniors)
- 20 Students (Technical College)

250 Out of school Youth

- 50 Youth Needing GED Services
- 50 Youth Needing Employment Services
- 50 Youth Needing On The Job Training
- 100 Youth Needing Credentialing and Employment Services

Target Date: October 2013 - June 2014

Persons Responsible: Provider Relations and Youth Services Coordinator

Resources Needed:

- Recruitment Fairs held at YESC
- Updated Marketing Materials
- Update and Order Promotional YES Materials
- Order Business Cards
- Maintain Facebook Page Twitter Account
- Expand collaborations (i.e. Job Corp, Fulton County Housing Authority, Fulton County Schools, Technical Schools and Colleges of Georgia DFACS – TANF & Foster Care)
- Increase Youth Council involvement with recruitment of Youth

## 5. Program design that incorporates state waivers

### LOCAL AREA 6 WAIVER REQUESTS

- Common Measures: The Local is requesting a waiver to replace the 17 performance measures under WIA Section 136(b) with the nine common measures, pursuant to TEGL 17-05.
- Use of Local Funds for Incumbent Worker Training: The Local is requesting a waiver to permit use of Rapid Response funds up to 20 percent to conduct allowable Local activities as defined under WIA Section 134(a)(3), specifically incumbent worker training as part of a lay-off aversion strategy. All training delivered under this waiver is restricted to skill attainment activities.
- Adult / Dislocated Worker Transfer: The Local is requesting to increase the limit on the allowable transfer amount between Adult and Dislocated Worker funding streams under WIA Section 133(b)(4).
- Employer Match for Customized Training: The Local is requesting a waiver of the required 50 percent employer contribution for customized training under WIA Section 101(8)(C) to permit the use of a sliding scale for the employer contribution based on the size of the business. For employers with more than 250 employees, the current statutory requirements (50 percent contribution) continue to apply.
- Employer Match for On-The-Job Training: The Local is requesting a waiver to increase the limit on employer reimbursement for on-the-job training as described in WIA Section 101(31)(B). This waiver would allow the Local Workforce Investment Board to use a sliding scale to increase the reimbursement to greater than 50 percent based upon the number of employees.

## **6. Youth program includes entrepreneurial component**

The FCWPES' Youth Program is formally partnering with Club E by enrolling youth customers in Club E's Success Academy. Through the Academy, youth customers will receive "Entrepreneurial Training". The training curriculum is comprised of courses, skill building activities and programs of personal development designed to equip the youth with the ability to launch new businesses. The curriculum being utilized was developed by Junior Achievement. This organization is actively involved in specific aspects of the training and certification to ensure a consistent and professional delivery of the various curricula; curricula that take the youth the critical steps of conceptualizing, capitalizing and managing a small business.

The Success Academy includes an "Incubator Program" which provides a venue for creating inventions and innovations to turn the youths' ideas into commercially viable products to improve the quality of their life. The Academy allows scientists and inventors to lease space in its facility on the condition they allow youth participants to work in a collaborative environment as interns to gain insight and practical experience in the creative process.

Finally, the Academy is a training center for multi-media products and productions which allows students to explore filming and editing to package-designing, marketing and distribution.

## **7. Program design includes efforts to incorporate businesses with On the Job Training**

### The Local Policy and Procedure Section H On-The-Job Training

#### Standard:

On-The-Job Training (OJT) shall be provided as allowed by the Workforce Investment Act (WIA), Sections 101 (31) and 188. OJT can be an effective tool in assisting WIA eligible participants in becoming gainfully employed after receiving core and intensive services and having been unsuccessful in securing unsubsidized gainful employment.

#### Policy:

1. OJT may be made available to employed and unemployed adults and dislocated workers who: (a) have met the eligibility requirements for the Local intensive services, received at least one (1) intensive service and have been determined to be unable to obtain or retain employment through such services; and/or (b) have been determined by a the Local career advisor to be in need of OJT based on extensive assessments, evaluation and case management.
2. Eligible employers may be able to participate in the Local OJT program through a contract with the Local. These employers include private-for-profit businesses, private non-profit organizations and public sector employers.
3. The decision to enter into an OJT contract with an employer is at the discretion of the Local.
4. Potentially eligible employers must be able to demonstrate they are equipped to provide occupational skill training and evidence that the training will lead to full-time employment that leads to self-sufficiency for trainee. (Note: Staff positions for independent contractors, contract employees and temporary employees do not qualify for the OJT program).
5. The employer's worksite must be accessible to individuals with disabilities, in compliance with ADA regulations and accessible by public transportation (less than a mile).
6. An employer will not be eligible to participate in the Local OJT program if:
  - a. The employer has a history of frequent layoffs;
  - b. The employer has a history of not continuing employment of WIA participants after the OJT contract ends;
  - c. The employer has any other individual on layoff, involved in a work stoppage or on strike from the same or substantially equivalent position;
  - d. The OJT would infringe upon the promotion of or cause the displacement of any currently employed worker or a reduction in their hours;
  - e. The same or a substantially equivalent position is vacant due to a hiring freeze;
  - f. The company or business is new to the area. (Exceptions will be considered for those businesses that are new to the area but are part of a large, national company);or

- g. The employer relocated within the last twelve (12) months and the relocation caused the layoff or termination of any individual(s) in substantially equivalent positions.
  - h. The position(s) are for seasonal employment;
  - i. The employment work site is not within a reasonable commute from the offices of the Local;
  - j. The position is not full-time, i.e. less than thirty-two (32) hours per week.
7. For those employers utilizing staffing agencies for the recruitment and training of potential employees, the “Employer of Record” is the staffing agency. There will be one (1) standard contract that is signed by both the staffing agency and the employer. The Employer’s signature on the contract denotes a clear understanding and acceptance of this recruitment, placement and reimbursement policy.
- a. The staffing agency will be considered the “Employer of Record” and reimbursement will be made to staffing agency. The Local will reimburse the base wage/salary only. No other associated fees or mark ups will be paid to the “Employer of Record”.
  - b. Employers will be prohibited from participating in the Local OJT program for a period of one (1) year from the date of a WIA participant’s termination or wage/benefits reduction date if:
    - a) The WIA participant was terminated without just cause; or
    - b) The employer reduced wages or benefits of any WIA participant during training or within six (6) months after the participant entered unsubsidized employment with the worksite employer.
8. Employers may be eligible to receive up to \$10,000 in training reimbursement expenses. The employer’s position for which the OJT contract is associated must pay a minimum of \$8.50 per hour to qualify.
9. OJT must be in a Local Demand Occupation unless approved by the WIB. Considerations of exceptions to this requirement are considered on a case by case basis.
10. The length of the training must be determined by the job title and the customer’s previous work history but is not to exceed six (6) months. Trainees with specific education and/or work experience applicable to the specific training position may be appropriate cause for reducing the training time or eliminating the availability for OJT reimbursement. The final length of training shall be determined by the Local.
11. The Local will reimburse eligible employers up to 50% for OJT wages based on the availability of funds.
12. Reimbursements for OJT are not intended to be wage subsidies to employers. Rather, they are intended for extraordinary costs of training WIA participants.
13. Employers are required to complete and submit a monthly evaluation form on each trainee.
14. All OJT contracts must be negotiated and signed prior to the first day of employment of a trainee.

Procedures:

1. The Local Business Consultant will identify employers interested in participating in the OJT program and determine their eligibility to participate.
2. The Local Business Consultant will work with the potential employer to identify employment needs.
3. The Local Provider Relations Unit staff will work with the potential employer to assist with the required OJT paperwork and review training objectives to include job skills to be learned.
4. The Local Provider Relations Unit staff will initiate the OJT contract and, if approved, oversee the full execution of the contract.
5. Local career advisors will identify eligible customers for the OJT Program and refer qualified customers to the Local Vocational Specialist applicant(s) who will screen, refer and make recommendations for hiring to the OJT management staff.
6. Once a Local customer is hired, the employer will begin training the new employee. Formal training must begin within three (3) working days of the start of the OJT placement.
7. The Local Provider Relations Unit staff will contact the employer within three (3) business days of the projected hire date to verify the customer is working.
8. The Local Provider Relations Unit staff will monitor the contract by conducting desk reviews and site visits on a bi-weekly basis to determine if the employee is meeting the training objective and if there is a need for intervention on the part of either the employee or employer.
9. CWPEs career advisors will maintain bi-weekly contact with customers to address issues or concerns to maintain retention in the position and completion of training.
10. The employer designated staff must report all issues, problems and/or concerns to the Provider Relations Unit staff in a timely manner to avoid termination of employee. Employees who violate employer policies forfeit all rights to mediation.
11. Employers must submit weekly, bi-weekly or monthly invoices and payroll registers or cancelled checks to verify employee payrolls for wage reimbursement.
12. The Local Provider Relations Unit staff will conduct an evaluation at the end of the training period and at three month intervals for the next nine (9) months.

Definitions:

Adult: An individual who is age 18 or older and meets the WIA low-income guidelines.

Employer: Entity or organization at which an employee receives the training and performs the work of the on-the-job-training assignment.

Employer of Record: Staffing Company that receives wages reimbursement for an on-the-job-training assignment.

Monthly Evaluation Form: Tool used to assess OJT trainee progress toward the training goal against the Training Plan.

**On the Job Training:** A training strategy that puts unemployed workers back to work earning a wage while receiving training. Under this strategy employers can be reimbursed for the costs associated with training this new employee up to a pre-determined percentage or amount. This strategy is particularly important during difficult economic climates.

**OJT Pre-Award Checklist:** Tool used to confirm that all necessary components of the OJT training plan are in place prior to OJT engagement. The checklist may be used in conjunction with the Pre-Award Employer Checklist or as a stand-alone guide for OJT staff as they negotiate the training plan with the employer. Review this list with the employer to determine if they have the capability to provide on-the-job training.

**Participant:** Individual who receives services from any Career Center Staff, Job Coach, Resource Advisor, Youth Advisor or single/multiple partner agencies or organizations. This term may be used interchangeably with “customer”. For the purposes of this policy, “participant” refers to the OJT trainee.

**Reasonable Commute:** “Reasonable Commute” shall be construed to mean within the standard metropolitan Atlanta area accessible by MARTA or accessible by vehicle in less than one hour. Approvals for OJT placements outside of the pre-defined “reasonable commute” area will be considered on a case by case basis.

**Self-Sufficiency:** The Fulton County Office of Workforce Development defines “self-sufficiency” as:

1. An employed adult whose family income exceeds one hundred fifty percent (150%) of the Lower Living Standard Income Levels (LLSIL) using poverty income level guidelines.
2. A re-employed dislocated worker who is employed in a permanent position that pays at least 80% of the qualifying layoff wage.

**Training Plan:** Document providing detailed information regarding the OJT participant’s goals and the related activities to reach those goals. The training plan should include specific skills to be attained, activities used to attain those skills, metrics to measure skills attainment, who will provide training, mentoring and oversight and the duration of training and monitoring frequency.

**Departmental Sponsor:** Housing and Human Services Department – Office of Workforce Development

**Policy Review Date:** August 2013

**References:** On The Job Training Federal Regulations Requirements Under WIA

**Responsible Parties:** Business Consultant, Provider Relations Unit Staff, Career Advisors

## **8. Program design includes local Go Build Georgia strategy**

The Local shall train front desk staff, Career Advisors and Youth Advisors to direct program participants to <http://www.gobuildgeorgia.com/>

The end goal is to educate students and the workforce about the program and drive them to the Go Build Georgia website where they can learn about opportunities in the skilled trades.

The Go Build Georgia program is designed to educate young people on the value of learning a trade, dispel their misconceptions about the skilled trade industry and inspire them to consider building a career as a skilled tradesman. Through this public awareness effort, public relations and social media campaign, Go Build aims to provide better opportunities for craft tradesmen, more highly skilled employees for businesses and enhanced economic development for Georgia and the nation.

## **9. Includes how to request usage of waivers (OJT and Incumbent Worker)**

### Process for Submitting a Waiver Request

- A. All requests for waivers of statutory or regulatory requirements must first be submitted to GOWD;
- B. Requests must be in writing and contain sufficient information which includes: where, why, how, when. Any lack of information may result in a delay or denial of the waiver; and
- C. GOWD will work with the Governor to submit the waiver request.

### Waiver requests must include:

- A. Statutory or regulatory requirements of the waiver;
- B. Actions taken by the Local to remove Local statutory or regulatory barriers;
- C. Goals of the waiver and expected programmatic outcomes if waiver is approved;
- D. Description of how the Local will monitor the progress in implementing the waiver;
- E. Provide notice of the waiver to the workforce areas affected by the waiver;
- F. Provide areas affected by the waiver the opportunity to comment on the waiver request; and
- G. Insure meaningful public comment by business and organized labor.

The State should receive a decision on a waiver request from the Secretary within 90 days after the receipt of the original request.

## **10. Explanation of coordinating Rapid Response with Governor's Office of Workforce**

The Purpose of the Fulton County Office of Workforce Development Rapid Response Unit Standard Operations Policy is to establish a uniform procedure to serve local area employers in assisting their dislocated workers with WIA services.

Materials:

- For Employer
  - Company Information Sheet
  - DW Training Questionnaire
  - Mass Separation 402
  - Mass Separation 402a
  - Lay Off Services List
- For Customer
  - FINRA: Job Dislocation
  - Retirement and Health care Coverage
  - Resource Guide for Georgia Job Seekers
- For Staff
  - Layoff Event Tracker Excel Document
  - Employer Information Sign In Sheet
  - Rapid Response Employer Meeting Guide
  - Rapid Response Employee Information Guide

Responsibilities:

The Fulton County Office of Workforce Development Rapid Response Unit should be composed of a team of no more than (4) four. All members should be knowledgeable of WIA services which include core and intensive services. Team member responsibilities can be broken down as follows:

- Team member 1: Contact person for Georgia Governor's Office. The Governor's Office may send additional information regarding the Employers and/or Employee Information Sessions. It is the responsibility of this member to inform other members about additional information.
- Team member 2: This member is responsible for facilitation the Employee Information Session. This includes traveling to the event site, circulating sign in sheet, informing employees of WIA services, and retrieving additional documentation from either the employees or employer.
- Team member 3: This member is responsible for updating Geo Graphic Solutions data base as well as inform Rapid Response Unit of upcoming Employee Information Sessions.
- Team member 4: This member is responsible for supervision of Rapid Response Team. The member is also responsible for forwarding required documentation to employer as well as scheduling employer meetings.

## PROCEDURES

### Procedures after Receiving Notice

- Receipt of notification for event from Geographic Solutions
- Enter the event on the Event Tracker Excel Document
- Contact employer within 48 hours after receiving notification
  - Forward Mass Separation Forms 402 and 402a to employer
  - Complete Company Information Sheet
- Schedule an employer's meeting
- Notify local partners of the event
- Pre-employer meeting to discuss strategy if feasible

### Procedures for Employer Meeting

- Prepare employer packet
  - WIA services
  - FINRA: Job Dislocation
  - Retirement and Health Care Coverage
  - Resource Guide for Georgia Job Seekers
- Employer's meeting
  - Schedule Employee Information Session
  - Retrieve completed Mass Separation notices 402 & 402a
  - Gather information concerning layoff (Refer to the Rapid Response Employer Meeting Guide)

### Procedures for Employee Session

- Prepare employee packets
  - Prepare sign in sheets
  - WIA information
- Circulate a sign-in sheet
- Facilitate the Employee Information Session
  - Refer to Rapid Response Employee Information Session Guide
- Collect Sign in Sheet

### Procedures after Employee Session

- Fax Mass Separation Forms 402 & 402a to GDOL's Mass Separation Unit at (404) 656-2304
- Follow up with employer and local partners to coordinate other services such as UI claim- taking sessions, job search workshops, positive recruitment, job fairs, resource rooms and transition centers as appropriate.

## **11. Strategy to develop business and Economic Development partnership**

The local area Workforce Investment Board is comprised of business and organized labor representatives, members from the local economic development community, as well as staff from the Fulton County Economic Development Department, that utilize their tools and resources while serving on the Quality Assurance Task Force and Board Visibility Task Force of the Workforce Investment Board. These individuals assisted in the design and creation of the services to local area businesses by brainstorming and collaborating and sharing resources on the services, presented the services to the full Workforce Investment Board and ultimately voted on the approval of these services for use by the Local.

The FULTON COUNTY WORKFORCE PREPARATION AND EMPLOYMENT SYSTEM RESOURCE SHARING AGREEMENT CHECKLIST includes the requirement of Employer Services for Access to economic development information.

## **12. Assessment of the current integration of WIA and Wagner-Peyser in One-Stop Centers**

Program participants are directed to [http://www.dol.state.ga.us/file\\_unemployment\\_claim.htm](http://www.dol.state.ga.us/file_unemployment_claim.htm) to file an Unemployment Claim.

GDOL is a partner in one Local One Stop Career Center and provides core services to our customers. Local provides a staff liaison to our designated GDOL career center. This staff liaison facilitates bi-weekly WIA orientation sessions to potential Local customers at the North Metro GDOL Career Center. This process ensures service integration and seamless customer service. In addition, Local staff collaborates with the GOWD Rapid Response Unit to facilitate WIA Informational Sessions for dislocated workers and/or workers who have been served with notice of separation.

The Local has recently sought to engage in a more focused collaborative partnership approach to integrating veteran services. Local staff will provide veteran orientation sessions at the Georgia Department of Labor North Metro Career Center in an effort to increase WIA awareness and services to the men, women, and families previously engaged in serving in the armed forces. A seamless approach will be used to integrate services for our homeless veteran population through the Fulton County Housing and Human Services Emergency and Transitional Housing Division. For example Services with job placement assistance, training, and substance abuse will available to our veterans in a more holistic and seamless approach.

### **13. Include a business plan that has the following components:**

#### **a. Mission and vision statement**

The vision for the Local is to assist Fulton County residents and metropolitan Atlanta area employers in developing and sustaining a world-class workforce that realizes viable incomes and benefits, thus strengthening their families and neighborhoods.

This will be achieved through the following mission:

- To enable individuals to achieve their highest potential.
- To ensure employers have the skilled workers they need to compete effectively in the global economy.
- To capitalize on the untapped potential of the unemployed, underemployed workers, discouraged workers, youth and other job seekers with special needs.
- To create an enterprise that eliminates fragmentation among the public sector and utilizes private sector leadership.

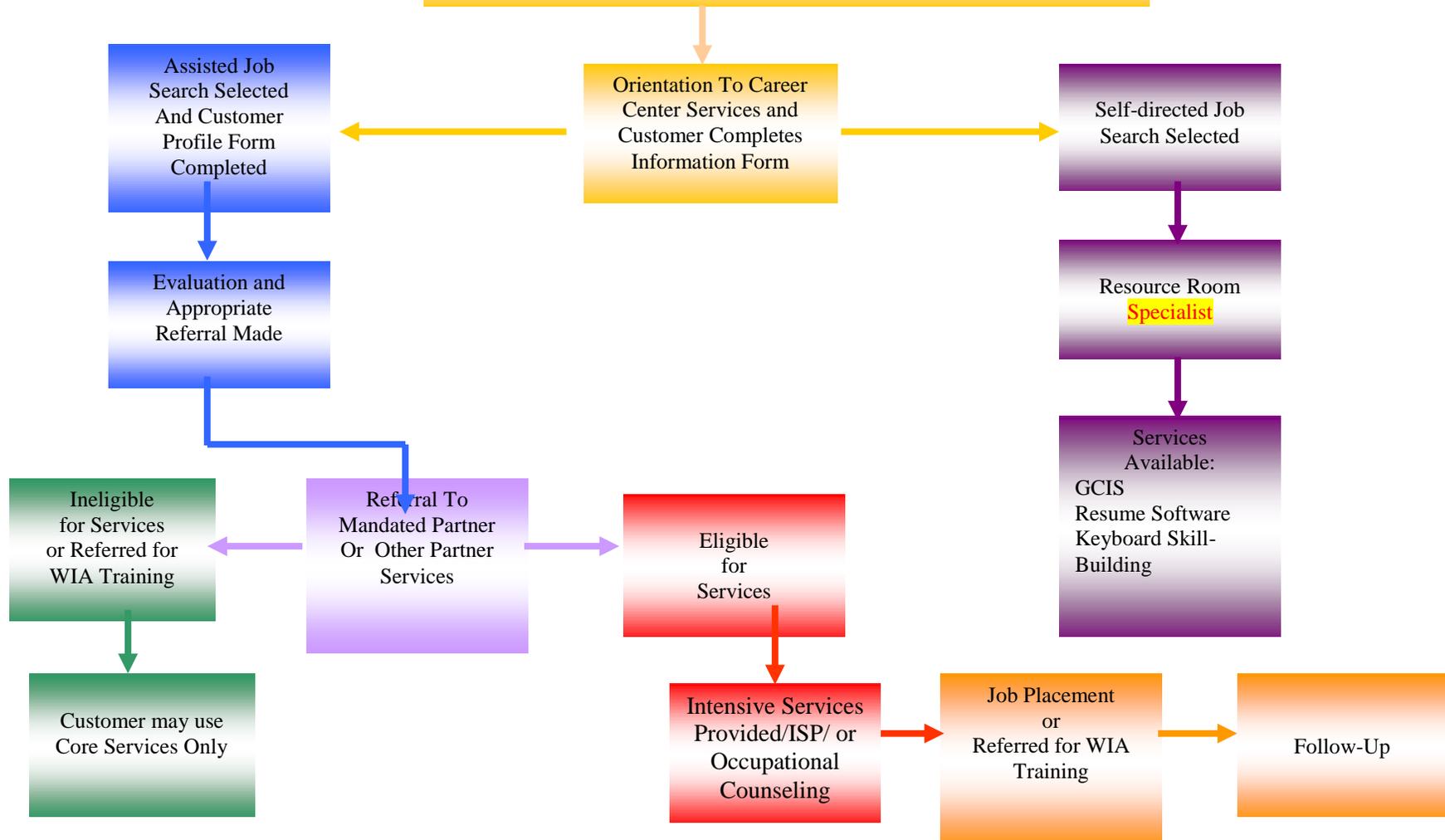
#### Guiding Principles

- Customers include individuals, employers and all community partners seeking workforce information and/or services.
- The System provides services and information to all customers based on their informed choice and need.
- The System includes many service access points and methods, with services tailored to meet the needs of individual communities.
- The customer defines service quality; customer feedback is obtained and used.
- Staff provides quality services in a timely and positive manner.
- Policy, operations and procedures support flexibility in local design of service delivery, use of staff and use of facilities, while adhering to applicable laws and regulations.
- The System offers specialized services beyond those paid for with public funds.
- Services are marketed through the use of a standard identity (logo) and marketing plan for the System.
- Creative programs are continuously developed and implemented to serve the changing needs of employers and the business community.
- Services are accessible and affordable.
- Comprehensive programs are continuously created, including early intervention and mentoring, to serve the needs of special populations, e.g. youth, females.

**b. Diagram or narrative of customer flow through the tiers of services**

1. Customers seeking services through the WIA One Stop will complete an Intake Forms.
2. The Intake Form will be reviewed. The needs and interests of customer will be determined and the appropriate service will be identified to assist the participant. Considerable efforts will be put forth to ensure that the total needs of the participant are met on-site.
3. Based on the review of the Intake Form, and the level cooperation the participant, applicant will be directed to the Resource Room to conduct independent job search or to the Intake Specialist who will initiate the process for participant to be referred to Center Orientation for WIA services or to a partner for specialized services, (e.g. housing).
4. Staff will review the Resource Area Rules with customer wanting to utilize core services in the Resource Area
5. For a participant needing partner services, a formal Referral Form will be completed and provided to the customer to take to the referral partner.
6. Follow-up will be conducted with the partner agency to notify them of the referral.
7. Partner agencies will use the same Referral Form to refer individuals initially to or back to the One-Stop.
8. The attached "Participant Flow Chart" defines the process for how customers will move to and from WIA One-Stop and Partner Services.
9. If the customer is interested in WIA service (i.e. Intensive, Training, etc.), the customer will be scheduled for a WIA Orientation
10. If any incidents occur while customers are utilizing the resource area or any OWD facility, the OWD staff will complete an incident report

# One Stop Customer Overview



**c. Clear flow of services between all partners**

The Career Centers located strategically within Fulton County will offer Core, Intensive and Training Services to its customers. These services will be provided on the campus of the Career Centers through referral to a Workforce Investment Act (WIA) mandated partner or others not limited to: Department of Labor, Job Corps, and Vocational Rehabilitation Services.

For a participant needing partner services, a formal Referral Form will be completed and provided to the customer to take to the referral partner. Follow-up will be conducted with the partner agency to notify them of the referral. Partner agencies will use the same Referral Form to refer individuals initially to or back to the One-Stop.

**d. Facility's service delivery structure, e.g., location service mix and customer flow**

The Director of the Fulton County Housing and Human Services Department, who acts on behalf of the chief local elected official, has administrative and financial authority over the Fulton County Workforce Preparation and Employment System. The Fulton County Housing and Human Services Department Office of Workforce Development provides staff to assist with planning and implementation and to oversee and administer the day-to-day operations of the Local. The management and operation of the One Stop Career Centers is carried out by the Fulton County Housing and Human Services Department which is the lead partner for the Comprehensive One Stop Career Centers. Managerial staff provides support to the Board of Directors and Board Task Forces.

Comprehensive Service Sites:

North Fulton Career Center  
7741 Roswell Road, Suite 205  
Sandy Springs, Georgia 30350  
404.613.4480  
404.332.0426 (fax)

South Fulton Career Center  
5710 Stonewall Tell Road, Suite 160  
College Park, Georgia 30349  
770.306.5202  
770.306.5523 (fax)

Affiliated Sites:

Youth Employment Services Center  
Oak Hill Child, Family and Adolescent Center  
2805 Metropolitan Parkway  
Atlanta, GA 30315  
Office (404) 612-9084

North Fulton Community Charities  
11270 Elkins Road  
Roswell, GA 30076  
770.640.0399

**e. Plan for increased enrollment in various programs and increased use of facilities**

Significantly increase the number of occupational skills related training for adult and dislocated workers through Individual Training Accounts (ITA).

The Local has contracted with several partners to provide enhanced training opportunities in high demand occupations and to use targeted work experience (e.g., registered apprenticeship and on-the-job training) to prepare individuals for opportunities in new industries or occupations.

In an effort to increase the availability of training in high-demand occupations, the Local understands that it must not only work to ensure that the training opportunity is available, but that customers who are basic skills deficient have greater opportunity to become eligible to take advantage of that training. This includes working diligently to erase basic skills barriers to employment. Towards this end, computer-based and instructor-led basic skills instruction will be a major focus for adult and youth customers who assessments indicate that they are basic skills deficient.

Partnerships with industry organizations, employers, community partners and training providers are being established and enhanced (detailed in the responses below) to create innovative programs and collaborative. Every quarter, the Local reviews applications for new eligible training providers to ensure customers have access to new training programs in high-growth, high-demand fields. New providers, additional programs and program change requests are monitored and updated to allow Local customers to have the latest information related to education and occupational skills training

In order to ensure that opportunities will not be limited and availability is maximized, the Local will:

- Hire additional WIA Career Advisors and support staff to serve more Fulton County customers and be engaged in outreach and marketing efforts to publicize the services available through the Local One-Stop Career Centers.
- Create collaborative partnerships and career pathways programs that will engage employers and training providers in creating innovative programs and employment opportunities.
- Target short-term training programs to assist Local customers in increasing their occupational skill sets and credentialing status in a relatively short time frame to allow for an expeditious return to the workforce.

Some of the training programs include:

- |                                  |   |
|----------------------------------|---|
| • Paralegal Certification        | • Warehousing and Forklift Certifications |
| • Green Technology Certification | • CDL Certifications                      |

**f. System for referral to training services and use of ITAs**

Training Services shall be provided as listed in Workforce Investment Act (W.I.A.) section 134 (d) (4) (D). This list in the Act is not all inclusive and additional training services may be provided. A program of training service can consist of one or more courses or a training regimen and that either of these can lead to a formal credential (such as a degree or certification) or to the acquisition of skills and competencies recognized by employers for a specific job or occupation, as well as general skills and competencies necessary for a broad range of occupations or job readiness.

Policy:

1. Training must be for an approved Demand Occupation
2. The Local will consider an Individual Training Account (ITA) in a non-state approved program only when related to high demand skill shortage area and where training is unavailable due to waiting lists.
3. Training must result in self-sufficient wage.
4. Programs must not exceed 104 weeks.
5. Training must be for not less than 12-15 quarter hours per week to accommodate existing Unemployment Insurance requirements. Exceptions to this policy may be approved, in writing, on a case-by-case basis.
6. Funding may be provided for college level and post baccalaureate instruction only if all of the following conditions have been met:
  - a. Participant must be accepted into a certificate or diploma program, and the course of study must be an occupation-specific (i.e. radiology, accounting, teacher certification). No funds shall be provided for general academic programs unless the participant has fewer than twelve (12) months left to obtain the degree.
  - b. Total course of study will take no longer than 104 weeks (2 years) to complete. Participant will receive a certificate or degree upon completion.
7. Continuing Education and other similar course may be allowed only if the following conditions apply:
  - a. The participant must have a specific occupational goal
  - b. The participant has a work history or educational background that relates to the occupational goal
  - c. The participant presents evidence as to how the purposed training will increase their employment marketability
8. New providers may be limited to enrollment of five (5) students if application evaluation warrants.
9. All applicants must apply for Pell Grant and Hope, if eligible. W.I.A. funds will be the last funds used. If amount for training exceeds all available funding, it will be the responsibility of the participant to account for these costs prior to the approval of the ITA voucher.

10. Individual Training Accounts (ITA) may be utilized for expenses related to training included but not limited to the following: books, tuition, and fees, supplies, tools, uniforms, and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc.
11. The Fulton County Office of Workforce Development will not make payment of late fees.
12. Funds are limited as follows:
  - a. Up to \$5,000.00 in training costs, excluding support, may be expended for each participant for the first year of training
  - b. For training that extends beyond one year, total training costs for entire training period may not exceed \$8,000.00 excluding support
  - c. If the cost of training exceeds funds limitation guidelines, Career Center Staffs shall assist in developing a financial plan to cover total costs of training.
13. Participants shall not be required to apply for or access student loans or incur personal debt as a condition of participation.
14. Distance Learning (on-line training) will be considered for participants on a case-by-case basis who meet the following criteria:
  - a. must meet all Local current ITA policy requirements
  - b. must possess good computer skills
  - c. must satisfactorily complete the on-line assessment ([www.gvtc.org](http://www.gvtc.org)) and “Distance Learning Checklist” to assess their readiness for distance learning and provide a copy to Career Center Staff must have personal access to computer
  - d. The distance learning course or training module being requested must lead to the completion of a training program, require students to take periodic tests, and require students to come onto campus or other approved facility for certification exams and meeting with instructors
  - e. While a participant is attending approved distance learning activities, the following policies will apply unless employed:
    - i. childcare support services will not be paid for time to study and /or participate in Distance Learning activities
    - ii. tuition will not be paid for repeating any courses
    - iii. monthly attendance and progress reports must be submitted
15. No more than one (01) ITA’s will be approved for any participant. Trainings cannot take place simultaneous and an ITA cannot be given within three (3) years of receiving a previous ITA {based on exit date from Fulton County WIA program}.
16. An ITA will be established for the actual cost of the approved training, not to exceed the maximum amounts stated in the ITA agreement. No additional training funds beyond the approved ITA will be allocated for any customer.
17. “Pick-ups” are ITAs given to participants that are typically already enrolled in non-W.I.A. funded training. These students have been enrolled in colleges and technical schools supported by HOPE, Pell Grants, student loans, displaced homemaker/single-

parent projects and Temporary Assistant for Needy Families (TANF) programs and other scholarships who, for a variety of reasons, find themselves in need of W.I.A. assistance.

18. The “Pick-up” policy will be applied as follows:
  - a. All “pick-up” participants must be deemed W.I.A. eligible
  - b. All “pick-ups” must have a cumulative Grade Point Average (GPA) of 2.5, which must be documented in the customer’s file.
  - c. No “pick-ups” are permitted for less than one quarter/semester, or 8 weeks of training (whichever is longer at the training institution) remaining in their program of study.
  - d. All “pick-ups” must have the documented approval of the Career Center Supervisor and the WIA Coordinator. The student must provide appropriate documentation and explanation of the inability to continue training due to financial constraints or other such reasons. Included must be an explanation of why the previous method of the student/s support for training is now inadequate. This documentation will be noted in the customer’s file.
  - e. Training for “pick-ups” must be in a demand occupation.
  - f. Administration of the Test of Adult Basic education (TABE) or Wonderlink and Career Scope (which measures interest and aptitude) or Career Decision Making (CDM) and Career Ability Placement Survey (CAPS) is not required, as ‘pick-ups’ have already been appropriately assessed by the training facility to determine basic educational levels, interest, and aptitude. However, a review of the customer’s grades, support services needs and labor market information around the area of study must occur and be documented in the customer’s file.
19. W.I.A. responsibility for expenses surrounding a “pick-up” will be reduced by any educational costs, books, and fees, which are met from other funding sources, such as HOPE, Pell and other grant funds
20. All applicants for Local services should be informed that W.I.A. is one of many funding sources that may be available to them. If the participant is interested in training at a college or vocational technical school, they should also apply for Pell and HOPE funds, unless they provide a valid reason to their Career Center Staff as to why they would not be eligible for such funds. Examples of valid reasons are as follows:
  - a. The participant has a college degree and is seeking funds to complete a second degree at a college
  - b. The participant has a previous student loan that is in default.
  - c. The participant is seeking funds to complete a degree, does not have a “B” average and their family income are over the limit for Pell.
  - d. The participant file must document that the participant is not eligible for Pell and HOPE, either using the notice from financial aid, or the participant’s self-attestation.
21. Those enrolled with vocational technical schools, colleges and universities should apply for the \$100.00 HOPE book allowance.
22. Priority for training services will be for the following customers:

- a. Veterans
  - b. Dislocated Workers (must have a separation notice/letter). Individuals who live in Fulton County or who physically worked Fulton County at the time of dislocation (priority of funding is to those who reside in Fulton County).
  - c. Adults and Older Youth individuals who live in Fulton County and have been determined low income.
  - d. All other existing policies still apply.
23. Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider of training.

**g. Identification of leveraged resources with various funding streams, educational grants, and other financial aid programs**

All applicants must apply for other funds or grants such as HOPE, Pell, TANF if eligible. WIA funds for training will be made available to participants for training only after it has been determined that he/she is not eligible for other financial aid. The participant file must provide documentation that the participant is not eligible for another fund source, either using the notice from financial aid, or the participant's self attestation.

1. W.I.A. responsibility for expenses surrounding a "pick-up" will be reduced by any educational costs, books, and fees, which are met from other funding sources, such as HOPE, Pell and other grant funds
2. All applicants for Local services should be informed that W.I.A. is one of many funding sources that may be available to them. If the participant is interested in training at a college or vocational technical school, they should also apply for Pell and HOPE funds, unless they provide a valid reason to their Career Center Staff as to why they would not be eligible for such funds. Examples of valid reasons are as follows:
  - a. The participant has a college degree and is seeking funds to complete a second degree at a college
  - b. The participant has a previous student loan that is in default.
  - c. The participant is seeking funds to complete a degree, does not have a "B" average and their family income are over the limit for Pell.
  - d. The participant file must document that the participant is not eligible for Pell and HOPE, either using the notice from financial aid, or the participant's self-attestation.
3. Those enrolled with vocational technical schools, colleges and universities should apply for the \$100.00 HOPE book allowance.

**h. Community outreach plan**

- The Local WIB Visibility and Influence Taskforce is responsible for developing a comprehensive approach to meet the needs of employers within the market area, developing a comprehensive approach to meet the needs of the employers and employees within the Fulton County service area through business alliances, community awareness, and outreach, identifying key stakeholders and developing partnerships to foster long-term business alliances across industry lines.
- Strategies designed to address out-of-school youth include community outreach, partnerships and collaborative efforts with organizations that serve this population. The Local has Memorandums of Understandings with the following organizations; the Fulton County Juvenile Justice Center, the Department of Family and Children Services, Fulton County Housing Authority, Fulton County Community Libraries, Covenant House, Atlanta Technical College, Georgia Department of Labor, Georgia Department Labor-Vocational Rehabilitation Services, United States Department of Labor/ Job Corps, The Atlanta Job Corps Center, Genesis Prevention Coalition, The Youth Experiencing Success Atlanta Program, Fulton County Department of Health and Wellness, Fulton County Schools Work-Based Learning Department. Outreach efforts include youth job fairs, community symposiums (Middle and High School Career Days, presentations for school faculty), and the provision for employment readiness. Through reciprocal referrals, Local is able to provide skills upgrades, to include job readiness, GED preparation, remediation services, and employment assistance.
- The Local, in collaboration with the GDOL North Metro Career Center, refers all veterans to an outreach station where core and intensive services are offered at the Veterans Affairs Vocational Rehabilitation and Employment regional office. Also, the Local collaborates with the Department of Veteran Affairs to organize and conducts seminars, workshops and job fairs throughout Fulton County in an effort to provide additional employment and resource outreach to veterans.
- The Local Career Advisor provides a link between Local customers with disabilities and employment and educational opportunities. The Career Advisor works closely with these individuals to identify their needs and connects them with appropriate services and resources. The Career Advisor works closely with the Vocational Rehabilitation Unit and the Fulton County Office of Disability Affairs to share resources and to collaborate and coordinate seminars, job fairs, workshops and other educational and employment opportunities.
- Through the Local collaboration with Fulton County Department of Family and Children's Services and Fulton County Government's Common Ground Initiative, WIA programs are assisting customers in the retention phase to be transitioned onto staff caseloads in the career centers to receive case management and continued retention, supportive and recruitment services.

- The Local collaborated with the Georgia Department of Corrections to provide in-kind contributions to coordinate a job fair and resource workshop to provide access to services for offenders that were scheduled to be released from prison.
- The Local, in collaboration, with the North Fulton Charities, a Fulton County Human Services Grantee, provides outreach and resources to customers with limited English proficiency.
- The Local in collaboration with the Fulton County Housing and Human Services Department's Office of Grants and Community Partnerships, the Office of Emergency and Transitional Housing and the Tri-Jurisdictional Task Force on Homeless provided in-kind contributions to coordinate "Pathways", the City of Atlanta and Fulton and DeKalb counties homeless and transitional census count. Teams of Local customers canvassed the streets of North and South Fulton counties to count the number of homeless and transitional residents and families.
- The Local is actively collaborating with the Atlanta Regional Commission's Aging Workforce Dynamic's Employer Roundtable. Members include employers in the region such as CVS, Pfizer, Georgia Power, Home Depot, IBM, Lee Hecht Harrison, Talent Connections, Hewlett Packard and Piedmont Hospital as well as the Metro Atlanta Chamber of Commerce, Carl Vinson Institute at the University of Georgia, Past President of SHRM Atlanta, President-Elect of Georgia SHRM, U.S. Congressional office staff, Georgia Department of Labor, Financial Planning Association, Concord Coalition and five regional Workforce Investment Boards (WIBs) plus state and national Older Worker (SCSEP) providers including AARP and Experience Works. The primary focus of the group is to serve older workers more effectively by strengthening the links between various employment programs and improving the employability of this experienced talent pool. Local has committed to cross-training staff to ensure they understand the unique characteristics associated with serving older adults 55+ and improving referrals to resources that help the older adult navigate training.
- The Local has an Employer Relations Specialist that works in conjunction with metropolitan Atlanta employers to assist them in meeting a broad range of employment and training needs. The Employer Relations Specialist establishes employment partnerships with private and public sector companies to meet the company's employment needs when vacancies occur. The Employer Relations Specialist is responsible for identifying and developing employment opportunities with employers for Local customers. The Employer Relations Specialist screens and assesses potential qualified candidates. The best-qualified applicants are referred to employers as potential candidates.

**i. List of all One-Stop Partners and the ways in which services are integrated**

1. Georgia Department of Labor – Provides WIA Title I and Wagner-Peyser Services, Trade Adjustment Assistance, Veterans Services, Unemployment Insurance Claims Information, and staff manpower to oversee the Customer Resource Room.
2. USDOL/Job Corps – Provides programs authorized under WIA Title I, i.e., Job Corps and Youth Opportunity Grants, as well as, intake services for all youth customers.
3. Department of Family and Children Services – Provides in kind space and TANF/Food Stamp employment and training services.
4. Georgia Vocational Rehabilitation Agency (GVRA)– Provides WIA Title IV Services.

Customers seeking core, intensive or training services may be referred to the One Stop Career Center, a satellite career center or partner site. If a customer seeks services at the One Stop Career Center, services are made available to him or her without referral to another location (based on availability of services). Partners, not physically located at the One Stop Career Center, are not required to route all of their customers through the One Stop Center. Customers may receive referrals to other appropriate services and programs on a sequential or concurrent basis. Partners participating in the Local System agree to refer customers between agencies and programs in a manner that: 1) maximizes customers' easy access to services; and 2) minimizes inconvenience to the customer. All partners participating in the Local agree to maintain the confidentiality of all personal information submitted by the System's customers. No information shall be released to any party, other than as authorized by a signed "Customer Release Form", without the expressed written consent of the customer.

The following partners are providing core and intensive services for adults and dislocated workers in Local area:

- C. Core services are provided to adults and dislocated workers by:
  - i. Georgia Department of Labor
  - ii. Vocational Rehabilitation Program
  - iii. Senior Employment Program
  - iv. Fulton County Department of Family and Children Services
  - v. Technical College System of Georgia
  - vi. Local.
- D. Intensive services are provided to adults and dislocated workers by:
  - i. Georgia Department of Labor
  - ii. Vocational Rehabilitation Program
  - iii. Senior Employment Program
  - iv. Fulton County Department of Family and Children Services
  - v. Technical College System of Georgia
  - vi. Local.

#### **14. Plans for making the workforce system more efficient**

- The local area Workforce Investment Board is comprised of business and organized labor representatives, members from the local economic development community, as well as staff from the Fulton County Economic Development Department, that utilize their tools and resources while serving on the Quality Assurance Task Force and Board Visibility Task Force of the Workforce Investment Board. These individuals assist in the design and creation of the services to local area businesses by brainstorming and collaborating and sharing resources on the services, present the services to the full Workforce Investment Board and ultimately vote on the approval of these services for use by the Local.
- Metro Atlanta Workforce Directors meet bi-monthly to collaborate and discuss best practices, discuss and address issues and brainstorm on innovative strategies. The Local in conjunction with the City of Atlanta share resources related to employers and co-sponsor workshops and staff educational opportunities and resources.
- The Local participates actively with the Regional ITA Committee, convened by the Atlanta Regional Commission Workforce Division, to review and make recommendations regarding new training providers, additional programs, and program change requests. The Regional ITA Committee meets quarterly and is comprised of representatives from Fulton, DeKalb, Gwinnett, Clayton, Cherokee, Douglas, Fayette, Henry, and Rockdale Counties.

## **15. List of in-demand occupations and in-demand sector strategies**

The short term needs will have high demand for nursing (3,090 registered nurses; 1,200 licensed nurses) and medical assistants (210), as well as truck drivers (1,540 heavy; 830 light). These occupations have the most demand for skilled workers today.

The Local will seek to better prepare our youth for entry into the workforce. The high level of adult illiteracy is holding back the economic development. The Local workforce system must address these concerns by working with stakeholders to both improve local high school graduation rate as well as provide opportunities for adults to earn the equivalent diploma.

The Local will work closely to maintain and develop our current supply of skilled labor. This will mean exploring ways to provide skills upgrading in an effort to retain existing manufacturers and developing a more aggressive Rapid Response program. By matching dislocated workers with our in-demand occupation list, the Local can take advantage of ensuring an adequately skilled labor force. The Local will also encourage skilled labor as a strong career choice. As more and more skilled workers retire, the state must find ways to recruit and replace these workers. This recruitment will be driven by the in-demand occupation list, particularly careers in transportation, manufacturing, and construction.

## **16. Plans to increase number of participants served in area**

In order to ensure that opportunities will not be limited and availability is maximized, the Local will:

- Hire additional WIA Career Advisors and support staff to serve more Fulton County customers and be engaged in outreach and marketing efforts to publicize the services available through the Local One-Stop Career Centers.
- Create collaborative partnerships and career pathways programs that will engage employers and training providers in creating innovative programs and employment opportunities.

**17. List integrated workforce funding streams, e.g., WIA. W-P**

WIA:

- Adult
- Dislocated Worker
- Youth

## 18. Plans for reducing supportive service costs

Transportation and Dependent Care Assistance is available to all Fulton County Residents (WIA Adult, Dislocated Workers, and Youth) that may need it to participate in authorized activities under WIA (Workforce Investment Act) Title I or job search activities to become gainfully employed. Supportive Services for adults, dislocated workers and youth are defined at WIA sections 101(46) and 134(e) (2) and (3).

### **Policy:**

The Local will offer MARTA monthly and round trip cards and dependent care assistance **based on availability of funds** once participant has proven that no other resources are available. These services are made available to WIA Participants to enable them to continue their participation in authorized activities.

8. The participant must be a Fulton County resident for a minimum of 6 months consecutively prior to the supportive service allotment. {see Fulton County Resident Policy for details}.
9. Participant must be enrolled in an approved WIA activity and be in compliance with activity requirements.
  - a. **Job Search:** Must have completed 30 days of job search, provided current job search forms, attended at least two job readiness workshops. A maximum of two (02) cards can be given. Active compliant customers may receive Marta Round Trip cards after the maximum has been reached.
  - b. **Training:** Must have attended training classes and provided the first week's attendance sheets. Marta Cards are provided throughout the duration of training. Based on funding Monthly or Round Trip cards can be given based on the attendance requirement for the training provider.
  - c. **Work Experience:** Must have completed 30 days on the worksite, provide timesheets and progress report. A maximum of two (02) cards can be given. Active compliant customers may receive Marta Round Trip cards after the maximum has been reached.
10. Eligibility for dependent care assistance up to \$1500 (per household) total but not to exceed specified limits is dependent on participant being compliant with terms of enrollment agreement.
11. Transportation and dependent care assistance will be approved on a case by case basis.
12. Exceptions to the policy may be made on an individual basis, based on need. All need must be documented and the customer must provide a current and next month's budget. Request for exceptions must be submitted in writing to the designated person.
13. Priority will be given to Veterans, and then participants who reside outside the City of Atlanta, followed by those employed in Fulton County.

14. Once a customer has entered Follow-up he/she is no longer eligible for transportation and dependent care assistance.
15. Once the \$1500.00 (per household) maximum for dependent care assistance is received, the participant is ineligible for additional dependent care assistance within (3) three years of receiving the previous support service allotment (based on the date of exit from the WIA program) per funding category (Adult, Dislocated Worker, Youth).

## **19. Include how Rapid Response funds will be integrated and how to avoid duplication of services**

In Georgia, Rapid Response is provided through the Local Workforce Investment Areas (LWIA) and is coordinated at the state level by Rapid Response Coordinators (RRC). These teams of local workforce representatives and RRC offer options, resources, and information to aid the employer and the workers as they go through this transition.

Rapid Response activities begin by contacting the company and arranging an initial meeting. These employer meetings help determine whether the layoff can be avoided and what services will be made available to the employees if it cannot. If the layoffs cannot be avoided, the RRC and LWIA staff will share with the dislocated workers the services and resources available to them including unemployment insurance, training opportunities through WIA, and other forms of hardship assistance.

The Governor's Office of Workforce Development (GOWD) serves as the state's Dislocated Worker Unit. When a layoff occurs, the company notifies GOWD of the impending dislocation. GOWD, through its RRC teams will then coordinate with the LWIA in which the layoffs will occur. The state's responsibility is largely to coordinate the meetings, the provision of services, and to follow up with all necessary parties as necessary.

Rapid Response Coordinators are also responsible for bringing additional partners into the Rapid Response team. This includes developing relationships within the private sector and community partners. RRC's should discover and develop relationships with businesses and organizations to assist in responding to dislocations. If a RRC is aware of businesses which are seeking to hire employees or looking to locate to the area, it may be possible to transfer the dislocated workers into these new roles to minimize the impact of the layoff.

For Rapid Response, LWIA staff will provide much of the front line services that the dislocated workers will need. Although the RRC will coordinate all the necessary services, the job of the LWIA will be to assist in giving presentations, providing workshops, and assisting the dislocated workers in accessing other necessary services.

Georgia's method of service delivery leverages the Local Workforce Investment Areas to provide many of the Rapid Response services. When a WARN notice is received by GOWD, the assigned RRC will make contact with the designated representative in the LWIA. The RRC and the LWIA representative will determine the local area's capacity to manage the event. This determination will be made by discussing the size of the layoff, available resources of the LWIA (including both personnel and finances), and needs of the employer. The goal of this initial communication should be to determine who will be responsible as the lead representative to coordinate services.

In most instances, the LWIA representative should be the lead coordinator in providing Rapid Response services while the RRC should provide support and leverage additional resources. In the event of mass layoffs or layoffs beyond the LWIA capacity to respond, RRCs will be the lead coordinator. In either instance, RRCs should be in constant communication with the local area to follow up on the progress of the layoff events.

In addition to the Rapid Response Coordinator, LWIA & GDOL staff, there are multiple community partners which may be able to support a layoff event. It is the job of both RRC's and LWIA's to develop relationships with many of these partners to strengthen the economic community. Business partners can assist in averting or minimizing the impact of a dislocation event while community partners can help with financial or emotional support during the transition period.

Partners which can aide in responding to a layoff include:

Georgia Department of Community Affairs offers a variety of economic development incentives and tools designed to help promote growth and job creation throughout the state.

(<http://www.dca.state.ga.us/index.asp>)

Technical College System of Georgia (TCSG) provides training opportunities through technical programs or certificates or adult education. All TCSG schools are eligible providers under WIA training services. (<http://www.tcsg.edu>)

Local Chambers of Commerce will have a strong network of businesses and business leaders that will be knowledgeable about economic conditions and opportunities.

Department of Economic Development is the state's leading economic development agency which can provide detail on economic outlook and potential business opportunities and workforce needs. (<http://www.georgia.org>)

Regional Commissions have strong networks in the workforce areas and can assist in connecting workforce needs to opportunities.

**20. Include updated budget signed by CLEO (in the future will be submitted 2 weeks after July 1st)**

Workforce Investment Act 2013-2015												
PERSONNEL EXPENDITURES FOR HUMAN SERVICES												
Object	Object Name	Adult (WA26) Current Budgeted Amnt	Adult (WA27)	Dislocated Worker (WA26)	Dislocated Worker (WA27)	(WRA3)	(WRA4)	(WRP3)	(WRP4)	Youth (WY26)	Administrative Budget (WIE6)	Administrative Budget (WIE7)
1000	Salaries-Regular	\$10,824.00	\$255,419.00	\$10,824.00	\$345,695.00					\$225,674.00	\$65,427.00	\$126,861.00
1002	Staff Salaries									\$12,379.00		
1004	Salaries-Temporary	\$8,568.00	\$21,216.00	\$80,000.00	\$125,656.00					\$81,298.00	\$4,422.00	\$8,845.00
1010	Social Security	\$1,202.00	\$171,151.00	\$5,631.00	\$29,224.00					\$19,800.00	\$4,331.00	\$8,414.00
1011	Social Security-Medicare	\$281.00	\$4,011.00	\$1,317.00	\$6,834.00					\$4,631.00	\$1,013.00	\$1,968.00
1060	Unemployment Insurance	\$39.00	\$3,107.00	\$182.00	\$943.00					\$639.00	\$140.00	\$271.00
1062	Insurance-Disability	\$108.00	\$1,080.00	\$108.00	\$3,457.00					\$2,257.00	\$654.00	\$1,269.00
1501	Insurance-Health	\$1,624.00	\$38,313.00	\$1,624.00	\$51,854.00					\$33,851.00	\$93,140.00	\$19,029.00
1505	Insurance-Life	\$43.00	\$1,022.00	\$43.00	\$1,383.00					\$903.00	\$262.00	\$507.00
1510	Insurance-Dental	\$217.00	\$5,108.00	\$216.00	\$6,914.00					\$4,513.00	\$1,369.00	\$2,537.00
1512	Insurance-Vision	\$32.00	\$766.00	\$32.00	\$1,037.00					\$677.00	\$196.00	\$381.00
1522	Retiree Health/Life/Vision	\$758.00	\$17,879.00	\$758.00	\$24,199.00					\$15,797.00	\$4,580.00	\$8,881.00
1527	De-Contribution Employer	\$217.00	\$5,108.00	\$216.00	\$6,914.00					\$4,513.00	\$1,369.00	\$2,537.00
	<b>appropriation 46118310 Total:</b>	<b>\$23,913.00</b>	<b>\$369,100.00</b>	<b>\$100,951.00</b>	<b>\$604,110.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$406,932.00</b>	<b>\$93,457.00</b>	<b>\$181,500.00</b>
OTHER EXPENDITURES FOR HUMAN SERVICES												
Object	Object Name	Adult (WA26) Current Budgeted Amnt	Adult (WA27)	Dislocated Worker (WA26)	Dislocated Worker (WA27)	(WRA3)	(WRA4)	(WRP3)	(WRP4)	Youth (WY26)	Administrative Budget (WIE6)	Administrative Budget (WIE7)
1160	Professional Services	\$446.00	\$302,784.00	\$26,858.00	\$403,900.00					\$127,000.00	\$18,786.00	\$32,300.00
1169	Stipends									\$230,586.00		
1170	Employee Park-Reimb									\$10,000.00	\$500.00	\$1,500.00
1174	Security Service		\$1,500.00		\$1,500.00					\$20,000.00		
1183	Transportation Services		\$37,000.00		\$50,000.00					\$41,000.00		
1302	Travel/Conference									\$5,000.00		
1346	Mileage Payments		\$1,500.00		\$1,630.00					\$2,500.00		
1408	Equipment Non-Capitalizable		\$2,500.00		\$2,500.00					\$1,500.00		
1454	Publications		\$120.00		\$500.00					\$2,000.00	\$1,500.00	
1457	Provisions		\$3,000.00		\$5,000.00					\$2,500.00		
1459	Printing		\$5,000.00		\$5,000.00					\$2,000.00		
1461	Photocopying		\$10,000.00		\$15,000.00					\$1,500.00		
1462	Office Supplies		\$20,966.00		\$15,000.00					\$7,525.00		
V290	Supportive Services-Grant pr		\$83,978.00		\$105,000.00					\$20,000.00		
	<b>Total:</b>	<b>\$446.00</b>	<b>\$468,348.00</b>	<b>\$31,858.00</b>	<b>\$603,609.00</b>	<b>\$3,138.00</b>	<b>\$12,553.00</b>	<b>\$28,244.00</b>	<b>\$112,974.00</b>	<b>\$482,085.00</b>	<b>\$22,787.00</b>	<b>\$45,741.00</b>
	<b>Total:</b>	<b>\$24,359.00</b>	<b>\$837,448.00</b>	<b>\$132,809.00</b>	<b>\$1,207,719.00</b>	<b>\$3,138.00</b>	<b>\$12,553.00</b>	<b>\$28,244.00</b>	<b>\$112,974.00</b>	<b>\$889,017.00</b>	<b>\$116,244.00</b>	<b>\$227,241.00</b>



## **21. Include cost allocation plan**

### **FULTON COUNTY WORKFORCE INVESTMENT ACT COST ALLOCATION PLAN PER CATEGORY**

#### **I. INTRODUCTION**

This plan is designed to allocate the administrative and program expense cost pools of Fulton County Government Workforce Development Division. Allocation of the costs under this plan will be the responsibility of the WIA Financial Systems Supervisor. The plan is periodically reviewed by the WIA Director and is subject to audit by the external auditors of Fulton County Government.

#### **II. ORGANIZATIONAL OVERVIEW**

Fulton County Housing and Human Services Office of Workforce Development (OWD) consists of thirty staff members who perform duties as specified in the job description relevant to each individual's position.

#### **III. FUNDING OVERVIEW**

##### **A. Sources of Funds**

The WD Division obtains funding from the State of Georgia Governor's Office of Workforce Development (GOWD) for WIA funds under the following funding streams:

1. Adult
2. Youth
3. Dislocated Worker

All of these titles contribute funds to the administrative budget.

##### **B. Cost Objectives**

Costs for the operation of the Workforce Development program are allocated directly to each funding stream and cost category where possible. Costs which are not directly charged are pooled and allocated based on a prescribed formula or method.

1. Administration
2. Program Costs

#### **IV. ACCOUNTING SYSTEM OVERVIEW**

##### **General Policies and Procedures**

The accounting for WIA expenditures is performed through use of Workforce Development personnel and the AMS Advantage accounting system. Policies and procedures for this system are outlined by the Workforce Development designated staff. Workforce Development personnel review expenditures before payment to ascertain that they are allowable and are charged to the appropriate funding stream and/or Cost Category.

#### **V. ALLOCATION PLAN**

##### **A. Analysis of Costs**

Administrative costs are charged to an Administrative Budget that is comprised of the administration funds received by the programs. Program costs are scrutinized on an individual basis and determined to be a directly chargeable item or a non-direct item. Those items determined to be non-direct are charged to the respective funding stream based on the method described below.

#### B. Allocation Methods

The administrative budget is allocated for the payment of all administrative staff and cost related to the WIA Program. Non-direct program costs are distributed based upon formulas calculated from a 3 month analysis of Workforce Development staff direct labor hours; after 6 months a reconciliation of all expenses will be completed to adjust the allocations to reflect the entire period.

##### Method

1. The time and allocation forms are submitted bi-weekly along with time sheets to the supervisor, WIA Coordinator (if applicable) and final approval by the Program Manager.
2. Once approved by the Program Manager then it is sent to the finance unit for the calculation of percentages.
3. Once the percentages calculated and approved the labor distribution is entered into the Fulton County AMS Human Resources system by the Human Resources team for each employee that is currently being paid for the Adult and Dislocated Worker budgets.
4. On each pay period, the formula loaded in the system will distribute the charges for each individual's salary.
5. This labor distribution will be implemented for a 12 month time frame at which point a new analysis will be calculated based upon the employees' current time sheets.

## VI. REVIEW/UPDATE PROCEDURES

### A. Frequency of Review

This cost plan will be reviewed as necessary by the Program Manager and Financial Systems Supervisor, but no less frequently than annually.

### B. Update Procedures

Upon review of the cost plan, the plan will be updated as required. If the method of allocation is changed, all costs must be reallocated as of the beginning of the year.

### C. Responsible Staff

- a. The Program Manager is responsible for ensuring that the time allocation forms are submitted and accurate.
- b. The Financial Unit is responsible ensuring the percentages and allocation to the budget is accurate.

## **22. Plans to ensure Local Board is in full state and federal compliance**

### **I. Monitoring Process**

A. GOWD conducts program, data and fiscal monitoring and evaluation of local areas annually. Monitoring is conducted to review the previous program year(s). Onsite monitoring and/or limited scope reviews may consist of interviews with appropriate staff and reviews of policies, procedures, accounting reports, source documents, and other records as considered necessary pertaining to any or all of WIA Title IB activities including:

1. Fiscal
2. Adult
3. Youth
4. Dislocated Worker (Formula)
5. Dislocated Worker (NEG)
6. Work Experience (WEX)
7. On-the-Job Training
8. Customized Training
9. Management Information System (MIS)
10. Eligible Provider List
11. The One-Stop System including One-Stop Operators, Centers, and Service Providers.

B. Monitoring may be conducted onsite with additional oversight conducted by telephone, desk reviews of documents and reports, and such other means as deemed necessary by GOWD. Members of entities such as State Workforce Investment Board members or U.S. Department of Labor may accompany onsite monitors. GOWD reserves the right of conduct additional periodic monitoring as it deems necessary.

C. Regular oversight and monitoring of WIA activities and providers of core, intensive and training services is conducted to ensure compliance with WIA requirements including:

1. Compliance with the uniform administrative requirements described in WIA Law Title IB Section 184 and USDOL uniform administrative requirements, including the appropriate administrative requirements and applicable cost principles at WIA Reg.667.200 for all entities receiving WIA Title IB funds.
2. Compliance with applicable laws and regulations in accordance with the State's monitoring system;
3. Determining that expenditures have been made against the cost categories and within the cost limitations specified in the Act and Regulations and in this part;
4. Ensuring that established policies are achieving the program quality and outcomes meet the objectives of the Act and the WIA regulations;
5. Compliance with the nondiscrimination and equal opportunity requirements of WIA Section 188 and 29 CFR part 37. Requirements for these aspects of the monitoring system are set forth in 29 CFR 37.54(d)(2)(ii);
6. Compliance with data collection and reporting system policies and procedures;

7. Determining whether or not there is compliance with other provisions of the Act and the WIA regulations and other applicable laws and regulations; and

8. Determining if service providers and contractors have demonstrated substantial compliance with WIA requirements.

D. Findings of Noncompliance: If, as a result of financial and compliance audits or otherwise, GOWD has determined that noncompliance with the uniform administrative requirements found at 29 CFR part 95 or part 97, as appropriate, the requirements referred to in WIA Sections 181 and 184, 29 CFR Part 37, or any other substantial violation of WIA Title IB, GOWD will require corrective action to secure prompt compliance.

### **23. Details on Eligible Training Provider List for Youth/Adult**

The FCWPES has contracted with the Atlanta Regional Commission to manage the “Individual Training Account System” which includes the solicitation of prospective Providers.

The FCWPES participates in a Regional ITA Committee that is responsible for the approval of all responsive provider applications for recommendation. If responsive, staff may conduct employer reference checks, program graduate reference checks, and a training observation to ensure that customers receive quality services. Due to the extensive application review, program evaluation, and committee meetings schedule, responses to submitted applications may vary.

Applications submitted to the FCWPES to become an eligible provider will be sent to Atlanta Regional Commission Workforce Division (ARC) for review and a formal evaluation will be sent back to the FCWPES for approval disposition (by way of the Regional ITA Committee meeting). The Quality Assurance Task Force will submit recommendations to approve or not approve applications to the FCWPES Board of Directors. FCWPES Board approved providers and their specific programs of training will be forwarded to the GOWD by the Atlanta Regional Commission Workforce Division staff. Following state approval and listing of eligible providers on the state list, the FCWPES will be responsible for establishing agreements with approved providers. Applicants will be notified, in writing, of the recommendations of the GOWD within five (5) days of the date of the decision. State approved applications will appear on the GOWD EPL website. The FCWPES’ Provider Relations Unit will contact the newly approved provider to establish a WIA Training Provider agreement that details the Fulton County specific policies and procedures for individual training accounts and pre-vocational intensive training vouchers. Upon full execution of the agreement (signatures from both parties), FCWPES staff are notified via email of the new provider(s), an execution letter is mailed to the provider(s), and the Fulton County WIA Approved Providers list is updated to include the new provider(s) and their programs.

This practice provides a two-step quality assurance process in an effort to maintain quality and a focus on results for customers.

## **24. Plans to make programs more efficient by reducing administrative costs**

Fulton County will centralize its comprehensive career services program by concentrating their efforts in two locations rather than six. Fulton County's Workforce Development Offices will now be located solely at the North Fulton and South Fulton Career Centers. The Board of Commissioners during the 2014 Budget process tasked the County Manager with identifying opportunities for efficiencies and areas where there are duplications of services. This centralization of Workforce Development services will prevent duplication of services between the County and the City of Atlanta. If a resident resides within the City of Atlanta and is in need of these types of services, it is recommended that those services be sought through the City's Workforce Development Agency located at 818 Pollard Blvd SW, Atlanta, GA 30315.

The Local has contracted with the Atlanta Regional Commission to manage its "Individual Training Account System" which includes the initial review and evaluation of providers and proposed training programs.

The Local participates in a Regional ITA Committee that is responsible for the approval of all responsive provider applications for recommendation. If responsive, staff may conduct employer reference checks, program graduate reference checks, and a training observation to ensure that customers receive quality services. Due to the extensive application review, program evaluation, and committee meetings schedule, responses to submitted applications may vary. Regional ITA Committee recommended providers will be forwarded to the GOWD for review, acceptance and inclusion on the State Approved Eligible Providers List. If the application is accepted by the GOWD, a completed provider agreement may be processed and submitted to the provider for signature. Each individual LWIB is responsible for local provider policies, processes and agreements. Depending on local WIB policy, new providers may be limited to no more than ten referrals until satisfactory performance outcomes are obtained.

The Local Quality Assurance Task Force receives the recommendations from the Regional ITA Committee and will further assess provider performance, program cost, and entry criteria to make recommendations to the Local Board for approval. After approval, a provider agreement is executed that details the Local policies and procedures related to performance, invoicing, monitoring, etc.

This practice provides a two-step quality assurance process in an effort to maintain quality and a focus on results for customers.

**25. Provide updated Supportive Service policy pursuant to the Supportive Service section of GOWD's Policy and Procedure Guidelines**

Effective July1, 2014, the Local Supportive Service policy will be amended pursuant to the Supportive Service section of the GOWD's Policy and Procedure Guidelines.