

FINAL MINUTES OF THE FCWPES BOARD OF DIRECTORS  
THURSDAY, MARCH 27, 2014

The meeting was held at the Adamsville Regional Health Center, 3700 Martin Luther King, Jr. Drive, Atlanta, Georgia 30315.

**BOARD MEMBERS ATTENDING:**

Clara AZCUNES de OJEDA, Melrobin COTHRAN, James HAYLEY, Debra HOWELL, Jessica JOHNSON, Tommy JONES, Diana LYNCH, Robin McNAIR, Raquel OBUMBA, Falecia STEWART, Julius WILSON, JR.

**GUESTS:**

Victoria EVANS,	WIA Customer
Barbara HALSTEAD,	WIA Customer
Felicia HILL,	Atlanta Job Corps (Representing Board Member E. Norman)
Anthony SMITH,	WIA Customer
Joy WILKINS,	University Of Georgia

**STAFF:**

Omar JARRETT, Michelle JONES, David KEYES, Daisy MARTIN, Judy NEVILLES-COX, Michelle VIALET, Sonia WILSON

Board Chairperson, Attorney Diana Lynch, called the meeting to order and thanked the directors for attending. She announced that three public requests to address the Board had been presented. The three citizens were WIA customers and spoke in response to the recent announcement from the Fulton County Board of Commissioners that stated several Workforce Development Career Centers would be closed.

Ms. Victoria Evans, Ms. Barbara Halstead, and Mr. Anthony Smith commented on the services they had received in the Adamsville Career Center and expressed a desire to keep the Center open. Ideas and thoughts shared included the statement that as taxpayers “we should decide how the tax dollars are to be spent”. The speakers advised of their plan to attend the upcoming Fulton Board of Commissioners meeting. Chairperson Lynch thanked them for their appearances and advised them of the date, time and location of the next Board of Commissioners meeting

Following introductions by the meeting attendees, Chairman Lynch requested that Ms. Joy Wilkins of the University of Georgia present information on a pilot project currently underway in metro Atlanta.

Ms. Wilkins advised that local leaders are designing and launching a pilot project to inventory the region’s workforce development programs, services, and resources that help individuals (from high school through adulthood) successfully prepare for, join, and advance within the workplace. The region to be served via the project includes ten counties in the metropolitan Atlanta area. They are Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry and Rockdale.

This inventory will be coupled with the meetings of service providers and policy makers to begin a dialog about strategies and recommendations that address gaps and build capacity and effectiveness.

The expressed goals for the pilot project are:

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1. Gather data from key players that comprise the workforce development systems within the metro Atlanta region
2. Summarize and portray the information in an easy-to-understand way that explains how these providers of workforce development services collectively provide a pipeline of support.
3. Start a broader conversation about how metro Atlanta might undertake further joint efforts among partners to address gaps, build capacity and/or share resources.

**Ms. Wilkins concluded her presentation with a summary of the post project potentials:**

- Capacity building among existing providers through strengthened networks to address regional needs
- More efficient engagement and relationships among providers, funders, employers and others
- Information to support the creation of a platform for policy advocacy
- Building “community” among key players in the workforce development network

After a question and answer period regarding the project, Chairperson Lynch verified the presence of a quorum. She call the attention of the directors to the meeting package documents and requested a motion to approve the Minutes from the December 12, 2013 Board Of Directors meeting. The requested motion was made by Mr. James Hayley and seconded by Ms. Jessica Johnson. The Minutes were approved for adoption as presented by a majority vote of the directors present with no abstentions.

Chairman Lynch presented the Chairperson’s report in conjunction with the report from the Quality Assurance Taskforce. She informed the assembly of the recent employment change of the former Quality Assurance Taskforce Chairperson, Ms. Theresa Astin. She has moved from the Georgia Department of Labor and is now serving as the Director of the Career Center at Anthem College-Atlanta.

Chairman Lynch shared information from the WIA Performance Measures report [Appendix-A] released by the Governor’s Office of Workforce Development. Fulton County Office of Workforce Development is currently “Meeting” the Retention Rate and Entered Employment Rate and “Exceeding” in Average Earnings, Placement in Employment and/or Education, Attainment in Degree/Certificate, and Literacy/Numeracy.

She continued her report by commenting on the Fulton County Board of Commissioners placing the WIA Centers Closures on hold. The centers affected are Adamsville, Neighborhood Union Health Center– Workforce Center, Springdale Workforce Center, and the Oakhill Workforce Center (Youth Facility). Program Manager, Ms. Sonia Wilson, commented that an implementation plan is expected after the next Board of Commissioners meeting.

Chairperson Lynch advised the directors that the Quality Assurance report contained a number of items that would require their review and a vote of approval or disapproval. The first item for consideration is a request from Staff for permission from the WIA Board to provide a one- time stipend for the Adult and Dislocated Worker program. The stipend will be used to pay participants in Work Experience (Apprenticeship) Programs. The

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total allocation from the current Program Year budget would be \$250,000 from the WIA Adult grant and \$250,000 from the WIA Dislocated Worker grant. This will allow staff to meet the expenditures by the June 2014 deadline.

Ms. Wilson commented on the federal mandate to spend or obligate at least eighty percent of the current funding by June 2014. There have been some challenges in meeting the directive and expenditure rate, not just in Fulton County, as a result of the sequester, government shut-down, state of emergency that took place in January. Some major deadlines have passed as relate to getting people into training. She also advised that the state is looking at lowering or waiving the eighty percent requirement since as a state we are not on track with the expenditures as we normally would be. The timing of this action may not occur before the next Board of Directors meeting or the June 30, 2014 deadline. Thus, the request for this one-time Work Experience or Apprenticeship Program is being made.

Chairperson Lynch requested a motion to approve the request to provide a one- time stipend for the Adult and Dislocated Worker program. The stipend will be used to pay participants in Work Experience (Apprenticeship) Programs The requested motion was made by Ms. Clara Azcunes de Ojeda and seconded by Mr. James Hayley Johnson. The motion was approved for adoption as presented by a majority vote of the directors present with no abstentions.

Continuing the Quality Assurance report, Board Chairperson Lynch reported that during the December Quality Assurance Taskforce meeting, the Quality Assurance Taskforce recommended hosting quarterly Employer Engagement Events to educate and engage employers and increase customer enrollment. There are no updates to provide on the 3E Event (Job Fair). This activity was Co-Chaired by Mr. Michael Hill and Ms. Theresa Austin. Ms. Theresa Austin has resigned as Quality Taskforce Chair due to new employment opportunities.

There are no updates to report on the GOWD Eligible Provider List at this time. The same issues presented at the December meeting, have not been resolved by the Governor's Office of Workforce Development. Customers and Providers attempting to access the Eligible Training Provider List on the Governor's Office of Workforce Development's website continue to experience challenges. The Governor's Office is continuing work on the full transition to the Work Ready Online Participant Portal. Three (3) options are provided for accessing Provider information: Comprehensive list, by Provider, by Program. Some files are large and may take time to fully load.

Chairperson Lynch reminded the Directors that the Governor's Office of Workforce Development state plan was approved on December 16, 2013 and LWIA plans are due May 1, 2014. If approved by the WIA Board, the 2014 – 2017 FCWPES plan will be available for public review and comments for 30 days. She asked Mr. David Keyes, OWD MIS Coordinator, to come forward to summarize the plan and answer inquiries from the directors.

Mr. Keyes referred the directors to the two-page handout labeled 2014 WIA Plan Update-Fulton County. He discussed the FCWPES Vision and Guiding Principles to assist Fulton County residents (outside the City of Atlanta) and metropolitan Atlanta area

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employers in developing and sustaining a world-class workforce that realizes viable incomes and benefits, thus strengthening their families and neighborhoods.

He continued his discussion with information related to the Governor's Office Of Workforce Development Required Elements for the Plan. He highlighted

- PY 13 Targets
- Assessment of the current integration of WIA and Wagner-Peyser in One-Stop Centers
- Implementation strategy of 20% rule for younger youth
- Youth program includes entrepreneurial component
- Plan for increased enrollment in various programs and increased use of facilities
- Plans for making the workforce system more efficient

Chairperson Lynch requested a motion to approve the 2014 - 2017 WIA Plan for public review and comments for 30 days. The requested motion was made by Ms. Robelyn McNair and seconded by Mr. Julius Wilson. After discussion of an unreadiness question related to how suggested changes resulting from the review would be handled, the motion was approved for adoption as presented by a majority vote of the directors present with no abstentions.

The next requests from the Quality Assurance Taskforce related to amending current operating policies. Chairperson Lynch presented the recommendation from staff that the Training policy be split for the Adult and the Youth programs. A second recommendation provided that the Aztec requirement be optional for those customers that score low on the TABE.

Ms. Michelle Vialet, WIA Coordinator, Ms. Judy Nevilles-Cox, Provider Relations and Youth Services Coordinator, and Ms. Michelle Jones, Facilities Manager presented detailed explanations of causes and consequences that would result from the requested recommendations.

Ms. Vialet called attention to the handout from the Policy and Procedures Manual and addressed the procedure related to reviewing a customer's assessment. The changes requested are:

- i. Customers must have an 8<sup>th</sup> grade general education (GE) on the TABE (The Adult Basic Education) in reading, language, and combined math –WIA Federal Regulation 664.200(c) (1)
- ii. Customers must meet/exceed TABE with math and reading level requirements that meet or exceed the entry level score requirement for the training school selected for their ITA
- iii. Youth customers must meet federal literacy and numeracy requirements as well as training provider requirements. Exceptions to this requirement will be considered on a case-by-case basis.

Following an extended discussion, Chairperson Lynch requested a motion to approve the revisions as presented and explained. The requested motion was made by Ms. Robelyn McNair and seconded by Mr. Tommie Jones. The motion was approved for adoption as presented by a majority vote of the directors present with no abstentions.

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Ms. Michelle Jones led the discussion on utilizing the Georgia Department of Labor Federal Bonding program. It is the request of staff that, where applicable, the Program be “Recommended” for customers going into training; but “Required” for customers going into the Work Experience Programs.

Board member Ms. Melrobin Cothran presented an overview of the Federal Bonding Program and how it provides bonding insurance coverage to individuals with criminal histories or background issues. Bonds can be issued as soon as the applicant has a job offer and a scheduled start date. She discussed the Top Steps Program letter and the associated certification. She offered to ask Ms. Tabitha Burkes from the Georgia Department of Labor to come to a Board of Directors meeting to provide further information.

Ms. Wilson advised the assembly that the presence of an outstanding warrant will prevent staff from offering the program to the customer but the staff will work with them if they are on probation. The maximum amount of coverage provided will be \$6000.00 and it will be considered for renewal every six month at the customer’s request.

Chairperson Lynch requested a motion to approve the request of staff that, where applicable, the Georgia Department of Labor Federal Bonding program be “Recommended” for customers going into training; but “Required” for customers going into the Work Experience Programs. The requested motion was made by Ms. Clara Azcunes de Ojeda and seconded by Mr. Julius Wilson. The motion was approved for adoption as presented by a majority vote of the directors present with no abstentions.

Ms. Judy Nevilles-Cox initiated a discussion on the problems created when customers do not complete their ITA program by the agreed upon date and the customer and provider need to request a new end date from the commitment letter and contractual date. In many instances, funds need to be de-obligated. Staff is requesting approval of a change in the voucher language and ITA process to require the customer to notify the assigned advisor regarding training status and the need to change the end date from what is printed on the voucher to another date.

Board members requested information on the reasons offered for not completing the program at the agreed time and if consideration was given for medical or other “excusable” reasons. Ms. Nevilles-Cox pointed the directors to the section in the Policy and Procedures Manual that addressed medical emergencies or family hardships and the related cancellation of the ITA.

At the conclusion of the discussions, Chairperson Lynch requested a motion to amend the voucher contractual obligation to reflect that the deadline contained in the voucher, if it is not met, will invoke a 30-day period upon which the provider and the customer will need to notify the Program with a request that the funds not be de-obligated.

If no request is made within 30 days of the deadline on the voucher, the funds will be de-obligated and available for administration by the Program in any manner they may deem appropriate.

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If, however, within 30 days there is a request for reconsideration and that the funds not be de-obligated, that will evoke a process by which the Program will make a decision about whether to de-obligate the funds or not do so, based on the availability of funds and the Program Year and whatever other decisions are deemed appropriate by the Program in making such a decision.

The recommendation to approve the motion was made by Director James Hayley, seconded by Director Robelyn McNair.

Ms. Nevilles-Cox reminded the directors that the Provider Payment Policy would also need to be amended. In response to a request from Chairperson Lynch, an amended motion was made by Mr. James Haley and seconded by Ms. Robelyn McNair to include amending the Provider Payment Policy. The motion was approved by a majority vote of the directors in attendance with no abstentions.

At the request of Chairperson Lynch, a discussion on amending the Provider Payment Policy to provide payments for Pro Re Nata (PRN) and Temporary Employment that is eligible For WIA Employment was initiated by Ms. Nevilles-Cox. She advised that currently we pay for full time employment only. No temporary employment of any kind is accepted. She shared that the Provider Relations staff has done some investigating and found that other WIA area programs do pay for such employment and more and more customers are taking advantage of such employment offers. Staff requests the change to allow training costs to be paid after unsubsidized employment has been gained and the customer becomes self-sufficient.

She continued with the recommended changes to the Provider Payment Policy to include actions to allow the invoice to not be honored when a Provider fails to submit an invoice along with supporting documents within the following time lines:

- within thirty days of the date of “Start Up”
- within thirty days of the date of “Completion”
- within thirty days of the six month de-obligation period for “Employment” for W-2 category employment
- within thirty days of the six month de-obligation period for “Employment” for 1099 category employment along with documentation of two months of pay stubs or other payment documentation of continuous employment

In response to the request from Chairperson Lynch, a motion to approve making the needed changes was made by director Debra Howell and seconded by director Tommy Jones. The motion was approved by a majority vote of the directors in attendance with no abstentions.

Ms. Nevilles-Cox requested clarification on whether payment should be made in response an appeal letter received in December for the kind of payments approved in the last motion. She was advised that payments would be considered for requests received after today’s motion. The motion made and approved by the Board did not include directions to make the change retroactive.

Below is the summary of the Quality Assurance Taskforce recommendation approved.

- The Training policy is to be split for the Adult and Youth programs.

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- Aztec requirement be optional for those customers that score low on the TABE
- Customers going into the Work Experience Program, it will be required to complete a Job Readiness module
- Aztec module will be required for Out of School Youth that fail the Basic Skills measurement.
- Youth customers must meet federal literacy and numeracy requirements, as well as, training provider requirements.
- Georgia Department of Labor Federal Bonding program is to be “Recommended” for customers going into training but “Required” for customers going into the Work Experience Programs.
- Customer will notify the assigned advisor regarding training status and the need to change the end date from what is printed on the voucher to another date.
- The ITA Obligation Vouchers are to be amended to provide for Pro Re Nata (PRN) And Temporary Employment/Eligible for WIA Employment Payments.
- The De-Obligation Policy and Procedure is to be amended to address a Provider’s failure to submit an invoice, along with supporting documentation in a timely manner which results in the inability to honor the invoice

Chairperson Lynch acknowledged the length of time already spent in the meeting. She requested and received the approval of the Directors to suspend the Taskforce report from the Board Development and Board Visibility and Influence Taskforces and to receive the report and requests for action items from the Youth Council. Ms. Wilson will contact the other Taskforce Chairpersons to arrange an Executive Taskforce meeting if needed.

Ms. Jessica Johnson presented the Youth Council report. She advised the directors that the 2013-2014 Youth Plan has been amended for approval with specific goals, including:

- 20% of the population being served must be between the ages of 16-18 years old
- The inclusion of an Entrepreneurial element to assist the growth in business development

She was pleased at the Performance Measure Results that showed “Exceeding” in all Performance Measures.

The current Youth Budget balances were stated as:

- WY24 (2012-2013 Program Year) initial budget was \$889,362; with a remaining budget amount of \$72,705.15
- WY26 (2013-2014 Program Year) initial budget is \$889,017; with a remaining budget amount of \$841,406.43

Ms. Wilson provided additional information on the Youth Council changes and identified the items to be included in the CEP Toolkit referenced in the meeting document.

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No questions or concerns were expressed and Ms. Johnson requested Board approval for the changes and implementations as shown in the meeting document. These included

- The addendum to the 2013-2014 Youth Plan
- The update to the Policy and Procedure regarding Youth Eligibility and Documentation
- The update to the Policy and Procedure regarding Youth Incentive Policy
- The Career Exploration Program and “CEP Toolkit.”

Chairperson Lynch asked for a motion to approve the requests from the Youth Council. The motion to approve the requests was made by Mr. Pete Hayley and seconded by Ms. Clara Azcunes de Ojeda. The motions were approved by a majority vote of the directors in attendance with no abstentions.

Chairperson Lynch asked the directors to please allow time for Mrs. Michelle Vialet to provide information on WIA customer concerns and a request for additional ITA services. Mrs. Vialet shared the following information.

1. Customer Angel Olayiwola attended the Center for Progressive Training
  - ❖ Center for Progressive Training was placed on hold and subsequently removed from the ITA Provider Listing for Fulton County Office of Workforce Development in December of 2013.
  - ❖ Ms. Olayiwola began voicing her concerns in October of 2013 to SFCC Facilities Manager, Michelle Jones who forwarded the customer concerns to our Providers Relations Unit for resolution.
  - ❖ The funds for Ms. Olayiwola’s ITA with Center for Progressive Training were de-obligated in the amount of \$3,189.00 – the amount of her original ITA..
  - ❖ Ms. Olayiwola has requested an additional ITA to complete her course of study.
2. Customer Gerri Meeks attended IMU (Institute of Medical Ultrasound)
  - ❖ IMU is currently on hold with FCWEPS as a training provider.
  - ❖ IMU to date has not obtained their accreditation.
  - ❖ Ms. Meeks was forced to find her own clinical sites.
  - ❖ She was also provided with a letter of completion that she cannot utilize due to the inadequacy of her training and she has been unable to obtain employment due to the lack of accreditation of the IMU.
  - ❖ She is seeking an ITA for the EKG/Phlebotomy program at Kennesaw State University and would like to enroll for April 2014.
  - ❖ Her ITA was for \$8000.00 and a total of \$6000.00 has been paid to the provider but the remaining \$2000.00 is being requested for de-obligation.

3. Institute of Medical Ultrasound (IMU)

The Office of Workforce Development is requesting permission to honor customers request for additional ITA’s when they have attended Institute of Medical Ultrasound and



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are unable to maintain/secure employment because IMU failed to secure their accreditation. Customers trying to secure employment in this field may be vastly impacted due to attending and/or graduating from a non-accredited school.

Following a discussion on the conditions that allowed for the occurrences in the cases presented and the processes implemented to prevent additional occurrences as identified, Chairperson Lynch asked for a motion to approve the requests from the OWD Staff to allow the additional ITA's as requested. The motion to approve the requests was made by Ms. Jessica Johnson and seconded by Ms. Debra Powell. The motion was approved by a majority vote of the directors in attendance with no abstentions.

Chairperson Lynch offered an apology to exiting members regarding the length of the meeting and advised them to review the remaining documents in the meeting package. Ms. Wilson summarized the documents and asked any director who needed clarification of any item to send an email to her attention and she will forward it to the appropriate person for an answer or resolution.

Chairperson Lynch asked Ms. Wilson to give summary of the items remaining for consideration to the directors who were not leaving.

In conjunction with Mr. Omar Jarrett, she presented the financial report.  
Program Year 2012

(Grant period July 1, 2012 thru June 30, 2014) \$ \$386,930 remains to be utilized.

Program Year 2013

(Grant period July 1, 2013 thru June 30, 2015) available funds \$ \$3,520,108.00.

As a summary of the Program Report, she advised:

Largest Direct Placement in each Career Center for December 2013 was:

North Fulton: \$65,000/year -Genex Services

South Fulton: \$28,080.00/year Fed-Ex

Largest Direct Placement in each Career Center for January 2014 was:

North Fulton: \$35,000/year - SignUP4, LLC

South Fulton: \$ 20,800/year – Southeastern, Inc.

Largest Direct Placement in each Career Center for February 2014 was:

North Fulton: \$55,000/year, JenCare

South Fulton: \$52,000/year. – Cardiology Associates of Atlanta

The next FCWPES Board of Directors meeting will be held on Thursday, June 26, 2014. This will be an election of officers meeting.

No additional business questions or issues were initiated and Chairperson Lynch declared the meeting adjourned.