

**August 27, 2020 | 11:30 a.m.**  
**Eric Dial & Randy Hayes, Co-Chair**

[VIA: Microsoft Teams Meeting](#)

+1 470-419-6063 United States, Atlanta (Toll)

Conference ID: 125 540 150#

## Welcome

## Rollcall

## Presentation

- State of Georgia Office of Workforce Development – Brittany Bullock, Business Services Manager

## ARWDB Action Items

- Consent Agenda, Approval of May 28, 2020 Meeting Minutes
- Approval of Revised PY20 Budget in its Entirety
- Approval of the Updated ITA Policy
- Approval of DRAFT Regional Workforce Plan, Sending Draft to TCSG Office of Workforce Development and Authorize Opening the Plan for 30-Day Public Comment

## ARWDB Reports & Discussion

- One Stop Manager's Report
- Executive Committee
- NextGen Committee
- Business Services Committee
- Director's Report

**NEXT MEETING: October 22, 2020**

**Location: Microsoft Teams**

## ARC COMMITTEE MEETING FOLLOW-UP

### ATLANTA REGIONAL WORKFORCE DEVELOPMENT BOARD

*May 28, 2020 Meeting Notes*

#### **Members Present**

Ms. Sonia Carruthers	Mr. James Jackson
Mr. Mandy Chapman	Mr. Chuck Little
Mayor Eric Dial	Mr. Lindsay Martin
Mr. Robert Duffield	Mr. Trey Ragsdale
Mr. Adam Forrand	Ms. Stephanie Rooks
Mr. Randy Hayes	Mr. Stephen Schultheis
Mr. Joseph Henning	Mr. Aundra Walthall
Ms. Lee Hunter	Mr. Steven Wilson

#### **Members Absent**

Ms. Itohowo Ekanemesang  
Ms. Margie Ensley

*Quorum met: 16 of 18 (Majority Required)*

#### **Guests**

Mr. Julius Allen, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Bernadette Amerein, Georgia Vocational Rehabilitation Agency  
Ms. Jacquelyn Anderson, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Deborah Battle, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Brenda Beverly, Manager, Career Resource Center - Gwinnett Tech  
Mr. Christopher Blocker, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Haydn Brathwaite, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Henry Charlot, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Carlethia Collier, ResCare, One-Stop Operator  
Mr. Richard Coore, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Clinton Covington, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Lisa Davis, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Denise Dixon, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Christine Grigsby, ResCare  
Ms. Lynn Hamilton, ResCare  
Mr. John Hammond, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Dorothy Herzberg, Manager, Career Resource Center - Clayton  
Ms. Juanita Horsey, Career Resource Center - Gwinnett  
Ms. Phyllis Jackson, Atlanta Regional Commission – WorkSource Atlanta Regional  
Junior Knox, Atlanta Regional Commission – Center for Strategic Relations  
Mr. Rob LeBeau, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Lucius McRunnels, Atlanta Regional Commission – WorkSource Atlanta Regional



Ms. Tammy Patterson, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Marsharee O’Connor, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Brittany Odom, Southern Crescent Technical College  
Ms. Thania Saintil, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Suzette Tuitt, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Donna Werdelin, Atlanta Technical College

ARWDB Board Co-Chair, Randy Hayes, called the Board Meeting to order at 11:37 a.m.

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There were no requests for public comment.

1. Randy Hayes made the following motion:

**MOTION: To approve conducting the May 28<sup>th</sup>, 2020 Atlanta Regional Workforce Development Board (ARWDB) via Teleconference**

The motion was seconded by Trey Ragsdale and unanimously approved.

2. Lee Hunter made the following motion:

**MOTION: To approve the minutes of the December 10, 2020 ARWDB meeting.**

The motion was seconded by Robert Duffield and unanimously approved.

3. Steve Wilson made the following motion:

**MOTION: To approve the Certification Application for the Comprehensive One-Stop and 12 Affiliate Site locations.**

The motion was seconded by Lindsay Martin and unanimously approved.

4. Stephen Schultheis made the following motion:

**MOTION: To approve PY2020 Budget in its entirety.**

The motion was seconded by Stephanie Rooks and unanimously approved (Sonia Carruthers and Trey Ragsdale abstained due to conflict of interest).

5. Lee Hunter made the following motion:

**MOTION: To approve the draft of the local workforce plan, submission of plan for public comment and submission of the plan to the State Workforce for review.**

The motion was seconded by Trey Ragsdale and unanimously approved.

6. Adam Forrand made the following motion:



**MOTION: To approve the extension of all career resource center providers, youth program providers, and the one stop operator for one additional year, 07/01/2020-06/30/2021.**

The motion was seconded by Chuck Little and unanimously approved (Sonia Carruthers and Trey Ragsdale abstained due to conflict of interest).

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*“The World Health Organization has declared a pandemic due to the swift and worldwide spread of COVID-19. The Governor of the State of Georgia has declared a Public Health State of Emergency, which has been extended through June 12, 2020, at least. Additionally, the Governor has extended the shelter in place for more at-risk Georgians for the duration of the current Public Health State of Emergency. This may preclude some members of the ARWD Board, and a large swath of the metro Atlanta population from attending an in-person Board meeting. The Georgia Open Meetings Act provides, “Under circumstances necessitated by emergency conditions involving public safety ... [we] may meet by means of teleconference ...” The public is afforded simultaneous access to this videoconference and teleconference meeting. Notice of the link and call-in number have been posted on our website, and at our office. Due to the extenuating circumstances and our limited action items, we are suspending our ARC “Policy for Citizen Input.” We encourage interactions through our other channels including our social media pages and will be revisiting how to open public comment for any future teleconference meetings.”*

The meeting was adjourned at 12:53 p.m.

NEXT ARWDB MEETING: August 27, 2020 via Microsoft Teams (as of 06/01/2020)



DATE: August 20, 2020  
TO: Atlanta Regional Workforce Development Board (ARWDB)  
FROM: Rob LeBeau, Director - ARWDB   
SUBJECT: **PY 2020 WorkSource Atlanta Regional Budget**

**Requested Action (What)**

- To approve the revised PY 2020 WorkSource Atlanta Regional (WAR) Budget in its entirety and the immediate application of changes to the PY 20 WAR Budget when actual funding amounts are determined.

**Reason (Why)**

- Actual carryover funding has been calculated and adjusted in the budget.
- Changes to funding since the last budget approval have been updated
  - o Dislocated Worker Covid grant (\$1.12M) has been recalled by the State
  - o State provided \$800 in DW non-Covid funds as a substitute

**Timeframe (When)**

- Approval requested at the time of the Board meeting

**Impact (Who and How Much)**

- This budget continues to impact the parties and clients identified on the prior budget.

**Recommendation**

- On August 12, 2020, the NextGen Committee reviewed and recommended the Youth funding and planned expenditures/obligations be approved by the ARWDB, as detailed in the PY 20 revised WAR budget.



**PY 2020 WORKSOURCE ATLANTA REGIONAL BUDGET  
FROM JULY 1, 2020 - JUNE 30, 2021**

**REVENUE**

WIOA ADULT	4,548,550
WIOA YOUTH	3,119,660
WIOA DISLOCATED WORKER	2,472,834
WIOA DISLOCATED WORKER DISCRETIONARY	800,000
OTHER	792,000
<b>TOTAL REVENUE</b>	<b>11,733,044</b>

**PLANNED EXPENDITURES**

ARC OPERATIONS	3,610,220
CRC/MOBILE UNIT OPERATION	948,290
<i>DIRECT PARTICIPANT EXPENSES</i>	
- TRAINING/SUPPORT (FORMULA)	<i>1,559,188</i>
- TRAINING/SUPPORT (DISCRETIONARY)	<i>325,464</i>
- WORK BASED LEARNING (FORMULA)	<i>170,000</i>
- WORK BASED LEARNING (DISCRETIONARY)	<i>100,000</i>
TOTAL DIRECT PARTICIPANT EXPENSES	2,154,652
SUBGRANTEE CONTRACTS	4,909,000
<b>TOTAL PLANNED EXPENDITURES</b>	<b>11,622,162</b>
<b>REMAINING UNOBLIGATED FUNDS</b>	<b>110,882</b>

*\*For AR WDB approval on 8/27/2020*

**BUDGET BREAKDOWN - FULL YEAR 7/2020 - 6/2021**

	ADMIN	PROG	TOTAL
<b>REVENUE</b>			
<b><u>ADULT</u></b>			
FY 20 CARRY-OVER	-	-	-
FY 20 DW TO ADULT- CARRY-OVER	115,038	480,000	<b>595,038</b>
PY 20 NEW FORMULA	42,629	383,664	<b>426,293</b>
FY 21 NEW FORMULA	212,722	1,914,497	<b>2,127,219</b>
PY 20 NEW DW TO ADULT	20,000	180,000	<b>200,000</b>
FY 21 NEW DW TO ADULT	120,000	1,080,000	<b>1,200,000</b>
<b>TOTAL ADULT FUNDING</b>	<b>510,389</b>	<b>4,038,161</b>	<b>4,548,550</b>
<b><u>YOUTH</u></b>			
PY 19 CARRY-OVER	75,000	321,000	<b>396,000</b>
PY 20 NEW FORMULA	272,366	2,451,294	<b>2,723,660</b>
<b>TOTAL YOUTH FUNDING</b>	<b>347,366</b>	<b>2,772,294</b>	<b>3,119,660</b>
<b><u>DISLOCATED WORKER</u></b>			
FY 20 CARRY-OVER	76,492	235,840	<b>312,332</b>
PY 20 NEW FORMULA	44,653	421,877	<b>466,530</b>
FY 21 NEW FORMULA	169,397	1,524,575	<b>1,693,972</b>
FY 20 NEG	80,000	720,000	<b>800,000</b>
<b>TOTAL DISLOCATED WORKER FUDNING</b>	<b>370,542</b>	<b>2,902,292</b>	<b>3,272,834</b>
<b><u>OTHER</u></b>			
FY 19 SECTOR PARTNERSHIP	92,000	700,000	<b>792,000</b>
<b>TOTAL OTHER FUNDING</b>	<b>92,000</b>	<b>700,000</b>	<b>792,000</b>
<b>TOTAL FUNDING</b>	<b>1,320,297</b>	<b>10,412,747</b>	<b>11,733,044</b>
<b>PLANNED EXPENDITURES</b>			
<b><u>ARC OPERATIONS - LABOR</u></b>			
WAGES	429,358	1,012,847	<b>1,442,205</b>
FRINGE BENEFITS	253,321	503,797	<b>757,118</b>
INDIRECT COSTS	282,383	628,199	<b>910,582</b>
<b>TOTAL WAGES/FRINGE/INDIRECT</b>	<b>965,063</b>	<b>2,144,843</b>	<b>3,109,906</b>
<b><u>ARC OPERATIONS - NON LABOR</u></b>			
RENT, IT SUPPORT, SUPPLIES, TRAVEL, ETC.	215,121	285,193	<b>500,314</b>
<b>TOTAL ARC OPERATIONS</b>	<b>1,180,184</b>	<b>2,430,036</b>	<b>3,610,220</b>
<b><u>CRC/MOBILE &amp; WELDING UNIT</u></b>			
RENT, CONTRACT SERVICES, EQUIPMENT, ETC.	-	948,290	<b>948,290</b>
<b><u>DIRECT PARTICIPANT COST</u></b>			
TRAINING (ITA)	9,000	1,875,652	<b>1,884,652</b>
WORK BASED LEARNING	-	270,000	<b>270,000</b>
<b>TOTAL DIRECT PARTICIPANT COSTS</b>	<b>9,000</b>	<b>2,145,652</b>	<b>2,154,652</b>
<b><u>SUBGRANTEE CONTRACTS</u></b>			
CAREER SERVICES	-	2,182,224	<b>2,182,224</b>
YOUTH	-	1,840,000	<b>1,840,000</b>
ONE-STOP OPERATOR	-	186,776	<b>186,776</b>
OTHER (SECTOR PARTNERSHIP)	-	700,000	<b>700,000</b>
<b>TOTAL SUBGRANTEE CONTRACTS</b>	-	<b>4,909,000</b>	<b>4,909,000</b>
<b>TOTAL PLANNED EXPENDITURES</b>	<b>1,189,184</b>	<b>10,432,978</b>	<b>11,622,162</b>

DATE: August 14, 2020

TO: Atlanta Regional Workforce Development Board

FROM: Rob LeBeau, Director - ARWDB 

SUBJECT: UPDATE – Individual Training Account (ITA) Policy

**Requested Action**

Approval of Updated ITA Policy

**Reason**

To outline the provisions why a participant that has previously received WIOA funded training may be approved for additional training. This is a uniform policy across all five workforce boards.

**Timeframe**

Indefinitely or until a new policy is approved by ARWDB

**Impact**

No immediate financial impact.

*This applies to participants applying for additional training services who have received WIOA funded training within the past two years and are looking to advance in their current industry (next step in their career pathway), who are in a declining occupation or participants who were unable to complete training due to extenuating circumstances. Participants that meet one of these provisions may be considered for additional training.*

**Recommendation**

Approve Updated Individual Training Account (ITA) Policy – Training Limitations

## ARWDB POLICIES AND PROCEDURES

### Individual Training Account (ITA) Policies

An adult or dislocated worker determined eligible for WIOA funded services may select a provider from the State ETPL after participating in career services and completing an Individual Employment Plan with guidance of a WIOA career advisor. Career Resource Center operators must consider and coordinate the availability of other sources of grants/financial aid to pay for training costs such as Temporary Assistance for Needy Families (TANF), State-funded training (HOPE and Strategic Industry Workforce Development Grants (SIWDG)) and Federal Pell Grants so that WIOA funds supplement other sources of training grants. The following policies shall be utilized to establish local parameters for service. The ITA policies are to be implemented and followed by Career Resource Center staff and are also to be implemented and followed by Training Providers for WIOA participants.

#### **POLICIES:**

- (1) Training must be in occupations identified on the most recently published WorkSource Metro Atlanta Demand Occupations List. Occupations not included on the Demand Occupations List, with documentation of employment prospects and livable wage, may be considered on a case by case basis and must be approved by the Career Resource Center Manager.
- (2) Training must result in an employment wage sufficient to attain self-sufficiency without the aid of public assistance.
- (3) Training must be at full-time status (as defined by the institution) to accommodate existing Unemployment Insurance requirements. Exceptions to this policy may be approved, in writing, on a case-by-case basis.
- (4) Programs should not exceed 104 weeks (two years).

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

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

- (5) All training programs must be within a reasonable commute of the WIOA local area that may include out-of-the-area and out-of-state training institutions. Out-of-the-area training programs that are not within commuting distance to the WIOA local area may be approved on a case-by-case basis. All approved training must be

## ARWDB POLICIES AND PROCEDURES

located within the contiguous United States.

- (6) WIOA funds must be coordinated by Career Resource Center operators and training providers. Availability of other sources of grants to pay for training such as TANF, SNAP, state-funded training funds, HOPE and Pell must be considered so that WIOA funds supplement other sources of training funds. A WIOA participant may enroll in WIOA-funded training while his/her application for Pell Grant is pending if the Career Resource Center operator has made arrangements with the training provider and the WIOA participant regarding allocation of the Pell Grant. Career Advisors should assist in developing a financial plan to cover total costs of training including scholarships and grants. The ARWDB enrollment agreement should detail all loans or personal funds that are included to cover the total costs of training as a means of cost analysis. If it is determined through the analysis of the cost of attendance that the total cost of attending training exceeds the amount available through HOPE and WIOA funding, then Pell funds may be utilized by the participant for living and other appropriate personal expenses during the training period.
- (7) WIOA funding may be provided for college level and post baccalaureate instruction only if all the following conditions have been met:
  - (a) The customer must be accepted into a certificate or degree program, and the course of study must be occupation-specific (i.e., radiological technician, accounting, STEM teacher certification), or the customer is a Registered Nurse seeking a graduate degree in Nursing to fill a vacant instructor position at a university or technical college. No funds shall be provided for general academic programs (i.e. general academic studies, Bachelor of Business Administration, Bachelor of Art, etc.)
  - (b) Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate, diploma or degree program. Extended critical industry shortage curricula will be reviewed and approved on a case-by-case basis.
  - (c) The customer must demonstrate that he/she has the financial resources to attend long-term training.
- (8) Continuing Education and other similar courses will be approved if the following conditions apply:
  - (a) The customer must have a specific occupational goal.
  - (b) The customer must present evidence describing how the proposed training will increase his/her employment marketability.
- (9) ITAs may be utilized for expenses related to training, including but not limited to the following: books, tuition and fees, supplies, tools, uniforms and shoes,

## ARWDB POLICIES AND PROCEDURES

certification, licensing, testing fees, drug testing and background testing for entrance into training, medical requirements for training entrance, and such items as specifically required for a course or program.

The following items **are not provided** by ITAs: computers, computer equipment, computer program software, peripherals, and electronic and wireless equipment ***unless approved on a case-by-case basis by ARC/ARWDB.***

- (10) ITAs will not be used for payment of late fees caused by customer error or delay. The customer will be responsible for these fees, as he/she is responsible for other fines or penalties.
- (11) Training limitations follows:
  - (a) Up to **\$7,000** in training costs, excluding support, may be expended for each participant for up to one year of training. One year is defined as up to 52 calendar weeks from the initial start date of training. The limit of \$7,000 will apply in circumstances where training is designed to be completed in 52 weeks or less, even if the customer is unable to complete training under the usual program training schedule.
  - (b) Up to **\$10,000** in training costs, excluding support, may be expended for each participant for up to two years of training. No more than \$7,000 will be provided towards training costs during any one 52 calendar week period as noted above.

(c) ~~(e)~~ Participants that have previously completed or applied for WIOA Funded Training can apply and receive training if they meet one of the following provisions:

### i. Next Step in Your Career Pathway

If a participant is looking to advance in their current industry and additional training is needed to move to the next level, they can re-apply for WIOA funded training. In addition to WIOA funded training, the participant may be asked to explore workplace tuition reimbursement programs or other training resources. To qualify under the "Next Step in Your Career Pathway" provision, it must be at least two years since they have successfully exited out of the program and the participant must have obtained and been continually employed in training related industry. This policy does not apply to incumbent worker training.

### ii. Declining Occupation

If the training was in an occupation where there is declining opportunity or in an industry that is no longer experiencing growth (resulting in a lack of opportunities to experience income growth), the participant can re-apply for WIOA funded training. To qualify under the "Declining Occupation" provision, it must be at least two years since the participant successfully exited the program, and they must have obtained training related employment and are able to show how this

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## ARWDB POLICIES AND PROCEDURES

additional training will help increase their income opportunity.

### COVID Declining Occupation

If the participant is in an occupation that is declining due to COVID-19, there is not a two-year waiting period to attend training to enter a new industry. Examples of COVID Declining Occupations can be: Hospitality and Manufacturing.

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### iii. Extenuating Circumstances

If the participant was unable to complete training due to an extenuating circumstance (school closure, incarceration or judges' orders to work, eviction, child support mandates, care for an ill family member, death in the family, medical illness etc.) then they may be able to reapply for WIOA funded training. To qualify under the "Extenuating Circumstances" provision, it must be at least one year since they withdrew from the program, they must have provided information to their career advisor prior to program withdrawal (Career Advisors must accurately document in case notes), and the extenuating circumstances must be resolved or **they must provide documentation or an explanation of the "Extenuating Circumstance" with their eligibility documents and the extenuating circumstances must be resolved.**

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If these scenarios do not, in most instances the participant will not be able to reapply for WIOA Funded Training, but we encourage that they speak with career center staff as some exceptions may be made. If WIOA Funded Training is not an available option, the participant will still be able to utilize the different services at the Career Resource Center.

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~~Participants applying for training services who received WIOA funded training within the past five (5) years for attainment of a technical school certificate, college degree, or industry recognized credential are **not** considered to be "most in need" of training services. WIOA funds shall not be used for additional training services for these customers unless extenuating circumstances are documented and approved by the Career Resource Center manager (such as the job for which training was received is no longer in demand). In no case shall WIOA funds be used to train returning participants sooner than five years after their most recent exit date. Participants who were unsuccessful completers will be considered for additional training funds on a case-by-case.~~

Commented [PJ1]: Center Managers would like to see this removed as they feel it opens the doors for too many questions from the participant and they also feel the case-by-case decision should be an internal process and understanding instead of it being written in the policy.

**Other Local Workforce Boards may have different training limitation policies.**

DATE: August 27, 2020

TO: Atlanta Regional Workforce Development Board

FROM: Rob LeBeau, Director - ARWDB 

**SUBJECT: PROPOSED ACTION – Approval of Opening for Public Comment and Sending Draft Regional Workforce Plan to TCSG Office of Workforce Development**

### **Requested Action (What)**

To approve opening the draft regional workforce plan (dated August 2020) for a 30-day public comment period, then sending the draft plan and related public comments to the Technical College System of Georgia, Office of Workforce Development for their review.

### **Reason (Why)**

The Workforce Innovation and Opportunity Act requires that each Local Workforce Development Board (LWDB) located within a region with other LWDBs must prepare a coordinated four-year regional workforce plan. These plans must be updated at least every two years to reflect changing conditions and priorities. The WorkSource Metro Atlanta regional plan was adopted in 2016 and updated in 2018. This current draft plan is considered a new four-year plan and must be prepared and approved in 2020.

The Technical College System of Georgia, Office of Workforce Development provided plan guidance to the local workforce development areas in February 2020. This guidance stated that all new regional plans must be drafted, opened for public comment, and submitted to the Office of Workforce Development by October 1, 2020.

### **Timeframe (When)**

The draft regional workforce plan is presented to the ARWDB on August 27, 2020 and will be opened for a 30-day public comment period from August 28 to September 30, 2020. The draft plan must be submitted to the TCSG-OWD by October 1, 2020 for review. The final regional workforce plan will be presented to the ARWDB for review and adoption once the State approves the plan and any needed corrections are made by staff.

### **Impact (Who and How Much)**

The regional workforce plan provides a summary of existing conditions, issues and opportunities, and service delivery recommendations. The plan provides guidance to the five metro Atlanta LWDBs, their administrative staff, providers, and allied organizations related to regional activities to support and enhance local program implementation. These plans do not have financial impacts to the local boards or staff operations.

### **Recommendation**

This action comes as a recommendation from ARC Workforce Solutions staff.

Equus Workforce Solutions



# Monthly Briefing Report

## One Stop Operator

Reporting Period: July 2020

# Equus Monthly Briefing Report

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## **FOCUS AREAS:**

- Prior 30 Day Update
- Performance Metrics and Action Plans
- Next 30 Day Focus
- Innovation

## **Prior 30 Day Update**

Over the past 30 days, our team has been working on the following:



### 1) Quality Assurance (Ongoing)

- The Customer experience survey results is currently at 81.82% for July2020. (New quarter).

### 2) Partner Integration

- One Stop Partner Meetings are still being held via WebEx and partners are participating and sharing great resources during COVID-19. New partnerships with Salvation & Deliverance Church in Norcross (Transportation, Housing and Food Resources). Gwinnett Re-Entry(DCS) and Safe Staffing (Re-Entry).
- Employer connections include CVS, Dollar Tree, Adecco and Hire Dynamics for work from home positions and Warehouse. Amazon is now recruiting for various positions/locations (including Buford, GA and new space in Stone Mountain, GA).

# Equus Monthly Briefing Report

## Performance Metrics and Action Plans

### Contractual

Benchmarks	Target/ Eff Target	Category/ Freq	Contr ID	Jul19 <-----	Aug19 -----	Sep19 -----	Oct19 -----	Nov19 -----	Dec19 ---Tar	Jan20 get---	Feb20 -----	Mar20 -----	Apr20 -----	May20 -----	Jun20 -----
Customer Satisfaction Rating	92% 92.00%	Quarterly	30452	95.87% 92.00%	95.62% 92.00%	95.82% 92.00%	93.10% 92.00%	95.86% 92.00%	96.11% 92.00%	94.23% 92.00%	94.23% 92.00%	94.50% 92.00%	88.89% 92.00%	90.91% 92.00%	92.50% 92.00%
RAYS Training Completion	98% 98.00%	Quarterly	30452	100.00% 98.00%											
Partner Integration	3 3.00	Monthly	30452	3.00 3.00	4.00 3.00	4.00 3.00	3.00 3.00	3.00 3.00	4.00 3.00	4.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00
Business Services	2 2.00	Monthly	30452	9.00 2.00	9.00 2.00	3.00 2.00	4.00 2.00	4.00 2.00	7.00 2.00	4.00 2.00	4.00 2.00	3.00 2.00	1.00 2.00	2.00 2.00	2.00 2.00

### Metrics

Actions to sustain metrics are listed below:

	Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>I. Customer Experience (Satisfaction) Rating</b>						
1	Review results of the survey daily and make contact with participants to ensure above average customer experience.	One Stop Operator- Carlethia Collier	Ongoing		Continuous	Will email customer service surveys to individuals who attended any online webinars or workshops
2	Ensure that resources are available, as well as wrap around services, to participants as soon as they enter the One Stop. (Shelters, Food Banks, employment opportunities)	One Stop Operator- Carlethia Collier	Ongoing	81.82 % for July 2020	Continuous	Provide Monthly Webinar on Community Resources as received from the community
<b>II. Rays Certification</b>						
1	All Staff Certified in RAYS (Legacy in Action)-Integrity, Conduct, Respect and Customer Success	One Stop Operator- Carlethia Collier		Ensures that staff has knowledge of all the tools required to ensure that job seekers are getting optimal service when they enter the One Stop as well as virtually	Meeting 100%	Meeting Expectations
<b>III. Integration of Partners</b>						
1	Conduct Regular Partner Meetings to Share and improve resources (One per month)	One Stop Operator- Carlethia Collier	Ongoing	Allows partners to share information about resources and upcoming events	Conducted Monthly	Meeting Expectations-
2	Conduct/Host 2 additional partner events at the One Stop	One Stop Operator- Carlethia Collier	Ongoing	Increases knowledge about services provided at the One Stop and increase foot traffic to the One Stop.	Conducted Monthly	Meeting Expectations
<b>IV Business Services</b>						
1	Conducting at least 2 hiring events per month	One Stop Operator- Carlethia Collier	Ongoing	Ensures that job seekers are consistently put in front of available job openings and networking events	Conducted Monthly	Discovering new platforms to assist job seekers

# Equus Monthly Briefing Report

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## Next 30 Day Focus

Improving and making additions to the Community Resource Webinar which will be offered twice monthly until center re-opening. Continued development of virtual online hiring events and working with One Stop Partners to ensure continued referrals.

## Innovation

Continued focus on providing services virtually. Ongoing research for employers who offer viable work from home opportunities. ResCare Academy and LinkedIn learning for job seekers.