

February 8, 2018 | 11:30 a.m.  
Eddie Ausband and Randy Hayes, Co-Chairs

## Welcome

## Public Comment

## Presentation

- Aerotropolis Alliance, Shelley Lamar, Executive Director

## ARWDB Action Items

- Consent agenda, Approval of December 5, 2017 Meeting Minutes
- Approval of Individual Training Account (ITA) Funding Limit Increase
- Approval of NextGen Program Incentive Policy

## ARWDB Discussion, Brief Updates

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

**NEXT MEETING: May 24, 2018**

## ARC COMMITTEE MEETING FOLLOW-UP

### **ATLANTA REGIONAL WORKFORCE DEVELOPMENT BOARD**

*December 5, 2017 Meeting Notes*

#### **Members Present**

Mr. Eddie Ausband	Mr. James Jackson
Ms. Sonia Carruthers	Ms. Karen LaMarsh
Ms. Mandy Chapman	Mr. Rodney Leonard
Mayor Eric Dial	Mr. Chuck Little
Mr. Robert Duffield	Mr. Trey Ragsdale
Mr. Andrew Greenberg	Dr. Stephanie Rooks
Mr. Randy Hayes	Mr. Aundra Walthall
Ms. Lee Hunter	Mr. Steven Wilson

#### **Members Absent**

Mr. Lindsay Martin	Ms. Stephanie Moore
	Ms. Debbie Slaton

*Quorum met: 16 of 19 (Majority Required)*

#### **Guests**

Mr. Kerry Armstrong, ARC Board Chair  
Mr. Doug Hooker, Executive Director, ARC  
Mr. John Hammond, Director, ARC's Center for Community Services  
Chairman Jeff Turner, Clayton County Commission  
Mr. Menelik Alleyne, WIOA Services Director, GA Dept of Economic Development, Workforce  
Ms. Breezy Straton, Douglas County Development Authority  
Several invited WIOA Customers, Youth Participants, OJT Partners, Career Resource Center  
Managers and staff, ARWDB NextGen Providers, Business and Community Partners

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ARWDB Board Co-Chair, Randy Hayes, called the Board Meeting to order at 11:40 a.m.

1. Mr. Robert Duffield made the following motion:

**MOTION: To approve the minutes of the October 26, 2017 meeting.**

The motion was seconded by Rodney Leonard and unanimously approved.

2. Mr. James Jackson made the following motion:

**MOTION: To approve the Registered Apprenticeship Policy.**

The motion was seconded by Steven Wilson and unanimously approved.

*Rob LeBeau stated that the registered apprenticeship policy is a priority for Federal and State WIOA offices. Currently, there is no local policy and the policy presented to the Board mirrors state guidance regarding apprenticeship programs.*

The ARWDB meeting portion of the agenda adjourned at 11:50 A.M.

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Welcome: Kerry Armstrong, ARC Chairman

Video Presentation: The ARWDB recognized employers, as well as business and community partners, who advanced the mission of the workforce development board by expanding opportunities for job seekers. We also honor the accomplishments of job-seekers who demonstrated extraordinary commitment to excelling in their careers.

Certificates Presentation: Eddie Ausband and Randy Hayes

The meeting was adjourned at 1:00 p.m.

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NEXT ARWDB MEETING: February 8, 2018

## **Individual Training Account (ITA)**

An Individual Training Account (ITA) is the primary method for workforce customers to access WIOA funded occupational training. An ITA is a payment agreement established on behalf of a participant with a training provider. The ITA payment is for tuition and training related costs noted as mandatory on a course description or class syllabus. A WIOA customer, in consultation with their case manager, selects a course of study and training provider from the Eligible Training Provider List, for which the ARWDB provided voucher will cover the tuition costs.

### **Training Limitations:**

Current ARWDB policy establishes the following maximum ITA training limits:

- Up to \$5,000 in training costs, excluding support, may be expended for each participant for up to one year of training. The limit 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.
- Up to \$8,000 in training, excluding support, may be expended for each participant for up to two years of training. No more than \$5,000 will be approved towards training costs during any one 52 calendar week period.

### **Recommendation**

The above cost structure has been in place for over 10 years. During this time, training costs have increased for many of the programs and providers in metro Atlanta. In order to remain competitive, provide for excellent training opportunities, and establish consistency, the five local workforce development boards have in metro Atlanta agreed to increase costs for ITA training to \$7,000 for one year and \$10,000 for two-year training programs.

### **Motion**

Increase the maximum funding limits for an Individual Training Account (ITA) per qualified WIOA participant to \$7,000 for a one year training program and \$10,000 for a two year training programs. These limits will become effective on July 1, 2018.



## NextGen Program INCENTIVE POLICY (NGPP 04-01) ARWDB Approved: \_\_\_\_\_

**DATE:** February 1, 2018 *(Established)*  
**TO:** ARC/ARWDB Staff & NextGen Service Providers  
**FROM:** Marsharee O'Connor, NextGen Program Administrator  
**SUBJECT:** Guidance & Guidelines for Incentive Awards

### DEFINITIONS

- **ARC** – Atlanta Regional Commission
- **ARWDB** – Atlanta Regional Workforce Development Board
- **CFR** - Code of Federal Regulations
- **GWROPP/VOS** – Georgia Work Ready Online Participant Portal/ Virtual OneStop System
- **HSD/GED** – High School Diploma/ General Education Diploma
- **ISS/ISP/IEP** – Individual Service Strategy/ Individual Service Plan/ Individual Employment Plan
- **ITA** – Individual Training Account
- **NGP** – NextGen Program
- **NGPP** – NextGen Program Policy
- **NGSP** – NextGen Service Provider
- **OJT** – On-the-Job Training
- **Sec./ §** – Section
- **TEGL** – Training and Employment Guidance Letter
- **USDOL** – United States Department of Labor
- **WEx** – Work Experience
- **WIG PS** – Workforce Implementation Guidance Programmatic Services
- **WIOA** – Workforce Innovation and Opportunity Act

### PURPOSE

To establish a policy providing guidance and guidelines in the provision of Title 1-B, WIOA sec. 129, Use of funds for Youth Activities, 20 CFR § 681.640, Youth Incentives. The policy serves to establish a process for awarding incentives to participants receiving WIOA services. Awarding of incentives acknowledges recognition and achievement of pre-determined milestones directly linked to education, training or WEx activity.

### POLICY

Incentives funded through WIOA must be connected to milestones achieved through a work-based learning (OJT, pre/apprenticeship, other WEx activities), education, or training activity that

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**References:** State Workforce Policies and Procedures Manual 3.4.4 (11/20/2017); WIG PS-17-001; WIOA sec. 129; 20 CFR § 681.640; 2 CFR Part 200; TEGL 21-16; and NGP Supportive Services Policy 03-02.

is reflected in the participant's individualized assessment and ISS/ISP/IEP. Achievement of milestones include improvements marked by testing, attainment of a credential, or other successful program outcomes. **Participants may earn incentive awards up to \$500 per participant, per program year.** Total incentives must not exceed the \$500 cap unless approved by ARC prior to issuance. Unlike supportive services, incentive awards for financial eligibility and determination of need **DOES NOT** need to be documented to provide incentive award to participants.

- ❖ The incentive award of up to \$500 will count towards the \$5,000 supportive services cap outlined in NGP Supportive Services Policy 03-02.

## PROVISIONS

Incentives may be made available to participants during enrollment in WIOA Title-I activities and/or after WIOA program exit (during the 12-months follow-up) period. The incentive awards must align with WIOA outcomes of remediation of basic skills, attainment of HSD/GED, gaining industry-recognized skills and credentials that will lead to in-demand, self-sustaining employment. Achievements obtained prior to WIOA enrollment do not qualify for incentives. Incentives are not intended for use as emergency assistance. See the NGP's "Supportive Services Policy" regarding emergency assistance.

## ELIGIBILITY

Participant must be active in the NGP or in 12-months follow-up activity. Incentives are awarded for recognition and achievement directly tied to training activities and work experiences provided it is made a part of the participant's ISS/ISP/IEP. Accordingly, the participant in collaboration with a Career Advisor, must develop an ISS/ISP/IEP delineating the training, employment and WEx goals. Awarding of incentives shall commence no earlier than participant's WIOA enrollment date and shall end upon completion of the 12-months follow-up period.

Incentives awards made to participants must comply with the following requirements:

- a) Tied to the goals of the specific program;
- b) Outlined in writing before the commencement of the program that may provide incentive awards;
- c) Aligned with the NGP and NGSP's organizational policies; and
- d) Issued in accordance with the requirements contained in the Cost Principles in 2 CFR Part 200 and 20 CFR § 681.640.

**References:** State Workforce Policies and Procedures Manual 3.4.4 (11/20/2017); WIG PS-17-001; WIOA sec. 129; 20 CFR § 681.640; 2 CFR Part 200; TEGL 21-16; and NGP Supportive Services Policy 03-02.

## DOCUMENTATION

The Career Advisor must acquire verification documentation of attainment (copy of credential/test scores/grades, employer evaluations, attendance record, etc.) prior to issuance of the incentive award. The verification documentation must be uploaded to GWROPP/VOS. Description of the achievement to qualify for specified incentive award must be documented in GWROPP/VOS under the ISS/ISP/IEP, case-notes and Measurable Skills Gain sections. Also, the Incentive must be recorded in GWROPP/VOS to service Activity Code 484 (Support Services – Incentives/Bonuses).

## AWARD OPTIONS

Incentives may be awarded in the form of:

- Gift cards (not to exceed \$100 per card);
- Gas cards (not to exceed \$50 per card); and
- Gift certificates (not to exceed \$100 per certificate).

**Cash incentives are NOT allowable.**

## ALLOWABLE AWARD CRITERIA

There are two types of incentive expenditure classifications:

1. Career Services – Incentives awarded for participants in WEx, GED and follow-up services.
2. Training Services – Incentives awarded for participants in training (e.g. ITA).

The following are some, but not all, recognized criteria for incentive awards:

- a) **Credential Attainment** – Attainment of a secondary school diploma or equivalent (HSD/GED), recognized post-secondary credential, or occupational industry-recognized credential obtained during participation in the NGP or during the 12-month follow-up period;
- b) **Measurable Skills Gain** – Attainment of a skill gain as defined by USDOL for program reporting (Federal Performance Measure):
  - Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level;
  - Attainment of secondary school diploma or equivalent (HSD/GED);
  - Secondary or postsecondary transcript for sufficient number of credit hours
    1. Secondary – Transcript or report card for one semester, or

**References:** State Workforce Policies and Procedures Manual 3.4.4 (11/20/2017); WIG PS-17-001; WIOA sec. 129; 20 CFR § 681.640; 2 CFR Part 200; TEGL 21-16; and NGP Supportive Services Policy 03-02.

2. Postsecondary – At least 12 hours per semester or, for part-time students, a total of at least 12 hours over two completed consecutive semesters.
  - Satisfactory progress report toward established skill-based milestone from an employer or training provider;
  - Passage of an exam required for an occupation or progress attaining technical/occupational skills as evidenced by trade-related benchmarks.
- c) **WEx** – Successful completion of WEx activities.
  - ❖ According to TEGL 21-16, incentives awarded for WEx MAY BE counted toward the WEx expenditures pending it is directly tied to the completion of WEx;
- d) **Placement in Education (post-secondary/Advanced Training) or Unsubsidized Employment (including Military)** – Attainment of full-time employment in the participant’s selected occupation/industry or placement in post-secondary or advanced education as reflected in the ISS/ISP/IEP.
- e) **Retention** – Employment retention in the same occupation/industry during the second and fourth quarters during the 12-months follow-up period.

❖ **Participants CANNOT receive multiple incentives for the same activity.**

#### UNALLOWABLE AWARDS

According to TEGL 21-16, all incentive awards paid with WIOA funds must be in compliance with outlined Uniform Guidance (Cost Principles) under 2 CFR Part 200. The following are unallowable uses of WIOA funds for incentive awards:

1. Entertainment costs such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment;
2. Recruitment or referrals;
3. Rewards for submitting eligibility documentation or for completing the eligibility certification process;
4. Possession of a credential (diploma or certificate) attained prior to WIOA enrollment; and
5. Regular attendance or participation in the NGP where award is to sustain the participant’s ongoing attendance or participation.

#### Use of non-WIOA funds as incentives:

- TEGL 21-16 permits the leveraging of private funds for incentives that WIOA cannot fund. NGSP “must adhere to and maintain documentation in accordance to 2 CFR Part 200 Cost



Principles and other related federal and state regulatory requirements when leveraging such funds, which are subject to federal and state monitoring review.”

#### INTERNAL CONTROL & COMPLIANCE

NGSP must establish a clear and concise written policy that outlines the uniform and consistent procedures for awarding incentives. At a minimum the policy must include the following:

- a) The method and justification for the issuance of incentives. Also, the policy must provide the types of incentive awards being offered (i.e., what activity/service/program the participant is participating in and how success is measured), and the amount of the incentive awards for each activity/service/program successful outcome.
  - Incentives must be administered in a manner that ensures all participants receive equal awards for equal achievements.
- b) Method by which gift cards, gas cards and gift certificates for incentives are purchased.
- c) Method by which gift cards, gas cards and gift certificates for incentives are stored.
- d) Adequate systems of internal control to accurately and timely track (purchase and issuance) and report all incentive awards. The system for tracking must include signatory compliance, tracking document to include issuance date, etc. Also, a minimum of three individuals must sign off to indicate that an incentive has been awarded:
  - 1. Career Advisor – The individual who is accountable for case managing the participant.
  - 2. NGSP Director – The individual who is responsible for the program’s budget.
  - 3. Participant – The WIOA enrolled individual who is receiving the incentive award.
- ❖ For letters “c” and “d” above, must ensure safeguard of items (gift cards, gas cards and gift certificates) purchased.
- ❖ **If items are purchased in bulk, NSGPs will ONLY be reimbursed for the purchase cost of items issued to participants.**
- e) Assurances of compliance and alignment with NGP Incentive Policy.

#### POLICY EFFECTIVE DATE

This policy shall be effective upon the ARWDB approval date indicated on the first page of this document, and will remain in effect until further notice.



ResCare Workforce Services

# **Monthly Briefing Report One Stop Operator**

Reporting Period: January 2018

## 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

- Customer Satisfaction rating holding steady at
- Ensuring continuous quality improvement by completing monthly monitoring of required resources available in the One Stop center.
- One day Disability Employment Training in November 2017 (30+ in attendance-All One Stop staff)



### 2) Referral Process

Encouraged partners to think about all of the One Stop Services and assist with increased partnerships and referrals

### 3) Finalized One Stop Flyer for marketing and advertising

- Ran an one day ad in the Gwinnett Post on Jan 31<sup>st</sup> to increase foot traffic

## Performance Metrics and Action Plans

### Contractual Metrics

Project: GA ATLANTA WIOA ONE STOP Project Director: Carlethia Collier

Benchmarks	Target/ Eff Target	Category, Freq	Contr ID	Jan17 -----	Feb17 -----	Mar17 -----	Apr17 -----	May17 -----	Jun17 --Vari	Jul17 ance--	Aug17 -----	Sep17 -----	Oct17 -----	Nov17 -----	Dec17 -----
<a href="#">Customer Satisfaction Rating</a>	92.00% 92.00%	Quarterly	30452							95.00% 3.00%	92.00% 0.00%	93.32% 1.32%	93.42% 1.42%	93.88% 1.88%	93.84% 1.84%
RAYS Training Completion	98.00% 98.00%	Quarterly	30452							*			0.00% -98.00%	100.00% 2.00%	100.00% 2.00%
Integration of Partners	90.00% 90.00%	Quarterly	30452							*	*	91.61% 1.61%	92.29% 2.29%	91.72% 1.72%	92.41% 2.41%
Foot Traffic Regionwide			30452							*					

- Currently the operation is performing above goal on 3 of the 3 metrics
- Actions to sustain and 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	Meeting expectations
2 Monthly TDS (Career Advisors) Coaching for Improved Customer interactions)	One Stop Operator- Carlethia Collier	Ongoing		Continuous	
3 Ensure that resources are immediately available to participants as soon as they enter the One Stop. Greeting them with a smile.	One Stop Operator- Carlethia Collier	Ongoing		Continuous	
4					

Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>II. Rays Certification</b>					
2 All Staff Certified in RAYS (Rescare At Your Service)	One Stop Operator- Carlethia Collier	11/30/2017		Completed	Meeting Expectations-100%
3					

Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>III. Integration of Partners</b>					
1 Conduct Regular Partner Meetings to Share and improve resources	One Stop Operator- Carlethia Collier	Ongoing		Conducted Monthly	Meeting Expectations
2 Resource Mapping (Enviornmental Scanning)	One Stop Operator- Carlethia Collier	Ongoing		Weekly Contacts with potential partners	
3 Streamlining Referral Process	One Stop Operator- Carlethia Collier	Ongoing	Increases Customer Sastisfaction	Ongoing	
4 Developing One Stop Flyer/Fact Sheet	One Stop Operator- Carlethia Collier	12/30/2017		Completed	

## **Next 30 Day Focus**

Over the next 30 days, our team will be focused on the following:

- 1). Increasing Marketing Efforts
- 2.) Increasing Partnerships

## **Innovation**

Strategize on new unique ways to draw participants into the One Stop. Offer various workshops for One Stop staff and public to increase foot traffic.

## Cherokee County Customer Activity Program Year 2017, Period of July 1 – Dec 31, 2017



Cherokee Customer Visits	134
Computer Lab Visits	38
Workshop Attendance Job Smart, Resume, Other	80
Mobile Unit Visits	27
# Of Training Applications Rec'd	32
# Of Eligible Applicants	22
Enrolled in VOS in PY 2017	5
Enrolled in Training in PY 2017	10
Active Customers	5



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## Clayton County Customer Activity Program Year 2017, Period of July 1 – Dec 31, 2017



Clayton Customer Visits	3,445
Computer Lab Visits	3,159
Workshop Attendance Job Smart, Resume, Other	3,299
Mobile Unit Visits	195
# Of Training Applications Rec'd	384
# Of Eligible Applicants	282
Enrolled in VOS in PY 2017	94
Enrolled in Training in PY 2017	100
Active Customers	94



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## Career Resource Centers Testimonial

Thanks for your help at the Snellville Library. You provided a quick solution for upgrading my resume and I appreciate the valuable tips regarding my professional summary. The ARWDB Mobile Unit seems to be an outstanding way to provide job resources to our communities and it helped to brighten my day having the opportunity to meet with you.

Keep up the great services and I hope to soon give you an update on my job search!



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## Douglas County Customer Activity Program Year 2017, Period of July 1 – Dec 31, 2017

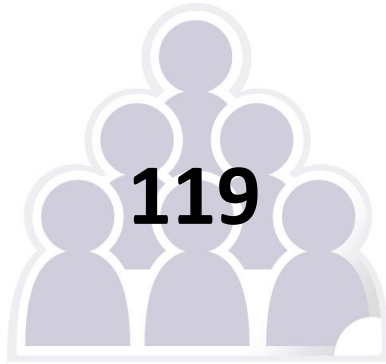


Douglas Customer Visits	2,072
Computer Lab Visits	1,243
Workshop Attendance Job Smart, Resume, Other	968
Mobile Unit Visits	215
# Of Training Applications Rec'd	129
# Of Eligible Applicants	59
Enrolled in VOS in PY 2017	43
Enrolled in Training in PY 2017	53
Active Customers	43



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## Fayette County Customer Activity Program Year 2017, Period of July 1 – Dec 31, 2017



Fayette Customer Visits	119
Computer Lab Visits	113
Workshop Attendance Job Smart, Resume, Other	156
Mobile Unit Visits	102
# Of Training Applications Rec'd	21
# Of Eligible Applicants	11
Enrolled in VOS in PY 2017	1
Enrolled in Training in PY 2017	3
Active Customers	1



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## Career Resource Centers Testimonial

As a result of the JobSmart Workshop, I recently landed a job with a company willing to provide hands-on experience and support me in obtaining my project management certification.

The amazing part is that I did not apply for the position ... the networking skills that I learned and applied through JobSmart brought this wonderful opportunity to my attention!



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## Gwinnett County Customer Activity Program Year 2017, Period of July 1 – Dec 31, 2017



Gwinnett Customer Visits	5,396
Computer Lab Visits	4,519
Workshop Attendance Job Smart, Resume, Other	3,501
Mobile Unit Visits	117
# Of Training Applications Rec'd	503
# Of Eligible Applicants	268
Enrolled in VOS in PY 2017	82
Enrolled in Training in PY 2017	113
Active Customers	81



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## Gwinnett Tech CRC Customer Activity Program Year 2017, Period of July 1 – Dec 31, 2017

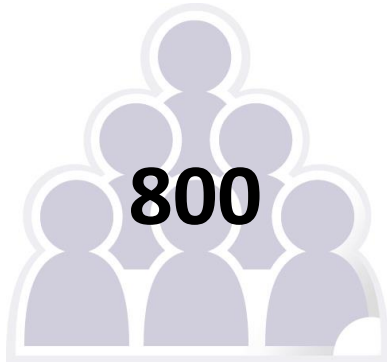


Gwinnett Tech Customer Visits	2,977
Workshop Attendance Job Smart, Resume, Other	4,341
# Of Training Applications Rec'd	42
# Of Eligible Applicants	42
Enrolled in VOS in PY 2017	90
Enrolled in Training in PY 2017	70
Active Customers	90



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## Henry County Customer Activity Program Year 2017, Period of July 1 – Dec 31, 2017



Henry Customer Visits	800
Computer Lab Visits	570
Workshop Attendance Job Smart, Resume, Other	625
Mobile Unit Visits	56
# Of Training Applications Rec'd	55
# Of Eligible Applicants	34
Enrolled in VOS in PY 2017	20
Enrolled in Training in PY 2017	18
Active Customers	20



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## Career Resource Centers Testimonial

I want to let you know that *I got a job* and to thank you for teaching the Jobs4All Class. You really reinvigorated me and helped me see some of the problems in my job search techniques. I'm very glad I attended ... for the tips and the motivation!

I'm in my 2<sup>nd</sup> week at Hannah Solar as the new Sales Coordinator. Thanks for everything and call me if you ever want solar panels!



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## Rockdale County Customer Activity Program Year 2017, Period of July 1 – Dec 31, 2017



<b>Rockdale Customer Visits</b>	<b>977</b>
<b>Computer Lab Visits</b>	<b>113</b>
<b>Workshop Attendance Job Smart, Resume, Other</b>	<b>308</b>
<b>Mobile Unit Visits</b>	<b>89</b>
<b># Of Training Applications Rec'd</b>	<b>126</b>
<b># Of Eligible Applicants</b>	<b>126</b>
<b>Enrolled in VOS in PY 2017</b>	<b>24</b>
<b>Enrolled in Training in PY 2017</b>	<b>35</b>
<b>Active Customers</b>	<b>24</b>



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## Breakout by County of Current Active Customers Including Carry-Overs from Previous Program Year



<b>ARWDB AREA RESIDENTS</b>	<b>1,738</b>
Cherokee	65
Clayton	348
Douglas	129
Fayette	30
Gwinnett	838
Henry	155
Rockdale	173
<b>ATLANTA REGION RESIDENTS</b>	<b>118</b>
Cobb	4
DeKalb	38
Fulton	76
<b>OUTLYING AREA RESIDENTS</b>	<b>25</b>



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## NextGen Program (Youth Services)

NextGen Service Providers	Active Participants
Center for Pan Asian Community Service (CPACS) (Serves Gwinnett)	48
Cherokee Youth Works (Serves Cherokee)	92
Connecting Henry (Serves Henry)	59
Hearts to Nourish Hope (Serves Clayton & Gwinnett)	113
Eckerd Connects (Serves Clayton, Fayette and Rockdale)	85
Parents Educating Parents & Professional, Inc. (PEPP) (Serves Douglas)	73
ResCare (Serves Gwinnett)	51
The Bridge Academy (In-School Provider for 7 counties)	88
	609



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