

**August 23, 2018 | 11:30 a.m.**  
**Eddie Ausband and Randy Hayes, Co-Chairs**

### Welcome

### Public Comment

### Presentation

- Stephanie L. Rooks, Dean-Adult Education Dept., Gwinnett Technical College

### ARWDB Action Items

- Consent Agenda, Approval of May 24, 2018 Meeting Minutes
- Approval of Revised PY18 Budget in its Entirety
- Approval of Adult/Dislocated Worker Work Experience Policy
- Approval of Youth Supportive Service Policy
- Approval of Combined Individual Training Account and On-The-Job Training Policy

### ARWDB Discussion, Brief Updates

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

**NEXT MEETING: October 18, 2018**

**Atlanta Regional Commission**

## ARC COMMITTEE MEETING FOLLOW-UP

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

*May 24, 2018 Meeting Notes*

#### **Members Present**

Mr. Eddie Ausband	Mr. Chuck Little
Ms. Sonia Carruthers	Mr. Lindsay Martin
Mayor Eric Dial	Mr. Trey Ragsdale
Mr. Robert Duffield	Ms. Stephanie Rooks
Mr. Randy Hayes	Ms. Debbie Slaton
Mr. James Jackson	Mr. Aundra Walthall
Ms. Karen LaMarsh	Mr. Steven Wilson
Mr. Rodney Leonard	

#### **Members Absent**

Ms. Mandy Chapman	Ms. Lee Hunter
Mr. Andrew Greenberg	Ms. Stephanie Moore

*Quorum met: 15 of 19 (Majority Required)*

#### **Guests**

Ms. Brenda Beverly, Manager, Career Resource Center - Gwinnett Tech  
Ms. Carlethia Collier, ResCare, One-Stop Operator  
Mr. Kevin Crump, ARC  
Ms. Amy Denney, Chattahoochee Tech  
Ms. Itohowo Elcanemesang, Georgia Vocational Rehabilitation Agency  
Mr. Adam Forrand, Partnership Gwinnett  
Ms. Laura Gammage, Technical College System of Georgia  
Ms. Christine Grigsby, ResCare  
Ms. Lynn Hamilton, ResCare  
Ms. Nichelle Henry, Gwinnett Tech  
Ms. Dorothy Herzberg, Manager, Career Resource Center - Clayton  
Ms. Chris Hord, Chattahoochee Tech  
Kerry McArdle, Literacy Action  
Mr. John Pae, AARC  
Ms. Tammy Patterson, ARC  
Mr. James Wilburn, Clayton County Public  
Ms. Marty Wommach, Conduit Connection

ARWDB Board Co-Chair, Randy Hayes, called the Board Meeting to order at 12:07 p.m.

There were no requests for public comment.

1. Robert Duffield made the following motion:

**MOTION: To approve the minutes of the February 8, 2018 meeting.**

The motion was seconded by Steven Wilson and unanimously approved.

2. Mr. Steven Wilson made the following motion:

**MOTION: To approve the PY18 Provider Contract Extensions through June 30, 2019.**

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

3. Mr. Chuck Little made the following motion:

**MOTION: To approve the PY18 Budget in its entirety.**

The motion was seconded by Robert Duffield and unanimously approved.

4. Mr. Trey Ragsdale made the following motion:

**MOTION: To approve the incumbent Worker Training Policy Amendment.**

The motion was seconded by Aundra Walthall and unanimously approved.

5. Mr. Trey Ragsdale made the following motion:

**MOTION: To approve the On the Job (OJT) Policy Amendment.**

The motion was seconded by Robert Duffield and unanimously approved.

6. Mayor Eric Dial made the following motion:

**MOTION: To confirm revisions to the By-Laws and authorize the Executive Committee to approve the amendments at their next meeting.**

The motion was seconded by Robert Duffield and unanimously approved.

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Laura Gammage, Deputy Commissioner for Economic Development - Technical College System of Georgia, gave a presentation on the academic opportunities at the Technical College System of Georgia.

The meeting was adjourned at 1:33 p.m.


NEXT ARWDB MEETING: August 23, 2018 at Gwinnett Technical College



DATE: August 16, 2018

TO: Atlanta Regional Workforce Development Board

CC: Haydn Braithwaite, Fiscal/Contracts/One-Stop Facilities Manager

FROM: Rob LeBeau, Director - ARWDB 

SUBJECT: **PROPOSED ACTION – Approval of REVISED Budget/Contractual Items for Atlanta Regional Workforce Development Board (ARWDB)**

Overview

Approval of the REVISED PY 18 WorkSource Atlanta Regional Budget (WS-ARB), dated August 3, 2018, in its entirety, beginning July 1, 2018. This revised budget includes, but not limited to:

- Actual revenue amounts
  - PY 18 – FY 19 is actual funding information provided by the State.
  - PY 17 – FY 18 actual carryover amounts from PY 17.
- Sub-Grantee (Contract) Services is allocated to each provider already approved by the board for contract extensions through June 30, 2019. The amounts allocated are based on previously Board approved budgets and budget negotiations with the individual providers.
- Attached WorkSource Atlanta Regional Area 07 WIOA Budget for PY 18 that was submitted to the Technical College System of GA (TCSG) as part of their requirements. It must be approved by the Board and signed by the CLEO. The budget:
  - Is in alignment with the Revised PY 18 WorkSource Atlanta Regional Budget
  - Contains a more itemized breakdown and allocation of expenses.
  - Contains a budget narrative

**PY 18 WORKSOURCE ATLANTA REGIONAL BUDGET  
FROM JULY 1, 2018 - JUNE 30, 2019**

	Adult	Youth	Disloc. Worker	Total
<b>Revenues</b>				
WIA/WIOA Formula Grant Admin PY 17 - FY 18 Carryover	305,949	113,193	31,796	450,938
WIA/WIOA Formula Grant Prog PY 17 - FY 18 Carryover	3,850,053	665,432	1,571,427	6,086,912
WIOA Formula Grant Admin PY 18 - FY 19	319,315	333,791	389,953	1,043,059
WIOA Formula Grant Prog PY 18 - FY 19	2,873,834	3,004,123	3,509,576	9,387,533
WIOA Rapid Response Prog PY 17 - FY 18 Carryover			161,740	161,740
OTHER			-	-
OTHER			-	-
OTHER			-	-
OTHER			-	-
<b>Total Revenues</b>	<b>7,349,151</b>	<b>4,116,539</b>	<b>5,664,492</b>	<b>17,130,182</b>
<b>Planned Expenditures/Obligations</b>				
<b>ARC/CRC Costs</b>				
ARC Administration Costs	530,308	339,536	355,014	1,224,857
ARC Operations/Program Costs	1,055,843	564,748	760,697	2,381,288
Career Resource Center Facilities/ Operations Costs/Mobile Unit	442,015	6,675	241,602	690,292
Other				-
<b>Total ARC/CRC Costs</b>	<b>2,028,166</b>	<b>910,958</b>	<b>1,357,313</b>	<b>4,296,438</b>
<b>Training/Support/Business Services</b>				
Work Based Learning (OJT, IWT, Work Experience, etc.)	400,000	411,695	250,000	1,061,695
Individual Training Accounts (ITAs) & Support Services	2,665,745	-	1,924,390	4,590,135
Rapid Response Projects			75,000	75,000
<b>Total Training/Business Services</b>	<b>3,065,745</b>	<b>411,695</b>	<b>2,249,390</b>	<b>5,726,830</b>
<b>Sub-Grantees (Contract) Services</b>				
<b>One-Stop/Career Services (Adult &amp; DW Services)</b>				
Corvel	506,316		216,993	723,309
ResCare - Career Services	647,419		431,612	1,079,031
Gwinnett Tech	167,874		111,916	279,790
Gwinnett Co Board of Comm	194,900		-	194,900
ResCare - 1 Stop Operator	174,824		74,924	249,748
<b>Youth Services</b>				
Cherokee Focus - COHS		157,344		157,344
Connecting Henry		287,087		287,087
CPACS		190,185		190,185
Hearts to Nourish Hope		737,020		737,020
Paxen		506,493		506,493
PEPP		257,897		257,897
ResCare		243,165		243,165
The Bridge Academy		254,177		254,177
				-
<b>Total Sub-Grantees (Contract) Services Costs</b>	<b>1,691,333</b>	<b>2,633,368</b>	<b>835,445</b>	<b>5,160,146</b>
<b>Total Planned Expenditures/Obligations</b>	<b>6,785,244</b>	<b>3,956,021</b>	<b>4,442,148</b>	<b>15,183,414</b>
<b>Total Planned Un-Obligated Admin Funding</b>	<b>94,956</b>	<b>107,448</b>	<b>66,735</b>	<b>269,140</b>
<b>Total Planned Un-Obligated Program Funding</b>	<b>468,951</b>	<b>53,069</b>	<b>1,155,608</b>	<b>1,677,629</b>
<b>% Planned Availability of Unobligated Funding</b>	<b>7.7%</b>	<b>3.9%</b>	<b>21.6%</b>	<b>11.4%</b>

Revision Date: 08/03/18

Notes: Additional Funding not included in budget but active for PY 18: HDCI - \$310K; Youth Discretionary - \$500K; SNAP - \$139K

**ATLANTA REGIONAL COMMISSION**  
**WORKSOURCE ATLANTA REGIONAL AREA 07**  
**WIOA Budget**  
**July 1, 2018 to June 30, 2019**

<b>REVENUE</b>	<b>Current Year Award (PY18)</b>	<b>Carryover Balances (PY17)</b>	<b>Total</b>
WIOA Adult	\$ 3,193,149	\$ 4,156,002	\$ 7,349,151
WIOA Dislocated Worker	3,899,529	1,764,963	5,664,492
WIOA Youth	3,337,914	778,625	4,116,539
<b>TOTAL REVENUE</b>	<b>\$ 10,430,592</b>	<b>\$ 6,699,590</b>	<b>\$ 17,130,182</b>

**EXPENSES**

Salaries/Fringe Benefits /Indirect	\$ 2,059,316	\$ 997,058	\$ 3,056,374
Office Supplies	70,906	71,353	142,259
Equipment	-	-	-
Mobile Unit Operations	33,246	11,254	44,500
Accounting & Auditing	-	-	-
Administrative Services	-	-	-
Professional Services	155,580	110,492	266,072
Direct WIOA Participant Expense	3,146,005	2,580,825	5,726,830
Contract Services (Sub-Grantee)	2,608,625	2,551,521	5,160,146
Rent	192,450	254,262	446,712
Legal Services	-	19,474	19,474
Miscellaneous/Contingencies	-	-	-
Network Services	93,410	43,579	136,989
Postage	2,528	3,273	5,801
Telephone Expense	32,096	16,024	48,120
Telephone Equipment	-	-	-
Conference	16,675	4,410	21,085
Staff Travel Expense	26,988	3,364	30,352
Board Travel Expense	-	-	-
Board Meeting Expenditures	-	-	-
Meeting Expense	15,148	5,351	20,499
Printing/Photocopy	7,416	11,284	18,700
Insurance	3,362	1,138	4,500
Utilities	5,976	7,023	12,999
Annual Service/Maintenance Contracts	-	-	-
Building & Grounds- Repair/Maint. Svc	-	-	-
Membership Dues	1,589	1,411	3,000
Publications	12,507	6,494	19,001
<b>TOTAL EXPENSES</b>	<b>\$ 8,483,823</b>	<b>\$ 6,699,590</b>	<b>\$ 15,183,413</b>

<b>INCOME OVER (UNDER) EXPENSES</b>	<b>\$ 1,946,769</b>	<b>\$ -</b>	<b>\$ 1,946,769</b>
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**ATLANTA REGIONAL COMMISSION**  
**WORKSOURCE ATLANTA REGIONAL AREA 07**  
**WIOA Budget**  
**July 1, 2018 to June 30, 2019**

	Carryover Admin	Current Year Admin	<b>Total Admin</b>
Salaries/Fringe Benefits /Indirect	236,881.00	777,066.00	\$1,013,947.00
Office Supplies	32,227.00	23,840.00	\$56,067.00
Equipment			\$0.00
Mobile Unit Operations			\$0.00
Accounting & Auditing			\$0.00
Administrative Services			\$0.00
Professional Services			\$0.00
Direct WIOA Participant Expense			\$0.00
Contract Services (Sub-Grantee)			\$0.00
Rent	17,821.00	20,073.00	\$37,894.00
Legal Services	19,474.00		\$19,474.00
Miscellaneous			\$0.00
Network Services	19,328.00	21,770.00	\$41,098.00
Postage	254.00	286.00	\$540.00
Telephone Expense	4,233.00	4,767.00	\$9,000.00
Telephone Equipment			\$0.00
Conference	1,881.00	7,119.00	\$9,000.00
Staff Travel Expense	2,352.00	21,085.00	\$23,437.00
Board Travel Expense			\$0.00
Board Meeting Expenditures			\$0.00
Meeting Expense	2,822.00	7,678.00	\$10,500.00
Printing/Photocopy	423.00	477.00	\$900.00
Insurance			\$0.00
Utilities			\$0.00
Annual Service/Maintenance Contracts			\$0.00
Building & Grounds- Repair/Maint. Svc			\$0.00
Membership Dues	1,411.00	1,589.00	\$3,000.00
Publications			\$0.00
<b>TOTAL EXPENSES</b>	339,107.00	885,750.00	\$1,224,857.00

**ATLANTA REGIONAL COMMISSION**  
**WORKSOURCE ATLANTA REGIONAL AREA 07**  
**WIOA Budget**  
**July 1, 2018 to June 30, 2019**

	Carryover Adult Program	Current Year Adult Program	Adult Total	Carryover DW Program	Current Year DW Program	DW Total	Carryover Youth Program	Current Year Youth Program	Youth Total	<b>Total Program</b>
Salaries/Fringe Benefits /Indirect	269,256	715,498	\$984,754.00	423,981	268,454	\$692,435.00	66,940	298,298	\$365,238.00	\$2,042,427.00
Office Supplies	24,568	30,191	\$54,759.00	14,558	16,125	\$30,683.00		750	\$750.00	\$86,192.00
Equipment			\$0.00			\$0.00			\$0.00	\$0.00
Mobile Unit Operations	4,823	20,792	\$25,615.00	6,431	11,500	\$17,931.00		954	\$954.00	\$44,500.00
Accounting & Auditing			\$0.00			\$0.00			\$0.00	\$0.00
Administrative Services			\$0.00			\$0.00			\$0.00	\$0.00
Professional Services	60,081	108,366	\$168,447.00	50,411	47,214	\$97,625.00			\$0.00	\$266,072.00
Direct WIOA Participant Expense	1,140,745	1,925,000	\$3,065,745.00	1,435,080	814,310	\$2,249,390.00	5,000	406,695	\$411,695.00	\$5,726,830.00
Contract Services (Sub-Grantee)	1,409,619	281,714	\$1,691,333.00	705,962	129,483	\$835,445.00	435,940	2,197,428	\$2,633,368.00	\$5,160,146.00
Rent	159,583	99,573	\$259,156.00	76,858	70,909	\$147,767.00		1,895	\$1,895.00	\$408,818.00
Legal Services			\$0.00			\$0.00			\$0.00	\$0.00
Miscellaneous/Contingencies			\$0.00			\$0.00			\$0.00	\$0.00
Network Services	10,393	44,804	\$55,197.00	13,858	24,781	\$38,639.00		2,055	\$2,055.00	\$95,891.00
Postage	2,037	1,289	\$3,326.00	982	926	\$1,908.00		27	\$27.00	\$5,261.00
Telephone Expense	5,912	17,954	\$23,866.00	5,879	8,925	\$14,804.00		450	\$450.00	\$39,120.00
Telephone Equipment			\$0.00			\$0.00			\$0.00	\$0.00
Conference	1,084	4,672	\$5,756.00	1,445	4,584	\$6,029.00		300	\$300.00	\$12,085.00
Staff Travel Expense	434	1,869	\$2,303.00	578	4,034	\$4,612.00			\$0.00	\$6,915.00
Board Travel Expense			\$0.00			\$0.00			\$0.00	\$0.00
Board Meeting Expenditures			\$0.00			\$0.00			\$0.00	\$0.00
Meeting Expense	1,084	4,672	\$5,756.00	1,445	2,584	\$4,029.00		214	\$214.00	\$9,999.00
Printing/Photocopy	7,418	3,996	\$11,414.00	3,443	2,898	\$6,341.00		45	\$45.00	\$17,800.00
Insurance	488	2,103	\$2,591.00	650	1,163	\$1,813.00		96	\$96.00	\$4,500.00
Advertising	867	3,738	\$4,605.00	1,156	2,067	\$3,223.00	5,000	171	\$5,171.00	\$12,999.00
Annual Service/Maintenance Contracts			\$0.00			\$0.00			\$0.00	\$0.00
Building & Grounds- Repair/Maint. Svc			\$0.00			\$0.00			\$0.00	\$0.00
Membership Dues			\$0.00			\$0.00			\$0.00	\$0.00
Publications	3,526	7,709	\$11,235.00	2,968	4,476	\$7,444.00		322	\$322.00	\$19,001.00
<b>TOTAL EXPENSES</b>	<b>\$3,101,918.00</b>	<b>\$3,273,940.00</b>	<b>\$6,375,858.00</b>	<b>\$2,745,685.00</b>	<b>\$1,414,433.00</b>	<b>\$4,160,118.00</b>	<b>\$512,880.00</b>	<b>\$2,909,700.00</b>	<b>\$3,422,580.00</b>	<b>\$13,958,556.00</b>



<b>Sub-Grantee Name</b>	<b>Contract Period</b>	<b>PY 18 Contract Amount</b>
<b>Corvel (Career Services)</b>	6/29/2018	723,309
<b>ResCare (Career Services)</b>	6/29/2018	1,079,031
<b>Gwinnett Technical College (Career Services)</b>	6/29/2018	279,790
<b>Gwinnett Board of Commissioners (Specialized Career Services)</b>	6/29/2018	194,900
<b>City of Holly Springs (Youth)</b>	6/29/2018	157,344
<b>Center for Pan-Asian Community Services (Youth)</b>	6/29/2018	190,185
<b>Connecting Henry (Youth)</b>	6/29/2018	287,087
<b>Hearts to Nourish Hope (Youth)</b>	6/29/2018	737,020
<b>Paxen (Youth)</b>	6/29/2018	506,493
<b>PEPP (Youth)</b>	6/29/2018	257,897
<b>ResCare (Youth)</b>	6/29/2018	243,165
<b>The Bridge Academy (Youth)</b>	6/29/2018	254,177
<b>ResCare (1-Stop Operator)</b>	6/29/2018	249,748
<b>Total</b>		5,160,146

*\*All sub-grantees were selected through an RFP process in 2017 that has been monitored and approved by the State.*

# ATLANTA REGIONAL COMMISSION WORKSOURCE ATLANTA REGIONAL AREA 07 WIOA BUDGET NARRATIVE FOR PY 2018

The purpose of the budget narrative is to supplement the information provided in the budget spreadsheet by providing an explanation on how the budget cost elements relate to the WIOA program as initiated by WorkSource Atlanta Regional, Local Area 07 (WSAR-07). Together, the budget narrative and budget spreadsheets should provide a complete financial and qualitative snapshot of the financial makeup of the WSAR-07. We look forward to further questions and discussions about this budget.

## **A. Salaries, Fringe Benefits and Indirect Costs (\$3,056,374)**

Personnel (\$1,430,290): Cost of Atlanta Regional Commission Workforce Group (ARC) employees, both temporary and full-time permanent.

Permanent (\$1,134,908)

Temporary (\$295,382)

Fringe (\$692,192): Cost of combined fringe costs for both temporary and full-time permanent employees of ARC. Calculated by multiplying salaries with respective fringe rates.

Permanent 59% (\$669,596)

Temporary 7.65% (22,597)

Indirect Costs (\$933,892) – Cost based on established and cognizant agency approved rate, as required by federal law. The indirect cost rate is 44% and the cost is calculated by multiplying the indirect cost rate with the sum of the salaries and fringe costs. It is applied to both permanent and temporary ARC staff.

## **B. Office Supplies (\$142,259)**

Per discussions with State, combined general office supplies with software and furniture costs for both ARC main location and Career Centers located in the 7-county region covered by WSAR-07.

## **C. Mobile Unit Operations (\$44,500)**

Cost of operations of the Mobile Unit. Costs include, but may not be limited to, office supplies, telephone, professional services, gas and repairs. It was intended to have those costs separated and not combined with costs from other Career Centers.

## **D. Professional Services (\$266,072)**

Cost of contract services to the Career Centers. May include, but not limited to, cleaning, pest control, and security services.

## **E. Direct WIOA Participant Expense (\$5,726,830)**

Cost directly attributable to participant services.

Category Name	Amount	Participant Count	Approximate cost per
Individual Training Account	\$4,290,135	1,430	\$3,000
Support	\$300,000	150	\$2,000
Work Based Learning	\$1,061,695	N/A	N/A
Rapid Response	\$75,000	N/A	N/A

# **ATLANTA REGIONAL COMMISSION WORKSOURCE ATLANTA REGIONAL AREA 07 WIOA BUDGET NARRATIVE FOR PY 2018**

**F. Contract Services - Sub-Grantee (\$5,160,146)**

Cost of Career, Youth and One-Stop Operator Services provided for the 7-County WSAR-07 region. The list and cost for each Sub-Grantee is included with the budget.

**G. Rent (\$446,172)**

Cost of rental share of Workforce rent at ARC main office and rent for the Career Centers located in the 7-County WSAR-07 region.

**H. Network Services (\$136,989)**

Cost of IT service provided by ARC.

**I. Postage (\$5,801)**

Cost of lease and purchase of postage for the Career Centers. For ARC, cost of postage or shipping used from USPS, FedEx, UPS, and other delivery options.

**J. Telephone Expense (\$48,120)**

Cost of Telephone Usage for ARC Workforce Group at main office and Career Centers located in the 7-County WSAR-07 region.

**K. Conference (\$21,085)**

Cost of registration and other costs related to ARC Workforce staff and Board members attending Workforce related conferences. Cost also cover contracted staff, such as career advisors, who work out of the Career Centers located in the 7-County WSAR-07 region, to attend selected conferences.

**L. Staff Travel Expense (\$30,352)**

Cost associated with business related local and out-of-region travel for ARC Workforce staff and Board Members. Costs include, but are not limited to, hotel, air tickets, mileage, and meals (all reimbursed or paid based on ARC and State policy).

**M. Meeting Expense (\$20,499)**

Cost of attending, hosting or participating in business related meetings. Costs must be allowable according to ARC and State policy.

**N. Printing/Photocopy (\$18,700)**

Cost of leasing and usage of copiers at the Career Centers located in the 7-County WSAR-07 region. Also for cost of ARC Workforce staff usage of copiers at main office.

**O. Insurance (\$4,500)**

Retained amount to cover deductible costs for incidents related to ARC Workforce property.

**P. Utilities (\$12,999)**

General cost of utilities at the Career Centers located in the 7-County WSAR-07 region.

**Q. Membership Dues (\$3,000)**

Allowable cost of membership to Workforce related organizations, not already covered by ARC.


**R. Publications (\$19,001)**

General cost of publications used in the resource are of the Career Centers located in the 7-County WSAR-07 region.

DATE: August 15, 2018

TO: Atlanta Regional Workforce Development Board

CC: Lisa Davis, Special Projects Manager

FROM: Rob LeBeau, Director - ARWDB 

**SUBJECT: PROPOSED ACTION – Approval of Adult/Dislocated Worker Work Experience Policy**

**Purpose:**

To provide guidance defining the process to provide Workforce Innovation and Opportunity Act (WIOA) participants Work Experience (WEx) activities. WIOA sec. 134(c)(2)(A)(xii)(VII), defines an internship or work experience as a planned, structured learning experience that takes place in a workplace for a limited period. Internships and other work experience may be paid or unpaid, as appropriate and consistent with other laws, such as the Fair Labor Standards Act. An internship or other work experience may be arranged within the private for-profit sector, the non-profit sector, or the public sector.

**Program Requirements:**

The intention of a work experience is to enable participants to explore career options and gain exposure to the working world and its requirements. A work experience shall be designed to enhance the employability of individuals through the development of good work habits and basic work skills. The purpose of work experience is not to benefit the employer, although the employer may, to a limited extent, benefit from the activities performed by the participant.

A Work Experience may be a standalone career service or may be combined with training or other WIOA services. All work experiences must meet the following requirements:

- Occur in a workplace for a limited period (see maximum allotment below). The exact duration will be set as appropriate for the participant's employment goals, background and skill level as reflected in the Individual Employment Plan (IEP).
  - At least 20 hours a week but no more than 40 hours a week, subject to a maximum duration of 12 weeks or 480 hours.
- Assist the participant in gaining competencies and experience in order to meet local employer demands.
- Be related to a career choice or interest and provide learning through work-based projects.

- Pay at an hourly wage at the same rates as similarly situated employees or trainees, subject to the Fair Labor Standards Act

The work experience will be guided by a Work Experience Agreement, an agreement between the worksite employer and the employer of record, which will specify the occupational and employability competencies the participant will achieve in the work experience, the relationship and responsibilities of all parties, the evaluation process that will outline the progress of the participant at certain intervals, and other necessary requirements.

At a minimum, the Work Experience Agreement should include the following elements:

- Names and contact information for all parties;
- Names and titles of all employer staff that are authorized to sign the timesheet for the Work Experience participant(s);
- The participant's Work Experience start and end date;
- Responsibilities and expectations of the participant, the worksite employer, and the local workforce development area (LWDA) and/or Contracted Provider;
- The job title, pay, duties, and goals for each participant;
- A statement informing the worksite that they may be subject to worksite monitoring by both state and local representatives, as well as regular visitations by LWDA staff and/or Contracted Provider staff to check on the progress of the participants;
- Other information relevant to the specific work experience activity; and
- Signatures and dates from the site supervisor and LWDA staff and/or Contract Provider

### **Employer Eligibility**

A work experience may be arranged within the private for-profit sector, the non-profit sector, or the public sector. The entity hosting the work experience, or worksite, must designate an appropriate manager to provide supervision and feedback to the participant at regular intervals during the course of the program.

Employers should be flexible in working with participants who have issues that may be barriers to employment. The worksite agreement will ensure that the work experience arrangements do not unfavorably impact current employees and do not impair existing contracts for services or collective bargaining agreements.

Work experiences in the private for-profit sector must be structured so as not to appear to be subsidizing private for-profit operations. The work of the participant should not materially impact the profit margin of a private for-profit company.

The Worksite Supervisor plays a vital role in the Work Experience. The Worksite Supervisor will have more direct contact with the participant than any other person involved in the Work Experience. It is important to understand what that role is and how to deal with different

situations that may occur. A Worksite Supervisor must be designated for the participant. Responsibilities include:

1. Provide meaningful Work Experience and/or Training
2. The Work Experience should improve skills the individual already has and assist them in acquiring new skills.
3. Each participant should be made aware of what is expected of him/her by the supervisor.
4. Directions and instruction from the supervisor should be clear and comprehensive. Be sure that the participant understands what it is that he/she is supposed to do.
5. Work tasks should be sufficient to occupy the participants scheduled hours.

### **Participant Eligibility**

The goal of Work Experience is to provide each participant with a meaningful work experience (WEx), on-site job coaching, mentoring, career awareness, for issues they may encounter while working. WEx participants will be paid what standard employees are paid by that employer per the position and are expected to work a minimum of 20 hours per week. Hours worked may never exceed 40 hours per week.

- The duration of the Work Experience can be scheduled for up to 12 weeks.
- The Employer has the discretion to end the paid work experience for any reason.
- The Employer is free to hire the participant during or after the 12 weeks but is not obligated to hire anyone.
- The participant's role in the process has been clearly explained to him/her.
- The participants are expected to show up on time, notify both their worksite supervisor and their case manager if they are unable to make it to work or will be late, and to work at the tasks they are given.
- The initial screening is determined by the Employer's needs. Allowable assessments are background checks, drug screens or additional Employer specific assessments.

The Service Provider will provide 100% of the funding for wages, transportation and/or support services needed to assist the Employer and participant in maintaining a positive work experience through the duration of the assignment.

Although work experiences are individualized career services, participants are eligible for Supportive Services as if they were enrolled in training, subject to funding availability. Support Services are subject to all the requirements specified in the supportive service policy and may include but not limited to:

1. Transportation to and from locations inside/outside of the immediate area.
2. Uniforms/tools
3. Auto Repair
4. Additional Training identified by the Employer/provider

While everyone plays an important role in supporting the participant, only he or she can truly ensure his or her own success. The eligible participants have:

- Completed Job Readiness Classes that include soft skills and retention training.
- Completed a career assessment and are interested in participating in WEX at the site selected.
- Have had their IEP/ISS updated to reflect the need for the WEX.

### **Training Orientation**

The Service Provider staff will schedule a meeting with the participant prior to the work experience training start date to review the rules, requirements, and expectations of the program including assigned worksite name, address, supervisor, worksite telephone number, job title/duties, scheduled first day of work, projected scheduled training end date, and scheduled number of hours each week. After the information is reviewed with the participant, the participant will be asked to sign an 'Acknowledgement' to verify and document his/her awareness of the worksite and training details provided.


### **REFERENCES**

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, enacted July 22, 2014 Workforce Innovation and Opportunity Act Regulations, 20 CFR Parts 678, 680, 683
- WIOA Section 134(c)
- State of Georgia Workforce Development Board Policy and Procedure Manual, 3.4.1.5 Work Experience (WEX)
- USDOL TEGL 19-16, Guidance on Services Provided through the Adult and Dislocated Worker programs under WIOA

DATE: July 1, 2018

TO: Atlanta Regional Workforce Development Board

CC: Marsharee O'Connor, NextGen Program Administrator

FROM: Rob LeBeau, Director - ARWDB 

SUBJECT: **PROPOSED ACTION – Approval of Guidance & Guidelines for Youth Supportive Services Assistance Policy**

### **Purpose**

To establish a policy providing guidance and guidelines in the provision of Title 1-B, WIOA sec. 129(c)(2), Youth Program 14 Element, 20 CFR § 681.570, Youth Supportive Services. The policy serves to establish a process for identifying need and providing supportive services assistance to participants receiving WIOA services. As defined in WIOA sec. 3(59), the available supportive services activities enable an individual to continue to have access to employment, education and training opportunities to succeed in the labor market.

### **Policy**

Supportive services are one of the 14 program elements options available under WIOA youth services. Supportive services 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. To ensure coordination across programs, non-duplication of resources and services, and to establish limits on the amount and duration of services between Title-I programs, supportive services for the NGP must align with the Adult and Dislocated Workers Programs. **The total amount of Supportive Services MAY NOT exceed \$5,000 per participant, per program year unless approved by ARC prior to providing the assistance.**

- ❖ **The supportive services cap of \$5,000 also INCLUDES the incentive cap of up to \$500 as outlined in NGP Incentive Policy 04-01.**

Participants must first obtain supportive services through other programs before relying on WIOA Title-I funding. Career Advisors will assist participants to work with other programs to ensure they receive all the benefits to which they are entitled to under the law.

### **Provisions**

Supportive services must be issued in accordance with the requirements contained in the Cost Principles in 2 CFR Part 200 (be reasonable and necessary, both in cost and in items being purchased), and be necessary for participation in career or training activities or the success of the ISS/ISP/IEP. Supportive services will only be provided when the individual is unable to obtain supportive services through another program that provides such services. To prevent duplication of resources and services, services available through other agencies will be researched, explored



and utilized prior to using WIOA funds. The Career Advisor will access services available in the community and make all efforts to access those services at no, or low cost to the participant.

Any assessments, tests and/or supportive services provided to the participant must be documented in the participant's ISS/ISP/IEP. Also, all supportive services must have been approved and recorded in GWROPP/VOS prior to the participant receiving or obtaining the goods or services. Backdated requests for services WILL NOT be approved.

- ❖ The provisions of supportive services related to duration, time and type outside of what is addressed in this policy will be considered on a case -by-case basis.

### **Participant Eligibility**

To be eligible for any WIOA financial assistance payments, participant must have been determined WIOA eligible and:

1. Be participating in career services and/or training services;

❖ ***EXCEPTION – Limited supportive services (such as paying for copies of the social security card or birth certificate, etc.) may be provided to individuals who are not yet enrolled in WIOA. This type of supportive services enables the individuals to successfully participate in assessment activity as well as to complete the eligibility certification requirements for WIOA enrollment. Once enrolled in WIOA, the supportive services amount spent prior to WIOA enrollment will also count towards the \$5,000 cap indicated above.***

2. Be unable to obtain supportive services through other programs providing such services; and
3. Must comply with program regulations and policies during the period of training and/or enrollment to continue to receive supportive services payments.

### **Determination of Need**

1. **Financial/Physical Need** – There must be documentation in the participant's physical case file and GWROPP/VOS that demonstrates that the participant is incapable of providing these services for him/herself. Documentation may consist of:
  - a) Low income status as documented by family/household income determination.
  - b) Receipt of federal or state public assistance.
  - c) Receipt of UI benefits.
  - d) Documentation of skill upgrading that would lead to employment in a local or state in-demand occupation.
  - e) Documentation of lack of employment or underemployment.

**References:** State Workforce Policies and Procedures Manual (11/20/2017); WIOA sec. 129(c)(2); WIOA sec. 3(59); 20 CFR § 681.570; 20 CFR § 681.580; 2 CFR Part 200; TEGL 8-15; TEGL 21-16; and NGP Incentive Policy 04-01.

- f) Separation from employment notice.
  - g) Birth certificates of children receiving childcare.
  - h) Transportation distance to attend training.
2. **Resource Coordination** – There must be documentation that supportive services or funds for those services are not available from other state or federal grant programs. There must be analysis of all federal/state/local resources available and how they are being coordinated. For example, an ARC/ARWDB analysis of need form will document the total basis of need considering UI, Pell, Hope Grant/Scholarship etc., or other instances of federal/state/local resources available, to determine how resources are being coordinated. Examples of acceptable documentation:
- a) Participant time sheets or attendance record, to demonstrate active participation in WIOA activity/services (signed and dated by the participant and the instructor/supervisor providing training/WEx services).
  - b) Income Determination, to demonstrate the participant's is incapable of providing these services for him/herself
  - c) UI records, to demonstrate the income as well as if the funding were exhausted.
  - d) Application for applicable state and federal funds, to demonstrate that funding through those entities were denied or exhausted.
  - e) Supportive Services Request Form, to demonstrate the type of supportive services requested, justification of the requested amount, how the funds will assist the participant, and the time frame the supportive services will be provided (signed and dated by the participant and the Career Advisor).

EXCEPT for WEx related activities, a participant may waive WIOA supportive services assistance payment, if accepting payment would mean the loss of benefits. The following two provisions apply:

- The participant may request the assistance payment to start at a later date, but MAY NOT claim retroactive payments for those assistance.
- Advances against future assistance payments ARE NOT allowed.

### **Support Service Request Form**

Each participant requesting supportive services must complete a "Supportive Services Request Form". The Career Advisor will determine the basis of need and sign off on the justification for support that is necessary and reasonable to complete WIOA activities. For additional information regarding non-GWROPP/VOS documentation, see "ELIGIBILITY AND DETERMINATION OF NEED ASSESSMENT" section of this document.

**References:** State Workforce Policies and Procedures Manual (11/20/2017); WIOA sec. 129(c)(2); WIOA sec. 3(59); 20 CFR § 681.570; 20 CFR § 681.580; 2 CFR Part 200; TEGL 8-15; TEGL 21-16; and NGP Incentive Policy 04-01.

- Justification – Must include the WIOA activity for which supportive services is being provided, a projection of the quarterly amounts as well as the total anticipated amount of supportive services requested. Also, the requested form must be collected and included in the participant’s physical case file as well as uploaded to GWROPP/VOS.

All documentation of each supportive services payment type and amount must be entered in GWROPP/VOS under the appropriate service activity code to include the type of support service, amount, date of service, etc. Supportive services data requirements for GWROPP/VOS are:

1. Case-notes – All attempts to secure other funding as well as issuance of supportive services must be noted under the case-notes section.
2. Service Activity Code – The appropriate service activity code must be assigned. This section will be used to enter the payment type and amount of supportive services:
  - a) 480 Support Service – Child/Dependent Care.
  - b) 481 Support Service – Transportation Assistance
  - c) 482 Support Service – Medical.
  - d) 483 Support Service – Temporary Shelter
  - e) 485 Support Service – Other
  - f) 486 Support Service – Counseling

Career Advisors are responsible for tracking payments, to ensure compliance with the \$5,000 limitation. ARC/ARWDB Finance staff will also maintain records to monitor the yearly cap limitations. All supportive services information in GWROPP/VOS must be updated and completed at the end of each fiscal quarter for all participants receiving supportive services in the fiscal quarter. ARC/ARWDB NGP staff will perform a secondary review and reconciliation of participants’ information in GWROPP/VOS to ensure the case management system and physical case files reflect an accurate account for the supportive services provided on a quarterly basis.

### **Allowable Supportive Services**

#### **1. Linkages to Community Services**

Assistance may be provided for participants needing linkages, referrals, and information about the availability of supportive services assistance not covered by WIOA. These services may include, but are not limited to: SNAP (Food stamps), TANF, veteran’s assistance, financial assistance for education, and other public assistance funds.

#### **2. Assistance with Transportation**

Assistance (gas for personal vehicle, public transportation, etc.) may be approved for up to \$100.00 per month. Costs for other transportation services such as taxis, private transportation firms, and company vehicle usage charges will be reimbursed at a maximum

**References:** State Workforce Policies and Procedures Manual (11/20/2017); WIOA sec. 129(c)(2); WIOA sec. 3(59); 20 CFR § 681.570; 20 CFR § 681.580; 2 CFR Part 200; TEGL 8-15; TEGL 21-16; and NGP Incentive Policy 04-01.

amount of \$50.00 per month. Additional expenses may be approved by the ARC/ARWDB NGP Program Administrator for extenuating circumstances.

- For the WEx activity, mileage reimbursement may be available for participants who commute to and from a work site or training site for which no other form of transportation is reasonably available. Mileage reimbursement may be allowed up to the first 14 calendar days to support the participant's participation in WEx. Map mileage (calculated using an online map program) may be used as the basis for payment.

➤ ***Supportive services expenditures provided during WEx, according to TEGL 21-16, (except for incentives – see NGP Incentive Policy 04-01) CANNOT be counted toward the WEx expenditure requirement even if supportive services assist the participant in participating in the WEx.***

### **3. Assistance with Child Care and Dependent Care**

Child care and dependent care assistance may be provided to participants who are not able to participate in WIOA programs without such assistance. This includes participants who are in danger of dropping out or making less than satisfactory progress due to unsatisfactory or unreliable childcare/dependent care arrangements. Funds from other sources, such as DFCS or TANF, may be combined with WIOA funds with written approval by the ARC/ARWDB NGP Administrator. In those instances, WIOA funds may only be used for those expenses not covered by the other funding source. For participants receiving TANF benefits, NGSPS must document that the participant is not receiving dependent care benefits from TANF before providing dependent care assistance through WIOA.

- If dependent care is not otherwise available from DFCS, TANF or other funding sources, assistance may be available and NGP may reimburse the cost of:
  - Care for dependent children under age 6 or adult dependents with documented care needs, up to a maximum of \$70 per week per dependent (excluding late fees) while the participant is enrolled in basic career services or an ITA training service during times when the individual is scheduled and/or commuting to training activities.
  - Care for children ages 6 through 14 during times when school is not in session. For each dependent child ages 6 through 14, a maximum of \$45 per week per child may be provided to assist with after school care while a participant attends or commutes to scheduled training activities. A full-time rate of \$70 per week for each dependent child through age 14 may be provided during summer school break.
- Participants are encouraged to use licensed dependent care providers whenever possible. If not licensed, the service must be provided by a dependent care provider who cares for children outside of the participant's home.

**References:** State Workforce Policies and Procedures Manual (11/20/2017); WIOA sec. 129(c)(2); WIOA sec. 3(59); 20 CFR § 681.570; 20 CFR § 681.580; 2 CFR Part 200; TEGL 8-15; TEGL 21-16; and NGP Incentive Policy 04-01.

- Dependent care costs will be paid directly to the dependent care provider if possible. However, under certain circumstances the cost may be reimbursed to the customer. Payments are based on receipts from the dependent care provider and include verification of a child's attendance record and verification of class attendance by the participant. Payments will be made monthly and will depend on timely receipt of the specified documentation.
- ARC/ARWDB will reimburse up to \$45 per child for a one-time registration fee if this fee is customarily charged by the dependent care provider to all clients. No reimbursements will be made for late fees incurred by participants.

#### 4. Assistance with Educational Testing

Assistance is authorized for the payment of application fees to educational institutions. These are fees that are paid to determine a participant's eligibility and acceptance at the educational institution which will allow the participant to obtain information on financial aid awards. Assistance with books, fees, school supplies, and other necessary items for the students enrolled in post-secondary education classes are authorized as well.

- Tuition assistance will be reviewed for approval on a case-by-case basis by ARC/ARWDB NGP Administrator.

#### 5. Reasonable Accommodations for Individuals with Disabilities

Assistance to enable an individual with a disability to gain access to participate in employment and training services.

- ❖ *It is **NOT** allowable to use WIOA supportive services funds to make capital improvements to a training facility or worksite for general compliance with the requirements of the Americans with Disabilities Act of 1990.*

#### 6. Meals

For each day, a participant attends class for a minimum of 3 hours, \$6 may be provided to assist with meal expenses. Meal assistance is not available if provided by another agency such as DFCS.

#### 7. Emergency Assistance

Defined as payments made on behalf of a WIOA participant to help with problems that would impact his/her continuation in and/or completion of a program. Emergency assistance can be provided for but not limited to, the following:

- Emergency car repairs.
- Emergency healthcare.
- Emergency utilities (power, heating fuel).
- Emergency housing.

**References:** State Workforce Policies and Procedures Manual (11/20/2017); WIOA sec. 129(c)(2); WIOA sec. 3(59); 20 CFR § 681.570; 20 CFR § 681.580; 2 CFR Part 200; TEGL 8-15; TEGL 21-16; and NGP Incentive Policy 04-01.

*Emergency Car Repairs* – May be provided if the car is no longer safe, is the only means of transportation to and from training and is owned by the customer. The customer will be required to obtain three (3) written quotes for repairs, not exceeding 25% of the tax value of the vehicle or \$500, whichever is lower.

*Emergency Healthcare* – Assistance is authorized for healthcare and medical services. This assistance is not intended to cover the costs of major issues such as major surgery or major dental care, and is not intended to encourage visits to healthcare centers or doctors for minor illnesses for which the participant would not normally seek medical attention. Eye glasses or protective eyewear may be provided if there are no other resources available to provide the eyewear, and the customer's vision is impaired. Broken eyeglasses may be replaced if the customer cannot afford to replace them and cannot attend classes. Emergency healthcare must not exceed \$500.

*Emergency Utilities* – Payment is defined as one month's payment for electricity or heating fuel for a customer. Deposits are not allowable because the amount may be reimbursed to a participant later. Since this is a one-time emergency intervention, a plan must be established to ensure the participant will be able to meet long term utility needs. Emergency utility payments must not exceed \$500.

*Emergency Housing* – Assistance may be provided to participants on a case-by-case basis and require prior approval from ARC/ARWDB NGP Administrator. The assistance may include cost for rent and temporary housing. Past due rent is allowable. Deposits are not allowable because the amount may be reimbursed to a participant at a later date. Since this is a one-time emergency intervention, a plan must be established to ensure the participant will be able to meet long term housing needs. Assistance may not exceed \$1000 for one month or no more than \$1800 to include one month's back rent. Requests for the payment of rent requires the following supporting documentation:

- A rental or lease agreement bearing the participant's name, and
- An original statement signed by the landlord reflecting the amount of rent due and the corresponding dates.
- If a participant does not have a formal lease with a landlord, a notarized letter stating the name of the participant, the address of the property, and the amount of delinquency is required.

## **8. After Training Assistance**

Allowable supportive services provided after training to obtain employment include, but are not limited to:

- Tools, work clothing, and boots/shoes required for employment (also includes eyeglasses and protective eye gear);
- Bonding and liability insurance for employment;

**References:** State Workforce Policies and Procedures Manual (11/20/2017); WIOA sec. 129(c)(2); WIOA sec. 3(59); 20 CFR § 681.570; 20 CFR § 681.580; 2 CFR Part 200; TEGL 8-15; TEGL 21-16; and NGP Incentive Policy 04-01.

- Drug testing required by employer;
- Financial counseling; and
- Auxiliary aides and services necessary for persons with disabilities.

For participants enrolled in programs such as HVAC, automotive technology and automotive collision, which require expensive tools for training as well as employment, supportive services may be used to supplement tool purchase costs during training in the event the participant's training ITA funds are exhausted by tuition, books, fees and other training costs.

- ❖ This determination will be made on a case by case basis by the NGP Program Administrator.

**NEEDS-RELATED PAYMENTS** – Though needs-related payments as described in 20 CFR § 680.930 through § 680.970 WIOA, sec. 134(d)(3) and § 681.570 WIOA, sec. 129(c)(2) are an allowable supportive service authorized to provide financial support to participants (out-of-school and 18 – 24 years) for the purpose of enabling them to participate in training, ARC/ARWDB does not provide such support.

### **Unallowable Supportive Services**

Payments **ARE NOT** allowed for titled or deeded items or when recovery of the expense is anticipated. Unallowable supportive services include:

- Rent deposits or housing deposits;
- Mortgage payments;
- Car payments;
- Purchase of vehicles;
- Fines;
- Current or past taxes;
- Current or past child support;
- Legal fees (except fees for legal aid) such as bail and restitution; and
- Payment toward goods or services incurred or received prior to the participant's enrollment in WIOA.

### **Concurrent Enrollment**

In accordance with 20 CFR § 680.430, NGP participants may concurrently co-enroll in NGP and the Adult Program and can receive supportive services from both programs' funding stream. However, supportive services cannot be duplicated and the maximum \$5,000 program year limit includes cumulative funds awarded from both the NGP and Adult Programs.

**References:** State Workforce Policies and Procedures Manual (11/20/2017); WIOA sec. 129(c)(2); WIOA sec. 3(59); 20 CFR § 681.570; 20 CFR § 681.580; 2 CFR Part 200; TEGL 8-15; TEGL 21-16; and NGP Incentive Policy 04-01.



### **Twelve Months Follow-Up Period**

To ensure success after the program, supportive service may be provided to participants who exit the WIOA program and are in the 12- months follow-up period as defined in 20 CFR § 681.580. This is to ensure educational retention for those who are attending advance training (non-WIOA funded) or post-secondary school; and job retention, wage gains, and career progress for those who obtain unsubsidized employment. The approval process is the same as for participants in active status. Support service shall commence no earlier than participant's WIOA enrollment date and shall end upon completion of the 12-months follow-up period.

### **DEFINITIONS**

- **ARC** – Atlanta Regional Commission
- **ARWDB** – Atlanta Regional Workforce Development Board
- **CFR** - Code of Federal Regulations
- **DFCS** – Department of Family and Children Services
- **GWROPP/VOS/VOS** – Georgia Work Ready Online Participant Portal/ Virtual OneStop System
- **HVAC** – Heating, Ventilation and Air Conditioning
- **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
- **SNAP** – Supplemental Nutrition Assistance Program
- **TANF** – Temporary Assistance for Needy Families
- **TEGL** – Training and Employment Guidance Letter
- **UI** – Unemployment Insurance
- **WEx** – Work Experience
- **WIG PS** – Workforce Implementation Guidance Programmatic Services
- **WIOA** – Workforce Innovation and Opportunity Act


**References:** State Workforce Policies and Procedures Manual (11/20/2017); WIOA sec. 129(c)(2); WIOA sec. 3(59); 20 CFR § 681.570; 20 CFR § 681.580; 2 CFR Part 200; TEGL 8-15; TEGL 21-16; and NGP Incentive Policy 04-01.



DATE: August 15, 2018

TO: Atlanta Regional Workforce Development Board

CC: Phyllis Jackson, Adult/DW Program Administrator & Mobile Unit Coordinator

FROM: Rob LeBeau, Director - ARWDB 

SUBJECT: **PROPOSED ACTION – Approval of Combined Individual Training Account and On-The-Job Training Policy**

#### Overview

The Workforce Innovation and Opportunity Act (WIOA) provides opportunities for eligible participants to receive class-based training with an Individual Training Account (ITA) provided by training providers on the Georgia Eligible Training Provider List (ETPL) as well as work-based training. On-The-Job Training (OJT) is provided by an employer to a WIOA eligible employee to address an identified skills gap. The employer is reimbursed by WIOA for a portion on the employee's salary to offset the expense of training the employee on the job and closing the skills gap.

WorkSource Atlanta Regional may provide On-The-Job Training to eligible customers who have successfully completed WIOA funded ITA class-based training to ensure a smooth transition of the customer into a job with a self-sustaining wage and career pathway of upward mobility. The ideal customer will have acquired the necessary academic knowledge and met the requirements for program completion or graduation; however, the classroom does not provide an opportunity to practice the knowledge and skills required to perform a job in the workplace. This is particularly relevant for those occupations that require candidates to practice their new professions for specified periods of time before they are eligible to sit for the credential examination.

The following policies and procedures will apply to the customer transitioning from an Individual Training Account to On-The-Job Training:

- On-The-Job Training Program - Business Services
- Supportive Services Policy
- Individual Training Account Policy

The Supportive Services funds allocated for the customer's ITA may be available to the customer up to the first month of employment in the OJT position. This will be determined by re-evaluating the participant's need of supportive services.

Requirements for customers combining ITA with OJT services:

1. Successful Completion of Training Program
2. Earned credential or scheduled to test at first opportunity
3. Attended Job Smart and Resume Workshops
4. Actively job searched for at least 30 days
5. Provide list of 10 Jobs for which applied
6. Register with Employ Georgia – GDOL One Stop Partner

The total ITA/OJT combined cost for a WIOA participant shall not exceed the policy approved cost limits as set forth in the ITA, OJT, and Supportive Service Policies, unless otherwise approved by Atlanta Regional Commission.



ResCare Workforce Services

# **Monthly Briefing Report One Stop Operator**

Reporting Period: July 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 (Ongoing)

- Customer Satisfaction rating holding steady at 95%.
- Ensuring that all One Stop Staff is trained properly on all resources that are available to participants. Updates to intake forms to include Disability Employment Coordinator and ARC's Youth Initiative, which are now co-located in the One Stop.



### 2) Partner Integration

- Increase Partnerships-Partnerships with CPACS-ESLClasses, Manpower, CareSource, Gwinnett County Government (Office of Economic Development). Resource and Employment Fair conducted in One Stop on 8-22-18.

# ResCare Monthly Briefing Report

## Performance Metrics and Action Plans

### Contractual

#### (3) Performance Outcomes across (3) Deliverables across (1) Project

Project: GA ATLANTA W/OA ONE STOP Project Director: Carlethia Collier

Benchmarks	Target/ Eff Target	Category/ Freq	Contr ID	Jul18 ←	Aug18 -----	Sep18 -----	Oct18 -----	Nov18 -----	Dec18 ---Tar	Jan19 get---	Feb19 -----	Mar19 -----	Apr19 -----	May19 -----	Jun19 ----->
Customer Satisfaction Rating	90% 92.00%	Quarterly	30452	95.02% 92.00%	•										
RAVS Training Completion	98% 98.00%	Quarterly	30452	100.00% 98.00%	•										
Integration of Partners	80% 90.00%	Quarterly	30452	82.41% 90.00%	•										

### Metrics

- Actions to sustain and metrics are listed below:

## ResCare Monthly Briefing Report

	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	Ensures that all staff feel appreciated and will want to contribute more to the overall One Stop System.	Continuous	Meeting expectations
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	Meeting expectations
4						
	Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>II. Rays Certification</b>						
1	All Staff Certified in RAYS (Rescare At Your Service)	One Stop Operator- Carlethia Collier			Meeting 100%	
	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	Add new partners to the One Stop Operation	One Stop Operator- Carlethia Collier	Ongoing	Increases knowledge about services provided at the One Stop and increase foot traffic to the the One Stop.	Conducted Monthly	Meeting Expectations
3						

### Next 30 Day Focus

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

- 1.) Increase marketing efforts to showcase new initiatives and services.
- 2.) Offering more one day hiring events with various employers.

### Innovation

Offer diversity training for One Stop Staff in the upcoming months.

# Cherokee County Customer Activity

## Program Year 2017, Period of July 1, 2017 – June 30, 2018



<b>Cherokee Customer Visits</b>	<b>278</b>
<b>Computer Lab Visits</b>	<b>103</b>
<b>Workshop Attendance Job Smart, Resume, Other</b>	<b>78</b>
<b>Mobile Unit Visits</b>	<b>94</b>
<b># Of Training Applications Rec'd</b>	<b>69</b>
<b># Of Eligible Applicants</b>	<b>43</b>
<b>Enrolled in VOS in PY 2017</b>	<b>17</b>
<b>Enrolled in Training in PY 2017</b>	<b>21</b>
<b>Active Customers</b>	<b>17</b>

# Clayton County Customer Activity

## Program Year 2017, Period of July 1, 2017 – June 30, 2018



<b>Clayton Customer Visits</b>	<b>6,750</b>
<b>Computer Lab Visits</b>	<b>6,125</b>
<b>Workshop Attendance Job Smart, Resume, Other</b>	<b>5,780</b>
<b>Mobile Unit Visits</b>	<b>317</b>
<b># Of Training Applications Rec'd</b>	<b>734</b>
<b># Of Eligible Applicants</b>	<b>541</b>
<b>Enrolled in VOS in PY 2017</b>	<b>182</b>
<b>Enrolled in Training in PY 2017</b>	<b>199</b>
<b>Active Customers</b>	<b>173</b>



# Career Resource Centers Testimonial

**Cassandra Jones is a WIOA Success Story because of her hard work and dedication. Cassandra is from a small town in South Georgia. She attended Valdosta Tech and became a Certified Nurse Assistant. She worked in nursing homes, rehabilitation centers and home health care facilities, always in search of better opportunities.**

**After relocating to Atlanta, she was assisted by WIOA in enrolling in the Phlebotomy Tech Program at Atlanta Technical College. She did her externship at Grady Hospital. On the last day of her externship she was offered a full time position. She recently visited the Clayton Career Center and stated the she loves her job.**

**Cassandra Jones, Certified Phlebotomy Technician, a WIOA Success Story.**

# Douglas County Customer Activity

## Program Year 2017, Period of July 1, 2017 – June 30, 2018



<b>Douglas Customer Visits</b>	<b>3,450</b>
<b>Computer Lab Visits</b>	<b>2,282</b>
<b>Workshop Attendance Job Smart, Resume, Other</b>	<b>1,335</b>
<b>Mobile Unit Visits</b>	<b>270</b>
<b># Of Training Applications Rec'd</b>	<b>217</b>
<b># Of Eligible Applicants</b>	<b>113</b>
<b>Enrolled in VOS in PY 2017</b>	<b>70</b>
<b>Enrolled in Training in PY 2017</b>	<b>82</b>
<b>Active Customers</b>	<b>55</b>

# Fayette County Customer Activity

## Program Year 2017, Period of July 1, 2017 – June 30, 2018



<b>Fayette Customer Visits</b>	<b>368</b>
<b>Computer Lab Visits</b>	<b>258</b>
<b>Workshop Attendance Job Smart, Resume, Other</b>	<b>250</b>
<b>Mobile Unit Visits</b>	<b>181</b>
<b># Of Training Applications Rec'd</b>	<b>45</b>
<b># Of Eligible Applicants</b>	<b>31</b>
<b>Enrolled in VOS in PY 2017</b>	<b>16</b>
<b>Enrolled in Training in PY 2017</b>	<b>18</b>
<b>Active Customers</b>	<b>16</b>

# Gwinnett County Customer Activity

## Program Year 2017, Period of July 1, 2017 – June 30, 2018



<b>Gwinnett Customer Visits</b>	<b>10,977</b>
<b>Computer Lab Visits</b>	<b>9,202</b>
<b>Workshop Attendance Job Smart, Resume, Other</b>	<b>6,504</b>
<b>Mobile Unit Visits</b>	<b>213</b>
<b># Of Training Applications Rec'd</b>	<b>1,066</b>
<b># Of Eligible Applicants</b>	<b>601</b>
<b>Enrolled in VOS in PY 2017</b>	<b>186</b>
<b>Enrolled in Training in PY 2017</b>	<b>218</b>
<b>Active Customers</b>	<b>143</b>

# Gwinnett Tech CRC Customer Activity

## Program Year 2017, Period of July 1, 2017 – June 30, 2018



<b>Gwinnett Tech Customer Visits</b>	<b>4,994</b>
<b>Workshop Attendance Job Smart, Resume, Other</b>	<b>8,391</b>
<b># Of Training Applications Rec'd</b>	<b>70</b>
<b># Of Eligible Applicants</b>	<b>69</b>
<b>Enrolled in VOS in PY 2017</b>	<b>129</b>
<b>Enrolled in Training in PY 2017</b>	<b>128</b>
<b>Active Customers</b>	<b>126</b>

# Henry County Customer Activity

## Program Year 2017, Period of July 1, 2017 – June 30, 2018



Henry Customer Visits	1,435
Computer Lab Visits	1,010
Workshop Attendance Job Smart, Resume, Other	929
Mobile Unit Visits	68
# Of Training Applications Rec'd	97
# Of Eligible Applicants	64
Enrolled in VOS in PY 2017	55
Enrolled in Training in PY 2017	57
Active Customers	53

# Rockdale County Customer Activity

## Program Year 2017, Period of July 1, 2017 – June 30, 2018



<b>Rockdale Customer Visits</b>	<b>2,049</b>
<b>Computer Lab Visits</b>	<b>291</b>
<b>Workshop Attendance Job Smart, Resume, Other</b>	<b>544</b>
<b>Mobile Unit Visits</b>	<b>118</b>
<b># Of Training Applications Rec'd</b>	<b>267</b>
<b># Of Eligible Applicants</b>	<b>267</b>
<b>Enrolled in VOS in PY 2017</b>	<b>74</b>
<b>Enrolled in Training in PY 2017</b>	<b>81</b>
<b>Active Customers</b>	<b>59</b>

# Breakout by County of PY 17 Customers Including Carry-Overs from Previous Program Year



<b>ARWDB AREA RESIDENTS</b>		<b>1,966</b>
Cherokee		<b>74</b>
Clayton		<b>404</b>
Douglas		<b>150</b>
Fayette		<b>42</b>
Gwinnett		<b>912</b>
Henry		<b>179</b>
Rockdale		<b>205</b>
<b>ATLANTA REGION RESIDENTS</b>		<b>134</b>
Cobb		<b>5</b>
DeKalb		<b>43</b>
Fulton		<b>86</b>
<b>OUTLYING AREA RESIDENTS</b>		<b>36</b>



# NextGen Program (Youth Services)

NextGen Service Providers	Active Participants
Center for Pan Asian Community Service (CPACS) (Serves Gwinnett)	51
Cherokee Youth Works (Serves Cherokee)	73
Connecting Henry (Serves Henry)	64
Hearts to Nourish Hope (Serves Clayton & Gwinnett)	213
Eckerd Connects (Serves Clayton, Fayette and Rockdale)	127
Parents Educating Parents & Professional, Inc. (PEPP) (Serves Douglas)	71
ResCare (Serves Gwinnett)	54
ARC	70
The Bridge Academy (In-School Provider for 7 counties)	84
	807