

December 1, 2016 | 11:30 a.m. | Maggiano's Little Italy, Buckhead

Eddie Ausband and Randy Hayes, *Co-Chairs*

## Welcome

## Public Comment

## ARWDB Action Items

- Consent agenda, Approval of October 27, 2016 Meeting Minutes
- Approval of Revisions to Adult and Dislocated Worker Support Services Policy

## Video Presentation

To recognize employers and business and community partners who further the mission of the workforce development board by expanding opportunities for job seekers and to applaud the accomplishments of job seekers who demonstrated extraordinary commitment to enhancing their job skills.

**Certificates Presentation:** Eddie Ausband and Randy Hayes

## ARC COMMITTEE MEETING FOLLOW-UP

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

*October 27, 2016 Meeting Notes*

#### **Members Present**

|                      |                     |
|----------------------|---------------------|
| Ms. Sonia Carruthers | Ms. Karen LaMarsh   |
| Ms. Mandy Chapman    | Mr. Chuck Little    |
| Mr. Robert Duffield  | Dr. Stephanie Rooks |
| Mr. Andrew Greenberg | Ms. Debbie Slaton   |
| Mr. Randy Hayes      | Mr. Aundra Walthall |
| Mr. James Jackson    | Mr. Steven Wilson   |

#### **Members Absent**

|                   |                    |
|-------------------|--------------------|
| Mr. Eddie Ausband | Mr. Rodney Leonard |
| Mayor Eric Dial   | Mr. Lindsay Martin |
| Ms. Lee Hunter    | Ms. Lisa Phillips  |

*Quorum met: 12 of 18 (Majority Required)*

#### **Guests**

Mr. Kerry Armstrong, ARC Board Chair  
Mr. Emerson Bryan, Deputy Executive Director, ARC  
Ms. Dorothy Herzberg, Career Resource Center, Clayton Branch Manager  
Ms. Anne Rapp, Career Resource Center, Cherokee Branch Manager  
Ms. Juanita Horsey, Career Resource Center, Gwinnett Branch Manager  
Ms. Brenda Beverly, Career Resource Center, Gwinnett Tech Staff

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ARWDB Board Co-Chair, Randy Hayes, called the Board Meeting to order at 12:30 p.m. and welcomed ARC Board Chair, Kerry Armstrong. Chairman Armstrong thanked the ARWDB members for their service on the workforce board.

There were no requests for public comment.

1. Mr. Robert Duffield made the following motion:

**MOTION: To approve the minutes of the September 1, 2016 meeting.**

The motion was seconded by Karen LaMarsh and unanimously approved.



2. Mr. Randy Hayes made the following motion as recommended by the ARWDB Executive Committee:

**MOTION: To approve revisions to the PY 16 Total Revenues and Full-Year Obligations.**

The motion was seconded by Chuck Little and unanimously approved.  
Sonia Carruthers, Cherokee FOCUS, abstained from discussion and voting.

3. Mr. Randy Hayes made the following motion as recommended by the ARWDB Executive Committee:

**MOTION: To approve revisions to the Support Services Policy.**

The motion was seconded by Robert Duffield and unanimously approved.

*Q: Will union dues be considered for support services?*

*A: Yes.*

*Q: Are funds for Support Services tracked and what percentage of customers are in need of the services?*

*A: Yes, funds are tracked and Workforce Solutions will provide statistics to the ARWDB.*

4. Mr. Chuck Little made the following motion:

**MOTION: To approve revisions of the placement wage for On the Job Training, Incumbent Worker Training, Customized Training Policies and Workplace Fundamentals.**

The motion was seconded by Aundra Walthall and unanimously approved.

5. Mr. Randy Hayes made the following motion as recommended by the ARWDB Executive Committee:

**MOTION: To approve the employee and total contract caps for Workplace Fundamentals. ARWDB authorizes staff to adjust the placement wage annually consistent with the MIT Living Wage Calculator.**

The motion was seconded by Karen LaMarsh and unanimously approved.

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James Jackson gave a review of the Executive Committee meeting, where ARWDB board terms were discussed. Half of the current board members' terms will expire in July 2017. There are no term limits, therefore board members may continue to serve if interested. There is a vacancy on the ARWDB for a Healthcare Sector Representative.

Karen LaMarsh gave an update from the September 14, 2016 Youth Committee. All Youth Service Providers completed the PY2015 monitoring with successful outcomes. Youth Provider contracts were extended for an additional year (7/1/16 – 6/30/17) as ARC/ARWDB will be



issuing a comprehensive RFP to procure services for the One Stop Operator, One Stop Services and Youth Services in Winter 2017. Workforce Solution's Business Services staff presented information on business services that can aid in bridging the employment gap between businesses and WIOA participants, including Youth.

Rob LeBeau announced that a Request for Proposals (RFP) for One Stop Operators, One Stop Services and Youth Services will be released January 9, 2017. A pre-bid conference will be scheduled and a Questions and Answers from the conference will be posted on ARC's website. ARC Workforce Solutions Staff will comprise the Procurement Taskforce with ARWDB Executive Committee oversight of the RFP process.

Rob LeBeau stated that the Regional and Local Workforce Plans were submitted to the state on September 30, 2016.

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The meeting was adjourned at 1:15 p.m.

#### NEXT MEETINGS:

December 1, 2016 Annual Customer/Business Recognition, Maggiano's Buckhead

February 16, 2017 ARC Offices



## ADULT & DISLOCATED WORKER SUPPORT SERVICE POLICY

The Atlanta Regional Workforce Development Board (ARWDB) has developed a process by which participants who are determined eligible and in need of supportive services may participate in Workforce Innovation & Opportunity Act (WIOA) activities. Federal Law states that supportive service costs should be necessary to enable an individual to participate in activities authorized under WIOA Title I. Eligibility and determination of need for supportive services should be conducted by a case manager, on a case-by-case basis and may be provided to individuals receiving Basic Career Services. Such individuals must be registered as WIOA participants and are subject to performance outcomes.

Total supportive services may not exceed \$5,000 per participant per program year. There is also a limit on total supportive service expenditures of 35% of each Local Workforce Development Area (LWDA) funding stream, (i.e. adult, dislocated worker, youth), program year total allocation. Waivers for this policy will be issued by Georgia Department of Economic Development (GDEcD), Workforce Division (WFD) on a case by case basis. The following policy applies to participants enrolled under the adult and dislocated worker programs under WIOA which include career services and Individual Training Account (ITA)-based training, and which are served by ARWDB Career Resource Centers.

### Documentation of Eligibility and Determination of Need for Supportive Services

All supportive services must be approved and recorded in Georgia Work Ready Online Participant Portal (GWROPP) prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved. A participant may waive WIOA payments (except for Work Experience) if accepting payment would mean the loss of benefits. The participant may request the payment to start at a later date, but may not claim retroactive payments. Advances against future payments are not allowed.

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 may be provided to eligible applicants (e.g. paying for a birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
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 support service payments.

### **Determination of Need**

- A. Financial/Physical Need: There must be documentation in the participant's case file and/or the GWROPP system that participants are incapable of providing these services for themselves. Documentation may consist of:
  1. Low income verification
  2. Receipt of federal or state public assistance
  3. Receipt of UI benefits
  4. Documentation of skill upgrading that would lead to employment in a local or state in-demand occupation
  5. Documentation of lack of employment or underemployment
  6. Separation from employment notice
  7. Transportation distance to attend training
  8. Birth certificates of children receiving childcare
- B. Resource Coordination: There must be documentation that supportive 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 ARWDB analysis of need form will document the total basis of need considering UI, Pell, Hope etc., or other instances of federal/state/local resources available, to determine how resources are being coordinated. Examples of acceptable documentation:
  1. Participant time sheets
  2. Income determination
  3. UI records
  4. Supportive Services Request Form

### **Allowable Supportive Service**

Allowable supportive services provided during training include, but are not limited to:

1. Transportation
2. Childcare
3. Meals during the training day
4. Emergency Auto Repair (The repair must be necessary and the most economical options for the participant's transportation needs)
5. Emergency Healthcare (The payments are only provided when necessary for the participant to participate in training), and

6. Emergency Utility and Rental Assistance (The payments are only provided when necessary for the participant to participant in training.)

**Support Service Request Form:** Each participant requesting supportive services will complete a request for support service form. The WIOA career advisor will determine the basis of need and sign off on the justification for the amount of support that is necessary and reasonable to complete WIOA activities. This justification will include a projection of the quarterly amounts as well as the total anticipated amount of support services requested. This documentation should be collected and included in the participant's case file and the GWROPP system. WIOA career advisors are responsible for tracking payments, to ensure compliance with the \$5,000 limitation. ARC finance will also maintain records to monitor the yearly cap limitations. Yearly child care cost must be projected before training services begin. No payments will be made until previous payment is uploaded into GWROPP.

All documentation of each supportive payment type and amount must be entered in the GWROPP system to include the type of support service, amount, date of service, etc. All documentation will be downloaded to the GWROPP system or maintained in another system and physical case file (participant time sheets, etc.). All supportive information must be updated and complete at the end of each fiscal quarter for all participants receiving support services in the fiscal quarter. AWRDB staff will perform a secondary review and reconciliation of participant information in GWROPP to ensure the portal and case files reflect an accurate account for the supportive services provided on a quarterly basis.

Additionally, documentation for the WIOA activity for which support is being provided must be included in the case file and scanned into the GWROPP system. Documentation should include time sheets signed by the instructor/supervisor, proving participation in training services.

### **Transportation:**

Transportation assistance may be approved at the current annual state mileage rate over 50 miles per week, for a maximum of \$50.00 per week. Bus tokens/vouchers for public transportation may be approved for up to \$50.00 per month. Costs for other transportation services such as taxis, private transportation firms, and company vehicle usage charges will be reimbursed at a maximum amount of \$50 per month. Additional expenses may be approved by the Career Resource Center Manager for extenuating circumstances

### **Dependent Care**

If dependent care is not otherwise available from Department of Family and Children Services (DFCS), or other funding sources, ARWDB 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. This is available while the participant is enrolled in basic career services or an ITA training service. Assistance is available when the individual is scheduled and/or commuting to training activities. Assistance may also be available for children ages 6 through 14 during times when school is not in session. Funds from other sources, such as TANF, may be combined with WIOA funds with written approval by the Career Resource Center Manager. In those instances, WIOA funds may only be used for those expenses not covered by the other funding source. For participants receiving TANF benefits, service providers must document that the participant is not receiving dependent care benefits from TANF before providing dependent care assistance through WIOA.

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.

Dependent care costs will be paid directly to the provider if at all 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.

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.

### **Meals**

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

### **Emergency Assistance**

Emergency assistance is defined as payments made on behalf of a WIOA customer to help with problems that would impact his or 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) & rent

Emergency car repair 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 eye glasses or protective eyewear (healthcare) may be provided if there are no other resources available to provide the eyewear, and the customer cannot see. Broken eyeglasses may be replaced if the customer cannot afford to replace them and cannot attend classes.

Emergency utility payment is defined as the deposit and one month's payment for electricity or heating fuel for a customer. Emergency rental assistance is available one time per program enrollment. Past due rent is allowable. Deposits are not allowable because the amount may be reimbursed to a participant at a later date. Supportive services request for the payment of rent requires the following supporting documentation:

1. A rental or lease agreement bearing the participant's name, and
2. An original statement signed by the landlord reflecting the amount of rent due and the corresponding dates.
3. 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.

### **Additional Allowable Support Services:**

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

1. Tools, work clothing, and boots/shoes required for employment
2. Bonding and liability insurance for employment
3. Drug testing required by employer
4. Financial counseling, and
5. 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 Career Resource Center Manager.

### **Other Requirements and Policies**

A participant continues to be eligible for support services only as long as he/she is active in the program. Participants will be required to “recertify” with their Career Advisor every 90 days to ensure compliance and continued need of support services. Failure to participate fully, without good cause, will result in termination of assistance.

During the assessment period individual needs are identified and a plan is developed and documented in the Individual Employment Plan (IEP) for support provided by ARWDB, DFCS or other programs. To maximize the support available, ARWDB will actively promote coordination with organizations to provide supportive services at no cost to the program or the participant. These services could include assistance in housing, legal problems, financial planning, dental/medical care, mental health, and other areas.

### **Unallowable Supportive Services**

Payments are not allowed for titled or deeded items or when recovery of the expense is anticipated. Such items include:

1. Rent deposits or housing deposits
2. Mortgage payments
3. Car payments
4. Purchase of vehicles
5. Fines

Support Services Policies for youth service programs which do not include ITA-based training are under the Youth Program Support Services Section of the Support Policy, and are for youth served by ARWDB youth service providers. These ARWDB youth service providers include both in-school and out-of-school youth.

# Cherokee County Customer Activity

## Program Year 2016, Period of July 1-Oct 31, 2016



|   |     |
|---|-----|
| Cherokee Customer Visits                        | 215 |
| Computer Lab Visits                             | 8   |
| Workshop Attendance<br>Job Smart, Resume, Other | 31  |
| Mobile Unit Visits                              | 27  |
| # Of Training Applications Rec'd                | 46  |
| # Of Eligible Applicants                        | 29  |
| Enrolled in VOS in PY 2016                      | 12  |
| Enrolled in Training in PY 2016                 | 17  |
| Active Customers                                | 12  |

# Clayton County Customer Activity

## Program Year 2016, Period of July 1-Oct 31, 2016



|   |       |
|---|-------|
| Clayton Customer Visits                         | 2,776 |
| Computer Lab Visits                             | 2,449 |
| Workshop Attendance<br>Job Smart, Resume, Other | 568   |
| Mobile Unit Visits                              | 119   |
| # Of Training Applications Rec'd                | 249   |
| # Of Eligible Applicants                        | 211   |
| Enrolled in VOS in PY 2016                      | 20    |
| Enrolled in Training in PY 2016                 | 42    |
| Active Customers                                | 20    |

# Douglas County Customer Activity

## Program Year 2016, Period of July 1-Oct 31, 2016



|   |       |
|---|-------|
| Douglas Customer Visits                         | 1,624 |
| Computer Lab Visits                             | 1,062 |
| Workshop Attendance<br>Job Smart, Resume, Other | 418   |
| Mobile Unit Visits                              | 79    |
| # Of Training Applications Rec'd                | 86    |
| # Of Eligible Applicants                        | 33    |
| Enrolled in VOS in PY 2016                      | 14    |
| Enrolled in Training in PY 2016                 | 18    |
| Active Customers                                | 14    |

# Fayette County Customer Activity

## Program Year 2016, Period of July 1-Oct 31, 2016



|   |     |
|---|-----|
| Fayette Customer Visits                         | 127 |
| Computer Lab Visits                             | 104 |
| Workshop Attendance<br>Job Smart, Resume, Other | 46  |
| Mobile Unit Visits                              | 71  |
| # Of Training Applications Rec'd                | 21  |
| # Of Eligible Applicants                        | 13  |
| Enrolled in VOS in PY 2016                      | 4   |
| Enrolled in Training in PY 2016                 | 9   |
| Active Customers                                | 4   |

# Gwinnett County Customer Activity

## Program Year 2016, Period of July 1-Oct 31, 2016



|   |       |
|---|-------|
| Gwinnett Customer Visits                        | 5,360 |
| Computer Lab Visits                             | 4,423 |
| Workshop Attendance<br>Job Smart, Resume, Other | 702   |
| Mobile Unit Visits                              | 99    |
| # Of Training Applications Rec'd                | 382   |
| # Of Eligible Applicants                        | 301   |
| Enrolled in VOS in PY 2016                      | 48    |
| Enrolled in Training in PY 2016                 | 85    |
| Active Customers                                | 48    |

# Gwinnett Tech County Customer Activity

## Program Year 2016, Period of July 1-Oct 31, 2016



|   |       |
|---|-------|
| Gwinnett Tech Customer Visits                   | 1,652 |
| Workshop Attendance<br>Job Smart, Resume, Other | 494   |
| # Of Training Applications Rec'd                | 19    |
| # Of Eligible Applicants                        | 19    |
| Enrolled in VOS in PY 2016                      | 60    |
| Enrolled in Training in PY 2016                 | 61    |
| Active Customers                                | 60    |



# Henry County Customer Activity

## Program Year 2016, Period of July 1-Oct 31, 2016



|   |     |
|---|-----|
| Henry Customer Visits                           | 645 |
| Computer Lab Visits                             | 452 |
| Workshop Attendance<br>Job Smart, Resume, Other | 155 |
| Mobile Unit Visits                              | 45  |
| # Of Training Applications Rec'd                | 34  |
| # Of Eligible Applicants                        | 32  |
| Enrolled in VOS in PY 2016                      | 6   |
| Enrolled in Training in PY 2016                 | 23  |
| Active Customers                                | 6   |

# Rockdale County Customer Activity

## Program Year 2016, Period of July 1-Oct 31, 2016



|   |     |
|---|-----|
| Rockdale Customer Visits                        | 647 |
| Computer Lab Visits                             | 100 |
| Workshop Attendance<br>Job Smart, Resume, Other | 75  |
| Mobile Unit Visits                              | 19  |
| # Of Training Applications Rec'd                | 65  |
| # Of Eligible Applicants                        | 65  |
| Enrolled in VOS in PY 2016                      | 13  |
| Enrolled in Training in PY 2016                 | 22  |
| Active Customers                                | 13  |

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



|  |                     |
|--|---------------------|
| <b><u>ARWDB AREA RESIDENTS</u></b>     | <b><u>1,555</u></b> |
| Cherokee                               | 56                  |
| Clayton                                | 280                 |
| Douglas                                | 99                  |
| Fayette                                | 36                  |
| Gwinnett                               | 712                 |
| Henry                                  | 153                 |
| Rockdale                               | 142                 |
| <b><u>ATLANTA REGION RESIDENTS</u></b> | <b><u>52</u></b>    |
| Cobb                                   | 1                   |
| DeKalb                                 | 24                  |
| Fulton                                 | 27                  |
| <b><u>OUTLYING AREA RESIDENTS</u></b>  | <b><u>25</u></b>    |