

Atlanta Regional Workforce Development Board BOARD AGENDA

March 23, 2022 | 10:30 a.m.
Randy Hayes & Angelia O'Neal, Co-Chairs

Board Members will meet in-person
Atlanta Regional Commission
229 Peachtree Street, NE
Atlanta, GA 30303

If joining on your computer or mobile app
[Click here to join the meeting](#)
Or call in (audio only)
[+1 470-419-6063](#)
Phone Conference ID: 275 797 788#

Welcome

Rollcall

New Member Introduction

Presentation

- *Board Member Orientation* – Rob LeBeau, Director

ARWDB Action Items

- Consent Agenda
 - Approve meeting notes from December 15, 2022

ARWDB Reports & Discussion

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

NEXT MEETING: May 25, 2022

Location: Atlanta Regional Commission

Atlanta Regional Workforce Development Board Meeting

December 15^h, 2021

Members Present

Ms. Sonia Carruthers
Ms. Liz Campbell
Ms. Mandy Chapman
Mr. Eric Dial
Ms. Margie Ensley
Mr. Adam Forrand
Mr. Randy Hayes
Mr. Joseph Henning
Ms. Lee Hunter
Mr. James Jackson

Mr. Jamal Jessie
Mr. Kent Mason
Ms. Angela O'Neal
Mr. Trey Ragsdale
Ms. Stephanie Rooks
Mr. Stephen Schultheis

Members Absent

Mr. Robert Duffield
Mr. Richard Sylvia
Mr. Aundra Walthall

Quorum met: 16 of 19 present

Guests

Mr. Julius Allen, Atlanta Regional Commission – WorkSource Atlanta Regional
Ms. Deborah Battle, Atlanta Regional Commission – WorkSource Atlanta Regional
Mr. Haydn Brathwaite, Atlanta Regional Commission – WorkSource Atlanta Regional
Mr. Henry Charlot, Atlanta Regional Commission – WorkSource Atlanta Regional
Ms. Carlethia Collier, Atlanta Regional Commission – WorkSource Atlanta Regional
Ms. Lisa Davis, Atlanta Regional Commission – WorkSource Atlanta Regional
Ms. Christine Grigsby, Equus
Ms. Lynn Hamilton, Equus
Mr. John Hammond, Atlanta Regional Commission – Center for Community Services
Ms. Carlotta Harrell, Henry County Commission Chair
Ms. Dorothy Herzberg, Manager, Career Resource Center – Clayton
Ms. Juanita Horsey, Corvel - Gwinnett
Ms. Phyllis Jackson, Atlanta Regional Commission – WorkSource Atlanta Regional
Mr. Rob LeBeau, Atlanta Regional Commission – WorkSource Atlanta Regional
Ms. Marsharee O'Connor, Atlanta Regional Commission - WorkSource Atlanta Regional
Ms. Aixa Pascual, Atlanta Regional Commission - Center for Strategic Relations
Ms. Laura Price, Gwinnett Technical College
Mr. Jim Skinner, Atlanta Regional Commission – Research and Analytics
Ms. Suzette Truitt, Atlanta Regional Commission – WorkSource Atlanta Regional

Call to order: Randy Hayes = 10:31am

Approval of the October 27, 2021 ARWDB Meeting Minutes

Motion: Stephanie Rooks

Second: Stephen Schultheis

Approve the center certification criteria

Motion: Trey Ragsdale

Second: Lee Hunter

One Stop Manager's Report

- 94% customer satisfaction surveys
- Focus on helping employers fill positions
- New focus on apprenticeship/learn to earn
- Request to do an in-person hiring events
- Continues to meet required metrics
- Action plan – keep the customer service satisfaction high, continue to have resources available to customers
- Continued workshops, resource fairs, onsite recruitments.

Executive Committee

- Discussion of the return to in person meetings next year.
- Survey to go out to members
- Report about the monitoring results
- Waiver for customized training (Business Services)

NextGen Committee

- Discussed the Hearts and Fayette contract. recruitment & participants visit both in person and virtual.
- The virtual work experience and the NGP ongoing annual monitoring.
- Renewal of Committee memberships, new ARWDB members who have joined the Committee and Orientation for new and existing member with a tentative date of February 9, 2022

Business Services Committee

- Met earlier this week and welcomed new committee members
- Action items – customized training contract caps was approved through the executive committee
- Big push for COVID grant across all seven counties to expend the funds – Engaging bigger employers

Career Services Committee:

- New Committee
- First meeting is next week

Director's Report

- UI claims down and UI percent down
- Still down close to 4 million jobs - still missing people in the labor force
- Budget updates – tracking well to spend funds
- Services delivery – in person and virtual services available
- Mobile Career Center and Welding Lab- Mobile Career Lab – currently open to special events but should be up and fully running next year. Finishing up the contract and logistics for the welding lab and should be up and running next year.
- Annual Monitoring – One finding and One observation
- Customer Service Satisfaction surveys sent by TCSG
- Current year performance updates
- 2022 priorities
- Next meeting March 23 – Customer Recognition

Adjourn: Randy Hayes 11:45 am



Monthly Briefing Report

One Stop Operator

Reporting Period: February 2022

Equus Monthly Briefing Report

Focus Areas:

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

Prior 30 Day Update

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

1) Quality Assurance (Ongoing)

- The Customer Experience survey results are currently at 96.67% for February 2022.

2) Partner Integration

- The One Stop Center hosted various hiring events with Dover Solutions, First Class Workforce, Comfort Keepers and Happy Haven. New employer partners: EpiBreads, Class Act Security and KIK Consumer Products.

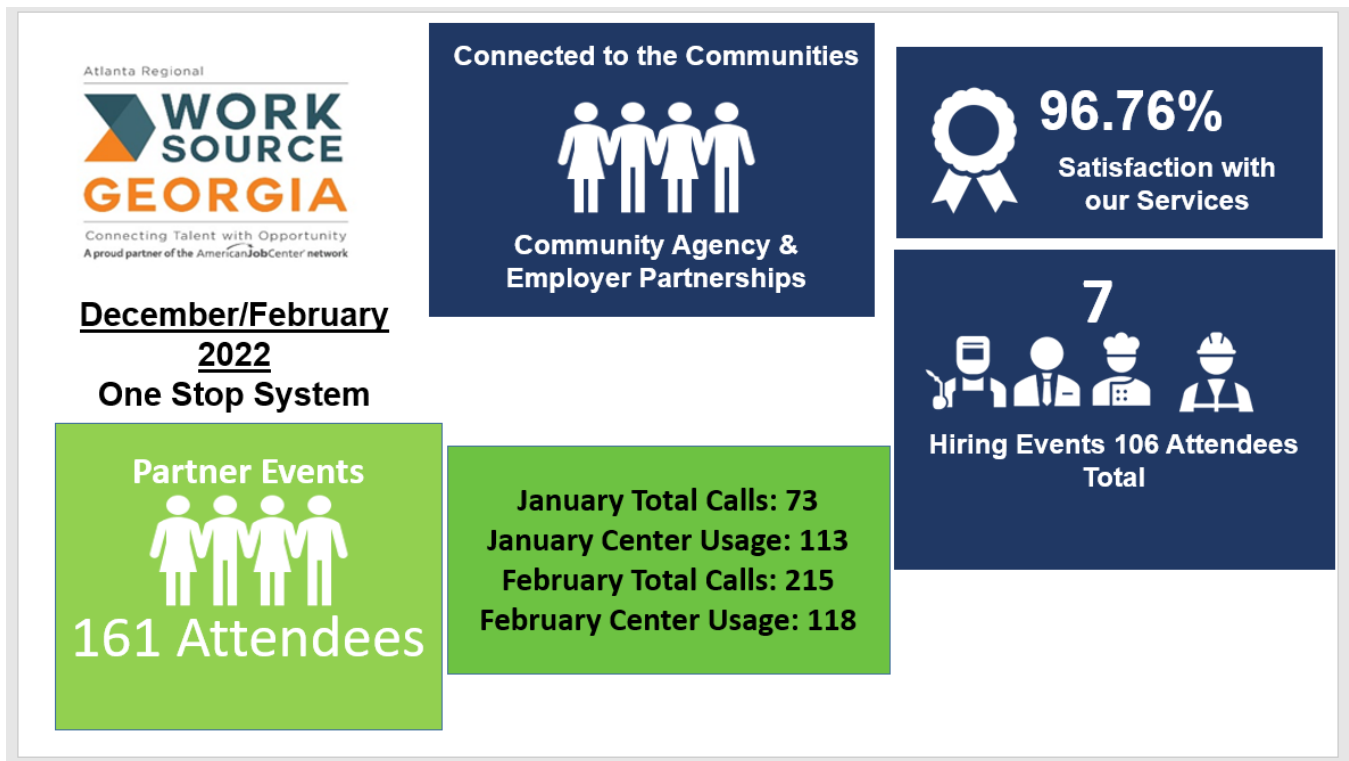
New resource partner include My Brothers Keepers. CPACS will be hosting a drive-thru food give away at the One Stop Center on March



Equus Monthly Briefing Report

31st in which there will be Worksource Georgia Atlanta Regional flyers included about services.

- Partner meetings still yielding 30+ partners each month.
- Clayton County hosted an employer event that included employers (Amazon, Dover Solutions) that yielded 30 attendees. Foot traffic in Clayton was (1,371) job seekers (for January and February), which is 3 times more than December 2021. Clayton County continues to foster outreach with Connecting Henry, CTAE Clayton County School System and Community Action Network (Health Department).



Equus Monthly Briefing Report

Performance Metrics and Action Plans

Contractual

Project: GA ATLANTA WIOA ONE STOP (OSO) Project Director: Carlethia Collier

Benchmarks	Target/ Eff Target	Category/ Freq	Contr ID	Jul21 <-----	Aug21 -----	Sep21 -----	Oct21 -----	Nov21 -----	Dec21 ---Tar	Jan22 get---	Feb22 -----	Mar22 -----	Apr22 -----	May22 -----	Jun22 ----->
RAYS Training Completion	98% 98.00%	Completion Quarterly	30452	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%				
Partner Integration	3 3.00	--- Monthly	30452	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00				
Business Services	2 2.00	--- Monthly	30452	2.00 2.00	4.00 2.00	2.00 2.00	2.00 2.00	2.00 2.00	2.00 2.00	3.00 2.00	2.00 2.00				
Customer Satisfaction Surveys	92% 92.00%	--- Quarterly	30452	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	94.74% 92.00%	96.08% 92.00%	100.00% 92.00%	96.97% 92.00%				

Action Plan to sustain metrics:

One Stop Operator- Action Plan Feb-22

Action Step	Primary Owner	Completion Date	Effect	Status	Comments
I. Customer Experience (Satisfaction) Rating					
1 Review results of the survey daily and make contact with participants to ensure above average customer experience.	One Stop Operator- Carlethia Collier	Ongoing	Ensures that participants voices are heard and allows for improved service delivery within the One Stop System.	Continuous	Conduct staff cross training. All individuals who attended any online webinars or workshops receive surveys. Include survey in all work that we do.
2 Ensure that resources are available, as well as wrap around services, to participants as soon as they enter the One Stop. (Shelters, Food Banks, employment opportunities)	One Stop Operator- Carlethia Collier	Ongoing	96.67 % for February 2022	Continuous	Resource webinars are conducted semi-monthly to share resources with participants within the community.
II. Rags Certification					
1 All Staff Certified in RAYS (Legacy in Action)-Integrity, Conduct, Respect and Customer Success	One Stop Operator- Carlethia Collier		Ensures that staff has knowledge of all the tools required to ensure that job seekers are getting optimal service when they enter the One Stop as well as virtually	Meeting 100%	Meeting Expectations
III. Integration of Partners					
1 Conduct Regular Partner Meetings to Share and improve resources (One per month).	One Stop Operator- Carlethia Collier	Ongoing	Allows partners to share information about resources and upcoming events	Conducted Monthly	Meeting Expectations- Conducted Virtually
2 Conduct/Host 2 additional employer partner events at the One Stop	One Stop Operator- Carlethia Collier	Ongoing	Increases knowledge about services provided at the One Stop and increase foot traffic/virtually to the One Stop.	Conducted Monthly	Meeting Expectations Conducted Virtually
IV. Business Services					
1 Conducting at least 2 hiring events per month	One Stop Operator- Carlethia Collier	Ongoing	Ensures that job seekers are consistently put in front of available job openings and networking events	Conducted Monthly	Discovering new online platforms to assist job seekers

Next 30 Day Focus

We will now be conducting partner meetings with Clayton, Henry, Fayette and Douglas counties starting in April 2022.

Innovation

Working with ARC (Lisa Davis) on creating an Electronic Referral Form for partners. Continued push for virtual events; including cross training and assisting participants to register in various job search and learning platforms, such as the Georgia Worksource Portal, ATLworks.org, CareerOneStop.org and LinkedIn Learning.

Atlanta Regional WORKFORCE DEVELOPMENT BOARD

THE YEAR IN REVIEW

July 1, 2020 to June 30, 2021

Number served through Workforce
Innovation and Opportunity Act
(WIOA) formula funds

	# Served	\$ Spent
Adult	1,320	\$3,470,737
Dislocated Worker	357	\$963,821
Youth	568	\$725,715
Total	2,245	\$5,160,273



Nicole Scruggs

JOB SEEKER SUCCESS STORY

It has taken a while for Nicole Scruggs to live her lifelong dream of working as a registered nurse. Now 47 years of age, Nicole completed an associate degree in nursing in 2019 and now works at the emergency observation unit at Northeast Georgia Medical Center in Gainesville.

Thanks to funding through the federal Workforce Innovation and Opportunity Act (WIOA), Nicole was able to complete a two-year program in nursing at Gwinnett Technical College. WIOA covered tuition for four semesters of school, books, materials for her labs, her uniform, “everything,” she says.

WIOA, which helps eligible job seekers access employment, education, and training, also paid for her RN licensing NCLEX exam and prepared her for her current job. It also provided an allowance for gas mileage and food.

“The associate degree challenged me,” Nicole says. “It changed me. Now I know that I’m able to take on any challenge.”

Nicole says the nursing program gave her the foundation and technical skills to do what she needs to do at work every day. She is now halfway through her bachelor’s in nursing so she can take on leadership roles.

Before being able to attend nursing school, Nicole worked as a bill reviewer for an insurance company. When she got laid off, she saw this as an opportunity to go to school to pursue her dream. WIOA made this financially possible, and she’s now living her dream.

“Sometimes I have to stop and say ‘Oh my goodness, I’m a nurse’,” Nicole quips.

Atlanta Regional **WORKFORCE DEVELOPMENT**

Performance Outcomes

July 1, 2020 to June 30, 2021

Adult	
2nd Quarter Employment Rate	93.2%+
4th Quarter Employment Rate	90.07%+
Median Earnings Per Quarter	\$ 9,087+
Credential Attainment	75.1%+
Measurable Skills Gain	59.4%+
Dislocated Worker	
2nd Quarter Employment Rate	95.3% +
4th Quarter Employment Rate	96.6 +
Median Earnings Per Quarter	\$10,295 +
Credential Attainment	58.4%
Measurable Skills Gain	61.6% +
Youth	
2nd Quarter Employment Rate	71.3% +
4th Quarter Employment Rate	72.8% +
Median Earnings Per Quarter	\$3,003
Credential Attainment	66.3% +
Measurable Skills Gain	46.7% +
Overall Program Performance *	
Adult	122% +
Dislocated Worker	123.1% +
Youth	113.1% +

Number Served by County					
County	Adult	Dislocated Worker	Youth	Total	Employers
Cherokee	37	16	44	97	15
Clayton	298	49	164	511	31
Douglas	82	21	73	176	18
Fayette	43	12	16	71	6
Gwinnett	476	182	173	831	75
Henry	119	31	55	205	25
Rockdale	103	24	30	157	8
Other (in-state)	162	22	13	197	253 **
Other (out of state)					56***
Total	1320	357	568	2245	487

** Number of employers in other counties in Georgia hiring WIOA trainees

*** Number of employers in other states hiring WIOA trainees

* Overall Program Performance calculated by averaging the individual indicators for each program

+ Exceeded negotiated percentage

Source: TCSG Office of Workforce Development