

WorkSource DeKalb
Board Meeting Agenda
Wednesday, September 25, 2019 ✓
11:30 AM-1:00 PM
WSD Executive Board Room

- I. Call to Order
- II. Establishment of Quorum
- III. Approval of Minutes (July 24, 2019)
- IV. Approval of WSDB Executive Committee Minutes (August 2, 2019)
- V. Elections
 - Board Chair/ Vice Chair/ Sub-Committee Chairs
- VI. Committee Reports and Action Items
 - Finance
 - ✓ Financial Report
 - ✓ Approval to terminate JFCS Contract for PY18 Adult & Dislocated Worker Services
 - ✓ Approval to accept \$106K in State Adult Funds from TCSG
 - ✓ Approval to accept \$181,753.74 in PY19 Youth Funds from TCSG
 - ✓ Approval to accept \$4000 from DeKalb PIC
 - ✓ Director and Officers Insurance NTE \$3000 Annually
 - ✓ Intergovernmental Agreement NTE \$45K (Business Service Representative)
 - ✓ Integrated Seating (WSD/GDOL) NTE \$60K
 - ✓ Local Match Support for Human Centered Designed NTE \$25K
 - ✓ Rocket Camp Funding NTE \$40K
 - ✓ Transfer FY20 Dislocated Worker Funds to FY20 Adult Funds (not to exceed \$1Million)
 - One-Stop Sub Committee
 - ✓ Case Management Policy & Procedure Policy & Procedure
 - ✓ Individual Training Account – TABE Policy & Procedure
 - ✓ Individual Training Account – Limitation of Services Policy & Procedure

WorkSource DeKalb
Board Meeting Agenda
Wednesday, September 25, 2019
11:30 AM-1:00 PM
WSD Executive Board Room

- ✓ One Stop System & One Stop Criteria Policy & Procedure
- ✓ Vendor Management – Timeline Policy & Procedure
- ✓ Vendor Management – Termination of Services(s)/Contract(s) Policy & Procedure
- Youth Sub-Committee
 - ✓ Youth Expenditure Waiver

- VII. Director's Report
- SETA Update
 - Georgia Pipeline Training, UGA (September 26) Deputy Director
 - GWLA, Macon (October 24-25) Chair & Deputy Director
 - NAWB Executive Bootcamp Capstone (October 23-24) Director
 - Workforce Academy, Jekyll Island (November 12-14) Deputy Director & Supervisor
- VIII. Public Comments
- IX. Closing Remarks/Adjournment
- X. Next Scheduled Meeting – November 20, 2019

WORKFORCE DEKALB BOARD MEETING AGENDA
 July 24, 2019

- Call to Order at 11:48AM – Vice Chair-Hope Boldon
- Welcome 11:50 AM – Theresa Austin-Gibbons- Director WSD
- Roll Call & Quorum Certification 11:55 AM – Vice Chair-Hope Boldon
 - o A quorum was not reached
 - o Group members in attendance:

Attendance	Member	Attendance	
	Chair-Sadie Dennard		WSD STAFF
✓	Co-Chair-Hope Boldon	✓	Director-Theresa Austin-Gibbons
✓	Aldridge, Diometra	✓	Deputy Director- Robert Davis
	Alli, Naushad	✓	Executive Asst.-Denise Davis
	Ashmore, Timothy	✓	Manager-Michelle Jones
✓	DeBarr, Dorian	✓	Supervisor-Jermaine Hampton
	Durham, Shioney		
✓	Con nally, Mark	✓	Senior Finance-Tawanna Smith-Fenty
✓	Cody, Shawn		
	McMillin, Brianna		Supervisor- Janice Burley-Black
	McBride, Meghan	✓	One Stop-Robert Gordon
✓	McClure, Steve	✓	Media-Donnie Cantly
	McLeroy, TJ		
	Myrick-Taylor, Dia		GUESTS
✓	Rogers, Jeff		Rashida Carter
	Stewart, Hank		Atala James
✓	Still, Alan		Erica Slaton
✓	Taylor, Jeffrey		
	Taylor, Katerina		
	Townsend, Denise		
✓	Watkins, Delmas		
✓	Yohannes, Helen		

- **Business 11:40 AM – Vice Chair-Hope Boldon**
 - o Introduction of New Board Members
 - o Approval of the May 22, 2019 Meeting Agenda
 - a. Not Approved-(**postponed –quorum requirement not met**)
- Action Items 12:00 PM
 - o Policy Updates

- **Update By-Laws (postponed –quorum requirement not met)**
 - Article IX- Voting; Article X -Code of Conduct/Conflict of Interest
- **Update Child Care Policy 3.4.3 (postponed –quorum requirement not met)**

SUPPORTIVE SERVICES- Childcare is a service provided Childcare: Childcare is a service provided to ensure proper care of children while the parent or guardian is participating in an employment and training program. The childcare cost may be reimbursed at the rate determined by the Career Consultant, however, should not exceed established cumulative supportive amount for an individual. . These limits apply on a per child basis. The childcare provider must be licensed or registered or documentation of adequacy of alternative childcare must be maintained in the participant's file.

- **SETA Board Membership – (postponed –quorum requirement not met)**

○ Committee Reports

- **One Stop**
 - There was a discussion on the traffic decrease due to the scheduling of fewer orientations.
- **Finance Updates (postponed –quorum requirement not met)**
 - [Award 602190] Workforce DeKalb SNAP Works 2.0 award is the replacement award by Department of Labor, to cover cost of services rendered on the expired award (601962 SNAP 2.0).
 - [Award 601939] WorkSource DeKalb was award the ACCG Civics Affairs Foundation grant to cover the cost of a 2019 internship. The grant funds will be used to cover the cost of a collegiate intern who will develop Social Media Guidelines directed toward youth. The product will be used in our Youth Programs to increase awareness of social media “do’s and don’ts”.
 - [Award 602033] The 2019 general fund allocation of \$300,000 has been granted to cover the cost of the CEO Summer Youth employment program. Currently, there are 200 youth enrolled in the CEO program, with an additional 200 planned in the WorkSource (WIOA) youth employment program.
- **Youth Updates**
 - DeKalb Works sponsored a successful summer program with approximately 330 youth completing summer internships. The End of Year Celebration is scheduled of Thursday, July 25th. Francesca Amiker with channel 11 news, will be the keynote speaker.

○ Program Updates

- **STRIDE**
 - WorkSource DeKalb will partner with DeKalb County District Attorney’s Office for the new youthful offender diversion program, STRIDE. The organizers agree it is important to direct the youth in our community to county resources they can access even when they are not justice-involved.

○ Chairperson’s Report- Nomination for WSDB (postponed –quorum requirement not met)

- Chairperson and Vice Chairperson have to be voted on (postponed –quorum requirement not met)

o Director's Report

- Update Conflict of Interest form
 - o TCSG has an updated conflict of Interest which must be signed by all board members.
- SETA Conference
 - o (September 8-10, 29019 in Savannah, GA) An invitation was extended to board members for the upcoming SETA Conference. Three (3) members will be attending the conference.
- NAWB Executive Bootcamp
 - o Mrs. Theresa Austin-Gibbons will be working with group who will be presenting to the National Association of Workforce Boards in D.C. October 20th. Group will present on leveraging 501c3 funds.
- OJT Update
 - o A CAP has been submitted to US DOL for approval
- New Board Members
 - o According to WSD By-Laws, not less than 20 percent of the members of each local board shall be representatives of the WorkSource within the local area, who—(i) shall include representatives of labor. The following Local Union Representatives, have been recommended to serve for July 2019-July 2021: Shawn Cody, Business Agent with Iron Workers Local 387, Jeff Rogers-Administrative Director with Mechanical Trades Institute and Alan Still, Training Director with Georgia Sheet Metal JATC. Additionally, Brianna McMillin with Blackhall Studios has been selected to replace Ryan Millsap.
- **Public Comments : N/A**
- **Next Scheduled Meeting:**
Wednesday, September 25, 2019. Elections will be held at this meeting.
- **Adjournment and Announcements 1:40 PM**



Signature-Chief Elected Official (CLEO)

WorkSource DeKalb
Executive Committee
Meeting Agenda
Friday, August 2, 2019, 2019
2:30 PM 3:30 PM
WSD Executive Board Room

- I. Call to Order at 2:30PM -- Chair – Sadie Dennard

- II. Roll Call & Quorum certification at 2:35PM – Chair Sadie Dennard
 - Sadie Dennard
 - Hope Bolden
 - Mark Connally
 - Hank Stewart – Not in attendance

- III. Approval of Minutes (May 22, 2019) – Chair Sadie Dennard
 - i. Passed unanimously

- IV. Action Items
 - Update By-Laws
Article X – Code of Conduct/Conflict of Interest was reviewed with and updates recommended to align with the State and Federal WIOA regulations to remove item 3 and Welfare to Work language (WtW).

 - ii. Passed unanimously

 - Update to Child Care Policy
WSD staff recommend updating the Child Care Policy to include the DeKalb County process as it relates to the payment process and expound on when participants are eligible for childcare supportive services.

 - iii. Passed unanimously

 - SETA Board Membership
The Georgia Workforce Leadership Association requested that all Local Workforce Board become members of SETA in order to reduce the cost of attending trainings and conferences. The cost to cover all 22 board members is \$250.

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iv. Passed unanimously

- Local Budget

WSD staff discussed the local budget based on current levels of funding and there is currently not any carryover from the previous year.

v. Passed unanimously

IV.

Review Nominations for WSDB (Discussion Only)

WSD staff discuss the nomination information that will be sent to all board members to request nomination for the new program year to include the duties and responsibilities of the positions and sub-committee chairs.

V.

Closing Remarks/Adjournment

Meeting adjourned at 3PM.



Signature-Chief Elected Official (CLEO)



WSD BOARD MEMBER COMMITTEES

COMMITTEE	BOARD MEMBER
YOUTH COMMITTEE	STEVE MCCLURE DIA MYRICK-TAYLOR DENISE TOWNSEND HELEN YOHANNES DELMAS WATKINS DORIAN DEBARR MEGHAN MCBRIDE HANK STEWART
FINANCE COMMITTEE	DIOMETRA ALDRIDGE TIMOTHY ASHMORE JEFFREY TAYLOR NAUSHAD ALLI TJ MCLEROY
ONE STOP COMMITTEE	KATERINA TAYLOR ALAN STILL JEFF ROGERS SHAWN CODY BRIANNA MCMILLIN MARK CONNALLY SHIONNEY DURHAM

Local Area **Area 5**

<---- Select LWDA

Measure	Actual	*Goal	% of Goal
Adult Q2 Employment Rate	88.3%	73.0%	120.9%
Adult Q4 Employment Rate	77.4%	72.0%	107.6%
Adult Median Earnings	\$ 7,972	\$ 6,500	122.7%
Adult Credential Attainment	57.3%	74.0%	77.5%
DW Q2 Employment Rate	97.3%	76.0%	128.0%
DW Q4 Employment Rate	86.3%	75.0%	115.1%
DW Median Earnings	\$ 13,265	\$ 7,000	189.5%
DW Credential Attainment	45.0%	65.0%	69.7%
Youth Q2 Employment Rate	84.4%	70.0%	120.6%
Youth Q4 Employment Rate	75.4%	77.0%	97.9%
Youth Credential Attainment	13.0%	60.0%	21.6%

Overall	
Adult	107.2%
DW	125.4%
Youth	80.0%



This is a PY to date report and is cumulative from Q1. To view your area, use the dropdown menu at the top of the sheet. This indicates the average % of goal achieved for that funding stream. If your average for all measures for the funding stream is 'meeting' for that program and your overall score will be colored green. Below 90% is 'Not Meeting' and will be colored red. If you are at or above 90% of your goal the measure is colored green if you are between 90% and 50% the measure is colored 'falling' and is colored red. If you would like to see additional information for your measures the measure that has the numerator, denominator, etc for each measure.

**Negotiated goals are a guide and are subject to change at the end of the program year when the statistical adjustment performance outcomes with respect to the area's local economic and participant characteristics. For more information

WorkSource DeKalb Adult, Dislocated Worker, & Youth Program	
SOP Number:	Subject: Case Management Policy
Date of Issuance:	Program Reference: WIOA
Effective Date: Date of Signature	Revision Date: 18 Months After Signature

1. PURPOSE

To provide a standard operating procedure for **Case Management**.

2. AUTHORITIES & REFERENCES

Workforce Innovation & Opportunity Act (WIOA)
 WorkSource DeKalb (WSD)

3. APPLICABILITY

This standard operating procedure shall apply to case managers (E & T Analysts) who have active participants registered in the state case management system (e.g. GWROPP).

4. BACKGROUND

Case Managers (E & T Analysts) must adhere all guideline set by federal, state, & local case management policies (See WorkSource DeKalb Policies & Procedure Manual/ Unit Standards of Operations). All eligible WIOA participants registered and enrolled in any Workforce Innovation Opportunity Act (WIOA) services must at a minimum a have a monthly case notes, monthly in person contact, a quarterly Individual Employment Plan (IEP)/Individual Service Strategy (ISS) review, including quarterly exits.

- 5. Electronic Case File Management:** Many aspects of daily work for WIOA programs affect performance reporting for WIOA programs. As part of quality control, OWD will review these functions to determine whether LWDA's are adequately and appropriately meeting deadlines and documentation requirements. As approved by the SWDB in November 2018, all participant case files are to be kept electronically in the Georgia Work Ready Online Participant Portal (GWROPP). WorkSource DeKalb will scan and upload documentation for any participant enrolled **after January 1, 2019**; all documentation must be maintained in GWROPP for any participant enrolled **after January 1, 2019 (Refer to 4.2.Data Validation)**. Many elements of WIOA enrollment require appropriate documentation be placed in participant files. Documentation sources can be identified on the WIOA participant application or the program verification worksheets. Missing documentation will be identified during monitoring visits.

- 6. Monthly Case Notes:** Staff must ensure all active customers cases have at a minimum a monthly contact with the participant. The contact can be either in person, teleconference, and/or email. Contact is defined as an interaction between the assigned customer and the case manager (E&T Analyst). Generic case notes do not count as contact, unless the customer responds to the generic contact (e.g. group announcements in GWROPP) Below are the steps for monthly contact procedure:
- a. Update Geographic Solutions case notes regarding eligibility and assign appropriate services.
 - b. Develop an Individual Employment Plan (IEP) / Individual Service Strategy (ISS) with participant. The Individual Employment Plan (IEP) / Individual Service Strategy (ISS) must be signed and placed in the customer's file
 - c. Once eligibility is determined & documented, ongoing contact must be made within a thirty (30) day period and documented in Georgia Work Ready Online Participant Portal (GWROPP) within five (5) business days of contact on all active customers.
 - d. Contact is defined as an interaction between the assigned customer and the case manager (E&T Analyst). Generic case notes do not count as contact, unless the customer responds to the generic contact (e.g. group announcements in GWROPP).
 - e. Some examples of acceptable documentation might include:
 - 1) Attendance records
 - 2) Certificate of Completion
 - 3) Case notes documenting training progress
 - 4) Case notes verifying the completion and date of completion
 - 5) Time records or time sheets

7. Monthly Contact

- a. Case Manager (E&T Analyst) must correspond with their participants and have contact with them at least monthly.
- b. Case Manager (E&T Analyst) should obtain updated records of their: weekly training attendance sheets, weekly work based learning timesheet, monthly training plans (OJT), weekly job searches forms (direct contact when a gas/Marta card is given).
- c. Acceptable methods of contact include, but are not limited to: communication via e-mail, telephone, certified letter, or face-to-face, job sessions, etc., where there is a response back from the participant.
- d. Contacts must be documented in the GWROPP with appropriate documentation.

8. Quarterly Individual Employment Plan (IEP)/Individual Service Strategy (ISS) review

- a. An Individual Employment Plan (IEP) is required for Adult and Dislocated Worker participants in WIOA Title IB Intensive and Training services. It is both a form and a continual process. The IEP must be developed in partnership with the participant and the assigned Career Advisor (including vendors, contractors, sub recipients, any one case managing participant under WIOA funding). The IEP is a comprehensive employment plan that describes the employment, skill training (if applicable), and supportive service needs of participants, as well as the service strategy that has been developed to meet those needs and achieve the employment goal. The IEP must reflect the employment, training, and supportive service needs indicated by the objective assessment, as well as the expressed interests and desires of the participant. The Career Advisor must ensure that decisions are participant-centered; that is, intended to enhance the employability of the participant (Refer to 3.3.1 Individual Employment Plan (IEP) policy in the WSD Policy and Procedure manual).
 - b. An Individual Service Strategy (ISS) is required for all WIOA Title IB youth participants. It is both a form and a continual process. The ISS must be developed in partnership with the participant. The ISS is a comprehensive service plan, based on the results of the objective assessment, that describes the employability, academic, skill training (if applicable), and supportive service needs of the participant, as well as the service strategy developed to meet those needs and achieve the employment/education goal(s). The ISS shall reflect the employability, training, and supportive service needs indicated by the objective assessment as well as the expressed interests and desires of the participant. WorkSource DeKalb staff will ensure that decisions are participant-centered; that is, intended to enhance the employability of the participant by involving the participant in the development of the Individual Service Strategy (ISS) (Refer to 3.3.2 Individual Service Strategy (ISS) policy in the WSD Policy and Procedure manual).
 - c. All Youth participants must receive an Objective Assessment (OA). The OA process collects information upon which a participant's Individual Service Strategy (ISS) will be based. The OA may be completed using a combination of structured interviews, paper and pencil tests, performance tests, work samples, behavioral observations, interest and/or attitude inventories, career guidance instruments, aptitude tests and basic skills tests. The OA process is intended to provide information necessary for the youth to develop an ISS with realistic goals. The results of OA instruments and how the results were used to develop the ISS must be documented in the participant case file with copies of results and detailed in participant case notes (Refer to 3.3.3 Objective Assessment (OA)).
- 9. WIOA Voucher Reconciliation:** At a minimum, vouchers must be review on a quarterly basis to determine if the voucher should be purged from the state case management system (e.g. GWROPP).

- a. Vouchers must be created when the financial services (e.g. Occupational Skills, Transportation Card, Youth Incentives, etc.) are given to the participant.
- b. All financial services (e.g. Occupational Skills, Transportation Card, Youth Incentives, etc.) must have been approved prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved.
- c. The person that creates a voucher cannot approve their own voucher. Notify your Department Supervisor/ Manager when vouchers need their approval.
- d. The supervisor/ manager should run a Voucher report. Based on the Period of Availability, Service Between Dates, and follow up from the assigned Case Manager (E&T Analyst), the supervisor/ manager should determine if a voucher is needed or not. Before any voucher is voided, the supervisor/ manager should verify with WSD Finance no payments exist in the DeKalb County financial system.
 - i. If the voucher is not needed, the supervisor/ manager should voided the voucher
 - ii. Then the supervisor/ manager should bring the enrollment budget to zero(o)
 - iii. Next the supervisor/ manager should close the activity as "Voided"
 - iv. Finally the supervisor/ manager should add a case note why the voucher/service was voided.
- e. The supervisor/manager must follow up with the WSD Finance and provide the Purchase Order Number (PO), Voucher, customer name, and services that was voided in the state case management system and that should be uncommitted in DeKalb County financial system (e.g. Oracle).

10. **Reengagement for Unresponsive Customer(s)**

- a. Once a participant (Adult, Dislocated Worker, and/or Youth) has been successfully enrolled into a program or service, the case manager monitors service delivery to:
 - Assure needed services are being provided.
 - Verify the service plan is being properly carried out and to what effect.
 - Assist with problems that arise.
 - Maintain the youth/case manager relationship.
 - Provide encouragement and nurture the youth's motivation to achieve the goals set.

In some instances during the process listed above youth may become disengaged and/or unresponsive. When this situation arises the following steps should be implemented once the first appointment and/or a lapse in communication of more than 2 weeks and/or 10 business days transpire. *The goal is to reduce lag time in case closure of disengaged participants and ensure effective case management.*

b. Contact Process:

- Phone Call Logged and Documented in GEO solutions to Primary Phone #
- Phone Call Logged and Documented in GEO solutions to Emergency Contact Phone #
- Email last known email address and Document in GEO Solutions
- Document Phone Call and Email to any verified partners who have confidentiality and a signed release of information on file
- In some instances with supervisor approval, and during business hours, initiate a home visit and/or visit to any known place of shelter to include but should not limited to foster home, halfway house, juvenile detention, rehabilitation center etc.
- Certified mail a contact letter to the last known address of residency
- Skip trace - performed by collecting information on the individual in question. All information recovered by the skip tracer (Case Manager) is analyzed, verified, and used to determine the location of the individual. Skip tracing methods should include but not be limited to search for Vital Records, Incarceration records, Clearinghouse, The Work Number, and Georgia Workforce System (GWS).

c. Case Closure:

Once all efforts have been exhausted to locate an individual whom has become disengaged the case closure process should begin following the last step listed in the contact process with the appropriate closure reason. *** Note - The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services; services do not include self-service, information-only services, activities, or follow-up services. This also requires that there are no plans to provide the participant with future services.**

11. Quarterly exits.

Vendors must adhere to their contractual scope of work. If a participant is interested in any other Workforce Innovation Opportunity Act (WIOA) beyond the vendor's scope of work, a file that is in compliance must be transferred to WorkSource DeKalb to receive services. If the participant is offered services from vendor outside scope of work, it will result in a disallowed cost on behalf of the vendor. Please note, once the participant is transferred back to WorkSource DeKalb, the vendor will forfeit the exit of the participant.

1. An email will be sent to WSD Point of Contact (POC) informing about the service the participant would like to receive.
2. File transfer will be approved by WSD via email.



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3. There will be a file transfer between vendor and WSD. Vendor will need to make sure the appropriate service code is closed and case notes are up to date.
4. Vendor will enter a case note with an explanation of the approved transfer.
5. Vendor will be responsible for the conversation that will take place with the participant informing them of the transfer.
6. The WSD Case manager will then make contact with the transferred participant.
7. Participant will start to receive services from WSD.

**NOTE: DIRECTOR 'S SIGNATURE IS THE FINAL APPROVAL
ALLOW 48-72 HOURS FOR REVIEW AND APPROVAL UPON RECEIPT FROM
ADMINISTRATIVE COORDINATOR.**

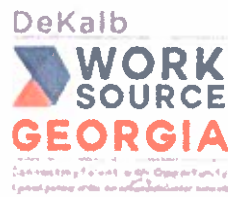
12. EFFECTIVE DATE AND IMPLEMENTATION

This policy is effective immediately upon signature

APPROVAL

Director's Signature

Date



WorkSource DeKalb Board
Wednesday, September 25, 2019
10:30 -11:30 AM

Finance Sub-Committee Agenda

- I. Welcome
- II. Call to Order
- III. Action Items
 - Financial Report
 - Approval to terminate JFCS Contract for PY18 Adult & Dislocated Worker
 - Approval to accept \$106K in State Adult Funds from TCSG
 - Approval to accept \$181,753.74 in PY19 Youth Funds from TCSG
 - Approval to accept \$4000 from DeKalb PIC
 - Director and Officers Insurance NTE \$3000 Annual
 - Intergovernmental Agreement NTE\$45K (Business Service Representative)
 - Integrated Seating(WSD/GDOL) NTE\$60K
 - Local Match Support for Human Centered Designed NTE \$25K
 - Rocket Camp Funding NTE \$40K
 - Transfer from FY20 Dislocated Worker to FY20 Adult NTE \$1Million

IV. Updates

V. Closing Remarks/Adjourn

VI. Next Meeting –November 20, 2019



WorkSource DeKalb Board Finance Report Wednesday, September 25, 2019

Award Activity (as of August 31, 2019)

Award	Award Name	Award Period	Budget	Total Grant Expenditures	Outstanding Commitments	Remaining Balance (Uncommitted)	
601982	SNAP 2.0	08/16/17 - 10/31/18	\$ 666,522.43	\$ 64,123.70	\$ -	\$ 602,398.73	Closed Out
601962	PY17 WIOA YOUTH	04/01/17 - 06/30/19	\$ 1,711,945.00	\$ 1,711,945.00	\$ -	\$ -	Closed Out
601960	PY17 WIOA ADULT	07/01/17 - 06/30/19	\$ 224,847.00	\$ 224,847.00	\$ -	\$ -	Closed Out
601961	PY17 WIOA DISLOCATED WORKER	07/01/17 - 06/30/19	\$ 293,627.00	\$ 293,627.00	\$ -	\$ -	Closed Out
601972	FY18 WIOA ADULT	10/01/17 - 06/30/19	\$ 1,514,311.00	\$ 1,514,311.00	\$ -	\$ -	Closed Out
601973	FY18 WIOA DISLOCATED WORKER	10/01/17 - 06/30/19	\$ 1,314,472.00	\$ 1,314,472.00	\$ -	\$ -	Closed Out
602185	FY18 DISLOCATED WORKER SUPP	10/01/18 - 06/30/19	\$ 108,000.00	\$ 108,000.00	\$ -	\$ -	Closed Out
602139	FY18 WIOA DSLW AS ADULT	10/01/18 - 06/30/19	\$ 250,000.00	\$ 250,000.00	\$ -	\$ -	Closed Out
601974	FY18 RAPID RESPONSE	10/01/17 - 06/30/19	\$ 64,862.00	\$ 62,261.00	\$ -	\$ 2,601.00	Closed Out
601939	ACCG CIVIC AFFAIRS FOUNDATION	2019	\$ 2,000.00	\$ 2,000.00	\$ -	\$ -	Closed Out
602033	CEO'S SUMMER YOUTH PROGRAM - GF	2019	\$ 415,294.20	\$ 390,550.46	\$ -	\$ 24,743.74	CEO Summer Program
602190	WORKSOURCE DEKALB SNAP 2.0	10/01/18 - 09/30/19	\$ 278,133.47	\$ -	\$ -	\$ 273,530.15	
602078	PY18 WIOA ADULT	07/01/18 - 06/30/20	\$ 243,716.00	\$ 229,967.00	\$ 9,589.00	\$ 4,160.00	
602079	PY18 WIOA DISLOCATED WORKER	07/01/18 - 06/30/20	\$ 291,521.00	\$ 267,784.00	\$ 16,940.00	\$ 6,797.00	
602077	PY18 WIOA YOUTH	04/01/18 - 06/30/20	\$ 1,556,091.00	\$ 1,349,614.00	\$ 118,408.00	\$ 88,069.00	
602127	FY19 WIOA ADULT	10/01/18 - 06/30/20	\$ 1,295,376.00	\$ 720,803.00	\$ 510,113.00	\$ 64,460.00	
602128	FY19 DISLOCATED WORKER	10/01/18 - 06/30/20	\$ 979,043.00	\$ 257,653.00	\$ 629,510.00	\$ 91,880.00	
602187	FY19 DISLOCATED WORKER as Adult	10/01/18 - 06/30/20	\$ 403,000.00	\$ 243,667.00	\$ 14,983.00	\$ 144,350.00	
602216	WIOA PY19 ADULT PROGRAM	07/01/19 - 06/30/21	\$ 212,155.00	\$ 46,876.00	\$ -	\$ 165,279.00	
602217	WIOA PY19 DSLW PROGRAM	07/01/19 - 06/30/21	\$ 346,482.00	\$ -	\$ -	\$ 346,482.00	
602208	WIOA PY19 YOUTH PROGRAM	04/01/19 - 06/30/21	\$ 1,402,231.00	\$ 118,878.00	\$ 47,923.00	\$ 1,235,430.00	
602215	WIOA PY17 YOUTH PROGRAM - AFR	07/01/19 - 06/30/21	\$ 250,000.00	\$ -	\$ -	\$ 250,000.00	
TBD	WIOA FY18 ADULT PROGRAM - AFR	07/01/19 - 06/30/20	\$ 106,000.00	\$ -	\$ -	\$ 106,000.00	
TBD	WIOA FY20 DISLOCATED WORKER	10/01/19 - 06/30/21	\$ 1,642,753.00	\$ -	\$ -	\$ 1,642,753.00	
TBD	WIOA FY20 ADULT PROGRAM	10/01/19 - 06/30/21	\$ 1,339,886.00	\$ -	\$ -	\$ 1,339,886.00	

Finance Updates

- The following PY 17 & PY18 Grants were totally expensed and closed on 6/30/19: Award 601982, 601962, 601960, 601961, 601972, 601973, 602185, 602139, 601974, 601939)

Finance Committee Meeting Report - Page 2

- [Award 602033] Dekalb County CEO Budget received an additional \$60,000 in July 2019. At the end of the Summer Program July 2019, total remaining balance \$24,737.74 will be utilized for paid remaining CEO Summer Expenditures.
- [Award 602215] is additional funds received for the Youth Hype & Stride program
- [Award 602187] for \$403,000 is a transfer from Dislocated Worker to Adult to assist with employment and training activities.
- WIOA FY18 Adult Program – AFR for \$106,000 is additional funding is for upcoming 2nd cohort in welding.



WorkSource DeKalb Youth Sub-Committee Meeting FINANCE REPORT

Wednesday, September 25, 2019 9:00 AM

Award Activity (As of August 31, 2019)

Award	Award Name	Award Period	Budget	Total Grant Expendit	Outstanding Commitments	Remaining Balance (Uncommitted)
601962	PY17 WIOA YOUTH	04/01/17 - 06/30/19	\$ 1,711,945.00	\$ 1,711,945.00	\$ -	\$ -
602077	PY18 WIOA YOUTH	04/01/18 - 06/30/20	\$ 1,556,091.00	\$ 1,349,614.00	\$ 118,408.00	\$ 88,069.00
602208	WIOA PY19 YOUTH PROGRAM	04/01/19 - 06/30/21	\$ 1,402,231.00	\$ 118,878.00	\$ 47,923.00	\$ 1,235,430.00
602215	WIOA PY17 YOUTH PROGRAM - AFR	07/01/19 - 06/30/21	\$ 250,000.00	\$ -	\$ -	\$ 250,000.00

Closed Out

Finance Updates

- [Award 601982] PY 17 Grants was totally expensed and closed on 6/30/19.
- [Award 602215] is additional funds received for Youth Hype & Stride program

* Program Expense includes all expenses to administer youth programs including contracts performance, state agency costs, client use equipment, participant allowances, staff and vendor training, and additional general expense.



**WORK
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Atlanta Regional

WORKSOURCE GEORGIA PARTNERS FOR
Expansion

CAMP



PURPOSE OF THIS DOCUMENT

With the WorkSource marketing efforts underway in seven metro counties and expansion of the program in the works, it's important that we outline the opportunities, costs, and implications of developing a broader metro Atlanta program.

This document outlines:

- What is already underway (through the original implementation engagement).
- What remains for Q3
- What a broader program would look like through the remainder of the year.



COST CONSIDERATIONS: MEDIA

How much money should be set aside? The final media plan will be an outcome of the previous planning process. However, we can use the following costs for guidance as we establish a budget.

CHANNEL	COST	PURPOSE
Billboards	\$1,800 per board / 4 weeks x 7 boards \$50,400 / month	Billboards provide geographic targeting and help build awareness. The current program only reaches Douglas, Gwinnett, and Clayton Counties. This would expand our geographically.
Radio	\$12,000 / station for 4-6 weeks schedule \$144,000 for 2 stations running 6 flights	Great frequency builder and good for targeting to job seeker or employer, and adding Spanish language.
TV	\$5,000 / station / wk x 3 stations = \$15,000 wk \$360,000 for six flights of 4 weeks	TV / video offers the greatest impact and can reach job seekers during the day.
Digital	\$7,500-10,000 / month for PPC and AdWords \$90-120,000 / year.	Program provides ongoing support for those in the market, provides immediate results, and is measurable.
Transit	\$5-25,000/ month	Transit would provide geographically targeted station posters as well as posters on trains/buses on predetermined routes.



COST CONSIDERATIONS: EXAMPLE OF PLANS

These plans were created to provide two examples of what a regional WorkSource program would look like at a \$500,000 budget. Both options estimate fees at 30% and a total spend of \$500,000 for illustration only. Obviously we would go through a planning process before a final plan is determined.

	Option 1: Broad Reach plan with TV/Radio	Option 2: Targeted Plan with Billboard/Transit
Description	This option uses TV / video as its primary medium to reach the broadest number of job seekers with maximum impact. Digital would run continuously and transit used strategically in high opportunity areas.	This option replaces TV with out of home and a bigger transit program (providing more geographically targeted media.
Digital	\$120,000 (\$10k / month)	\$90,000 (\$7.5k / month)
TV / Video	\$150,000 for Job seekers (approx. 10 weeks on air)	N/A
Billboards	NA	\$150,000 Job seeker program (3-4 months)
Transit	\$44,000 for Job seekers (various routes and stations)	\$74,000 for Job seekers (various routes and stations)
Radio	\$36,000 Employer radio (4 monthly flights of 4-6 weeks)	\$36,000 Employer radio (4 monthly flights of 4-6 weeks)
Non-media	\$150,000 for planning, creative, production, and media planning and buying.	\$150,000 for planning, creative, production, and media planning and buying.

Policy: Individual Training Account (ITA)

his/her occupation is no longer shown on the In-Demand Occupation list or is not part of the occupational clusters identified in the WSD Local Plan.

Also, a second occupational skills training may be approved where the participant did not receive sufficient training to perform the occupational skills. The case manager must work with the participant and the provider to gather information on the nature of the concerns and what has been done to remedy the concerns. The case manager must provide documentation to his/her supervisor/ manager with a recommendation. This issue can be remedied by (1) the participant auditing the same provider at no cost to the participant of WSD (must be agreed upon by all three parties), or (2) the participant may select another approved training provider for a similar program. The burden of proof is on the participant.

Note: All approved programs must be on the state Eligible Provider List and have a contract with WSD. And **all** recommendations must be approved by the Director/ Deputy Director before a voucher is created for the new program/provider.

All trainings must be associated with the current In-Demand Occupation list or WSD local plan. No more than one (1) ITA's will be approved for any participant during one (1) participation period and WIOA funding. In cases of the aforementioned issues with training, a subsequent training maybe approved with conditions as outlined. An ITA will be established for the actual cost of training approved for any participant, subject to the maximum amounts stated in the ITA agreement. No additional training funds beyond the approved ITA will be allocated for any participant other than approved supportive services request limits (see 3.4.3 Supportive Services).

Different Funding for Occupational Training. This statute will apply in cases where a participant received WIA/WIOA funding for training, became employed, was subsequently displaced **and** his/her occupation(where WIA/WIOA training was received) is no longer shown on the In-Demand Occupation list or WSD local plan.

Note: As WIA/WIOA is a limited resource, WSD has limited ITAs to one (1) ITA per participant per funding every three (3) years. For example, a participant completed training as a Dislocated Worker, received the credential, retained employment for 13 months, and wants to come back to WSD for additional training. The participant must qualify as an Adult within the three (3) years in order to receive additional training. The Dislocated Worker can receive other Work-based Learning services, if he/she is unemployed/under employed (see 3.2 Eligibility for all eligibility criteria).

Policy: Individual Training Account (ITA)

■ WSD Policies & Procedure Updates

3.4.1.1 INDIVIDUAL TRAINING ACCOUNTS (ITA)

This policy update will apply to all programs (Adult, Dislocated Workers, and Youth). This policy will clarify the Occupational Skills (ITA) limits. This policy is part of the overall 3.4 Services and Activities for WIOA policies and procedures.

WSD Occupational Skills Limitations

Training Providers: New providers may be limited to enrollment of five (5) **per funding**. Additional enrollments will only be approved once WorkSource DeKalb (WSD) has evaluated the Provider's training programs, determines that they are in full compliance with the terms of the Individual Training Account and/or Registered Apprenticeship Agreement and meet the minimum performance standards. The Provider also understands that WSD will not continue enrollment of participants if performance, credential rate and placement rates fall below the performance outcome goals in the signed agreement.

Enrollment Cap: An enrollment level of **30** WIOA participants per Training Provider will be maintained. WSD reserves the right to revise enrollment levels as needs arise or in response to economic situations.

Administrative or Financial Hold Status: A Provider may be placed on "administrative or financial hold status, by WSD/ WorkSource DeKalb Board (WSDB), at any time if there are unresolved issues or rising concerns of a financial or performance nature. During the period of financial hold, no new enrollments will be allowed and any pending payments may be withheld without proper documentation (e.g. state recognized credential, verifiable employment information, certificate of completion, etc.). Reasons that a provider may be placed on financial hold are as follows, but not limited to:

- 1. Notification to WSD from an outside agency of a levy placed against the Provider.**
- 2. Failure of the Provider to submit any agreed upon refund.**
- 3. Failure of the Provider to provide students with the necessary supplies, books, etc., for the specified training program (as per agreement between WSDB/WSD and the Provider).**
- 4. Notification or evidence that the Provider may be committing fraudulent activities.**
- 5. Failure to provide information regarding termination of sub-contractor agreements for WIOA services.**

Occupational Skills Limitations: Consideration may be given to establishing a second ITA for a participant for:

Different Occupational Training. This statute will apply in cases where an individual received WIA/WIOA funding for training, became employed, was subsequently displaced and



WorkSource DeKalb Adult, Dislocated Worker, & Youth Program	
SOP Number:	Subject: Case Management Policy
Date of Issuance:	Program Reference: WIOA
Effective Date: Date of Signature	Revision Date: 18 Months After Signature

1. PURPOSE

To provide a standard operating procedure for **Case Management**.

2. AUTHORITIES & REFERENCES

Workforce Innovation & Opportunity Act (WIOA)
WorkSource DeKalb (WSD)

References

- 3.3.1 Individual Employment Plan (IEP)
- 3.3.2 Individual Service Strategy (ISS) policy
- 4.2. Data Validation
- 4.4.5 WorkSource DeKalb (WSD) Exit Policy

3. APPLICABILITY

This standard operating procedure shall apply to case managers (E & T Analysts) who have active participants registered in the state case management system (e.g. GWROPP).

4. BACKGROUND

Case Managers (E & T Analysts) must adhere all guideline set by federal, state, & local case management policies (See WorkSource DeKalb Policies & Procedure Manual/ Unit Standards of Operations). All eligible WIOA participants registered and enrolled in any Workforce Innovation Opportunity Act (WIOA) services must at a minimum a have a monthly case notes, monthly in person contact, a quarterly Individual Employment Plan (IEP)/Individual Service Strategy (ISS) review, including quarterly exits.

- 5. Electronic Case File Management:** Many aspects of daily work for WIOA programs affect performance reporting for WIOA programs. As part of quality control, OWD will review these functions to determine whether LWDA's are adequately and appropriately meeting deadlines and documentation requirements. As approved by the SWDB in November 2018, all participant case files are to be kept electronically in the Georgia Work Ready Online Participant Portal (GWROPP). WorkSource DeKalb will scan and upload documentation for any participant



enrolled **after January 1, 2019**; all documentation must be maintained in GWROPP for any participant enrolled **after January 1, 2019 (Refer to 4.2.Data Validation)**. Many elements of WIOA enrollment require appropriate documentation be placed in participant files. Documentation sources can be identified on the WIOA participant application or the program verification worksheets. Missing documentation will be identified during monitoring visits.

6. **Monthly Case Notes:** Staff must ensure all active customers cases have at a minimum a monthly contact with the participant. The contact can be either in person, teleconference, and/or email. Contact is defined as an interaction between the assigned customer and the case manager (E&T Analyst). Generic case notes do not count as contact, unless the customer responds to the generic contact (e.g. group announcements in GWROPP) Below are the steps for monthly contact procedure:
- a. Update Geographic Solutions case notes regarding eligibility and assign appropriate services.
 - b. Develop an Individual Employment Plan (IEP) / Individual Service Strategy (ISS) with participant. The Individual Employment Plan (IEP) / Individual Service Strategy (ISS) must be signed and placed in the customer's file
 - c. Once eligibility is determined & documented, ongoing contact must be made within a thirty (30) day period and documented in Georgia Work Ready Online Participant Portal (GWROPP) within five (5) business days of contact on all active customers.
 - d. Contact is defined as an interaction between the assigned customer and the case manager (E&T Analyst). Generic case notes do not count as contact, unless the customer responds to the generic contact (e.g. group announcements in GWROPP).
 - e. Some examples of acceptable documentation might include:
 - 1) Attendance records
 - 2) Certificate of Completion
 - 3) Case notes documenting training progress
 - 4) Case notes verifying the completion and date of completion
 - 5) Time records or time sheets
7. **Monthly Contact**
- a. Case Manager (E&T Analyst) must correspond with their participants and have contact with them at least monthly.
 - b. Case Manager (E&T Analyst) should obtain updated records of their: weekly training attendance sheets, weekly work based learning timesheet, monthly training plans (OJT), weekly job searches forms (direct contact when a gas/Marta card is given).
 - c. Acceptable methods of contact include, but are not limited to: communication via e-mail, telephone, certified letter, or face-to-face, job sessions, etc., where there is a response back from the participant.
 - d. Contacts must be documented in the GWROPP with appropriate documentation.

8. Quarterly Individual Employment Plan (IEP)/Individual Service Strategy (ISS) review

- a. An Individual Employment Plan (IEP) is required for Adult and Dislocated Worker participants in WIOA Title IB Intensive and Training services. It is both a form and a continual process. The IEP must be developed in partnership with the participant and the assigned Career Advisor (including vendors, contractors, sub recipients, any one case managing participant under WIOA funding). The IEP is a comprehensive employment plan that describes the employment, skill training (if applicable), and supportive service needs of participants, as well as the service strategy that has been developed to meet those needs and achieve the employment goal. The IEP must reflect the employment, training, and supportive service needs indicated by the objective assessment, as well as the expressed interests and desires of the participant. The Career Advisor must ensure that decisions are participant-centered; that is, intended to enhance the employability of the participant (Refer to 3.3.1 Individual Employment Plan (IEP) policy in the WSD Policy and Procedure manual).
 - b. An Individual Service Strategy (ISS) is required for all WIOA Title IB youth participants. It is both a form and a continual process. The ISS must be developed in partnership with the participant. The ISS is a comprehensive service plan, based on the results of the objective assessment, that describes the employability, academic, skill training (if applicable), and supportive service needs of the participant, as well as the service strategy developed to meet those needs and achieve the employment/education goal(s). The ISS shall reflect the employability, training, and supportive service needs indicated by the objective assessment as well as the expressed interests and desires of the participant. WorkSource DeKalb staff will ensure that decisions are participant-centered; that is, intended to enhance the employability of the participant by involving the participant in the development of the Individual Service Strategy (ISS) (Refer to 3.3.2 Individual Service Strategy (ISS) policy in the WSD Policy and Procedure manual).
 - c. All Youth participants must receive an Objective Assessment (OA). The OA process collects information upon which a participant's Individual Service Strategy (ISS) will be based. The OA may be completed using a combination of structured interviews, paper and pencil tests, performance tests, work samples, behavioral observations, interest and/or aptitude inventories, career guidance instruments, aptitude tests and basic skills tests. The OA process is intended to provide information necessary for the youth to develop an ISS with realistic goals. The results of OA instruments and how the results were used to develop the ISS must be documented in the participant case file with copies of results and detailed in participant case notes (Refer to 3.3.3 Objective Assessment (OA)).
- 9. WIOA Voucher Reconciliation:** At a minimum, vouchers must be reviewed on a quarterly basis to determine if the voucher should be purged from the state case management system (e.g. GWROPP).

- a. Vouchers must be created when the financial services (e.g. Occupational Skills, Transportation Card, Youth Incentives, etc.) are given to the participant.
- b. All financial services (e.g. Occupational Skills, Transportation Card, Youth Incentives, etc.) must have been approved prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved.
- c. The person that creates a voucher cannot approve their own voucher. Notify your Department Supervisor/ Manager when vouchers need their approval.
- d. The supervisor/ manager should run a Voucher report. Based on the Period of Availability, Service Between Dates, and follow up from the assigned Case Manager (E&T Analyst), the supervisor/ manager should determine if a voucher is needed or not. Before any voucher is voided, the supervisor/ manager should verify with WSD Finance no payments exist in the DeKalb County financial system.
 - i. If the voucher is not needed, the supervisor/ manager should voided the voucher
 - ii. Then the supervisor/ manager should de-obligate the funds in the enrollment budget bring the enrollment budget to zero(o)
 - iii. Next the supervisor/ manager should close the activity as “Voided”
 - iv. Finally the supervisor/ manager should add a case note why the voucher/service was voided.
- e. The supervisor/manager must follow up with the WSD Finance and provide the Purchase Order Number (PO), Voucher, customer name, and services that was voided in the state case management system and that should be uncommitted in DeKalb County financial system (e.g. Oracle).

10. Re-engagement for Unresponsive Customer(s)

- a. Once a participant (Adult, Dislocated Worker, and/or Youth) has been successfully enrolled into a program or service, the case manager monitors service delivery to:
 - Assure needed services are being provided.
 - Verify the service plan is being properly carried out and to what effect.
 - Assist with problems that arise.
 - Maintain the AD/DW/Youth/case manager relationship.
 - Provide encouragement and nurture the customer’s motivation to achieve the goals set.

In some instances during the process listed above, the customer may become disengaged and/or unresponsive. When this situation arises the following steps should be implemented once the first appointment and/or a lapse in communication of more than 2 weeks and/or

10 business days transpire. *The goal is to reduce lag time in case closure of disengaged participants and ensure effective case management.*

b. Contact Process:

- Phone Call Logged and Documented in GEO solutions to Primary Phone #
- Phone Call Logged and Documented in GEO solutions to Emergency Contact Phone #
- Email last known email address and Document in GEO Solutions
- Document Phone Call and Email to any verified partners who have confidentiality and a signed release of information on file
- In some instances with supervisor approval, and during business hours, initiate a home visit and/or visit to any known place of shelter to include but should not be limited to foster home, halfway house, juvenile detention, rehabilitation center etc.
- Certified mail a contact letter to the last known address of residency
- Skip trace - performed by collecting information on the individual in question. All information recovered by the skip tracer (Case Manager) is analyzed, verified, and used to determine the location of the individual. Skip tracing methods should include but not be limited to search for Vital Records, Incarceration records, Clearinghouse, The Work Number, and Georgia Workforce System (GWS).

c. Case Closure:

Once all efforts have been exhausted to locate an individual whom has become disengaged the case closure process should begin following the last step listed in the contact process with the appropriate closure reason. **** Note - The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services; services do not include self-service, information-only services, activities, or follow-up services. This also requires that there are no plans to provide the participant with future services.***

11. Quarterly exits.

For WSD Participants:

The U.S. Department of Labor has specified in Training and Employment Guidance Letter (TEGL) 17-05 that the term "exit" is a WIOA participant tracking system process used when any individual has ceased to receive WIOA-funded and partner services and is not scheduled for any further services (except follow-up services). The date of exit is also used to determine whether to count an individual in a specified reporting period. Each WIOA participant becomes part of an exit cohort which is a group of participants that are exited within a



particular quarter. These exit cohorts are grouped together for performance measurement purposes.

USDOL does not specify a maximum length of time an individual may be served under WIOA; however, an individual that has not received documented WIOA or partner funded services for 90-days must be exited from WIOA following the Geographic Solutions exit protocol. The date of the exit must correspond to the last day of WIOA funded or partner funded services, as documented in the individual's case notes.

Participants who are excluded from performance as defined in TEGL 17-05, due to institutionalization, death, health/medical or family care leave, reserve forces called to active duty, relocation to a mandated program, or invalid or missing social security number must also be exited as of their last date of service. Case notes for the individual exit date must clearly indicate the last WIOA or partner funded service(s) received is the exit date.

NOTE: If an individual returns to the program after the exit, a new WIOA application must be completed (including eligibility determination) and the individual enrolled as a new case in Geographic Solutions. Exited individuals may be re-enrolled in a WIOA program after 90 days from their previous WIOA exit date.

Participants may continue enrollment under WIOA as long as they are receiving WIOA services. Under the Workforce Investment Act (WIOA), participants exit from the system after they have not received a service for 90 days, and no future service is planned. If additional WIOA services are needed, they may continue to receive services after entering employment. WIOA does not require termination of service activities upon job placement. Career advancement is the goal of WIOA, and services should be designed to assist participants to enter employment, then to maintain employment and achieve the highest possible earnings. Case management and job placement providers are encouraged to continue services to enrolled participants for as long as necessary to ensure that career advancement goals are met. Under WIOA, the sequence of intensive service delivery, job placement, follow-up and exit is designed to support the goal of career advancement.

All services must be documented in Geographic Solutions in the participant's case notes. Only non-monetary services are allowed for Adults and Dislocated Workers after exit. Individual Training Accounts (ITAs) and needs-related payments may not be provided after exit for Adults or Dislocated Workers (20 CFR 663.805).

For Vendors/ Sub recipients:

Vendors must adhere to their assigned and contractual scope of work. If a participant is interested in any other Workforce Innovation Opportunity Act (WIOA) beyond the vendor's scope of work, a file that is in compliance must be transferred to WorkSource DeKalb to receive services. If the participant is offered services from vendor outside scope of work, it will result in



a disallowed cost on behalf of the vendor. Please note, once the participant is transferred back to WorkSource DeKalb, the vendor will forfeit the exit of the participant.

1. An email will be sent to WSD Point of Contact (POC) informing about the service the participant would like to receive.
2. File transfer will be approved by WSD via email.
3. There will be a file transfer between vendor and WSD. Vendor will need to make sure the appropriate service code is closed and case notes are up to date.
4. Vendor will enter a case note with an explanation of the approved transfer.
5. Vendor will be responsible for the conversation that will take place with the participant informing them of the transfer.
6. The WSD Case manager will then make contact with the transferred participant.
7. Participant will start to receive services from WSD.

**NOTE: DIRECTOR 'S SIGNATURE IS THE FINAL APPROVAL
ALLOW 48-72 HOURS FOR REVIEW AND APPROVAL UPON RECEIPT FROM
ADMINISTRATIVE COORDINATOR.**

12. EFFECTIVE DATE AND IMPLEMENTATION

This policy is effective immediately upon signature

APPROVAL

Director's Signature

Date

10

11

12

13

Policy:

■ WSD Policies & Procedure Updates

This policy update will apply to all programs (Adult, Dislocated Workers, and Youth).

3.4 Services and Activities for WIOA

3.4.1.1 Individual Training Accounts (ITA)

Duration, Cost Limits and Availability

TABE Assessment: Individual Training Accounts (ITAs) are available for Adult, Dislocated Worker, and Youth. All participants must score at minimum of 9th grade on all levels of the TABE (Test of Adult Basic Education) assessment.

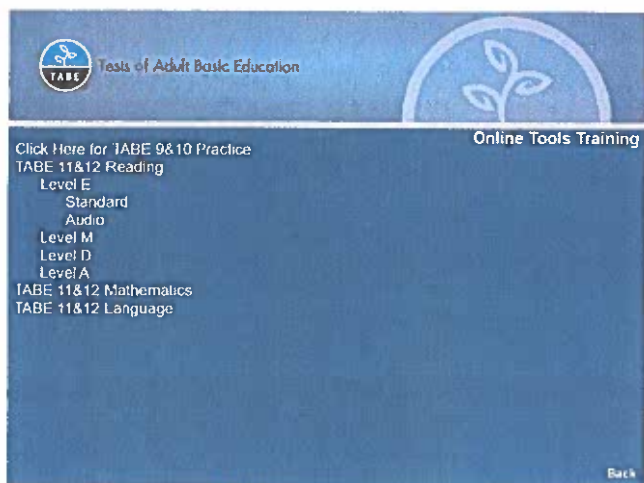
Retest: Participants may retest once every thirty (30) days after providing documentation he/she has completed the remediation. Participants may use the resources provided by WSD or other similar organizations. Once the participant provides the proof of remediation to the assigned advisor, the assigned advisor will coordinate the reschedule test portion with the test administrator.

Remediation: When customers do not meet the minimum 9th grade on the TABE test, regardless of the training program, the advisor must work with the participant on remediation. The resources available to the participant include but are not limited to available to participants, TABE Online practice & E-Campus Adult Basic Education (must have a library card to use this resource).

ADA Compliance: Participants may request reasonable accommodations for testing based on the covered disability.

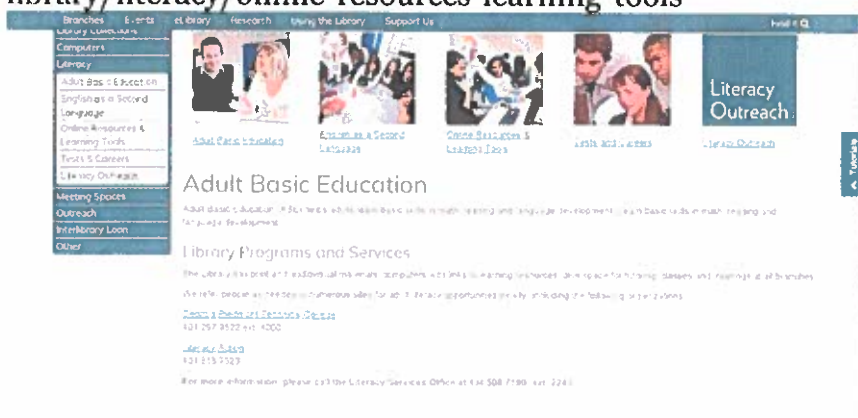
Resources:

Policy:



WBTE Portal: <https://wbte.dcreedirect.com/TABE/portals/tabe>

DeKalb County Library/ E-Campus: <https://dekalblibrary.org/using-the-library/literacy/online-resources-learning-tools>



Skills Gain: The Measurable Skills Gain indicator is the percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment (see **20 CFR sec. 677.155(a)(1)(v)**).

The measurable skills gain indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period. Therefore, it is not an exit-based measure. Instead, it is intended to capture important progressions through pathways that offer different services based on program purposes and participant needs and can help fulfill the vision for a workforce system that serves a diverse set of individuals with a range of services tailored to individual needs and goals.

WorkSource DeKalb (WSD) is an EEO/M/F/D/V employer/program. Auxiliary aids/services are available upon request to individuals with disabilities. Persons with hearing impairments may call 1-800-255-0135 or 711 TTY for assistance. WSD is 100% funded by the U. S. Department of Labor and is a proud partner of the American Job Center Network.

Policy:

Depending upon the type of education or training program in which a participant is enrolled, documented progress is defined as one of the following:

- Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;
- Documented attainment of a secondary school diploma or its recognized equivalent;
- Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State units academic standards;
- Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or a
- Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams.

Examples:

A participant is enrolled in a 4-year registered apprenticeship program: the measurable skills gain indicator tracks the skills the participant gains throughout the reporting period, not just at the end of the 4-year training program.

Low-skilled adult participants of an adult education program: the measurable skills gain indicator provides an opportunity to track and report gains in reading, writing, mathematics, and English proficiency.

Documenting Progress for Types of Measurable Skills Gain:

1. Documented achievement of at least one (1) educational functioning level of a participant who is receiving instruction below the postsecondary level Programs may measure educational functioning level gain in one of three (3) ways:
 - a. Compare the participant initial educational functioning level, as measured by a pre-test, with the participant educational functioning level, as measured by a post-test;
 - b. High school programs that lead to a secondary school diploma or its recognized equivalent may measure and report educational gain through the awarding of credits or Carnegie units; or
 - c. Report an educational functioning level gain for participants who exit a program below the postsecondary level and enroll in postsecondary education and training during the program year. A program below the postsecondary level applies to participants enrolled in a basic education program.
2. **Documented attainment of a secondary school diploma or its recognized equivalent**
 - a. Programs may document attainment of a secondary school diploma or its recognized equivalent if the participant obtains certification of attaining passing scores on all parts of a State-recognized high school equivalency test, or the participant obtains a diploma or State-recognized equivalent documenting

Policy:



satisfactory completion of secondary studies or an alternate diploma, including a high school or adult secondary school diploma.

3. **Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State units academic standards**
 - a. For secondary education, this gain may be documented through receipt of a secondary transcript or report card for one semester showing that the participant is achieving the State unit's policies for academic standards. For postsecondary education, this gain must demonstrate a sufficient number of credit hours which is at least 12 hours per semester or, for part-time students, a total of at least 12 hours over the course of two completed consecutive semesters during the program year that shows a participant is achieving the State units academic standards (or the equivalent for other than credit hour programs).
4. **Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training**
 - a. Documentation for this gain may vary, as programs should identify appropriate methodologies based upon the nature of services being provided, but progress reports must document substantive skill development that the participant has achieved. The gain may be documented by a satisfactory or better progress report from an employer or training provider. Progress reports may include training reports on milestones completed as the individual masters the required job skills, or steps to complete an OJT or apprenticeship program. Increases in pay resulting from newly acquired skills or increased performance also can be used to document progress.

Note: In the description of this type of Measurable Skills Gain, completion of one (1) year of an apprenticeship is just one (1) example of a timeframe that may be established for achieving a satisfactory or better progress report toward a specific milestone, and the one (1) year timeframe should not be construed as a required timeframe or the only way that a participant in an apprenticeship can achieve a Measurable Skill Gain.

5. **Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams**
 - a. Documentation for this gain may include passage of a component exam in a Registered Apprenticeship program, employer-required knowledge-based exam, and satisfactory attainment of an element on an industry or occupational competency-based assessment, or other completion test necessary to obtain a credential.

Policy:

Timeline: TABE test for 11/12 version will be honored for one (1) year from the date the test was administered. The test must have been administered by a mandated partner and/or a training provider in good standing on the state Eligible Training Provider List and with a current contract with DeKalb County Purchasing and Contracts. All results must be scanned into the state case management system. A case note must be entered into the Georgia Work Ready Online Participant Portal (GWROPP). All parties must test on Math, Reading and Language Arts.

Exemption: Participants may be exempt from taking the TABE test if he or she:

- (1) Obtained a degree within two(2) years of Occupational Skills Training, or
- (2) Currently attending a Board of Regents or Technical College school (A pick-up must have a minimum of a 2.0 overall GPA)

Note: Participants must provide the documents in order to be exempt from this requirement. A copy of the degree or the transcript must be scanned into the state case management system. A case note must be entered into the Georgia Work Ready Online Participant Portal (GWROPP).

Reference:

3.2.5 Adult and Dislocated Worker Participant Eligibility for WIOA and Priority of Service

IV. Basic Skills Deficient

Per 20 CFR 681.290, an individual who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society satisfies the basic skills deficient requirement for WIOA services. In assessing basic skills, Boards must use assessment instruments that are valid and appropriate for the target population and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

For an adult, a participant is basic skills deficient if they:

- A. Lack a high school diploma or high school equivalency and are not enrolled in any secondary education; or
- B. Are enrolled in a Title II Adult Education and Family Literacy Act (AEFLA) program authorized by WIOA and administered by the Education Department (ED); or
- C. Are reading or writing English, or computing or solving problems at or below an 8.9 grade level, according to a **TABE** assessment.

3.2.6 Youth Participant Eligibility for WIOA

WorkSource DeKalb (WSD) is an EEO/M/F/D/V employer/program. Auxiliary aids/services are available upon request to individuals with disabilities. Persons with hearing impairments may call 1-800-255-0135 or 711 TTY for assistance. WSD is 100% funded by the U. S. Department of Labor and is a proud partner of the American Job Center Network.

Policy:

For out-of-school youth, a participant is basic skills deficient if they:

- A. Lack a high school diploma or high school equivalency and are not enrolled in any secondary education; or
- B. Are enrolled in a Title II Adult Education and Family Literacy Act (AEFLA) program authorized by WIOA and administered by the Education Department (ED); or
- C. Are reading or writing English or computing or solving problems at or below an 8.9 grade level, according to a **TABE** assessment.

For in-school youth, a participant is basic skills deficient if they:

- A. Are more than a year (5-6 Carnegie credits) behind in accordance with local education policy and will not graduate on time with peer cohort; or
- B. Have a cumulative GPA of 2.0 or below on a 4.0 scale; or
- C. Have taken and did not pass an end of course assessment (ECA) for Mathematics and/or English/Language Arts; or
- D. Are reading or writing English or computing or solving problems at or below an 8.9 grade level, according to a **TABE** assessment; or
- E. Are determined to be Limited English Skills proficient through school documentation.

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3.1 ONE-STOP SYSTEM

1. Overview

WIOA creates a comprehensive workforce investment system known as the One-Stop System. The One-Stop System is intended to be customer-focused, to help Americans access the tools they need to manage their careers through information and high quality services, and help business find skilled workers.

One-Stop System Goals

- 1) To increase the employment, retention, and earnings of participants
- 2) To increase occupational skill attainment by participants
- 3) To improve the quality of the workforce
- 4) To reduce welfare dependency
- 5) To enhance the productivity and competitiveness of the nation

Seven Principles of One-Stop Service Delivery

- 1) Streamlining services through better integration
- 2) Empowering individuals
- 3) Offering universal access
- 4) Increasing accountability
- 5) Creating a role for the private sector
- 6) Providing flexibility from state partners
- 7) Improving Youth programs

The Workforce Innovation and Opportunity Act Includes Five (5) Titles

- 1) Title I Workforce Investment Systems
- 2) Title II Adult Education and Literacy
- 3) Title III Workforce Investment-Related Activities
- 4) Title IV Rehabilitation Act Amendments of 1998
- 5) Title V General Provisions

The One-Stop Operator is responsible for general operation of the One-Stop Center as required in **29 U.S.C. § 2864 (c)(2)(A)**, **20 CFR § 463.620(a)**, and **20 CFR § 361.620(a)**.

Overall operation of the One-Stop Center includes entering into agreements with the partners collocated in the center; cost allocation plan(s); service mix and flow; planning and monitoring center operations; and coordination with other service providers in the service area.

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II. The One-Stop

A. One-Stop Operators

The One-Stop Operator is responsible for general operation of the One-Stop Center as required in **29 U.S.C. § 2864 (c)(2)(A)**, **20 CFR § 463.620(a)**, and **20 CFR § 361.620(a)**.

Overall operation of the One-Stop Center includes entering into agreements with the partners collocated in the center; cost allocation plan(s); service mix and flow; planning and monitoring center operations; and coordination with other service providers in the service area.

The One-Stop Operator is also responsible for developing a strategic operations or business plan for the center including the development of a common mission and goals. The One-Stop Operator should ensure that the center is guided by customer needs, customer satisfaction, and customer success. The plan should include strategies for training of center staff to insure integration of service delivery to provide seamless access to services for all customers. The One-Stop Operator must ensure that the core services specified in **U.S.C. § 2864 (d)(2)** are provided at the center and provide access to the other activities, and that programs provided under WIOA by the mandatory partner programs are available in the area. The One-Stop Operator must ensure that the One-Stop Center and services are accessible to all customers including individuals with disabilities

B. One-Stop Partners

Required partners are:

1. Programs authorized under Title I of WIOA serving Adults, Dislocated Workers, Youth, and veterans, as well as Job Corps, Native American programs, and migrant and seasonal farm worker programs
2. Programs authorized under the Wagner-Peyser Act
3. Adult education and literacy activities authorized under Title II of WIOA
4. Programs authorized under parts A and B of Title I of the Rehabilitation Act
5. Welfare-to-Work programs authorized under the Social Security Act
6. Senior community service employment activities authorized under Title V of the Older Americans Act of 1965 Postsecondary vocational education authorized under the Carl D. Perkins Vocational and Applied Technological Education Act
7. Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance authorized under the Trade Act of 1974
8. Local veterans' employment representatives and disabled veterans outreach programs
9. Employment and training activities under the Community Services Block Grant

WorkSource DeKalb (WSD) is an EEO/M/F/D/V employer/program. Auxiliary aids/services are available upon request to individuals with disabilities. Persons with hearing impairments may call 1-800-255-0135 or 711 TTY for assistance. WSD is 100% funded by the U. S. Department of Labor and is a proud partner of the American Job Center Network.

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10. Employment and training activities of the Department of Housing and Urban Development
11. Programs authorized under State unemployment compensation laws

Optional partners may include:

1. Temporary Assistance to Needy Families authorized under the Social Security Act
2. Employment and training programs authorized under the Food Stamp Act of 1977
3. Work programs authorized under the Food Stamp Act of 1977
4. Programs authorized under the National and Community Service Act of 1990
5. Other appropriate federal, state, or local programs

C. One-Stop Centers

Within each LWDA [WorkSource DeKalb] there must be at least one designated **One-Stop Center**. **20 CFR § 678.400(b)** lists the federally funded program partners that must provide access to core services, intensive services, training, and participate in the creation and maintenance of One-Stop Centers and systems.

At a minimum, a One-Stop Center must provide the Basic Career Service specified in **U.S.C. § 2864 (d) (2)** including the following:

1. Determinations of whether individuals are eligible to receive assistance;
2. Orientation to the information and other services available in the One-Stop system;
3. Initial assessment;
4. Job search and placement assistance;
5. Career counseling;
6. Labor market information;
7. Eligible Training Provider and Local Board program performance;
8. Information relating to the availability of supportive services in LWDA's and referral to such services;
9. Information on filing unemployment compensation;
10. Assistance in establishing eligibility for:
 - a. Welfare-to-work activities authorized under the **Social Security Act, 42 U.S.C §603(a)(5) (as added by the Balanced Budget Act of 1997 § 5001)** available in the LWDA; and
 - b. Programs of financial aid assistance for training and educational programs that are not funded under this Act and are available in the LWDA; and
11. Follow-up services.

One-Stop Centers must also provide access to other programs and activities carried out by the One-Stop partners. Co-location of programs is encouraged to the extent possible. Once a site is established, the site must utilize the term "One-Stop" as the common

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identifier. When selecting the site location, consideration must be given to customer accessibility. A written agreement must detail management of the One-Stop and is to be reviewed upon change in key staff. Co-located partners must have a written agreement or Operating Plan describing roles and responsibilities of each partner at the site. For those who are collaborating partners off-site, roles and responsibilities will be defined in an addendum to the co-located partner agreement.

All collaborating partners, those on and off-site, must have the appropriate staff trained in the services provided by other partners, know who the contact person for each partner is, and be able to seamlessly refer clients or participants to the appropriate entity within each partner program. Space must be made available at the site for visiting partner programs whenever feasible. All partners, those on and off-site, must have a resource area available to customers that is staffed, have information on all partners in the local system, and meets customer needs.

The site used for co-location must be accessible for those with disabilities and those who speak languages other than English.

III. Seamless Service Delivery

One-Stop is often described as a “seamless” system of service delivery where information and access to services are available to the customer regardless of the site of original contact. This is accomplished by collaboration of entities responsible for separate workforce development funding streams and through integration of programs and resources at the community level. All partners have an obligation to provide core informational services so that individuals may access the One-Stop System regardless of where they enter, including information regarding access or linkages to training services and the programs and activities carried out by One-Stop partners.

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IV. One-Stop Certification Process

The Local Board is responsible for the designation and certification of all comprehensive and affiliate sites. In accordance with **20 CFR § 678.800**, **the State Board, in consultation with WSDB and Chief Local Elected Officials, must develop the minimum criteria and procedures to certify comprehensive and affiliate one-stops throughout the state of Georgia.** This criterion must evaluate one-stop centers and the one-stop delivery system for effectiveness as defined in **20 CFR 678.800 (a)(2)** and shall include, at a minimum, customer satisfaction, physical and programmatic accessibility, and continuous improvement.

WSD/WSDB will complete a one-stop certification for each location which provides at least one Basic Career Service program as either a comprehensive or affiliate site based on the criteria set forth by the **State Board**. Local Boards may establish additional criteria.

A. The process of certification shall include the following:

- I. At least every two (2) years, the State Board will, in consultation with WSDB and CLEOs, review and approve the certification criteria and issue **One-Stop Certification Guidelines** for WSD/WSDB to complete.
- II. WSDB shall determine any additional certification criteria in addition to the mandated State certification criteria. The Local Board or appropriate Local Board committee must meet and vote to add such criteria.
- III. Based off of the minimum criteria and procedures outlined in the One-Stop Certification Guidelines, WSDB or the appropriate Local Board committee must complete and approve the certification for DeKalb County's one-stop.
- IV. WSDB must certify all comprehensive and affiliate one-stop sites at least once every three (3) years.
- V. If a Local Board is the operator of a one-stop, this site must be certified by the WSDB. Local Boards must notify OWD staff of this in advance of certification deadline or as otherwise stated by OWD.
- VI. If a one-stop site is unable to be certified, the Local Board must follow appropriate procedures outlined in the One-Stop Certification Guidelines to notify OWD of the failed certification.

B. One-Stop sites must be certified by Local Boards in order to utilize the state negotiated infrastructure cost formula.

The One-Stop Operator is also responsible for developing a business plan for the center including the development of a common mission and goals. The One-Stop Operator should ensure that the center is guided by participant needs, participant satisfaction, and participant success. The plan should include strategies for training of center staff to insure

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integration of service delivery to provide seamless access to services for all participants. The One-Stop Operator must ensure that the core services specified in U.S.C. § 2864 (d)(2) are provided at the center and provide access to the other activities, and that programs provided under WIOA by the mandatory partner programs are available in the area. The One-Stop Operator must ensure that the One-Stop Center and services are accessible to all participants including individuals with disabilities

One-Stop Partners Required partners are:

- Adult education and literacy activities authorized under Title II of WIOA
- Employment and training activities of the Department of Housing and Urban Development
- Employment and training activities under the Community Services Block Grant
- Local veterans' employment representatives and disabled veterans outreach programs
- Programs authorized under parts A and B of Title I of the Rehabilitation Act
- Programs authorized under the Wagner-Peyser Act
- Programs authorized under Title I of WIOA serving Adults, Dislocated Workers, Youth, and veterans, as well as Job Corps, Native American programs, and migrant and seasonal farm worker programs
- Senior community service employment activities authorized under Title V of the Older Americans Act of 1965 Postsecondary vocational education authorized under the Carl D. Perkins Vocational and Applied Technological Education Act
- Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance authorized under the Trade Act of 1974
- Welfare-to-Work programs authorized under the Social Security Act

Programs authorized under State unemployment compensation laws Optional partners may include:

- Employment and training programs authorized under the Food Stamp Act of 1977
- One-Stop Centers
- Other appropriate federal, state, or local programs
- Programs authorized under the National and Community Service Act of 1990
- Temporary Assistance to Needy Families authorized under the Social Security Act
- Work programs authorized under the Food Stamp Act of 1977

WorkSource DeKalb (WSD) will have at least one (01) designated One-Stop Center. **20 CFR § 678.400(b)** lists the federally funded program partners that must provide access to Basic Career Service and training service and participate in the creation and maintenance of One-Stop Centers and systems.

Assistance in establishing eligibility for:

- Welfare-to-work activities authorized under the Social Security Act, 42 U.S.C

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- §603(a)(5) (as added by the Balanced Budget Act of 1997 § 5001) available in the WorkSource DeKalb; and
- Programs of financial aid assistance for training and educational programs that are not funded under this Act and are available in the WorkSource DeKalb; and
- Follow-up services.

One-Stop Centers must also provide access to other programs and activities carried out by the One-Stop partners. Co-location of programs is encouraged to the extent possible. Once a site is established, the site must utilize the term “One-Stop” as the common identifier. When selecting the site location, consideration must be given to participant accessibility. A written agreement must detail management of the One-Stop and is to be reviewed upon change in key staff. Co-located partners must have a written agreement or Operating Plan describing roles and responsibilities of each partner at the site. For those who are collaborating partners off-site, roles and responsibilities will be defined in an addendum to the co-located partner agreement.

All collaborating partners, those on and off-site, must have the appropriate staff trained in the services provided by other partners, know who the contact person for each partner is, and be able to seamlessly refer clients or participants to the appropriate entity within each partner program. Space must be made available at the site for visiting partner programs whenever feasible. All partners, those on and off-site, must have a resource area available to participants that is staffed, have information on all partners in the local system, and meet participant needs.

The site used for co-location must be accessible for those with disabilities and those who speak languages other than English.

Seamless Service Delivery: One-Stop is often described as a “seamless” system of service delivery where information and access to services are available to the participant regardless of the site of original contact. This is accomplished by collaboration of entities responsible for separate workforce development funding streams and through integration of programs and resources at the community level. All partners have an obligation to provide core informational services so that individuals may access the One-Stop System regardless of where they enter, including information regarding access or linkages to training services and the programs and activities carried out by One-Stop partners.

One-Stop Certification Process

The One Stop Operator for WorkSource DeKalb (WSD) is a competitive procured process. Once an Operator is selected through the DeKalb County’s Finance Department, the WorkSource DeKalb Board, with the agreement of the CLEO, certify One-Stop Operators in WorkSource DeKalb. Local Boards are charged with utilizing criteria and quality standards for the purpose of holding Operators accountable for the One-Stop system or

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center(s) operations they oversee. In order to ensure that certification creates a consistent level of quality in the services provided in WorkSource DeKalb, the WorkSource DeKalb Board will submit a business plan to the State Board.

The process shall include the following:

- WorkSource DeKalb will submit a business plan to the Local Board that will be forwarded to the State Board for written determination within 90 days of submittal.
- If denied, a written explanation will be given, and a Local Board may submit a revised plan to re-initiate the process at any time.
- The Local Board conducts a site review within 60 days of the business plan approval. The reviewer will use the business plan, and interview site and partner staff to ensure compliance. Notification will be given within 30 days of the site review.
- If denied, then a corrective plan is provided with written determination and technical support to aid in reaching compliance. Within 60 days of resubmission, the Local Board will conduct a new site review.
- On-site reviews may be delegated to an administrative entity, as long as the reports are received by the Local Board.
- Once the WorkSource DeKalb Board has completed the on-site review, the State Board grants certification status.
- All business plans submitted to Technical College System of Georgia's Office of Workforce Development (OWD) must contain the following items:
 - A vision and mission statement;
 - A diagram or narrative of participant flow throughout the tiers of services;
 - Identification of the clear flow of services between all partners;
 - Identification of the facility's service delivery structure, i.e., location service mix and participant flow;
 - Demonstration of a plan for increased enrollment in various programs and increased use of facilities;
 - Identification of a system for referral to training services and use of ITAs;
 - Identification of leveraged resources with various funding streams, educational grants, and other financial aid programs;
 - Identification of a community outreach plan; and
 - Identification of all One-Stop partners and the ways in which services are integrated.

One-Stop certification criteria must be reviewed every two years, and re-certification must be completed at least once every three (3) years. **The One-Stop re-certification process shall take place every 2 years.** A comprehensive One-Stop re-certification process, to be conducted by **WorkSource DeKalb** Board, shall be outlined in **WSD's**

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Policies and Procedures Guide. OWD shall examine the WSD's One-Stop re-certification process during the yearly on-site monitoring period for compliance with both WIOA federal and state requirements.

One-Stop Certification Process

WorkSource DeKalb (WSD) was originally designated as the DeKalb County's One Stop Operation under Workforce Investment Act (WIA) of 1998. With the reauthorization of WIA as Workforce Innovation and Opportunity Act (WIOA) of 2014, new One Stop Operator requirements are now in place. WorkSource DeKalb One Stop Operator is a competitive process that is procured through the DeKalb County Finance and Contract Department. As provided in the **Workforce Innovation and Opportunity of 2014**, the Local Workforce Investment Board, with the agreement of the chief local elected official, must designate and certify One-Stop Operators in each local area. Local Boards are charged with utilizing criteria and quality standards for the purpose of holding Operators accountable for the one-stop system or center(s) operations they oversee.

In order to ensure that certification creates a consistent level of quality in the services provided in the local workforce investment area, The Local Workforce Investment Board will be required to submit a business plan to the State Workforce Investment Board. The process shall include the following:

Local Entity will submit a business plan to their LWIB that will be forwarded to the SWIB for written determination **within 90 days of submittal.**

If denied, a written explanation will be given, and a LWIB may submit a revised plan to re-initiate the process at any time.

The LWIB conducts a site review within 60 days of the business plan approval. The reviewer will use the business plan and interview site and partner staff to ensure compliance. Notification will be given within 30 days of the site review.

If denied, then a corrective plan is provided with written determination and technical support to aid in reaching compliance. Within 60 days of resubmission, the LWIB will conduct a new site review.

On-site Reviews may be delegated to an administrative entity, as long as the reports are received by the LWIB.

Once the LWIB has completed the on-site review, the State Board grants certification status.

All business plans submitted to WorkSource Georgia/ TCSG – Office of Workforce Development and will have the following items:

- A vision and mission statement
- A diagram or narrative of participant flow throughout the tiers of services
- Identification of the clear flow of services between all partners

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- Identification of the facility's service delivery structure, i.e., location service mix and participant flow
- Demonstration of a plan for increased enrollment in various programs and increased use of facilities
- Identification of a system for referral to training services and use of ITAs
- Identification of leveraged resources with various funding streams, educational grants, and other financial aid programs
- Identification of a community outreach plan
- Identification of all One-Stop partners and the ways in which services are integrated

The One-Stop re-certification process shall be reviewed every two (2) years, and re-certification must be completed at least once every three (3) years. A comprehensive One-Stop re-certification process, to be conducted by the WorkSource DeKalb Board, shall be outlined in the LWIA's Policies and Procedures Guide. Technical College System of Georgia's Office of Workforce Development (OWD) will examine the WorkSource DeKalb's One-Stop re-certification process during the yearly on-sight monitoring period for compliance with both WIA Federal and State requirements.

RECERTIFICATION PROCESS

Once a One Stop Career Center has been certified by the SWIB, the One Stop Career Center will be placed on a schedule to be recertified - **One-Stop certification criteria must be reviewed every two (2) years, and re-certification must be completed at least once every three (3) years.**

Steps for Recertification Process:

The One-Stop Operator and site representatives will go through a self-assessment of the recertification criteria included in this document. The One Stop Operator will explain in detail what it has achieved; where they see their strengths and weaknesses; and will identify solutions on continuous improvement methods of the designated One Stop Career Center.

The business plan for the Career Center will be a current plan with Continuous Improvement efforts and Limited English Proficiency Plan built into it.

A cost allocation plan will be developed (as applicable).

The One-Stop Operator designated by the WorkSource DeKalb Board (WSB) will notify the SWIB's Chair (through the Governor's Office of Workforce Development) to request recertification in writing with the following documents:

- Letter from the One Stop Operator requesting recertification
- Completed copy of the One Stop Career Center Recertification Self-Assessment
- Copy of Career Center's updated business plan including any changes in partners

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The necessary documents must be submitted to:
TCSG - Office of Workforce Development
See website for updated address

Upon receipt of the recertification request, a review team from the state board or a Committee designated by the state board and WSD staff support will review service levels and the required documents. An on-site review may be conducted with the review team, One Stop Operator staff and partners.

RECERTIFICATION SCHEDULE

The DeKalb Workforce Investment Board will adhere to a One-Stop certification criteria must be reviewed every two (2) years, and re-certification must be completed at least once every three years (3) recertification schedule for the One Stop Career Center during a scheduled WSDB Meeting. If any significant changes occur within the operational structure of the One Stop Career Center between recertification that affect the current level of certification, such as relocation or FTE gain or loss, the One Stop Operator will notify the SWIB, in writing, outlining those changes. This notification should be completed within 60 days of the occurrence. The WSDB will then notify the One Stop Operator if any additional action or information will be required.

The One Stop Operator will be required to submit all required recertification documents to the Chair of the WorkSource DeKalb Board by submission date prior to the recertification due date. If deemed necessary by the One Stop WorkSource DeKalb Board, an on-site review may be conducted with the staff, One Stop Operator staff and partners and will be scheduled prior to the recertification due date.

Comprehensive One-Stop Certification Guidelines

A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one Title I staff person physically present. The comprehensive one-stop center must provide:

- Career services, as described in §678.430;
- Access to training services described in §680.200 of this chapter;
- Access to any employment and training activities carried out under sec. 134(d) of WIOA;
- Access to programs and activities carried out by one-stop partners listed in §678.400 through §678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III (Wagner-Peyser Act Employment Service Program); and,
- Workforce and labor market information.

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Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center. The WorkSource DeKalb Board may establish other service hours outside of normal business hours to accommodate the schedules of individuals who work on regular business days. The State Workforce Development Board will evaluate operational hours as part of the evaluation of effectiveness in the one-stop certification process described in **§678.800(b)**.

- To clarify what ‘access’ means, the federal regulations define “Access” to each partner program and its services to mean:
- Having a program staff member physically present at the one-stop center;
- Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Making available a direct linkage through technology to program staff who can provide meaningful information or services.
 - a. A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time web-based communication to a program staff member who can provide program information or services to the customer.
 - b. A “direct linkage” cannot exclusively be providing a phone number or website or providing information, pamphlets, or materials.

Customer Flow of Services for One Stop Career Center

WorkSource DeKalb (WSD) uses customer-focused processes such as integrated and expert welcoming and intake for all customers. There are two (2) WSD employees located at the point of entrance, reception desk. Receptionist staff direct calls and direct customers to the appropriate partner service provider or Workforce Innovation and Opportunity Act (WIOA) staff.

Also, there is a Georgia Department of Labor (GDOL) representative at the front counter. The GDOL Representative directs the public to the appropriate GDOL staff, GDOL Workshop, and/or answer any specific questions regarding GDOL services.

WorkSource DeKalb (WSD) provides seamless and coordinated customer-centered services through front-desk staff and counselors. This is accomplished by collaboration of entities responsible for separate Workforce Innovation and Opportunity Act (WIOA) funding streams and by integration of programs and resources at the community level. All partners have an obligation to provide Basic Career Services so that individuals may access the One-Stop System regardless where they enter, including programs and activities carried out by One-Stop partners.

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For Employer Services, the WIOA Business Solutions Team provides information to employers during one-on-one sessions as well as on-site employer visits. During these appointments, staff discusses the varied services available, such as candidate recruitment, training services, Work-Based Learning programs, along with the program requirements for employers.

For Adult, Dislocated Worker, and Youth Training Services, an individual interested in applying for assistance through the Workforce Innovation and Opportunity Act (WIOA) are advised to view the WIOA Online Orientation or attend an weekly orientation group session or one-on-one sessions. This orientation provides a complete overview of the Workforce Innovation and Opportunity Act (WIOA) program opportunities, inclusive of training programs, eligibility requirements and application process. DeKalb County WIOA online orientation process is available by going to www.worksourcecedekalb.org.

Note: All WIOA participants are requested to provide documentation to support their eligibility for program funds.

Memorandum of Understanding for One-Stop Career Center

The purpose of this MOU is to define the parameters within which education, workforce, economic development, and other partner programs and entities operating in the local WSD area to create a seamless, customer-focused American Job Center network that aligns service delivery across the board and enhances access to program services. By realizing one-stop opportunities, together partners are able to build community-benefiting bridges, rather than silos of programmatic isolation. These partnerships will reduce administrative burdens and costs and increase customer access and performance outcomes.

This MOU is also intended to contribute to a cooperative and mutually beneficial relationship between all parties to coordinate resources to prevent duplication and ensure the effective delivery of workforce services, and to establish joint processes and procedures that will enable partners to integrate the current service delivery system, resulting in a seamless and comprehensive array of job matching, education, support services, job training and other workforce development services.

The WSDB, with the agreement of the CEO, has (competitively) selected In The Door LLC. as the one-stop operator for WorkSource DeKalb, as further outlined in the One-Stop Operator section. The One-Stop Operating Budget and Infrastructure Funding Agreements establish a financial plan, including terms and conditions, to fund the services and operating costs of the WSD One-Stop/AJC. The parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain WSD's high- standard American Job Center network. The Vision,

WorkSource DeKalb (WSD) is an EEO/M/F/D/V employer/program. Auxiliary aids/services are available upon request to individuals with disabilities. Persons with hearing impairments may call 1-800-255-0135 or 711 TTY for assistance. WSD is 100% funded by the U. S. Department of Labor and is a proud partner of the American Job Center Network.

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Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreements outlined herein reflect the commitment of the parties to their job seeker and business customers, as well as to the overall DeKalb County community.

The Infrastructure Funding Agreement term, as a part of this MOU is for 3 years, however as a result of the quarterly reviews and reconciliation, modifications may be required and there form, annually, the respective partners' Infrastructure Funding Agreement remains valid until the expiration of the MOU.

Note: The above is just an overview of the One-Stop Career Center MOU. For full detail "Scope of Work" please refer to full MOU agreement on file.

Comprehensive One-Stop Criteria

I. Operational Details for One Stop Career Center [insert/In the Door]

II. WorkSource DeKalb Branding

The official unified brand of Georgia's workforce system is WorkSource Georgia. Each LWDA shall adopt the identifier "WorkSource" followed by a geographic identifier. DeKalb County Region 3 Local Area 5 official brand name is "WorkSource DeKalb". This local brand shall apply to both the local board and the One-Stop centers they direct. LWDA's shall use the official state unified brand and their local brand as prescribed in the WorkSource Georgia Branding Standards Manual. Vendors and/or sub recipients must seek approval from WSD Director/Deputy Director before utilizing the WorkSource logo and/ or the DeKalb County logo for any material provided to internal and/or external customers.

III. Outreach Material Guidance

Purpose: This Technical Assistance Guide has been created to provide guidance in developing policy and procedures regarding the use of Workforce Innovation and Opportunity Act (WIOA) funds to purchase outreach materials intended to promote WorkSource Georgia services to engage participants and employers within the workforce system. Adherence to a comprehensive policy and procedure will ensure the proper use of federal funds authorized under WIOA as well as the regulations found in the Uniform Administrative Guidance.

IV. Intended Audience: Local Workforce Development Board (LWDB) members, Local Workforce Development Area (LWDA) Executive Directors and fiscal staff, Fiscal Agents, and LWDA subrecipients.

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Introduction:

Federal guidance draws a very fine line distinguishing allowable outreach materials from unallowable promotional materials. In order to ensure federal funds are being used in compliance with the text and intent of federal regulations, the Technical College System of Georgia Office of Workforce Development (OWD) has developed additional criteria for consideration when determining if a purchase is appropriate. LWDAs must be able to document that they followed required processes in determining the need and allowable of outreach material purchases.

Federal Regulation: 2 CFR 200.421: Advertising and public relations.

(a) The term advertising costs means the costs of advertising media and corollary administrative costs. Advertising media include magazines, newspapers, radio and television, direct mail, exhibits, electronic or computer transmittals, and the like.

(b) The only allowable advertising costs are those which are solely for: (1) The recruitment of personnel required by the non-Federal entity for performance of a Federal award (See also §200.463 Recruiting costs); (2) The procurement of goods and services for the performance of a Federal award; (3) The disposal of scrap or surplus materials acquired in the performance of a Federal award except when non-Federal entities are reimbursed for disposal costs at a predetermined amount; or (4) Program outreach and other specific purposes necessary to meet the requirements of the Federal award.

(c) The term "public relations" includes community relations and means those activities dedicated to maintaining the image of the non-Federal entity or maintaining or promoting understanding and favorable relations with the community or public at large or any segment of the public.

(d) The only allowable public relations costs are:

(1) Costs specifically required by the Federal award;

(2) Costs of communicating with the public and press pertaining to specific activities or accomplishments which result from performance of the Federal award (these costs are considered necessary as part of the outreach effort for the Federal award); or

(3) Costs of conducting general liaison with news media and government public relations officers, to the extent that such activities are limited to communication and liaison necessary to keep the public informed on matters of public concern, such as notices of funding opportunities, financial matters, etc.

(e) Unallowable advertising and public relations costs include the following:

(1) All advertising and public relations costs other than as specified in paragraphs (b) and (d) of this section;

Policy: Individual Training Account (ITA)

-
- (2) Costs of meetings, conventions, convocations, or other events related to other activities of the entity (see also §200.432 Conferences), including:
- (i) Costs of displays, demonstrations, and exhibits;
 - (ii) Costs of meeting rooms, hospitality suites, and other special facilities used in conjunction with shows and other special events; and
 - (iii) Salaries and wages of employees engaged in setting up and displaying exhibits, making demonstrations, and providing briefings;
- (3) Costs of promotional items and memorabilia, including models, gifts, and souvenirs;
- (4) Costs of advertising and public relations designed solely to promote the non-Federal entity.

Technical College System of Georgia, Office of Workforce Development 1800 Century Place NE, Suite 150, Atlanta, GA 30345 – TCSG.edu/Workforce

Definitions:

Direct Benefit to WIOA program: A statement or information that directly correlates the outreach/informational item with available WorkSource Georgia programs or services. This must also include updated contact information for the entity or entities administering WorkSource Georgia within the LWDA.

Outreach/Informational Item: Any item purchased with the intent to distribute to job seekers and employers that provides information or reinforces the availability of programs within the WorkSource Georgia system.

Program Outreach: Program outreach is the activities conducted by WorkSource Georgia LWDBs (WSDB/WSD) and staff to inform the public about the programs and services available within the workforce region.

Promotional/Marketing Item: Any item purchased with the intent to distribute to the general public to promote the organization or entity. This also includes any item purchased and distributed to staff for personal use.

Supply: Purchase of branded items for use by staff or within the American Job Centers in the course of normal business operations. These items should have an insignificant price difference from non-branded supplies that may be purchased for the same or similar purposes.

Procedures: In order for an outreach material purchase to be considered allowable, LWDA must document how the purchase will directly benefit both the WIOA program and the potential participant. All items purchased must have an identifiable direct benefit

Policy: Individual Training Account (ITA)

to the workforce program they are promoting. Any materials purchased with intent to distribute to employers and community partners must have a direct useful benefit within the work environment. For materials purchased with an intent to distribute to participants, it should have a direct useful benefit in their job search as well assist them in learning about the types of programs and assistance available. All materials purchased must connect the recipient back to WorkSource Georgia services and programs either through a tagline or other explanation of potential services available. Local contact information, including either phone number or local WorkSource Georgia website at a minimum, must be included on all items.

All items must be reasonable in price, and the LWDA must document the need for these items to conduct outreach within the LWDA, including how the items are integrated into the LWDA's general outreach plan. Additionally, LWDA's should maintain usage calculations or estimates that document how the LWDA determined the appropriate purchase volume.

LWDA's must also ensure that any item purchased that meets the criteria to qualify as a pre-paid item is treated appropriately. Prepays are items that are paid for in advance that directly benefit participants who receive their benefit later. For more information about prepaids, please refer to the Financial Technical Assistance Guide on prepaid program items. Any item that would be considered a prepaid must be tracked through an inventory and documentation must be maintained to support safeguarding and appropriate disbursement of the prepaid program items. Extra care should be taken that items designated to distribution to job seekers or employers as outreach material are not utilized by staff as office supplies or for personal use.

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Outreach Material Examples:

Allowable:

- Folders purchased for distribution to job seekers are allowable. These folders must contain contact information for the LWDA as well as information on the programs and services available within the LWDA.
- Pens and Pencils purchased for distribution to job seekers and participants to assist them in their job search are allowable. These items must contain contact information for the LWDA and remind them of the services available through the LWDA.

Unallowable:

- Stress balls, cups, stickers or other items that are given to the general public are unallowable, regardless of whether or not appropriate contact information is included. These items are considered “giveaways” as they do not provide a direct benefit to the program nor do they provide a direct benefit to the job seeker or employer.
- Umbrellas, lunch bags, padfolios or other items to be distributed to either job seekers or employers are unallowable. These items either have a limited or indirect benefit to the program or the participant; and, in many instances, these items have a high cost that would not be considered reasonable for the benefit received.
- Bookbags, backpacks, or other large bags are not allowable as outreach material, even if they contain appropriate contact information. If a participant has a need for a bookbag this need should be documented and the supply should be provided either through ITA or supportive service consideration.

Potentially Allowable:

- Tote bags purchased for distribution to job seekers may be allowable. Tote bags should contain contact information for the LWDA and should include information on available workforce services. Tote bags should not be distributed to the general public or to groups who may not benefit from participation in the workforce system.
- Flash drives/USBs may be allowable. If these items are distributed to job seekers with information about the services available, or are made available to participants at the completion of a workshop or seminar where virtual information is presented or updated, then they may be allowable. For example, if an LWDA hosts a resume workshop and provides individual resume assistance, a flash drive with information on programs as well as a copy of the updated resume would be an

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allowable outreach item to provide each attendee. Because of the cost and value, flash drives are considered prepaids and should be inventoried and tracked and all recipients should sign acknowledging receipt.

Frequently mislabeled as outreach:

- Shirts for staff to wear to job fairs or other events are not considered outreach material. These items identify staff as representative of the WorkSource Georgia system and are intended for internal staff usage. These items should only be used to conduct official WorkSource Georgia business.
- Notepads or pens containing the branding and/or contact information that are intended for staff usage or usage within the American Job Center Network are not considered outreach materials. These items should be considered supplies and documentation must justify that the branding of these items is reasonable and necessary for conducting WorkSource Georgia business.

For further questions, contact:

WorkSource DeKalb
774 Jordan Lane
Building 4
Decatur, Georgia 30033
404.687.3400

Technical College System of Georgia, Office of Workforce Development
404-679-1371 WIOADrawdown@tcsg.edu

III. **Customer Satisfaction for One Stop Career Center**
[insert/In the Door]

IV. **Continuous Improvement for One Stop Career Center**
[insert/In the Door]

AFFILIATE ONE-STOP CERTIFICATION

An affiliated site, or affiliate one-stop center, is a site that provides access to the job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every

required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50% of the time the center is open. Additionally, the other partner must not be the partner

Policy: Individual Training Account (ITA)

administering local veterans' reemployment representatives, disable veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

Additionally, both comprehensive and affiliate one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in 29 C.F.R. part 38 and the regulations implementing WIOA Sec. 188.

Customer Flow of Services for the Affiliate One-Stop

[Insert/]

Memorandum of Understanding for the Affiliate One-Stop

The Affiliate One-Stop for WorkSource DeKalb is the Mobile Career Center. This unit is managed by WorkSource DeKalb.

Affiliate One-Stop Criteria

I. Operational Details

WorkSource DeKalb (WSD) strategically aligns its efforts with the Workforce Innovation & Opportunity Act (WIOA). WIOA is a U.S. federal law enacted in 1998 to replace the Job Training Partnership Act and other certain Federal laws relating to job training. The Workforce Innovation & Opportunity Act of 2014 (WIOA) creates a comprehensive Workforce Innovation & Opportunity system known as the One-Stop System. In addition to the One-Stop Career Center, WSD has a One –Stop Affiliate Site, Mobile Career Resource Center. The Mobile Career Resource Center is a 13-station, state - of - the - art - fully - accessible computer lab. The unit offers a full array of services and has a private interview area as well as the option of dividing the classroom area into two separate rooms. The instructor's workstation is connected to a 42 -inch" screen plasma TV with Smart Board, which adds interactive whiteboard capabilities for presentations and training.

One –Stop Affiliate Site, Mobile Career Resource Center Mission & Vision

One –Stop Affiliate Site, Mobile Career Resource Center's Mission

It is the mission of the One –Stop Affiliate Site, Mobile Career Resource Center to forge strong community ties and business relationships which bring the appropriate combination of resources and expertise to the business, resulting in a skilled and qualified labor force.

One –Stop Affiliate Site, Mobile Career Resource Center's Vision

Our vision is to provide WorkSource programs and initiatives to job seekers, communities, and DeKalb County businesses which guarantees excellent customer service and mobile access to WIOA services. Our efforts should ultimately result in a qualified applicant pool. The intention is to bring services to job seekers in

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their communities and save the business owner both time and money, while simultaneously contributing to the economic development of DeKalb County.

DeKalb County WSD embraces the following Seven Principles of One-Stop Delivery to include its affiliate site:

- Streamlining services through better integration.
- Empowering individuals.
- Offering universal access.
- Increasing accountability.
- Creating a role for the private sector.
- Providing flexibility from state partners.
- Improving youth programs.

Affiliate One-Stop Centers: The One-Stop Service Delivery System is WIOA's primary mechanism for delivering WIOA-funded services to participants. In its most basic and simplistic form, the One-Stop Service Delivery System for an entire LWDA may be composed of a single comprehensive one-stop site that provides access, through either physical or electronic presence, to all of the required partners' programs that are present within that LWDA's geographic boundaries. However, most LWDA's choose to deliver services through a network of physical sites. These additional sites may include additional comprehensive one-stop sites or affiliate one-stop sites.

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WIOA Section 121 (e)(2) states that the One-Stop Service Delivery System:

(B) May also make programs, services, and activities described in paragraph (1) available—

(i) Through a network of affiliated sites that can provide 1 or more of the programs, services, and activities to individuals; and

(ii) Through a network of eligible one-stop partners—

(I) in which each partner provides 1 or more of the programs, services, and activities to such individuals and is accessible at an affiliated site that consists of a physical location or an electronically or technologically linked access point; and

(II) that assures individuals that information on the availability of the career services will be available regardless of where the individuals initially enter the statewide workforce development system, including information made available through an access point described in subclause (I);

WIOA's regulations further clarify the options available to LWDA's that want to supplement their single comprehensive one-stop with additional service centers. When defining the One-Stop Service Delivery System, 20 C.F.R. §678.300 states:

(d) The system may also have additional arrangements to supplement the comprehensive center. These arrangements include:

(1) An affiliated site or a network of affiliated sites, where one or more partners make programs, services, and activities available, as described in §678.310;[and,]

(2) A network of eligible one-stop partners, as described in §§678.400 through 678.410, through which each partner provides one or more of the programs, services, and activities that are linked, physically or technologically, to an affiliated site or access point that assures customers are provided information on the availability of career services, as well as other program services and activities, regardless of where they initially enter the public workforce system in the local area[.]

(e) Required one-stop partner programs must provide access to programs, services, and activities through electronic means if applicable and practicable. This is in addition to providing access to services through the mandatory comprehensive physical one-stop center and any affiliated sites or specialized centers. The provision of programs and services by electronic methods such as Web sites, telephones, or other means must improve the efficiency, coordination, and quality of one-stop partner services. Electronic delivery must not replace access to such services at a comprehensive one-stop center or be a substitute to making services available at an affiliated site if the partner is participating in an affiliated site. Electronic delivery systems must be in compliance with the nondiscrimination and equal opportunity provisions of WIOA sec. 188 and its implementing regulations at 29 CFR part 38.

(f) The design of the local area's one-stop delivery system must be described in the Memorandum of Understanding (MOU) executed with the one-stop partners, described in §678.500.

Regarding the definition of an affiliate one-stop and the provision of services, 20 C.F.R. §678.310 states:

WorkSource DeKalb (WSD) is an EEO/M/F/D/V employer/program. Auxiliary aids/services are available upon request to individuals with disabilities. Persons with hearing impairments may call 1-800-255-0135 or 711 TTY for assistance. WSD is 100% funded by the U. S. Department of Labor and is a proud partner of the American Job Center Network.

Policy: Individual Training Account (ITA)

(a) An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services.

(b) As described in §678.315, Wagner-Peyser Act employment services cannot be a stand-alone affiliated site.

(c) States, in conjunction with the Local WDBs, must examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way. Where necessary and appropriate, States and Local WDBs must take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations into service points where Wagner-Peyser Act employment services are co-located as soon as reasonably possible. These steps must be included in the State Plan.

(d) All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188 (emphasis added).

The regulations specify that affiliate one-stop centers may be established in LWDA's to enhance and broaden the impact of a LWDA's service delivery network. Therefore, any site that makes one or more of the required partner programs¹, services, or activities available must be considered an affiliate one-stop and certified as such by the LWDB. Additionally, the regulations require the LWDA to set forth those details in their one-stop service delivery MOU.²

¹ WIOA Sec. 121(b)(1)(B)(i-xii)

² 20 C.F.R. §678.300(f)

It is very important to note that while WIOA requires all of the required partner programs present within a LWDA to contribute to the comprehensive one-stop's infrastructure, only those required partners whose programs are accessible at the affiliate one-stop need contribute to the affiliate one-stop's infrastructure. Per TEGL 17-16:

Only those one-stop partners that participate in the affiliate one-stop centers would be required to contribute to the infrastructure costs for those centers, including in one-stop affiliate centers where "access" to programs, services, and activities are made available through a direct linkage or physical presence. When two or more grant recipients or contractors of a required partner program are carrying out the program in a local area, both of these entities must contribute to infrastructure costs, including at an affiliate center, if those partners are participating in that affiliate center. The financial contributions of one-stop partners through a direct linkage will be different than those one-stop partners with a physical presence, regardless of the type of center.³

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Therefore, if only WIOA Title-I services are provided at an affiliate site, then the infrastructure costs will be solely funded by WIOA Title-I. When two or more required partner programs provide access to their services at the affiliate site, the infrastructure funding agreement must ensure each partner provides a fair share consistent with the program's proportionate use and relative benefit received. Furthermore, any infrastructure contribution must comply with the regulations set forth in the Uniform Administrative Guidance.

³ https://wdr.doleta.gov/directives/attach/TEGL/TEGL_17-16_Acc.pdf (Viewed May 10, 2017)

6. Affiliate One-Stop Examples In an effort to further assist LWDAs in applying the regulations to their own One-Stop Service Delivery Systems, a few affiliate one-stop examples are provided below.

Mobile Units – Mobile units shall generally be classified as affiliate one-stops. Mobile units in Georgia typically provide access, either electronic or physical, to the career services funded by WIOA Title-I. Therefore, mobile units meet the

II. Customer Satisfaction for the Affiliate One-Stop

III. Continuous Improvement for the Affiliate One-Stop

Accessibility & Equal Opportunity Certification

Equal Access Procedures

DeKalb One-Stop Center provides full accessibility to its center and services. Staff has received training and written instructions regarding assistive technology in the Resource Rooms. Program information is available through TTY. Vocational Rehabilitation Services of the Georgia Department of Labor is the primary community rehabilitation provider with whom training and mutual referrals are conducted. Members of the Georgia Division of Rehabilitation Services (DRS) and the Rehabilitation Services Administration of the US Department of Labor, met with WSD staff to do an on-site visit and assessment of the accessibility of services to persons with disabilities. We have improved signage to make it more visible to those who use wheelchairs for access or who are vision impaired. We have two computers with 19-inch monitors and track ball mouse hardware. In addition, Resource Center staff is knowledgeable of Accessibility Option in Microsoft Windows. This allows staff to increase the size of text on regular monitors so that vision-impaired customers are able to use the equipment. In addition, accessible pedestrian and parking spaces are designated in front of the building. There is a running slopes (wheelchair ramp) to allow accessibility throughout the building.

WorkSource DeKalb (WSD) is an EEO/M/F/D/V employer/program. Auxiliary aids/services are available upon request to individuals with disabilities. Persons with hearing impairments may call 1-800-255-0135 or 711 TTY for assistance. WSD is 100% funded by the U. S. Department of Labor and is a proud partner of the American Job Center Network.

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For Customers who need specialized equipment not available at the comprehensive One-Stop Center are referred to the Department of Labor.

Special Equipment

In order to provide services to the largest cross section of people with disabilities, DeKalb One-Stop has purchased and continues to purchase the following equipment:

Closed circuit TC magnification screens for One-Stop and two (2) partner locations 21-inch monitors for One-Stop and 2 partner locations Kensington track ball mouse and key guards to permit greater ease of use for persons with limited manual dexterity TTY machines for two (2) partner locations Braille signage for the Comprehensive One-Stop Center

WSD staff has a contact person at Vocational Rehabilitation Services to interview customers who may be appropriate for their services. The contact person is also available for staffing customers who may not be referred to a Department of Rehabilitated Services caseload but may need some special services in order to succeed in a training environment.

For customers who need specialized equipment not available at the comprehensive One-Stop Center can be referred to other partnering agencies as appropriate.

References: TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 15-16 (01/17/2017) and Workforce Implementation Guidance (WIG)s

Links: https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16.pdf
<http://www.georgia.org/competitive-advantages/workforce-division/technical-assistance/workforce-implementation-guidance-wig/>

Citations:

20 CFR § 678.310, 20 CFR § 678.315, 20 CFR § 678.400, 20 CFR § 678.420, 20 CFR § 678.430,
20 CFR § 678.500, 20 CFR § 678.755, 20 CFR § 678.800, 20 CFR § 680.200, 29 CFR § 38 WIOA Sec. 121(g), WIOA Sec. 134(d), WIOA Sec. 188, WIOA Sec. 121(c)(2)(A)(v), WIOA Sec. 121(c)(2)(A)(ii)



**AGREEMENT FOR
WORKFORCE DEVELOPMENT SERVICES**

THIS AGREEMENT FOR WORKFORCE DEVELOPMENT SERVICES (this "Agreement") is made and entered into as of the ____ day of _____, 2019 (the "Effective Date"), by and among **DEKALB COUNTY, GEORGIA**, a political subdivision of the State of Georgia (the "County"), **DEVELOPMENT AUTHORITY OF DEKALB COUNTY**, a public body corporate and politic of the State of Georgia d/b/a Decide DeKalb Development Authority ("Decide DeKalb"), and **ADVANCE DEKALB, INC.**, a Georgia nonprofit corporation ("Advance DeKalb").

WHEREAS, pursuant to the Administrative Services and Organizational Costs Agreement entered into between Decide DeKalb and Advance DeKalb on June 1, 2019, Decide DeKalb was given the authority by Advance DeKalb to, among other things, provide administrative services, and Decide DeKalb is acting in that capacity hereunder; and

WHEREAS, WorkSource DeKalb is a department of the County, and the County enters into this Agreement on behalf of WorkSource DeKalb; and

WHEREAS, to encourage economic development through the creation of a community and regional workforce development strategy, the County, through WorkSource DeKalb, in order to give effect to WorkSource DeKalb's commitment (not to exceed \$30,000 per year) to Advance DeKalb to employ a Business Relations Specialist (or equivalently named) position (the "Specialist") over the course of five years, contingent upon the availability of funds, desires to enter into this Agreement with Advance DeKalb and Decide DeKalb to (i) define the Specialist's position's description, tasks, technology skills, skills, work abilities, work activities and required qualifications, and (ii) define how the Specialist position is filled, payment of salary and benefits, whom the Specialist reports to and reporting requirements; and

WHEREAS, the County and Decide DeKalb are entering this Agreement pursuant to the 1983 Constitution of the State of Georgia, Article IX, Section III, Paragraph I and other applicable provisions of Georgia law.

NOW, THEREFORE, for and in consideration of the premises and undertakings as hereinafter set forth and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the County, Advance DeKalb and Decide DeKalb agree as follows:

Section 1. Position Description. The Specialist position shall be as described in the Position Job Description attached as Exhibit A hereto.

Section 2. Position Employment Terms. The Specialist position's job description (as described in Section 1) shall be posted in a manner consistent with that of any other similar job position by WorkSource DeKalb. WorkSource DeKalb shall include Decide DeKalb's President (or designee) in the review of the final three highest qualified candidates, which shall be determined at the discretion of WorkSource DeKalb. The final candidate shall be recommended

after approval by both the President of Decide DeKalb and the Director of WorkSource DeKalb.

If the Specialist is terminated or otherwise leaves this position, a new Specialist shall be employed using the procedures of this Section 2.

WorkSource DeKalb is fully responsible for payment of the salaries and benefits of the Specialist position up to the amount of Workforce DeKalb's commitment to Advance DeKalb, or such further amount as it shall commit to in writing (the "Investment"). In the event the position's projected salaries and benefits at any time exceed the Advance DeKalb commitment, Decide DeKalb, in its sole discretion, may approve the excess amount and secure and commit funding for such excess. This excess shall require express written approval from Decide DeKalb prior to any offers or adjustments are made to the position by WorkSource DeKalb.

The Specialist will be an employee of WorkSource DeKalb and subject to WorkSource DeKalb's usual employment policies. This position will work closely with Decide DeKalb and will also have office space dedicated to the position within the Decide DeKalb offices.

The work of the Specialist shall be under the immediate direction of the President of Decide DeKalb, and the ultimate direction of the Executive Director of WorkSource DeKalb.

Section 3. Specialist's Work and Reporting Requirements. The Specialist position is critical to the creation and execution of a community and regional workforce development strategy (the "Strategy"). The Specialist will be required to develop a draft Strategy and annual work plan for approval by the President of Decide DeKalb and the Executive Director of WorkSource DeKalb, which work plan shall be evaluated, revised and approved annually. The occupant of the Specialist position is required to prepare semiannual reports on progress and activities conducted in support of (1) the creation of the Strategy and (2) the execution of the Strategy. This report shall consist of a comprehensive report, with full details of activities and an executive summary. Further, a semiannual presentation will be made to the Boards of Directors for Advance DeKalb, Decide DeKalb and WorkSource DeKalb.

Section 4. Advance DeKalb requests that Decide DeKalb and WorkSource DeKalb enter into this Agreement to give effect to WorkSource DeKalb's commitment to Advance DeKalb to employ the Specialist. The County's payment of the salary and benefits of the Specialist shall be in lieu of any cash contribution for the commitment by WorkSource DeKalb to Advance DeKalb.

Section 5. Term. This Agreement shall become effective upon the date first above written and shall continue for a period of five (5) years (the "Term"), contingent upon the availability of funds.

Section 6. Miscellaneous.

- (a) This Agreement shall be governed by and construed under the laws of the State of Georgia;
- (b) Time is of the essence;
- (c) This Agreement may be executed in several counterparts, each of which shall be an original but all of which shall constitute one and the same instrument;
- (d) Should any phrase, clause, sentence or paragraph herein contained be held invalid or unconstitutional, it shall in no way affect the remaining provisions of this Agreement, which provisions shall remain in full force and effect; and
- (e) There are no third-party beneficiaries of this Agreement.

[SIGNATURES CONTAINED ON FOLLOWING PAGE]

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized officers.

**DEKALB COUNTY, GEORGIA, for
WorkSource DeKalb**

By: _____
Title:

**DEVELOPMENT AUTHORITY OF
DEKALB COUNTY d/b/a Decide DeKalb
Development Authority**

By: _____
Title:

ADVANCE DEKALB, INC.

By: _____
Title:

EXHIBIT A
POSITION JOB DESCRIPTION

(1)

(2)



BUSINESS ANALYST (FT or PT)

TASKS

- Analyze competitive market strategies through analysis of related market, or share trends.
- Synthesize current business intelligence or trend data to support recommendations for WIOA support plans.
- Communicate with business leaders and/or professional organizations to stay abreast of industry or business trends.
- Collect business intelligence data from available industry reports, public information, and field reports, to make informed decisions to suggest WIOA services.
- Identify and analyze industry or geographic trends with business strategy implications.
- Generate standard or custom reports summarizing business and economic data for review by executives, managers, clients, and other stakeholders.
- Identify or monitor current and WIOA participants, using Georgia Workforce Participant Portal.
- Create analysis of workforce analysis for prospectus reports for potential business conducting business in DeKalb County.

TECHNOLOGY SKILLS

- Access
- Customer relationship management CRM software
- Data base management system
- Electronic mail
- Human resources software
- Spreadsheet software
- Word processing software

SKILLS

- **Critical Thinking** – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Active Listening** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** – Understanding written sentences and paragraphs in work related documents.
- **Active Learning** – Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Speaking** – Talking to others to convey information effectively.

WORK ABILITIES

- **Deductive Reasoning** – The ability to apply general rules to specific problems to produce answers that make sense.
- **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
- **Inductive Reasoning** – The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Oral Comprehension** – The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** – The ability to communicate information and ideas in speaking so others will understand.

WORK ACTIVITIES

- **Getting Information** – Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Communicating with Supervisors, Peers, or Subordinates** – Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Updating and Using Relevant Knowledge** – Keeping up-to-date technically and applying new knowledge to your job.
- **Establishing and Maintaining Interpersonal Relationships** – Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Interpreting the Meaning of Information for Others** – Translating or explaining what information means and how it can be used.

Chubb CSI

82 Hopmeadow Street
P.O. Box 2002
Simsbury, CT 06070-7683
Phone: (860) 408-2000
Fax: (860) 408-2002

Keith Myles
BROWN & BROWN INSURANCE OF GEORGIA, INC.
900 N. POINT PKWY #300
ALPHARETTA, GA 30005-0000



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Directors & Officers Liability and Entity Liability Coverage Section

Option 1

(A) Maximum Aggregate Limit of Liability for this Coverage Section for all Claims
each Policy Year: \$1,000,000

(B) Sublimit for all Excess Benefit Transaction Excise Tax: \$100,000

Retention Amounts:

D&O Insuring Clause 1 \$0
D&O Insuring Clause 2 \$5,000
D&O Insuring Clause 3 \$5,000

Pending or Prior Litigation Date: TBD

Defense Outside the Limits of Liability Yes No

Endorsements applicable Only to Directors & Officers Liability and Entity Liability Coverage Section:

14-02-10712(3/05 ed) Liability Coverage	Georgia Amendatory Endorsement to the Directors and Officers Section
14-02-11240(4/08 ed.)	Amend Exclusion 5 j Endorsement
14-02-11243(6/05 ed.)	Amend Exclusion 5(e) Endorsement
14-02-11271(6/05 ed.)	Professional Services Exclusion Endorsement
14-02-11469(11/07 ed.)	Amend Definition of Loss Endorsement
14-02-11692(8/10 ed.)	Amended Exclusion 5 c Endorsement
14-02-12609(11/06 ed.)	Amend Definition of Loss to Include Coverage for Multiplied Damages Endorsement
14-02-14326(7/08 ed.)	Amend Defense and Settlement Endorsement

(The titles and headings are for convenience only. Please refer to the policy and endorsements for a description of coverage.)

PREMIUM SUMMARY:

Option 1:

\$1,907. Directors & Officers Liability and Entity Liability

\$1,907. POLICY TOTAL

Option Information:

BILLING TYPE: Direct Bill

Should you or the Insured have questions, our Direct Bill Premium Specialists, our very own Chubb employees located in NJ, are available:

- By telephone 1-800- 37-CHUBB or 1-800- 372-4822 or
- Online at pasc-direct-bill@chubb.com.

CONTINGENCIES: The above quote is expressly contingent upon receipt, review and acceptance of the subjectivities listed below. We must receive all of the items identified below on or before the Quotation Expiration date shown below. If all of these items are not received and approved by us on or before this date, this quote will automatically expire without further action or notice.

- 1. Copy of most recent 990's**
- 2. Expiring Dec page & confirmation of no open litigation to backdate P&P dates**
- 3. Loss Runs if applicable**

Chubb Group Of Insurance Companies 82 Hopmeadow Street
P.O. Box 2002
Simsbury, CT 06070-7683

860.408.2000
Fax 860 408.2002

WorkSource Metro Atlanta

Human Centered Design: Systems Change for Economic Mobility

DRAFT: Project Plan

July 18, 2019

Creating a uniform intake and assessment process across all five boards will require adjusting paper, on-line, and staff workflow processes in providing services to customers. Using the human-centered design processes, WorkSource Metro Atlanta's workforce boards will identify current practices and come together to agree on common processes and procedures that will increase customer ease of access that contributes positively to regional economic mobility.

Atlanta CareerRise Project Team

Name	Role
Sarah Griffen	Program Design, Technical Assistance, and Facilitation
Sarah Flesher	Project Management, and regular communication with the Workforce Boards
John Helton	Liaison with Workforce Board Directors

Team Leads

Workforce Board	Name	Title
Cobb	Michelle Williams	Provider Relations/Special Projects Coordinator
Atlanta Regional	Lisa Davis	Special Projects Manager
Atlanta Regional	Phyllis Jackson	Adult/DW Program Administrator
DeKalb	Chanell Davis	Sr. Employment and Training Analyst
Fulton	Kimyana Pippin	Administrative Coordinator
Atlanta	Jacque Joyce	External Programs Manager

Stakeholder Abbreviations

Abbreviation	Stakeholder
ACR	Atlanta CareerRise Project Team
TL	Team Leads
WBD	Workforce Board Directors
WST	WorkSource Teams

Phase 1: Research				
What	Purpose	When	Time	Who
Participant Focus Groups	Listen to participants to understand their experience of the intake process	June – July	Done	ACR, TL
Staff Focus Groups	Listen to staff to understand their experiences	June – July	Done	ACR, TL
Training	Understand the human center design process and prepare WorkSource Teams for ideation and design	July	7 HRS	All
TL Meeting	Reflect on focus groups	July 29	4HRS & Prep	ACR, TL
Observation Research	Observe internal process at WDBs	Aug	30 Min	WST
Observation Research	Observe external process & orientation at another workforce board	Aug	2.5 HRS	TL
Interview Training Providers	Listen to training providers (Nonprofit, Private, College) to understand their experience	Aug	1 HR EACH	ACR

Phase 2: Synthesize & Ideation				
What	Purpose	When	Time	Who
WST Meetings	Reflect on focus groups findings	Aug	2 HRS & Prep	ACR, TL, WST
State Requirements	Understand State requirements for Application, Documentation and Assessment	Aug	5 HRS	ACR
TL Meeting	Identifying opportunities and areas requiring discussion to create alignment and uniformity	Sept	4 HRS & Prep	ACR, TL
WBD Prep	Update WB Directors on Internal Team Progress	Sept	30 MIN	TL
WBD Meeting	Discuss areas for alignment, uniformity and related issues	Sept	1 HR	ACR, TL, WSB
Training	Racial, Equity and Inclusion Training	Sept	½-Full Day	ALL
WST Meetings	Feedback from WBD Meeting & reflections from the Racial Equity and Inclusion Training	Sept	1 HR	ACR, TL, WST
TL Meeting	Discuss common process and paper options for a pilot	Oct	6 HR	ACR, TL
WBD Prep	Update WB Directors on WST progress	Oct	30 MIN	TL
WBD Meeting	Report ideas for common process and identify pilot test design	Nov	2 HR	ACR, TL, WBD

Phase 3: Prototyping & Testing				
What	Purpose	When	Time	Who
TL Meeting	Discuss pilot structure & implementation	Nov	4 HRS	ACR, TL
WST Meetings	Discuss pilot structure & implementation	Nov	2 HRS	ACR, TL
Pilot Training	Train staff on pilot process	Dec		ACR, Staff, TL
Implement & Monitor Pilots	Use rapid cycle testing methodology to monitor and tweak pilots as needed	Jan – March		ACR, Staff, TL
Decision	WBD and TL agree on common process	April		ACR, TL, WBD
Implementation	Implement changed processes	April -June		ACR, TL, WBD

Systems Change Economic Mobility: Human Centered Design Process

May 2019 – April 2020

Phase 1: Research (May – August)	Phase 2: Synthesize & Ideation (August – November)	Phase 3: Prototyping & Testing (November – March/April)
Conduct Participant Focus Groups <ul style="list-style-type: none"> • Team Leads 	Identify Opportunities and Challenges <ul style="list-style-type: none"> • Team Leads • WorkSource Teams 	Create Pilot Process <ul style="list-style-type: none"> • Team Leads • WorkSource Teams
Conduct Staff Focus Groups <ul style="list-style-type: none"> • Team Leads 	Discuss Areas for Alignment and Uniformity <ul style="list-style-type: none"> • Workforce Board Directors 	Provide training to Workforce Board Staff <ul style="list-style-type: none"> • Team Leads
Conduct Observation Research of Workforce Board Process <ul style="list-style-type: none"> • WorkSource Team Member 	Attend the Racial, Equity and Inclusion Training <ul style="list-style-type: none"> • Team Leads • WorkSource Teams • Workforce Board Directors 	Implement & Monitor Pilot <ul style="list-style-type: none"> • Workforce Board Staff • Team Leads • WorkSource Teams
Conduct Observation Research of Workforce Board Process & Attend Orientation <ul style="list-style-type: none"> • Team Leads 	Identify Common Process and Documentation for Pilot <ul style="list-style-type: none"> • Team Leads • WorkSource Teams 	Finalize the Common Process <ul style="list-style-type: none"> • Workforce Board Directors
Conduct Interviews Training Providers <ul style="list-style-type: none"> • Atlanta CareerRise Team Communicate with the State the requirements for Application, Documentation and Assessment <ul style="list-style-type: none"> • Atlanta CareerRise Team 	Decide on Common Process and Pilot Design <ul style="list-style-type: none"> • Workforce Board Directors 	Provide Training to All Staff on New Process <ul style="list-style-type: none"> • Team Leads

WorkSource DeKalb Board Members

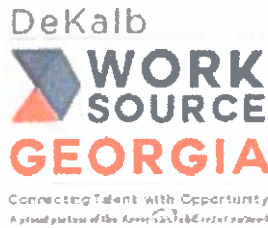
Name	Term Limits	Email	Contact	Organization/County	County of Organization	Title	WIOA Representation/ Sector	Committee Choice
Business Representatives - 51%								
ard, - person	7/2015 - 7/2021 (2 terms of 3 years)	sadie.dennard@gmail.com	770-289-9636	Dennard Management 3315 Annalaine Drive, SW Atlanta, Georgia 30311	DeKalb	President/CEO	Business/Prof. & Business Services	
on, Chair	7/2015 - 7/2021 (2 terms of 3 years)	HBoldon@ivfp.org	404-224-5391	Integral 191 Peachtree St., NE Atlanta, GA 30303	Fulton - serves DeKalb	President, Human Development Division	Business/Prof. & Business Services	Finance
idge, etra	3/2019 - 3/2022 3/2023 - 3/2025	daldridge@cerm.com	678-999-0173 -o 470-210-3631-c	CERM 1990 Lakeside Parkway Ste 300, Tucker, GA 30084	Fulton - serves DeKalb	Director of Corporate Management & Strategic Initiatives	Business/Logistics	1. Finance 2. One-Stop 3. Youth
r, ina	9/2018 - 9/2021 9/2022 - 9/2024	ktaylor@ dekalbchamber.org	404-378-8000-o 404-883-5373-c	DeKalb Chamber of Commerce Two Decatur Town Center 125 Clairemont Ave., Decatur, GA 30030	DeKalb	President/CEO	Business/Prof. & Business Services	1. Finance, 2. One-Stop 3. Youth
McClure	3/2019 - 3/2022 3/2023-9/2023	smcclure@itsmarta.c om	404-848-5698	MARTA 2424 Piedmont Road, NE Atlanta, GA 30324	DeKalb	Director of Human Resources	Business/Prof. & Business Services	Youth
k-Taylor, ore, thy	9/2017 - 9/2020 9/2021 - 9/2023	dcm4@cdc.gov	770-488-1462-o 404-213-0203-c	Centers for Disease Control and Prevention 2877 Brandywine Rd. Atlanta, GA 30341	DeKalb	Chief Human Capital Officer and Deputy Ethics Counselor, Human Resources	Business/Life Sciences	1. Youth, 2. Finance 3. One-Stop
ore, thy	9/2017 - 9/2020 9/2022 - 9/2025	Tim.Ashmore@ brillinc.com	770-723-6617-o 470-848-2918-c	CSM Bakery Products 1912 Montreal Rd. #112, Tucker, GA 30084	DeKalb	Regional Human Resources Manager, Southeastern Region	Business/ Manufacturing	1. Finance 2. One-Stop 3. Youth

WorkSource DeKalb Board Members

Name	Term Limits	Email	Contact	Organization/County	County of Organization	Title	WIOA Representation/ Sector	Committee Choice
Jeffrey Taylor	3/2019 - 3/2022 3/2023- 3/2025	JeffTaylorCPA@att.net	404-298-8998-o	Oakhurst Medical Centers 5582 Memorial Dr. Stone Mountain, GA 30033	DeKalb	CEO	Business/Life Sciences	1. Finance 2. Youth 3. One-Stop
Naushad Ali	3/2019 - 3/2022 3/2023- 3/2025	naushad.ali@ricoh-usa.com	973-885-6163	RICOH USA, Inc. 4667 N. Royal Atlanta Dr., Tucker, GA 30084	DeKalb	Senior Manager, Technical Customer Support Services	Finance	
Ryan Blackhall	9/2017 - 9/2020 9/2021 - 9/2023	ryan@blackhallstudios.com	949-278-2810	Blackhall Studios 1415 Constitution Rd. S.E. Atlanta, GA 30316	DeKalb	Executive Chairman	Business/Film	
Tj Mclerov	9/2017 - 9/2020 9/2021 - 9/2023	tj@mclerovzaxbys.com	706-499-1365	Zaxby's 1660 Historic Highway 441 Clarkesville, GA 30523	DeKalb	Chief Operating Officer	Finance	
Workforce Representatives - not less than 20%								
Dwight Townsend	10/2016 - 10/2019 10/2020 - 10/2022	dwtownsend@unitedwayatlanta.org	404-527-8805	United Way of Greater Atl Sugarloaf Parkway Duluth, GA 30097	Gwinnett - serves DeKalb	Regional Director - DeKalb	Community Based /Professional & Business Services Organization	1. Youth 2. One-stop 3. Finance
Helen Yohannes	3/2019 - 3/2022 3/2023- 3/2025	helen.yohannes@chris180.org	678-723-8204	Chris 180 2831 Oxford Dr. Decatur, GA 30034	DeKalb	Program Manager- YOUTHBUILD 180	Youth Serving Organization	Youth
Hank Stewart	9/2017 - 9/2020 9/2021 - 9/2023	HankStewart@hankstewart.net	404-328-0095	Hank Stewart Foundation P.O. Box 54680 Atlanta, GA 30308	DeKalb	President	Community Based Organization/Entertain ment -Youth	Youth-Chair
LONGER H (PANY)	3/2019 - 3/2022 3/2023- 3/2025			International Union of Operating Engineers 926 P.O. Box 170 Rex, GA 30273	Fulton - serves DeKalb	Director of Training & Safety - Joint Apprenticeship Program	Labor - Registered Apprenticeship/	
Education and Training Representatives minimum 2								

WorkSource DeKalb Board Members

Name	Term Limits	Email	Contact	Organization/County	County of Organization	Title	WIOA Representation/ Sector	Committee Choice
Meghan ride	9/2018 - 9/2021 9/2022 - 9/2025	mcbridem@gptc.edu	404-297-9522-0 x4001 404-293-0504-c	Georgia Piedmont Technical College 495 North Indian Creek Dr. Clarkston, GA 30021	DeKalb	Dean, Adult Education	Adult Education/Prof. & Business Services	1. One-Stop 2. Youth 3. Finance
elmas ins	3/2019 - 3/2022 3/2023- 3/2025	gelmas1.watkins@ dekalbschoolsga.org	678-676-1200	DeKalb County School District 1701 Mtn Industrial Blvd Stone Mountain, GA 30084	DeKalb	Director of Career Technical and Agricultural Education	Higher Education/Life Sciences	1. Youth 2. One-Stop 3. Finance
Government and Economic Development Representatives - minimum 3								
Connally	7/2018 - 7/2021 7/2022 - 7/2024	Mark.Connally@ gdol.ga.gov	678 306-9904-c 678 284-5785-0	Georgia Dept of Labor 774 Jordan Lane, Bldg #4, Decatur, GA 30033	DeKalb	Career Center Manager	State Employment Service/Prof. & Business Services	One-Stop
ley am	3/2018 - 3/2021 3/2022 - 3/2024	Shioney.Durham@ ablegeorgia.ga.gov	404-780-6752-0	Georgia Vocational Rehabilitation Agency 5238 Royal Woods Parkway Tucker, GA 30084	Fulton - serves DeKalb	Rehabilitation Unit Manager	Vocational Rehabilitation/ Prof. & Business Services	One-Stop
in DeBarr	3/2019 - 3/2022 3/2023- 3/2025	DDeBarr@ decidedekalb.com	404-687-2730-0	Development Authority of DeKalb County 330 West Ponce de Leon Decatur, GA 30030	DeKalb	Interim President	Economic Development/Prof. & Business Services	Youth



2019 WorkSource DeKalb Board Meeting Calendar

FULL BOARD MEETING

(4th Wednesday, 11:30AM-130PM, bi-monthly with November an exception)

January 23, 2019
March 27, 2019 (Changed to March 26th following Board Retreat)
May 22, 2019
July 24, 2019
September 25, 2019
November 20, 2019

FINANCE SUB-COMMITTEE MEETING DATES

(4th Wednesday, 10:30-11:30AM, bi-monthly with November an exception)

January 23, 2019
March 2019 (TBA)
May 22, 2019
July 24, 2019
September 25, 2019
November 20, 2019

YOUTH SUB-COMMITTEE MEETING DATES

(3rd Thursday, 9AM-11AM, bi-monthly with November an exception)

January 17, 2019
March 21, 2019
May 16, 2019
July 18, 2019
September 19, 2019
November 14, 2019

ONE-STOP and DISABILITIES MEETING DATES

(4th Wednesday, 10:30AM bi-monthly with November an exception)

January 23, 2019
March 2019 (TBA)
May 22, 2019
July 24, 2019
September 25, 2019
November 20, 2019