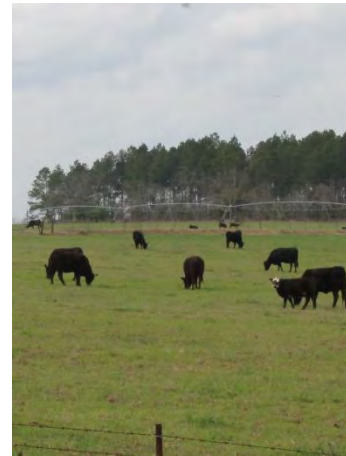


SOUTHERN GEORGIA WORKFORCE INVESTMENT AREA 2016 COMPREHENSIVE 4-YEAR LOCAL PLAN

Draft - August 9, 2016



Prepared by the



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Introduction

The Southern Georgia Workforce Development Area (Workforce Area #18) consists of 18 counties in predominantly rural southern Georgia (Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, and Ware Counties), coterminous with the 18-county region served by the Southern Georgia Regional Commission. This document serves as the Comprehensive Four-Year Local Plan for the Southern Georgia Workforce Development Area, in accordance with WIOA § 108. This plan was developed in partnership with the Southern Georgia Area Chief Local Elected Officials, Southern Georgia Workforce Development Board, and local Georgia Department of Labor, Georgia Department of Vocational Rehabilitation Services and Adult Literacy partners.

Strategic Elements, Governance, and Structure

1. Identification of Fiscal Agent

The Southern Georgia Regional Commission shall serve as the fiscal agent and shall be responsible for the disbursement of grant funds.

2. Description of Strategic Planning Elements

a. Regional Economic Conditions

The 18-county Southern Georgia region is predominantly rural in terms of its land area and approximately half rural and half urban in terms of its population (51.4% of the population resides in rural areas and 48.6 in urban areas and urban clusters according to 2010 Census data). The region's largest urban area is Valdosta, and other major urban clusters include Douglas, Fitzgerald, Tifton, and Waycross. Historically, the region's major industries were agriculture (both crops and livestock) and forestry, including the extraction of turpentine from pine trees. However, in recent decades, in keeping with national trends, the region has shifted from a production economy to a service economy. Although the majority of the region's land area is still used for agriculture and forestry, more jobs are now in service-providing industries than in goods-producing industries.

From 2012 to 2022 (the most current projections available), the five industries that are projected to see the greatest absolute growth (highest number of jobs added) are:

- Health Care and Social Assistance (5,300 jobs added)
- Educational Services (4,040 jobs added)
- Administrative and Support and Waste Management and Remediation Services (2,830 jobs added)
- Construction (1,470 jobs added)
- Professional, Scientific, and Technical Services (1,120 jobs added)

During the same time period, the five industries projected to see the greatest relative growth (percent increase in total number of jobs) are:

- Administrative and Support and Waste Management and Remediation Services (45%)
- Professional, Scientific, and Technical Services (39%)

- Construction (31%)
- Health Care and Social Assistance (28%)
- Real Estate and Rental and Leasing (27%)

A significant decrease (1,070 jobs) is projected in the Agriculture, Forestry, Fishing, and Hunting sector. An overview of industry projections for 2012 to 2022 is provided in Table 1.

Table 1. Industry Projections for Multiple Industries in Southern Georgia Workforce Investment Area in 2012-2022

| Industry | Industry Code | 2012 Estimated Employment | 2022 Projected Employment | Total 2012-2022 Employment Change | Annual Avg. Percent Change | Total Percent Change |
|--|---------------|---------------------------|---------------------------|-----------------------------------|----------------------------|----------------------|
| Total, All Industries | 000000 | 146,010 | 164,850 | 18,840 | 1.22% | 12.90% |
| Accommodation and Food Services | 72 | 13,210 | 13,880 | 670 | 0.50% | 5.08% |
| Administrative and Support and Waste Management and Remediation Services | 56 | 6,230 | 9,060 | 2,830 | 3.81% | 45.36% |
| Agriculture, Forestry, Fishing and Hunting | 11 | 5,140 | 4,070 | -1,070 | -2.31% | -20.85% |
| Arts, Entertainment, and Recreation | 71 | 1,180 | 1,450 | 270 | 2.08% | 22.85% |
| Construction | 23 | 4,720 | 6,190 | 1,470 | 2.75% | 31.20% |
| Educational Services | 61 | 14,920 | 18,960 | 4,040 | 2.43% | 27.10% |
| Finance and Insurance | 52 | 3,050 | 3,420 | 370 | 1.15% | 12.09% |
| Health Care and Social Assistance | 62 | 18,960 | 24,260 | 5,300 | 2.50% | 27.95% |
| Information | 51 | 1,970 | 2,010 | 40 | 0.20% | 2.03% |
| Management of Companies and Enterprises | 55 | 830 | 870 | 40 | 0.50% | 5.07% |
| Mining, Quarrying, and Oil and Gas Extraction | 21 | 50 | 40 | -10 | -2.11% | -19.23% |
| Other Services (except Public Administration) | 81 | 4,560 | 5,080 | 520 | 1.09% | 11.46% |
| Professional, Scientific, and Technical Services | 54 | 2,850 | 3,970 | 1,120 | 3.37% | 39.29% |
| Real Estate and Rental and Leasing | 53 | 1,260 | 1,610 | 350 | 2.43% | 27.14% |
| Utilities | 22 | 580 | 600 | 20 | 0.36% | 3.62% |
| Wholesale Trade | 42 | 4,620 | 5,710 | 1,090 | 2.14% | 23.57% |

Source: Georgia Dept. of Labor, Workforce Statistics & Economic Research, Projections Unit

The five occupations that are projected to see the greatest absolute growth are:

- Combined Food Preparation and Serving Workers, Including Fast Food (640 jobs added)
- Laborers and Freight, Stock, and Material Movers, Hand (600 jobs added)
- Customer Service Representatives (580 jobs added)
- Elementary School Teachers, Except Special Education (560 jobs added)
- Team Assemblers (450 jobs added)

An overview of occupations by projected growth is provided in Table 2. The seven occupation categories projected to be in highest demand in the region (those with the highest number of estimated annual openings) are:

- Combined Food Preparation and Serving Workers, Including Fast Food (250 annual openings)
- Retail Salespersons (220 annual openings)
- Cashiers (200 annual openings)
- Laborers and Freight, Stock, and Material Movers, Hand (150 annual openings)
- Customer Service Representatives (110 annual openings)
- Office Clerks, General (110 annual openings)
- Waiters and Waitresses (110 annual openings)

Table 2. Occupations by Projected Growth

The table below shows the occupations with the highest estimated annual openings in Southern Georgia Workforce Investment Area, Georgia for the 2012 - 2022 time period.

| Occupation | 2012 Estimated Employment | 2022 Projected Employment | 2012-2022 Annual Percent Change | Estimated Annual Openings | Total 2012-2022 Employment Change |
|--|---------------------------|---------------------------|---------------------------------|---------------------------|-----------------------------------|
| Combined Food Preparation and Serving Workers, Including Fast Food | 5,030 | 5,670 | 1.2 | 250 | 640 |
| Laborers and Freight, Stock, and Material Movers, Hand | 3,030 | 3,630 | 1.8 | 150 | 600 |
| Customer Service Representatives | 1,980 | 2,560 | 2.6 | 110 | 580 |
| Elementary School Teachers, Except Special Education | 1,810 | 2,370 | 2.7 | 100 | 560 |
| Team Assemblers | 2,500 | 2,950 | 1.7 | 90 | 450 |
| Registered Nurses | 2,740 | 3,170 | 1.5 | 90 | 430 |
| Middle School Teachers, Except Special and Career/Technical Education | 1,260 | 1,660 | 2.8 | 70 | 400 |
| Nursing Assistants | 2,210 | 2,590 | 1.6 | 80 | 380 |
| Heavy and Tractor-Trailer Truck Drivers | 2,610 | 2,980 | 1.3 | 80 | 370 |
| Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products | 1,550 | 1,910 | 2.1 | 70 | 360 |
| Office Clerks, General | 3,120 | 3,470 | 1.1 | 110 | 350 |
| Licensed Practical and Licensed Vocational Nurses | 1,490 | 1,840 | 2.1 | 70 | 350 |
| General and Operations Managers | 1,960 | 2,300 | 1.6 | 70 | 340 |
| Construction Laborers | 1,420 | 1,760 | 2.2 | 70 | 340 |
| Childcare Workers | 1,310 | 1,640 | 2.3 | 70 | 330 |
| Retail Salespersons | 5,510 | 5,830 | 0.6 | 220 | 320 |
| Receptionists and Information Clerks | 1,260 | 1,580 | 2.3 | 60 | 320 |
| Teacher Assistants | 1,190 | 1,470 | 2.1 | 60 | 280 |
| Janitors and Cleaners, Except Maids and Housekeeping Cleaners | 1,590 | 1,870 | 1.6 | 60 | 280 |
| Maintenance and Repair Workers, General | 1,790 | 2,050 | 1.4 | 60 | 260 |
| Correctional Officers and Jailers | 2,010 | 2,230 | 1.0 | 80 | 220 |
| Stock Clerks and Order Fillers | 2,070 | 2,140 | 0.3 | 70 | 70 |
| Cashiers | 4,470 | 4,520 | 0.1 | 200 | 50 |
| Waiters and Waitresses | 2,250 | 2,280 | 0.1 | 110 | 30 |
| Farmworkers and Laborers, Crop, Nursery, and Greenhouse | 2,040 | 1,590 | -2.5 | 60 | -450 |

Source: Georgia Dept. of Labor, Workforce Statistics & Economic Research, Projections Unit

b. Knowledge and Skills Needed

For many of the occupations projected to show the greatest growth in the coming years, advanced degrees and specialized training are not required. For example, fast food workers, laborers, customer service representatives, and cashiers typically require only a brief training period and do not require higher-level qualifications. However, some of the occupations that are expected to experience growth in the region in the near future do require advanced degrees and/or special training, for example: elementary school teachers (100 projected annual openings), registered nurses (90 projected annual openings), and middle school teachers (70 projected annual openings).

Occupations with the highest number of annual openings in the region during 2012-2022 are listed in Table 3, along with the level of education typically required for these occupations. The five occupations projected to have the most annual openings do not typically require a high school diploma.

Table 3. Occupations With Most Annual Openings, Southern Georgia Region, 2012-2022

| Occupations | Education Code | 2012 Base Employment | 2022 Projected Employment | Total Change in Employment | Annual Openings |
|---|----------------|-------------------------------------|---------------------------|----------------------------|-----------------|
| Combined Food Preparation and Serving Workers, Including Fast Food | 8 | 5,030 | 5,670 | 640 | 250 |
| Retail Salespersons | 8 | 5,510 | 5,830 | 320 | 220 |
| Cashiers | 8 | 4,470 | 4,520 | 50 | 200 |
| Laborers and Freight, Stock, and Material Movers, Hand | 8 | 3,030 | 3,630 | 600 | 150 |
| Waiters and Waitresses | 8 | 2,250 | 2,280 | 30 | 110 |
| Customer Service Representatives | 7 | 1,980 | 2,560 | 580 | 110 |
| Office Clerks, General | 7 | 3,120 | 3,470 | 350 | 110 |
| Elementary School Teachers, Except Special Education | 3 | 1,810 | 2,370 | 560 | 100 |
| Registered Nurses | 4 | 2,740 | 3,170 | 430 | 90 |
| Team Assemblers | 7 | 2,500 | 2,950 | 450 | 90 |
| Nursing Assistants | 5 | 2,210 | 2,590 | 380 | 80 |
| Correctional Officers and Jailers | 7 | 2,010 | 2,230 | 220 | 80 |
| Heavy and Tractor-Trailer Truck Drivers | 5 | 2,610 | 2,980 | 370 | 80 |
| General and Operations Managers | 3 | 1,960 | 2,300 | 340 | 70 |
| Middle School Teachers, Except Special and Career/Technical Education | 3 | 1,260 | 1,660 | 400 | 70 |
| Education Codes | | | | | |
| 1 Doctoral or professional degree | | 5 Postsecondary non-degree award | | | |
| 2 Master's degree | | 6 Some college, no degree | | | |
| 3 Bachelor's degree | | 7 High school diploma or equivalent | | | |
| 4 Associate's degree | | 8 Less than high school | | | |

Source: Georgia Department of Labor, Workforce Statistics and Economic Research

Several of the occupations projected to have the highest level of relative growth (percent change) during the same timeframe require a higher level of education (see Table 4). However, the total number of openings in these occupations is projected to be low.

Table 4. Fastest Growing Occupations, Southern Georgia Region, 2012-2022

| Occupations | Education Code | 2012 Base Employment | 2022 Projected Employment | Total Change in Employment | Annual Openings |
|--|----------------|-------------------------------------|---------------------------|----------------------------|-----------------|
| Nursing Instructors and Teachers, Postsecondary | 2 | 100 | 160 | 60 | 10 |
| Physical Therapists | 1 | 300 | 480 | 180 | 30 |
| Health Specialties Teachers, Postsecondary | 1 | 70 | 110 | 40 | 0 |
| Personal Care Aides | 8 | 520 | 810 | 290 | 30 |
| Insulation Workers, Mechanical | 7 | 20 | 30 | 10 | 0 |
| Interpreters and Translators | 3 | 30 | 40 | 10 | 0 |
| Ambulance Drivers and Attendants, Except Emergency Medical Technicians | 7 | 60 | 90 | 30 | 0 |
| Physician Assistants | 2 | 110 | 160 | 50 | 10 |
| Diagnostic Medical Sonographers | 4 | 50 | 70 | 20 | 0 |
| Helpers--Electricians | 7 | 250 | 360 | 110 | 10 |
| Dental Hygienists | 4 | 120 | 180 | 60 | 10 |
| Home Health Aides | 8 | 690 | 1,000 | 310 | 40 |
| Nurse Practitioners | 2 | 140 | 200 | 60 | 10 |
| Medical Secretaries | 7 | 600 | 850 | 250 | 40 |
| Speech-Language Pathologists | 2 | 330 | 470 | 140 | 20 |
| Education Codes | | | | | |
| 1 Doctoral or professional degree | | 5 Postsecondary non-degree award | | | |
| 2 Master's degree | | 6 Some college, no degree | | | |
| 3 Bachelor's degree | | 7 High school diploma or equivalent | | | |
| 4 Associate's degree | | 8 Less than high school | | | |

Source: Georgia Department of Labor, Workforce Statistics and Economic Research

c. Workforce Analysis

As of April 2016 (the most recent date for which data are currently available), the labor force in the Southern Georgia region numbers 172,649, with 163,613 employed and 9,036 unemployed, meaning that the unemployment rate is 5.2% (Source: [GA Dept. of Labor, Workforce Statistics & Economic Research, Local Area Unemployment Statistics Unit](#)). The unemployment rate has declined steadily since it peaked at 12.3% in January 2010 (see Figure 1). However, the labor force has also decreased in number, from a peak of 189,491 in August 2008 to 172,649 in April 2016 (see Figure 2), while the population of the region has grown (by 5.6% from 2009 to 2015; see Figure 3). This means that the percentage of the total population participating in the labor force (those either employed or seeking employment) has decreased. This may be due in part to some individuals ceasing to seek employment after suffering from long-term unemployment (“discouraged workers”). The labor market in the region is not necessarily improving as rapidly as the declining unemployment rate might suggest.



Figure 1. Unemployment Rate, Southern Georgia Region, 2007 – 2016
Source: GA Dept. of Labor, Workforce Statistics & Economic Research, Local Area Unemployment Statistics Unit

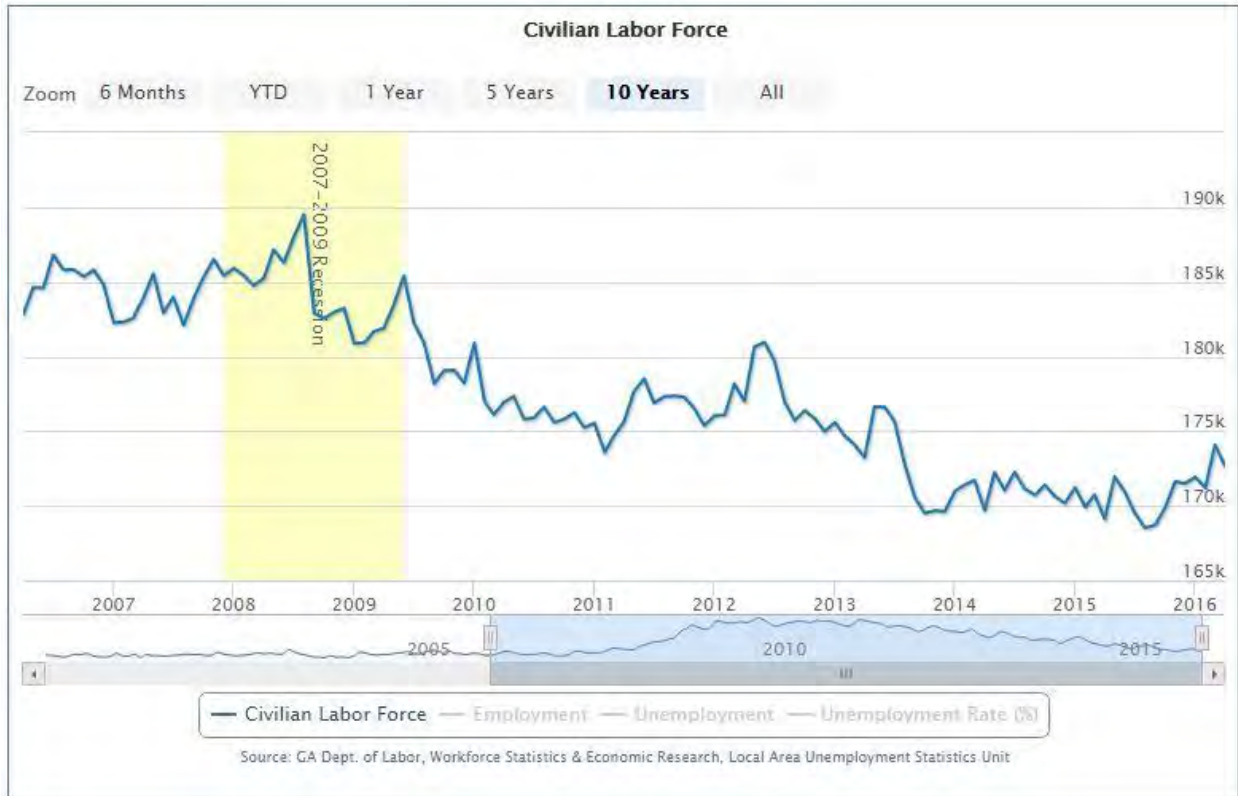


Figure 2. Civilian Labor Force, Southern Georgia Region, 2007 – 2016
 Source: GA Dept. of Labor, Workforce Statistics & Economic Research, Local Area Unemployment Statistics Unit

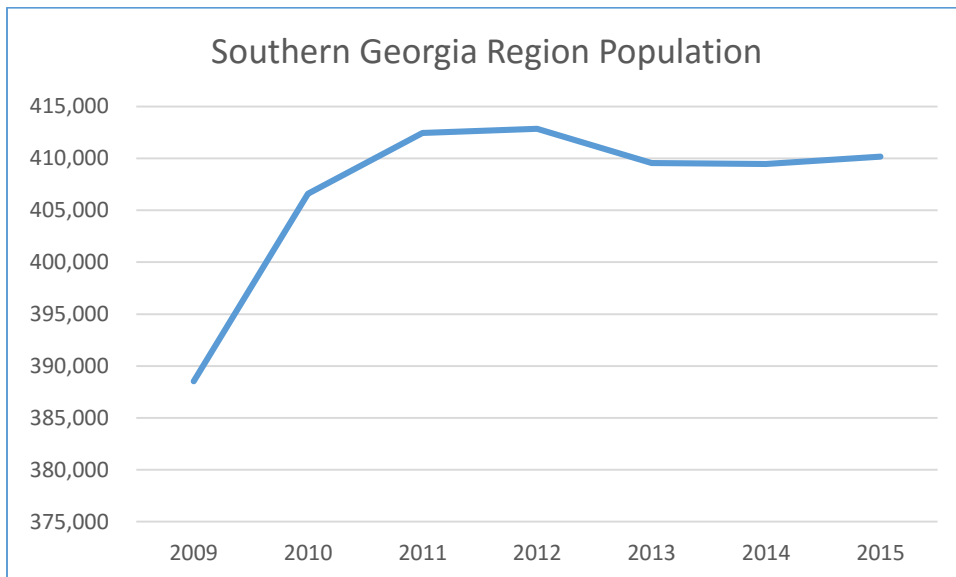


Figure 3. Population of the Southern Georgia Region, 2009 – 2015
 Source: U.S. Census Bureau

Among adults aged 25 or older in the region, 20.9% do not have a high school diploma, while 8.9% hold a bachelor's degree and 6% hold a graduate or professional degree. Educational attainment levels for adults aged 25 or older in the region are shown in Figure 4. Educational attainment levels among adults aged 25 and older are fairly similar for men and women; however, notably, among adults aged 18 – 24, women's educational attainment levels are considerably higher, while at the same time there are more men who have not completed high school (see Figure 5). This suggests a new trend for the younger generation, in which more women are pursuing higher education.

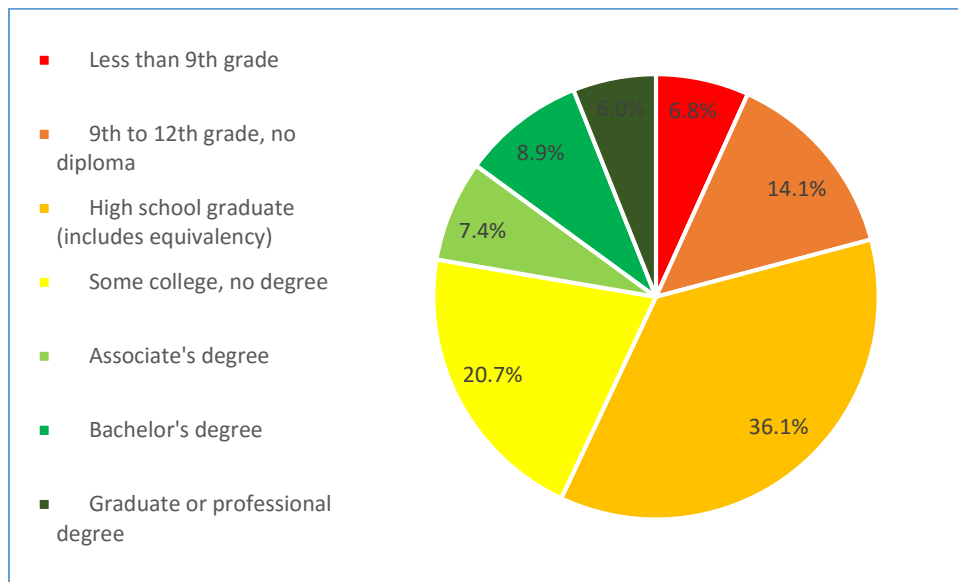


Figure 4. Educational Attainment, Adults Aged 25+, Southern Georgia Region, 2014
Source: U.S. Census Bureau

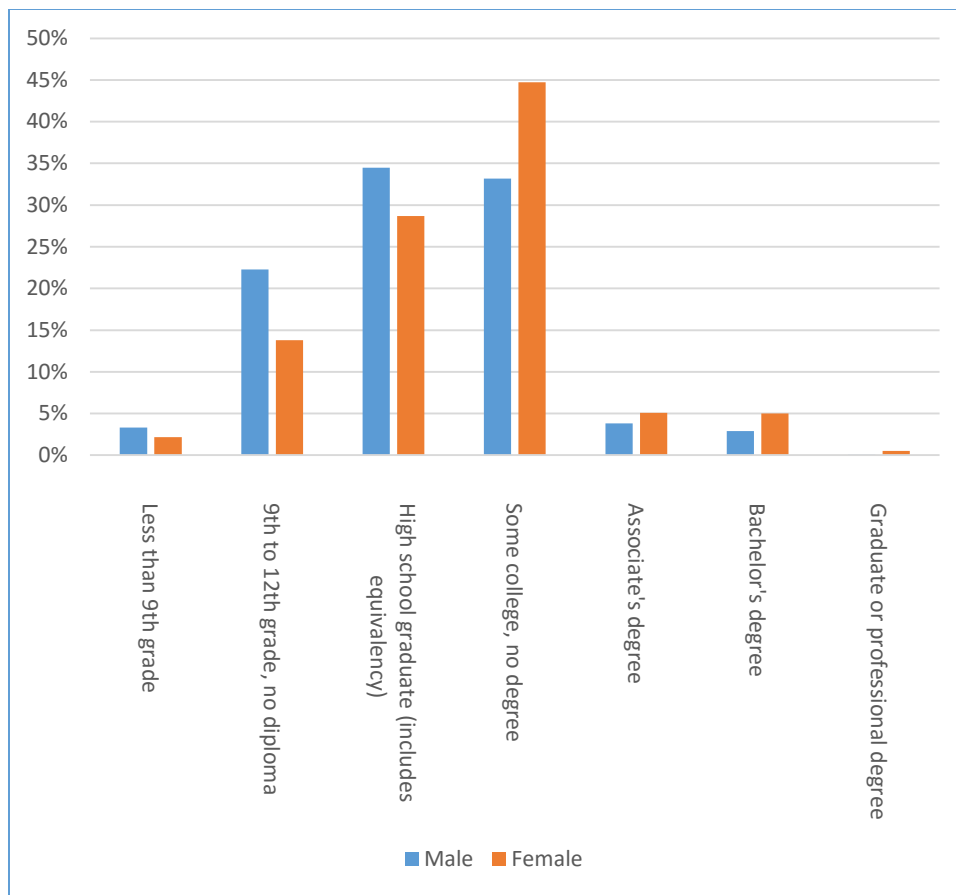


Figure 5. Educational Attainment, Ages 18 - 24, Southern Georgia Region
Source: U.S. Census Bureau

There are many individuals in the region who face barriers to employment. Aside from low educational attainment (see above), lack of transportation, lack of childcare, and disability are major barriers in the region.

According to Census data, as of 2014 estimates, 15.3% of the population aged 18 to 64 years in the region has a disability, including 2.9% with a hearing difficulty, 4.5% with a vision difficulty, 6.1% with a cognitive difficulty, and 8.3% with an ambulatory difficulty. More information is given in Table 5.

Table 5. Population With Disabilities, 2014 Estimate

| County | Total Population 18 to 64 years | Percent with a disability | Percent with a hearing difficulty | Percent with a vision difficulty | Percent with a cognitive difficulty | Percent with an ambulatory difficulty | Percent with a self-care difficulty | Percent with an independent living difficulty |
|----------|---------------------------------|---------------------------|-----------------------------------|----------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|---|
| Atkinson | 5,005 | 13.8% | 2.8% | 3.6% | 3.5% | 8.4% | 2.4% | 4% |
| Bacon | 6,399 | 15.9% | 2.9% | 4.7% | 7.8% | 9% | 2.3% | 5.8% |
| Ben Hill | 10,268 | 22.9% | 3.4% | 8.8% | 7.6% | 11.8% | 4.4% | 8.5% |
| Berrien | 11,288 | 16.1% | 3.8% | 5.5% | 4.5% | 8.2% | 2.1% | 4.4% |
| Brantley | 11,328 | 22.9% | 5.5% | 6.5% | 10.8% | 15.1% | 5.5% | 9.7% |
| Brooks | 9,391 | 19% | 3.5% | 4.4% | 7.2% | 12.7% | 6.3% | 7.8% |
| Charlton | 7,534 | 11.2% | 2% | 0.8% | 6.1% | 4.8% | 1.1% | 2.8% |

| | | | | | | | | |
|---------------|----------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Clinch | 3,858 | 21.7% | 3.3% | 7.2% | 9.7% | 10.4% | 3.5% | 7.9% |
| Coffee | 24,072 | 15% | 2.1% | 5.3% | 4.7% | 9.1% | 3.9% | 6.3% |
| Cook | 10,061 | 13.8% | 1.8% | 2.6% | 5.9% | 7.3% | 1.8% | 4.6% |
| Echols | 2,477 | 11.7% | 3% | 2.6% | 4.6% | 6.2% | 2.9% | 4.6% |
| Irwin | 5,283 | 15.4% | 5.5% | 4.5% | 6.2% | 8% | 2.1% | 3.2% |
| Lanier | 5,958 | 19.1% | 5.1% | 5% | 6.5% | 12.1% | 3.5% | 4.8% |
| Lowndes | 68,766 | 11.5% | 1.8% | 2.7% | 4.9% | 6% | 1.7% | 3.8% |
| Pierce | 11,197 | 17.6% | 3.4% | 4.9% | 9.3% | 10.8% | 3.5% | 7.2% |
| Tift | 24,718 | 14.8% | 3.3% | 7.2% | 3.9% | 4.6% | 1.5% | 3.4% |
| Turner | 4,634 | 20.1% | 3.2% | 3.3% | 8.2% | 9.2% | 3.7% | 6% |
| Ware | 19,876 | 17.2% | 3.3% | 5% | 8.7% | 10.7% | 4% | 6.7% |
| Region | 242,113 | 15.3% | 2.9% | 4.5% | 6.1% | 8.3% | 2.8% | 5.3% |

Source: U.S. Census Bureau, American FactFinder, 2014 Estimates

Lack of transportation can be a barrier to employment, as can the distance required to travel to work. According to 2014 Census estimates, 3.6% of workers in the region have no vehicle available for commuting. According to the same source, 5.3% of workers have a commute time of more than 60 minutes each way. While these statistics are for currently employed workers, they can also be interpreted to suggest that barriers exist for those who are not currently working, such as lack of transportation and distance to potential places of employment.

Lack of childcare can be a major barrier to employment. According to 2014 U.S. Census Bureau estimates, 40.4% of families that have children under 6 years old are families with a single parent and no spouse present. 39.1% of all families with children under 18 are single-parent families.

| County | Families with children under 18 | Families with children under 6 | Percent of families with children under 18 that are single-parent families | Percent of families with children under 6 that are single-parent families |
|---------------|---------------------------------|--------------------------------|--|---|
| Atkinson | 973 | 428 | 34.8% | 35.3% |
| Bacon | 1,122 | 377 | 29.8% | 38.2% |
| Ben Hill | 1,898 | 651 | 56.1% | 55.6% |
| Berrien | 2,111 | 805 | 33.6% | 34.0% |
| Brantley | 2,073 | 801 | 31.8% | 33.3% |
| Brooks | 1,443 | 508 | 36.5% | 22.0% |
| Charlton | 1,068 | 403 | 31.6% | 32.8% |
| Clinch | 679 | 357 | 52.3% | 72.3% |
| Coffee | 4,214 | 1,663 | 38.5% | 33.5% |
| Cook | 1,879 | 800 | 31.0% | 25.0% |
| Echols | 470 | 151 | 34.0% | 37.7% |
| Irwin | 914 | 362 | 32.6% | 29.8% |
| Lanier | 1,202 | 702 | 41.9% | 45.2% |
| Lowndes | 12,096 | 6,173 | 41.3% | 44.1% |
| Pierce | 2,197 | 879 | 32.1% | 27.5% |
| Tift | 4,124 | 1,592 | 43.1% | 41.2% |
| Turner | 797 | 386 | 58.7% | 61.1% |
| Ware | 4,019 | 1,571 | 36.3% | 45.6% |
| Region | 43,279 | 18,609 | 39.1% | 40.4% |

A criminal record can be a major barrier to employment. Although county-level and regional data are not available, as of 2007, 1.42% of Georgia's population was incarcerated and 6.5% were on probation and parole (Pew Center on the States report, "[One in 31: The Long Reach of American Corrections](#)," March 2009). As of 2009, an estimated 14% of adults in Georgia had a felony conviction (Sarah Shannon et al., Population Association of America white paper,

“[Growth in the U.S. Ex-Felon and Ex-Prisoner Population, 1948 to 2010](#)”). Although [recent executive action](#) has prohibited the use of a criminal record as an automatic bar to employment by the State of Georgia, a criminal record is still a barrier to employment in the private sector.

d. Workforce Development Activities

This section describes the workforce development activities that are undertaken in the region, their strengths and weaknesses and their capacity to address education, skills and employer needs in the region.

The Southern Georgia region provides the entire array of WIOA Services, both Career Services and Training Services, to adults, dislocated workers and youth in the region. Career services and training services are provided through core partnerships, Individual Training Accounts and contracted services.

1. Career Services

There is no sequence requirement for these services. These services can be provided in any order to provide flexibility in targeting services to the needs of the customer.

Career services must be made available and, at a minimum, must include the following services:

- Determination of eligibility to receive assistance
- Outreach, intake, and orientation to the information and other services
- Initial assessment of skill levels, aptitudes, abilities, and support service needs
- Job search and placement assistance, and where appropriate, career counseling
- Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas including job vacancy listings in such labor market areas, information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations
- Provision of performance information and program cost information on eligible providers of training services provided by programs and eligible providers of adult education, providers of post-secondary vocational education activities and vocational activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act
- Provision of information with respect to the Career Resource Center delivery system in the local area
- Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services as appropriate
- Provision of information regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA and are available in the local area.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include interviewing, evaluating, diagnostic

testing, and use of other assessment tools to identify employment barriers and appropriate employment goals

- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
- Group counseling
- Individual counseling and career planning
- Case management for participants seeking training services
- Financial literacy services
- Short-term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

Career services may be provided in coordination with core partners or other agencies in the area, or through contracts with service providers, which may include contracts with public, private-for-profit and private-non-profit service providers approved by the Southern Georgia WDB.

2. Training Services

Training services are for individuals:

- Who have met the eligibility requirements for WIOA and who have been unable to obtain or retain employment;
- Who, after an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and have the skills and qualifications to successfully participate in the selected program of training services;
- Who select programs of training services that are directly linked to the employment opportunities in the local area;
- Who meet the qualification requirements; and
- Who are determined to be eligible in accordance with the priority system established by the Southern Georgia WDB.

Qualification requirements include:

Through an interview, evaluation, assessment, or case management process, customers may be determined to be in need of training services and having the skills and qualifications to successfully participate in the selected program of training services. However, provisions of WIOA funding for training shall be limited to individuals who are unable to obtain other grant assistance for such services, including Federal Pell Grants, HOPE scholarships or who require assistance beyond the assistance made available under other grant assistance programs.

The list of approved eligible training providers (EPL) is made available through the Career Centers and via the Internet to individuals seeking training information. The EPL includes eligible program descriptions and information identifying training providers.

Training Services may include:

- Occupational skills training, including training for nontraditional employment
- Training programs operated by the private sector

Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider of such services.

Training services shall be provided to eligible adults, (and dislocated workers and youth) through the use of Individual Training Accounts (ITAs), through which a customer chooses among qualified training providers. The services will be provided in accordance with state and local procedures.

The Southern Georgia region will continue to expand coordination and service integration with local employers, core partners and other entities that provide needed services in an on-going effort to increase the capacity of our services to meet the needs of both employers and customers.

e. Strategic Vision and Goals

The Southern Georgia Area WDB envisions the local one-stop/workforce development system as the mechanism to promote, encourage, and coordinate the development of a well-trained labor force with skills to not only meet the needs of the area's current employers, but also to attract new business and industry to the area.

To meet the challenge of bringing the vision to fruition in an 18-county, 8,000 square mile area which includes some metropolitan and mostly rural counties, the area set the following goals:

- Ensure prompt reentry of dislocated workers into the local workforce at salaries comparable to or exceeding the pre-layoff wages;
- Expand the vision and develop the full potential of those whose frame of reference may ordinarily include only menial and/or part-time jobs (i.e., economically disadvantaged youth, the long-term unemployed, seasonal workers, TANF recipients, the disabled, the area's growing Hispanic population, etc.) ;
- Work closely with business and industry to ensure that the system is not only producing workers to meet its immediate needs, but making adjustments in anticipation of future needs and technological changes ;
- Work closely with core partner and other agencies to move individuals from the labor market to further education and training in order to advance in their careers and upgrade their contributions to the workplace ;
- Work closely with core partners and other agencies serving youth to reconnect youth to career pathways of education and training to enable them to earn a high school diploma and/or enter postsecondary education ;
- Provide support services to adults, youth and dislocated workers during the pursuit of education and training so that they may be successful.

The region seeks to provide abovementioned services by implementing programs designed to measure incremental gain during training, and therefore increase credential attainment. Incorporation of career pathways and work based learning activities will increase employment and retention for all WIOA customers.

f. **Coordination Strategy**

The region will meet with and consult with all core partners, board members, local employers and other regional stakeholders on a regular and as-needed basis in order to ensure all issues are addressed in a timely manner and to ensure continuous improvement and accessibility. These meetings will be held at least quarterly and on an as-needed basis.

3. **Description of Strategies and Services**

a. **Employer Engagement**

Employer services will continue to be provided in, or through, the designated One-Stops and include pre-screening of potential employees, interview rooms for employers, testing, specialized recruitment (for unique hiring situations), assistance with filing unemployment insurance claims (on-site upon request), and job fairs. Implementation of on-the-job training later in PY2016 or in PY2017 will further increase employer engagement.

b. **Local Workforce Development System/Business Services**

The business and labor organization WDB members are consulted on a regular basis to ensure these services are always updated and relevant.

Additionally, area 18 applied for and received a grant to study the need for on-the-job training in the area and the best way to implement this training for the benefit of local employers and WIOA customers.

Business services available to area employers include:

- Employer Recruitment
- Job Analysis/Job Description Assistance
- Testing Facilities
- Pre-screening
- Work Experience for Youth and Older Workers
- Quick Start
- Lay-off Assistance
- UI Filing Assistance
- Tax Credit and Incentives
- Federal Bonding Program
- Labor Market Information
- Labor Laws Information and Referral
- Disabled Accessibility Assessments
- Disability Job Accommodation Consultations

c. Coordination with Economic Development

The WIOA partners coordinate with economic development organizations, including local industrial authorities, chambers of commerce, private sector WDB members, organized labor, and Georgia Department of Economic Development (all also represented on the WDB), as well as the local DOL Career Centers and their Employer Committees.

The WDB has an on-going commitment to develop and expand services with business and Economic Development partners.

Services for the economic development community include working as part of area teams in industrial recruitment, providing information on workforce development resources in a written format and directly to business prospects. Our system works closely with economic developers, chambers of commerce, and industrial development authorities.

d. Linkages with Unemployment Insurance Programs

The local area will continue co-location with unemployment insurance programs-they will continue to be part of our one-stop system. The One-Stop delivery system provides assistance with filing unemployment insurance claims on-site upon request. This linkage will continue and be strengthened through partner meetings, improved referrals, etc.

4. Regional Service Delivery

- a. N/A
- b. N/A

5. Sector Strategy Development

The Southern Georgia board and partners selected Healthcare and Social Assistance as the sector with the most job openings, best wages, and greatest local employer need for skilled workers. A newly formed committee-the "Sector Strategy/One-Stop Committee" will help guide the region's sector strategy implementation. Committee membership includes board members (public and private sector), core partners, and non-WDB members with relevant expertise.

a. Partners

Southern Georgia area sector strategy participating partners include:

- Southern Georgia Area 18 Workforce Development Board
- Georgia Department of Labor (Local offices)
- Georgia Vocational Rehabilitation Agency (Local offices)
- Department of Human Services (Local offices)
- Adult Literacy (Area technical colleges)
- McKinney Medical Center (Industry leader)

b. Meetings

The initial sector strategy meeting was held March 24-25, 2016 at the state sponsored training session held at Little Ocmulgee State Park.

The next meeting is planned for June 29, 2016. The Sector Strategy/One-Stop Committee will meet to discuss initial implementation for PY2016. Additional meetings will be held quarterly and as-needed to ensure continuous improvement.

c. Research and Data

The local region employed partner input, labor market data, and local experiential data to determine the health field was the best sector to concentrate on in PY2016. Health occupations have long been in demand in this area and provide both multiple job opportunities and excellent wages.

d. Sector Strategy Outline

- i. Participating employers include local hospitals, medical clinics, nursing homes, home health agencies, pharmacies, healthcare supplies outlets.
- ii. Target occupations include nursing, medical technology, radiology, emergency medicine and dental hygiene.
- iii. Training programs include registered nurse, practical nurse, radiologist, pharmacy tech, surgical tech, HIT management technology, medical assisting, paramedicine, and dental hygienist.
- iv. Target populations include all local WIOA eligible adult, youth and dislocated workers seeking training in the health field. Applicants who successfully meet school requirements for the specific training and who are otherwise WIOA eligible and in need of WIOA services will be targeted.

e. Plans for Future Strategy Development

The local area will concentrate on the health field in PY2016. However we plan to choose other additional sector(s) in PY 2017. These sectors will be based on WDB input and approval, Sector Strategy/One-Stop Committee input, and labor market and local experiential data sources. Implementation will occur per future funding availability.

6. Description of One-Stop Delivery System

The Southern Georgia Area WDB envisions the local one-stop/workforce development system as the mechanism to promote, encourage, and coordinate the development of a well-trained labor force with skills to not only meet the needs of the area's current employers, but also to attract new business and industry to the area.

To meet the challenge of bringing the vision to fruition in an 18-county, 8,000 square mile area which includes some metropolitan and mostly rural counties, the area set the following goals:

- Ensure prompt reentry of dislocated workers into the local workforce at salaries comparable to or exceeding the pre-layoff wages
- Expand the vision and develop the full potential of those whose frame of reference may ordinarily include only menial and/or part-time jobs (i.e., economically disadvantaged youth, the long-term unemployed, seasonal workers, TANF recipients, the disabled, the area's growing Hispanic population, etc.)
- Work closely with business and industry to ensure that the system is not only producing workers to meet its immediate needs, but making adjustments in anticipation of future needs and technological changes
- Work closely with partner agencies to move individuals between the labor market to further education and training in order to advance in their careers and upgrade their contributions to the workplace
- Work closely to reconnect youth to career pathways of education and training to enable them to earn a high school diploma and/or enter postsecondary education
- Provide support services to adults, youth and dislocated workers during the pursuit of education and training so that they may be successful.

a. Improvement of Providers

Southern Georgia Regional Commission, through a competitive procurement process, secured the services of contractors to provide service coordination for adults, dislocated workers, and youth. These providers created a system for verification of WIOA-covered expenses. Further, spreadsheets are utilized by the service providers to track obligations and expenditures for these training activities. A report of this information is provided to WIOA staff monthly along with the provider's monthly invoice. This report is reviewed and cross-referenced with the online Georgia Virtual One Stop System (VOS) database for accuracy.

b. Access to Services

Local media, the internet, word of mouth (most towns in the area are small) and referrals from partner agencies are the main recruitment methods. Services are available at the One-Stop system for all populations, including veterans, migrant and seasonal farm workers, individuals with disabilities, older workers, public assistance recipients, offenders and customers with limited English proficiency. Staff of Experience Works, who provide employment services to older workers, is also co-located at the One-Stop Center. Staff of the local Area Agency on Aging (AAA) refers individuals to providers of WIOA services.

c. WIOA § 188 Compliance

All one-stop operators and service deliverers will be required to comply with WIOA § 188. WIOA § 188 compliance will be required and certified in all procurement cycles, will be included in all provider contracts, and WIOA § 188 compliance will be required and monitored on at least an annual basis by the local area. Staff training will be provided as needed to ensure the needs of individuals with disabilities are addressed.

d. Roles and Contributions of Partners

The current one-stop system operates via two non-financial agreements signed by all partners. The Partner Memorandum of Understanding and the Resource Sharing Agreement lists all partners, their roles and responsibilities and resource contributions

(see Attachment #5). Note: Area 18 One-Stop Certification/Monitoring Procedures are also included in Attachment #5.

e. One-Stop Operator Procurement

The current one-stop operates through a Memorandum of Understanding and a Resource Sharing Agreement which includes a consortium of all one-Stop partners. These partners have been designated by the Southern Georgia Workforce Development Board and are responsible for coordination of one stop services. These agreements are non-financial under the former WIA law. The local area will develop/conduct WIOA specific surveys, agreements, etc. when rules have been finalized.

Customers enter the One-Stop at a common location-the front desk. Staff at the front desk (can be manned by all partner agencies but usually Wagner-Peyser staff) determines who the customer needs to see and refers the customer to the applicable partner (s) co-located at the One-Stop. The Southern Georgia area has developed two umbrella agreements (Partner Memorandum of Understanding and Resource Sharing Agreement) which guides and governs the services provided at the One-Stop Centers. Customers arriving at the front desk of the One-Stop Center will be referred to the partner agencies who will if applicable provide services to these individuals. Customers sign in to use the One-Stop Resource Center.

All customers will not of course access all services available, but they do have information/access if these services are needed. These services are mostly located in the same building and partner staff works with each other on a daily basis to ensure customers receive services in a timely manner. Partners meet periodically to update each other on current activities, and develop coordination mechanisms. Training sessions are held as needed to provide partners with more in-depth information to educate all partners and enhance the customer flow/referral process.

Customers are referred to applicable partner services at the common entry point for each one-stop. Customers are referred to other partners on an as-needed basis. The timeframe for referral is very short (the partner is very likely to be across the aisle). Upon referral, services are delivered immediately or an appointment is made if the needed service cannot be provided immediately. Most services (especially Wagner-Peyser services) can be provided on-site. Most training services are provided off-site.

The local area continues to encourage customer enrollment (and co-enrollment) in partner programs, i.e., WIOA/TAA, Telamon, Rehabilitation Services, etc. The local area plans to increase enrollment of WIOA-eligible youth in Go Build Georgia, Job Corps, etc. Collaborating with these partners increases services available to mutual customers and leverages funds/resources.

7. Awarding Sub-grants and Contractors

Competitive procurement is the preferred method for purchasing goods and services. The request for proposal (RFP) is most commonly utilized to procure training activities.

Southern Georgia Area 18 Procurement Procedures are included as Attachment #6.

8. EEO and Grievance Procedures

Southern Georgia WIOA complaint procedures are applicable when registrants, WIOA personnel, and other interested persons have complaints about Workforce Innovation and Opportunity Act activities and programs. The following complaint procedures are established and maintained by the Southern Georgia Workforce Development Board in accordance with Section 188 of the Workforce Innovation and Opportunity Act of 2014 and 29 CFR Part 37.

After filing a complaint with the local area (LWDA) Equal Opportunity Officer, the complainant must wait until the LWDA issues a written Notice of Final Action, or until 30 calendar days have passed (whichever is sooner), and if that LWDA decision is found unsatisfactory, then a request for review must be submitted with the Georgia Department of Economic Development (GDED) Workforce Division State WIOA EO Officer. Upon filing a written grievance or complaint to the State WIOA EO Officer, an acknowledgement notification will be sent within 45 days before the complainant may file a request for review with the mediator at the Executive Council Office of the Governor. At the state level, WIOA requires an informal resolution and hearing to be completed within 60 calendar days of the filing.

After that time, WIOA allows for a formal appeal to the U.S. Department of Labor (USDOL) at the Civil Rights Center (CRC). Federal Appeals must be made within 60 calendar days of the receipt of decision being appealed. USDOL will make a final decision no later than 120 days after receiving a formal appeal. USDOL will only investigate grievances and complaints arising through the established procedures by the State. WIOA does not allow for federal intervention until the formal procedure has been followed above in accordance with the Methods of Administration (MOA) issued by the GDED Workforce Division.

If the complaint is filed with the GDED Workforce Division, the complainant must wait either until the GDED Workforce Division issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center at the above address.

If the GDED Workforce Division does not give written Notice of Final Action within 90 days of the day on which the complaint was filed, the complainant does not have to wait for the GDED Workforce Division to issue that Notice before filing a complaint with CRC. However, he/she must file the CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which the complaint with GDED Workforce Division was filed).

If an individual believes to have been harmed by the violation or misapplication of a procedure or regulation of this program, the individual has the right to file a grievance. The grievance should be filed in accordance with the written procedures established by the Southern Georgia Workforce Development Board, which may be obtained by contacting the WIOA Director, Southern Georgia Regional Commission, 1725 S. GA Parkway, W, Waycross, Georgia 31503. The local area Equal Opportunity and Complaint and Grievance Policy and Procedure is included as Attachment #10.

Local Boards and Plan Development

1. Local Boards

a. Identification and Appointment of Local Board Members

Local board membership is solicited from area chambers of commerce, industrial authorities, and other business organizations. The slate of board nominees is presented to the Local Chief Elected Official (LCEO) Executive Committee for consideration. Individuals approved by the LCEO Executive Committee are appointed to the board. Adult Education representatives are appointed/selected from nominations/input from local technical colleges providing adult education. Input is solicited from local business/labor organizations for labor representative nominations.

b. Orientation Process

New board members are given orientation information upon appointment to the board. One-on-one sessions or group orientation sessions are conducted as needed. All new members are given information on board responsibilities, voting requirements, etc. in addition to general WIOA information.

c. Coordination with Regional Economic Development Activities

The SG WDB works closely with and solicits input from economic development entities on a regular basis. Economic development entities are represented on the board and on board committees. Services include working as part of area teams in industrial recruitment, providing information on workforce development resources in a written format and directly to business prospects.

d. Engagement of Board Members

Board members receive regular updates on the workforce system's activities. Member input and engagement is solicited at board meetings, (at least quarterly) through board committee membership activities, and whenever appropriate on an as-needed basis. Members also receive quarterly monitoring reports and are invited to attend local WIOA provider functions (participant graduation ceremonies, etc).

2. Local Board Committees

The Southern Georgia Workforce Development Board (WDB) has three standing committees.

Executive Committee

The Executive Committee membership includes the Chair, Vice Chair, Parliamentarian, and the immediate past chair (if available). The board will elect, by majority vote, the other two (or three, if immediate past chair is not available to serve) members of this committee. The Executive Committee may act on behalf of the full Board when a quorum is not present at a meeting and/or a decision is needed quickly and time does not permit

a meeting of the entire WDB membership. A simple majority of the current members of the Executive Committee constitutes a quorum.

Budget Proposal and Review Committee

The Budget Proposal and Review Committee (BPRC) is composed of eight (8) members. The Chair and Vice Chair serve on this committee. The other six (6) members shall be appointed by the Chair and will serve for a term of one year. The Vice Chair of the WDB will serve as the Chair of the BPRC. This committee will review the budget and proposals submitted for funding and make recommendations to the full Board. A simple majority of the current members of the committee constitutes a quorum.

Sector Strategy / One-Stop Committee

New Committee which will help guide the region's ongoing efforts to continuously improve and enhance sector strategy and one-stop development and implementation. Committee responsibilities are listed in Coordination with Core Partners Section #1.

Youth Committee

The Youth Committee is composed of eight (8) members. The WDB Chair appoints members, who serve for a term of one year. The Youth Committee reviews youth programming, budgets, and proposals submitted for funding and makes recommendations to the full Board. A simple majority of the current members of the committee constitutes a quorum.

3. Plan Development

The plan is a continually evolving, living document that changes as the system proceeds in its development. The WDB, core partners, providers and other stakeholders were involved in the development of the plan through meetings and consultations. Labor market data and information from core partners (who are also included in this plan) and board members was gathered to help inform the plan.

Copies of the plan, and subsequent updates are available through the Southern Georgia Regional Commission's website www.sgrc.us. The plan is also sent to regional stakeholders, including business and labor representatives, and education representatives. Public comments on the plan are solicited for at least 30 days.

Service Delivery and Training

1. Expanding Service to Eligible Individuals

The board will work closely with our core partners and others to expand access to services for eligible individuals. Quarterly and as-needed meetings will be held with all core partners to ensure all of our services can be easily accessed and are available to the region's eligible population. A viable, easy to access referral system will be one goal of all the core partners, another goal will be cross-training core partner staff, in order to streamline access to all services for the eligible population.

Cross-referrals and staff cross-training will be utilized to facilitate access to program activities which will enhance the development of career pathways and if appropriate encourage co-enrollment in other programs, specifically training that will lead to a credential, which will of course enhance the employment and employment retention of the area's eligible population.

2. Description of Service to Adults and Dislocated Workers

The WDB and our partners in the local area continue to work toward the common goal of providing the most effective service delivery possible to the area's adult and dislocated worker population.

Adult and Dislocated Worker services are provided in, or through, the Waycross and Valdosta Career Centers (One-Stops) and include, but are not limited to, the following: job search and job placement assistance, testing, filing of UI claims, Rapid Response activities, WIOA funded Individualized Training Accounts, service coordination, career guidance and counseling, referrals to partner agencies, various workshops (i. e., resume training, financial planning, and others), federal bonding, and Work Opportunity Tax Credits.

Proposals to provide adult and dislocated worker services are solicited through a competitive request for proposal process. Review scores, a cost comparison of proposals, and a summary of each proposal are presented to the Workforce Development Board Budget and Proposal Review Committee. This committee makes funding recommendations to the WDB. The WDB makes the final decision on which proposals to fund and authorizes the SGRC staff to negotiate contracts.

a. Career Services

There is no sequence requirement for these services. These services can be provided in any order to provide flexibility in targeting services to the needs of the customer.

Career services must be made available and, at a minimum, must include the following services:

- Determination of eligibility to receive assistance
- Outreach, intake, and orientation to the information and other services
- Initial assessment of skill levels, aptitudes, abilities, and support service needs
- Job search and placement assistance, and where appropriate, career counseling
- Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas including job vacancy listings in such labor market areas, information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations
- Provision of performance information and program cost information on eligible providers of training services provided by programs and eligible providers of adult education, providers of post-secondary occupational training education activities and occupational training activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act and providers of vocational rehabilitation program activities.

- Provision of information with respect to the Career Resource Center delivery system in the local area
- Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services as appropriate
- Provision of information regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA and are available in the local area.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include interviewing, evaluating, diagnostic testing, and use of other assessment tools to identify employment barriers and appropriate employment goals
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
- Group counseling
- Individual counseling and career planning
- Case management for participants seeking training services
- Financial literacy services
- Short-term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

Career services may be provided in coordination with core partners or other agencies in the area, or through contracts with service providers, which may include contracts with public, private-for-profit and private-non-profit service providers approved by the Southern Georgia WDB.

b. Training Services

Training services are for individuals:

- Who have met the eligibility requirements for WIOA and who have been unable to obtain or retain employment;
- Who, after an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and have the skills and qualifications to successfully participate in the selected program of training services;
- Who select programs of training services that are directly linked to the employment opportunities in the local area;
- Who meet the qualification requirements; and
- Who are determined to be eligible in accordance with the priority system established by the Southern Georgia WDB.

Qualification requirements include:

Through an interview, evaluation, assessment, or case management process, customers may be determined to be in need of training services and having the skills and qualifications to

successfully participate in the selected program of training services. However, provisions of WIOA funding for training shall be limited to individuals who are unable to obtain other grant assistance for such services, including Federal Pell Grants, HOPE scholarships or who require assistance beyond the assistance made available under other grant assistance programs.

The list of approved eligible training providers (EPL) is made available through the Career Centers and via the Internet to individuals seeking training information. The EPL includes eligible program descriptions and information identifying training providers.

Training Services may include:

- Occupational skills training, including training for nontraditional employment
- Training programs operated by the private sector

Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider of such services.

Training services shall be provided to eligible adults and dislocated workers through the use of Individual Training Accounts (ITAs), through which a customer chooses among qualified training providers. The services will be provided in accordance with state and local procedures.

The Southern Georgia region will continue to expand coordination and service integration with local employers, core partners and other entities that provide needed services in an on-going effort to increase the capacity of our services to meet the needs of both employers and customers.

3. Description of Rapid Response Services

Upon receipt of a WARN notice from the Georgia Department of Economic Development (GDED), the local area will coordinate with the employer and the local Career Center to set up employer meetings. The employer meetings will serve to provide a schedule of available times to meet with workers, any special needs, concerns, skill levels of the workers, etc.

The array of WIOA services, Wagner-Peyser services and local technical college and other educational services will be provided to the workers at these meetings. The workers may apply for UI benefits or the WIOA program at these meetings or future appointments will be made/discussed.

The local area will inform GDED of the dates of employer meetings and dates for worker information meetings. The local area will also inform GDED of an impending layoff if the layoff is not on the WARN list.

In Area 18, staff members in the One-Stops coordinate with the state and state/local Trade Act provisions (when applicable). One-Stop partner staff (whose salaries may or may not be funded with WIOA dislocated worker funds) attend business closures as part of the Rapid Response effort. Front line staff, including staff members who attend business closures, are familiar with available options for dislocated employees and the WIOA registration process. In the work-first environment, career services and training services are offered as-needed, there is no required sequence of services.

WIOA provider staff attend employer meetings to obtain information about the reason for the layoff, potential of layoff aversion, impact of imports or shifts in production to Canada or Mexico, number to be laid off, hourly/salaried layoffs, layoff schedule/timetable, demographic characteristics of workforce (including average age, years of service, education level, primary occupations and any other special characteristics), other employers in the general area that might be impacted by the layoff (secondary firms), involvement of a private out-placement firm, company sponsored education/training grants/tuition assistance programs, and availability of severance or other types of separation pay.

Reemployment activities and services available to employees include on-site workshops, such as: job search, money management, stress management, resume preparation, interviewing skills, and salary negotiations. Other customized workshops, e.g., starting your own business, unemployment insurance claims filing, job fairs and training fairs are also offered. Additionally, GDOL acts as a clearinghouse for other employers in the community interested in hiring laid off workers. WIOA staff participates in meetings with the employees to provide information and answer questions concerning the variety of reemployment services and assistance available to expedite a return to work. Every effort is made to schedule these meetings at times convenient for the employer, employees and the partners.

WIOA service provider staff provides intake, assessment and case management duties associated with the Trade Act program (Trade Adjustment Assistance) services. For those trade-eligible individuals interested in retraining, WIOA staff conducts a standard dislocated worker intake and assessment. The customer and WIOA case manager agree on a reemployment plan, and the customer applies to the training provider of choice. The customer then returns to WIOA with his/her letter of acceptance and a financial aid award letter from the training provider. WIOA staff then completes the Trade Act Application for Training form and forwards it to the state Trade Act Coordinator. WIOA staff is in contact with State Trade staff as necessary to coordinate services and process applicable forms for those individuals who are co-enrolled in WIOA and Trade and for those who are Trade-eligible only.

The Southern Georgia Area works closely with both Rapid Response and the local DOL Career Centers to recruit UI claimants and ensure they have information, and expedited access to WIOA services. The area strives to coordinate WIOA training concurrently with UI benefits.

4. Description of Youth Services

The Southern Georgia region uses a variety of strategies to identify and meet the needs of youth in the area. The common goal is to create a comprehensive and seamless system for youth services delivery without duplication of services.

One important strategy for serving youth is participation in local groups in multiple counties that facilitate collaboration between individuals and agencies that are involved with youth, such as local collaborative, school systems, county extension offices, housing authorities, and Family Connection.

As the administrative entity for the Southern Georgia Workforce Development Board, the SGRC will continue to use competitive procurement to solicit new and innovative approaches to serve youth. Program designs that will help establish career pathways for youth will be emphasized. These approaches will attempt to pinpoint gaps in service and to address those needs. The wisdom and insightful input of the Southern Georgia Youth Council will continue to be a valuable resource and advisory tool. Contracts will focus on establishing a program design which sets a

career pathway for youth and includes work based learning activities, in support of the state's goal to set up seamless career pathways for youth. This goal will be accomplished by assisting youth in obtaining education and training, increasing basic skills, teaching work readiness and occupational skills, striving to assist youth in overcoming barriers to achieving self-sufficiency, providing work experience and other work based learning activities, and providing or partnering to provide all of the fourteen WIOA youth program elements.

Southern Georgia's workforce system contains many partners and separate initiatives that address the fourteen WIOA youth program elements, either directly or indirectly, in serving youth. Also, these organizations deliver services that address one, several, or all, of the WIOA youth program elements.

Out-of-school and other youth receive occupational skills training through ITA's at technical and community colleges and also GED classroom training is provided to basic skills deficient youth. Youth with disabilities are recruited through our core partner Georgia Vocational Rehabilitation Agency and other agencies.

The area's out-of-school youth programs are contracted with service providers who work in conjunction with the local technical colleges. The WIOA contract includes services the local technical college cannot provide including case management, payment of the GED testing fee, and incentives for completion. The technical school provides free access to facilities, utilities, equipment, curriculum, instruction, etc. which reduces the program costs and allows the local area to serve more out-of-school youth.

The Southern Georgia Workforce Development Board utilizes the Request for Proposal process to competitively procure contracts for youth services. During the most recent RFP program designs that will establish career pathways for youth were requested.

The area's service strategy for out-of-school youth includes above linkages to local school systems in addition to basic skills/GED training, work readiness training, and both subsidized and unsubsidized work experience opportunities.

The area also coordinates with, and whenever possible, integrates services provided through School-to-Work, Jobs for Georgia Graduates, Job Corps, and High School/High Tech. WIOA funds can be used to provide competency-based pre-employment/work maturity skills and other services which can be incorporated into the school-to-work partnership. The WDB will refer customers to the nearest Job Corps Center, or the local Career Centers, where there is a Job Corps recruiter once a week. All of the career services listed in Section 2 are also available to youth applicants.

Services to in-school youth are limited to maximum 25 per cent of youth funding. However, some limited service to in-school youth may be provided as funds are available, or to continue services to carryover in-school youth.

5. Implementation of Work-Based Learning Initiatives

Incumbent Worker Training and Customized Training

The Southern Georgia Area will coordinate with GDED, the employer and the local technical college if an employer requests incumbent worker or customized training. The local area will obtain training needs of the employer and coordinate with the local technical colleges who also

provide this training. If funds are available and the training will not duplicate services provided by the technical college, the local area will request a waiver from GDED and follow GDED's waiver request procedures, if applicable.

On-the-Job Training

The board is considering the option of offering on-the-job training services. The area recently applied for and received a grant to study the demand for on-the-job training and to survey area employer needs and employment opportunities. The local area plans to implement on-the-job training services by PY2017, contingent upon area needs and funding availability.

Industry and sector (emphasis on health sector) strategies include work based training such as work experience and on-the-job training. Work based training, especially in conjunction with occupational skills training will facilitate employment and retention for both the employer and the participant. Expanded coordination with employers through business services, including recruitment, skills training plans, etc. will lead to increased and more successful employment opportunities for the area's eligible population, and increase the number of skilled employers in the area's workforce pipeline.

6. Provision of ITAs

Training services are provided to eligible adults, dislocated workers, and youth through the use of Individual Training Accounts (ITAs), through which a customer chooses among qualified training providers. The services will be provided in accordance with state and local procedures.

WIOA funds will be used for costs incurred during the pursuit of occupationally specific programs of study that lead to a diploma or certificate for WIOA eligible adults, dislocated workers and youth. In addition to the WIOA eligibility requirements, youth must be: a) 18 years old and no older than 24; b) not be actively pursuing a secondary school diploma or its equivalent on the date of participation.

Training must be in occupations identified in the local WIOA Plan as growth and/or demand occupations or documentation of employment prospects must be provided. Training must result in an employment wage sufficient to attain self-sufficiency without the aid of public assistance.

WIOA funds will be utilized in the form of a voucher for ITAs. ITAs will be used to purchase tuition, essential books/supplies that are instructor-required purchases for *all* students taking any given course, and for graduation and training-related purchases including, but not limited to, medical exams, vaccinations, uniforms, graduation fees, testing fees, etc. The maximum amount of an ITA voucher is \$6,000 per customer. NOTE: WIOA funds will only be used for costs not covered by HOPE/PELL or other scholarship funding.

ITAs have a 2.5-year time limit, regardless of the length of the customer's training program. Hence, customers must select programs that will be finished in 2.5 years or less.

7. Entrepreneurial Skills Training and Microenterprise Services

The Southern Georgia Area's youth programs include exercises in how to set up and run businesses. The hands-on and competency-based exercises also improve basic skills of the youth and increases their knowledge and understanding of entrepreneurship and the business

world. WIOA participants will be referred to any entrepreneurial or microenterprise training in the area such as training provided by local universities or chambers.

8. Coordination with Education Programs

The area will coordinate and refer participants to other relevant secondary and post secondary education programs offered by our core partners and other private or public entities, in order to enhance services and avoid duplication of services.

9. Description of Supportive Services

Supportive Service benefits may be available to assist WIOA eligible participants with costs associated with participating in WIOA funded training activities. Supportive services means services such as transportation, child care, and/or dependent care that are necessary to enable an individual to participate in activities authorized under the Workforce Innovation and Opportunity Act. The support payments are in no way intended to support the entire expense.

WIOA funds will be used to pay support payments for customers who are physically attending training classes as verified by the instructor's signature on a timesheet. There is no minimum duration of attendance required to earn support payments.

A transportation support payment of \$15-19 per day, based on attendance and mileage, will be paid. An additional \$10 per day will be paid for children under the age of thirteen who are in the customer's legal and physical custody. Support payments are NOT included in the ITA voucher amount of \$6,000.

The Southern Georgia Area Supportive Services Policy is included as Attachment #7.

Coordination with Core Partners

1. Description of the Workforce System

The Southern Georgia region's Council of Chief Local Elected officials and Workforce Development Board works closely with all of the area's core partners to provide services to enable all of our area's eligible population the opportunity to reach their full potential.

The workforce system is governed to ensure that it is comprehensive, fiscally responsible, participant and employer-focused. All of the core partners work together toward our common goal of enhancing service integration and implementing a workforce system that provides streamlined and effective service delivery and aligns these services in support of the state's strategies.

A non-financial Memorandum of Understanding(MOU) and Resource Sharing Agreement (RSA) (see Attachment # 5) includes the core partners' common vision and goals (MOU)and the services provided by each partner(RSA).

A new committee has been formed to help guide the region's on-going efforts to continuously improve and enhance service integration in support of the state's identified strategies in the state plan. The Sector Strategy/One-Stop Committee will be the "workhorse" of the new and improved workforce system. Committee membership

includes board members (public and private sector), core partners, and non-WDB members with relevant expertise. The Committee's responsibilities include but will not be limited to:

- guiding implementation of the region's new service sector strategy(see Strategic Elements, Governance and Structure section #5);
- One-Stop Competitive Procurement issues;
- Review of local applications for adult education(Section 232 WIOA and subparagraphs (A) and (B)(i) of Section 107(d)(11);
- Increase and improve customer flow between core partners' resources and training services
- Strengthen partnerships, bring new partners and new resources to the table;
- Increase alignment with economic development (also represented on the WDB) and business services;
- Develop cross-training among varied agencies;
- Develop creative uses of technology to overcome barriers of geography and distance;
- Develop referral and coordination process to align Human Services, Migrant Services (co-located at one-stop), veterans programs (co-located at one-stop),criminal justice system;
- Develop data sharing between partners, i.e., where appropriate customer testing and assessment, etc, and customer demographic data;

WIOA services are provided through a one-stop system (two comprehensive sites in Valdosta and Waycross). Core partners are co-located at the one-stops. Partners include: WIOA, Department of Labor, Vocational Rehabilitation, Senior Community Service Employment Program (Experience Works), Adult Education and Literacy Programs.

Technical College recruitment, intake and case management services in addition to youth program services are provided through WIOA.

Adult Literacy Program services are provided in several counties in the region. Additionally, one class has for many years been provided on-site at the Valdosta location through a collaboration of WIOA (funds computer lab), Adult Education (funds the instructor) and the Valdosta DOL Career Center (provides classroom space).

The One-Stop sites are co-located in the DOL Valdosta and Waycross Career Centers. The Career staff provides Wagner-Peyer program services, TAA services (in addition to WIOA staff), and other services including Jobs for Veterans and Unemployment Compensation.

The Vocational Rehabilitation Agency is also co-located and provides services including but not limited to outreach, intake, referral, and case management services.

Experience Works provides employment services to the region's eligible senior population. These services include outreach, recruitment and job placement services.

2. Coordination with Wagner-Peyser

WIOA and Wagner-Peyser partners in the local area continue to work toward the common goal of providing the most effective service delivery possible to the area's population.

The Career Centers are already partners in the local one-stop system (See Attachment # 5), and are also represented on the newly formed Sector Strategy/One-Stop Committee (see Coordination with Core Partners #1). The Career Centers have been and will continue to be strong partners in our efforts to maximize and streamline services and prevent duplication of services. These assurances are enhanced through our current one-stop MOU and RSA (see Attachment #5).

WIOA services continue to be provided in, or through, the Waycross and Valdosta Career Center (One-Stops) and include, but are not limited to, the following: job search and job placement assistance, testing, filing of UI claims, Rapid Response activities, WIOA funded Individualized Training Accounts and service coordination, career guidance and counseling, referrals to partner agencies, various workshops (i.e., resume training, financial planning, and others), federal bonding, and Work Opportunity Tax Credits.

Since local WIOA staff is housed in the DOL Waycross and Valdosta Career Centers, customers have complete access to the WIOA and Wagner-Peyser services provided in one location. The co-location of these services increases and enhances staff ability to continually work on integration of WIOA and Wagner-Peyser services. Local staff members travel to other Career Centers in the region to work with customers served by that center.

3. Coordination with Adult Education

Adult Education has always been and will continue to be a strong partner in the region's workforce system (see MOU and RSA Attachment #5) . Adult education is already provided at the one-stop. Adult education programs were funded during the Recovery act. Also, the region has recently funded an adult education pilot program.

Adult Education and Literacy are represented on our Sector Strategy/One-Stop Committee (see Coordination with Core Partners #1), and as a partner on that committee will help shape and develop the adult education and literacy program design and services in the region.

For example, in PY2016, the Southern Georgia WDB has funded an adult education program targeting eligible youth. The Program is jointly implemented by the local TSCG Adult Education and Literacy provider and a private sector WIOA youth provider. The Adult Education and Literacy program provides basic skills/GED services and the private sector provider will enroll, case manage participants in addition to providing pre-employment skills and work experience activities. The region is planning to establish career pathways for the youth with this combination of academic and work based learning activities.

The abovementioned Sector Strategy/One-Stop Committee will be charged with the responsibility of reviewing local applications to provide adult education submitted under Title II and making recommendations to the local WDB. The local WDB will review these applications per Section 107(d)(11) subparagraphs(A)and (B)(i) and Section 232 of the WIOA Law.

4. Coordination with Vocational Rehabilitation

Vocational Rehabilitation is a strong partner of long standing in our workforce system. Per the Memorandum of Understanding and the Resource Sharing Agreement between the Southern Georgia Workforce Development Board and partner agencies, (see Attachment #5 MOU and RSA), the Georgia Vocational Rehabilitation Agency agrees to contribute to the delivery of the following shared services in the local One-Stop Center:

- Outreach/Recruitment
- Initial Assessment/Intake/Referral
- Orientation/Informational Services
- Job Search/Job Placement
- Follow-up Services for WIOA
- Comprehensive Assessments
- Career Counseling/Planning
- Case Management/Service Coordination
- Prevocational Services
- Business Services – Job Fairs, Employer Seminars, Labor Market Information, GED Test Preparation

The local Georgia Vocational Rehabilitation (GVR) agency is represented on the region's new Sector Strategy/One-Stop Committee. The GVR has been and will be active participants as we develop sector strategies and programs designed to enhance the provision of services to individuals with disabilities. The Committee is charged with developing a cross-referral and staff cross-training process which will increase and improve collaboration, communication and coordination between all core partners.

Performance, ETPL and Use of Technology

1. Description of Performance Measures

Local performance standards will be negotiated with the state and included in this plan at a later date.

2. One-Stop System Performance and Assessment

The LWDB has established a new committee to help the region's sector strategy and one-stop efforts. The "Sector Strategy/One-Stop Committee" (See Coordination with Core Partners #1) will meet for the first time on June 29, 2016. At that time the committee will start working on Year One Requirements for the One-Stop-addressing the issues of viable one-stop locations, competitive procurement issues, the current MOU and RSA, etc. This committee will also address One-Stop performance and assessment as information and regulations become available at the federal level. The region's current one-stop system agreements are included as Attachment #5.

3. ETPL System

Southern Georgia WDB secures contractor services through a competitive bid process. (See Attachment #6). Also, the area's Eligible Provider Policy is included as Attachment #8, and the Area's ITA Policy is included as Attachment #9. The area's Equal Opportunity, Complaint and Grievance Policy is included as Attachment #10.

- a. The public notification policy is included in Attachment #6.
- b. Provider evaluation is included in Attachment #6 and Attachment #7.
- c. The formal appeals process for aggrieved ITA customers and providers of unapproved training programs is included in Attachment #10 (WIOA Equal Opportunity and Complaint and Grievance Policy and Procedure).
- d. On-going update of the eligible providers list (see Attachment #8).
- e. The Southern Georgia Area's Individual Training Account Policy (see Attachment #9) is included.
- f. The area's process to track and manage all ITA activity is included in Attachment #9.
- g. See Attachment #8.
- h. Registered Apprenticeships, if they become available in the area will be added to the EPTL using the process in Attachment #8.

4. Implementation of Technology

Increasing access to technology is a particularly important goal for the Southern Georgia area, which is a multi-county area with little or no public transportation, great rural distances, and many communities too small to have major agencies and facilities.

Customer access to computers is enhanced through the one-stops, which contain computer labs for success to the GWS, job search and other employment related resources. There is also a GED computer lab located at the one-stop.

The Regional Commission also has video conferencing capability, which enhances communication with board members, providers and other area stakeholders. GWS and other labor market data is used to inform planning and program design.

State Initiatives and Vision

1. State Branding

The area will begin the process of adopting and utilizing the state brand in PY2016, as we process through setting up one-stop centers and services to meet WIOA guidelines. The area's new workforce system identity will be WorkSource Southern Georgia per consultation with the state. The branding process will be a responsibility of the new Sector Strategy/One-Stop Committee. All core partners will utilize the new name.

2. State Initiatives

The Southern Georgia Area will collaborate with and refer applicants/participants to all WFD state initiatives, including Go Build Georgia, Operation: Workforce, WorkSmart and

High Demand Career Initiative. These programs/services are all valuable resources. The state's initiatives will be included in all core partner "Array of Services" information and core partner staff will make applicants aware of these services and refer individuals as appropriate.

3. Special Populations

Individuals in special populations benefit through the extensive collaboration and partnerships within the Southern Georgia One-Stop system. The consortium that operates the one-stop referral and service delivery system represent agencies and organizations that work with these populations. Resources are available universally with dedicated representatives and funding for the special populations. Both one-stop sites in the system are accessible to people with disabilities. The One-Stop also provides materials in Spanish.

The local DOL Career Centers have staff who work with veterans and farm workers. The local area has a Priority of Service to Veterans and Eligible Spouses policy (see Attachment #11). The career center staff working with farm workers are bi-lingual. Staff provides outreach and employment services to these groups. Staff serving veterans are out-stationed in the area, including Moody Air Force Base in Valdosta. Career Center staff also work with probation officers and prisons in order to facilitate services to offenders. In addition, the local area has recently funded an ITA program for offenders held on-site in the county prison.

The long term unemployed are recruited and served through access to UI partners co-located at the one-stop. Adult learners are recruited through the adult education program co-located at the one-stop and at local technical colleges, also through outreach to other local agencies serving this population.

At-risk youth are recruited through outreach with local school systems, the career centers, and other local agencies serving this population.

The one-stop computers at the career centers have served to increase the access of special populations to WIOA. These computers help facilitate access to WIOA of farm workers, individuals with disabilities, SNAP recipients and older workers, in addition to ex-offenders, the long-term unemployed, and at-risk youth.. Other strategies to serve these special populations include cross-training staff for each agency representing special populations. The one-stop is already co-located with ExperienceWorks and Migrant programs. Also, organizations serving these special populations are represented on the board and/or are members of the area's one-stop consortium. We will continue to work closely with all partner agencies to ensure special populations can access WIOA.

4. Priority of Service

The local area's Adult and Dislocated Worker Priority of Service Policy and Priority of Service Policy for Veterans and Eligible Spouses (see Attachment #11) incorporates the state's priorities and will enable the local area to identify and serve these populations.

Attachment 1: Local Workforce Development Board Member Listing

| Member Name | Title | Entity | Board Category |
|-------------------|--|--|-----------------------------------|
| Myrna Ballard | President | Valdosta-Lowndes Chamber of Commerce | Private Sector |
| Frank Bannaman | Recruiter/Retention Specialist | McKinney Medical Center | Private Sector |
| Eddie Bennett | President/CEO | Altamaha Home Care, Inc. | Private Sector |
| Andy Brannen | Owner | Southern Press & Packing | Private Sector |
| Keith Bryant | Pwner | Fastech Graphics | Private Sector |
| Emily Castleberry | Owner | It's All In The Bag, Inc. | Private Sector |
| Donnie Chaney | Owner | Chaney Motors | Private Sector |
| Tommy Guthrie | Owner | Guthrie Motors | Private Sector |
| Phil Liles | Owner | Timber/Land Mgmt | Private Sector |
| Kleve Mathie | Owner | We Clean Carpets By Kleve | Private Sector |
| John W. Mooney | Owner | The Cabinet Warehouse | Private Sector |
| Jennifer Rowland | Human Resource Mgr | Satilla EMC | Private Sector |
| Gary Strickland | Division Manager | Okefenokee REMC | Board Vice Chair |
| Janet Studstill | Certified Literate Community Coordinator | Berrien County Chamber of Commerce | Private Sector |
| Darlene Tait | Human Resource Supervisor | AJM Packaging | Private Sector |
| Jo Wingate | Director | Wingate Farms | Board Chair |
| Dr. Tina Anderson | President | Wiregrass GA Technical College | Education & Training |
| Jim Glass | Provost | Southern Regional Technical College | Education & Training |
| Dr. Pete Snell | VP of Economic Development | Coastal Pines Technical College | Education & Training |
| Lowell Williamson | Instructor | Valdosta State University | Education & Training |
| Carmen Wilkinson | Regional Manager | Telamon Corp. | Workforce Rep. |
| Melvin Johnson | Director | Lee St. Resource Center | Workforce Rep. |
| Timmy Baxley | Vice President | Int'l Assoc. of Machinists Union Local 635 | Workforce Rep. |
| Grady Burrell | Assistant Business Agent | Int'l Brotherhood of Teamsters Local 738 | Workforce Rep. |
| James Johnson | Business Agent | United Assoc. Union of Plumbers, Fitters, Welders, & Service Techs | Workforce Rep. |
| Larry Peacock | Director | Int'l Union of Painters & Allied Trades, District Council 77 | Workforce Rep. |
| J. D. Hickox | Executive Director | Waycross/Blackshear Housing Authority | Government & Economic Development |
| Renee Giedl | Assistant Director of Business Relations | GA Dept. of Vocational Rehab Agency | Government & Economic Development |
| Michelle Shaw | Regional Representative | GA Dept. of Economic Development | Government & Economic Development |
| Jamon Williams | Regional Coordinator | GA Dept. of Labor | Government & Economic Development |

Attachment 2: Local Negotiated Performance

| WIOA Performance Measure | PY16 Goal | PY17 Goal |
|---|------------------|------------------|
| Adult Q2 Entered Employment | | |
| Adult Q4 Entered Employment | | |
| Adult Median Earnings | | |
| Adult Credential Rate | | |
| Adult In-Program Skills Gain | | |
| DW Q2 Entered Employment | | |
| DW Q4 Entered Employment | | |
| DW Median Earnings | | |
| DW Credential Rate | | |
| DW In-Program Skills Gain | | |
| Youth Q2 Placement in Employment or Education | | |
| Youth Q4 Placement in Employment or Education | | |
| Youth Median Earnings | | |
| Youth Credential Rate | | |
| Youth In-Program Skills Gain | | |
| Employer Measure | | |

Standards will be negotiated with the State at a later date.

Attachment 3: Comments that Express Disagreement

| Comment 1 |
|----------------------------|
| Originating Entity: |
| Comment: |
| (None submitted) |

| Comment 2 |
|----------------------------|
| Originating Entity: |
| Comment: |
| |

| Comment 3 |
|----------------------------|
| Originating Entity: |
| Comment: |
| |

| Comment 4 |
|----------------------------|
| Originating Entity: |
| Comment: |
| |

Attachment 4: Signature Page

The undersigned hereby agree to adhere to all applicable federal, State, and local laws, regulations, and policies in performing any duty associated with the funds made available to under the Workforce Innovation and Opportunity Act.

Name: Roberta Lovett

Title: Local Workforce Area Director

Entity Representing: Southern Georgia Regional Commission / Fiscal Agent

Signature: _____

Name: Peggy Murphy

Title: Chief Local Elected Official

Entity Representing: Chair / Chief Local Elected Officials

Signature: _____

Name: Jo Wingate

Title: Local Workforce Development Board

Entity Representing: Chair / Southern Georgia Workforce Development Board

Signature: _____

ATTACHMENT #5

Memorandum of Understanding

Resource Sharing Agreement

One-Stop Certification

One-Stop Certification/Monitoring

MEMORANDUM OF UNDERSTANDING

Southern Georgia Workforce Development Area #18

In accordance with the Workforce Innovation and Opportunity Act (WIOA), this Memorandum of Understanding (hereinafter MOU) is entered into by and between the Southern Georgia Workforce Development Board (hereinafter WDB) and the partner agencies listed below.

1. **Parties:** The parties to this MOU are the following:

- a) Southern Georgia Regional Commission (WIOA Entity)
- b) Georgia Department of Labor – Employment Services
- c) Coastal Pines Technical College – Adult Education
- d) Wiregrass Georgia Technical College – Adult Education
- e) Experience Works, Inc. (Title V)
- f) Georgia Division of Rehabilitation Services

The information in Section 1 may be updated as necessary by giving written notice to all parties to this MOU.

2. **Purpose:** The purpose of this MOU is to describe the ways in which the parties will use their resources to better serve their customers through an integrated and coordinated service delivery system under the provisions of the WIOA. By signing this MOU, the parties agree to abide by the terms, conditions, goals, policies, principles and regulations of WIOA. The parties enter into this MOU in a spirit of cooperation, with the understanding that the development and implementation of the coordinated service delivery system will require mutual trust and teamwork on the part of each party.

a) This MOU reflects a commitment by all of the parties to the following shared principles:

- Support a common vision
- Establish and support common goals
- Be held accountable for upholding our role
- Engage in continued mutual dialogue to enhance the partnership
- Maintain free and open communication among members
- Reach an understanding of each member's perspective and interface each agency's assets for the strengthening of the whole
- See and establish mutual trust among all partners
- Commit staff time and other resources, to the extent possible, to facilitate and manage the agency's participation in the partnership
- To the extent possible, accommodate itinerant staff from other agencies

b) This MOU reflects a commitment by all of the parties to the following shared goals:

- Universal Eligibility - Customers will have access to core services at each one-stop center, designed to provide information to aid in career and employment decisions. Core, intensive, training, and support services will be made available through on-site and off-site locations.

- One-Stop Approach - All customers may explore work preparation and career development services and have access to information on a wide range of employment, training, and educational opportunities. Services will be made available through one-stop centers throughout the state and through an electronic system convenient to the customer.
- Individual Choice - Customers will have access to career, skill, employment, and training information. Each customer may choose the services he/she needs to enhance his/her employment opportunities.
- Greater State and Local Flexibility - With the integration of services through a one-stop delivery system, state and local entities will have the flexibility to implement an innovative and comprehensive workforce investment system.
- Greater Accountability - State, localities, and training providers will be accountable for their performance. The design and management of the one-stop centers and the delivery of services must be responsive to meeting the needs of the customer. Customer satisfaction will be a key measure of accountability.
- Priority of Service to Veterans and Eligible Spouses – In accordance with the Jobs for Veterans Act. (P.L. 107-288) and its corresponding regulations (20 CFS Part 1010) that specify that veterans and eligible spouses are identified as covered persons and are entitled to priority over non-covered persons for employment, training, and placement services.

c) The parties further agree that difficulties arising from differences in organizational practices and philosophies between the parties must be addressed in good faith. Examples may include, but are not limited to, differences in:

- Business/office hours
- Legal holiday schedules
- Information or equipment sharing policies
- Supervisory responsibilities

3. **Duration:** This MOU shall remain in effect until June 30, 2017. Any party may withdraw from the MOU by giving written notice of intent to withdraw at least 30 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to the WDB and the WDB chair will be responsible for disseminating such notice to all parties listed in Section I of this MOU, including any parties added through any information updates received pursuant to Section I. Should any one-stop partner withdraw from this MOU, this MOU shall remain in effect with respect to the remaining one-stop partners. Any one-stop partner that withdraws from this MOU, or fails to execute an MOU, will forfeit its seat on the WDB.
4. **Modification and Assignment:** Any party may request in writing an amendment to this MOU through the Southern Georgia WDB. This MOU may be modified at any time by written agreement of the parties. To be valid, any modification must be in writing, signed and dated by all parties. Assignment of responsibilities under this MOU by any of the parties shall be effective upon written notice to the other parties.
5. **One-Stop System Description:** The one-stop system description in the Southern Georgia WIA/WIOA Plan, including modifications thereto, is incorporated into this MOU by reference.

6. **Affiliate Sites and Access Points:** The one-stop system in the Southern Georgia Workforce Development area will include affiliate sites and access points, as well as a comprehensive one-stop center. The Workforce Development Board will seek the full, active participation of all partners and strive to combine available resources to meet the needs of the one-stop customers, employers, job seekers and youth.
7. **Marketing:** The parties to this MOU agree to participate in a collaborative marketing program to inform customers and the community at large of the services available through the one-stop service delivery system. As feasible, this marketing program may include:
 - Web site development
 - Public information and education
 - Brochures and flyers
 - Paid television/radio commercials
 - Public-service television/radio commercials
 - Print media advertising
 - Press releases
 - Public relations events
8. **Resource Sharing Agreement:** The parties to this MOU shall arrive at individual or collective resource sharing plans and/or other agreements that represent the partners' fair share of resources. These plans or agreements may reference this MOU and be incorporated in this MOU by reference. However, resource sharing plans and other agreements are expected to have one-year or two-year terms, as appropriate, and may fluctuate as the parties' resources change. The revision, modification, and/or expiration of any resource sharing plans or other agreements that reference this MOU shall not affect the validity of this MOU.
9. **Non-Discrimination:** All parties to this MOU certify that they are equal opportunity employers. All agree that they will not discriminate in their employment practices or in provision of services on the basis of gender, age, race, creed, religion, national origin, disability or veteran's status, or on the basis of any other classification protected under state or federal law.
10. **Confidentiality:** Parties to this MOU agree to comply with the provisions of WIOA and applicable sections of the Rehabilitation Act and/or other appropriate statutes of requirement to assure the following:
 - a) All application and individual records related to services provided under this MOU, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
 - b) No partner will publish, disclose or use, or permit or cause to be published, disclosed, or used, any confidential information pertaining to one-stop applicants, participants, or customers overall.
 - c) Additionally, each partner will agree to abide by the current confidentiality provisions of respective statutes and shall share information necessary for the administration of the program. Parties therefore agree to share client information necessary for provision of services under WIOA, i.e., assessment, universal intake, program or training referrals, job development or placement activities, and other services as needed for employment or program support purposes.

11. **Methods of Referral:** Parties to the MOU agree to jointly develop and implement a process for intake and referral. Parties agree to cross-train staff on the services of each partner agency and the spectrum of related services available through respective agencies. As appropriate, site visits, field trips, and joint training shall be available to staff who are responsible for making referrals. A mutually acceptable referral process shall be adopted by all parties with the commitment to evaluate this process and modify it as needed.
12. **Data Collection/Reporting:** Customer data must be available in a compatible data format to ensure sharing among local system partners. Automated tools will be available from and implemented by the State to assist in data collection and sharing across partner services. Parties to the MOU agree to use this system, whenever feasible, to input customer information and performance data.
13. **Dispute Resolution:** The parties shall first attempt to resolve all disputes informally. Any party may call a meeting of all parties to discuss and resolve disputes. Parties shall continue with their responsibilities under this MOU during any dispute. The local WDB may seek assistance from the appropriate state agencies, the Governor, the Georgia Department of Economic Development, Workforce Division or the State Workforce Development Board in impasse situations.

Should informal resolution efforts fail, the dispute shall be referred to the Chair of the WDB, who shall place the dispute upon the agenda of a regular or special meeting of the WDB. The WDB shall attempt to mediate and resolve the dispute.
14. **Severability:** If any part of the MOU is found to be null and void, or is otherwise stricken, the remainder of this MOU shall remain in force. If any attachments or appendices to this MOU expire, are cancelled, or are found to be null and void, the remainder of this MOU shall remain in force.
15. **Governing Law:** This MOU is governed by and shall be interpreted in accordance with the laws of the State of Georgia, State WIOA enabling legislation, and WIOA.
16. **Authority and Signature:** The individuals signing below (Attachment A: Signature Page) have the authority to commit, and do commit, the party they represent to the terms of this MOU.
17. **Agreement:** It is understood that an individual partner representative may sign a separate copy of this agreement, and all such copies together constitute a single agreement.

Approvals/Changes

Executive Committee of CLEO's Approved 02.26.13

Revised for WIOA References July 1, 2015

WDB Approved March 23, 2016

**MEMORANDUM OF UNDERSTANDING
For the Southern Georgia Workforce Development Area**

Signed, sealed and delivered by the below identified partner representatives the date set out.

Signature: _____

Date: _____

Title: _____

Agency Name: _____

RESOURCE SHARING AGREEMENT

Southern Georgia LWDA 18

In accordance with the Workforce Innovation and Opportunity Act (hereinafter WIOA), this Resource Sharing Agreement (hereinafter RSA) is entered into by and between the Southern Georgia Workforce Development Board (hereinafter WDB) and the partner agencies listed below.

1. Partner Agencies:

- a. Southern Georgia Regional Commission (WIOA Entity)
- b. Georgia Department of Labor, Employment Services
- c. Coastal Pines Technical College
- d. Wiregrass Georgia Technical College
- e. Experience Works, Inc. (Title V)
- f. Georgia Vocational Rehabilitation Agency

2. Purpose: The WIOA regulations provide that the responsibility for the provision of and financing for applicable core services and one-stop operations is to be proportionate to the use of services at the center by individuals attributable to the partners' programs. The purpose of this RSA is to provide a framework for each of the partners' commitments regarding the allocation and sharing of operational costs and resources in the one-stop system serving Brantley, Brooks, Charlton, Clinch, Cook, Echols, Lanier, Lowndes, Pierce and Ware Counties. The one-stop operator, all partners, has been designated by the WDB and will be responsible for the coordination of services and ensuring that partner agencies adhere to the terms of this Agreement. Details of the one-stop operator's responsibilities will be more specifically outlined in the Operational Plan that is developed by the partners to this Agreement.

3. Duration: This RSA shall remain in effect from July 1, 2015 (or such other date as approved by the Governor) until June 30, 2017.

4. Modification: The partners recognize that modifications to the RSA may be necessary. Any partner may make a written request for modification to the WDB through the one-stop operator. In order to be valid, any modification to the RSA must be in writing and signed by all of the partners. Assignment of any responsibilities under this RSA by any of the partners shall be effective upon written notice to the other partners.

5. Termination: Notwithstanding any other provision of this contract, in the event that any of the sources of partner funds for services under this contract no longer exist or in the event the sum of all obligations by the partner incurred under this and all other contracts entered into exceeds the balance of available funds, then the partner's obligations under this Agreement shall immediately terminate upon receipt of written notification to the WDB through the one-stop operator. The certification by the legal signatory of the partner that either of the events stated above has occurred shall be conclusive.

This Agreement and applicable attachments to this Agreement may be terminated for cause, in whole or in part, by the WDB at any time for failure to perform any of the provisions hereof. The termination shall be accomplished by notice in writing and mailed or delivered to the Southern Georgia WDB at 1725 South Georgia Parkway, West, Waycross, GA, 31503. The partner will be required to submit a final expenditure report to the one-stop operator and/or other applicable partners not later than 45 days after the effective date of written notice of termination. Upon termination of this Agreement or applicable attachments, the partner shall not incur any new

obligations after the effective date of the termination and shall cancel as many outstanding obligations as possible. The above remedies are in addition to any other remedies provided by law or the terms of this contract.

This Agreement may be cancelled or terminated by any of the partners without cause; however, the partner seeking to terminate or cancel this Agreement must give notice in writing of its intent to do so to the other partners at least thirty (30) days prior to the effective date of cancellation or termination. The written notice must be mailed or delivered to the Southern Georgia WDB at 1725 South Georgia Parkway, West, Waycross, GA 31503.

The WDB reserves the right to suspend this Agreement, in whole or in part, if the partner(s) fail to comply substantially with the terms of this Agreement, to provide the quality of service required, or to meet the specified completion schedule of its duties under this contract. The suspension shall be accomplished by notice in writing to the partner and shall specify the reason, suspension date, required corrective action for reinstatement, and other pertinent information or actions required to protect the interests of one-stop customers. The written notice of suspension shall be mailed or delivered to the address in the above paragraph.

6. **Patent Rights, Copyrights, and Rights in Data:** The partners agree if patentable items, patent rights, processes, or inventions are produced in the course of work supported and funded through this Agreement, the WDB shall determine whether protection of the invention or discovery shall be sought. The WDB will also determine how the rights to the invention or discovery, including any rights under any patent issued thereon, shall be allocated and administered in order to protect the public interest consistent with the Government Patent Policy.

Except as otherwise provided in this Agreement, the author or the WDB is free to copyright any books, publications, or other copyrightable materials developed in the course of or under this Agreement. Should any copyright materials be produced as a result of this Agreement, the applicable federal agency and the WDB shall reserve a royalty-free, nonexclusive, and irrevocable right to reproduce, modify, publish, or otherwise use or to authorize others to use the work for government purposes.

7. **Memorandum of Understanding:** This RSA, including all attachments and modifications, is incorporated by reference to the Memorandum of Understanding executed between the partners to this Agreement, including all modifications thereto. However, this RSA has a two-year term and may fluctuate as the partner's budgets change. Modifications and/or expiration of the RSA shall not affect the validity of the Memorandum of Understanding.

Shared Services: *(Only applicable services should be checked and described)* NOTE: The description of services is the same for all partners.

- a. The Southern Georgia Regional Commission agrees to contribute to the delivery of the following shared services in the local One-Stop Center:

- | | |
|---|---|
| <input type="checkbox"/> Outreach/Recruitment | <input type="checkbox"/> Initial Assessment/Intake/Referral |
| <input type="checkbox"/> Orientation/Informational Services | <input type="checkbox"/> Job Search/Job Placement |
| <input type="checkbox"/> Follow-Up Services WIOA | <input type="checkbox"/> Comprehensive Assessments |
| <input type="checkbox"/> Career Counseling/Planning | <input type="checkbox"/> Case Management/Service Coordination |
| <input type="checkbox"/> Prevocational Services | <input type="checkbox"/> Business Services |

b. The Georgia Department of Labor, ES/UI, agrees to contribute to the delivery of the following shared services in the local One-Stop Center:

- | | |
|---|---|
| <input type="checkbox"/> Outreach/Recruitment | <input type="checkbox"/> Initial Assessment/Intake/Referral |
| <input type="checkbox"/> Orientation/Informational Services | <input type="checkbox"/> Job Search/Job Placement |
| <input type="checkbox"/> Follow-Up Services WIOA | <input type="checkbox"/> Comprehensive Assessments |
| <input type="checkbox"/> Career Counseling/Planning | <input type="checkbox"/> Case Management/Service Coordination |
| <input type="checkbox"/> Prevocational Services | <input type="checkbox"/> Business Services |

c. Coastal Pines Technical College agrees to contribute to the delivery of the following shared services in the local One-Stop Center:

- | | |
|---|---|
| <input type="checkbox"/> Outreach/Recruitment | <input type="checkbox"/> Initial Assessment/Intake/Referral |
| <input type="checkbox"/> Orientation/Informational Services | <input type="checkbox"/> Job Search/Job Placement |
| <input type="checkbox"/> Follow-Up Services WIOA | <input type="checkbox"/> Comprehensive Assessments |
| <input type="checkbox"/> Career Counseling/Planning | <input type="checkbox"/> Case Management/Service Coordination |
| <input type="checkbox"/> Prevocational Services | <input type="checkbox"/> Business Services |

d. Wiregrass Georgia Technical College agrees to contribute to the delivery of the following shared services in the local One-Stop Center:

- | | |
|---|---|
| <input type="checkbox"/> Outreach/Recruitment | <input type="checkbox"/> Initial Assessment/Intake/Referral |
| <input type="checkbox"/> Orientation/Informational Services | <input type="checkbox"/> Job Search/Job Placement |
| <input type="checkbox"/> Follow-Up Services WIOA | <input type="checkbox"/> Comprehensive Assessments |
| <input type="checkbox"/> Career Counseling/Planning | <input type="checkbox"/> Case Management/Service Coordination |
| <input type="checkbox"/> Prevocational Services | <input type="checkbox"/> Business Services |

e. Experience Works, Inc. (Title V) agrees to contribute to the delivery of the following shared services in the local One-Stop Center:

- | | |
|---|---|
| <input type="checkbox"/> Outreach/Recruitment | <input type="checkbox"/> Initial Assessment/Intake/Referral |
| <input type="checkbox"/> Orientation/Informational Services | <input type="checkbox"/> Job Search/Job Placement |
| <input type="checkbox"/> Follow-Up Services WIOA | <input type="checkbox"/> Comprehensive Assessments |
| <input type="checkbox"/> Career Counseling/Planning | <input type="checkbox"/> Case Management/Service Coordination |
| <input type="checkbox"/> Prevocational Services | <input type="checkbox"/> Business Services |

g. The Georgia Vocational Rehabilitation Agency agrees to contribute to the delivery of the following shared services in the local One-Stop Center:

- | | |
|---|---|
| <input type="checkbox"/> Outreach/Recruitment | <input type="checkbox"/> Initial Assessment/Intake/Referral |
| <input type="checkbox"/> Orientation/Informational Services | <input type="checkbox"/> Job Search/Job Placement |
| <input type="checkbox"/> Follow-Up Services WIOA | <input type="checkbox"/> Comprehensive Assessments |
| <input type="checkbox"/> Career Counseling/Planning | <input type="checkbox"/> Case Management/Service Coordination |
| <input type="checkbox"/> Prevocational Services | <input type="checkbox"/> Business Services |

8. **Benefits Received:** The partners agree that the benefits to be derived from the above services will be:

- increased customer access to programs;
- cost-effective and efficient program delivery;
- improved program retention due to a wider array of support for customers;
- greater customer satisfaction;
- non-duplication of services; and
- strengthened relationships among partner agencies.

9. **Contributed Resources:** See attached Resource Sharing Worksheet

10. **Resource Allocation:** The partners agree that the contributed resources and benefits set out in this Resource Sharing Agreement are in proportion to each other as determined by a reasonable estimate of the distribution of services and contributed resources to be made by each of the partners over the course of this Agreement. Actual costs expended toward the provision of shared services and a measurement of actual benefit to each of the programs will be made available to the one-stop operator on a quarterly basis. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Agreement as necessary. Resource allocation methodologies used will be in compliance with cost principles outlined in applicable OMB Circulars.

Attachment A: Southern Georgia WDB Resource Sharing Agreement Signature Page

The partners named below enter this Agreement in good faith on behalf of their corresponding organizations and stakeholders.

Printed Name _____

Signature: _____

Title: _____

Agency Name: _____

Date: _____



Policy/Procedure #: **18-006-004**
Policy Name: **One Stop Certification**
Effective Date: **02/18/2015**

XVI. Statement of Purpose

The purpose of certification is to ensure standard, best practices and quality service throughout the Southern Georgia Local Workforce Development Area (LWDA) #18/Region 11. Assessment and certification ensures that One Stop operators are working in alignment with key WIOA goals/principles as outlined in Section IV, and meeting federal requirements as defined in Section 121 of the Workforce Innovation and Opportunity Act. This policy and procedure defines the processes for One Stop certification/re-certification for LWDA #18.

XVII. One Stop System Goal

The One Stop System goal is to increase the employment retention, and earnings of participants, and increase occupational skill attainment by participants, and, as a result improve the quality of the workforce, reduce welfare dependency and enhance the productivity and competitiveness of the nation.

XVIII. Definitions

One Stop Career Center – Under the Workforce Innovation and Opportunity Act, every local system must have at least one comprehensive center. A One Stop Career Center is a facility that makes a wide range of system’s services available at a single site, through self-service or with staff help. The numbers of centers, the services offered and the manner in which they are given will vary according to local needs and resources.

One Stop Operator – One or more entities designated or certified under section 121(d) of the Workforce Innovation and Opportunity Act. One Stop operators are responsible for the operations and coordination of all activities in a One Stop Career Center.

One Stop Partner – The term “one-stop partner” means:

- An entity described in section 121 (b)(1) of the Workforce Innovation and Opportunity Act; and
- An entity described in section 121 (b)(2) of the Workforce Innovation and Opportunity Act that is participating in the operation of the one-stop delivery system.

One Stop System – The network of workforce products and services that meets business and jobseeker needs in whatever manner and location are most effective and convenient for the customer. Customers can choose to use the system’s products and services in different ways. They may call or connect through a personal computer at home or in a neighborhood library. They may receive individualized assistance in a community-based agency, an educational institution, or a One Stop Career Center. The one-stop system is often described as a “seamless system of service delivery”. Information and access to services are available to customers regardless of where they enter, including information regarding access or linkages to intensive services, training services and the programs and activities carried out by all of the One Stop partners.

XIX. WIOA Key Goals/Principles

The certification of One Stop Career Centers and workforce centers is founded on the seven (7) key goals/principles of the WIOA, specified below:

1. Streamlining Services – Streamlining services and programs allows for the integration of resources to ensure maximum efficiency and responsiveness.
2. Empowerment – One Stop Career Centers provide a wide range of service options as well as sufficient information and assistance to aid customers in making informed educational decisions, providing them with a sense of empowerment.
3. Increased Accountability – Success is calculated by measuring clear, quantifiable outcomes through evaluating the needs and expectations of employers, job seekers, and the workforce investment system.
4. Universal Access – Through One-Stop Career Centers, all LWIOA #18 residents, including individuals with disabilities, have access to a full array of job seeking and employment development services.
5. Providing Flexibility From State Partners – Allow local flexibility to implement innovative and comprehensive workforce investment systems to meet the needs of their communities.
6. Improve Youth Programs – By linking more closely to local labor market needs and the community.

XX. Certification/Recertification Criteria

- a. A One Stop system must provide the core services specified in WIOA section 134(d)(2) and must provide access to other programs and activities carried out by the One-Stop partners.
- b. The One Stop system must demonstrate a commitment to the seven (7) key WIOA principles as stated above.
- c. Mandatory partner programs and activities are physically or virtually accessible, either directly or through referrals, for all eligible job seeker and employer customers. Mandatory partners include:
- d. Co-located and off-site partners must complete the Memorandum of Understanding (MOU) and the Resource Sharing Agreement, describing the services to be provided through the one-stop delivery system; how the costs of such services and the operations costs of the system will be funded; methods for referral of individuals between the one-stop operation and the one-stop partners for the appropriate services and activities; and the duration of the memorandum and the procedures for amending the memorandum during the term, as well as the roles and responsibilities of each partner at the site.
- e. All collaborating partners, those on and off site, must have the appropriate staff trained in the services provided by other partners, must know who the contact person for each partner is; and must be able to seamlessly refer clients or participants to the appropriate entity within each partner program.
- f. Co-Location is encouraged to the extent possible. Whenever feasible, space must be made available at the site for visiting partner programs. Sites used for co-location must be assessable for those with disabilities and those who speak languages other than English, to the best extent possible.
- g. When selecting a site, customer accessibility is expected to be a priority. A resource room that is staffed, has information on all partners in the local area, and is available for customer use must be present in the site.
- h. One Stop Career Center must have a completed annual monitoring report with no un-resolved findings.

XXI. Initial Designation/Certification

As provided in the Workforce Innovation and Opportunity Act, the LWDB, with the agreement of the chief elected official, must designate and certify One Stop Operators in each local area. The process by which initial certification takes place can be found in State of Georgia Workforce Investment Policy Manual. http://www.georgia.org/wp-content/uploads/2014/06/Policy-and-Procedures-a_1-9.pdf

In addition the LWDB will utilize the One Stop Career Center Certification/Monitoring (*Attachment C*).

XXII. Application for Re-Certification

All certified one stop systems must be re-certified every two (2) years. Re-certification and LWDB approval must take place on or before June 30th of the program year of expiration. LWDB staff will notify the one stop operators and partners when the re-certification process will begin.

XXIII. Review Process

Once notification has been sent to the One Stop operator, LWDB staff will begin the review process.

The review process will include the following:

- a. Update the Memorandum of Understanding (Attachment A). LWDB staff will make any necessary changes to the MOU.
- b. Update the Resource Sharing Agreement (Attachment B). LWDB staff will make any necessary changes to the RSA.
- c. Review of LWDB annual One Stop Career Center Certification/Monitoring documents. (Attachment C). LWDB staff will review monitoring documents to ensure that the One Stop Career Center has no un-resolved findings from the prior year monitoring visit.
- d. On-site visit which will include completion of the One Stop Career Center Recertification guide. (Attachment D).
- e. Review of the One Stop Career Center Annual Performance Report.

The LWDB reserves the right to conduct review at any time necessary if there has been cause for concern.

XXIV. LWDB Approval

LWDB staff will report to the board and give their recommendation regarding recertification. The LWDB must vote to certify, based on the staff recommendations. In order for the recertification to be official, the One Stop operator and partners must fully execute and sign the MOU and RSA. Following the Board meeting, a letter will be sent to the One Stop operator identifying recertification status and term of certification.

Attachments:

Attachment A: Memorandum of Understanding

Attachment B: Resource Sharing Agreement

Attachment C: One-Stop Monitoring Documentation

Attachment D: One-Stop Career Center Recertification Assessment

Approvals/Changes:

Southern Georgia WDB Approved: February 18, 2015

WIOA Revisions July 1, 2015



Policy #: 18-006-004 One Stop Certification

Form #: 18-006-004-A

Form Name: One Stop Career Center Certification/Monitoring

Part I – Comprehensive

Does the One Stop Center.....

1. Have facilities that accommodate customer service for individuals? Yes No
2. Have facilities that accommodate customer service for groups? Yes No

If yes, describe ability to accommodate employer functions in the center, as well as, but not limited to, staff meetings and trainings that occur from all residents of the center and employer functions, for example interviewing, training, orientation meetings and assessments.

If no, describe process to secure space to facilitate meetings.

3. Have a common reception/single point of contact? Yes No
4. Have professional staff directing customers appropriately and immediately upon entry into the One Stop Career Center? Yes No
5. Have staff trained in customer service with knowledge of the partners' services and the resource area? Yes No
6. Provide adequate space for visiting partners? Yes No
7. Provide adequate space for employer interviewing functions? Yes No
8. Provide adequate space for employer testing and or group orientations? Yes No

Does the resource area....

- 1. Provide customers with a self-help area to research employment and training opportunities?
 Yes No

- 2. Have staff knowledgeable of the resources and services available? Yes No

- 3. Have self-help materials? Yes No

- 4. Provide introductory computer assistance to enhance customers' knowledge & skills in accessing technology? Yes No

- 5. Have software and staff skills appropriate to provide direction in common software tutorials?
 Yes No

- 6. Provide local Labor Market Information and employment opportunities? Yes No

- 7. Provide self-assessment or career decision-making tools? Yes No
If yes, check those that apply:
 - Software (ONET, Career Scope, etc.) Books
 - Videos Staff Expterise
 - Workshops Web Based Tools

- 8. Provide job search/interviewing information? Yes No
If yes, check those that apply:
 - Software Books
 - Videos Web Based Tools

- 9. Have job and career information? Yes No
If yes, check those that apply:
 - State & Local Resources Consumer Guide Information
 - Government Explorer Information Web Based Tools (i.e. JobLink)
 - Other _____

- 10. Provide directories/general reference? Yes No
If yes, check those that apply:
 - Telephone Books Human Service Reference Guides
 - School/Educational Information High School/GED Information
 - College Guides Other

- 11. Provide additional tools to help the customer obtain a job? Yes No
If yes, check those that apply:
 - Newspapers Business and Trade Magazines
 - Personal Computers Word Processing Software
 - Employer Listings Temporary Employment Opportunities
 - Full Internet Connection Other _____

- 12. Have adequate personal computers available? Yes No

- 13. Have appropriate internal and external signage to assist customers? Yes No

Part II – Service Delivery Features

1. Is Employment Services, which is supported by Wagner-Peyser funding, delivered at the One Stop Career Center? Yes No

2. Does the One Stop Career Center utilize a single point of entry through the Virtual One Stop System (VOS) as the mechanism for common intake, case management and tracking?
 Yes No

3. If all the partners collocated are not connected to VOS, what mechanism or process is used in order to provide the customer with seamless service delivery?

a. Are services integrated to the extent possible which will insure a seamless system of delivery, enhancing access to all programs? Provide a brief explanation of the current status of service integration in the One Stop Career Center.

b. How is non duplication of services identified among the partners?

c. What is the process of sharing information among the partners for the seamless delivery of services practiced?

4. Do telephone greetings incorporate a common local area identity? Yes No

5. Does the One Stop Center have a central telephone system, so that a customer does not have to make more than one call to be connected to partners in the One Stop Career Center?
 Yes No

If not, please explain the current situation.

6. Has cross-informational training been conducted with all One Stop Partner staff?

Yes No

7. Do core, intensive and training services flow seamlessly and are they understood by staff?

Yes No

a. How does the customer move through the system?

8. Does the partner have to leave the building to access partner services? Yes No

If yes, explain:

9. Do all collocated partners know and understand the services delivered from the One Stop Career Center? Yes No

10. Is there a process established that informs partners of changes in services? Yes No

11. Does the One Stop Career Center conform to the intent of the Americans with Disabilities Act? Yes No

12. Does the One Stop Career Center provide the appropriate auxiliary aides or services where necessary to afford individuals with disabilities or limited English speaking ability an equal opportunity to participate and enjoy the benefits of workforce investment programs? Yes No

Part III – Customer Service Features for Job Seekers

Does the One Stop Career Center provide....

1. Outreach, intake and orientation to the One Stop Career Center? Yes No

2. Initial assessment of skill levels, aptitudes, and abilities? Yes No
3. Job search and placement assistance, and career counseling? Yes No
4. Labor market information, employment statistics and job skills necessary to obtain jobs, local in-demand occupations, and earnings and skill requirements? Yes No
5. Assistance in establishing eligibility for programs of financial assistance for training and education programs that are not funded under the Workforce Innovation and Opportunity Act that are available in the local area?
 Yes No
6. A telephone or internet connection is available on site for the customer to file claims for unemployment compensation? Yes No
7. Provision of information regarding filing claims for unemployment compensation?
 Yes No
8. Provision of information relating to the availability of supportive services, including childcare and transportation, available in the local area, and referral to such services, as appropriate?
 Yes No
9. Information regarding the performance of the One Stop Career Center; Local performance measures from partners who are collocated in the One Stop in a format that is understandable and easily viewed by the customer? Yes No

Part IV – Customer Service Features for the Employer

Does the One Stop Career Center Provide.....

1. Assistance in finding qualified workers? Yes No
2. Interview facilities at the One Stop Career Center? Yes No
3. State and/or federal generated information on American with Disabilities Act? Yes No
4. Local, state and/or federal generated Labor Market Information (LMI)? Yes No
5. Information regarding consultations on workplace accommodations for persons with disabilities?
 Yes No
6. Information on and referral to sources of developing customized training programs?
 Yes No
7. Local, state and federal generated information on and referral to workplace safety, Labor Laws, and consultation programs? Yes No
8. Rapid response to mass layoffs and plant closings? Yes No
9. Information about training incentives such as on-the-job training programs (based on worker eligibility)? Yes No

If no, please explain:

10. State and federal generated information on Work Opportunity Tax Credits for new hires?

Yes No

11. Public assistance information for employers to determine employee eligibility of subsidized day-care, Medicare, Medicaid, TANF, Food Stamps, other food programs and or other short or long term assistance? Yes No

If no, please explain:

Part V – Case Management System

1. Is VOS being used as the primary mechanism for case management in the center? Yes No

Part VI – Continuous Improvement and Customer Satisfaction

Does the One Stop Career Center....

1. Utilize the data generated through the state developed system of measuring customer satisfaction of both employers and job seekers for the purposes of monitoring customer service levels and implementing service improvements? Yes No
2. Use the state-developed system of measuring performance, once national system performance standards are issued and state-specified system performance standards are developed? (Local outcomes determined by the local One Stop Career Center and customized to the local area.) Yes No

Part VII – One Stop Partners

1. At a minimum, access to the services from the following programs will be included in the One Stop delivery system when available. Yes No

Please check all mandated programs authorized under Title I of the Workforce Innovation and Opportunity Act and available in the area served by the local One Stop Center:

- Adult Programs
- Dislocated Worker Programs
- Youth Programs

- Job Corp Programs
- Native American Programs
- Migrant and Seasonal Farm Worker Programs
- Programs authorized under the Wagner-Peyser Act
- Programs authorized under State Unemployment Compensation Laws
- Adult Education and Literacy Activities authorized under Title II of the Workforce Innovation and Opportunity Act
- Vocational Rehabilitation Programs authorized under parts A and B of Title I of the Rehabilitation Act
- Senior Community Service Employment Activities authorized under Title V of the Older Americans Act of 1965
- Post-Secondary Vocational Education Activities under the Carl D. Perkins Vocational and Applied Technology Education Act
- Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance Activities authorized under Chapter 2 of Title II of the Trade Act of 1974
- Activities authorized under Chapter 41 of Title 38, U.S.C (local veterans' employment representatives and disabled veterans outreach programs)

2. The Workforce Innovation and Opportunity Act also provides that other entities that carry out a human resource program, including Federal, State or local programs and programs in the private sector may serve as additional partners in the One Stop delivery system if the LWDB and Chief Elected Officials approve the entity's participation.

Please check all other programs available in the area served by the local One Stop Center:

- Temporary Assistance for Needy Family programs authorized under Part A of Title IV of the Social Security Act
- Employment and Training Programs authorized under Section 6(D)(4) of the Food Stamp Act of 1977
- Other appropriate programs, including programs related to transportation and housing
- Medical Programs: Medicaid, PeachCare...
- Community College placement services, job search classes, financial aid, and related services
- Community mental health programs, particularly those related to job training/placement
- Substance abuse services
- Economic development services
- Homeless Programs
- All local employment and training programs and sources of funds

3. The Southern Georgia LWDB recognizes that a mandated partner's statewide business structure can prohibit collocation in a One Stop Career Center. Identify any mandated partners exempt from collocation:

Part X – Memorandum of Understanding (MOU)/Resource Sharing Agreement (RSA)

1. Does the Southern Georgia LWDB have a fully executed, signed MOU with mandated partners?
 Yes No

2. Does the Southern Georgia LWDB have a fully executed, signed RSA with mandated partners?
 Yes No



Policy #: 18-006-004 One Stop Certification

Form #: 18-006-004-B

Form Name: One Stop Career Center Recertification

Comprehensive

- 1. Has the One Stop Career Center built a culture of collaboration that will outlast staff and management changes? Yes No
- 2. Has the One Stop Career Center taken steps to bridge the knowledge gap and increase integration within the Center? Yes No

Describe the steps taken:

- 3. Does the site cross train staff (all partners) in the resource room tools and resources, so that all staff are able to provide services to the universal customer base? Yes No

Customer Choice

- 1. Does the One Stop Career Center have a plan in effect to receive feedback from customers (job seekers and employers) to market the One Stop Career Center services? Yes No

Describe the plan and explain how the center uses the information gathered.

- 2. Do customers have choices on how they can access information and/or services from the One Stop Career Center? Yes No

Service Integration

- 1. Are the mandatory partner's part of the One Stop delivery system? Yes No
**please refer to the LWDB annual One Stop monitoring report.*
- 2. Are other required partners identified by State, Local or LWDB part of the One Stop delivery system? Yes No

3. What mandated partners are not collocated at the One Stop Career Center?

4. Does the One Stop Operator or Career Center's manager conduct partner meetings?

Yes No

If so, how often?

**Please include minutes from One Stop meetings.*

5. Does the One Stop Career Center have a plan to promote cooperation among workforce development organizations, community agencies and private business? Yes No

If so, describe the plan.

Accountability

14. In addition to the Annual Report, describe any other reports the One Stop Center expects to furnish to Southern Georgia LWDB on the performance of the One Stop Career Center.

15. Describe how management and staff will use informational tools to identify strengths and weaknesses on service delivery.

16. Does the One Stop Operator engage all staff (partners) into the continuous improvement process?

Yes No

If yes, give examples of how:

ATTACHMENT #6

LWDA Procurement Procedures



Policy/Procedure #: **18-004-001**
Policy Name: **LWDA Procurement Procedures**
Effective Date: **07/01/2015**

The key principles and elements of the SGRC's WIOA procurement process include:

- A code of conduct to avoid conflicts of interest, real or apparent
- Fair and open competition
- Arm's length negotiations
- Consideration of small, minority and women-owned businesses
- Avoidance of unnecessary or duplicative purchases
- Documentation of the procurement

PROCUREMENT AUTHORITY, RESPONSIBILITY, AND DELEGATION

The SGRC executive director and division director(s) are authorized to procure goods and services. The SGRC executive director is the authorized signatory for contracts.

PROCUREMENT METHODS

Competitive procurement is the preferred method for purchasing goods and services. Several methods of competitive procurement may be utilized as per Uniform Guidance Subpart D 200.320.

1. **Micro-Purchases** – Micro-purchases are purchases of supplies or services using simplified acquisition procedures, the aggregate amount of which does not exceed the micro-purchase threshold. Micro-purchase procedures comprise a subset of the small purchase procedure. The method is used in order to expedite the completion of lowest-dollar small purchase transactions and minimize the associated administrative burden and cost. The micro-purchase threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions). It is \$3,000 except as otherwise discussed in Subpart 2.1 of that regulation, but this threshold is periodically adjusted for inflation. To the extent practicable, micro purchases will be distributed equitably among qualified suppliers. Micro-purchases may be awarded without soliciting competitive quotations if the WDB/RC considers the price to be reasonable. For purchases of routine supplies, price quotations may be obtained periodically to ensure the WDB/RC is receiving the best price available.
2. **Small Purchases** – \$3,001 - \$25,000. Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies, or other property that do not cost more than the Simplified Acquisition Threshold. If small purchase procedures are used, price or rate quotations must be obtained from an adequate number of qualified suppliers. At least three bids should be obtained if the expected price exceeds \$100. Catalogs and current price lists may be used. As per WFD Policies & Procedures 2.2.9 (III) (2) if a purchase exceeds \$5,000 the local area must obtain and document prior approval for the purchase from WFD.

3. Formal advertising/sealed bid method - This method is appropriate and effective when the product or service being purchased can be described at a high level of precision, and the product or service purchased is for a firm, fixed price, and the contract will be awarded to the responsible bidder whose bid, conforming to all material terms and conditions of the solicitation, is the lowest in price.
4. Request for proposal method - This method is commonly used to procure training or services for participants when more than one source will be submitting a proposal and program specifications are usually too broad to compare responses solely on the basis of cost. The solicitation, or RFP, must specify deliverables, the basis for payment and information and requirements for the product or service being procured. The RFP must be publicized and distributed to any agency, organization, or individual that requests a copy. A bidder's list will be maintained to ensure maximum fair and open competition.

Staff members must review all proposals to determine responsiveness and competitiveness. Proposals to serve youth must be reviewed by the Southern Georgia WDB Youth Committee. The Youth Committee will make funding recommendations for youth providers/services to the WDB Budget and Proposal Committee. The WDB Budget and Proposal Committee will review Proposals to serve adults and/or dislocated workers and make recommendations to the Workforce Development Board for adult and/or dislocated worker services in addition to youth services. The Workforce Development Board will select proposals for funding. After proposals have been selected, negotiations will occur and a contract will be executed.

5. Intent to Bid - An intent to bid will be used when there is uncertainty about whether a sufficient number of proposals will be received. If an intent to bid results in multiple qualified providers, an RFP will be issued. If only one qualified provider responds, sole source procurement may be used. If no providers respond, SGRC staff may contact an organization (noncompetitive procurement) in order to provide the service.

Noncompetitive Procurement may be necessary in certain situations when competition is not feasible or practical. Noncompetitive procurement may be used in several situations.

1. Emergency - The SGRC may use this type of noncompetitive procurement when an emergency exists and the urgency of the requirement will not allow time to obtain competition. If the purchase is for services for participants, current providers and/or proposers who submitted proposals for the training/service needed but were not selected for award may be contacted to determine interest in providing the service. If the above is not feasible, the Workforce Development Board may select an alternative, qualified provider and enter into sole source procurement with the provider.
2. Tuition purchases - Tuition and related fees, books and supplies may be purchased noncompetitively for individuals enrolling in classroom training available to the general public in a public or proprietary institution of higher education or a public post-secondary vocational institution.
3. State authorized noncompetitive procurement - The SGRC may use noncompetitive procurement if it is authorized by a state agency.
4. On-the-Job Training (OJT) agreement – OJT agreements with employers may be procured noncompetitively.
5. One service provider - Noncompetitive procurement may be used if there is only one qualified provider for the service or product.

6. Failed competitive procurement - Noncompetitive procurement may be used if a competitive procurement process was conducted and no responsive and competitive proposal was received for the service being solicited.

DOCUMENTATION OF PROCUREMENT

Applicable and appropriate records for each procurement will be maintained. Necessary documentation will vary depending on the procurement method. Documentation may include, but is not limited to, requisitions, purchase orders, receipts, invoices, comparative price form, rationale for method of procurement, contractor selection or rejection, the basis for the cost, reasonableness of cost, review scores, and/or other documentation of the procurement.

COMPLAINTS

Southern Georgia complaint procedures are applicable when registrants, WIOA personnel, and other interested persons have complaints about WIOA activities and programs. These complaint procedures outline protest procedures to handle and resolve disputes relating to procurements and shall in all instances disclose information regarding the protest to the awarding agency as stipulated in the WIOA Proposed Rules and Section 181 of WIOA.

INFORMATION AND INSTRUCTIONS FOR STAFF

For Procurement

The purpose of these instructions is to ensure the SGRC staff follows appropriate procurement procedures and that a quality product/service is obtained at a fair price and that federal and state procurement requirements are met.

Prior to any purchase the following must be considered:

- Is the procurement necessary and appropriate?
- Is the cost allowable?
- Will the cost benefit the operation, administration, performance or image of the program?

The key principles and elements of the SGRC's procurement process are described in the following paragraphs.

1. Code of Conduct

The SGRC shall avoid conflicts of interest, real or apparent, and shall adhere to the following code of conduct. No officer, employee, or agent shall:

1. solicit or accept gratuities, favors, or anything of monetary value from suppliers or potential suppliers, including subcontractors under recipient contractor; or
2. participate in the selection, award, or administration of a procurement where to the individual's knowledge, one of the following has a financial or other substantive interest in any organization which may be considered for award:
 - a. the officer, employee, or agent;
 - b. any member of his or her immediate family;
 - c. his or her partner; or
 - d. a person or organization which employs, or is about to employ, any of the above.

Violations of these standards will result in appropriate action such as determined by the SGRC executive director. Such action may include, but is not limited to:

- a reprimand; and/or
- suspension from employment; and/or
- termination of employment

2. Fair and Open Competition

All procurement actions regardless of dollar amount or method used will be conducted in a manner that provides for maximum open and free competition. SGRC staff must ensure that procurement transactions:

- Do not place unreasonable requirements on firms in order for them to qualify to do business (e.g. prior or unnecessary experience in the local area, high net worth or excessive bonding in relation to the budget of the project);
- Prohibit or restrict noncompetitive awards to consultants who are on a retainer contract;
- Prohibit organizational conflicts of interest in the evaluation of bids and selection of providers;
- Facilitate open, objective, non-arbitrary actions by all participants in the procurement process.

3. Arm's Length Negotiations

The criterion for "arm's length" is that each representative involved in contract negotiations has an opposing economic interest. The executive director or the workforce development director shall negotiate WIOA contracts unless an opposing economic interest does not exist. In that case, the SGRC executive director shall appoint another staff person to negotiate the contract.

4. Small, Minority, and Women-Owned Businesses

The SGRC shall give consideration to SMW businesses. The SGRC will:

- Identify SMW businesses which are potential service providers/vendors and include them on the RFP mailing list
- Ensure that, when economically feasible, total requirements are divided into smaller units to permit maximum participation by SMW businesses.
- Ensure that the delivery schedule of a procurement is not limited as to preclude active participation by SMW organizations.

5. Avoidance of Unnecessary or Duplicative Purchases

The executive director or division director will review proposed procurements to avoid the purchase of unnecessary or duplicative items and to facilitate the acquisition of goods/services in the most economical manner.

6. Documentation of the Procurement

Applicable and appropriate records for each procurement will be maintained. Necessary documentation will vary depending on the procurement method. Documentation may include, but is not limited to, requisitions, purchase orders, receipts, invoices, comparative price form, rationale for method of procurement, contractor selection or rejection, the basis for the cost, reasonableness of cost, review scores, and/or other documentation of the procurement.

PROCUREMENT METHODS

COMPETITIVE PROCURMENT is the preferred method for purchasing goods and services. Several methods of competitive procurement may be utilized.

1. Micro purchase method – This method will be used only if the "per transaction" value of the procurement is under \$3,000.

In using the micro-purchase method, the following steps will be followed:

- a. An SGRC requisition form will be completed.
- b. The requisition must be approved by the division director. If the price is under \$500 then approval by the executive director is not required.
- c. If the price is over \$500 then approval by the executive director is required.
- d. Once all approvals have been obtained, a purchase order will be completed and given to the staff member who initiated the requisition.
- e. The staff member may proceed with purchasing the product/service.

The requisition, purchase order, comparable price form, invoices, sales receipt and/or other similar records will be maintained

2. **Small purchase method** - This method will be used only if the "per transaction" value of the procurement is under \$25,000. At least three bids should be obtained if the expected price exceeds \$100. Catalogs and current price lists may be used. If the price exceeds \$5,000 prior approval from WFD must be obtained and documented.

In using the small purchase method, the following steps will be followed:

- a. An SGRC requisition form will be completed.
- b. If the expected price will exceed \$100, a comparable price form must be completed and attached to the requisition. This form must identify three potential vendors and the price quoted from each vendor. Product or service catalogs and current price lists may be used.
- c. The reason for vendor selection must be recorded on the comparable price form.
- d. If the price exceeds \$5,000 written approval must be obtained from WFD.
- e. The requisition with the comparable price form (and WFD approval if required) must be approved by the division director. If the price is under \$500 then approval by the executive director is not required.
- f. If the price is over \$500 then approval by the executive director is required.
- g. Once all approvals have been obtained, a purchase order will be completed and given to the staff member who initiated the requisition.
- h. The staff member may proceed with purchasing the product/service.

The requisition, purchase order, comparable price form, invoices, sales receipt and/or other similar records will be maintained.

3. **Formal advertising/sealed bid method** - This method is appropriate and effective when the product or service being purchased can be described at a high level of precision, and the product or service purchased is for a firm, fixed price, and the contract will be awarded to the responsible bidder whose bid, conforming to all material terms and conditions of the solicitation, is the lowest in price.

This method typically involves the purchase of commodity-type goods/services that are widely available in the marketplace.

In using the formal advertising method, the following steps will be followed:

- a. A request for Quotation or an Invitation for Bids will be developed and will include the following information:
 1. Key performance dimensions or specifications;
 2. Clearly defined specifications and descriptions for the item or service(s) being purchased;
 3. Time frames including bid opening date and location;
 4. Format for submission of bids and submission deadline;
 5. Rights of the SGRC regarding acceptance and rejection of bids that are received.
- b. This RFQ/IFB will be posted on the SGRC website and advertised in the Waycross Journal-Herald and the Valdosta Daily (and other newspapers, as appropriate), and will be sent to known suppliers in the area at least three weeks before the bid opening date.
- c. All bids will be opened publicly at the time and location identified in the RFQ/IFB.
- d. An independent estimate of the expected cost will be prepared prior to receiving bids. Reasonableness of cost will be determined by comparing this cost to the bids.
- e. The contract will be awarded to the lowest bidder that conforms with all specifications in the RFQ/IFB. Selected bidder(s) will be notified within five working days.

The SGRC may reject any or all bids when there are sound, documented business reasons in the best interest of the SGRC. If a bid is rejected, the specific reasons for the rejection must be fully described and documented in the procurement file.

Documentation of the procurement will be maintained. Documentation shall include a copy of the RFQ/IFB, the publication notice; all bids received, and if the award is made to a bidder other than the lowest price, a memo detailing the reasons for non-responsiveness of the lowest bid to the RFQ/IFB specifications.

4. **Request for Proposal (RFP) Method** - An RFP is commonly used to procure training or services for participants, when more than one source may submit an offer, or proposal, and program specifications are usually too broad to compare responses solely on the basis of cost. The solicitation, or RFP, must specify deliverables, the basis for payment and information and requirements for the product or service being procured. The RFP must be publicized and distributed to any agency, organization, or individual that requests a copy. A bidder's list will be maintained to ensure maximum fair and open competition.

Developing the RFP Package

The Request for Proposal package is the solicitation document and it will be written by a staff member and reviewed by another staff person. After the decision has been made about types of programs and/or services, the RFP will be developed using the most recent RFP and these procedures as a guide.

Requirement for Information in the RFP Package

The following information must be included in the RFP Package:

1. Submission requirements, including due date, number of copies to be submitted, proposal submission format, and where to submit the proposal;
2. Who to contact for questions about the RFP and procedures for responding to questions;
3. A general description of the subgrant program including applicable federal and state laws and regulations with which proposers must comply (including OMB circulars);
4. The population group to be served and minimum service levels to specific target groups;
5. Approximate number to be served in each activity;
6. Type of training or service to be provided, including recruitment, assessment, case management, etc;
7. Funding parameters;
7. Performance goals and expected program results by activity;
8. Method for payment and invoicing;
9. Applicable coordination requirements;
10. Review criteria to be used to determine responsiveness and competitiveness, including specific criteria which will be used and the relative importance weight of each in the evaluation and the minimum score for determining competitiveness;
11. Record retention and availability requirements;

12. Appeal procedures;
13. Equal opportunity provisions;
14. Monitoring and reporting requirements;
15. Prohibition of political and religious activities;
16. Audit requirements;
17. Participation in the statewide computerized information system;
18. Line item budget for proposed cost;
19. Insurance and bonding requirements;
20. Non-duplication of facilities or services;
21. Schedule for receipt of proposals, evaluation, award and notification to proposers;
22. Documentation required to establish fiscal capability and capacity;
23. Training and meeting requirements;
24. A disclaimer that reserves the right to accept or reject any or all proposals;
25. A certification that the agency has not been debarred or suspended from receiving federal funds;
26. A certification regarding lobbying;
27. Documentation to establish programmatic capability, such as references and past performance data;
28. Prohibition against subcontracting without prior approval by the SGRC;
29. The period of performance, or contract period, with a clear explanation of contract extension(s) for additional years; and
30. Any other information that will assist potential providers in preparing a proposal.

Publication of the RFP

The availability of the RFP will be posted on the SGRC website and must be publicized and advertised in local newspaper(s) of general distribution in the area. A public notice must be posted on the SGRC website and placed in the Waycross Journal-Herald and the Valdosta Daily Times (and other newspapers, as appropriate) at least ~~four~~ three weeks prior to the proposal due date. A public notice or news release may be placed in other newspapers, if appropriate. The web post and public notice must include:

- The services being solicited
- The due date for proposals
- The person and place to contact for more information

Prior to the web post and public notice or on the same day the notice is posted on the web and the public notice is placed in the newspaper, a letter of availability of the RFP is mailed to every name on the RFP mailing list.

RFP Mailing List

The SGRC will maintain an RFP mailing list that contains the names and addresses of organizations, agencies and individuals who have expressed an interest in providing services. A request to be on the list may be verbal or written. Additionally, a name may be added to the list if it is known that the agency provides like or similar services being solicited. A name will be removed from the list if correspondence is returned and the SGRC has not received a current mailing address. The letter of availability will be mailed to all the names on this list. A letter of availability may be e-mailed.

RFP Information Meeting (Bidder's Conference)

The SGRC may hold an RFP information meeting to review the objectives and submission requirements of the procurement and to provide an opportunity for attendees to ask questions relative to the procurement. The division director and/or the assistant executive director will decide whether or not to conduct an RFP information meeting.

The meeting location, date and time will be included in the Letter of Availability and will be posted on the SGRC website and advertised in the Waycross Journal Herald and the Valdosta Daily Times (and other newspapers, as appropriate). The meeting should be held at least three-two weeks prior to the proposal submission deadline.

Minutes (or notes) of the meeting must be taken and filed in the procurement file.

Disseminating Clarifying Information

A log of inquiries should be maintained. For all inquiries, except those that are clearly answered in the RFP, clarifying information will be sent to all organizations/individuals that received a copy of the RFP.

RFP Amendments

If an amendment is needed to the RFP to expand or restrict the solicitation, a copy of the amendment/changes will be sent to all organizations/individuals that received a copy of the RFP.

Receipt and Distribution of Proposals

The SGRC receptionist will receive, date stamp, assign numbers, and log each proposal. The receptionist will distribute the proposals appropriately.

Evaluation Procedures

An SGRC staff person will review all proposals to determine responsiveness. The criterion, which has been included in the RFP, will be used to determine responsiveness:

- The proposal is received by the deadline advertised;
- The proposal is in the required format; and
- The correct number of copies is submitted.

All proposals that are determined responsive will be evaluated for competitiveness. Prior to receipt of proposals, the division director and/or executive director will appoint an evaluation panel of at least three staff members (more if workload will allow) to review and rate proposals.

The review panel will be selected on the basis of their independence and integrity (i.e. no conflict of interest), their competence and knowledge, and their availability. The review panel *must* consist of SGRC staff members and it *may* have individuals who have expertise in the services/activities being procured.

The panel will be briefed about the review process and will be given the review criteria. Reviewers must individually rate each proposal using the criteria (which was included in the RFP). The scores will be averaged for the total proposal score. All proposals scoring at or above the minimum score will be considered for funding. The minimum score will be 65, unless advertised differently in the RFP Package. The proposals receiving the highest score may not always be selected for funding. This rating establishes that a proposal meets a minimum standard and is competitive, and the Workforce Development Board may select the proposal for funding.

At a minimum, the review criteria will include the following:

1. The capacity and capability of the proposer to meet program design specifications and performance goals;
2. A satisfactory record of past performance;
3. Adequate financial resources and technical skills to perform the financial requirements; and
4. A reasonable cost.

Selection Procedures

For proposals to serve youth, a copy of each proposal is given to the members of the Southern Georgia WDB Youth Committee. Staff review scores, a cost comparison of proposals, and a summary of each proposal are also given to the committee. This committee reviews and discusses each proposal and makes recommendations for funding to the Southern Georgia WDB Budget and Proposal Review Committee. The Budget and Proposal Review Committee of the WDB reviews proposals and the Youth Committee's recommendations and makes funding recommendations to the WDB.

For adult and dislocated workers, review scores, a cost comparison of proposals, and a summary of each proposal are presented to the WDB Budget and Proposal Review Committee. This committee makes funding recommendations to the WDB. The WDB makes the final decision on which proposals to fund and authorizes the SGRC staff to negotiate contracts.

Determining Reasonableness of Cost – First Phase

The workforce development director or planner will prepare an independent estimate of cost for some items before proposals are received. Proposed cost will be compared to this estimation.

The director or planner will prepare a cost comparison/analysis. The cost comparison will exclude payments to participants and training costs paid to employers for OJT. The comparison may include, but is not limited to, the following:

1. All price quotations received for like services. This **comparative analysis** will be used when two or more responsive proposals are received for the same program activity and propose a project of similar scope and size for similar service area.
2. A **risk adjustment analysis** will be done when two or more responsive proposals are received for the same activity (as described in the comparative analysis above) except that one of the proposals includes a program design with a higher level of risk, such as target

groups to be served or innovation in the design. The item(s) creating the risk will be identified on the cost comparison.

3. Past and/or current contract costs for like services in the area or in another area. This **historical analysis** will be used to compare the proposed cost to the past or current cost of the same or similar activity in the preceding year in the area or in another area.
4. Cost per participant; and/or
5. Cost per training hour.

This cost comparison/analysis is used by staff during the review process and is provided to the Youth Committee and WDB Budget and Proposal Review Committee. It may also be given to the full WDB.

Determining Reasonableness of Cost – Second Phase

The second phase of determining reasonableness of cost will occur after the WDB has selected proposals for negotiation. This phase consists of a line item budget review/analysis. The line item budget will include at least **two** of the following:

1. The evaluation of line item costs to each other within a proposal;
2. A comparison of specific line items to the same line items in other similar proposals;
3. A comparison of line items in the proposal to actual line item expenditures in a previous similar contract;
4. A comparison of line items to the area price ranges (independent cost estimate for some line items developed prior to receipt of proposals); and/or
5. A comparison of line items to market rates (market analysis).

In reviewing the line item budget the following applies to each line item:

1. Allowable – This means that the cost is not disallowed in the state and federal policy, i.e., entertainment expenses are unallowable;
2. Necessary – The cost is necessary to provide the services under the contract. A rational relationship must exist between the level of expenditure and the purpose of the contract. For example, salary for a counselor is necessary for a contract that requires counseling and employer payments are not necessary for a contract that does not include On-the-Job Training.
3. Appropriate – The cost is appropriate in relation to the operational requirements and outcomes of the program activities/services to be provided. For example, Job readiness workbooks are an appropriate cost if participants will attend a job readiness workshop.
4. Allocable – The cost must be chargeable to a title and/or cost category.

Contingency List

A contingency list may be established by the WDB. The list will consist of proposers whose evaluation scores meet or exceed the minimum score and were not selected for award, but with whom contracts may be negotiated and awarded at a later date.

Notifications

The workforce development director or planner will notify all proposers of the status (i.e., selected, rejected, not selected for funding but on contingency list, audit review pending, pre-award survey pending, etc.) of their proposal in writing (email or correspondence) five days from the WDB's selection.

If the review and award schedule specified in the RFP Package must be extended, all proposers will be notified of such extension in writing (email or correspondence) by the director or planner.

Pre-selection Negotiations

The director or planner may contact proposers to obtain clarification of proposal content and/or to request a "best and final" proposal prior to selection. The WDB may select one or more proposers for contract negotiations, and the award will go to the proposer that is most advantageous to the WDB.

Verifying Business Operation Capability

After the WDB has selected a proposal for funding, the director or planner will verify the technical and financial capability of the proposer prior to finalizing the contract. In some cases, the SGRC administrative executive director, the SGRC's auditor, or other individuals may review/verify capability.

Any (or all) of the following items may be reviewed/verified:

- Registration with the Georgia Secretary of State
- Status of federal and state taxes
- County or city license requirements
- Status of Georgia unemployment insurance wage reports and taxes
- Observation of the facilities and equipment
- Review of most recent audit
- Qualifications and experience of staff
- Equal opportunity and grievance procedures
- Procurement procedures
- Other written (or practiced) policies and procedures

Documentation of the Procurement

The planner will maintain a file to document the RFP process. The following items will be maintained and constitute a record of the process:

1. The RFP Package
2. A copy of the public notification
3. A copy of the Letter of Availability
4. The RFP mailing list to which the Letter of Availability was mailed
5. A list of organizations requesting and receiving the RFP package
6. Agenda and minutes of the informational meeting, if applicable
7. A copy of inquiries and clarification updates

8. Log sheet of receipt of proposals
9. An original copy of each proposal received
10. A copy of the checklist used to determine responsiveness for each proposal
11. Completed copies of the review criteria for each member of the evaluation panel
12. The total score for each competitive proposal
13. Minutes of the WDB Youth Committee meeting and the WDB Budget and Proposal Committee meeting and any other meetings if applicable where decisions about the procurement are made
14. A copy of the cost comparison/analysis
15. A copy of the notification to each proposer with the status of the proposal
16. The negotiation memo for each contract, including documentation of reasonableness of cost
17. A copy of any written grievances and the resolution of each.

4. **Intention to Bid**

An intention to bid will be used when uncertainty exists about (1) the number of providers who have the capacity to provide the needed training/service and (2) the number of competitive proposals that would be received. An intention to bid will include the following steps:

- A. The workforce director or planner will develop a set of preliminary training/services specifications which includes the following:
 1. Specific type of training/services to be performed
 2. Estimated number of participants and specific target group(s) to be served
 3. Available funds
 4. Expected period of performance
 5. Geographic area to be served
 6. Type of contract to be awarded
 7. Expected performance criteria, if applicable
 8. Date the proposed RFP will be issued.
- B. The planner will issue an intent to bid letter which includes the above specifications. This letter will also request capacity, capability, and experience information about the agency or organization. It will be mailed to organizations on the RFP mailing list. The letter will advertise a response deadline.
- C. The planner will post on the SGRC web site and publicize (by public notice) the intent to bid in the Waycross Journal Herald and the Valdosta Daily Times (and other newspapers, as appropriate) on the same day as the letter of intent is mailed and/or emailed, and a news release will be sent to other newspapers in the area.

The director or planner will establish criteria to be used to review and evaluate responses to the intent to bid.

If no organization responds, the SGRC may contact organization(s) (noncompetitive procurement) to locate a qualified provider for the training/service, if the SGRC still wants to provide the service. If only one qualified provider responds, the SGRC may use sole source (noncompetitive procurement) method to obtain the training/service. If more than one qualified organization responds, or if only one responds and the SGRC does not want to use this organization, the training/service must be competitively solicited through an RFP.

If an RFP is used, all organizations on the RFP mailing list will be notified of the RFP.

NONCOMPETITIVE PROCUREMENT may be necessary in certain situations when competition is not feasible. The SGRC may use noncompetitive procurement in the following circumstances:

1. **Emergency** – The SGRC will use this type of noncompetitive procurement when an emergency exists and the urgency of the requirement will not allow time to obtain competition.

The director or planner will document in writing the justification for the emergency and describe the circumstances supporting the emergency. If the necessity for the emergency stems from an oversight or normally controllable circumstance, the justification will include action to be taken to prevent the recurrence.

If the need generated by the emergency will continue over an extended period of time, a competitive procurement will be used after the emergency has been resolved.

2. **Tuition purchases** – Tuition and related fees, books, and supplies may be purchased noncompetitively for individuals enrolling in classroom training at institutions on the Eligible Provider List.
3. **State authorized noncompetitive procurement** – The SGRC may use noncompetitive procurement when a state agency has authorized the procurement. The director or planner will document in writing the authorization and maintain a copy of correspondence related to the authorization and purchase.
4. **One provider** – The SGRC may use noncompetitive procurement if only one qualified provider for the services being procured is available. The director or planner will document all efforts to identify providers.
5. **Failed Competitive Procurement** – The SGRC may use noncompetitive procurement if a competitive procurement process was conducted and only one responsive and competitive proposal was received.

Approval/Changes

*Southern Georgia WIB Approved 04.11.13
Revisions for WIOA/OMB Uniform Guidance 07/01/2015*

ATTACHMENT #7

Supportive Services Policy



Policy/Procedure #: **18-006-200**

Policy Name: **Supportive Services Policy**

Effective Date: **07/01/2015**

Revision Date: **07/01/2016**

I. Statement of Purpose

The purpose of this policy and procedure is to set forth the necessary guidelines and implementation steps for the provision of supportive services to eligible Southern Georgia Workforce Development Board (SGWDB)/Workforce Innovation & Opportunity Act (WIOA) customers.

II. Definition of Supportive Services

Supportive Services are services, which are reasonable and necessary, to enable a WIOA participant who cannot afford to pay for such services to participate in activities authorized under Title I, Subtitle B of the Workforce Innovation and Opportunity Act. Such support services may include transportation, child care and dependent care. The provision of Supportive Services must be determined on an individual basis.

The use of supportive services is encouraged to enable the hard-to-serve population an opportunity to participate in longer-term interventions. The support payments are in no way intended to support the entire expense.

III. Supportive Service Cap

As per the Georgia Department of Economic Development, Workforce Division (WFD) Supportive Service Policy, supportive services are limited to thirty-five percent (35%) of a funding stream allocation within a given program year. The total amount expended for LWDA #18 will be set at not greater than this 35% limit.

LWDA's may request a supportive service waiver for any of the three (3) funding streams. The request must be in writing using the described WFD format. Support documentation justifying the request must be included.

IV. Eligibility for Supportive Services

WIOA supportive services are provided on the basis of need. All supportive services must be approved prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved.

A participant may waive WIOA Supportive Service payments (except for Work Experience) if accepting payment would mean the loss of benefits. The participant may request the payment to start at a later date, but may not claim retroactive payments. Advances against future payments are not allowed.

WIOA funds will be used to pay support payments for Adults, Dislocated Workers, and Youth participants who are physically attending classroom training (ITAs) and to youth in specified out-of-school classroom training programs (GED). ITA participants must be attending "full time" as defined by their school/training provider policy.

Supportive services may only be provided to individuals who:

- Are actively participating in core, intensive, and training services. Limited supportive services may be provided to eligible applicants (e.g., paying for birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
- Are unable to obtain supportive services through other programs providing such services;
- Are unable to afford the cost associated with addressing the need;
- May only be provided when they are proven necessary to enable individuals to participate in Title I activities [Subtitle B, Chapters 2 & 3].

Adults – Eligible adults are:

1. Individuals receiving some form of public assistance; or
2. Individuals having incomes at or below the Self-Sufficiency guidelines set by the local area.

Dislocated Workers – Eligible dislocated workers are:

1. Individuals determined eligible for WIA enrollment under the dislocated worker provisions.

Youth – Eligible youth are:

1. Households receiving some form of public assistance; or
2. Individuals/Families having incomes at or below the poverty guidelines set by WFD; or
3. Youth considered “Non-Dependent” based on LWIA 18’s local policy.

V. Standard

The guiding principle for the provision of any Supportive Service shall be based on the participant’s individual need. Through counseling and assessment, the determination of need and the level of assistance to be provided will be made on an individual basis.

VI. Transportation Service Policy – ITA’s & OSY GED

Transportation assistance may be provided to WIOA participants who are engaged in WIOA activities. Participants will be paid based on the round trip miles driven per day. The service provider must document the mileage using MapQuest or a similar mapping program. This documentation must be placed in the participant file. The following tiers are available to participants:

| <u>Tier</u> | <u>Round Trip Miles</u> | <u>Amount</u> |
|-------------|-------------------------|---------------|
| 1 | 0-15 Miles Round Trip | \$15/day |
| 2 | 16-30 Miles Round Trip | \$17/day |
| 3 | 31+ Miles Round Trip | \$19/day |

Clarification #1: Participants who attend schools outside the local area will be paid transportation based on their school address, not their permanent home address.

VII. Childcare Service Policy – ITA’s

Childcare assistance may be provided to WIOA participants who are engaged in WIOA activities only if other resources are not available. Childcare will be paid for children under the age of thirteen (13) who are in the participant’s legal and physical custody. If both parents are in training, only one parent is allowed to receive the child care assistance. Payment is limited to \$10 per day regardless of the number of children under the age of thirteen who are in the participant’s legal and physical custody. Birth certificates or other approved documentation are required to verify the age of the children.

VIII. Documentation for Supportive Services

The WIOA service provider will compile all supportive service documentation prior to paying for services to support transportation costs. These documents will include the following:

1. Supportive Services Determination Form (**Attachment A**)
2. MapQuest (or other approved mapping program) showing round trip miles
3. Cost Commitment Worksheet (**Attachment B**)
4. Cost Commitment Modification (**Attachment C**)

All documentation will be placed in the participant file and/or entered in the Virtual One Stop System (VOS) participant profile.

All substantial changes to a participant's supportive services (e.g. receiving more money for existing services) must be updated in real time in VOS. The service provider will be responsible for notifying SGRC WIOA staff of these changes using the Cost Commitment Modification worksheet.

IX. Approved Payment Amounts (ITA's)

Payments are made to qualifying Adults, Dislocated Workers, and Youth enrolled in the ITA training program in the following flat rates. Participants **must attend** class on a training day in order to receive the payment for that day, not to include time spent for breaks and /or lunch.

| <u>Tier</u> | <u>Round Trip Miles</u> | <u>Transportation</u> | <u>Child Care</u> | <u>Total</u> |
|-------------|-------------------------|-----------------------|-------------------|--------------|
| 1 | 0-15 Miles Round Trip | \$15/day | \$10/day | \$25/day |
| 2 | 16-30 Miles Round Trip | \$17/day | \$10/day | \$27/day |
| 3 | 31+ Miles Round Trip | \$19/day | \$10/day | \$29/day |

Participants may receive childcare assistance in the amount of \$10 per day based upon the guidelines stated in this document. The \$10 per day is in addition to the above mentioned transportation assistance.

X. Approved Payments Amounts (GED)

Payments are made to qualifying out-of-school youth enrolled in GED training programs provided by LWDA #18 service providers. Each provider may set up a daily support amount; however, it must not exceed the above described ITA payment amounts. Childcare assistance **will not** be made available to participants in GED programs.

XI. Approved Payments Youth Incentives

Incentive payments may be made to qualifying youth enrolled in an ISY program or an OSY GED Program. Each provider may set benchmarks for youth incentives. All incentives will be approved by SGRC staff and clearly outlined in the service provider contract. Incentives may not exceed \$1,000 per participant.

XII. Attendance

ITA participants are required to attend the classroom training for the duration of the respective class to be eligible for the support payment. For example, participants who attend only ½ of the class will not be eligible for the support payment for that day. Service providers will work with instructors to ensure they do not sign off on a time sheet for someone who does not attend the full class session.

Payments will not be pro-rated for fewer hours of attendance, nor will payments be made for sick days or holidays.

GED participants are required to attend classroom training in order to be eligible for the support payments. The required length of time will be set by each service provider; however, each participant must attend a minimum of three (3) hours in order to be eligible to receive their support payment for that day.

Payments will not be pro-rated for fewer hours of attendance, nor will payments be made for sick days or holidays.

XIII. Exceptions/Exclusions

Participants enrolled in On-the-Job Training (OJT) will not qualify for support payments.

In-school youth may receive support payments as determined on a case-by-case basis for support services not otherwise available. Such support must be pre-approved by the Southern Georgia Regional Commission (SGRC), and will not be commonly granted. Participants must be making satisfactory progress and cooperating with the instructional process in order to continue to receive the support payments.

XIV. Payments

The WIOA service provider will make payments to participants every two weeks based upon timesheets turned in. The WIOA service provider may be reimbursed for supportive service payments and invoices upon compliance with the following requirements:

1. The WIOA service provider must ensure that WIOA participants are enrolled and actively participating in any allowable WIOA activities for which support payments have been approved.
2. The WIOA service provider must arrange coordination with other human service agencies to eliminate duplication of services and all documentation must be completed prior to utilizing WIOA funds.
3. The WIOA service provider must provide proper documentation of any supportive service payments to be submitted to the SGWDB.
4. The WIOA participant must meet attendance requirements of the WIOA program. The WIOA service provider will maintain participant's time sheets documenting daily attendance. A copy of these timesheets must be submitted with the monthly WIOA service provider invoice.
5. Reimbursement for supportive service payments and invoices will be made monthly to WIOA service providers as per contract requirements.

XV. Procedure

1. All WIOA program applicants and participants shall be informed of paid and unpaid supportive services available through the local One-Stop system. This is to include services provided by the One-Stop partners, Service Providers and any applicable community resources.
2. Supportive services may only be provided to individuals who:
 - Are actively participating in career services and/or training services. Limited supportive services may be provided to eligible applicants (e.g., paying for birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
 - Are unable to obtain supportive services through other programs providing such services;
 - Are unable to afford the cost associated with addressing the need;
 - May only be provided when they are proven necessary to enable individuals to participate in Title I activities [Subtitle B, Chapters 2 & 3)].
3. To ensure successful participation in the appropriate employment or training activity(ies), career facilitators shall determine the supportive service needs of each individual to be enrolled. Such determination shall be based on a comprehensive assessment and include documentation of the participant's need to receive supportive series in order to participate in the training.
4. The need for supportive services and all supporting documentation shall be maintained in the participant's file.

5. Cost Commitment Worksheet will be completed and submitted to the SGRC as well as maintained in the participant file.
6. Participant obligations and vouchers will be entered in VOS. Obligations/vouchers will be entered by program year.
7. SGRC Staff will reconcile all supportive service payments annually in VOS.
8. At the conclusion of each semester, staff and service providers review the remaining obligations/vouchers and adjust as needed. Revisions are entered in VOS.
9. Participants must be making satisfactory progress and cooperating with the instructional process in order to continue to receive the support payments.
10. Service providers are responsible for tracking participant attendance, time keeping and related duties. Educational/training institutions receiving ITAs must perform time keeping, participant activity tracking and related duties.

Attachments:

Attachment A: Supportive Services Determination Form

Attachment B: Cost Commitment Worksheet

Attachment C: Cost Commitment Modification

Approvals/Changes:

| | |
|---------------------------------------|--------------------------|
| <i>Southern Georgia WIB Approved:</i> | <i>August 8, 2013</i> |
| <i>Revised & WIB Approved</i> | <i>November 19, 2014</i> |
| <i>Revised & WIB Approved</i> | <i>June 10, 2015</i> |
| <i>Revised & WDB Approved</i> | <i>September 9, 2015</i> |
| <i>Revised & WDB Approved</i> | <i>June 29, 2016</i> |

Supportive Services Determination Form - Southern Georgia LWDA #18

| | |
|-------------------------|-------------|
| Participant Name: _____ | SSN#: _____ |
|-------------------------|-------------|

Adult

Dislocated Worker

Youth

Supportive Service benefits ***may be*** available to assist WIOA eligible participants with costs associated with participating in WIOA funded training activities. Supportive services means services such as transportation, childcare, and/or dependent care that are necessary to enable an individual to participate in activities authorized under the Workforce Innovation & Opportunity Act.

Supportive Service benefits may only be provided when:

1. They are necessary to enable an individual to participate in WIOA funded training services; and
2. They cannot be obtained through other programs providing such services.

I understand that WIOA Supportive Service benefits may change and/or be eliminated at any time based on funding availability. I understand that if I have provided fraudulent information that I can be terminated from the Southern Georgia WIOA program and may be held liable for repayment of any monies received by me while in the WIOA funded services. I understand that I cannot receive supportive services benefits for transportation, childcare and/or dependent care if funds are being provided and/or available to me by another agency/resource.

1. Does the participant need assistance with transportation/travel/meals in order to attend WIOA funding training? Yes No

2. If yes to question #1 how many miles round trip per day? _____

**MapQuest or a similar mapping program must be utilized to document mileage.*

A copy of this documentation must be attached (or placed in participant file).

3. Does the participant need assistance with childcare for any child under the age of thirteen who is in the participant's legal and physical custody? Yes No

If yes, number of dependents under the age of 13 _____

4. Does DFCS or any other agency assist you with transportation and/or childcare costs?

Yes No

If yes, please list the agency that will be assisting you and the amount that they give you for each:

Agency: _____

Transportation Amount: _____ Amount Not Covered: _____

Childcare Amount: _____ Amount Not Covered: _____

I attest that I am in need of supportive services in order to participate and complete my WIOA funded occupational training activity. I further attest that these services are not being provided to me by any other agency/resource.

Participant Signature

Date

TO BE COMPLETED BY WIOA SERVICE PROVIDER

WIOA Supportive Services Approved: Yes No

Supportive Service Amount/Day Approved \$15/day \$17/day \$19/day

ChildCare Amount/Day Approved \$10/day

Note: All payments made must be consistent with the Southern Georgia ITA Policy & Supportive Services Policy

Case Manager Signature

Date

INDIVIDUAL TRAINING ACCOUNT COST COMMITMENT WORKSHEET

Southern Georgia Workforce Development Board

| | | | | | |
|---------------------------------|--|-----------------------|--|----------------------------|--|
| Last Name | | SSN# | | Program | |
| First Name | | Phone # | | DOT Code | |
| Address | | County | | Training Start Date | |
| City | | Zip Code | | Training End Date | |
| Training School/Location | | Funding Stream | | Program Year | |

| Description of Training Costs | Summer B | Fall | Spring | Summer A | Total |
|---|---------------------|------|--------|----------------------|-------|
| | July 1 - End Summer | | | Begin Summer -July 1 | |
| Tuition | | | | | |
| Books required | | | | | |
| Fees <small>(Lab, Testing, Physical, Immunizations, License, Permit, Insurance, etc.)</small> | | | | | |
| Other Costs - Uniforms | | | | | |
| Other Costs - Supplies | | | | | |
| Other Costs - Tools | | | | | |
| Other Costs <small>(Please describe)</small> | | | | | |
| TOTAL TRAINING COSTS | | | | | |

| GRANT FUNDING (Hope, Pell, SIWDG and other forms of grant funding must be exhausted before WIOA funds are to be expended) | | | | | |
|--|--------------------------|--|--|--|--|
| HOPE | <input type="checkbox"/> | | | | |
| PELL | <input type="checkbox"/> | | | | |
| SIWDG | <input type="checkbox"/> | | | | |
| TAA/TRA | <input type="checkbox"/> | | | | |
| WIOA | <input type="checkbox"/> | | | | |
| TOTAL WIOA TRAINING COSTS | | | | | |

| SUPPORT COSTS | Summer B | Fall | Spring | Summer A | Total |
|-------------------------------------|----------|------|--------|----------|-------|
| Miles/Day _____ # of Classroom Days | | | | | |
| Transportation Amount/Day \$ | | | | | |
| Childcare Amount \$ | | | | | |
| TOTAL WIOA SUPPORT COSTS | | | | | |

| | Summer B | Fall | Spring | Summer A | Total |
|--|----------|------|--------|----------|-------|
| TOTAL WIOA TRAINING & SUPPORT COSTS | | | | | |

The above information is an estimate of obligated costs to complete the training for the above mentioned registrant as attested by the career advisor and participant below.

| | |
|------------------------------------|-------------|
| Signature of Career Advisor | Date |
|------------------------------------|-------------|

| | |
|---------------------------------|-------------|
| Signature of Participant | Date |
|---------------------------------|-------------|

INDIVIDUAL TRAINING ACCOUNT COST COMMITMENT WORKSHEET

Southern Georgia Workforce Development Board

MODIFICATION

| | | | |
|---------------------------------|-----------------------|---------------------|---|
| Last Name | First Name | SSN/User ID | |
| Training School/Location | Funding Stream | Program Year | 2015 July 1, 2015 - June 30, 2016 |

****CHANGES SHOULD ONLY BE MADE TO CURRENT AND SUBSEQUENT QUARTERS****

| | | | |
|--|----------------------------|--------------------------|--------------------------|
| Reason for changes (check one): | | | |
| <input type="checkbox"/> | Modify a Training End Date | Change a Training Amount | <input type="checkbox"/> |
| <input type="checkbox"/> | Modify a Funding Stream | Change a Grant Amount | <input type="checkbox"/> |
| <input type="checkbox"/> | Add (Semesters) | Change a Support Amount | <input type="checkbox"/> |
| <input type="checkbox"/> | Delete Semester(s) | | |

| Description of Training Costs | Summer B <small>July 1 - End Summer</small> | Fall | Spring | Summer A <small>Begin Summer -July 1</small> | Total |
|---|--|------|--------|---|-------|
| Tuition | | | | | |
| Books required | | | | | |
| Fees <small>(Lab, Testing, Physical, Immunizations, License, Permit, Insurance, etc.)</small> | | | | | |
| Other Costs - Uniforms | | | | | |
| Other Costs - Supplies | | | | | |
| Other Costs - Tools | | | | | |
| Other Costs <small>(Please describe)</small> | | | | | |
| TOTAL TRAINING COSTS | | | | | |

| GRANT FUNDING (Hope, Pell, SIWDG and other forms of grant funding must be exhausted before WIOA funds are to be expended) | | | | | |
|--|--------------------------|------|------|------|------|
| HOPE | <input type="checkbox"/> | | | | |
| PELL | <input type="checkbox"/> | | | | |
| SIWDG | <input type="checkbox"/> | | | | |
| TAA/TRA | <input type="checkbox"/> | | | | |
| WIOA | <input type="checkbox"/> | | | | |
| TOTAL WIOA TRAINING COSTS | | \$ - | \$ - | \$ - | \$ - |

| SUPPORT COSTS | Summer B | Fall | Spring | Summer A | Total |
|------------------------------------|----------|------|--------|----------|-------|
| Miles/Day _____ | | | | | |
| <small># of Classroom Days</small> | | | | | |
| Transportation Amount/Day | \$ - | | | | |
| Childcare Amount | \$ - | | | | |
| TOTAL WIOA SUPPORT COSTS | | | | | |

| | Summer B | Fall | Spring | Summer A | Total |
|--|----------|------|--------|----------|-------|
| TOTAL WIOA TRAINING & SUPPORT COSTS | | | | | |

The above information is an estimate of obligated costs to complete the training for the above mentioned registrant as attested by the career advisor and participant below.

ATTACHMENT #8

Eligible Provider Policy & Procedures



Policy/Procedure #: 18-005-001
Policy Name: Eligible Provider Policy & Procedure
Effective Date: 07/01/2015

Initial Eligibility

The Southern Georgia Workforce Development Board (WDB) evaluates providers and proposed training programs for eligibility based on the Individual Training Account (ITA) provider application. This application is available upon request. The WDB will only consider applications for occupationally specific programs of study that meet the accreditation requirements of the occupation for which training is provided.

Applications include detailed information such as: program title, program description (occupation), program accreditation, costs, duration of training, entry criteria, financial aid, and performance criteria for each training program that the provider wants included on the Eligible Provider List (EPL). **A separate application must be submitted for each training program.** The provider must also furnish the most recent catalog/brochure that includes information regarding tuition, fees, location of training facility, etc.

Applications and general instructions can be found at:
https://gowdetpl.files.wordpress.com/2013/08/wf_training_provider_application.pdf

In addition, the WDB adheres to the following:

- EPL's from Georgia will be recognized and applications are not necessary;
- Organization has submitted an application for the training program to be on the EPL in the area in which it was disapproved;
- Only training programs for demand occupations that are not otherwise available in Southern Georgia will be reviewed;
- Only complete applications will be considered. However, applications submitted in Region 11 should indicate "n/a" in items that do not apply and a complete explanation should be furnished for this response.
- Organizations must furnish a 12-month history of past performance that meets or exceeds the following criteria. Performance is defined in Region 11 in stricter terms than those posted as the state's minimum criteria and are as follows:

Completion Rate – 96%
Entered Employment (Adults) – 93%
Employment Retention Rate – 96%
Average Earnings (6 months) - \$15,000

Southern Georgia Regional Commission (SGRC) Staff will verify the performance, cost information, and any other required information. Staff will present the application to the WDB for approval or disapproval at the next scheduled meeting.

The Workforce Development Director will notify applicants of the WDB's decision. Staff will submit the approved application to the Georgia Department of Economic Development, Workforce Division (WFD) for inclusion on the "statewide" eligible provider/program (EPL) list. Once approved on the statewide EPL, an approved program is available to all Georgia WDBs and cooperative states.

Maintaining/Subsequent Eligibility

The Workforce Innovation and Opportunity Act requires a redetermination of ITA program eligibility through a "subsequent eligibility" process every twelve months. For a program to remain eligible to receive ITA funds for new enrollments after April 30th of each year, the state is required to compare program-level performance outcomes against established minimum standards. Applications for subsequent eligibility are administered through WFD.

Losing Program Eligibility

WFD will be responsible for the development, operation, and maintenance of the statewide internet-based eligible training provider list and certified programs. Providers may be removed under the following conditions.

- If inaccurate information regarding a program is intentionally supplied to the local WDB or WFD, a termination of eligibility may occur. The termination will remain in effect for a minimum of one (1) year;
- If the local WDB or WFD determines that an eligible provider has substantially violated any requirements under the act, the providers must commence corrective action as deemed appropriate or risk program removal;
- Failure to reapply under subsequent eligibility procedures. If providers do not submit programs for reapplication, those programs will be removed from the list; or
- If a provider's program fails to meet or exceed minimum established local and state performance levels, the provider's eligibility to receive funds for that program may be suspended by WFD after consultation with the local WDB, for a period of not less than one (1) year. Unemployment insurance wage file data will be used for performance verification.

Training Provider Liability

A training provider may be held liable if a customer or WDB can substantiate the training received was inadequate based on the course description and/or the performance data was overstated. The remedy could include additional training, refund to the fiscal agent of amounts paid, or debarment from the EPL. Aggrieved providers will have access to local and state appeals processes in such instances.

Approval/Changes

WIB Approved 06/04/2013

Revised for WIOA 07/01/2015

ATTACHMENT #9

Individual Training Account Policy (ITA)



Policy/Procedure #: 18-006-001
Policy Name: Individual Training Account Policy (ITA)
Effective Date: 07/01/2015

OVERVIEW

WIOA funds will be used for costs incurred during the pursuit of occupationally specific programs of study that lead to a diploma or certificate for WIOA eligible adults, dislocated workers and youth. In addition to the WIOA eligibility requirements, youth must be: a) 18 years old and no older than 21; b) not be actively pursuing a secondary school diploma or its equivalent on the date of participation.

PROGRAMS OF STUDY

Training must be in occupations identified in the local WIOA Local Plan as growth and/or demand occupations or documentation of employment prospects must be provided. Training must result in an employment wage sufficient to attain self-sufficiency without the aid of public assistance.

HOPE/PELL

WIOA funds will be used only when HOPE and Pell funds are inadequate to cover expenses. (A customer's total tuition and class-related expenses less his/her HOPE and Pell funds equals allowable WIOA training expenditure.)

RESIDENCY REQUIREMENTS

Services will be reserved for adult and youth customers who reside in the Southern Georgia area. However, in the case of dislocated workers, services will be provided to those individuals who reside in the Southern Georgia area or who have been terminated or laid off, or received a notice of layoff of employment, from an employer located in the Southern Georgia area.

Individual Training Account (ITA) Voucher

WIOA funds will be utilized in the form of a voucher for ITAs. ITAs will be used to purchase tuition, essential books/supplies that are instructor-required purchases for *all* students taking any given course, and for graduation and training-related purchases including, but not limited to, medical exams, vaccinations, uniforms, graduation fees, testing fees, etc. The maximum amount of an ITA voucher is \$6,000 per customer.

TIME LIMIT

ITAs have a 2.5-year time limit, regardless of the length of the customer's training program. Hence, customers must select programs that will be finished in 2.5 years or less.

SUPPORT PAYMENTS

Supportive Service benefits may be available to assist WIOA eligible participants with costs associated with participating in WIOA funded training activities. Supportive services means services such as transportation, child care, and/or dependent care that are necessary to enable an individual to participate in activities authorized under the Workforce Innovation and Opportunity Act.

WIOA funds will be used to pay support payments for customers who are physically attending training classes as verified by the instructor's signature on a timesheet. Participants are required to attend the classroom training for the duration of the respective class to be eligible for the support payment. For

example, participants who attend only ½ of the class will not be eligible for the support payment for that day. Service providers will work with instructors to ensure they do not sign off on a time sheet for someone who does not attend the full class session.

Payments will not be pro-rated for fewer hours of attendance, nor will payments be made for sick days or holidays.

SUPPORT PAYMENT AMOUNTS

Payments will be made to qualifying Adults, Dislocated Workers and Youth based upon round trip miles driven per day. Payments will be made as follows:

| Tier | Round Trip Miles | Amount |
|------|------------------|----------|
| 1 | 0-15 Miles | \$15/day |
| 2 | 16-30 Miles | \$17/day |
| 3 | 31+ Miles | \$19/day |

A cap will be set for all support payments at \$3,000 per program year, per participant.

For additional details please see the [Southern Georgia WDB Supportive Services Policy](#).

DEFAULT STATUS AND ACADEMIC PROBATION

WIOA funds will not be utilized for educational expenses of students who are ineligible for other types of student financial assistance because they are in “default status.”

WIOA funds will not be utilized for a customer who fails to make satisfactory academic progress. Specifically, funds will not be extended during a period of academic probation. However, upon a customer’s removal from academic probation status and recovery of standard admission status, WIOA funds may be accessed again if the 2.5-year time limit has not expired.

CHANGES IN COURSE OF STUDY

Customers may not change majors and continue to receive WIOA assistance. However, Southern Georgia Regional Commission (SGRC) staff may approve “minor” changes in a major (program of study) if customers stay within the same field and do not extend the total period of attendance beyond the 2.5-year training time limit.

ADDITIONAL DIPLOMA/CERTIFICATE

SGRC staff may approve WIOA assistance during the acquisition of an additional diploma/certificate that is closely related to the original diploma/certificate if doing so increases the customer’s marketability and does not violate the 2.5-year and \$6,000 limit.

LODGING

WIOA funds may be utilized, at the rate of \$40 per night, for lodging for a customer who is enrolled in training and is required to participate in an activity out of town (i. e., clinicals for nursing students).

EXCEPTIONS

The Southern Georgia Workforce Development Board’s Executive Committee will make decisions regarding exceptions to the local training policies on a case-by-case basis. When an exception is requested, the WIOA customer’s case manager may attend the Committee meeting to elaborate about the circumstances necessitating the exception. Also, the customer may attend and/or provide a brief essay (one page) justifying the appropriateness of the exception.

Approvals/Changes

Southern Georgia WIB Approved
Revised and WIB Approved
Revised and WDB Approved
Revised for WIOA

June 4, 2013
June 19, 2014
June 10, 2015
July 1, 2015

ATTACHMENT #10

WIOA Equal Opportunity and Complaint and Grievance Policy & Procedure



Policy/Procedure #: **18-006-1100**

Policy Name: **WIOA Equal Opportunity and Complaint & Grievance Policy & Procedure**

Effective Date: **07/01/2016**

Non-Discrimination/Equal Opportunity Assurance and Policy Statement

Southern Georgia Workforce Development Area (WDA) is in compliance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, Section 188 of the Workforce Innovation and Opportunity (WIOA) and 29 CFR Part 38, and the Americans with Disabilities Act of 1990.

Purpose

The purpose of the WIOA Equal Opportunity (EO) and Complaint and Grievance policy and procedures is to describe and document how the programs implemented by the LWDA (local area) comply with all requirements specified in Section 188 of the Workforce Innovation and Opportunity Act and 29 CFR Part 38, that the provisions and practices for conducting WIOA Title I-financially assisted programs and activities are carried out in a non-discriminatory manner in accordance with Equal Opportunity requirements. The policy and procedures will ensure that applicants, participants, and employees will have access to WIOA financially-assisted programs, services and employment and not in any way be favored, discriminated against, or harassed on the basis of political opinions or affiliations, race, color, sex, religion, age, disability, or national origin. The Policy and Procedures also establish a process for handling complaints and grievances.

Designation and Duties of EO Officer

Bruce Edwards is the EO Officer for the Southern Georgia Workforce Development Area (WDA). A job description and responsibilities for the EO Officer are on file at the Southern Georgia Regional Commission. The EO Officer reports to the WIOA Director. The Southern Georgia WIOA EO Officer will function as a liaison between the LWDA and the state level Equal Opportunity Administrator and the WIOA Title I Equal Opportunity Officer. This LWDA EO Officer's name, title, address and telephone number has been made public through the "Customer's Rights under the Workforce Development Program" document which is signed by each applicant, as well as on brochures and posters, placed in areas of high visibility where WIOA-funded services are offered. The local EO serves as the local level focal point for taking and handling complaints that involve customer services, concerns, apparent violations, discrimination and related issues.

Equal Opportunity Notices

Equal Opportunity notices with an EO tagline are available in handouts, posters and handbooks to customers, applicants and employees. The non-discrimination notice is available in English and Spanish, and includes information for access to the TTY/TDD or relay system. Equal Opportunity notices are posted at the WIOA local offices and training sites throughout the eighteen county service area. The discrimination notice is also on the WIOA Customer's Rights Form which is explained to the customer, and the customer reads, signs, dates and retains a copy of the form.

Equal Opportunity Complaint Log

The local EO Officer maintains a discrimination complaint log, which is maintained for a period of three years. These policies and procedures establish a process for handling complaints and grievances. The local workforce area has written procedures for conducting Equal Opportunity compliance monitoring reviews of service providers. Those procedures are contained within the WIOA Monitoring Policies and Procedures.

WIOA COMPLAINT PROCEDURES

Southern Georgia WDA complaint procedures are applicable when registrants, WIOA personnel, and other interested persons have complaints about Workforce Innovation and Opportunity Act (WIOA) activities and programs. The following complaint procedures are established and maintained by the Southern Georgia Workforce Development Board in accordance with Section 188 of the Workforce Innovation and Opportunity Act (WIOA) and 29 CFR Part 37.

A. Notification of Rights and Complaint Procedures

Service providers will inform applicants, registrants, and others about their right to file a complaint and will provide appropriate contact information. The written complaint procedures for Southern Georgia WDA will be distributed to all service providers as soon as a contract is fully executed, and changes will be distributed to service providers promptly after their adoption. Service providers must provide registrants, WIOA personnel, and other interested parties access to the grievance procedures. The local EO Officer and other Southern Georgia WIOA staff will monitor to ensure staff and participants are aware of the procedures.

B. Complaints Involving Terms and Conditions of Employment

When WIOA personnel have complaints involving the terms and conditions of employment, they must follow the employing agency's procedure. The employing agency's procedures must be exhausted before submitting a complaint according to Southern Georgia WIOA's procedures.

C. Complaints from Unsuccessful Bidders

Complaints received from bidders who were not selected during competitive procurement must first be addressed utilizing the Southern Georgia WIOA complaint procedures. If the bidder is not satisfied, it may appeal to the Governor only if its complaint is based on a violation of WIOA, Federal regulations, or State or local procurement requirements or procedures.

D. Complaints Alleging Labor Standards Violations

Whenever registrants have complaints alleging violations under WIOA, they may use the established procedures of the Southern Georgia WDA and the Georgia Department of Economic Development, Workforce Division (WFD) procedures or choose to submit the complaint to a binding arbitration procedure if a collective bargaining agreement covering the parties to the complaint so provides.

E. Complaints Relating to Public Schools

Where public schools are WIOA service providers and a grievance arises, there must be compliance with both WIOA and 20-2-1160 of the Official Code of the State of Georgia, which deals specifically with complaints concerning the school system. This will be accomplished through adherence to the following provisions:

- 1) Complaints relating to internal school matters, such as disciplinary action of teachers or students, grading policy, or teacher employment contracts will be handled by the procedures outlined in OCGA 20-2-1160. Hearings held by service providers pursuant to this section shall be initiated within 30 days of the filing of the complaint and a written decision will be rendered within 60 days of the filing date of the complaint. The service provider will submit a monthly list of complaints, hearings held, decisions rendered, and appeals filed to the SGRC.

- 2) The hearing procedures will require the provision of reasonable notice to both sides by registered or certified mail, or hand delivery, with signature indicating receipt. Notification will include
 - a. date, time, and place of hearing;
 - b. authority and jurisdiction under which hearing is to be held;
 - c. a reference to the particular section under the Act, regulations, sub-grant or other contract under the Act involved;
 - d. notice to parties of specific charges involved;
 - e. the right of both parties to be represented by legal counsel;
 - f. the right of each party to present evidence, both written and through witness;
 - g. the right of each party to cross-examination.
- 3) The following procedures are applicable to all complaints received:
 - a. both parties have the right to an impartial decision-maker who has not been directly involved in the case.
 - b. the decision-maker must have the right to regulate the course of the hearing, etc.
 - c. a record must be kept on each case.
- 4) If a complainant does not receive a written decision within 60 days of filing the complaint or receives an unsatisfactory decision, the complainant then has the right to request a review by the Governor. (The State Superintendent of Schools, or his/her designee, acts as the Governor's representative.) This request for review should be submitted to the State Superintendent of Schools, Georgia Department of Education, 2066 Twin Towers East, Atlanta, GA 30334.
- 5) Complaints related to the terms of a contract between the school and the SGRC which may include curriculum and course content, provision for teaching materials and equipment, eligibility, registrant selection, or other terms made a part of the contract, will be handled by the complaint procedures mandated by the Southern Georgia Workforce Development Board.

F. Career Center Complaints

Complaints arising against a Career Center of the Georgia Department of Labor will be filed with the Complaint Specialist within the Career Center.

G. Discrimination Complaints

The local workforce development area provides procedures required for prompt and equitable resolution when any person believes and files a complaint that he/she or another person/group has been or is being subject to discrimination. Regulations at 29 CFR Part 37 identify the grounds or basis upon which a complaint may be filed.

Recipients of financial assistance under WIOA Title I are prohibited from discriminating against members of the public, applicants for services, registrants, participants, claimants, applicants for employment and WIOA-financed employees on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief. In addition, it is prohibited to discriminate against any individual or beneficiary of WIOA programs based on the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States. Finally, it is prohibited to discriminate against any individual or beneficiary of WIOA programs based on his or her participation in any WIOA Title I financially assisted program or activity.

Complaints pertaining to discrimination must be filed within 180 days of the occurrence at either the local or state level:

Bruce Edwards
Area 18 WIOA Equal Opportunity Officer
Southern Georgia Regional Commission
Valdosta Career Center
221 South Ashley Street
Valdosta, Georgia 31601
(229) 245-2487
brucewia@yahoo.com

David Dietrichs
WIOA Title I Equal Opportunity Officer/State WIOA EO
Officer
Georgia Department of Economic Development, Workforce
Division
75 Fifth Street NW, Suite 845
Atlanta, GA 30308
Phone: (404) 962-4136 Fax: (404) 876-1181
DDietrichs@georgia.org

Regional Administrator
USDOL/Employment & Training Administration
Atlanta Federal Center
Room 6M12, 61 Forsyth Street, SW
Atlanta, GA 30303

The Director, Civil Rights Center (CRC)
U. S. Department of Labor
200 Constitution Ave NW
Room N-4123
Washington, DC 20210

After filing a complaint with the local WDA (LWDA) Equal Opportunity Officer, the complainant must wait until the LWDA issues a written Notice of Final Action, or until 30 calendar days have passed (whichever is sooner), and if that LWDA decision is found unsatisfactory, then a request for review must be submitted with the Georgia Department of Economic Development, Workforce Division (WFD) State WIOA EO Officer. Upon filing a written grievance or complaint to the State WIOA EO Officer, an acknowledgement notification will be sent within 45 days before the complainant may file a request for review with the United States Department of Labor Employment & Training Administration. At the state level, WIOA requires an informal resolution and hearing to be completed within 60 calendar days of the filing.

After that time, WIOA allows for a formal appeal to the U.S. Department of Labor (USDOL) at the Civil Rights Center (CRC). Federal Appeals must be made within 60 calendar days of the receipt of decision being appealed. USDOL will make a final decision no later than 120 days after receiving a formal appeal. USDOL will only investigate grievances and complaints arising through the established procedures by the State. WIOA does not allow for federal intervention until the formal procedure has been followed above in accordance with the Methods of Administration (MOA) issued by WFD.

If the complaint is filed with the WFD, the complainant must wait either until the WFD issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center at the above address.

If WFD does not give written Notice of Final Action within 90 days of the day on which the complaint was filed, the complainant does not have to wait for the WFD to issue that Notice before filing a complaint with CRC. However, he/she must file the CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which the complaint with WFD was filed).

If an individual believes to have been harmed by the violation or misapplication of a procedure or regulation of this program, the individual has the right to file a grievance. The grievance should be filed in accordance with the written procedures established by the Southern Georgia Workforce Development Board, which may be obtained by contacting WIOA Director, Southern Georgia Regional Commission, 1725 South Georgia Parkway, West, Waycross, Georgia 31503.

H. Other Complaints

Other complaints must be filed within a year of the alleged occurrence with the WIOA Equal Opportunity Officer, Southern Georgia Regional Commission, 221 South Ashley Street, Valdosta, Georgia 31601.

FILING OF COMPLAINTS

This procedure establishes a step-by-step process for filing a complaint with the Southern Georgia Workforce Development Board of Region 18. Discrimination complaints must be filed within 180 days of the occurrence and other complaints must be filed within one year of the occurrence.

Step One – Preliminary Information Gathering Meeting

In all possible instances, the local EO Officer should personally meet with the complainant(s) in an area of the agency's offices that ensures confidentiality. Agency leadership should contact the State EO Officer if the local EO Officer will not be available for an extended period and a trained back up is not available. At this meeting, the EO Officer should conduct a preliminary interview to determine the following:

- Complainant's address and contact information;
- Basis of the complaint;
- Detailed description of the allegation;
- Date of last alleged event of discrimination;
- Program area representatives against whom complaint is being filed (respondent); and
- Location of program area.

The local EO Officer will stress that a local resolution would be more timely and that the right to file again with the State EO Officer or the USDOL-CRC would still be available should the resolution be unsatisfactory to the complainant.

Step Two – Written Complaint

Information must be submitted in writing using the USDOL Complaint Information Form <https://www.dol.gov/oasam/programs/crc/CIFmain.htm> or standard letter format. Once the information is gathered, the documents must be signed and dated by the complainant. The signed and dated Consent form should indicate that the complainant allow the EO Officer to disclose the complainant's identity *if necessary to investigate his/her complaint*.

Complaints must be written, signed, and dated. Complaints must also contain the following information:

- (1) Full name, address and phone number (if any) of the person making the complaint.
- (2) Full name and address of the individual/organization against whom the complaint is made;
- (3) A clear and concise statement of the facts, including nature of the problem, dates, steps taken to resolve the problem and the reason(s) for continued dissatisfaction;
- (4) Type of relief requested.

The Equal Opportunity Officer will not consider a complaint to have been filed until he/she receives a written statement that 1) includes the above information and 2) is sufficiently precise to evaluate the complaint.

Step Three – Notice of Receipt or Lack of Jurisdiction

The local EO Officer must prepare a written letter acknowledging receipt of the complaint - Notice of Receipt or a Notice of Lack of Jurisdiction, mailed by registered mail, certified mail or hand delivery with signatures indicating receipt of the notice.

Step Four – Informal Resolution Attempts

As soon as a complaint is filed, the Workforce Development Director, or his/her designee, will begin an investigation within 48 hours, and will inform the WDB Chair immediately. The WDB Chair, or his/her designee, will gather information and attempt to negotiate a settlement, which is acceptable to both parties. If negotiated settlement is reached, a written summary of the terms will be developed by the Board's grant recipient, the SGRC, and signed by all parties. Each party will retain a copy of the signed document.

Step Five – Mediation Attempts

Concurrently with the informal resolution attempts outlined in Step 4 and at every step in the complaint process, mediation will be offered as a method of complaint resolution. If mediation is the selected method of resolution, the local EO officer will contact the State EO Officer for assistance and the provision of a certified mediator.

Step Six - Schedule of Hearing

Concurrently with other methods of complaint resolution, the Equal Opportunity Officer will schedule a hearing. Both parties will be notified by registered mail, certified mail or hand delivery with signatures indicating receipt of the notice. This notice will include the time, date and place of the hearing, a statement of authority or jurisdiction under which the hearing is to be held, a reference to the law, regulations, grant, or other agreements involved, the specific charges involved, the right of the parties to be represented by legal counsel, the right of each party to present evidence both written and through witnesses, and the right of each party to cross-examination.

Appointment of a Hearing Officer

If the complaint cannot be settled, a hearing will take place within 45 days of the filing of the complaint. The WDB Chair will appoint an impartial decision-maker to serve as a hearing officer. The hearing officer must have complete independence in obtaining facts and making decisions and must render decisions that are fair and impartial. The hearing officer will conduct the hearing. Both parties will be notified of the hearing by registered mail, certified mail, or hand delivery. The notice will include the date, time and the location of the hearing, a statement of the authority or jurisdiction under which the hearing is to be held, a reference to the law, regulations, grant or other agreements involved, the specific charges involved, the right of both parties to be represented by legal counsel, the right of each party to present evidence (both written and through witnesses), and the right of each party to present evidence (both written and through witnesses), and the right of each party to cross-examination.

Examples of hearing officers include: himself/herself, another WDB member, the SGRC Executive Director, a WDB chairman or WDB member from another area, management/supervisory level personnel of a governmental department, (i. e., Social Security Administration), an attorney, a college professor, a paralegal. The hearing officer must not be a subordinate of WDA 18's staff involved in the administration of workforce development programs and should not be involved in any way in the issue causing the complaint. Any WDB member who is directly involved in the matter causing the grievance shall not be a hearing officer.

If either party to the complaint is aware of the facts or circumstances that put the designated hearing officer's independence or impartiality in question, the WDB Chair should be notified immediately. As appropriate, an alternative hearing officer will be appointed. In all cases, the EO Officer will maintain documentation in the complaint file regarding the allegation and how it was handled.

Responsibilities of the Hearing Officer

The responsibilities of the designated hearing officer are as follows:

- 1) Directs preparation of and reviews complete file on the case prior to the hearing;
- 2) Directs parties to appear at the hearing;
- 3) Holds hearings;
- 4) Receives evidence;
- 5) Disposes of procedural requests;
- 6) Considers and evaluates facts, evidence, and arguments to determine credibility;

- 7) Renders the decision and issues it in writing to all parties involved; and
- 8) Provides the complete record.

Documentation of the Hearing Record

The hearing record must contain the following in order to be complete:

- 1) All pleadings, motions, and intermediate rulings;
- 2) Detailed minutes or mechanical recording of the oral testimony plus all other evidence received or considered;
- 3) A settlement of matters officially noted;
- 4) All staff memoranda or data submitted to the decision-maker in connection with his/her consideration of the case;
- 5) Findings of facts based on the evidence submitted at the hearing;
- 6) Notification of further appeal procedures, if applicable; and
- 7) The final decision of the hearing officer.

The EO Officer will maintain copies of all correspondence, the complaint, minutes of the hearing, and other documentation relevant to the complaint at the SGRC.

Complaint Hearings

Hearings will be conducted informally. Unnecessary technicalities (i. e., legal requirements that would be appropriate in court proceedings) should be avoided. The hearing should provide the flexibility to enable adjustment to the circumstances presented. These guidelines will be followed:

- 1) Full regard should be given to the requirement of ensuring a fair and impartial hearing process.
- 2) All testimony at the local level shall be mechanically recorded and minutes of the hearing will be kept.
- 3) The hearing officer should begin the hearing by summarizing the record and the issues. Both parties will be given the opportunity to review the record. The hearing officer will explain the manner in which the hearing will be conducted, making sure that everyone involved understands the proceedings. Such explanation should be adapted to the needs of the specific situation. The hearing officer must take testimony under oath or affirmation to give some assurance of veracity of the hearing.
- 4) The hearing officer determines the order of proof and ensures that the burden of proof is reasonable and flexible, depending upon the circumstances. Generally, the complainant establishes his/her case first.
- 5) The parties involved may be represented, but these parties are responsible for finding their own representation. Otherwise, the parties are limited to their own abilities and the abilities of the hearing officer in obtaining testimony in the case.
- 6) The hearing officer must ensure that all information is obtained for the record. If the parties involved or their representative do not ask the right questions to ensure due process, the hearing officer must assist in having all materials and facts elicited.

- 7) The practice in informal hearings is generally not to apply strict rules of evidence in obtaining facts. However, the quantity of evidence required to support a decision on an issue should be sufficiently credible that a court, upon reviewing the decision, would conclude that it is supported by substantial evidence.
- 8) The general rules in the law should be applied in decisions on remedies, which should be reasonable and fit the problem and/or violation.
- 9) The hearing officer may accept any resolution of the issue agreeable to all parties prior to rendering a decision as long as the agreement does not violate any State or Federal law.

Hearings on any complaint will be conducted within 45 calendar days of its filing. Decisions should be made and a written Notice of Final Action issued no later than 60 calendar days after the filing of the complaint.

Step Seven - Request for Review

If the complainant does not receive written Notice of Final Action within 60 days of the filing of the complaint or receives a decision unsatisfactory to the complainant, the complainant then has a right to request a review of the complaint by the Governor. (The WFD Deputy Commissioner, or his/her designee, acts on behalf of the Governor.) The request should be submitted to Georgia Department of Economic Development, Workforce Division, Compliance Manager, 75 Fifth Street NW, Suite 845, Atlanta, GA 30308.

This request for review must be filed within 10 days of receipt of the adverse decision or 10 days from the date on which the complainant should have received a decision. The decision rendered by the Governor shall be final, except in complaints of discrimination, which may be filed with the Director, Civil Rights Center. The complaint cannot be filed with the Director, Civil Rights Center, until WFD issues a decision or until 90 days have passed, whichever is sooner.

Complaint Report

The Equal Opportunity Officer will report to WFD all discrimination complaints received.

Approval/Changes:

WIB Approved 11.14.13

WIOA Revised 07.01.2015



Complaint Information Form

U.S. Department of Labor Civil Rights Center

1. Complainant Information:

State your name and address:

Home Number: () -

Work Number: () -

Your telephone number(s):

2. Respondent Information:

Provide name and address of agency involved:

Telephone Number: () -

3. What is the most convenient time and place for us to contact you about this complaint?

4. To your best recollection on what date(s) did the discrimination take place?

Date of first occurrence:

Date of most recent occurrence:

5. Have you ever attempted to resolve this complaint at the local Level? No or Yes

a. Have you been provided with a final decision at the local level regarding your complaint?

No Yes

Date of final decision (if any)

b. Have 90 days elapsed since you filed or attempted to file this complaint at the local level?

No Yes

Date you filed or attempted to file your complaint at the local level.

6. Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you. Also attach any written material pertaining to your case.

For DOL use only

CIF Received by CRC: _____ Accepted _____ Not Accepted

Case Number _____

By: _____

Date: _____

7. To the best of your knowledge, which of the following Department of Labor programs were involved? (Check one)

- | | | | |
|---|--------------------------------------|---|---|
| <input type="checkbox"/> Workforce Investment Act (WIA) | <input type="checkbox"/> OSHA | <input type="checkbox"/> Unemployment Insurance | <input type="checkbox"/> New Directions |
| <input type="checkbox"/> Job Training (JTPA) | <input type="checkbox"/> Job Service | <input type="checkbox"/> Job Corps | <input type="checkbox"/> Displaced Worker |
| <input type="checkbox"/> MSHA | <input type="checkbox"/> WIN | <input type="checkbox"/> Apprenticeship | <input type="checkbox"/> Other: Specify |
| <input type="checkbox"/> Welfare to Work | <input type="checkbox"/> Youth | <input type="checkbox"/> Older Americans | |

8. Basis of Complaint: Which of the following best describes why you believe you were discriminated against: (Check)

- Race: Specify
- Color: Specify
- Religion: Specify
- National Origin: Specify
- Sex: Specify [] Male [] Female
- Age: Specify Date of Birth:
- Disability: Specify
- Political Affiliation: Specify
- Citizenship: Specify
- Reprisal/Retaliation: Specify
- Other: Specify

9. Do you think the discrimination against you involved: (Check one)

- Your job or seeking employment?
- or
- Your using facilities or someone providing/not providing you with services or benefits?

If so, which of the following are involved?

- | | |
|--|--|
| <input type="checkbox"/> Hiring | <input type="checkbox"/> Harassment |
| <input type="checkbox"/> Transition | <input type="checkbox"/> Access/Accommodation |
| <input type="checkbox"/> Wages | <input type="checkbox"/> Union Representation |
| <input type="checkbox"/> Job Classification | <input type="checkbox"/> Union Activity |
| <input type="checkbox"/> Discharge/Termination | <input type="checkbox"/> Application |
| <input type="checkbox"/> Promotion | <input type="checkbox"/> Enrollment |
| <input type="checkbox"/> Training | <input type="checkbox"/> Referral |
| <input type="checkbox"/> Transfer | <input type="checkbox"/> Exclusion |
| <input type="checkbox"/> Qualification/Testing | <input type="checkbox"/> Placement |
| <input type="checkbox"/> Grievance Procedure | <input type="checkbox"/> Benefits |
| <input type="checkbox"/> Layoff/Furlough | <input type="checkbox"/> Performance Appraisal |
| <input type="checkbox"/> Recall (From Layoff-Furlough) | <input type="checkbox"/> Discipline/Reprimand |
| <input type="checkbox"/> Seniority | <input type="checkbox"/> Intimidation/Reprisal |
| <input type="checkbox"/> Other: Specify | |

10. Why do you believe these events occurred?

11. What other Information do you think is relevant to our investigation?

12. If this complaint is resolved to your satisfaction, what remedies do you seek?

13. Please list below any persons (witnesses, fellow employees, supervisors, or others) that we may contact for additional information to support or clarify your complaint:

| <u>Name</u> | <u>Address</u> | <u>Telephone Number</u> |
|-------------|----------------|-------------------------|
|-------------|----------------|-------------------------|

14. Do you have an attorney?

Yes No

If yes, please provide name, address and phone:

| <u>Attorney Name</u> | <u>Address</u> | <u>Telephone Number</u> |
|----------------------|----------------|-------------------------|
|----------------------|----------------|-------------------------|

15. Have you filed a case or complaint with any of the following?

- Civil Rights Division, U S Dept of Justice
- U S Equal Employment Opportunity Commission
- Federal or State court
- Your State or local Human Relations/Rights Commission

16. For each item checked in #15 above, please provide the following Information:

- Agency:
- Data Filed:
- Case or Docket Number
- Date of Trial or Hearing:
- Location of agency or court
- Name of Investigator:
- Status of Case:
- Comments:

17. Sign (Complaint NOT VALID unless signed)

Name:

Date:

U.S. Department of Labor, Civil Rights Center
NOTICE ABOUT INVESTIGATORY USES OF PERSONAL INFORMATION

Two Federal laws govern personal information to Federal agencies, including the Civil Rights Center (CRC), the Privacy Act of 1974, (5 U.S.C. 552) and the Freedom of Information Act (5 U.S.C. 552) or "FOIA". Please read the description of how these laws apply to information connected with your complaint. After reading this notice, please sign and return the consent agreement printed on the back of this notice, along with your complaint form.

The PRIVACY ACT protects individuals from misuse of personal information held by the Federal Government. The law applies to records that are kept and can be located by the individual's name, social security number, or other personal identification system. Anyone who submits information to CRC in connection with a discrimination complaint should know the following:

- CRC has been authorized to investigate complaints of discrimination on the basis of race, color, national origin, age, and handicap and in some programs on the basis of sex, religion, citizenship, and political affiliation or belief, in programs that receive Federal funds through the Department of Labor, CRC is also authorized to conduct reviews of federal funded program to assess their compliance with civil rights laws.
- Information that CRC collects is analyzed by authorized personnel with CRC. This information may include personnel or program participant records, and other personal information. CRC staff may want to reveal some of the personal information to individuals outside the office in order to verify facts related to the complaint, or to discover new facts which will help CRC determine whether the law has been violated. Such information could include, for example, the physical condition or age of a complainant. CRC may also have to reveal personal information to a person who submits a request for disclosure authorized by the Freedom of Information Act.
- Information submitted to CRC may also be revealed to persons outside of CRC because it is necessary in order to complete enforcement proceedings against a program that CRC finds to have violated the law or regulations. Such information could include, for example, the name, income, age, marital status or physical condition of the complainant.
- Any personal information you provide may be used only for the specific purpose for which it was requested. CRC requests personal information only for the purpose of carrying out authorized activities to enforce, and determine compliance with, civil rights laws and regulations. CRC will not release personal information to any person or organization unless the person who submitted the information gives written consent, or unless release is required by the Freedom of Information Act.
- No law requires that a complainant reveal personal information CRC, and no action will be taken against a person who denies CRC's request for personal information. However, if CRC cannot obtain the information needed to fully investigate the allegations in the complaint, CRC may close the case.
- Any person may ask for, and receive, copies of all personal materials CRC keeps in his or her file for investigatory use.

AS A POLICY, CRC DOES NOT REVEAL NAMES AND OTHER IDENTIFYING INFORMATION ABOUT INDIVIDUALS UNLESS IT IS NECESSARY TO COMPLETE INVESTIGATION OR ENFORCEMENT ACTIVITIES AGAINST A PROGRAM WHICH HAS VIOLATED THE LAW. CRC never reveals to the program under investigation the identity of the person who filed the complaint, unless the complainant first gave CRC written permission to do so.

The FREEDOM OF INFORMATION ACT (FOIA) gives the public maximum access to Federal government files and records. Persons can request and receive information from many types of records kept by the Federal government-not just materials that apply to them personally. The Civil Rights Center must honor most requests for information submitted under FOIA, but there are exceptions.

- CRC is usually not required to release information during an investigation or an enforcement proceeding if that release would limit CRC's ability to do its job effectively; and
- CRC can refuse to disclose information if release would result in a "clearly unwarranted invasion" of a person's privacy.

PLEASE READ AND SIGN SECTION A OR SECTION B OF THE CONSENT FORM PRINTED ON THE BACK OF THIS NOTICE, AND RETURN IT TO THE CIVIL RIGHTS CENTER WITH YOUR SIGNED COMPLETED COMPLAINT INFORMATION FORM.

CONSENT FORM

I have read the Notice about Investigatory Uses of Personal Information, printed on the front of this form. I understand the following provisions of the Privacy Act and Freedom of Information Act, which apply to personal information I reveal to the Civil Rights Center in connection with my complaint:

In the course of investigating my complaint, CRC may have to reveal my identity to staff of the program named in my complaint in order to obtain facts and evidence regarding my complaint;

I do not have to reveal any personal information to CRC, but CRC may close my complaint if I refuse to reveal information needed to fully investigate my complaint;

I may request and receive a copy of any personal information CRC keeps in my complaint file for investigatory uses; and

Under certain conditions, CRC may be required by the Freedom of Information Act to reveal to others personal information I have provided in connection with my complaint.

SECTION A

YES, CRC MAY DISCLOSE MY IDENTITY IF NECESSARY TO INVESTIGATE MY COMPLAINT. I have read and understand the notice, and I consent for CRC to disclose my identity during investigation of my complaint.

(Signature)

(Date)

SECTION B

NO, CRC MAY NOT DISCLOSE MY IDENTITY, EVEN IF NECESSARY TO PROCESS MY COMPLAINT. I have read and understand the notice, and I do not consent for CRC to disclose my identity during investigation on of my complaint. I request that CRC process my complaint, however, I understand that CRC may cancel my complaint if it cannot fully investigate without disclosing my identity. I also understand CRC may close my complaint if it cannot begin an investigation because I have not consented for CRC to reveal my identity.

(Signature)

(Date)

Persons are not required to respond to a collection of information unless it displays a currently valid OMB control number. Completing this form is voluntary; however, the requested information must be provided in order to file a complaint of discrimination. The Department of Labor's Civil Rights Center will use the information to investigate your complaint of discrimination. The estimated average response time to complete this form is 15 minutes per response. Send comments regarding this estimate or any other aspects of this collection of information to the U.S. Department of Labor, Office of the Assistant Secretary for Administration and Management, Civil Rights Center, Room N-4123, Washington, D.C. 20210. Please reference OMB control number 1225-0077.



Hoja de Información sobre Queja

U.S. Department of Labor- Civil Rights Center
Departamento del Trabajo de los Estados Unidos
 Centro de Derechos Civiles

1. Información sobre el querellante:

Indique su nombre y dirección:

Su Número de teléfono(s):

Residencia: Número y código de área

Trabajo: Número y código de área

Número de Seguro Social

(Revelar su Número de Seguro Social es voluntario)

2. Información sobre el demandado:

**Provea el nombre y dirección de la
 Agencia contra quien usted se queja:**

Número de teléfono(s):

Número y código de área

3. ¿Cuál es el lugar y la hora más conveniente para comunicarnos con usted respecto a esta queja?

4. Según usted recuerda, ¿en qué fecha(s) ocurrió la acción discriminatoria?

Fecha de la primera vez:

Fecha más reciente de la acción discriminatoria:

| | |
|--|--------------------|
| For DOL use Only (Para uso de DOL solamente) | |
| CIF Received by CRC: _____ Accepted _____ Not Accepted | Case |
| Number _____ | |
| By: _____ | Date: _____ |
| OMB Control Number 1225-0077 Exp. Date 5/31/2011 DL 1-2014a (Rev. 6/87) | |

5. ¿Ha intentado usted solucionar su queja a nivel local?

No o Si

a. ¿Le han provisto con una decisión final sobre su queja?

No o Si

Fecha de la decisión final (si hubo alguna)

b. ¿Han transcurrido 90 días desde que usted sometió o intentó radicar esta querrela a nivel local?

No o Si

Fecha en que usted sometió o intentó radicar esta querrela a nivel local

6. Explique clara y brevemente qué ocurrió y cómo se discriminó contra usted. Indique las personas envueltas. Asegúrese de indicar de qué manera otras personas han sido tratadas diferente a usted. También puede anejar cualquier material escrito relacionado a su caso.

7. A su mejor entender, ¿cuál de los siguientes programas del Departamento del Trabajo esta relacionado con su queja? (seleccione uno):

- Ley de Inversión de la Fuerza Trabajadora (Workforce Investment Act o WIA)**
- Envejecientes (Older Americans)**
- Aprendizaje (Apprenticeship)**
- Nuevas Direcciones (New Directions)**
- Adiestramiento en el Trabajo (Job Training JTPA)**
- Seguridad y Salud en Minas (MSHA)**
- Bienestar Hacia Trabajo (Welfare to Work)**
- Seguridad y Salud Ocupacional (OSHA)**
- Servicio de Empleo (Job Service)**
- W.I.N.**
- Jóvenes (Youth)**
- Seguro por Desempleo (Unemployment Insurance)**
- Trabajadores Desplazados (Displaced Worker)**
- Cuerpo de Capacitación de Jóvenes (Job Corps)**
- Otro: Especifique**

8. Bases para su queja: ¿Cuál de las siguientes razones describe mejor el acto discriminatorio contra usted? (Seleccione):

- Raza: Especifique**
- Color: Especifique**
- Religión: Especifique**
- Origen Nacional: Especifique**
- Sexo: Especifique [] Masculino [] Femenino**
- Edad: Especifique Fecha de Nacimiento:**
- Discapacidad: Especifique**
- Afiliación Política: Especifique**
- Ciudadanía: Especifique**
- Represalia/Intimidación: Especifique**
- Otro: Especifique**

9. ¿Cree usted que la acción discriminatoria contra usted estuvo relacionada con (Escoja uno):

- Su trabajo o búsqueda de empleo?**
- O**
- El uso de las facilidades o alguien proveyéndole/no proveyéndole a usted servicios o beneficios?**

Si es así, cuál de las siguientes situaciones está(n) envuelta(s)?

- | | |
|--|---|
| <input type="checkbox"/> Reclutamiento de empleo | <input type="checkbox"/> Hostigamiento |
| <input type="checkbox"/> Transición | <input type="checkbox"/> Acceso/Acomodo |
| <input type="checkbox"/> Salario/sueldo | <input type="checkbox"/> Representación de Unión |
| <input type="checkbox"/> Clasificación de empleo | <input type="checkbox"/> Actividad de Unión |
| <input type="checkbox"/> Despido/Suspensión | <input type="checkbox"/> Solicitud |
| <input type="checkbox"/> Promoción | <input type="checkbox"/> Matrícula |
| <input type="checkbox"/> Adiestramiento | <input type="checkbox"/> Referimiento |
| <input type="checkbox"/> Transferencia | <input type="checkbox"/> Exclusión |
| <input type="checkbox"/> Credenciales/Exámenes | <input type="checkbox"/> Asignación/colocación |
| <input type="checkbox"/> Procesamiento de quejas | <input type="checkbox"/> Beneficios |
| <input type="checkbox"/> Suspensión/licencia | <input type="checkbox"/> Evaluación de trabajo |
| <input type="checkbox"/> Revocación (suspensión/licencia) | <input type="checkbox"/> Disciplina/Reprimenda |
| <input type="checkbox"/> Antigüedad | <input type="checkbox"/> Intimidación/Represalia |
| <input type="checkbox"/> Otro: Especifique | |

10. ¿Por qué cree usted que aconteció esta(s) acción(es) discriminatoria?

11. ¿Qué otra información cree usted es relevante a nuestra investigación?

12. ¿Qué remedios desea usted para considerar esta queja solucionada satisfactoriamente?

13. Favor de indicar cualquier persona(s) (sea testigo, compañero de trabajo, supervisores, u otros) con quien debemos comunicarnos para obtener información adicional sobre su queja:

| Nombre | Dirección | Número de Teléfono |
|---------------|------------------|---------------------------|
|---------------|------------------|---------------------------|

14. ¿Tiene usted un abogado?

Sí o No

Si es así, provea el nombre, dirección y teléfono:

| Nombre del abogado | Dirección | Número de Teléfono |
|---------------------------|------------------|---------------------------|
|---------------------------|------------------|---------------------------|

15. ¿Ha sometido usted alguna querrela o queja con alguna de las siguientes entidades?

- División de Derechos Civiles del Departamento Federal de Justicia (Civil Rights Division, U. S. Dept. of Justice)**
- Comisión Federal de Igualdad de Oportunidad en el Empleo (U. S. Equal Employment Opportunity Commission)**
- Corte Estatal o Federal (Federal or State Court)**
- Comisión Estatal de Derechos/ Relaciones Humanas (State or Local Human Relations/Rights Commission)**

16. Para cada entidad identificada arriba en la pregunta # 15, provea la siguiente información:

Agencia:

Fecha al radicar la querrela:

Número asignado a querrela:

Fecha del juicio o vista:

Localización de agencia o corte:

Nombre del Investigador:

Estatus del Caso o condición legal:

Comentarios:

17. Firma (ESTA QUEJA NO ES VALIDA SIN SU FIRMA)

Nombre _____

Fecha _____

**Departamento del Trabajo
Centro de Derechos Civiles**

Notificación Sobre Uso de Información Personal

Hay dos leyes que gobiernan el uso de información personal sometida por un ciudadano a una agencia federal, incluyendo el Centro de Derechos Civiles (CRC): la Ley de Privacidad (Privacy Act, 5 U.S.C. 552), y la Ley de Libertad de información (Freedom of Information Act, 5 U.S.C. 552). La siguiente información le ayuda a entender mejor estas leyes. Por favor, lea esta Notificación, luego firme y devuelva el formulario adjunto.

LA Ley de PRIVACIDAD protege al individuo contra el uso incorrecto de información personal en manos del Gobierno Federal. La Ley aplica a documentos que son mantenidos y que pueden ser identificados a base del nombre de la persona, número de seguro social o algún otro sistema de identificación personal. Las personas que sometan información al Centro de Derechos Civiles deben saber lo siguiente:

El Centro de Derechos Civiles está autorizado a investigar quejas de discriminación por razón de raza, color, origen nacional, edad e impedimento físico, y en algunos casos por razón de sexo, religión, ciudadanía, y afiliación política, en programas que reciben fondos Federales del Departamento del Trabajo. El Centro de Derechos Civiles está también autorizado a conducir inspecciones de programas que reciben fondos Federales para determinar si estos programas están cumpliendo con las leyes de derechos civiles.

La información recopilada por el Centro de Derechos Civiles es analizada por personal autorizado. Esta información puede incluir documentos sobre los empleados o sobre los participantes o sobre cualquier otro tipo de información personal. En el transcurso de una investigación, el personal de CRC puede tener la necesidad de revelar parte de esta información a personas fuera de la Agencia. La información revelada puede incluir, por ejemplo, datos sobre la condición física o la edad de la persona. CRC puede tener la necesidad de proporcionar parte de la información personal que posee a cualquier persona que lo solicite bajo los derechos provistos por la Ley de Libertad de información.

CRC también puede tener la necesidad de proporcionar la información que posee a otras personas fuera de la oficina que estén envueltas en procedimientos contra una agencia o programa. Esto puede incluir información sobre ingreso, edad, estado civil, o condición física del querellante.

Toda información personal provista se puede usar ÚNICAMENTE con el propósito por el que fue solicitada. La información ha de usarse en actividades relacionadas con el cumplimiento e implementación de las leyes de derechos civiles. CRC no proveerá la información a ninguna otra organización o personas a menos que la persona que proveyó la información lo autorice por escrito, o a menos que la información sea solicitada bajo la Ley de Libertad de Información. Ninguna ley obliga al querellante a proporcionar información personal a CRC, y no se le penalizará si rehusa proporcionar a CRC esta información. Sin embargo, si el CRC no logra obtener la información necesaria para investigar la alegación de discriminación, es posible que la investigación tenga que ser cerrada.

Cualquier persona puede solicitar y puede obtener copia del material personal que el CRC mantiene sobre dicha persona en sus archivos

COMO NORMA, EL CENTRO DE DERECHOS CIVILES NO REVELA EL NOMBRE U OTRO DATO QUE PUEDA IDENTIFICAR A UN INDIVIDUO A MENOS QUE ESTO SEA NECESARIO PARA COMPLETAR UNA INVESTIGACION O PARA PROCEDER CON MEDIDAS DE IMPLANTACION CONTRA UN PROGRAMA QUE HAYA VIOLADO LA LEY. CRC no revelará la identidad del querellante a una agencia que esté siendo investigada a menos que el querellante lo autorice por escrito.

LA LEY DE LIBERTAD DE INFORMACION proporciona al público máximo acceso a los archivos y documentos del Gobierno Federal. Las personas pueden solicitar y obtener información de varios tipos y de distintas categorías de documentos mantenidos por el gobierno en adición a material de información personal. El Centro de Derechos Civiles deberá honrar solicitudes de información sometidas bajo la ley de Libertad de información, excepto en las siguientes situaciones:

CRC normalmente no está obligado a divulgar ciertos documentos durante una investigación o procedimientos de implantación si esto afecta la habilidad de CRC de cumplir con sus responsabilidades; y, CRC puede rehusar divulgar información si esto constituye una "invasión de privacidad," claramente innecesaria.

FAVOR DE LEER Y FIRMAR LA SECCION A, O LA SECCION B DE ESTA FORMA. DEVUELVALA AL CENTRO DE DERECHOS CIVILES CON LA FORMA DE INFORMACION SOBRE QUERELLA/QUEJA.

No se requiere que ninguna persona responda a una recopilación de información a menos que se exhiba un número de control de OMB válido y actualizado. Completar este formulario es voluntario; sin embargo, la información requerida debe ser provista para poder radicar una querrela o queja por discriminación. El Centro de Derechos Civiles del Departamento del Trabajo utilizará la información para investigar su querrela por discriminación. El tiempo promedio que se ha estimado para completar este formulario es de 15 minutos por respuesta. Envíe sus comentarios en referencia a este estimado o cualquier otro aspecto sobre esta recopilación de información al Departamento del Trabajo Federal, Oficina del Asistente del Secretario para Administración y Gerencia, Centro de Derechos Civiles, Oficina N-4123, Washington, DC 20210. Favor de referirse al número de control de OMB 1225-0077.

CONSENTIMIENTO PARA EL USO DE INFORMACION PERSONAL

He leído y entendido la Notificación Personal que me ha provisto El Centro de Derechos Civiles (CRC). Dicha notificación describe las disposiciones aplicadas a la Ley de Privacidad (Privacy Act) y la Ley de Libertad de Información (Freedom of Information Act).

- **Durante el transcurso de la investigación, CRC puede verse en la necesidad de revelar mi identidad a personas de la agencia que está siendo investigada;**
- **No estoy obligado(a) a proveerle a CRC información personal, pero mi queja puede ser cerrada si me niego a proveer información necesaria para investigar la misma;**
- **Puedo solicitar y obtener una copia de cualquier información personal que el CRC mantenga en mi expediente; y, bajo ciertas circunstancias, la información personal que yo haya provisto a CRC se puede divulgar bajo la Ley de Libertad de Información.**

SECCION A

SÍ

Sí, CRC PUEDE REVELAR MI IDENTIDAD SI ES NECESARIO PARA LA INVESTIGACION DE MI QUEJA. He leído y entendido la Notificación Sobre Uso de Información Personal que me ha provisto el CRC.

SECCION B

NO, NO DOY MI CONSENTIMIENTO A EL CRC PARA DIVULGAR MI IDENTIDAD DURANTE LA INVESTIGACION DE MI QUEJA. Deseo que mi identidad se mantenga en confidencia durante la investigación; no obstante entiendo que si CRC determina que mi consentimiento es necesario para completar la investigación, puede cerrar mi queja/querella si me niego a darlo.

FIRMA _____

FECHA _____



Policy #: 18-006-1100 Equal Opportunity & Grievance

Form #: 18-006-1100-C

Form Name: Discrimination Complaint Log

Discrimination Complaint Log

Georgia LWDA#18

July 1, 2016 through June 30, 2017

| Date of Complaint Receipt | Complainant's Name | Complainant's Address | Complainant's Phone Number | Complainant's Alternate Phone | Complainant's Email | Basis of Complaint | Detailed Description of the Allegation | Date of Last Alleged Event of Discrimination | Program Area Representative(s) against whom Complaint is being filed (Respondent) | Status of Complaint | Location of Program Area |
|---------------------------|--------------------|-----------------------|----------------------------|-------------------------------|---------------------|--------------------|--|--|---|---------------------|--------------------------|
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ATTACHMENT #11

**WIOA Adult & Dislocated Worker Priority
of Service**

**WIOA Priority of Service Policy for Veterans
& Eligible Spouses**



Policy/Procedure #: **18-006-012**

Policy Name: **WIOA Adult & Dislocated Worker Priority of Service**

Effective Date: **07/11/2015**

Statement of Purpose

The purpose of career and training services is to provide eligible customers with the means to obtain the necessary skills to become gainfully employed or re-employed. This policy is intended to define and establish parameters for the priority of service with WIOA Title I Adult & DW funds.

Background

The Workforce Investment Act (WIA) required that if funds allocated to a local area for adult employment and training activities were limited, priority of service was to be provided to recipients of public assistance and other low-income individuals for intensive services and training services.

The Workforce Innovation and Opportunity Act (WIOA) made several changes to the priority of service requirement by adding individuals who are basic skills deficient as a priority population, changing intensive services to career individualized services, and removing the provision stating priority of service is only applied if funding is limited. WIOA Public Law 113-128, Sections 3 and 134.

Priority of Service

Priority for career and training services funded with WIOA Title I Adult & DW funds shall be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient, as well as any covered person (as defined in LWDA #18 Veterans Priority of Service Policy) under the Veterans' priority, in the local area. Thus, the following sequence of services priority will apply:

First priority will be provided to recipients of public assistance, other low-income individuals (including those that are unemployed) and individuals who are basic skills deficient in the local area who are covered person with respect to Veterans' priority;

Second priority will be provided to recipients of public assistance, other low-income individuals (including those that are unemployed) and individuals who are basic skills deficient in the local area;

Third priority will be covered person with respect to the Veterans' priority (these covered persons not considered to be recipients of public assistance or low-income);

Fourth priority will be provided to serve the working poor. Working poor are those employed persons who have not yet achieved self-sufficiency (as defined by local policy – at or below 175% of poverty).

The above poverty requirements do not necessarily mean that only recipients of public assistance and other low-income individuals can receive WIOA adult and DW funded career and training services. LWDB's may serve other eligible individuals who are not low-income after first serving eligible individuals who meet the established priority selection criteria. Unemployed individuals may be considered low-income individuals.

Approvals

WDB Approved

09/09/2015

Policy Name: **WIOA Priority of Service Policy for Veterans & Eligible Spouses**

Effective Date: **07/01/2015**

A veteran who is eligible or spouse of an eligible veteran who is entitled to receive priority of service is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable is a covered person. This definition includes Reserve units and National Guard units activated for Federal Service.

In accordance with the Jobs for Veterans Act (P. L. 107-288) and its corresponding regulations (20 CFR Part 1010) that specify that there be a priority of service for veterans and eligible spouses in any workforce preparation, development, or delivery program or service directly funded in whole or in part, by the U.S. Department of Labor.

Veterans and eligible spouses are identified as covered persons and are entitled to priority over non-covered persons for employment, training and placement services, the following procedures will be followed:

Staff of the local comprehensive One-Stop centers will be provided timely information about the implementation of the priority of service policies and procedures for veterans and eligible spouses. Training will be provided in staff meetings at the One Stop and in One Stop partner meetings. These services will be delivered as follows:

- a) Upon accessing the One Stop System, information will be collected from customers to determine veteran/eligible spouse status;
- b) Services that do not entail eligibility determination will be provided upon request;
- c) Individuals who identify themselves as covered persons will be served prior to non-covered persons and must meet all eligibility and program requirements, where they exist;
- d) Individuals who identify themselves as covered persons will not be required to verify their status as veterans or eligible spouses at the point of service entry, unless they immediately undergo eligibility determination and formal enrollment into a program; if the individual does not have proper documentation of status as a covered person at that time, it is appropriate to give the customer priority, enroll him or her for the service and then request documentation of status. Note that documentation of status should be obtained for all covered customers receiving intensive or training services;
- e) Posters will be displayed indicating that priority of service will be provided to covered persons to eliminate any concern by non-covered persons if a covered person is served first. These posters will be available in English and Spanish;
- f) Brochures will be utilized that provide additional resources available to this population;
- g) Where resources are limited, the covered person will receive access prior to the non-covered person;
- h) WIOA program-eligible veterans and eligible spouses who meet mandatory or spending priorities, or who meet the area's applicable income eligibility requirements must receive the highest level of priority of service;
- i) WIOA program-eligible individuals who are not covered persons who meet mandatory spending priorities, or who meet the area's income eligibility requirements receive the second level of priority of service;
- j) Veterans and eligible spouses outside the program-specific mandatory priority or spending requirements receive the third level of priority of service
- k) Non-covered persons outside the program specific mandatory priority or spending requirements receive the fourth level of priority of service; and
- l) When a waiting list for services exists, veterans and eligible spouses will be selected first to receive the service, provided the covered person has been determined eligible and is qualified for the service; however, when a non-covered person is already receiving a service, a veteran or eligible spouse who is identified subsequently should not displace that non-covered person receiving the service.

Appropriate documentation of an individual's status as a covered person is as follows:

- A. A DD214 (Discharge Papers and Veterans Separation Documents)
- B. An official notice issued by the Department of Veterans Affairs establishing entitlement to a disability rating or award of compensation to a qualified dependent
- C. An official notice issued by the Department of Defense that documents veteran status or spousal rights
- D. An official notice issued by a state veterans' service agency that documents veteran status or spousal rights
- E. Eligible spouses whose eligibility is based on the disability of a living veteran spouse should obtain the relevant documentation from the U. S. Department of Veterans Affairs.

Local area will work cooperatively with Wagner-Peyser, Regional Veteran's Employment Representatives (RVERs) and Disabled Veterans Outreach Program (DVOP) specialists to encourage additional referrals to the WIOA programs.

Local area one stop staff and service providers will conduct outreach activities. All resources, (i. e., posters, brochures, printed materials to mail or email), will be utilized to integrate the services between Career Center staff and WIOA staff. Meetings will be held as needed between WIOA and Career Center staff to address concerns, best practices, and potential enhancements to service integration.

Approval/Changes

Southern Georgia WIB Approved 06/04/2013

Revised for WIO References 07/01/2015

Attachment 4: Signature Page

The undersigned hereby agree to adhere to all applicable federal, State, and local laws, regulations, and policies in performing any duty associated with the funds made available to under the Workforce Innovation and Opportunity Act.

Name: Roberta Lovett Lisa Cribb

Title: Local Workforce Area Director /Executive Director SGRC

Entity Representing: Southern Georgia Regional Commission / Fiscal Agent

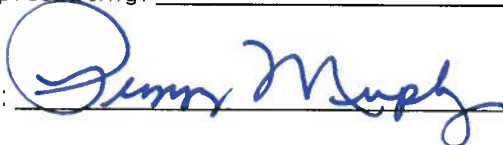
Signature: 

Signature: 

Name: Peggy Murphy

Title: Chief Local Elected Official

Entity Representing: Chair / Chief Local Elected Officials

Signature: 

Name: Jo Wingate

Title: Local Workforce Development Board

Entity Representing: Chair / Southern Georgia Workforce Development Board

Signature: 