Back to the Basics:
Understanding WIOA Administration

August 13, 2018
Welcome to Georgia’s workforce development system!

• **January 2018**: Governor Deal announced the state’s Workforce Division would transition to the Technical College System of Georgia’s Office of Workforce Development (OWD) beginning in **July 2018** to better connect the two entities.

• OWD’s primary responsibility is managing WIOA Title I funds under the leadership of the State Workforce Development Board (SWDB).

• OWD is also focused on the broader mission of ensuring that education and training in Georgia is geared toward in-demand jobs.
Federal Background

The Workforce Innovation and Opportunity Act (WIOA) is the latest in a long line of employment and training laws aimed at increasing individuals access to:

• Education

• Training

• Support Services
Vision of WIOA

To achieve and maintain an integrated, job-driven workforce system that links the diverse, talented workforce to the nation’s businesses and improves the quality of life for citizens.

One-stops provide excellent customer service and operate under continuous improvement conditions

The needs of businesses and workers drive workforce solutions

Workforce system supports strong regional economies

3 Pillars of Workforce System
State Governance

Funds flow from USDOL to the Governor, who appoints:

- Administrative entity to receive the funds (TCSG Office of Workforce Development)
- State Workforce Development Board to administer / oversee the funds.
What is the State Workforce Development Board?

• The State Workforce Development Board (SWDB) is appointed by the Governor, and is tasked with administering Workforce Innovation and Opportunity Act (WIOA) funds across the state.

• The board also oversees the Governor’s state workforce development initiatives.

• The board’s guidance is essential to sustaining Georgia’s competitive advantage nationwide in terms of workforce.
Role of the SWDB

**Strategic Functions**
- Developing and implementing state plan and performance measures
- Developing career pathways strategies
- Developing/expanding strategies for partnerships in in-demand sectors/occupations
- Developing and aligning policies

**System Capacity Building**
- Developing strategies to support staff training and awareness
- Disseminating best practices
- Developing and continuously improving the One-Stop delivery system
- Supporting effective local boards

**System Alignment & Effective Operations**
- Developing strategies for aligning technology and data systems
- Developing local area allocation formulas
- Developing a statewide LMI system
- Developing policies and guidance on One-Stop partner roles and resource contributions
Local Provisions - Workforce Development Regions

The state identified workforce development regions that are consistent with regional economic development areas in the state.
Local Provisions - Workforce Development Areas

The Governor designates local workforce development areas (LWDAs) within the state.
Local Workforce Development Boards

The Governor, in partnership with the SWDB, establishes criteria for use by Chief Local Elected Officials (CLEOs) in the local areas for appointment of members of the local boards.
Local Workforce Development Boards

Funds flow from TCSG’s Office of Workforce Development to CLEOs who are responsible for:

- Appointing the Local Workforce Development Board
- Assigning a fiscal agent

May select an administrative entity to oversee WIOA program implementation.

- This may be the fiscal agent or a separate entity.
Local Workforce Development Board Membership

Minimum Membership

- Business Representatives
- Workforce Representatives: Labor Organizations; Employers with Registered Apprenticeships; Community-based Organizations; Organizations with experience with youth employment, training, or educational needs
- Other representatives to include:
  - Adult Education/Literacy Providers
  - Higher Education (including community colleges)
  - Economic and Community Development
  - Wagner-Peyser Employment Services (DOL)
  - Vocational Rehabilitation
  - May include others determined by chief elected officials
Local Workforce Development Board

Functions and Responsibilities

**Strategic Functions**
- Developing a local plan
- Conducting workforce research and regional labor market analysis
- Negotiating local performance measures
- Developing a budget for local activities
- Leading career pathways development

**System Capacity Building**
- Identifying and promoting promising practices to meet needs of employers and workers with disabilities
- Convening, brokering, and leveraging local stakeholders to assist in writing plan and identifying non-federal expertise and resources
- Engaging a diverse range of employers to promote business representation and industry/sector partnerships

**System Alignment & Effective Operations**
- Identifying eligible training providers
- Designating One-Stop operators
- Program oversight and developing MOUs with One-Stop partners
- Conducting oversight of local youth activities
- Identifying eligible youth providers and awarding competitive grants/contracts
Differences in LWDB and Local Elected Official (LEO) Board

- LWDBs membership and responsibilities are prescribed by WIOA law
- CLEO appoints members to the LWDB
- LEO Board shares responsibility and liability and appoints the Chief Local Elected Official (CLEO)
Chief Elected Official Responsibilities

(1) **WIOA 113-128**

(2) The CLEO shall be appointed or elected by the LEOs or the LEO Board.

(3) A CELO’s term shall run concurrent with the term set by his or her respective elected office, but in no instance shall a CLEO serve more than a period of eight years without being reelected by the LEOs.

(4) A CLEO may appoint a Fiscal Agent to administer the WIOA funds for a Local Workforce Development Area and the Fiscal Agent shall be approved by the Technical College System of Georgia’s Office of Workforce Development prior to receiving funds.

(5) The CLEO shall be liable for any misuse of WIOA grant funds allocated to the Local Workforce Development Area.

(6) The CLEO shall appoint the members of the LWDB consistent with the requirements of Public Law 113-128.
LWDA Responsibilities of LEOs

Local Elected Official Board

• Georgia State Code 159-2-1

• In those Local Workforce Development Areas comprised of more than one county or municipality, there may exist a Local Elected Official Board, which shall be comprised of the mayors and county commission chairpersons within the designated local workforce development area. A Local Elected Official Board shall create an agreement which, at a minimum, shall include the following:

  • The following Board composition provisions: No more than one mayor per county shall be seated; The total number of LEOs shall be included; and the minimum quorum for action shall be at least a majority of the Board;
LEO Board

- Board Policy and Function provisions, which shall include the following:
  - A mission statement setting forth the responsibilities under the law;
  - A local workforce development board member appointment process;
  - A CLEO election process;
  - A process for outlining the sharing of liability with respect to the misuse of WIOA funds; and
  - A conflict of interest provision, OCGA 50-7-91(1)(2) and provided to the TCSG OWD

- A LEOs term shall run concurrent with the LEOs elected office.
LEO Board

• Proxy voting shall **not** be permitted with respect to the election of a CLEO. For any other official action, proxy voting **shall** be permitted.

• LEO meetings shall be conducted in accordance with Robert’s Rules of Order, and meeting minutes shall be kept and made available for review upon request by the Technical College System of Georgia’s Office of Workforce Development.

• All LEO meetings shall be conducted in accordance with federal sunshine laws and the Georgia Open Meetings Act. 159-2-4-.03
Workforce Development Activities

- Establishment of One-Stop Delivery Systems
- Identification of Eligible Providers of Training Services
- Eligible Providers of Youth Workforce Investment Activities
Three Funding Streams

Each funding stream is tied to a particular group with specific eligibility requirements

- Adult
- Dislocated Worker
- Youth

<table>
<thead>
<tr>
<th></th>
<th>Local</th>
<th>State Admin</th>
<th>Rapid Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>85%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Dislocated Worker</td>
<td>60%</td>
<td>25%</td>
<td>15%</td>
</tr>
<tr>
<td>Youth</td>
<td>85%</td>
<td>15%</td>
<td>15%</td>
</tr>
</tbody>
</table>
Local Funding Allocations

<table>
<thead>
<tr>
<th>Adult Allocation Formula</th>
<th>Dislocated Worker Allocation Formula</th>
<th>Youth Allocation Formula</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 33 1/3% on the basis of the relative number of unemployed individuals in areas of substantial unemployment in each LWDA, compared to the total in the State;</td>
<td>• 9 factors of varying weights</td>
<td>• 33 1/3% on the basis of the relative number of unemployed individuals in areas of substantial unemployment in each LWDA, compared to the total in the State;</td>
</tr>
<tr>
<td>• 33 1/3% on the basis of the relative excess number of unemployed individuals in each LWDA, compared to the total in the State; and</td>
<td>• 40% on the basis of individuals receiving UI without earnings in last six months</td>
<td>• 33 1/3% on the basis of the relative excess number of unemployed individuals in each LWDA, compared to the total in the State; and</td>
</tr>
<tr>
<td>• 33 1/3% on the basis of the relative number of disadvantaged adults in each LWDA, compared to the total in the State.</td>
<td>• 10% on the basis of UI from firms included in Mass Layoff Statistics data in 2 latest quarters</td>
<td>• 33 1/3% on the basis of the relative number of disadvantaged youth in each LWDA, compared to the total in the State.</td>
</tr>
<tr>
<td></td>
<td>• 10% on the basis of individuals employed in industries that declined 5% or more in the last year.</td>
<td></td>
</tr>
</tbody>
</table>
### Who does WIOA serve?

<table>
<thead>
<tr>
<th>Adults</th>
<th>Dislocated Workers</th>
<th>Out-of-School Youth</th>
<th>In-School Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ages 18+</td>
<td>Ages 18+</td>
<td>Ages 16-24</td>
<td>Ages 14-21</td>
</tr>
<tr>
<td>Authorized to work in the U.S.</td>
<td>Authorized to work in the U.S.</td>
<td>Not attending school</td>
<td>Attending school</td>
</tr>
<tr>
<td>Registered for Selective Service</td>
<td>Registered for Selective Service</td>
<td>One or more barriers to employment</td>
<td>Low income</td>
</tr>
<tr>
<td>Unemployed or Underemployed</td>
<td>Terminated through no fault of their own or laid off and unlikely to return to same job/industry</td>
<td>75% expenditure on OS Youth</td>
<td>One or more barriers to employment</td>
</tr>
</tbody>
</table>
How is the money spent?

<table>
<thead>
<tr>
<th>Required Statewide Activities:</th>
<th>Data alignment and case management</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Regional planning</td>
</tr>
<tr>
<td></td>
<td>Assist LWDA's with industry or sector partnerships</td>
</tr>
<tr>
<td></td>
<td>Training LWDA staff and other local partners</td>
</tr>
<tr>
<td></td>
<td>Technical assistance to LWDA's</td>
</tr>
<tr>
<td></td>
<td>Fiscal and management oversight (case management)</td>
</tr>
<tr>
<td></td>
<td>Monitoring and oversight</td>
</tr>
<tr>
<td></td>
<td>Eligible Training Provider List</td>
</tr>
<tr>
<td></td>
<td>Technical assistance and best practices for effective service delivery</td>
</tr>
<tr>
<td></td>
<td>ADA and WIOA Section 188 Compliance assistance</td>
</tr>
<tr>
<td></td>
<td>Conducting evaluations of WIOA activities</td>
</tr>
</tbody>
</table>
Local Activities –
What services are provided?

<table>
<thead>
<tr>
<th>Adult &amp; Dislocated Worker – Basic Career Services (Examples):</th>
<th>Determination of eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach and intake</td>
<td></td>
</tr>
<tr>
<td>Initial assessment of skill levels</td>
<td></td>
</tr>
<tr>
<td>Labor exchange services including: Job Search and Placement Assistance</td>
<td></td>
</tr>
<tr>
<td>Provision of workforce and labor market employment statistics information</td>
<td></td>
</tr>
</tbody>
</table>
## Local Activities – What services are provided?

<table>
<thead>
<tr>
<th>Adult &amp; Dislocated Worker –</th>
<th>Group and/or individual counseling and mentoring</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Career planning (e.g. case management)</td>
</tr>
<tr>
<td>Individualized Career Services (Examples):</td>
<td>Internships and work experiences that are linked to careers</td>
</tr>
<tr>
<td></td>
<td>Financial literacy services</td>
</tr>
<tr>
<td></td>
<td>Individual training accounts</td>
</tr>
<tr>
<td></td>
<td>On-the-job training/Customized Training</td>
</tr>
<tr>
<td></td>
<td>Apprenticeships</td>
</tr>
</tbody>
</table>
## Local Activities – Adult and Dislocated Worker Services

<table>
<thead>
<tr>
<th>Individual Training Accounts (ITAs)</th>
<th>On-the-Job Training (OJT)</th>
<th>Customized Training (CT)</th>
<th>Incumbent Worker Training (IWT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Expenditure account for training in high-demand industries or occupations</td>
<td>• Reimbursement to employer of up to 75% of wages during training period</td>
<td>• Training developed by employer to meet specific needs</td>
<td>• Upgrading of current employees’ skills is needed to remain competitive</td>
</tr>
<tr>
<td>• Includes cost of tuition, books and supplies needed</td>
<td>• Must be a newly hired WIOA-eligible employee</td>
<td>• Employer commits to hiring WIOA-eligible participants after successful completion</td>
<td>• Participants must be employed by company for at least six months</td>
</tr>
<tr>
<td>• Must be on Eligible Training Provider List</td>
<td>• Must have an Identifiable skills gap</td>
<td>• Reimbursement to employer of up to 50% for cost of training</td>
<td>• Reimbursement to employer of up to 50% of cost of upgrading skills</td>
</tr>
</tbody>
</table>
### Local Activities – What services are provided?

<table>
<thead>
<tr>
<th>Dislocated Workers –</th>
<th>OWD sub-contracted with the Georgia Department of Labor to provide a variety of services to assist companies and dislocated workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid Response:</td>
<td>These services help workers return to work quickly with job search assistance, education, and training options</td>
</tr>
<tr>
<td></td>
<td>A rapid response team organized quickly can develop the state and local resources tailored to the needs of workers</td>
</tr>
</tbody>
</table>
WIOA Youth Services

WIOA youth Funds are targeted to young people, both in- and out-of-school, to assist in their career and educational development.
Local Activities –
What services are provided?

<table>
<thead>
<tr>
<th>Youth Services (Examples):</th>
<th>Tutoring, study skills training, instruction, and dropout prevention activities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Alternative secondary school and dropout recovery services</td>
</tr>
<tr>
<td></td>
<td>Paid and unpaid work experience</td>
</tr>
<tr>
<td></td>
<td>Occupational skills training</td>
</tr>
<tr>
<td></td>
<td>Leadership development opportunities</td>
</tr>
<tr>
<td></td>
<td>Adult mentoring</td>
</tr>
<tr>
<td></td>
<td>Apprenticeships</td>
</tr>
</tbody>
</table>
Funding Work Experiences

At least 20% of local Youth formula funds must be used for work activities such as:

- Work Experience
- Pre-apprenticeship
- On-the-job training
- Internships
Sector Partnerships

WIOA requires LWDBs to ‘convene, use, or implement’ industry partnerships

- New employer performance measures on employer engagement
  1. Percent of exiters employed by same employer in Q2 and Q4 after exit
  2. Percent of employers who have used WIOA core services more than once in last 3 years

- Provides use of Governor’s 15% reserve for developing or expanding sector partnerships

- High Demand Career Initiative Grants for local areas
WIOA Partnerships

WIOA requires the partnership of multiple agencies and grants to promote and coordinate service delivery.

- **TCSG**
  - WIOA: Adult, Youth & Dislocated Worker
  - Carl Perkins
  - Adult Education

- **GDOL**
  - Wagner-Peyser
  - Unemployment Insurance
  - Trade
  - Veterans

- **GVRA**
  - Vocational Rehabilitation

- **DHS**
  - Senior Community Services Employment Program
  - SNAP

- **Others**
  - Job Corps
  - Youth Build
  - Community Service Block Grants
  - HUD
  - Migrant Seasonal Farm Workers
How are local areas held accountable?

<table>
<thead>
<tr>
<th>Performance Measures:</th>
<th>State negotiates statewide performance measures annually with USDOL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>State then negotiates performance measures with each LWDA for the same period</td>
</tr>
<tr>
<td></td>
<td>State calculates and submits performance reports to USDOL</td>
</tr>
<tr>
<td></td>
<td>Reports are calculated both at statewide and LWDA levels</td>
</tr>
</tbody>
</table>
WIOA Performance and Accountability

**Employment Rate 2\textsuperscript{nd} Quarter after Exit**
- What percentage of exited participants had a job in the second quarter after exiting WIOA services? (Youth measure includes postsecondary education)

**Employment Rate 4\textsuperscript{th} Quarter after Exit**
- What percentage of exited participants had a job in the fourth quarter after exiting WIOA services? (Youth measure includes postsecondary education)

**Median Earnings 2\textsuperscript{nd} Quarter after Exit**
- What is the median earning of the participants who had a job in the second quarter after exit?

**Credential Attainment**
- What percentage of participants enrolled in an education program gained a recognized credential?

**Measurable Skills Gain**
- What percentage of participants are achieving measurable skills gains towards a credential or employment?

**Services to Employers**
- What percentage of participants are employed with the same employer in the 2\textsuperscript{nd} and 4\textsuperscript{th} quarter?
- What percentage of employers are repeat employers using services within the previous three years?
How are local areas held accountable?

<table>
<thead>
<tr>
<th>Fiscal Activities:</th>
<th>LWDAs request cash from state on a reimbursement basis</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LWDA fiscal agents submit monthly Financial Status Reports to state</td>
</tr>
<tr>
<td></td>
<td>State submits quarterly Financial Reports to USDOL</td>
</tr>
<tr>
<td></td>
<td>State may conduct additional reviews (desk or field) of financial expenditures and/or policies</td>
</tr>
</tbody>
</table>
How are local areas held accountable?

<table>
<thead>
<tr>
<th>Monitoring Activities:</th>
</tr>
</thead>
<tbody>
<tr>
<td>State completes annual onsite monitoring of all LWDA's</td>
</tr>
<tr>
<td>Includes reviews of fiscal and programmatic operations</td>
</tr>
<tr>
<td>The State Monitoring Team applies approximately 20 testing tools to LWDA operations</td>
</tr>
<tr>
<td>Results are communicated as Findings and Observations in a final report that requires the LWDA to provide corrective actions for state approval</td>
</tr>
<tr>
<td>State oversees the implementation of the corrective actions</td>
</tr>
</tbody>
</table>
Accountability - Monitoring

Sample Tools:

- Equal Opportunity Compliance
- Internal Controls
- Participant Eligibility
- Personnel and Payroll
- Disbursements
- Sub-Recipient Monitoring
- Policies and Procedures
Thank you!