

Local WIA (LWIA) Workforce Development Plan Guidance

Updated for PY 2014

In accordance with state planning and policy passed by the State Workforce Investment Board, Local Workforce Investment Areas should use the PY2012-2016 State Integrated Plan (available at <http://workforce.georgia.gov/notice-public-commentary>) to guidance in their approach to developing Local Area Plans.

LWIA Contacts

1. **Name of Local Workforce Investment Area (LWIA):**

_____ Georgia Mountains Workforce Development Area 2 _____

2. **Contact information for Chief Local Elected Official:**

Name and Title: _____ Honorable Mike Berg, Dawson County Commission Chair _____

Mailing Address: _____ 25 Justice Way, Suite 2313 _____
_____ Dawsonville, GA 30534 _____

Phone Number: _____ 706.344.3501 _____

Email Address: _____ mlberg@dawsoncounty.org _____

3. **Name of organization administering the grant (a.k.a. Fiscal Agent):**

_____ Georgia Mountains Regional Commission _____

Contact information for representative from Fiscal Agent:

Name and Title: _____ Mr. Danny Lewis, Executive Director _____

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Phone Number: _____ 770.538.2626 _____

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4. **Contact information for Local Area Director:**

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5. **Contact information for the Local Workforce Investment Board Chair:**

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6. **Contact information for the Youth Council Chairperson:**

Name and Title: Ms. Chevalier Ruff, Chair

Mailing Address: P.O. Box 691, Gainesville, GA 30503

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7. **Name, address, and phone number of the area's One-Stop operator(s): *List all subsequent One-Stop Locations in Attachment A.***

Name of One-Stop Location: Gainesville Career Center

Name of One-Stop Operator: Gainesville Career Center

Physical Address of One-Stop Location: 2756 Atlanta Highway, Gainesville, GA 30504

Phone Number of One-Stop Location: 770.535.5484

Phone Number of One-Stop Operator: 770.535.5484

8. Website address for local area: www.gmrc.ga.gov
- Facebook page (if applicable): Georgia Mountains Workforce Development 2
- You Tube channel (if applicable): N/A
- Twitter or other social media for the area (if applicable): <https://www.facebook.com/GMRC.WD>
Twitter@GMRCWD
9. Contact information for individual(s) with primary responsibility for plan development:
- Name: John Phillips, Jr.
- Email Address: jphillips@gmrc.ga.gov
- Phone Number: 770.538.2735

LWIA Plan Signatures

Name of LWIA: Georgia Mountains Workforce Development Area 2

Chief Local Elected Official:

Honorable Mike Berg, CLEO Chair

Date

Local Area Director:

John Phillips, Jr., GMWD Director

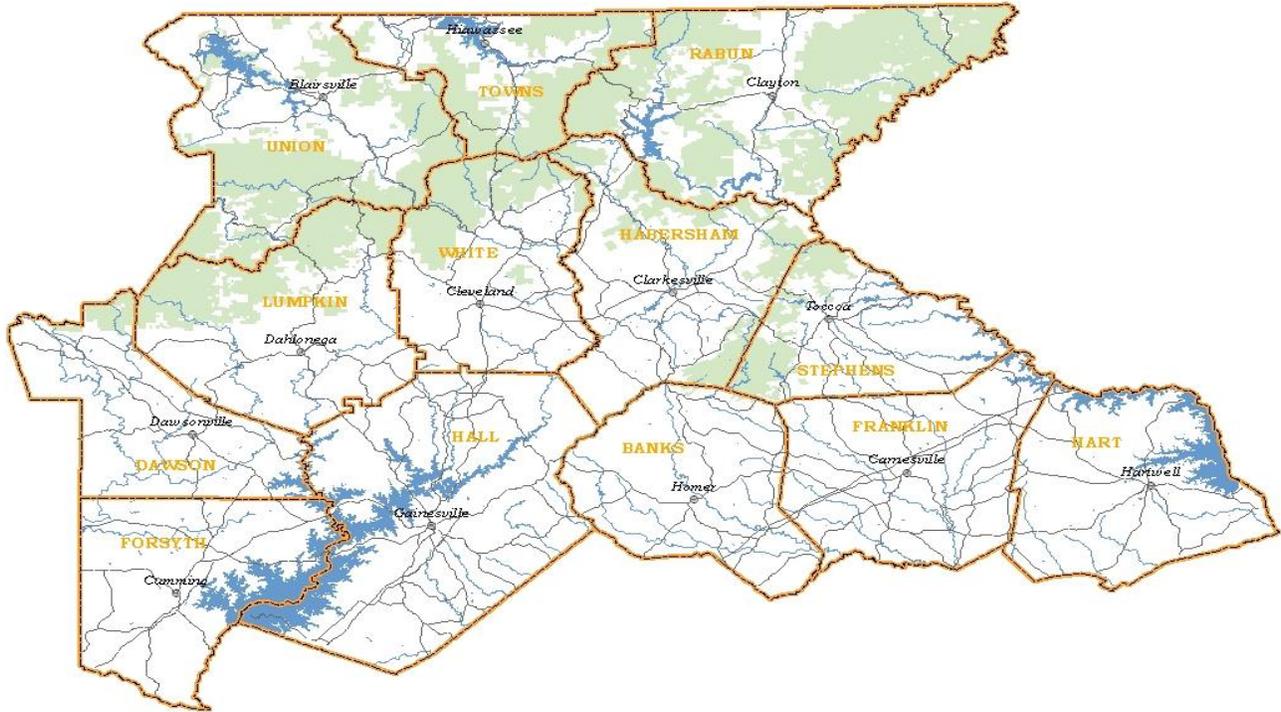
Date

Local Workforce Investment Board Chairperson:

Ms. Andrea Gibby, WIB Chairperson

Date

Georgia Mountains Workforce Development Area



WORKFORCE INVESTMENT ACT DEFINED

The Workforce Investment Act is a U.S. federal law enacted in 1998 to replace the Job Training Partnership Act and certain other Federal laws relating to job training. The purpose of the act is to provide workforce investment activities through statewide and local workforce investment systems. The aim behind it is to increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants. The end goal is to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation.

The act authorizes the establishment of workforce investment activities for eligible youth, statewide employment and training activities for adult and dislocated workers, and a national job corps program. It is carried out in partnership with states and communities. Workforce investment boards were established for carrying out these functions working in partnership with the state and local communities.

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I. Vision and Goals

Provide the vision for the LWIA's system and list the goals that have been established to achieve the vision. These goals should incorporate LWIA Board votes and activities that set forth LWIA policy for the area. Review and incorporate the priorities from the 2011-2012 Georgia Competitiveness Initiative (view report: www.georgiacompetitiveness.org), statewide effort to encourage employment within the skilled trades (a.k.a. Go Build Georgia, see: www.gobuildgeorgia.com), and any and all recent local economic development trends. Refer to USDOL ETA's National Strategic Directions (TEGL 13-06) to address local vision and goals, as appropriate.

A strategic planning session was held on December 7, 2011 with members of the Georgia Mountains Area 2 WIB. Cooperation & Collaboration, Job Seeker Skills, Public Awareness and Board Development Committees were formed. The following recommendations were made by the committees and approved by vote of the Georgia Mountains WIB.

Georgia Mountains Workforce Development Mission Statement

To achieve sustainable economic growth and individual self-sufficiency by developing, sustaining, and promoting employment resources and opportunities for all job-seekers and employers through community partnerships.

Cooperation & Collaboration

Success Vision

- Employment opportunities and services for job applicants are easy to locate and accessible to the public.
- Job seekers have the necessary tools to prepare themselves for employment opportunities in the current job market and the ability to utilize these tools
- Ensure total provider cooperation to further enhance collaboration and enhancement of the program.
- High awareness of WIB mission and services continuum among job seekers and employers.
- Ideally, a level of full employment would be reached in our area where all eligible employees are able to find work which pays them an enhanced wage to adequately support their household.

Goals

- Open communication among all agencies and resources to better collaborate and improve services to clients in our area.
- Identify service gaps to eliminate possible weaknesses in the program allowing for better service to the area as a whole.
- Enhance target services focusing on both the unemployed and underemployed; youth, both in school and out; dislocated workers; and On-the-Job Training .

Strategies

- Develop a comprehensive inventory of services available to potential employees and employers.
- Increase agency administrators' awareness of employment and training (WIA) services by increasing visibility and communication.

Job Seeker Skills

Success Vision

- Job applicants will be trained in a determined growth and demand occupation leading to a secure position with financial stability and a higher median income.
- All eligible job seekers are fully employed reducing the real unemployment rate, taking into account both underemployed and discouraged individuals no longer looking for work.
- An increase in summer youth jobs is evidence that youth are benefiting from the real world experience and counseling received during Summer Work Experience and more worksites will be willing to work with our program.
- Encouraging clients to make earning a high school diploma or GED a priority ensures that potential employees are aware of the greater opportunities and advancements when they hold a degree.
- A high school diploma provides assurance to the employer that the applicant has met certain basic education standards. By focusing on a higher graduation rate, we are bettering the future workforce.

Goals

- Job-seekers receive education and training in a specialized field making them attractive to employers requiring specific industry needs.
- Partner with local businesses to create a large number of jobs for Summer Work Experience.

Public Awareness

Success Vision

- The WIB is recognized throughout the area as the voice of workforce development. When media representatives seek an expert opinion concerning issues related to the workforce, they contact the WIB Chair. Employers and job-seekers alike come to the One-Stop for service and are pleased with results.

Goals

- Create a positive "name recognition" for the WIB and its activities/programs in order to increase visibility and promotion through word of mouth in our communities.
- Cultivate the support of local news media making certain that our programs name and benefits stay in the public eye.
- Ensure that employers are aware of the benefits that they receive through WIA, from a skilled workforce to on-the-job training.

Strategies

- Develop a broad multi-media campaign:
 - PSA's, articles, and flyers making general information easily accessible.
 - Develop an infomercial to air on access channels of Technical schools and Universities we partner with that will appeal to a large group of our target audience, students who are currently in school and motivated to graduate and enter the workforce.
 - Work with the Chamber of Commerce to become a trusted source for businesses to turn to when looking for potential employees.
 - Civic Clubs have the mission of giving back to the community and raising public awareness for programs like Workforce Development.
 - Provide information to governments increasing program transparency and gathering public opinion to help shape the program.
 - Target high school juniors and seniors to provide information on our services and assistance we provide in obtaining a postsecondary education.
 - Local law enforcement comes into contact with eligible individuals with specific needs on a daily basis that could use our services.
 - Both DFACS and Foster programs could direct their clients to us if they are looking to start a new career, retrain, or enter school for the first time.
 - Many local churches run programs reaching individuals who want to better themselves but may not have the resources, sending these individuals to Workforce Development will allow them access to these services.
 - Individuals who are visiting their local Department of Labor or Career Center are also in our target market since they are often looking to upgrade their current skill level or retrain in a new career.
 - Host educational classes to filter program information to the community in a clear, accessible way.
 - E-mail blast through Chamber of Commerce, keeping businesses informed with up-to-date information on current services.
- Establish a PR person who handles communication with all media outlets ensuring that information is communicated in a correct, timely, and clear manner to both participating and potential clients and employers.
- Develop an educational campaign through Chamber of Commerce showing potential employers the benefits of partnering with Workforce Development.

Board Development

Success Vision

- The WIB includes active representatives from all 13 counties, ensuring we are reaching all communities we work with.
- A majority of the WIB members play a role in both the public and private sectors of our communities. Members who wear two or more hats put their employer hat on top.
- WIB has such a reputation for success that there is a waiting list to sit on the board.

- WIB members talk about WIB activities at their local civic group meetings. WIB members often have access to organizations or individuals who could benefit from knowing about and becoming involved with our program.
- WIB members attend regional (SETA) and national (NAWB) meetings giving WIB members a valuable network of resources and contacts outside of their home area.
- WIB meetings should be an enjoyable environment being both productive and dedicated to raising the quality of the program.
- The WIB conducts an annual self-assessment and makes changes based on the findings.

Goal

- Create and support a Workforce Investment Board that is representative of the community, effective stakeholders, and enjoyable for all members. A diverse board will help us to reach all facets of our local communities and provide services to all eligible individuals.

Strategies

- Implement an on-going orientation program for new members in order to quickly adapt them to current policies and issues the Board is examining.
- Include a Board development topic in every Board meeting ensuring our programs are constantly moving forward and evolving.
- Create a committee system around topics identified by strategic planning, allowing members to focus on the issues which they feel strongly about and are best able to relate and discuss.
- Create a buddy system” to reinforce commitment of clients.
- Develop a job description for WIB members to clarify the individual roles they play in developing and shaping our programs.
- Individuals who are creating jobs in the community are able to offer valuable input to the WIB. Strengthening the presence of the private sector on the WIB will help the board have an idea of the opportunities, services, and skills crucial to success in today’s workforce.

II. Local Governance

Describe how the local workforce development system will be governed to ensure that it is comprehensive, fiscally responsible, integrated, effective, responsive, and participant focused. *Some examples of items to describe include: the local board committee structure, the board's financial and program oversight activities, the board's membership recruiting policies, the board's integration with business and economic development needs in the area, and how the board aligns programs to local education (i.e. technical colleges) and business (i.e. local chambers) stakeholders.*

Describe how the LWIA has worked with other workforce partners to promote service integration.

Describe how the local area's staffing is organized with regard to local Workforce Investment Board support and WIA administrative functions. Provide the titles and major activities/roles of the area's key staff.

Describe the connection and cross-membership between the Youth Council and the local Workforce Investment Board. List the responsibilities the local Board has vested in the Youth Council.

Describe any linkages the area has established with other local boards in the region (workforce boards and related boards).

Georgia Mountains Workforce Development Chief Elected Officials Structure

Georgia Mountains Workforce Development consists of 13 Counties represented by a County Commission Chair or appointed Commissioner by Commission Chair from each county: (see Table # 2.1)

- Banks County
- Dawson County
- Forsyth County
- Franklin County
- Hall County
- Habersham County
- Hart County
- Lumpkin County
- Rabun County
- Stephens County
- Towns County
- Union County
- White County

Grant Recipient

Georgia Mountains Regional Commission, P.O. Box 1720, Gainesville, GA 30503

- Sam Norton, GMRC Board Chair
- W. Danny Lewis, GMRC Executive Director

Georgia Mountains Workforce Development Local Board(WIB) Structure. (see Table # 2.2)

Membership includes:

- 30 member representation from all 13 Georgia Mountains Counties
 - Minimum allowable membership of 51% private sector industry
 - Members serve on 3 year rotating basis

Structure

- Chair must come from the private sector
 - Nominated and voted on by WIB
- Vice-Chair must come from the private sector
 - Nominated and voted on by WIB
- Secretary and Treasurer
 - Nominated and voted on by WIB
- WIB Committees
 - WIB Executive Committee consists of:
 - GMWIB Chair
 - serves two year term or length of WIB whichever first
 - GMWD Vice-Chair
 - serves two year term or length of WIB whichever first
 - GMWIB Secretary and Treasurer
 - serves two year term or length of WIB whichever first
 - Committee Chairs

Financial and Program Oversight

Budget must be approved b:y

- GMWIB votes to approve the budget and move it forward to GMRC Executive Committee.
- GMRC Executive Committee reviews budget and votes to approve or revoke.
- GMWIB Executive Committee reviews the budget and votes to pass it on to the full board.
- Georgia Mountains Board of Directors gives final approval of the budget.
- 30 Day public review of budget posted on website.

Financial and Program Oversight

- Georgia Mountains Regional Commission Executive Director
- Georgia Mountains Regional Commission Finance Department
- GMWIB Executive Committee
- GMWIB
- Annual Georgia Department of Economic Development, Workforce Division Program¹Review
- Annual Georgia Mountains Independent Audit for sub-state and non-profit organizations
- USDOL Audit
- Georgia Mountains Regional Council

Cost Allocation and Shared Costs

In addition to the distribution of costs, the WIA Billing Specialist must ensure that costs directly assignable to Georgia Mountains Workforce Development are allocated based on allowable basis. These costs may only be charged to WIA Adult, Dislocated Worker, In School Youth and Out of School Youth programs, or other applicable programs operated by Georgia Mountains Regional Commission (GMRC). Therefore, it must be determined if the cost is only a WIA cost, or must be allocated to other programs. A yearly review of GMRC's allocation plan, (or more often if additional funding is received), should be conducted to ensure the allocation bases used to allocate costs are in compliance with OMB Circulars A-87, or A-122, and that these costs are distributed on an equitable basis.

Cost Pool Allocations

The GMRC Finance Director created administrative and program cost pools to allocate non-direct costs in the WIA program. All Non-direct Workforce Development expenditures are entered into as administrative, or program cost pool on a monthly basis. At the end of the month the Finance Director will provide the total pool expenditures to the Billing Specialist. The direct charged labor hours are sent to the Billing Specialist by Human Resources on a monthly basis once the last payroll for the month has been posted. The billing Specialist will allocate the pool charges based upon the staff direct charged labor hours. The Billing Specialist will then submit to the GMRC Finance Director journal entries to allocate all expenditures charged to the administrative and program cost pools.²

Membership Recruiting Policy (see Table # 2.3)

In the event of WIB vacancy

- Determine type of vacancy, remaining term and county represented

¹ Updated 06-29-14

² Approved July 31, 2014

- Request appointment from County’s Chief Elected Official or
- GMRC will provide a list of potential candidates to County’s Chief Elected Official for nomination

Georgia Mountains Workforce Development Youth Council (see Table #2.4)

- Member composition of GMWD Youth Committee should have one or more of the following;
 - WIB members having interest in, or expertise with youth policy.
 - Individuals employed with youth services agencies.
 - Parents of youth who are eligible for WIA services.
 - Job Corps recruiters and representatives.
 - Individuals having experience with WIA youth activities.
 - Other individuals identified by the WIB.
- Duties of Georgia Mountains Youth Committee.
 - Ensure fiscal and programmatic accountability of the youth system.
 - Develop the portions of the local WIA plan that relate to eligible youth.
 - Recommend youth service providers to the local WIB.
 - Conduct oversight of youth providers.
 - Assist the local WIB in developing policy for youth employment and training.
 - Use a youth development approach to designing and delivering the system.
 - Establish linkages with other youth serving organizations in the local area.
 - Establish by-laws for council governance, including provisions for conflict of interest.
 - Develop local goals for youth employment and training programs.
 - Develop local plan for delivery of youth services.
 - Write or review RFP’s for local WIA youth services.
 - Participate in review of proposals for delivery of WIA youth services.

 - Select programs that contribute to the attainment of local goals and priorities.
 - Review local youth and employment and training policy and suggest revisions or additions to the WIB.
 - Meet no less than once per quarter to review performance of the local youth system.
 - Establish connections between the youth system and the local One-Stop system;
- Georgia Mountains Youth Committee meeting frequency.
 - Quarterly, unless needs arise for a called meeting.

WIB Integration with Business and Economic Needs

Georgia Mountains Workforce Development staff partners with and requests consultation on job needs within the Georgia Mountains WD area directly with:

- Georgia Department of Economic Development
- Local, county, and regional economic development directors
 - GMWD sends bi-monthly e-mails announcing overview sessions

- Georgia Power, EMC and Tennessee Valley Authority (TVA) Economic Development staff
- Local Chamber of Commerce
- Private Industry
- GDOL regional business committees
 - Hall County
 - GMWD staff monthly attendance
 - Stephens, Franklin and Hart County
 - GMWD staff monthly attendance
 - Union and Towns County
 - GMWD staff monthly attendance
- US Department of Commerce Comprehensive Economic Development Strategy committee
 - GMWD staff attends quarterly meetings
 - GMWD Staff authored education and workforce development for CEDS rewrite
 - GM WD staff has ongoing contact
- Job Fairs
 - GMWD attempts to staff a booth and provide the Mobile Training Unit at all area job fairs
- On the Job training program to meet the needs of the Georgia Mountains area

Overviews for Potential Customers

Georgia Mountains WD staff provides an overview of WIA services in two or more counties, at each DOL Career Center and at each Technical College every month along with once weekly in Hall County. These are advertised in:

- local newspaper
- local radio stations
- technical colleges
- local elected officials
- WIB
- Facebook
- Website

WIB aligns with Programs to Local Education, Business and Stakeholders

Georgia Mountains Workforce Development staff work directly with the following.

- Education
 - Technical College Representative on WIB
 - GMWD staff works closely with Technical college staff
 - Local School Systems in our region
 - GMWD staff meets with local school system employees and administration to determine needs
 - GMWD staff member will meet with all local school systems on monthly basis
 - GMWD staff works directly with Pioneer RESA
 - A GMWD staff member is available at Technical Colleges each month.

GMWIB Aligns with Other WIA's

Education including peer training, reviews of policy, and any current revisions.

- Director and Board Chair attend Georgia Workforce Leadership Association meetings as offered
- Work with the Georgia Department of Economic Development, Workforce Division

Key Staff (see Table #2.5)

III. Plan Development and Implementation

Describe the process used by the area staff and board to update this strategic plan.

Describe your strategic planning efforts and explain how the WIA Plan update incorporates the results of these efforts. Incorporate in the discussion local efforts for building a demand driven workforce within a regional economic system from ETA's National Strategic Directions (TEGL 13-O6).

Update of Plan

The Georgia Mountains Workforce Development Comprehensive Plan is considered a living document and may be changed or added to at any time by a majority vote of the Georgia Mountains Workforce Investment Board. The current plan has come about through many meetings and planning of the members of the Georgia Mountains Workforce Development members and staff.

- December 7, 2011--Strategic Planning Retreat with WIB, Georgia Mountains WD staff, members of Georgia DOL and Private Consultant to set goals and vision for the new Georgia Mountains Workforce Development
- March 8, 2012--WIB voted to approve goals and vision within the 2011 Comprehensive Plan
- May 31, 2012--In an effort to build a demand driven workforce the WIB has added additional jobs to the Demand Jobs List
- Georgia Mountains WD staff informed of update
- Georgia Mountains WD staff created a draft copy of the plan for WIB committee to review and comment
- September 27,2012--Georgia Mountains WIB voted to approve final copy
- Final copy put on GMRC website for public review and comment
- Submitted to GOWD for review
- May 1, 2013-- updated supportive services to remove meal assistance
- Dec. 11, 2013-- WIB approved new growth and demand occupation list
- March 26, 2014-- Draft copy put on website for public review and comment
- March 27, 2014--presented to Board
- April 24, 2014--Board approved 2014 Local Plan
- July 1, 2014--Georgia Department of Economic Development, Workforce Division approved Plan.

IV. Needs Assessment

Using the CD containing the most recent labor market information for your area and the results of your strategic planning activities, please describe the demand (current and projected employment and skill needs of businesses) and supply (availability of skilled workers) aspects of your local labor market. List data sources used in your analysis. Review ETA's National Strategic Directions (TEGL 13-06) and incorporate as appropriate.

- See Table #4.1

NOTE: DT3: Customized LMI Planning Data for Local WIA Areas CDS, *developed by GDOL Workforce information and Analysis, were distributed during the last planning cycle.*

V. Workforce Delivery System

1. Using the matrix in Attachment A, outline the structure of the area's One-Stop system, identifying partners at each comprehensive site and the major services provided at those locations. Provide the same basic information about additional workforce service locations in the local area, i.e., locations that are not considered comprehensive One-Stops. Describe enhanced integration through the One-Stop system to improve service delivery and increase efficiency as discussed in ETA's National Strategic Directions (TEGL 13-O6) as appropriate.

Refer to #3 and #4 below

2. Describe methods of coordinating with partners and services not available at the comprehensive sites, including the HOPE NOW Alliance to maximize homeownership and prevent unnecessary foreclosures, and public libraries aimed at improving the quality and quantity of employment and training Services for job seekers. (TEN 30-09, TEN 50-09)
 - Georgia Mountains Workforce Development is working together with the Georgia Department of Community Development to publicize the HOPE NOW and will work to get qualified individuals to apply for the program.
 - Georgia Mountains partners with local libraries within the counties to provide Overview sessions.
 - Georgia Mountains Workforce Development partner agencies have developed strong communications among each other.
 - Regional collaborative groups will meet periodically to keep each other abreast of program updates, changes and current activities.
 - Partner agencies have developed a system by which customers are referred to other agencies as needed.
 - Partners also utilize standard forms of communication such as e-mail, voice and fax messages.
 - GMWD designs and updates a local WIA website maintained on the GMRC server.
 - The website is located on the Georgia Mountains Regional Commission server at www.gmrc.ga.gov.
 - The website contains current information about the Workforce Investment Act, the GMWIB, partner agencies, customer success stories, available conferences, WIB minutes and other items of general interest.
 - GMWD has developed a WIA PowerPoint Overview that is presented in all thirteen counties within the Georgia Mountains Area.
 - GMWD staff visit each of our technical Colleges to inform the schools as well as prospective students of GMWD services.

3. If your comprehensive sites are not GDOL career centers, describe how services at the area's site(s) and GDOL services are integrated to provide seamless customer service.

- Gainesville Career Center is the only comprehensive site.

4. Summarize the functions performed by the area's One-Stop operator(s).

The Functions of the One-Stop Operators are:

- Operations of the One-Stop system and centers including a written mission statement; written goals and objectives; a strategic, annual, and day-to-day operational planning system; developing a marketing plan; and an understanding of the importance of technology in the delivery of service.
- Services including a self-service resource area; providing core, intensive training and employer services; the provision of an array of services and linkages affording customer choice; operation of a customer focused system; and a clearly defined system for services integration to the extent possible.
- Staffing including appropriate staffing of the One-Stop sites; established staff competency levels; an on-going investment in staff education, training, and development; and a commitment to staff cross training.
- Continuous improvement of the One-Stop system utilizing the Georgia Department of Labor Training Department and other applicable staff training as needed and available.
- Items included in the Memorandum of Understanding (MOU):
 - Ensuring that the One-Stop centers and the One-Stop system operate within the criteria adopted by the GMWIB
 - Participating as a board member of the GMWIB
 - Economic Development Representative for the One-Stop center
 - Assessing customer degree of satisfaction with services provided by One-Stop center or the One-Stop system
 - Identifying appropriate service strategies that meet the One-Stop systems' customer needs; and
 - Seeking and establishing mutual trust among all partners.

5. Indicate which partners are providing core and intensive services for adults and dislocated workers in your area.

- Core Services are provided by:
 - Georgia Department of Labor
 - Department of Rehabilitation Services
 - GMWD

- Intensive Services
 - Georgia Department of Labor WIA Title I
 - Division of Rehabilitation Services
 - Lanier Technical College
 - Job Corps
 - Legacy Link Title V
 - North Georgia Technical College
 - GMWD

6. Provide a current sample Memorandum of Understanding/ Resource Sharing Agreement from one of your comprehensive One-Stops as Attachment B. Signatures are not required for submittal, but current agreements with signatures must be available for review upon request and during annual onsite program reviews.

- See Attachment B

7. List the board-established policies regarding:

a. Priority of service for adult intensive and training services, where adult funds are determined to be limited

- Priority of Service will be instituted by the Director if the level of current, unobligated WIA Adult funds drops to 25% of the grant award amount. Interested customers must then provide the required documentation, reside in the thirteen county Georgia Mountains area as well as possess a barrier to employment. The barriers to employment are listed below:
 - Lacks a high school diploma or GED
 - Offender (felony)
 - Basic skills deficient (reading or math below 9th grade level)
 - Food stamp recipient (currently or in the last 6 months prior to application)
 - TANF recipient (currently or in the last 6 months prior to application)
 - Underemployed- An individual, who is currently employed, and whose employment has one or more of the following characteristics:
 - Is temporary, seasonal, or interim in nature;
 - Is in an occupation/industry that is subject to or has a history of repeat layoffs;
 - Is with a company that offers no health insurance benefits;
 - Is with a company that offers little or no career advancement opportunities;
 - Is working part-time but desires full-time, or;
 - Is working in employment not commensurate with the individual's demonstrated level of education
 - Lacks self-sufficiency (see Table # 5.1)

- Limited English proficiency (as determined through written & oral communications)
- Single parent
- Older Worker (55+)

Note: The above eligibility criteria are based on customer information at the time of application except public assistance.

- b. Service to individuals who do not reside in the area
 - Out of area customers can only be served if
 - Loss of job due to no fault of their own occurred within the 13 county Georgia Mountain Area 2
 - The On-the-Job Training company that participant will be employed is located within the Georgia Mountains Workforce Development Area³
- c. Target groups served in the area
 - Offenders in Re-entry programs.
GMWD is partnering with Goodwill of North Georgia to provide the Training2Work (T2W) to eligible offenders. Initially, the program will serve 10 participants providing training and job placement.
 - Dislocated workers, Adults and out of school Youth without a High School Diploma
A GED program is in place for Dislocated Workers and participants refer by the court system. Assistance with GED Services may be provided when it is required for Employment or the Post-Secondary Training being requested by the Individual. Participant's Test of Adult Basic Education (TABE) scores must be 8.0 in Math and 8.0 in Reading. The individual must be able to complete the GED within a six-month period. To further ensure compliance with WIA guidelines (Sec 134 (d)(4)(D)(viii), job readiness classes will also be required during the 6 month period. (Adult Program to be added July 1, 2014)
 - Veterans GMWD continues to give Veterans priority and works with the GOeDWD, DOL Career Center Staff and Veteran's Agencies to provide the training Veterans need to transition back into the workforce.
- d. Supportive service policies, including needs-related payments, for adults, dislocated workers and youth (see Table # 5.2)
- e. Demand occupations (see Table#5.3)

8. Describe the local Individual Training Account (ITA) system, including:

- a. Public notification to prospective providers
 - All known potential training providers will be notified of the solicitation. Notification will be made through the dissemination of a letter to providers on the provider list and through an announcement in newspapers that cover the GMWD service area.
 - The notification will include performance requirements, time limitations for completing the application, etc.
 - A record of inquiries will be maintained. To ensure consistency and accuracy of the log, one staff member will be assigned to maintain the Inquiry Log. A list of potential bidders will be developed from the Inquiry Log.

³ Revised 01/31/13 Board approved

- Applications utilizing the ITA Training Provider packet are now accepted by the local WIB at any time during the program year and evaluated as soon as possible and reviewed at next scheduled WIA Board or committee meeting. A public advertisement of this open solicitation may be published periodically as the need arises. All applications will be logged in on the Provider Application Log.
- b. How the board evaluates providers and proposed training programs for initial eligibility, based on (at a minimum) criteria of proven effectiveness, local employer/industry demand, accreditation, and customer accessibility.

Applications will be reviewed and evaluated as outlined below:

- GMWD staff will review the application, and complete the Application Responsiveness Criteria to determine responsiveness. Non-responsive providers will be notified in writing that their application was non-responsive and the reason(s) for the determination.
 - GMWD staff will review responsive applications, independently, using the Evaluation Criteria for Provider Agreements.
 - GMWD staff will conduct an on-site pre-operational review of the training institution and its programs. GMWD staff may forgo an on-site pre-operational review if the training institution provided WIA funded training within the last two (2) years and there is no change in the facility, program, equipment, etc. Exceptions to the on-site pre-operational review policy may be made for organizations that are not located within the GMWIA2 area. To avoid duplication and foster regional certification, GMWD staff will ascertain if on-site reviews or evaluations have been conducted for out-of-area or out-of-state providers by contacting the local WIB in the area, and will document the results accordingly.
 - A committee (GMWD Administrative Staff) will review applications and/or staff recommendations. For other eligible providers, the Committee may decide to approve, not approve or conditionally approve the application, or may delay a decision and request additional information.
 - All applicants will be notified in writing of the decision of the committee within five working days of the date of the decision. The local WIB will submit those providers that meet the requirements for initial eligibility to the State agency. The State shall have 30 days to review, evaluate and certify that the provider meets eligibility criteria. This State evaluation will include adherence to local policy, minimum state standards, review of State and Federal debarment listing, etc. The State will notify WIA Boards regarding eligibility and publish the state approved listing of eligible WIA providers via electronic and paper means.
 - If approved, a provider agreement will be executed between the GMWIB and the training institution. This agreement must be signed prior to the enrollment into training of any WIA participant with that training institution.
- c. Formal appeals process for aggrieved ITA customers and providers of unapproved training programs (see Table #5.4)
- d. Ongoing process used to update the data on the eligible providers list (exclusive of the state-conducted annual subsequent eligibility process).
- The performance of all training institutions with participants enrolled in WIA will be monitored on an annually or more frequent (if needed), basis. Institutions may be removed, by State staff, from the approved provider list if monitoring reveals non-compliance with the Act

Some examples of non-compliance are:

- If inaccurate information regarding a program is intentionally supplied to the local WIB a termination of eligibility may occur. The termination will remain in effect for a minimum of one (1) year
- If the local WIB or state agency monitoring the EPL 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
- 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 the Georgia Department of Economic Development, Workforce Division, after consultation with the local WIB, for a period of not less than one (1) year

e. Any regional policies or agreements for ITA's or training providers

- N/A

f. access of customers to the eligible provider list and process for determining which customers receive ITAs

- Eligible recipients must have at least one core and one intensive service
- Customer must have selected a program on the state approved training list and local approved list
- Customers must go through a Georgia Mountains WD Overview of WIA before applying to the program
- Complete Applicant Status Affidavit (O.C.G.A 50-36-1)
- Customers must meet all applicable eligibility and suitability guidelines
- Customers are referred to www.gmrc.ga.gov for a complete up to date listing of Georgia Mountains Area 2:
 - training providers
 - growth and demand occupations list

g. Process to track and manage all ITA activity

- GMWIB utilizes the services of a Billing Specialist who monitors information in Excel spreadsheets to manage all pertinent information such as training program, duration, ITA amount, and supportive services. The Billing Specialist also created Excel spreadsheets to manage all accounts receivables as well as accounts payables.
- GMWIB also utilizes Virtual One-Stop System (VOS), which is an internet-based Management Information System. VOS allows the user to customize reports, thereby providing useful tracking information in state sponsored data groups and VOS training.

- h. Board policy on use of statewide eligible provider list (including financial and duration limits, demand occupations, out-of-area training, service to out-of-area customers, restrictions on use of statewide list, etc.)
- GMWIB has set policy regarding the use of the statewide eligible provider list as described above.
 - Policies on financial, duration limits and demand occupations are included in attachment (See Table # 5.5)
 - Policy on service to out-of area-customers is included above
 - Growth and Demand list is included in attachment (See Table # 5.3)
9. Describe local *training* policies that ensure that *other funds* (e.g., Pell, HOPE Grant or Scholarship, TANF, etc.) *are considered in addition to WIA funds, consistent with TEN 11-09. What impacts do you anticipate recent HOPE changes will have on the local system?* Describe any coordinated efforts regarding training, across areas within the region.
- Potential training customers must apply to the potential training site and apply for all applicable sources of financial aid.
 - Potential customers must provide proof of acceptance to training site and financial aid award/denial letter, if applicable.
 - All customers who apply for training services must complete a household budget and cost sheet that will explore all available sources of financial aid (i.e., Pell, HOPE Grant, HOPE Scholarship, TANF) to avoid duplication.
 - The completed cost commitment worksheet or cost of attendance sheet will become part of the customer file and will be updated periodically.
 - As HOPE funds decrease and tuition increases the number of customers served will be negatively affected and have prompted the increase in GMWD training limits.
10. Discuss the role of faith- and community-based providers within the local system. Discuss board policies regarding training contracts with community-based organizations or other training providers with proven expertise in solving special populations with multiple barriers to employment. If the board has established any such contracts, list which populations are served through these contracts and list the criteria by which the area determines the proven effectiveness of such programs. See ETA’s National Strategic Directions (TEGL 13-O6) encouraging effective utilization of faith-based and community based organization and incorporate as appropriate.
- Community based and faith based organizations are welcome to apply, utilizing the same process as other interested populations. Currently there are no contracts in place.
11. Describe the area’s process and procedures for contracting with intensive service providers, support service providers, and other contractors for adults and dislocated worker services. If the area has no such contracts, simply write in “N/A.”
- N/A
12. Describe the area’s process and procedures for contracting with youth service providers. Describe the area’s youth strategies, including how disconnected youth will be served. Discuss how the area’s workforce system is addressing the ten local youth program elements described in the Workforce Investment Act, as well as the integration of other initiatives such as School-

to-Work, jobs for Georgia Graduates, Job Corps, *summer work programs*, and High School/High Teach. Describe the specific strategies the area is using to meet ETA's New Strategic Vision for the Delivery of Youth Services under WIA (TEGL 28-05).

- a. Describe the area's process and procedures for contracting with youth service providers.
 - At this time, the only contracted youth service providers are with occupational training providers:
 - Technical Schools and Colleges. A Request for Proposal (RFP) is released for bids and contracts are developed between the providers and Workforce Development WIA Area 2
 - All other youth services are run out of the Youth Department and contracted individuals provide services, such as tutoring in the after school programs.
 - GMWD advertises publicly for the position, receives resumes, contactors complete application, GMWD interviews potential contractors
 - An RFP is also released for bids on locations to house some youth service programs. In the case of using another location for the youth service, a Memorandum of Understanding is created between the location and Workforce Development
- b. Describe the area's youth strategies, including how disconnected youth will be served.
 - There is contact made between case manager and active youth a minimum of bi-monthly
 - For youth who are inactive, a monthly or quarterly contact attempt is made by phone, email, and/or postal mail
 - When workshops/seminars, etc. are offered, all youth are invited to participate
 - Youth in counties outside the office county, contracted individuals maintain weekly contact with active youth in programs
- c. Discuss how the area's workforce system is addressing the ten local youth program elements described in the Workforce Investment Act, as well as the integration of other initiatives such as School-to-Work, jobs for Georgia Graduates, Job Corps, *summer work programs*, and High School/High Teach. Describe the specific strategies the area is using to meet ETA's New Strategic Vision for the Delivery of Youth Services under WIA (TEGL 28-05).

WIA Area 2 offers programs to eligible youth, aligned with the 10 youth elements for WIA funded youth programs. The programs are listed below.

A. Occupational Training for Youth Entering the GMWIA program with a high school diploma or GED (i.e. not Youth Transition Program participants)

When initial case management and assessment results indicate that a customer would be best served by a referral to training provided by an eligible vendor, the Youth Services Supervisor/Staff will complete a Cost of Attendance Worksheet (GMWIB-225), a Youth Individual Service Strategy and a Youth Eligibility Worksheet. The Youth ISS is a comprehensive plan for each customer, which includes a plan for continuing assessment, meeting educational objectives, and acquiring occupational and work readiness skills. The Youth ISS should indicate the credential which will be received by the customer, the anticipated date of completion and the anticipated costs of training and supportive services. The Youth ISS and Cost of Attendance Worksheet should be updated annually, at a minimum.

Each Cost of Attendance Worksheet and each update will be submitted to the Billing Specialist.

Decisions concerning appropriate services are customer-focused. Customers wishing to enter certain training programs must complete the following assessments before being approved to receive training/support funds:

- a. Training for CDL, to become a licensed Large Truck and Tractor Trailer driver, the customer must take the Pesco SAGE test to measure hand, foot, eye coordination and earn a score above 20.
- b. to enter training in Business Office Technology (Office Management), the customer must take a typing test and earn a score above 20 wpm.

Each customer is responsible for obtaining admission to the selected training provider, applying for all available/applicable financial assistance and providing copies of an acceptance letter and a financial aid award/denial letter to their Youth Case Manager. All customers interested in WIA funded training must apply for available/applicable financial aid prior to training registration. Any deviation from this policy must be documented in the case file. (See ITA Policies)

Each quarter, the Youth Services Supervisor/Staff will issue book vouchers and book voucher attachments (GMWIB-240 and GMWIB-241) to the customer when the customer sends in the schedule for the upcoming term. It is the customer's responsibility to have the book voucher completed/signed by the instructor and turned in to the bookstore when it is complete. For eligible vendors where tuition is required, a tuition voucher (GMWIB-230 or 230a) will be completed and submitted by the Youth Case Manager.

The Youth Services Supervisor/Staff will determine supportive services/needs-based payments and maintain all necessary documentation for payment. The Youth Case Manager will submit a Summary of Support Services Request (GMWIB-305) bi-weekly or when support service payments are requested. A copy of each Request along with the documentation should be kept in the customer's file.

Referrals will only be made for youth to enter programs which have been determined 'high growth and demand' for the GMWIB area.

Youth must participate in an overview with a Case Manager before beginning their WIA funded training. A copy of the Youth Contract (GMWIB-405) should be included in the customer file. Program operations are in compliance with 20 CFR 664.405 (a) (4). See Table 5.6

B. Youth Transition Program (YTP)

Youth who have dropped out of high school and wish to earn a GED or who have fallen behind in high school and wish to attend a credit recovery program or alternate pathway to a high school diploma may be registered in the Youth Transition Program.

The goal for YTP participants is to earn a degree, diploma or certificate and enter employment or post-secondary education.

Youth in this service track may be assigned a variety of services depending upon their individual needs and goals. These services may include: supportive services to attend classes, paid work experiences to develop work readiness and occupational skills, on-the-job-training, and dual enrollment programs. Tuition and fees may be paid for credit recovery and/or dual enrollment programs. Dual enrollment participants must apply for financial aid (HOPE/Pell).

YTP participants will receive case management services. The case manager will work with the youth to develop the YTP Contract that includes goal dates for the degree.

The case manager will work with the youth to develop a strategy for developing work experience. Youth may need to develop basic work readiness skills or may not have clear work goals and interests, and they will participate in a work experience focusing on developing basic work readiness skills and developing their interests. Other youth may be placed in a work experience in a field where they have long term career goals. Cost for the work experience will be included in the Cost of Attendance and information on the work experience will be included in the case notes. Weekly evaluations of work readiness skills are sent in by employers/worksite supervisors.

The goal is for YTP, GED participants to earn their credential and enter employment within 6 months of beginning the program. Youth who test lower than 6.5 in either reading or math may not be suitable for the YTP as they would most likely not be ready to test for the GED in that timeframe.

C. After-School Program (for in-school youth)

Youth in the after-school program receive tutoring and opportunities for work readiness development. Youth who complete a minimum of 3 hours of tutoring and 2 hours of activities that are related to school retention (club activities, service activities or work readiness activities) may receive a \$25 incentive. Hours from activities may carry over for up to one month. Hours are documented on a timesheet that is submitted by the tutor/youth each week. Tutors also maintain a sign in sheet that documents the focus of the youth's tutoring each day.

Youth in the after-school program will also be offered a spot in the summer work experience program each year that they are involved in the program. They will receive work readiness training, weekly counseling on their work activities and other activities to help tie the work experience to educational goals and learning.

With Youth Program Supervisor approval and documented need, youth may receive other services such as tuition payment for credit recovery programs, year-round work experience for after school hours, child care support, etc.

Youth may participate in the After-school program service track from the age of 14 until they graduate from high school.

D. In-School (High School) Youth Service Track

Services for in-school/high school youth include participation in summer work experience, work readiness and life skills training/workshops, youth development activities such as service learning projects, assistance with year-round job searches, referrals for tutoring, counseling and other services, assistance with tuition for credit recovery, dual enrollment or early enrollment to college programs, life skills workshops and other services as needed on a case-by-case basis.

Referrals for in-school youth will come from DFCS/Independent Living Program Coordinators, school counselors and teachers, Department of Juvenile Justice and other community contacts.

Youth who graduate from high school, when in the GMWIA youth program may receive assistance in occupational training programs without having to meet all of the requirements that a new program applicant would have to meet. However, they need to work with their case manager to work on realistic career goals including researching career paths, growth trends and wages before support for an occupational program could be approved.

Eligible younger youth are targeted for youth programs/services such as after school tutoring programs; workshops on work skills, life skills, character building, and leadership development; and other in school services mentioned above. This allows for attainment of the 20% younger youth rule.

E. Project Search

GMWIA will take applications from youth who participate in Project Search which is a collaborative program organized by the Hall County Board of Education, Vocational Rehabilitation, and Northeast Georgia Medical Center. The goal of the program is to give youth with disabilities one additional year of high school eligibility to learn occupational skills and be part of the hiring pool at NEGA Medical Center.

Project Search participants who are eligible and who complete an application for GMWIA services will be eligible to receive supportive services while attending training and rotations in Project Search, and possible paid work experience wages for one rotation. They may also receive funding for required uniforms, supplies and other expenses associated with the program.

Youth in Project Search receive daily instruction in work readiness skills, occupational skills at the Project Search site, so participants do not need intensive case management from GMWIA staff. The Project Search case manager will track attendance, submit support requests and consult with the Project Search Coordinator on additional needs.

F. Work Experience (Summer and Year)

A. Guidelines/Procedures for Wages

1. Youth participating in any activity requiring payment of weekly wages will be required to submit a time sheet to the Youth Department Supervisor/Staff. The time sheet **must** be signed and dated by youth participant and site supervisor. Time sheet must be verified by the Youth Department Supervisor to ensure accuracy. Participants are paid on a bi-weekly schedule.
2. Youth receiving wages must complete an I-9, W-4, and a G-4 form.
3. Each participant must have E-verification. Copy will be placed in file.
4. Time sheets will be submitted to accounting/billing specialists for processing.
5. Checks will be mailed to the home address on record.

B. Summer Paid Work Experience Guidelines

1. Participants receiving WIA funded services may be offered a paid summer work experience if they have attended tutoring at least once a week during the school year, completed and submitted monthly work readiness assignments, or attended monthly work ready workshops.
2. New participants may be registered through the Summer Work Experience program and may receive these services only after completion of the Summer Work Experience orientation.
3. Any participants who do not adhere to the guidelines listed in the Student Handbook, may be terminated from the Summer Work Experience, but will remain in the WIA program to receive other services. A Summer Work Experience may be reconsidered the following year as approved by the Youth Department Supervisor.
4. Youth 18 years of age and older, may work up to 40 hours per week (subject to change); no more than 8 hours per day.
5. Youth under 18 years of age may work **no more than** 30 hours per week when school is not in session and **no more than** 20 hours per week when school is in session.
6. Youth receiving a paid work experience must attend an initial overview for interview and completion of paperwork, and a mandatory orientation after approval and before beginning work experience

C. Worksite visits and reviews

1. Worksites are visited weekly during Summer Work Experience Program, by Summer Counselors, contracted for the summer program covering the 13 counties.

2. Worksite monitoring for the Y.E.A.R. work experience program will be conducted by instructors, Youth Program Assistant or other Workforce staff members on a monthly basis at minimum.
3. If there is an issue with a worksite or Work Experience employee, this will be reported to case manager and noted in case notes. Resolution should also be noted. (steps outlined in supervisor’s worksite handbook)

Workforce Development guidelines are in compliance with Federal Laws pertaining to Work Experience and Worksites.

G. Independent Living Skills Workshops

The independent living skills workshops allow youth to learn the basics of living self-sufficiently. They allow the youth to consider practical plans and goals for the future, from education to desired lifestyle. The workshops also include how to do job search, interviews, obtain employment and keep employment. If a youth is interested in entrepreneurial track, the workshops assist in looking at what education, skills, and aspects will be needed, and create a plan with practical goals.

The workshops also look at the importance of attitude and character through the character building aspect. This allows youth to look at personal strengths and weaknesses, and how they can grow on their strengths and work with weaknesses. The character building component also includes mentoring, and in some cases counseling services.

H. Regional Youth Detention Center (RYDC) – GED training program

The RYDC GED training program is a pilot program set onsite at the Detention Center in Gainesville. This program allows eligible youth sentenced to the RYDC, the opportunity to train for their GED while residing there. When they are released from the RYDC, they may continue GED services through the WIA area 2 program. Upon completion of their GED, other services may be offered.

I. Go Build Georgia Cooperation

WIA area 2 encourages growth and demand career fields through the Occupational Skills Training offered. The youth department works with the Work Based Learning in some of the high schools in the region, and has assisted with the attainment of grants for programs in the high schools that train in some trade skills. Workshops are offered to make youth aware of the many career avenues available.

13. If the area has chosen to use ITAS for older youth [per the state waiver under WIA Section 189(i)(4)(B)], please describe the criteria that will be used for determining appropriateness and how youth will be assisted in choosing appropriate service providers/programs. If the area does not plan to use the ITA option for older youth, ***please explain.***

- GMWD Area 2 does not have any older youth ITA’s at this time
- A Cost of Attendance is placed in the file that breaks down:
 - Training cost
 - Supportive service cost
 - Any incentives/bonuses and/or work experience opportunity costs

14. Describe dislocated worker service strategies, including coordination with Registered Apprenticeship and state-level Rapid Response, GDOL career centers, and state/local Trade Act activities. Discuss how coordination will leverage all available services to maximize resources to ensure U1 claimants return to the workforce. *How do you expedite enrollment in training for dislocated workers so their UI benefits are likely to last throughout the training period?*

Georgia’s approach to Rapid Response leverages the relationships and knowledge of local workforce areas to help provide services to dislocated workers. This integrated approach ensures that the state both responds in a timely manner, and that the state has a presence with employers and employees after services have been provided. The allocation to local WIA’s allows to better implement the money resources with less duplication of services. Rapid Response teams include GOWD Rapid Response staff, GMWD staff, representatives from GDOL local career centers, and other economic development or community partners. The GMWD assists workers in accessing community resource services to support their transitions to new jobs or careers. The GMWD must maintain appropriate program alignment amongst the various employment programs and financial assistance agencies. This should include how the GMWD works with local offices which handle Trade Adjustment Act (TAA), Temporary Assistance for Needy Families (TANF), Wagner-Peyser and Unemployment Insurance so as to avoid duplication of services.

Rapid Response can provide customized services on-site at an affected company, accommodate work schedules, and assist companies and workers through the transitions associated with job loss. These services may include but are not limited to:

1. Employee Information Sessions
2. Employee Orientations on U.I and other GDOL Employment Services
3. Job Fairs
4. Onsite Transition Centers
5. Workshops encompassing the following topics:
 - a. Job search techniques
 - b. Career exploration
 - c. Career assessments
 - d. Labor market information
 - e. Resume writing
 - f. Interview skills
 - g. Money management
 - h. Community Resources exploration
 - i. Basic computer skills
6. Educational Opportunities:
 - a. Workforce Investment Act
 - b. Grants and scholarships through HOPE, and Pell
 - c. Adult Education and GED training
 - d. Post-Secondary school growth and demand programs
 - e. On the job training
 - f. Local college presentations at Job fair and employee information sessions
 - g. TAA information to certified customers
 - a. The GMWD has staff that coordinates the efforts for response to business and plant closures with the Georgia Department of Labor.
 - Overviews are provided on job site for affected workers
 - GMWD staff continue to work to see affected workers have a clear understanding of all WIA programs
 - GMWD staff assist Trade eligible customers complete the 2417 for Trade Assistance
 - b. WIA: The Workforce Investment Act (WIA) of 1998 provides funding for education and training to eligible individuals to enhance their current skills or learn a new trade

- Georgia Mountains Workforce Development Area 2 is one of 19 WIA areas in the State. It receives federal funds that have been allocated to the State of Georgia. Eligibility criteria apply to Adult and Dislocated Workers:
 - Adult –Must be 18 years of age or older, Provide documentation to support the “right to work” and compliance with Selective Service (if applicable).
 - Dislocated Worker - Must have the "right to work" and comply with the Selective Service Act (if applicable) and meet income guidelines if employed; must also meet one of the definitions for dislocated workers.
 - A. An individual who has been terminated or laid off, or who has received a notice of termination or layoff, from employment; is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 134 (c), attachment to the workforce, (6 months) but is not eligible for unemployment compensation that were not covered under a State unemployment compensation law; and is unlikely to return to a previous industry or occupation;
 - B. An individual who has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training services described in section 134 (d)(4), intensive services described in section 134 (d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;
 - C. An individual who was self-employed (including employment as a farmer, a rancher, or a fisherman), but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or
 - D. An individual who is a displaced homemaker:
 - a. An individual who has been providing unpaid services to family members in the home is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment, and
 - b. Has been dependant either on public assistance and whose youngest child is within two years of losing eligibility;
 - c. Has been dependant on the income of another family member, but is no longer supported by that income.⁴

⁴ Approved April 24, 2014

- All customers must also be determined suitable for WIA-funded Adult/DW services by a WIA staff member. Suitability is determined by examining some or all of the following items:
 - Length of training program;
 - Financial aid award/denial;
 - Household budget;
 - Support system;
 - Reliable transportation;
 - Assessment scores/program choice;
 - Current marketable skills;
 - Growth/Demand Occupation;
- The majority of GMWD customers receive assistance with training at Tech Schools, Colleges and Truck Driving Schools.
- Training must be in occupations identified in the local WIA plan as "growth and/or demand occupations" Growth and Demand Occupation lists are subject to change at any time due to fluctuating economic conditions. Applicant must demonstrate a demand for any additional occupation with GMWD approval.
- Training must result in an employment wage sufficient to maintain or increase income.
- GMWD assists with costs related to:
 - training, including but not limited to the following:
 - books, tuition and fees, general supplies, tools, uniforms and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc.
 - supportive services: Transportation, and child care when applicable
- Funding limitations will be as follows:
 - Up to \$6,000 in training costs, excluding support, may be expended for each participant for the first year of training (Takes effect for participants registered on or after 7/1/2014)
 - For training that extends beyond one year, total training costs may not exceed \$10,000 excluding support (Takes effect for participants registered on or after 7/1/2014)
 - Programs should not exceed 104 weeks (two years)
 - All customers must maintain full-time training status
 - All potential training customers must apply to the potential training site and apply for all applicable sources of financial aid
 - WIA funding may be provided for college level instruction only if all of the following conditions have been met:
 - The customer must be accepted into a certificate, diploma, or degree program and the course of study must be occupation- specific (i.e. radiology technician, accounting, teacher certification). No funds shall be provided for general academic programs (i.e. General Studies, Bachelors of Art, etc.)
 - Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate, diploma, or degree program.
 - The customer must demonstrate that he/she has the financial resources to attend long-term training

15. Describe how WIA and other funds available in the area are used to conduct outreach and recruitment for individuals in special populations, including veterans, individuals with

disabilities, public assistance recipients, offenders, customers with limited English proficiency, and other groups. Discuss the local area's services to older workers.

- Individuals in special groups benefit through the extensive collaboration of partnerships and efforts included in One-Stop system.
- The Consortium has identified Hispanic/Latino community within GMWD 2 and has improved efforts to provide material in Spanish.
- Executive Director of Legacy Link Title V serves on WIB and is a GMWD Consortium member.
- GMWD coordinates with DFCS and Vocational Rehabilitation to make sure all potential customers are serviced
 - Referrals
- One-Stops offer a variety of services such as workshops and computer stations for all groups
 - Market trends
 - Market projections
 - Lists of Job providers
 - Wage Interviews
 - O-Net
 - TOPSTEP
 - Specialized information to veterans
 - Copy Machines
 - Fax Machines
 - Employer committee
- Local One-Stop staff that has participated in the
 - Technical College Economic Initiative
 - Local Chamber of commerce
 - Governor's Competitive Initiative

16. Discuss the area's workforce services to businesses, and how business and organized labor representatives on the local Workforce Investment Board contributed to the development of these strategies. Provide a listing of business services available through the area's OneStop(s), such as planned employer workshops, tax credit assistance, and assessment and screening of potential employees. Additionally, *identify your economic development partners and describe the involvement of your economic development community in developing strategies, particularly new economic development and business strategies, including those with a focus on small business, entrepreneurial and self-employment training. (TEGL 12-10)*

- The WIB includes two labor representatives who actively participate in WIB planning.
- Business services offered through the system include:
 - Recruitment of job applicants
 - Screening of job applicants
 - Job Postings/Orders
 - Job/Employee matching
 - Skills Assessments
 - Workshops
 - Available space for employer interviews
 - Labor Market Information
 - Census Data
 - Unemployment Insurance information

- Job Fairs
- On-The-Job Training
- GMWD staff members attend Regional Commission meetings
- GDOL staff members are associated with the various Chambers of Commerce and attend meetings regularly
- Currently working to begin new welding training
- Availability of MTUs

17. The Local Government Services Delivery Act of 1997 defines ways in which jurisdictions will work together to reduce duplication by promoting coordinated service delivery. Discuss any regional service delivery strategies planned within your region. Examples of relevant strategies are: uniformity in eligible training providers, or uniformity in maximum allowable training and supportive service amounts.

- The GMWIB/CCEO requires coordination with other programs in the areas of supportive services and education and training services to ensure efficient, effective, and non-duplicative delivery of services. The coordination requirement is included in the Training and Supportive Services Policies and Procedures.
- There is only one WIA within the Georgia Mountains Workforce Development Area

18. Discuss how the local area is using various fund sources to develop integrated service strategies for adult customers, especially for TANF, *Supplemental Nutrition Assistance Program (SNAP)* and other low-income individuals, including the Georgia Fatherhood Program. (*TEN 35-09*)

- TANF customers are served through the local Adult ,Dislocated and Youth programs
- Adult workers who qualify for TANF or SNAP also meet for the income limits for WIA
- Georgia Mountains WD has met with the court systems in the Georgia Mountain area and discussed ways to assist court referred GED customers
- Mobile Training Units visits Ninth District Food Banks, Salvation Army providing WIA services
- All qualified customers may receive assistance with::
 - Travel
 - Childcare

19. An important feature of the customer-focused system under WIA is increased options for accessing workforce services. Discuss steps your area is taking to address increased options, such as: alternative access points, self-directed and electronic services, development of resource areas, orientation to services, enhanced reception/greeter functions, or service referral mechanisms for various customer groups at various sites within your system. What steps has your area taken to ensure the high volume of customers seeking WIA services receive timely services and/or referrals? Review and incorporate ETA's National Strategic Directions (TEGL 13-O6) - "System Reform and an Increased Focus on Workforce Education and Training" as appropriate.

- The GMWD has Overviews in the 13-county Georgia Mountains region on a regular basis. Every week there is an Overview in the Georgia Mountains Office at 1310 West Ridge Road in Gainesville, GA
- There are Overviews in two other counties each month. Every county will be visited with an Overview every 6 months. Overviews are conducted at each Career Center and Technical College each month throughout the Georgia Mountains Workforce Development area. Newspaper and radio are used to advertise Overview times and locations
- Signs have been posted at all partner agencies explaining WIA and application information
- Georgia Mountains Workforce Development utilizes the Georgia Mountains Regional Commission's Website for dispensing application materials
- Georgia Mountains Workforce Development has four formalized access points to WIA services provided through the Georgia Department of Labor Career Centers. It is anticipated that additional access points will be created by the strong collaboration of various partner agencies throughout the Georgia Mountains area
- The One-Stop site in the Department of Labor has transitioned to a "greeter" from a receptionist model for directing customers to appropriate services. In addition, the Career Centers allow individuals access to Internet applications, résumé preparation, and basic computer software in resource areas
- The two (2) Georgia Mountains Workforce Development Mobile Training Units will be used to further employment and economic development in the Region by providing computer access that is limited in some areas. Mobile Units will work with area technical colleges, local adult learning centers, local school systems, businesses, and industries in order to meet the demand for GED testing and other training needs. The Mobile Units will also help alleviate issues where staffing and/or spacing is limited and cannot keep up with present demand.
- The Mobile Training Units will be taken to local food banks, libraries, public housing units, local community events, job fairs, and other Area 2 locations where individuals need assistance with job related activities. Unemployed/Under Employed individuals will be provided access to computers to assist with on-line job searches and application, resume' writing, interviewing skills, and given access to online career assessment surveys whereby they can determine possible career paths.

- The Mobile units and the staffing team will partner with local business and industries to provide access to training facilities in order to allow for a learning atmosphere with adequate computer resources.
- The mobile units will be utilized as an onsite testing center for WIA Youth and central testing/training center for Youth in WIA programs with access to limited transportation.
- Mobile units are to be used in Rapid Response situations by partnering with the Georgia Department of Labor to assist individuals completing unemployment insurance claims at their place of work during a difficult time in their lives.
- Employment services as well as basic computer and Microsoft Office training is provided to those with limited and/or no computer knowledge and or Microsoft Office Training skills, if deemed necessary.
- Monthly statistics will be kept on all activities for the mobile units. The statistics will be provided to the Georgia Mountains Workforce Development Board at the quarterly meetings.
- Coordinate with local Technical Colleges and Adult Learning Centers to provide GED services.
- From July 31st 2013 to present 1000 people have visited the Mobile Training Vehicles for individualized services. Over 1367 different actions have been tracked on board the Mobile Units. This includes 172 on-line job searches, 64 online job applications, 338 resumes' developed/critiqued, 25 Unemployment Claims, 115 individuals assisted with GED and skills testing, 45 career assessment surveys, 17 youth tested, and 307 people receiving information on the WIA program and the services provided by Georgia Mountains Workforce Development.

Below is a list of the locations the Mobile Units have visited since July 31st and will visit within the month.

- Adult Learning Centers
Banks County Adult Learning Center
Dawson County Adult Learning Center
Hart County Adult Learning Center
Hall County Adult Learning Center – GED Studies
- Area Businesses
Schreiber Foods
Conditioned Air Systems
- Colleges
Lanier Technical College – Hall, Dawson,
North Georgia Technical College – Stephens
- Food Banks
Georgia Mountain Food Bank
Good Samaritan Food Bank
Northlake Baptist Food Bank

20. If the local area has chosen to contract with institutions of higher education and other training providers, please describe plans to increase the availability of training in high-demand occupations to workforce system customers, ***including the process to be used in selecting service providers under a contract for services, as required per 20 CFR 663.43***. What training institutions and industries will be targeted? What steps will be taken to ensure customer choice will not be limited? ***(TEGL 23-10)***

- N/A
21. Discuss how the local area plans to prepare workers for the energy efficiency and renewable energy industries and other green jobs through additional training and certification activities.
- A “weatherization” program was developed by Lanier Technical College. The program is a pilot program in the state of Georgia. Graduates of the program learn principles relating to energy efficiency of appliances, home construction, insulation and windows
 - Some graduates are offered the opportunity to participate in a paid work experience through the Gainesville Housing Authority enhancing their newly acquired skills. The area in the past coordinated with the Gainesville Housing Authority to maximize the resources of the “weatherization” program. The Housing Authority has offered full-time employment to several “weatherization” program graduates
 - Both of these projects are currently on hold until more demand is needed
22. If the area has chosen to allow up to 20% of local WIA Dislocated Worker formula funds for Incumbent Worker Training for purposes of layoff aversion [per the state waiver under WIA Section 189(i)(4)(B)], please describe. If the area does not offer Incumbent Worker Training services, please explain.
- Currently there is no incumbent workers program. If funds will allow, an incumbent training manual will be developed in 2014-2015
23. Discuss the local area’s efforts to promote On-the-Job Training (OJT) and Customized Training (CT) in the business community. Has the area chosen to adjust OJT reimbursement or the employer contribution requirement for CT using a sliding scale based on the size of the employer [per the state waiver under WIA Section 189(i)(4)(B)]? If the area does not offer OJT services, please explain.
- OJT assists Adults and dislocated workers with gaining experience, knowledge and skills in demand industries. Participants must be unemployed through no fault of their own or be a displaced homemaker seeking to re-enter the workforce.
 - Trainees undergo a skills assessment and we develop a training plan in conjunction with the employer. To determine the appropriate length of the training plan, consideration should be given to the skill requirements of the occupation, the prior academic and occupational skill level of the participant, prior work experience, level of job difficulty, and the participants Individual Employment Plan or strategy.
 - OJT Training is limited in duration based on the occupation and training needs of the participant. Trainee’s performance and understanding of the job duties are evaluated at the beginning, middle and end of the training period. Modifications to the OJT Training Plan may be executed as needed with the most common modification being to extend the training period.
 - Reimbursement of trainee wages is from 50% to 90% (with use of Employer Match for On- the Job Training waiver) depending on the size of the employer, with the larger reimbursement percentage going to small and medium size employers.

- Reimbursement will be broken out into two payments. After training is completed and 90 days after training is completed.
- Employers can refer prospective applicants to us to determine if they would be eligible and suitable for OJT Training.
- Goals for OJT include assisting at least one employer in each county and doubling participation over the next year.

VI. Performance Accountability

1. Describe local strategies for obtaining and using customer feedback *to ensure customer satisfaction.*

The GMWD Area 2 is using customer satisfaction surveys and transition interviews with each customer served through the Georgia Mountains WD system.

Surveys include information questions pertaining to:

- WIA services
- Case management services
- Training provider/program

If deficiencies are noted, appropriate corrective actions may occur.

2. Describe the board's strategies and process for evaluating the system's progress in meeting the needs of employers and individuals in the community, including how the board is promoting continuous **quality** improvement of the local system.

- Quarterly performance reports to WIB
- Quarterly WIB meetings
- GMRC financial reports

3. Discuss steps the local area has taken to ensure transparency and accountability of all local funding.

- WIB receives quarterly financial reports
- GMRC receives quarterly financial reports
- Open meeting law
- Request for purchase and minimum three (3) quotes
- Approved by Department Head
- Another approval by Executive Director
- Purchase
- Over \$5000.00 purchase approved by GOeDWD

VII. Equal Access and Opportunity

1. Briefly describe local procedures and staffing to address grievances and complaint resolution. (See Table # 7.1 & 5.4)
 - The local procedures for handling grievous are described in Table #5.4. The WIA EO officer handles grievances and complaint resolution

2. Describe how the local area is ensuring full accessibility of sites and services. Examples include: an accessibility checklist on which staff have been trained, assistive technology in resource rooms, and ongoing coordination, training and mutual referrals with community rehabilitation providers.
 - The GMWD One-Stop and local Workforce Development office is fully accessible. The One-Stop has automatic opening doors, assistive technology and large print screens in the resource room and on-site interpreters. Rehabilitation Services, also located at the One-Stop, is the primary community rehabilitation provider with whom training and mutual referrals are conducted
 - Job Fairs
 - GMWD continually schedules (meeting dates and times are publicized in local newspapers, radio and career centers) WIA program Overviews in all 13 member counties allowing for:
 - easier access to WIA services
 - explanation of eligibility requirements
 - learning WIA services
 - GMWD partners with the Trade Act's Trade Adjustment Assistance (TAA), to provide if eligible:
 - ESL at local Adult Learning Centers
 - GED Training at local Adult Learning Centers
 - financial aid for testing
 - case management
 - eligibility processing
 - further occupational skills training
 - supportive services
 - Mobile Training Units
 - Handicap accessible
 - Handicap station available

3. Describe the local policy for ensuring, priority of service for covered persons, e.g., veterans and eligible spouses, how local area service providers ensure priority of service, and how GDOL employment services to veterans, are integrated into the local workforce system.
 - Veterans and eligible spouses are served as either adults or dislocated workers; they are provided the complete array of core and intensive services at the local One-Stop Career Center prior to entering training. Service to veterans is coordinated with the Veteran’s representative based at Career Centers. (see Table # 7.2)
4. Describe the area's efforts to address the needs of customers with Limited English Proficiency (LEP). Key elements include staff, technology and availability of materials in languages prevalent in the area.
 - Partners with GDOL to provide:
 - Translation and interpretive services
5. Where applicable, describe how outreach and recruitment services to Migrant and Seasonal Farmworkers (MSFWS) are integrated into the local workforce system. Additionally, discuss any specific local or regional service strategies for working collaboratively with business and industry and the education community to develop strategies to overcome barriers to skill achievement and employment experienced by migrant and seasonal farmworkers, and to ensure they are being identified as a critical pipeline of workers (TEGL 17-10).
 - At present there are no area strategies due to the limited number of migrant workers in the area. All services are available to individuals who are referred to the local career center

Table # 2.1

Georgia Mountains Workforce Development Board

Name	Member Type	County	Date Appointed	Date Expire
Auvermann, Charlie	Public/Econ. Dev	Dawson	Oct. 2011	Oct. 2014
Bala, Tim	Public/Education	Hall, Dawson, Forsyth	Sept. 26, 2013	Sept. 26, 2016
Berg, Mike, CCEO Chair	Public/Private	Dawson	Oct. 2011	Oct. 2014
Bridges, Thomas	Private/Public	Franklin	Jan. 2013	Jan. 2015
Cagle, David	Private/Organized Labor	Hart	Oct. 2011	Oct. 2014
Caudell, Tammy	Public	All 13	Jul. 2013	Jun. 2015
Chafin, William	Public	Hart	Oct. 2011	Oct. 2014
Dockery, Chris	Public/Private	Lumpkin	Jun. 2013	Jun. 2015
Farmer, Rex	Private	Hall	Sept. 26, 2013	Sept. 26, 2016
Freeman, Pat	Public	All 13	Oct. 2011	Oct. 2014
Gibby, Andrea, Chair	Private	Towns	Oct. 2011	Oct. 2014
Griggs, Mitch	Public	Union	Sept. 26, 2013	Sept. 26, 2016
Harrell, Dale	Private/Organized Labor	All 13	Oct. 2011	Oct. 2014
Hill, Peter J. Sr.	Private	Dawson	Oct. 2011	Oct. 2014
Ivester, Mark	Public/Education	Habersham, Union, Stephens	Jan. 2013	Jan. 2015
James, Gregg	Private/Public	Rabun	July. 2013	Oct. 2014
Lewis, Danny	Public	All 13	Sept. 26, 2013	Sept. 26, 2016
Mack, Deborah K.	Public	Hall	Sept. 26, 2013	Jun. 26, 2015
Norton, Sam	Private	Lumpkin	Oct. 2011	Oct. 2014
Oliver, Tom	Private	Hall	Sept. 26, 2013	Sept. 26, 2016
Reece, Sammy	Private	Banks	Sept. 26, 2013	Sept. 26, 2016
Riley, Janice	Public	All 13	Oct. 2011	Oct. 2014
Scarborough, Dean	Private	Stephens	Mar. 2012	Mar. 2015
Simmons, Nikki	Public	Banks, Habersham, Hall, Rabun, Stephens, White	Jun. 2013	Jun. 2016
Smith, Danette	Public	Dawson, Forsyth, Hall, Lumpkin, White	Jun. 2013	Jun. 2016
Schubring, Ken	Private	Habersham	Oct. 2013	Oct. 2016
Tam, Brian	Private	Forsyth	Sept. 26, 2013	Sept. 26, 2016
Turner, Travis	Public	White	Sept. 26, 2013	Sept. 26, 2016
Wade, William S. Vice Chair	Private	Dawson	Sept. 26, 2013	Sept. 26, 2015
Wareham, Mary	Public	Banks, Hall, Hart, Franklin	Jun. 2013	Jun. 2016

Table # 2.2

Board Structure	
Mike Berg	CCEO Chair
Andrea Gibby	Chair
William S. Wade	Vice Chair
Deborah Mack	Secretary/Treasurer

Table #2.3

**GEORGIA MOUNTAINS WORKFORCE INVESTMENT BOARD
GEORGIA MOUNTAINS REGIONAL COMMISSION
MEMBERSHIP NOMINATION FORM**

Nominee: _____

Member Category: _____

County(ies) Represented: _____

Address: _____

Telephone: _____ Fax: _____

Email Address: _____

Occupation and Responsibilities: _____

Member Nominated By: _____

CCEO Chairman: _____ Date: _____

Table # 2.4

Youth Council Members

NAME	ORGANIZATION	COUNTY
Auverman, Bindy	Next Generation	Dawson
Crain, Scott	BOE/Contractor	Hall
Hanes, Angie	Parent of Youth	Hall
Highsmith, Lee	Junior Achievement	NEGA Region
Hughes, Joan	City of Hartwell	Hart
Pratt, Tina	Housing Authority	NEGA Region
Reece, Sammy	Business Owner	Hall, Banks
Dalin, Brenda	Ninth District	Hall
Ruff, Chevalier	Hall Boys & Girls Club	Stephens, Hall
Ward, Shelby	NGTC GED Site Admin.	Habersham
Wade, Will	BOE	Dawson
Simmons, Niki	Job Corps	Regional
Cotton, Shanna	Ninth District	Hall
Laffredo, Bonnie	United Way	Habersham
Stowers, Jenny	Century 21	Towns

Table # 2.5

2012 Georgia Mountains Workforce Development Job Titles and Duties

Name	Title	Job Description
John Phillips	Georgia Mountains WD Director	Provides administrative support to the Board by planning, developing, maintaining and administering the Plan, developing RFPs, proposes policies and procedures in compliance with the Act, designs and maintains local area website, participating in various training sessions/conferences, developing and distributing a quarterly newsletter, developing working relationships with area collaborative partner agencies and local businesses and other duties as required by the Board.
Becky Sievers	Director of Finance, GMRC	25% Prepares and maintains the annual budget. Reviews contracts and grants to insure compliance. Prepares financial information and reports for Executive Director and department heads. Prepares and submits monthly, quarterly, and annual financial reports to applicable funding agencies. Approves and processes all accounts payable.
Nona Turk	Billing Specialist	Provides financial management of all WIA funded activities, completes Financial Status Reports, processes customer support, completes bank reconciliations, processes training invoices and participates in annual review process, tracks ITA obligations and expenditures.
Cheryl Smith	Financial Assistant (Part Time)	Supports Billing Specialist with financial management of all WIA funded activities.
Diane Jackson	Administrative Assistant	Provides detailed administrative support to the program staff and to the Board, develops and submits training provider agreements, provides . Utilizes VOS reports database to provide Board with up-to-date performance information. Reviews Adult and dislocated worker files for program eligibility.
Open	Intake Program Assistant/Career Advisor/Data Entry	Provides detailed career assessment services to customers in the application process throughout the One-Stop system, administers the CAPS, CDM, TABE and SAGE. Coordinate overview sessions to Georgia Mountains 13

		county area.
Ginger Little	Intake Manager	Provides detailed career assessment services to customers in the application process throughout the One-Stop system, administers the CAPS, CDM, TABE and SAGE. Enters customer information in VOS.
Dawn Bruce	Receptionist/Intake Services	Provides customer service to incoming customers. Supports Intake Manager with acceptance of all WIA funded applications. Orders and maintains supplies for office.
Diana Eddins-Wiggin	A/DW Supervisor	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers. Also provides supervision to Adult and DW staff.
Gloria Dodd	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information.
Dan Thornton	A/DW Case Manager and Rapid Response Coordinator	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information. Manages Rapid Response activities.
Wanda Payne	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information
Josette Jeanis	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information
Jessica Williams	Youth Supervisor	Provides comprehensive case management services to Youth services WIA funded customers, issues yearly RFPs as needed to secure additional services, coordinates Youth Council (members, meetings), applies for applicable grant dollars, coordinates with area partner agencies to ensure non-duplication of services, develops youth program in conjunction with youth performance standards to ensure compliance. Provides supervision to Youth staff.
Ebony Tucker	Youth Services Case Manager	Provides comprehensive case management services to Youth services WIA funded customers

Danielle Avelar	Youth Services Case Manager	Provides comprehensive case management services to Youth services WIA funded customers
Faith Bryan	Information Services Director	10% Provides technical assistance regarding computer hardware and software. Communicates with supervisors, employees, the public, and others as needed to coordinate work activities, exchange information, and resolve problems.
Andrea Newsome	Human Resources Specialist	50% Performs a variety of administrative duties, including payroll processing. Serves as Benefits Coordinator and assists in the coordination and scheduling of interviews. Coordinates and expedites activities among various agency departments regarding personnel issues.
Peggy Lovell	Executive Assistant	10% Types contracts; notarizes and processes contracts as well as other documents; develops and oversees contract files; Receives various forms, reports, correspondence, manuals, reference materials, or other applicable documentation. Reviews, completes, processes, forwards or retains as appropriate.
Marissa Smith	Administrative Secretary	15% Types, copies, mails, distributes letters and other correspondence; prepares or completes forms, reports, memos or other documents; assists in preparing monthly newsletter. Directs all calls and inquiries to the correct agency.
Niki Duncan	On the Job Training Coordinator	Markets the OJT program to the 13 counties supported by GMRC-WD. Coordinates OJT for customers of the Workforce Investment Act. Qualifies participants, assesses skill levels, and completes OJT plan with employers. Assists with follow up files for customers that have completed Workforce Investment Act training.
Whitney Williams	A/DW Program Assistant	Coordinates Overviews, Job Fairs, and Technical school information and updated Media sites. Customer service provider. Follows up with customers and employers as needed to complete follow up
Patrick Shuler	Youth Program Assistant	Maintenance of intake files including reviewing the files for accuracy. Assists customers in completing application processes. Updates files quarterly/by semester with grades, schedules, ITA reviews. Customer service provider. Follows up with customers and employers as needed to complete follow up.

Samantha O'Day	Youth Services Intake Assistant	Assists in implementation of all aspects of the area's youth program. Guide potential youth in the application process. Maintenance of intake files. Administers required assessments/ pre-requisites to eligibility determination. Upon completion of program updates service assignments and completion packets.
Micah Thomas	MTU Instructor	Promote, schedule, operate and maintain Mobile Training Units in support of WIA youth, Adult, Rapid Response and OJT programs in the 13 county GMRC service area. Provide employment oriented service to residents. Develop and present customer educational programs. Administer assessments. Assist with Intake and follow-up services
Keith Krauth	MTU Instructor	Promote, schedule, operate and maintain Mobile Training Units in support of WIA youth, Adult, Rapid Response and OJT programs in the 13 county GMRC service area. Provide employment oriented service to residents. Develop and present customer educational programs. Administer assessments. Assist with Intake and follow-up services

Table # 4.1

Employment Wage Statistics

The table below shows estimated average wage information Georgia Mountains Workforce Investment Area, Georgia for the 3rd quarter, 2013.

Area Name	Total Average Employment	*Average Hourly Wage	Average Weekly Wage	*Average Annual Wage
Georgia Mountains Workforce Investment Area, Georgia	212,205	\$18.48	\$739	\$38,428
Georgia	3,920,080	\$21.68	\$867	\$45,084

* Assumes a 40-hour week worked the year round.

Source: Labor Market Statistics, Quarterly Census of Employment and Wages Program

Area Labor Force, Employment and Unemployment Data

The table below shows estimated labor force, employment and unemployment information in Georgia Mountains Workforce Investment Area, Georgia for January, 2014. These figures are not seasonally adjusted.

Area Name	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate	Preliminary Data
Georgia Mountains Workforce Investment Area	307,187	287,859	19,328	6.3%	Yes

Source: GA Dept. of Labor, Workforce Information & Analysis, Local Area Unemployment Statistics Unit

Income Totals

The table below shows the most recent income information for Georgia Mountains Workforce Investment Area, Georgia.

Income Description	Income Source	Year	Total
Per Capita Personal Income - BEA	BEA	2011	\$33,390
Total Personal Income - BEA	BEA	2011	\$20,946,492,000

Industry Employment Distribution

The table below shows the distribution of industries in Georgia Mountains Workforce Investment Area, Georgia for the 3rd quarter, 2013.

Rank	Industry Sector	Establishments	Employees
1	Manufacturing (31-33)	846	37,539
2	Retail Trade (44 & 45)	2,076	27,030
3	Health Care and Social Assistance	1,340	26,623
4	Accommodation and Food Services	1,083	20,634
5	Education Services	358	20,153
6	Admin., Support, Waste Mgmt, Remediation	944	13,804
7	Wholesale Trade	1,159	11,560
8	Construction	1,775	10,749
9	Public Administration	230	9,439
10	Professional, Scientific & Technical Svc	1,820	7,724
11	Transportation and Warehousing (48 & 49)	416	5,493
12	Finance and Insurance	777	5,001
13	Other Services (except Public Admin.)	923	4,236
14	Arts, Entertainment, and Recreation	206	2,986
15	Information	222	2,310
16	Management of Companies and Enterprises	65	1,889
17	Agriculture, Forestry, Fishing & Hunting	120	1,534
18	Real Estate and Rental and Leasing	581	1,493
19	Utilities	34	1,100
20	Mining	20	125

Occupational Employment Distribution



The table below shows the distribution of occupations in Georgia Mountains Workforce Investment Area, Georgia for the 2010 - 2020 time period.

Rank	Occupation Group	2010 Estimated Employment	2020 Projected Employment
1	Office and Administrative Support Occupations	32,972	40,235
2	Sales and Related Occupations	24,359	28,676
3	Production Occupations	24,807	27,363
4	Transportation and Material Moving Occupations	17,438	21,680
5	Food Preparation and Serving Related Occupations	16,595	20,811
6	Education, Training, and Library Occupations	15,896	19,770
7	Management Occupations	14,391	16,127
8	Healthcare Practitioners and Technical Occupations	10,205	14,417
9	Construction and Extraction Occupations	10,454	12,980
10	Installation, Maintenance, and Repair Occupations	8,914	10,657
11	Business and Financial Operations Occupations	7,739	10,160
12	Building and Grounds Cleaning and Maintenance Occupations	7,197	9,078
13	Personal Care and Service Occupations	6,327	8,896
14	Healthcare Support Occupations	4,205	6,111
15	Protective Service Occupations	4,095	4,639
16	Computer and Mathematical Occupations	2,817	3,665
17	Arts, Design, Entertainment, Sports, and Media Occupations	2,468	2,936
18	Community and Social Services Occupations	2,036	2,750
19	Farming, Fishing, and Forestry Occupations	2,393	2,279
20	Architecture and Engineering Occupations	1,412	1,591
21	Legal Occupations	1,132	1,362
22	Life, Physical, and Social Science Occupations	722	825

Source: Labor Market Statistics, Occupational Employment Projections Unit

Occupations by Employment Wage

The table below shows the occupations with the highest paying 2012 estimated mean (annual) wages in Georgia Mountains Workforce Investment Area, Georgia.

Rank	Occupation	2012 Estimated Mean Annual Wage
1	<u>Physicians and Surgeons, All Other</u>	\$231,188
2	<u>Pediatricians, General</u>	\$223,031
3	<u>Dentists, General</u>	\$208,179
4	<u>Family and General Practitioners</u>	\$199,160
5	<u>Chief Executives</u> ✨	\$169,412
6	<u>Lawyers</u> ✨	\$129,190
7	<u>Computer and Information Systems Managers</u> ✨	\$127,941
8	<u>Architectural and Engineering Managers</u> 🌱	\$115,382
9	<u>Training and Development Managers</u>	\$111,679
10	<u>Physician Assistants</u> ✨	\$110,219

✨ BRIGHT OUTLOOK NATIONALLY |
 ✨ BRIGHT OUTLOOK STATEWIDE |
 🌱 GREEN OCCUPATIONS

Wage Source: Occupational Employment Statistics and Wages Program

25th % and 75th % wage rates represent the 25th and 75th percentile of the wage distribution, respectively

Table 5.1

ADULT SELF-SUFFICIENCY POLICY

The Georgia Mountains Workforce Investment Board has defined self-sufficiency for Adult customers as the following:

- earning a personal or household income that is more than 200% of Federal Lower Living Income Chart (FLLIC) for an appropriate six-month period.

The table below lists the current FLLIC information effective April 2, 2014 as applies to WIA eligibility for program years 2013-2014.

INCOME LEVEL CHART
Effective April 2, 2014

Family Size	Personal / Household Income		
	Hall	Dawson/Forsyth (Atlanta MSA)	Other 10 GMWIA Counties
1	\$ 5,835	\$ 5,835	\$ 5,835
2	\$ 7,910	\$ 7,865	\$ 7,865
3	\$ 10,856	\$ 9,895	\$ 9,945
4	\$ 13,403	\$ 11,925	\$ 12,277
5	\$ 15,819	\$ 13,962	\$ 14,488
6	\$ 18,501	\$ 16,327	\$ 16,943
7	\$ 21,183	\$ 18,692	\$ 19,398
8	\$23,865	\$ 21,057	\$ 21,853
For each over, add:	\$ 2,682	\$ 2,365	\$ 2,455

5

⁵ Approved April 24, 2014

Table # 5.2

Georgia Mountains Workforce Development Supportive Services

Georgia Mountains Workforce Development (GMWD)

Subject: Supportive Services Policy and Procedures

Issuance Date:

Effective Date: July 1, 2014 for all participants

Action: To establish a policy and procedure for support services required by the Georgia Department of Economic Development, Workforce Division.

Background: Supportive Service means a reimbursement to a participant to eliminate a barrier that prevents or makes it difficult for a participant to complete their educational plan and to secure employment. Supportive Services are based on individual need. The Individual Employment Plan (IEP) is to indicate the need for support services. There must be no other sources of support that meet the customer's need. Such services must enable participants to engage in WIA services or to provide them with a better opportunity to gain employment or to retain their jobs.

The term "supportive services" means services such as transportation, dependent care, and more rarely used services such as needs-related payments and special requests. These must be necessary to enable an individual to participate in activities authorized under WIA, consistent with the provisions of WIA.

Policy and Procedures: The following policy and procedures are the basis for providing participants support services within the Georgia Mountains Workforce Investment Area.

1. Supportive Services are based on the individual participant's needs determined by an objective assessment. To be eligible for supportive services the participant must be receiving or have received food stamps or TANF in the previous 6 months or the participant's family income must be at or under 250% of current Income Guidelines for WIA Low Income Level. Exception made for participants considered in-school youth or unemployed out-of-school youth.⁶
2. Supportive service needs must be specified in the Individual Employment/Education Plan (IEP).
3. Case Managers should ensure that participants make every effort to utilize other existing community resources and programs such as state and federal social services, community action agencies, and other identified community resources to meet identified participant needs. See Support Service Request form.
4. The reason for support services must be documented and must relate to the need as defined in the IEP. All support service transactions must be noted in the participant's case notes. A Support Service Request form must be completed by either the participant or the case manager and must be retained in the participant records.
5. The amount of funding available for support services is limited. To ensure that every participant has the opportunity to access these funds as needed, the maximum amount any one participant may receive under

⁶ approved on 07/31/14

- support service is \$3,000 per year. GMWD provides assistance for a maximum of two years. Maximum supportive service amount received is limited to \$6,000 without a waiver.
6. All participants' Supportive Service expenditures must be submitted, utilizing the attendance forms, dependent care forms, or other methods required by GMWD to the GMWD Case Manager for approval and for processing.
 - a. Customers must attend class or clinical placement to receive any transportation support payment for that day. Attendance forms are completed by the customer and signed by the instructor(s). The attendance form is submitted to the Case Manager on a bi-weekly basis and maintained in the customer file.
 - b. The Case Manager is to verify the actual costs that are being submitted for payment and to review previous authorizations in the participant record to avoid duplication of services or double billing of the item.
 - c. Payments will be made directly to the participant as a reimbursement. Payments will not be made for sick days, holidays, days when no class is scheduled, days when class has been cancelled, or for internet classes. Customers must be making satisfactory progress (a minimum of 2.0 on a 4.0 scale or a minimum of a C on an A, B, C, D, F scale or 70% on a 100% scale) and cooperating with instructional process to continue to receive support payments.
 7. All substantial changes in a participant's supportive services (e.g., receiving more money for existing services) will be updated as soon as possible in the case management data system (Georgia Work Ready Online Participant Portal-GWROPP). All support payments for a participant must be entered in GWROPP by creating a voucher showing the total amount paid out no later than 60 days after participant exit.⁷
 8. A review of the dependent care, transportation and other support follows; along with what should be considered when requests for these items arise. Needs Related is attached in a separate policy.
 - a. Dependent Care- This service is provided to help participants meet their family care needs. Dependent Care is a crucial element for many of our local area participants. If a participant has children who may need child care this should be identified on the Support Service Request and in case notes. The assessment should also include information on family members who may be available to provide child care and eligibility for child care assistance from DFACs or any other non-WIA provider. Because child care can consume program funds at a very rapid rate, all other providers of child care must be exhausted prior to authorizing child care under WIA.
 - i. Participants utilizing licensed dependent care services will be required to submit information stating the cost and other pertinent contract requirements. Reimbursement will be based on the cost of the services and the contract requirements up to the maximum dollar amount allowed per child, based on the county of residence (See Childcare Payment Chart below). Private or In-Home dependent care services will be reimbursed at the case manager's discretion up to the maximum dollar amount allowed per child of \$15.00 per day (see Childcare Payment Chart below). Dependent Care will be classified as one more of the following:
 - Child or dependent under the age of 14 who is receiving 50% or more of their daily living needs from the WIA participant; or child or dependent, regardless of age, who requires assistance due to disability or medical condition.

⁷ Approved 07/31/14

CHILDCARE PAYMENT CHART

Participants shall receive a maximum of \$200 per week for dependent care reimbursements for licensed or private providers.

County of Residence	Average Cost per Child
• Banks	• 80
• Dawson	• 100
• Forsyth	• 100
• Franklin	• 80
• Habersham	• 80
• Hall	• 100
• Hart	• 80
• Lumpkin	• 100
• Rabun	• 80
• Stephens	• 80
• Towns	• 80
• Union	• 80
• White	• 80

9. Transportation Expenses- This service ensures mobility between home and location of training or practicum/clinical site. Eligible participants using their own vehicle for travel to and from WIA programs will be reimbursed as follows (Exception made for participants considered in-school youth or unemployed out-of-school youth).⁸

a. Distance between the participant’s residence and training location will be determined using <http://www.randmcnally.com>.

Round trip	Daily Rate
0-5 miles	\$ 0.00
5-10 miles	\$ 5.00
10 and over	\$10.00

b. Special Requests- Based on funds availability and documented need, the following general policies will apply to additional Supportive Services that require the Director’s approval:

Eligibility for funding will be determined on a case-by-case basis by the GMWD Case Manager and GMWD Director in conjunction with WIA policies. Verification of need must be documented by submitting a Special Request Form and any other documentation the GMWD Case Manager deems necessary for determining eligibility. Special requests, if approved by the Director, will be limited to \$200.00 for the first 12 months of school and \$200.00 for the second 12 months for a maximum amount of \$400.00 per student per enrollment in the WIA program. **Approval from the Director must be obtained prior to expending WIA funds for Special Requests.**

Other allowable supportive services include but are not limited to:

⁸ approved on 07/31/14

- c. Health Care and Medical Services – These services are of a one-time nature, such as a physical examination, prescription drugs, prescription eyeglasses, immediate dental care, and mental health care which are needed to enable an individual to participate in any reemployment activity
- d. Legal Services: Cost for legal services may be covered when the law, courts and related situations interfere with the participant's ability to continue training or seek employment
- e. Out-of-Area Services: A participant may be provided assistance with costs incurred for out-of-area training or other activities (such as travel to take a licensing test) that are part of their Individual Employment Plan. Lodging, per diem, mileage and other reasonable and necessary costs may be covered. When calculating the level of assistance, providers may opt to cover actual costs or use Federal mileage, lodging and per diem rates and cover any amount up to that level based on available budget and other sources of assistance
- f. Internet Services: Payment of internet services is considered an allowable expense for participants who must have internet access for distance learning. There may be other circumstances where internet payments are an allowable expense. In those circumstances case managers should request approval from their program manager prior to making internet payments.
- g. Other supportive services may be provided as determined by the local workforce area. Such goods and services should be reasonable and necessary for the participant to remain in training and/or obtain or retain employment. These services may include, but are not limited to:
 - 1. Personal grooming and hygiene needs;
 - 2. Bonding and liability insurance for employment;
 - 3. Work clothing (includes clothing for interviews);
 - 4. Financial counseling or assistance;
 - 5. Application fees and GED fees;
 - 6. Auxiliary aides and services for participants with disabilities; and
 - 7. Drug testing as required for employment (includes WEX).

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

- 1. Rent deposits or housing deposits;
- 2. Mortgage payments;
- 3. Car payments;
- 4. Purchase of vehicles; and
- 5. Fines
- 6. Late Fees

NAME: _____ SSN: _____

1. What types of items/services do you need that would be useful in achieving your goal of becoming self-sufficient?

A. _____ Cost: _____

B. _____ Cost: _____

C. _____ Cost: _____

2. Why do you need these services and how long do you anticipate you will need these services?

3. How do you plan on acquiring these items/services if WIA cannot assist you at this time?

4. How do you plan on acquiring these items/services in the future (when your training is complete)?

5. Has payment for these services been requested from another agency?

_____ Yes _____ No Identify the agencies.

7. List the current sources and the amount of your monthly income.

A. _____ Amount: _____

Participant Signature: _____ Date: _____

Disposition of request:

[] Approved: Reason for Approval.

[] Denied: Reason for Denial.

Staff Signature

Date

Support Service Waiver Request 1

Defined Population Cap Increase

Potential Impacted Funding Stream(s): Adult, Dislocated Workers, Youth In and Out

Definition for this population: Single parent of two or more children who is ineligible for assistance with child care through the CAPS program.

Circumstances:

A single parent may incur costs for child care of more than \$100 per week per child in counties in our area. Licensed providers require payment even when a child is not present to hold their place in the child care center. Participants may be required to attend classes 215 days per year.

Proposed Increased Cap: \$7,500 per year

Methodology:

Our policy allows for up to \$100 per week for child care per child with a maximum of \$200 per week and up to \$10 per day for transportation reimbursement.

$\$100.00 \times 52 \text{ weeks} = \$5,200$

$\$10.00 \times 215 \text{ days} = \$2,150$

The additional \$250 has been added to meet the other possible needs, such as out of area services, prescription eyewear, youth incentives or special requests.

From GMWD plan:

All customers must maintain a full-time training status as determined by the training provider. Exceptions to this policy may be approved on a case-by-case basis at the case manager's discretion.

From GMWD Enrollment Agreement:

I agree to adhere to the Training Provider's policies regarding registration, cancellation, late fees, conduct, and payment of late registration/cancellation fees or penalties. I also agree to register as a full-time student as defined by my Training Provider – dependent upon course availability. Schedules that are less than full-time status require a written statement from the advisor.⁹

⁹ Board Approved 07/31/14

Support Service Waiver Request 2

Defined Population Cap Increase

Potential Impacted Funding Stream(s): Adult, Dislocated Workers, Youth In and Out

Definition for this population: One or Two parent families of two or more children whose household income is under 200% of the Income Guidelines for WIA Low Income Level.

Circumstances:

Families may incur costs for child care of more than \$100 per week per child in counties in our area. Licensed providers require payment even when a child is not present to hold their place in the child care center. Participants may be required to attend classes 215 days per year.

Proposed Increased Cap: \$7,500 per year

Methodology:

Our policy allows for up to \$100 per week for child care per child with a maximum of \$200 per week and up to \$10 per day for transportation reimbursement.

$\$100.00 \times 52 \text{ weeks} = \$5,200$

$\$10.00 \times 215 \text{ days} = \$2,150$

The additional \$250 has been added to meet the other possible needs, such as out of area services, prescription eyewear, youth incentives or special requests.

From GMWD plan:

All customers must maintain a full-time training status as determined by the training provider. Exceptions to this policy may be approved on a case-by-case basis at the case manager's discretion.

From GMWD Enrollment Agreement:

I agree to adhere to the Training Provider's policies regarding registration, cancellation, late fees, conduct, and payment of late registration/cancellation fees or penalties. I also agree to register as a full-time student as defined by my Training Provider – dependent upon course availability. Schedules that are less than full-time status require a written statement from the advisor

Support Service Waiver Request 3

Defined Population Cap Increase

Potential Impacted Funding Stream(s): Adult, Dislocated Workers, Youth In and Out

Definition for this population: Single parent of one child who is ineligible for assistance with child care through the CAPS program.

Circumstances:

A single parent may incur costs for child care of more than \$100 per week per child in counties in our area. Licensed providers require payment even when a child is not present to hold their place in the child care center. Participants may be required to attend classes 215 days per year.

Proposed Increased Cap: \$5,500 per year

Methodology:

Our policy allows for up to \$100 per week for child care per child with a maximum of \$200 per week and up to \$10 per day for transportation reimbursement.

$\$100.00 \times 52 \text{ weeks} = \$5,200$

$\$10.00 \times 215 \text{ days} = \$2,150$

The additional \$250 has been added to meet the other possible needs, such as out of area services, prescription eyewear, youth incentives or special requests.

From GMWD plan:

All customers must maintain a full-time training status as determined by the training provider. Exceptions to this policy may be approved on a case-by-case basis at the case manager's discretion.

From GMWD Enrollment Agreement:

I agree to adhere to the Training Provider's policies regarding registration, cancellation, late fees, conduct, and payment of late registration/cancellation fees or penalties. I also agree to register as a full-time student as defined by my Training Provider – dependent upon course availability. Schedules that are less than full-time status require a written statement from the advisor

Support Service Waiver Request 4

Defined Population Cap Increase

Potential Impacted Funding Stream(s): Adult, Dislocated Workers, Youth In and Out

Definition for this population: One or two parent families of one child whose household income is below 200% of the Income Guidelines for WIA Low Income Level.

Circumstances:

Families may incur costs for child care of more than \$100 per week per child in counties in our area. Licensed providers require payment even when a child is not present to hold their place in the child care center. Participants may be required to attend classes 215 days per year.

Proposed Increased Cap: \$5,500 per year

Methodology:

Our policy allows for up to \$100 per week for child care per child with a maximum of \$200 per week and up to \$10 per day for transportation reimbursement.

$\$100.00 \times 52 \text{ weeks} = \$5,200$

$\$10.00 \times 215 \text{ days} = \$2,150$

The additional \$250 has been added to meet the other possible needs, such as out of area services, prescription eyewear, youth incentives or special requests.

From GMWD plan:

All customers must maintain a full-time training status as determined by the training provider. Exceptions to this policy may be approved on a case-by-case basis at the case manager's discretion.

From GMWD Enrollment Agreement:

I agree to adhere to the Training Provider's policies regarding registration, cancellation, late fees, conduct, and payment of late registration/cancellation fees or penalties. I also agree to register as a full-time student as defined by my Training Provider – dependent upon course availability. Schedules that are less than full-time status require a written statement from the advisor

Table #5.3
GROWTH AND DEMAND OCCUPATIONS
GEORGIA MOUNTAINS REGIONAL COMMISSION
GEORGIA MOUNTAINS WORKFORCE DEVELOPMENT AREA 2

Although this list represents the area “Growth and Demand” occupations, it does not breakdown the “training” requirements of each occupation. This information can be found in the Directory of Occupational Titles. Many of the occupations listed below DO NOT REQUIRE significant training or may require only on-the-job training. Some occupations may require pre-hire letters. Due to the economy, some of these occupations require detailed proof of the demand in the area in which the customer lives or plans to commute. Please consult the Georgia Mountains Workforce Development (GMWD) office regarding your training needs. Additional occupations will be added as determined by the Georgia Department of Labor Career Center managers and members of the Georgia Mountains Workforce Investment Board.

All training must allow the customer to become self-sufficient. The following occupations have been determined to be growth and demand occupations for the area as of December 11, 2013:

Accountant & Bookkeeper	Drafter	Medical Office Worker
Administrative Assistant	Electrician	Medical Records Technician
Automotive Mechanic	Emergency Medical Technician	Medical Secretary
Automotive Structural Repairer	English as a Second Language Instructor	Motorcycle Repair Technician
Bill & Account Collector	General Office Clerk	Occupational Therapist
Brick Mason	Hand Packers & Packagers	Paralegal
CAD Operator	Heating/AC Technician	Pharmacy Technician
Carpenter	Home Health Aide	Phlebotomist
Cashier/Sales Clerk	Hotel/Motel Management	Physical Therapist
Child Development Assistant	Horticulture	Plumber, Pipefitter, & Steamfitter
Certified Nursing Assistant	Human Service Worker	Quality Assurance Technician
CNC Machine Operators	Industrial Machinery Mechanic	Radiological/X-Ray Technician
Computer Information Systems	Industrial Truck & Trailer Operator	Registered Nurse (RN)
Construction Laborer	Laborer (Warehouse)	Respiratory Therapist
Correction Officer	Law Enforcement Officer	Robotics
Cosmetology	Legal Secretary	Special Education Teacher
Culinary	Licensed Practical Nurse (LPN)	Surgical Technician
Customer Service Representative	Maintenance Mechanic	Surveyor
Data Entry Technician	Management Trainee	Teacher
Delivery & Route Truck Driver	Manufacturing Machine Operator	Truck Driver, Heavy
Dental Assistant & Dental Hygienist	Mechanic & Repairer Helper	Vocational Education Teacher & Instructor
Dental Laboratory Technician	Medical & Laboratory Technician	Welder & Cutter
	Medical Assistant	

Table #5.4

RIGHTS STATEMENT

GEORGIA MOUNTAINS WORKFORCE INVESTMENT BOARD
2481 HILTON DRIVE, SUITE 8, GAINESVILLE, GEORGIA 30501
(770) 538-2727 PHONE • (770) 538-2730 FAX

EQUAL OPPORTUNITY IS THE LAW

It is against the law for the Georgia Mountains Regional Commission/Georgia Mountains Workforce Investment Board to discriminate against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

COMPLAINTS OF DISCRIMINATION

If you think you have been subjected to discrimination under a WIA funded program or activity, you may file a complaint within 180 days of the alleged violation with:

Georgia Mountains Regional Commission/Workforce Development
Georgia Mountains Workforce Investment Board (GMWIB)
Equal Opportunity Officer –
Andrea Disharoon
Human Resources Specialist
P.O. Box 1720
Gainesville, GA 30503
770-538-2626 – Phone

Director of Civil Rights Center
U.S. Department of Labor
200 Constitution Ave., NW
Room N4123
Washington, DC 20210

Application for a Workforce Investment Act (WIA) funded program **does not create an entitlement** to services, and nothing in the Act shall be construed to establish a right of action for an individual to obtain services under WIA.

If you elect to file your complaint with the GMWIB, you must wait either until the GMWIB issues a written decision, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the GMWIB does not give you a written decision within 90 days of the day on which you filed your complaint, you do not have to wait for the GMWIB to issue that decision before filing a complaint with the CRC. However, you must file your complaint with CRC within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the GMWIB). If the GMWIB does give you a written decision on your complaint, but you are not satisfied with the decision or resolution, you may file a complaint with CRC. You must file your complaint within 30 days of the date on which you received a written decision.

The Civil Rights Act of 1964, as amended, and the Workforce Investment Act of 1998, as amended, guarantee you the right to file a complaint or alleged action in any area concerning discrimination as stated above.

COMPLAINTS OF FRAUD OR ABUSE

In cases of suspected fraud, abuse, or other alleged criminal activity, you should contact the Office of the Inspector General, U.S. Department of Labor, at 1-800-347-3756. There is no charge for this call.

GMWD GRIEVANCE PROCEDURE

1. Complaints arising at the Workforce Development Area 2 level must be in writing, signed by the complainant, dated within one-year of the alleged incident, and must include the following information:
 - a. the full name, telephone number (if any) and address of the person making the complaint;
 - b. the full name and address of the respondent against whom the complaint is made;
 - c. a clear and concise statement of facts, including pertinent dates, and witnesses (if any) constituting the alleged violation, and,
 - d. the type of relief requested.

A complaint will be considered to have been filed when the reviewing authority receives from the complainant a written statement, including information specified above, which contains sufficient facts and arguments to evaluate the complaint.

2. Complaints must be submitted to the Director, Georgia Mountains Workforce Development, 2481 Hilton Drive, Suite 8, Gainesville, GA 30501.
3. The Director shall investigate the complaints and attempt to resolve the matter through mediation within ten days of receipt of the complaint.
4. If the complaint cannot be resolved within ten days, a hearing shall be conducted within sixty days of receipt of the initial complaint. When a hearing is necessary, the complainant and the respondent will be given reasonable notification by registered or certified mail of the following information:
 - A statement of the date, time and place of hearing;
 - A statement of the authority and jurisdiction under which the hearing is to be held;
 - A reference to the particular section of the Act, regulations, grant or other agreements under the Act involved;
 - A notice to the parties of 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 cross-examine.

5. A hearing can be rescheduled at the request of either party for just cause.

6. The hearing shall be conducted by the Executive Committee of the Georgia Mountains Workforce Development. This committee may designate staff and/or other parties to serve as the hearing officer. However, no GMWIB or staff member who has been directly involved in the events from which the complaint arose shall serve as a decision-maker in such complaint. If the complaint is against the GMWD itself, an impartial person will be secured by the GMWD to serve as the hearing officer. Impartial hearing officers shall be chosen from qualified individuals with expertise in the area from which the complaint arises. When an impartial hearing officer is necessary, the GMWD Director will be notified to provide a qualified person. The right to an impartial decision-maker shall not be abrogated by the Georgia Mountains Workforce Investment Board or Workforce Development Area 2. In an age of advanced communication options and to encourage timely responses to all complaints, the GMWIB may utilize e-mail, internet-based meeting facilities, in-person or any other mutually acceptable formats to conduct a hearing.

7. The Executive Committee of the Georgia Mountains Workforce Investment Board, or, its designee acting as a hearing officer, shall have the authority to regulate the course of the hearing, set the time and place for continued hearings, fix the time for filing briefs, and dispose of motions. A final decision must be rendered by the GMWIB Executive Committee or its designee within ninety days of the completed hearing unless all parties are notified by certified mail of the need for additional time.

8. A complete record of the hearing shall be made and maintained for three years and include the following:
 - a. all pleadings, motions, and intermediate ruling;

- b. detailed minutes or mechanical recording of the oral testimony and all other evidence presented;
- c. a statement of matters officially noted;
- d. all staff memoranda or data submitted to the Georgia Mountains Workforce Investment Board Executive Committee or its designee in connection with their consideration of the case;
- e. findings of fact based on the evidence submitted at the hearing;
- f. notification of both parties of further appeal procedures, if applicable; and
- g. final decision of the hearing officer.

A written report of all complaints received within the Georgia Mountains Workforce Development office will be filed on-site by the tenth day of the month following the report month. The report will include the name of the complainant, the name and/or organization of the respondent, the date the complaint was filed, nature of the complaint, and the resolution of the complaint (if rendered). If no complaints are received during a given month, no report is due. If there are status updates to previous complaints, a report must be sent to the State by the tenth day of the following month.

GOVERNOR'S REVIEW OF THE GRIEVANCE

The complainant shall be informed of the right to request a review of his or her complaint by the Governor if: **1)** the complainant does not receive a decision at the Georgia Mountains Workforce Investment Board level within (30) thirty days of filing the complaint, or **2)** the complainant receives a decision unsatisfactory to him or her.

The request for review should be submitted to: Georgia Department of Economic Development, Workforce Division, Attn: Compliance Manager, 75 Fifth Street, NW, Suite 845 Atlanta, Georgia 30308 Phone number 404-962-4005; or Electronic submissions should be sent to: wdcompliance@georgia.gov. The request for review of the complaint by the Governor must be filed within ten days of receipt of the adverse decision or within fifteen days from the date on which the complainant should have received a decision. The Governor will conduct a review of the complaint and issue a decision within thirty days from the date of receipt of the review request. The decision rendered by the Governor will be final.

OTHER GRIEVANCES

1. Complaints arising from contracts or vendor agreements with Georgia public schools such as those which pertain to disciplinary actions of teachers or students, grading policy or teacher employment contracts will be handled by the grievance procedure outlined in OCGA 20-2-1160, 20-2-109, 20-2-50. Grievance hearings held by public school service providers should be consistent with State policy/procedures and must be initiated within 30 days of filing of the grievance and a decision rendered within 60 days of the filing date of the grievance. Where grievances arise in the area's outlined above, the service provider will submit to the Georgia Mountains Workforce Investment Board (GMWIB) within five (5) days, summaries or checklists of Georgia Mountains Workforce Development Area 2 complaints filed. Hearings held, decisions rendered and appeals filed shall be provided to GMWIB within 10 days of the decision being finalized.

If a complainant does not receive a 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 request for review should be submitted to the State Superintendent of Schools, Georgia Department of Education, 2066 Twin Towers East, Atlanta, Georgia 30334. [NOTE: For the purpose of this section, the State Superintendent of Schools or his/her designee acts as the Governor's authorized representative.]

Complaints which pertain to terms of the contract between the school and the GMWIB, which may include curriculum and course content, provision of teaching materials and equipment, eligibility, customer selection, or other terms made part of the contract, should be handled by the grievance procedure as presented in the GMWD Grievance Procedure section.

2. Complaints against the Georgia Department of Labor Career Centers should be filed with the complaint specialist or Career Center Manager in accordance with their policies and procedures.
3. Complaints alleging labor standards violations may be filed using the established local and State Grievance Procedures or submitted to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides.
4. Applicants, customers, service providers, bidders, WIA funded staff or other interested parties alleging violations of the Acts, regulations, sub grants, or other contracts under WIA (other than discrimination complaints) shall utilize the

GMWD Grievance Procedures in filing a complaint. Individuals shall be informed of this right by the Georgia Mountains Regional Commission/Georgia Mountains Workforce Development Area 2 staff.

I have *read* and *understand* the Rights Statement and acknowledge so with my signature.

Customer's Signature

Date

Parent's/Guardian's Signature (if applicable)

Date

*A copy of this document should be given to the customer and one copy should be retained in his/her file (if applicable).

Table # 5.5

INDIVIDUAL TRAINING ACCOUNTS

An individual determined eligible for WIA-funded training services may select an eligible provider from the Georgia Mountains Workforce Investment Board/STATE approved list in consultation with a GMWD representative located at Georgia Mountains Workforce Development Office located at 2481 Hilton Drive, Gainesville GA 30501.

Policies:

1. Training must be in occupations identified in the local WIA plan as growth and/or demand occupations or documentation of employment prospects for areas not listed in the Plan must be provided. Growth and Demand Occupation lists are subject to change at any time due to fluctuating economic conditions.
2. Training must result in an employment wage sufficient to maintain or increase income.
3. ITAs may be utilized for expenses related to training, including but not limited to the following: books, tuition and fees, general supplies, tools, uniforms and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc. Certain required equipment may not be purchased utilizing Georgia Mountains Regional Commission Workforce Development funds (computers and related equipment).¹⁰
4. Funding limitations will be as follows:
 - (a) Up to \$6,000 in training costs, excluding support may be expended for each participant for the first year of training. (Effective for participants registered on or after 7/1/2014)
 - (b) For training that extends beyond one year, total training costs may not exceed \$10,000 excluding support. (Effective for participants registered on or after 7/1/2014)
 - (c) The total cost of training may exceed the available WIA funding limitations however customers must provide evidence that additional financial support is available to cover the total training cost. In a case where the total cost of training exceeds the available WIA funding limitations, customer funding will be utilized until the remaining training amount is within local area funding limitations. WIA supportive services may be paid during the time in which the customer funding is being utilized.
 - (d) Up to \$11,000 excluding support for a specialized Welding Program. (Effective 7/1/2014)
5. Programs should not exceed 104 weeks (two years). Exceptions to this policy may be approved on a case-by-case basis and requests should include evidence that financial support is available during extended training periods. In addition:
 - (a) Georgia Mountains Workforce Development (GMWD) assists with one (1) program of study with limited exceptions
 - (b) An upgrade to a degree program is not permitted due to the length of program guidelines, available funding, and Individual Training Account (ITA) requirements. A downgrade from a degree or diploma credential level program, or lateral change of program within the same credential level, may be allowed

¹⁰ Approved April 24, 2014

based on documented statements or evaluations by the Training Provider, and the GMWD Case Manager; or in case of documented medical condition(s).

- (c) A customer cannot change their major, program of study or add/drop a course without prior approval by their Case Manager. In the event of withdraw/failure of a course or program, GMWD will not provide the funds to re-enroll in that course at a later date.
6. All customers must maintain a full-time training status as determined by the training provider. Exceptions to this policy may be approved on a case-by-case basis at the case manager's discretion.
7. In general, all training programs must be within a reasonable commute (30-40 miles one way) of the WIA local area. Out-of-the-area training programs that are not within commuting distance to the WIA local area may be approved on a case-by-case basis. All approved training must be located within the contiguous United States. Lodging may be provided by some training providers (CDL of GA, LLC, Daly's Truck Driving School or Georgia Driving Academy) either free or at a reasonable cost. WIA funding may be provided for lodging if the customer lives outside of a reasonable commute (30-40 miles one way) or reliable transportation is not available.
8. All potential training customers must apply to the potential training site and apply for all applicable sources of financial aid. Upon application to the GMWD for training services, applicants must provide proof of acceptance to the training provider and financial aid award/denial letter, if applicable. All customers who apply for training services must complete a Customer Financial Summary and provide information that will explore all available sources of financial aid (i.e., Pell, HOPE Grant, HOPE Scholarship, TANF) to avoid duplication. Provision of WIA funding for training shall be limited to individuals who are unable to obtain other grant assistance for such services, or who require assistance beyond the financial aid available under these grant assistance programs.¹¹
9. WIA funding may be provided for college level instruction only if all of the following conditions have been met:
 - (a) The customer must be accepted into a certificate, diploma, or degree program and the course of study must be occupation-specific (i.e. radiology technician, accounting, teacher certification). No funds shall be provided for general academic programs (i.e. General Studies, Bachelors of Art, etc.).
 - (b) Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate, diploma, or degree program.
 - (c) The customer must demonstrate that he/she has the financial resources to attend long-term training.
10. Continuing Education and other similar courses may be approved if the following conditions apply:
 - (a) The customer must have a specific occupational goal.
 - (b) The customer must have a work history or educational background that relates to the occupational goal.
 - (c) The customer must present evidence describing how the proposed training will increase his/her employment marketability.
11. Customers accepted on a provisional basis may receive assistance, but certain restriction and requirements apply and are reviewed on a case-by-case basis.
12. ITAs will not be used for payment of late fees caused by customer error or delay. The customer will be responsible for these fees, as he/she is responsible for other fines or penalties.

¹¹ Approved April 24, 2014

ITAs will be issued for training providers/programs that are currently on the State of Georgia Eligible Provider/Program List and with whom we have a signed WIA Training Provider Agreement/Contract. Georgia Mountains Workforce Development office maintains a list of the providers with executed contracts through the Georgia Mountains Regional Commission office in Gainesville. This list is updated as needed.

Table # 5.6

GMWD Adult/DW Process

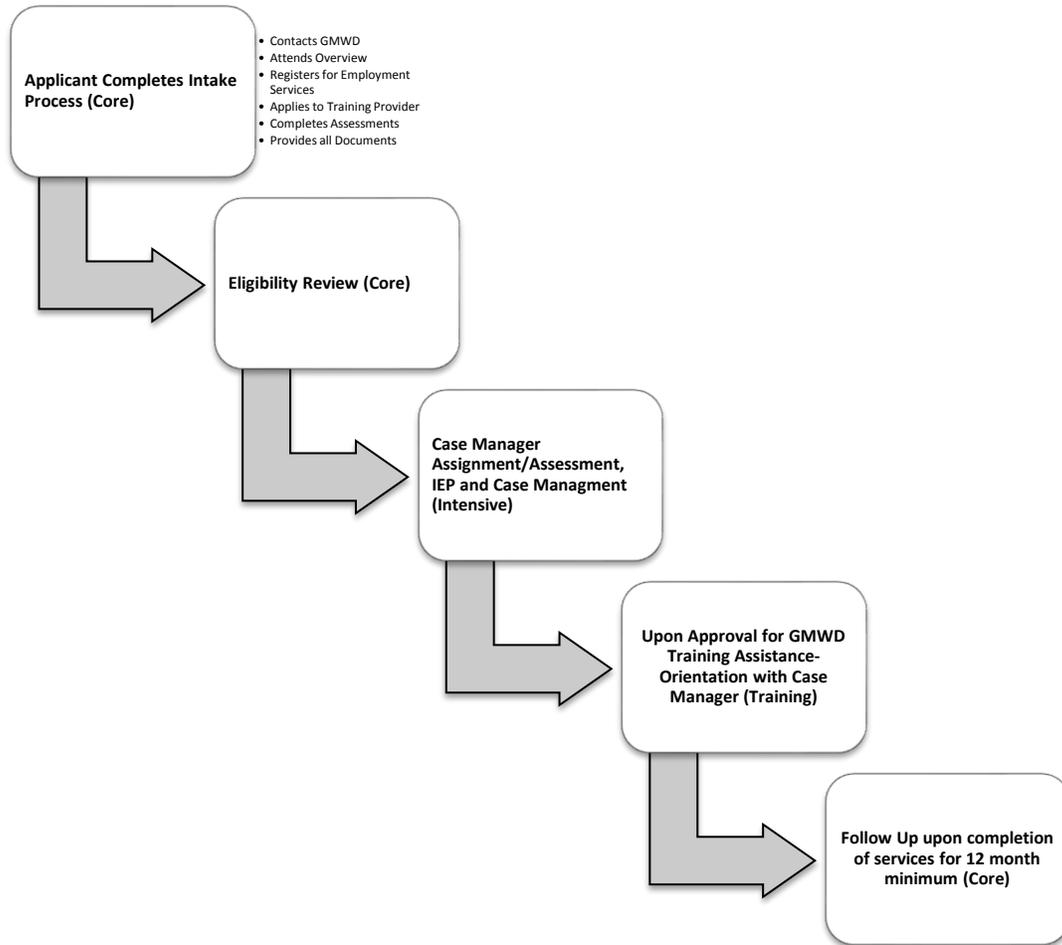


Table #5.7

GMWD Youth Process

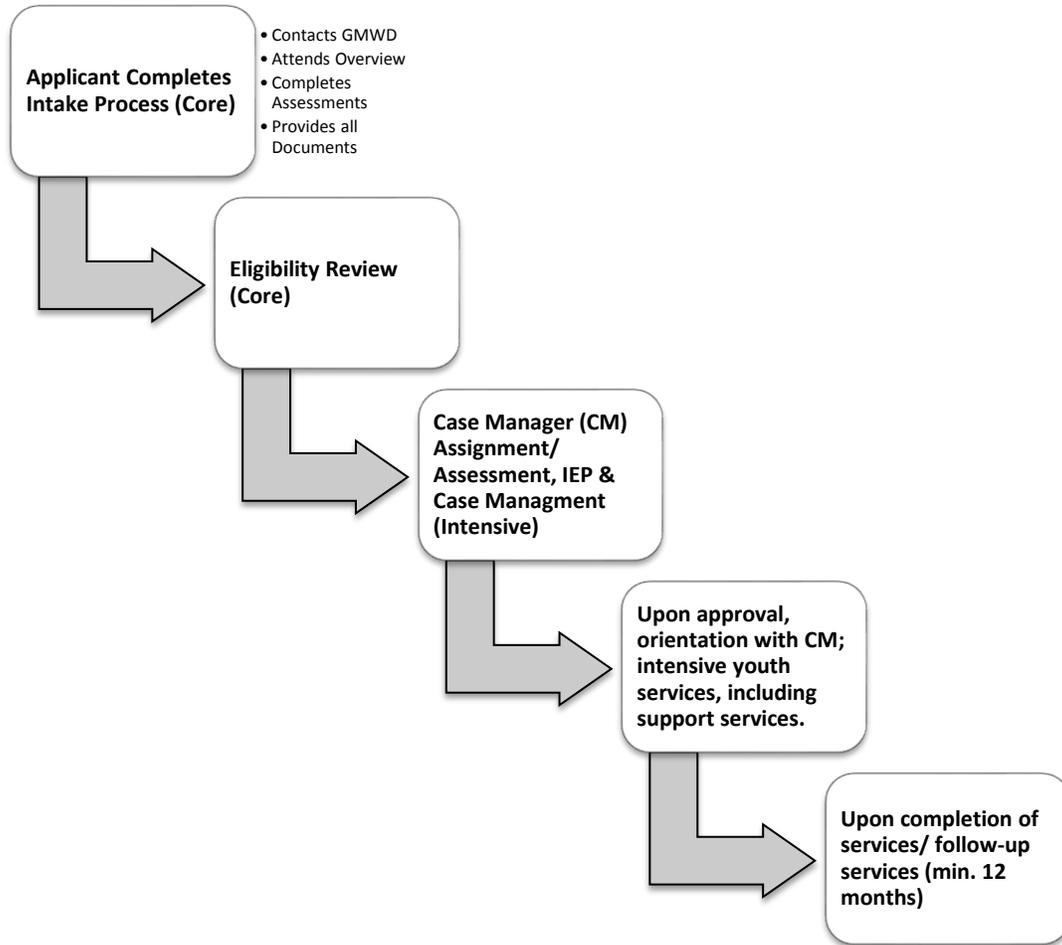


Table #5.8



GEORGIA MOUNTAINS REGIONAL COMMISSION GEORGIA MOUNTAINS WORKFORCE DEVELOPMENT AREA 2 APPROVED TRAINING PROVIDERS

Although the Workforce Investment Act (WIA) encourages “customer choice”, the Act specifies that the local Workforce Investment Board (WIB) create policies and procedures for each Workforce Development area. The Georgia Mountains Workforce Investment Board, in an effort to conserve training funds, has approved the following providers as occupational skills training providers. Please adhere to the Training Provider’s admissions deadline policy.

ATHENS TECHNICAL COLLEGE

www.athenstech.edu

BRENAU UNIVERSITY

www.brenau.edu

CDL OF GA, LLC

www.cdlofga.com

CHATTAHOOCHEE TECHNICAL COLLEGE

www.chattahoocheetech.edu

DALY’S TRUCK DRIVING SCHOOL

www.dalystruckdrivingschool.com

EMMANUEL COLLEGE

www.ec.edu

GEORGIA DRIVING ACADEMY

www.gadrivingacademy.com

GOODWILL OF NORTH GEORGIA

www.goodwillng.org

UNIVERSITY OF NORTH GEORGIA

www.ung.edu

GWINNETT TECHNICAL COLLEGE

www.gwinnettech.edu

LANIER TECHNICAL COLLEGE

www.laniertech.edu

KENNESAW STATE UNIVERSITY

www.kennesaw.edu

NORTHEAST GEORGIA RESA

www.cicit.net/sn/clt/negaraesa

NORTH GEORGIA TECHNICAL COLLEGE

www.northgatech.edu

PIEDMONT COLLEGE

www.piedmont.edu

PIONEER RESA

www.pioneerresa.org

SOUTHERN POLYTECHNIC STATE UNIVERSITY

www.spsu.edu

Georgia’s Workforce Development Eligible Training Providers and Programs can be reviewed at www.workforce.georgia.gov/eligible-provider-list. Customers desiring to attend a provider that only appears on the State-approved list would need to speak with a Workforce Development Representative to get more information on how a State-approved provider may be approved by the Georgia Mountains Workforce Development Board.

Additional training providers may be added by the local Board as it is deemed necessary.

Please be advised that this list is subject to change.

Table #5.9

PLANT CLOSINGS /LAYOFFS IN THE GMRC REGION

The rural communities in the region have been largely impacted by the number of layoffs experienced by private industries located within their community. These layoffs impact not only the community where the industry is located, but also the adjoining communities in the region where the employees reside. Companies have a responsibility to notify Georgia's Rapid Response Team of impending layoffs and this information is provided to the public as part of the federal WARN system. The number of layoffs in the region during the last year was 628 and lower than in previously reported years.

County	Company	Employees Affected	Sector	Date of Closing
Habersham County	DENTSPLY	48	Dental Hardware	3/2012
Hall County	MD Building Products	29	Aluminum Extrusion Products	8/2012
Forsyth County	PolyVision Corporation	33	Electronic Blackboards	9/2012
Rabun County	Parkdale America, LLC	124	Textile Mfg.	4/2012
Franklin County	Parkdale Mills- Plant 2	264	Cotton Processing Products	7/2012
Hall County	Schreiber Foods, Inc.	130	Cheese and Dairy Products	5/2013
Hall County	CCA Detention Center	125	Private Correctional Facil.	12/2013
Hall	PSS Dispensing	24	Pharmaceutical Packaging/Dispensing	9/2013
Lumpkin County (Fire Damage)	Shenanigans Restaurant	30	Food Beverage Service	3/2014
Habersham County (Fire Damage)	Sweet Bread	11	Food Beverage Service	3/2014
	Natalie Janes Tavern	14		
	Sharky's Sports Grill	3		
Totals		835		

Table # 7.1

Georgia Department of Economic Development, Workforce Division WIA Complaint Information Form

FORM C

WIA Participants must fill out this form in order to log an official complaint against a local area that is a sub-recipient of WIA Title I funds. The completed form must be submitted after 30 calendar days of filing your grievance at the local area to the following:

Georgia Department of Economic Development, Workforce Division

Attn: Compliance Manager

75 Fifth Street, NW, Suite 845, Atlanta, Georgia 30308

Phone: (404) 962-4005

Electronic submissions should be sent to: wdcompliance@georgia.gov

1) Participant Information:

Name _____

Home Number _____

Address _____

Work Number _____

City, State, and Zip _____

2) Local Area Information:

Representative involved in the complaint _____

Email address of representative involved _____

Provide information of local area involved:

Name _____

Address _____

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

4) Have you ever attempted to resolve this complaint at the local Level? No 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) _____

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

FOR DISCRIMINATION ONLY – COMPLETE 5 THROUGH 13

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

Date of first occurrence _____

Date of most recent occurrence _____

6) Explain as briefly and clearly as possible what happened and how you were discriminated against. Please 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.

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

Race

Religion

Gender [] Male [] Female

Disability

Citizenship

Other

Color

National Origin

Age

Political Affiliation

Reprisal/Retaliation

8) What other information do you think is relevant to your complaint?

9) If this complaint is resolved to your satisfaction, what remedies do you seek?

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

Name _____

Address _____

Telephone Number _____

11) Do you have an attorney?

No Yes

If yes, please provide name, address and phone:

Attorney's Name _____

Attorney's Address _____

Attorney's Telephone Number _____

12) 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

13) For each item checked in #15 above, please provide the following information:

Agency _____

Date Filed _____

Case or Docket Number _____

Date of Trial or Hearing_____

Location of agency or court_____

Name of Investigator_____

Status of Case_____

Comment_____:

PLEASE NOTE THAT BY SIGNING AND SUBMITTING THIS FORM (ELECTRONICALLY OR VIA MAIL); YOU ARE ACKNOWLEDGING THAT ALL OF THE INFORMATION PRESENTED IS ACCURATE AND NOT FRAUDULENTLY REPORTED.

Print Name

Signature

Date

Table # 7.2

PRIORITY OF SERVICE FOR VETERANS AND ELIGIBLE SPOUSES

The Jobs for Veterans Act (P.L. 107-288) and its corresponding regulations (20 CFR Part 1010) 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. This entails priority for enrollment in a program, as well as priority for participation in the full range of services available through the program. The U.S. Department of Labor's (USDOL's) vision, as communicated in Veterans Program Letter 07-09 and Training and Employment Guidance Letter 10-09, issued on November 10, 2009 (<http://wdr.doleta.gov/directives>), is that workforce programs will identify, inform and deliver comprehensive services to covered persons. Priority of service applies only to USDOL-funded programs and services.

Priority of service requires that covered persons must be served prior to non-covered persons. Covered persons must still meet all eligibility and program requirements, where they exist. Individuals who are covered persons must be served by **any available staff** ahead of non-covered persons. Each customer must be asked, when first accessing services, if he or she is a veteran or eligible spouse. Individuals who identify themselves as covered person are not required to verify their status as veterans or eligible spouses at that point of service entry, unless they immediately undergo eligibility determination and formal enrollment into a program: For services that do not entail eligibility determination (e.g., core services), staff should deliver all appropriate services upon request.

For priority of service purposes, a covered person is a:

- 1) Veteran – an individual who has served **at least one day** in active military, naval, or air service, and was discharged under “other than dishonorable” conditions. This includes full-time duty in the National Guard or a Reserve component, except full-time duty for training purposes.
Note that this is the WD definition of veteran (at least one day of active military service), not the definition used for LVERs and DVOP staff to provide services (at least 180 days of active military service).
- 2) Eligible spouse – the spouse of:
 - a. Any veteran who died of a service-connected disability;
 - b. Any member of the Armed Forces serving on active duty who, at the time of the spouse's request for priority has been listed for at least 90 days as: missing in action; captured in line of duty by the hostile force; or forcibly detained or interned in line of duty by a foreign government or power
 - c. A veteran who has a total disability resulting from a service-connected disability (as determined by the Department of Veterans Affairs); or

- d. A veteran who died while a total disability, resulting from a service-connected disability, was in existence.

The Georgia Mountains Workforce Development office as well as the applicable partner agencies will post information in visible areas, conveying the office's intention to provide priority of service. Applicants may complete the Georgia Department of Labor Veteran/Eligible Spouse Priority of Service Information sheet. The completed sheet may be submitted to the appropriate intake personnel for review and if eligible, these individuals will be served ahead of non-

covered persons. Applicants will not be required to verify their status until they undergo eligibility determination and formal enrollment into a program. The following documents will be accepted as documentation of an individual's status:

- a. DD214
- b. Office 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

Some programs, such as the Workforce Investment Act, are required by law to provide a priority or preference for a particular group of individuals, or require a program to spend a certain portion of program funds on a particular group of persons. For programs with this type of mandatory priority, local areas must determine that status of each individual veteran or eligible spouse and apply priority as follows:

- A. 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
- B. Program-eligible individuals who are not covered persons who meet mandatory or spending priorities or who meet the area's income eligibility requirements receive the second level of priority of service
- C. Veterans and eligible spouses outside the program-specific mandatory priority or spending requirements receive the third level of priority of service
- D. Non-covered persons outside the program-specified mandatory priority or spending requirements receive the fourth level of priority of service.

If there is a waiting list for services, 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.

