

2012-2017 Georgia Mountains Workforce Development Comprehensive Plan

Local WIA (LWIA) Workforce Development Plan Guidance

Updated for PY 2012

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

Mailing Address: P.O. Box 1720, Gainesville, GA 30503

Phone Number: 770.538.2626

Email Address: dlewis@gmrc.ga.gov

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

Name and Title: Mr. John Phillips, Jr.

Mailing Address: 2481 Hilton Drive Suite 8, Gainesville, GA 30501

Phone Number: 770.538.2735

Email Address: jphillips@gmrc.ga.gov

Fax Number for Local Area Director: 770.538.2730

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

Name and Title: Ms. Andrea Gibby, Chair

Mailing Address: P.O. Box 122, Young Harris, GA 30582

Phone Number: 706.835.6766

Email Address: agibby@mindspring.net

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

Name and Title: Mr. Clark Willingham, Chair

Mailing Address: 262 North Park Blvd., Cedartown, GA 30125

Phone Number: 706.749.2544

Email Address: Willingham.Clark@jobcorps.org

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

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8. Website address for local area: www.gmrc.ga.gov
- Facebook page (if applicable): Georgia Mountains Workforce Development 2
- You Tube channel (if applicable): _____
- Twitter or other social media for the area (if applicable): _____
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

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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

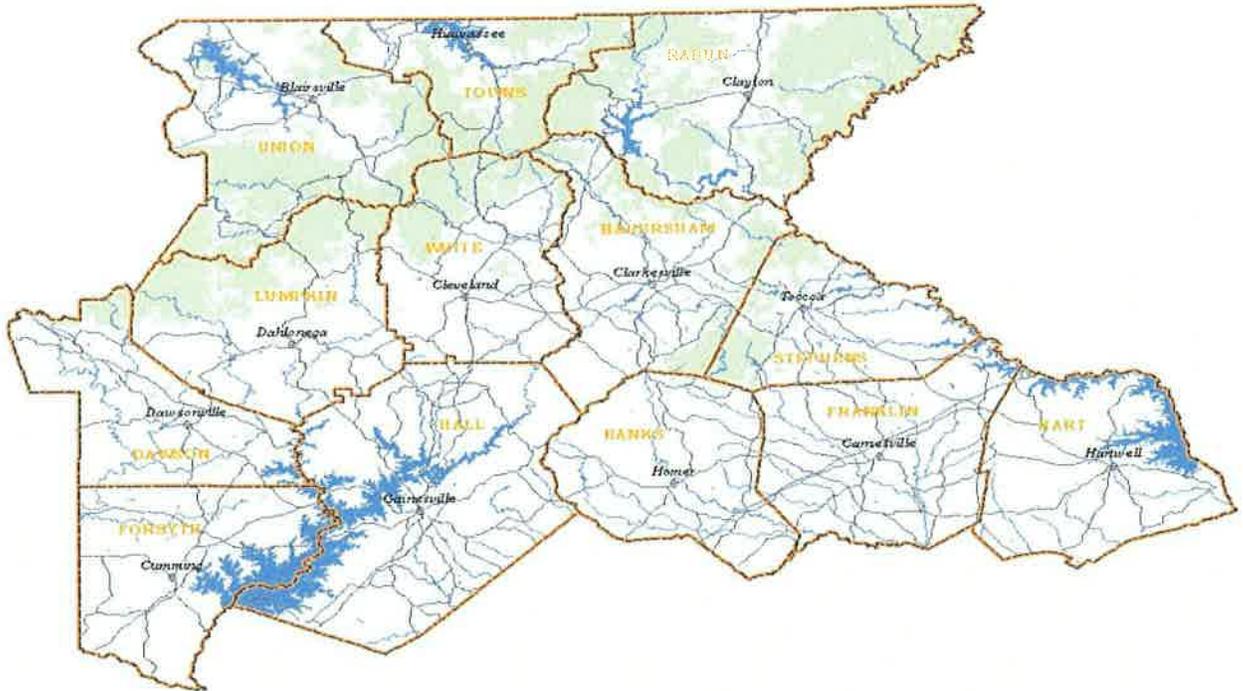
Local Workforce Investment Board Chairperson:

Ms. Andrea Gibby, WIB Chairperson

Date

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Georgia Mountains Workforce Development Area



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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 & individual self-sufficiency by developing, sustaining and promoting employment resources & opportunities for all job-seekers & 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
- 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

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- 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 well-pleased with results

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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, & 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 who could use our services
 - Both DFACS & 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

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- Individuals who are visiting their local DOL 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

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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 & 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

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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

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Table # 2.1

**Georgia Mountains Workforce Development Board
Local Members**

Name	County	Date Appointed	Date expire
Andrea Gibby, Chair	Towns	Oct. 2011	Oct. 2014
Angela Whidby	Franklin	Oct. 2011	Oct. 2013
Mrs. Audrey Turner	Habersham	Oct. 2011	Oct. 2013
Brian Tam	Forsyth	Oct. 2011	Oct. 2012
Charlie Auvermann	Dawson	Oct. 2011	Oct. 2014
Clark Willingham	All 13	Oct. 2011	Oct. 2013
Connie Smith	All 13	Jan. 2012	Jan.2013
Dale Harrell	All 13	Oct. 2011	Oct. 2014
W. Danny Lewis	All 13	Oct. 2011	Oct. 2013
David Cagle	Hart	Oct. 2011	Oct. 2014
Deborah K. Mack	Hall	Oct. 2011	Oct. 2013
Janice Riley	All 13	Oct. 2011	Oct. 2014
Dr. John Raber	Lumpkin	Oct. 2011	Oct. 2013
Mike Berg, CCEO Chair	Dawson	Oct. 2011	Oct. 2014
Mitch Griggs	Union	Oct. 2011	Oct. 2013
Pat Freeman	All 13	Oct. 2011	Oct. 2014
Peter J. Hill, Sr.	Dawson	Oct. 2011	Oct. 2014
Rex Farmer	Hall	Oct. 2011	Oct. 2013
Sam Norton	Lumpkin	Oct. 2011	Oct. 2014
Sammy Reece	Banks	Oct. 2011	Oct. 2013
Stanley Darnell	Rabun	Oct. 2011	Oct. 2014
Tim Bala	Hall, Dawson, Forsyth	Oct. 2011	Oct. 2013
Tom Oliver	Hall	Oct. 2011	Oct. 2013
Travis Turner	White	Oct. 2011	Oct. 2013
William S. Wade, Vice Chair	Dawson	Oct. 2011	Oct. 2014
William Chafin	Hart	Oct. 2011	Oct. 2014
Dean Scarborough	Stephens	Mar. 2012	Mar.2015

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Grant Recipient

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

- David Stovall, GMRC Board Chair
- W. Danny Lewis, GMRC Executive Director

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

Membership includes:

- 27 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 on 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 by

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

Table # 2.2

Georgia Mountains Workforce Development (WIB) Local
Board Structure

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

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Financial and Program Oversight

- Georgia Mountains Regional Commission Finance Department
- GMWIB Executive Committee
- GMWIB
- Annual Governor's Office of Workforce Development Program Review
- Annual Georgia Mountains Independent Audit for sub-state and non-profit organizations
- USDOL Audit

Membership Recruiting Policy (see Table # 2.3)

In the event of WIB vacancy

- Determine type of vacancy, remaining term and county represented
 - 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
 - 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

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: _____

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Table # 2.4

Youth Council Members

NAME	ORGANIZATION	COUNTY
Auverman, Bindy		Dawson
Crain, Scott	BOE/Contractor	Hall
Hanes, Angie	Parent of Youth	Hall
Graham, Chuck	Hall Boys & Girls Club	Hall
Highsmith, Lee	Junior Achievement	NEGA Region
Hughes, Joan	City of Hartwell	Hart
Johnson, Ladonna	Metro Ins./ Previous Youth	Stephens
Masten, Leann	Ex. Dir. YMCA	GA Mountains Reg.
Pratt, Tina/Jarrett, Colleen	Housing Authority	NEGA Region
Reece, Sammy	Business Owner	Hall
Dalin, Brenda	Ninth District	Hall
Ruff, Chevalier	Stephens Boys & Girls Club	Stephens
Ward, Shelby	NGTC GED Site Admin.	Habersham
Wade, Will	BOE	Dawson
Willingham, Clark	Job Corps	Regional

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- 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 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 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 CES rewrite
 - Georgia Mountains WD staff has ongoing contact
- Job Fairs
 - GMWD attempts to staff a booth at all area job fairs

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- GMWD is developing an On the Job training program to further meet the needs of the Georgia Mountains area

Overviews for potential customers

Georgia Mountains WD staff provides an overview of WIA services in two counties per month along with once weekly in Hall County. These are advertised in:

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

WIB aligns with programs to local education, business and stakeholders

Georgia Mountains Workforce Development staff work directly with

- 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 beginning in September 2012
 - GMWD Staff works directly with Pioneer RESA
 - A GMWD Staff member will be available at Technical Colleges and satellites on a bi-weekly basis beginning in September 2012
 - GMWD Staff provides information to students at Technical Colleges in region at new student registration

GMWIB aligns with other WIA's

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

- Director attends Georgia Workforce Leadership Association meetings as offered
- Worked together with Northeast Georgia Workforce Development (Area 9) on an cooperative OJT plan thus allowing businesses to utilize resources in both areas with ease
- Work with the Governor's Office of Workforce Development

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Key Staff (see Table #2.5)

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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 detailed inventory control information. Utilizes Web Focus database to provide Board with up-to-date performance information. Reviews Adult and dislocated worker files for program eligibility.
Open	Intake Program Assistant/Career	Provides detailed career assessment services to customers in the application

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	Advisor/Data Entry	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.
Dawn Bruce	Receptionist/Intake Services	Provides customer service to incoming customers. Supports Intake Manager with acceptance of all WIA funded applications.
Diana Eddins-Wiggin	A/DW Supervisor	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers. Also provides supervision to other case managers.
Gloria Dodd	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes GWS to enter customer information regarding customer credential/employment information.
Dan Thornton	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes GWS to enter customer information regarding customer credential/employment information.
Wanda Payne	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes GWS to enter customer information regarding customer credential/employment information
Open	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes GWS 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

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		youth performance standards to ensure compliance.
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 Disharoon	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	WIA 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

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		reviews. Customer service provider. Follows up with customers and employers as needed to complete follow up.
Kameo Parks	WIA 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/ prerequisites to eligibility determination. Upon completion of program updates service assignments and completion packets.

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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 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 Georgia Governor's Office of Workforce Investment for review

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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.***

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Table #4.1

Estimated Average Wage

The table below shows estimated average wage information for Georgia Mountains Workforce Investment Area, Georgia for the 1st quarter, 2012.

Area Name	Total Average Employment	*Average Hourly Wage	Average Weekly Wage	*Average Annual Wage
Georgia Mountains Workforce Investment Area, Georgia	198,688	\$18.23	\$729	\$37,908
Georgia	3,791,913	\$23.28	\$931	\$48,412

* 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 July 2012. These figures are not seasonally adjusted.

Area Name	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate	Preliminary Data
<u>Georgia Mountains Workforce Investment Area</u>	313,414	287,267	26,147	8.3%	Yes
<u>Georgia</u>	4,814,156	4,346,453	467,703	9.7%	Yes

Source: Labor Market Statistics, Local Area Unemployment Statistics Program

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	2010	\$31,938.00
Total Personal Income - BEA	BEA	2010	\$19,784,803,000.00

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Industry Employment Distribution

The table below shows the distribution of industries in Georgia Mountains Workforce Investment Area, Georgia for the 1st Quarter, 2012.

To sort on any column, click a column title.

Rank	Industry Sector	Establishments	Employees
1	Manufacturing (31-33)	848	35,584
2	Retail Trade (44 & 45)	2,063	25,184
3	Health Care and Social Assistance	1,305	24,802
4	Education Services	356	21,823
5	Accommodation and Food Services	1,041	16,812
6	Admin., Support, Waste Mgmt, Remediation	926	13,098
7	Wholesale Trade	1,136	10,418
8	Construction	1,827	9,701
9	Public Administration	234	9,546
10	Professional, Scientific & Technical Svc	1,823	6,903
11	Transportation and Warehousing (48 & 49)	414	5,419
12	Finance and Insurance	775	4,840
13	Other Services (except Public Admin.)	936	4,056
14	Information	213	2,197
15	Management of Companies and Enterprises	66	1,926
16	Arts, Entertainment, and Recreation	191	1,745
17	Real Estate and Rental and Leasing	571	1,418
18	Agriculture, Forestry, Fishing & Hunting	114	1,345
19	Utilities	35	1,094
20	Mining	19	150

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

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Occupations

Occupational Employment Distribution

The table below shows the distribution of occupations in Georgia Mountains Workforce Investment Area, Georgia for the 2008 - 2018 time period.

Rank	Occupation Group	2008 Estimated Employment	2018 Projected Employment
1	Office and Administrative Support Occupations	35,632	42,564
2	Sales and Related Occupations	26,860	31,619
3	Production Occupations	28,396	30,749
4	Food Preparation and Serving Related Occupations	17,875	23,722
5	Transportation and Material Moving Occupations	19,164	22,048
6	Education, Training, and Library Occupations	16,034	21,915
7	Management Occupations	13,448	15,734
8	Construction and Extraction Occupations	14,286	15,473
9	Healthcare Practitioners and Technical Occupations	9,584	14,135
10	Installation, Maintenance, and Repair Occupations	10,136	11,503
11	Personal Care and Service Occupations	6,912	11,083
12	Business and Financial Operations Occupations	8,436	10,763
13	Building and Grounds Cleaning and Maintenance Occupations	7,375	9,761
14	Healthcare Support Occupations	4,002	6,520
15	Protective Service Occupations	4,274	5,063
16	Computer and Mathematical Occupations	3,073	4,229
17	Arts, Design, Entertainment, Sports, and Media Occupations	2,625	3,215
18	Community and Social Services Occupations	2,146	2,953
19	Farming, Fishing, and Forestry Occupations	2,530	2,786
20	Architecture and Engineering Occupations	1,674	1,986
21	Legal Occupations	1,265	1,632
22	Life, Physical, and Social Science Occupations	1,149	1,381

Source: Labor Market Statistics, Occupational Employment Projections Unit

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Occupations by Employment Wage

The table below shows the occupations with the highest paying 2010 estimated mean (annual) wages in Georgia Mountains Workforce Investment Area, Georgia.

Rank	Occupation	2010 Estimated Mean Annual Wage
10	<u>Environmental Engineers</u> IN DEMAND	\$103,866.62
9	<u>Top Executives</u>	\$104,168.93
8	<u>Software Developers, Applications</u>	\$104,535.95
7	<u>Marketing Managers</u> IN DEMAND	\$113,748.27
6	<u>Veterinarians</u> IN DEMAND	\$125,285.13
5	<u>Lawyers, Judges, and Related Workers</u>	\$126,931.07
4	<u>Chief Executives</u> IN DEMAND	\$153,761.97
3	<u>Family and General Practitioners</u> IN DEMAND	\$167,525.86
2	<u>Internists, General</u> IN DEMAND	\$239,766.70
1	<u>Surgeons</u> IN DEMAND	\$253,309.45

Source: Occupational Employment Statistics and Wages Program

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Occupations by Projected Growth

The table below shows the occupations with the highest estimated annual openings in Georgia Mountains Workforce Investment Area, Georgia for the 2008 - 2018 time period.

To sort on any column, click a column title.

Rank	Occupation	2008 Estimated Employment	2018 Projected Employment	2008- 2018 Annual Percent Change	Estimated Annual Openings
1	<u>Combined Food Preparation and Serving Workers, Including Fast Food</u> IN DEMAND	5,537	7,658	3.30%	212
2	<u>Retail Salespersons</u> IN DEMAND	8,349	10,326	2.15%	198
3	<u>Registered Nurses*</u> IN DEMAND	3,084	4,679	4.26%	160
4	<u>Janitors and Cleaners, Except Maids and Housekeeping Cleaners</u> IN DEMAND	3,620	4,858	2.99%	124
5	<u>Customer Service Representatives</u> IN DEMAND	3,930	5,171	2.78%	124
6	<u>Elementary School Teachers, Except Special Education</u>	3,078	4,222	3.21%	114
7	<u>Office Clerks, General</u> IN DEMAND	3,916	5,052	2.58%	113
8	<u>Childcare Workers</u>	2,491	3,607	3.77%	111
9	<u>Management Analysts</u> IN DEMAND	1,805	2,907	4.88%	110
10	<u>Waiters and Waitresses</u> IN DEMAND	3,426	4,490	2.74%	107

Source: Occupational Employment Statistics and Wages Program

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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 13-06) as appropriate.

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 designed 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 to 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

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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:

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

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- 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
- c. target groups served in the area
 - No target groups have been established by the GMWD
- 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.

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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 FL LIC information effective April 13, 2012 as applies to WIA eligibility for program years 2011-2012.

INCOME LEVEL CHART
Effective April 13, 2012

Family Size	Personal / Household Income		
	Hall	Dawson/Forsyth (Atlanta MSA)	Other 10 GMWIA Counties
1	\$ 5,585	\$ 5,585	\$ 5,585
2	\$ 7,565	\$ 7,565	\$ 7,565
3	\$ 9,803	\$ 9,545	\$ 9,663
4	\$ 12,103	\$ 11,525	\$ 11,929
5	\$ 14,284	\$ 13,505	\$ 14,077
6	\$ 16,706	\$ 15,755	\$ 16,463
7	\$ 19,127	\$ 18,038	\$ 18,848
8	\$21,549	\$ 20,320	\$ 21,234
For each over, add:	\$ 2,422	\$ 2,283	\$ 2,386

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Table # 5.2

SUPPORTIVE SERVICE POLICIES

A. Occupational Skills Training

For customers who are participating in WIA-funded occupational skills training, the following supportive services will be available:

1. Transportation \$ 12.00 per day
2. Meals ** \$ 6.00 per day
3. Dependent Care *** \$ see the following chart

The following general policies will apply to all Support Payments:

1. Customers must attend class to receive any transportation support payment for that day. Time sheets will be completed by the customer and signed by the instructor(s). The original time sheet will be given to the Case Manager on a bi-weekly basis and maintained in the customer file.
2. **Customers must attend class to receive the meal support payment for that day. Time sheets will be completed by the customer and signed by the instructor(s). The original time sheet will be given to the Case Manager on a bi-weekly basis and maintained in the customer file. Meal support payments will be paid only if class schedules require customers to be in class for three or more hours per day.
3. Payments will not be made for sick days, holidays, days when no class is scheduled, 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.
4. ***Customers 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 or 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 customer or;
 - child or dependent, regardless of age, who requires assistance due to disability or medical condition.

CHILDCARE PAYMENT CHART

County of Residence	Average Cost per Child
Banks	80
Dawson	120
Forsyth	140
Franklin	80
Habersham	90
Hall	120
Hart	85
Lumpkin	100
Rabun	80
Stephens	80
Towns	80
Union	80
White	80

The following general policies will apply to required items or supplies for programs:

1. Medical examinations and/or shots for areas of training that require such are paid directly to vendors or reimbursed by the GMWIB. A detailed receipt must be submitted for payment to be processed.
2. Uniforms, tools, shoes, and other occupational specific items will be paid directly to vendors or reimbursed. Amounts may be limited by availability of funds. Additionally, if needed, as a requirement for employment, a confirmation with the employer that the registrant has been offered the job will be necessary. All requests must be submitted within 60 calendar days of program completion and offer/commencement of full-time employment within the training field. Dollar limits on high cost items are as follows.

Due to the broad range of costs on some required supplies, GMWD has implemented the following limitations:

Blood Pressure Cuff	\$40.00
Financial Calculator	\$80.00
Graphing Calculator	\$125.00
IST program – PLC	\$300.00
Nursing pin	\$50.00
Scientific calculator	\$25.00
Shoes	\$70.00
Stethoscope	\$90.00
Support Hosiery (per pair)	\$10.00
Watch with a second hand	\$35.00
Welding helmet	\$30.00
Tools	\$500.00
General supplies (for customers not receiving HOPE) Examples: paper, pens, pencils	\$25.00

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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 Mountains 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 May 31, 2012:

Accountant & Bookkeeper	Laborer (Warehouse)
Administrative Assistant	Law Enforcement Officer
Automotive Mechanic	Legal Secretary
Automotive Structural Repairer	Licensed Practical Nurse (LPN)
Bill & Account Collector	Maintenance Mechanic
Brick Mason	Management Trainee
CAD Operator	Manufacturing Machine Operator
Carpenter	Mechanic & Repairer Helper
Cashier/Sales Clerk	Medical & Laboratory Technician
Child Development Assistant	Medical Assistant
Certified Nursing Assistant	Medical Office Worker
CNC Machine Operators	Medical Records Technician
Construction Laborer	Medical Secretary
Correction Officer	Motorcycle Repair Technician
Cosmetology	Occupational Therapist
Culinary	Paralegal
Customer Service Representative	Pharmacy Technician
Data Entry Technician	Phlebotomist
Delivery & Route Truck Driver	Physical Therapist
Dental Assistant & Dental Hygienist	Plumber, Pipefitter, & Steamfitter

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Dental Laboratory Technician
Drafter
Electrician
Emergency Medical Technician
English as a Second Language Instructor
General Office Clerk
Hand Packers & Packagers
Heating/AC Technician
Home Health Aide
Hotel/Motel Management
Human Service Worker
Industrial Machinery Mechanic
Industrial Truck & Trailer Operator

Quality Assurance Technician
Radiological/X-Ray Technician
Registered Nurse (RN)
Respiratory Therapist
Robotics
Special Education Teacher
Surgical Technician
Surveyor
Teacher
Truck Driver, Heavy
Vocational Education Teacher & Instructor
Welder & Cutter

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- 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

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- 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)

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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

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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.

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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: Governor's Office of Workforce Development, Attn: Compliance Manager, Two Martin Luther King, Jr. Drive, Atlanta, GA 30334; Phone number 404-656-9485; Fax number 404-463-5043; 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.

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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).

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- The performance of all training institutions with participants enrolled in WIA will be monitored on a quarterly 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 Labor, 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

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- 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 WebFOCUS, which is an internet-based Management Information System. WebFOCUS allows the user to customize reports, thereby providing useful tracking information in state sponsored data groups and WebFOCUS 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)

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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 after 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. Note: Due to procurement regulations, certain required equipment cannot be purchased utilizing WIA funds (computers and related equipment).
4. Funding limitations will be as follows:
 - (a) Up to \$5,500 in training costs, excluding support, may be expended for each participant for the first year of training.
 - (b) For training that extends beyond one year, total training costs may not exceed \$8,500 excluding support.
 - (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.
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.

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- (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 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.
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.

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- (c) The customer must present evidence describing how the proposed training will increase his/her employment marketability.

Please note: Trade Act Assistance funds are not approved for Continuing Education courses.

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.

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.

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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
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 13-06) 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

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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. These contracts are done through the RFP process as well
 - 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).
 - GMWD 2 has 5 after school tutoring programs implemented across the 13 county area
 - Monthly and quarterly workshops to enhance study skills, job skills, and leadership development
 - guidance/counseling, are offered throughout the school year in specific areas in GMWD area 2
 - GMWD area 2 also works with alternative schools and learning academies to assist youth with credit recovery and GED services
 - Occupational Training is provided for eligible youth who have completed secondary education diploma/certification

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- Supportive services are provided to active youth participating in occupational training, GED training, or job skills training programs
 - Comprehensive guidance and counseling services are provided by case managers
 - Contracted tutors, program coordinators and summer counselors
 - Upon completion of program services, follow up case management services are provided to each youth for a minimum of 12 months
 - GMWD area 2 works with the work study (school-to-work) programs in one county at this time and two other counties in progress and indirectly with Jobs for Georgia Graduates through the school system. A representative from Job Corps sits on the Youth Council, and a referral system is in place. GMWD 2 runs a Summer Work Experience program which offers a paid six (6) week work experience for eligible youth
 - GMWD 2 partners, with the school system and the hospital system, in an internship program targeted at assisting youth with learning disabilities. Supportive services and resources are provided
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?***
- 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

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- Georgia Mountains Workforce Development Area 2 is one of 20 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:
 - 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.
- 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 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, Meals and when applicable child care
- Funding limitations will be as follows:
 - Up to \$5,500 in training costs, excluding support, may be expended for each participant for the first year of training
 - For training that extends beyond one year, total training costs may not exceed \$8,500, excluding support
 - 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:

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- 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 works 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

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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)**
- 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 (*under development*)
 - GMWD staff members attend Regional Commission meetings
 - GDOL staff members are associated with the various Chambers of Commerce and attend meetings regularly
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)**

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- TANF customers are served through the local Adult ,Dislocated and Youth programs
 - Adult workers who qualify for TANF 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
 - All qualified customers may receive reimbursement:
 - Travel
 - Childcare
 - Meal (minimum of three hours in class)
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 1010 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. The frequency of visits will increase as Overviews are conducted at each Career Center, Technical College and satellite 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

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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 I89(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 2013
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 I89(i)(4)(B)]? If the area does not offer OJT services, please explain.
- GMWD is in the final stages of developing an OJT Program. We will be presenting it to the Workforce Investment Board at the end of September and tentatively will launch the program in October

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- Plan of solicitation will include speaking at Development Authority and Chamber meetings; networking with One Stop Career Centers; email/mail blasts to area businesses and cooperative opportunities with Employer Committees in our area. We will also network with our neighboring Workforce Development areas on OJT opportunities
- We plan to utilize the sliding scale of reimbursement percentages as a key selling point to our mid-size and smaller employers. Waiver Section 101(31) and 20 CFR663.700(9)

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VI. Performance Accountability

1. ***NOTE: Instructions for estimating performance levels for PY 2012 will be transmitted to local areas in a separate memo.***

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

The Georgia Department of Labor has contracted with Savannah State to provide random surveys to customers who have been exited from the Georgia Mountains WD system as well as the other 19 workforce areas. This information is useful but has not provided enough information to be solely relied upon. The area is therefore using customer satisfaction surveys and transition interviews with each customer served through the Georgia Mountains WD system to supplement the current information that is received.

Random surveys include information questions pertaining to:

- Assessment tools
- Case management services
- Training provider/program
- Follow-up services

If deficiencies are noted, appropriate corrective actions may occur.

3. 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 meetings to discuss reports
 - GMRC financial reports
4. Discuss steps the local area has taken to ensure transparency and accountability of all local funding.
 - WIB receives quarterly financial reports

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- GMRC receives quarterly financial reports
- Open meeting law
- Request for purchase and three (3) quotes
- Approved by Department Head
- Another approval by Executive Director
- Purchase

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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

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Table # 7.1

**Governor's Office of Workforce Development
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:

Governor's Office of Workforce Development

Attn: Compliance Manager

Two Martin Luther King, Jr. Drive Atlanta, GA 30334

Phone: (404) 656-9485 Fax: (404) 463-5043.

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 _____

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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

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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:

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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

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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 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

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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.

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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

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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.

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VIII. Plan Attachments

Attachment A: Area Sites and Services

Please complete and submit matrix.

Attachment B: Memoranda of Understanding/Resource Sharing
Agreements

Please submit a sample Memorandum of Understanding/Resource Sharing Agreement from one comprehensive One-Stop here.

NOTE: Accurate, complete, and current agreements must be available for review upon request and during onsite program reviews.

Attachment C: Performance Worksheets

NOTE: Instructions for estimating performance levels for PY 2012 will be transmitted to local areas in a separate memo.

Attachment D: Local Area Assurances

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The attached local assurances were developed to address provisions of the Workforce Investment Act and the Final Rule. By virtue of signatures with submission of the plan, the local area agrees to abide by these provisions.

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Comprehensive Plan

Attachment A

Area Sites and Services

List the name, address and phone number of each comprehensive WIA service site. It is not necessary to list affiliate/single partner locations. For each comprehensive site, specify the lead partner or One-Stop operator in bold type, followed by the other partners that provide services at that site. In the third column, indicate the major services (e.g. career counseling, assistance with training, Rehabilitation Services, UI, employment services, etc.) provided at that site by the partners specified in the second column. Add rows for additional sites as needed.

Area Sites and Services		
Comprehensive Service Site(s)	Lead Partner/One-Stop Operator / Other Partners	Major Services Provided by Each Partner
<u>Gainesville Career Center</u> 2756 Atlanta Highway Gainesville, GA 30504 (770) 535-5484	GDOL Rehabilitation Services DTAE WIA Job Corps	Wagner Peyser, UI/DOL All RS services Assistance with training/re-training, career counseling Assessments/Training Job Corps services
Additional Service Sites	Lead Partner/One-Stop Operator / Other Partners	Major Services Provided by Each Partner

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<p><u>Habersham Career Center</u> 215 Hodges Street, Suite 205 Cornelia, GA 30531 (706) 776-0811</p>	<p>GDOL DFCS Rehabilitation Services</p>	<p>Wagner Peyser, UI/DOL All DFCS services All RS services</p>
<p><u>Toccoa Career Center</u> 112 N. Alexander Street P.O. Box 520 Toccoa, GA 30577-0520 (706) 282-4514</p>	<p>GDOL DFCS Rehabilitation Services Jobs for All</p>	<p>Wagner Peyser, UI/DOL All DFCS services All RS services Human Development & Disability through UGA</p>
<p><u>Lanier Technical College</u> P.O. Box 58 Oakwood, GA 30566 (770) 531-6300</p>	<p>Department of Technical and Adult Education</p>	<p>Assistance with training/re- training, career counseling, New Connections to Work, Georgia Fatherhood services, Career Placement services</p>
<p><u>North Georgia Technical College</u> P.O. Box 65 Clarksville, GA 30523 (706) 754-7700</p>	<p>Department of Technical and Adult Education</p>	<p>Assistance with training/re- training, career counseling, New Connections to Work, Georgia Fatherhood services, Career Placement services</p>
<p><u>Legacy Link</u> 508 Oak Street, Suite 1 P.O. Box 2534 Gainesville, GA 30503 (770) 538-2650</p>	<p>Title V</p>	<p>Aging services</p>

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<u>Banks County DFCS</u> P.O. Box 159 Homer, GA 30547-0159 (770) 677-2272	DFCS	All DFCS services
<u>Dawson County DFCS</u> P.O. Box 867 Dawsonville, GA 30534-0867 (706) 265-6598	DFCS	All DFCS services
<u>Forsyth County DFCS</u> P.O. Box 21 Cumming, GA 30028-0021	DFCS	All DFCS services
<u>Franklin County DFCS</u> P.O. Box 279 Carnesville, GA 30521-0279	DFCS	All DFCS services
<u>Habersham County DFCS</u> P.O. Box 160 Clarkesville, GA 30523-0160 (706) 754-2148	DFCS	All DFCS services
<u>Hall County DFCS</u> 970 McEver Road Extension Gainesville, GA 30504-3964 (770) 532-5298	DFCS	All DFCS services

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<u>Hart County DFCS</u> P.O. Box 518 Hartwell, GA 30643-0518	DFCS	All DFCS services
<u>Lumpkin County DFCS</u> 175 Tipton Drive Dahlonega, GA 30533-1139 (706) 864-1980	DFCS	All DFCS services
<u>Rabun County DFCS</u> P.O. Box 787 Clayton, GA 30525-0787 (706) 782-4283	DFCS	All DFCS services
<u>Stephens County DFCS</u> 1000 East Tugalo Street Toccoa, GA 30577 (706) 282-4505	DFCS	All DFCS services
<u>Towns County DFCS</u> P.O. Box 156 Hiawassee, GA 30546-0156 (706) 896-3524	DFCS	All DFCS services
<u>Union County DFCS</u> P.O. Box 220 Blairsville, GA 30514-0220 (706) 745-2931	DFCS	All DFCS services
<u>White County DFCS</u> 1241 Helen Highway, Ste. 200 Cleveland, GA 30528-0455 (706) 865-3128	DFCS	All DFCS services

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<u>DRS – Cleveland Hub</u> 243 S. Main Street Suite B Cleveland, GA 30528 (706) 865-9535	Division of Rehabilitation Services	All RS services
<u>DRS – Cumming Hub</u> 100 Colony Park Drive Suite 204 Cumming, GA 30040 (770) 781-6781	Division of Rehabilitation Services	All RS services
<u>DRS – Gainesville Hub</u> 2756 Atlanta Highway Gainesville, GA 30504 (770) 535-5468	Division of Rehabilitation Services	All RS services
<u>Ninth District Opportunity</u> 308 Spring St. SW Gainesville, GA 30501 770-532-3191		Case management services, employment services, budget counseling and development, housing assistance and weatherization, nutrition, health awareness, smoke detectors, medicine, and emergency assistance

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Attachment B

Memoranda of Understanding and Resource Sharing Agreements

Include Sample Memorandum of Understanding/Resource Sharing Agreement from one comprehensive One-Stop

Note: Accurate, complete, and current agreements must be available for review upon request and during onsite program reviews

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Attachment B

MEMORANDUM OF UNDERSTANDING

ESTABLISHING ONE-STOP CONSORTIA

PURSUANT TO THE

WORKFORCE INVESTMENT ACT OF 1998

1. This **Memorandum of Understanding (MOU)** is entered into by the partnering agencies offering services and contributing resources through the Area 2 Georgia Mountains Workforce Consortium.
2. **DURATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA) or in accordance with this section.

Any party may withdrawal from this MOU by giving written notice of intent to withdraw at least 90 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given the Chairperson of Area 2 Georgia Mountains Workforce Consortium (Entity 1) and the Georgia Mountains Workforce Investment Board (Entity 2).

Should any Party withdraw, this MOU shall remain in effect with respect to other remaining Parties.

3. **MODIFICATION AND ASSIGNMENT:** This MOU may be modified at any time by written agreement of all parties.
4. **MISSION STATEMENT:** This mission statement for the Area 2 Georgia Mountains Workforce Consortium is:

To advance the economic well-being of the area by developing and maintaining a quality workforce. This is to be achieved through the co-location and integration of employment,

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training, education and economic development services for job seekers, workers, and employers.

5. **ATTACHMENTS:** The following attachments are included in this MOU:
- A. **CONFIDENTIALITY:** The parties agree to honor the Confidentiality Information /Release Form included as Attachment A. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the parties collecting, receiving, or sharing information.
 - B. **CROSS REFERRAL:** The parties adopt the cross-referral arrangements **ATTACHMENT B**, which also include by reference cross-referral arrangements in the local WIA plan, including modifications thereto.
 - C. **RESOURCE SHARING:** The parties agree to share resources in accordance with **ATTACHMENT C**, Resources Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather intent to commit specific resources in the future as the parties' allocations and budgets are known and the one-stop system evolves. The One-Stop system is a work in progress and its costs and the partners' resource contributions will not remain static from month to month or from year to year.
 - D. **GOALS AND OBJECTIVES:** The parties agree to the Goals and Objectives listed in **ATTACHMENT D** for the Area 2 Georgia Mountains Workforce Consortium One-Stop System and the Georgia Mountains Workforce Investment System as agreed to by the Georgia Mountains Workforce Investment Board (WIB).
 - E. **BY-LAWS:** The parties agree to the By-Laws in **ATTACHMENT E**.
 - F. **LOCATIONS:** The parties agree that One-Stop services will be provided during the indicated house of operation at the locations included in **ATTACHMENT F**. In addition, services may be provided at events such as Job Fairs, Promotional events, etc.
 - G. **SERVICES:** The parties agree to the Matrix of Services included as **ATTACHMENT G**.

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- H. **ADDITIONAL ATTACHMENTS:** More specific resource sharing arrangements or financial agreements may be executed from time to time. If those additional agreements reference this MOU, they shall be considered additional attachments.
6. **LIABILITY:** The parties acknowledge that the Georgia Mountains Service Delivery/Area/Workforce Investment Board has not responsibility and/or liability for any actions of the Area 2 Georgia Mountains Workforce Consortium/One-Stop System Partners and its employees, agents, and/or assigns. Likewise, the parties have no responsibility and/or liability for any actions of the Georgia Mountains Service Delivery Area/Workforce Investment Board and its employees, agents, and/or assigns.
7. **DISPUTES:** The parties shall first attempt to resolve all disputes informally. Any party may call a meeting of all parties to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to a full meeting of the Area 2 Georgia Mountains Workforce Consortium/One-Stop System. Should the local Area 2 Georgia Mountains Consortium/One-Stop System fail to resolve the dispute, it shall be referred to the Chair of the Georgia Mountains Workforce Investment Board who shall place the dispute on the agenda of regular or special meeting of the WIB or its Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.
8. **SEVERABILITY:** If any part of this MOU is found to be null and void, or is otherwise stricken, the rest of this MOU shall remain in force.
9. **AUTHORITY AND SIGNATURES:** The individuals signing below have the authority to commit the party they represent to the terms of this MOU, and do so commit by signing.

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SIGNATORY PAGE

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Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM

MEMORANDUM OF UNDERSTANDING

CONFIDENTIALITY/INFORMATION RELEASE

Each Consortium member agency will honor requests for information by other Consortium members for shared customers.

Each Consortium member agency agrees to keep all information shared between the Consortium confidential in accordance with applicable laws and regulations.

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Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM

MEMORANDUM OF UNDERSTANDING

CROSS REFERRAL ARRANGEMENTS

Individuals seeking core, intensive, and/or training services may be referred to the One-Stop Center(s) or to an affiliate/partner site. If an individual seeks specialized services at a One-Stop Center rather than the partner's site, information on and arrangement for services should be made available to him or her without referral to another location (based on staffing availability- Refer to Attachment G). Participants may receive referral to appropriate training and education programs that have the capacity to serve the participant or applicant either on sequential or concurrent basis.

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Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM

MEMORANDUM OF UNDERSTANDING

RESOURCE SHARING

The Resource Sharing Agreement provides the framework for key partner commitment as regard the allocation and sharing of operational costs and resources. The sharing of operation costs and resources are applicable as applied to the Georgia Mountains Local Area's comprehensive (on site) One-Stop system maintaining monthly overhead expensed to include occupancy, utility, telephone, technology maintenance, janitorial and security services.

- A. Partners are committed to working out an Agreement regarding Resource Sharing which shall subsequently be made part of the MOU.
- B. The One-Stop system is a work in progress, and its costs and the partners' resource contributions may be adjusted as needed. For example, a partner may request assistance with payment of facilities costs. Any adjustments to the resource sharing agreement listed above would come before the Consortium for approval.

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Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM

MEMORANDUM OF UNDERSTANDING

GOALS AND OBJECTIVES

1. To empower job seekers/workers to actively achieve long-term economic self-sufficiency.
2. To assist employers in meeting their present and future workforce needs.
3. To provide information, referral, and services to job seekers/workers for economic self-sufficiency as appropriate.
4. To deliver services in the most cost-effective and efficient manner possible.
5. To assist the transition of students from school to work.

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Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM MEMORANDUM OF UNDERSTANDING BY-LAWS

The parties agree the Consortium is comprised of the following agencies:

Georgia Mountains Regional Commission, Georgia Department of Labor, Georgia Division of Family and Children Services, Georgia Division of Rehabilitation Services, *add agencies as appropriate such as a representative of tech schools, housing authority, etc. (keep group small)*

Each agency as listed below is entitled to one vote on business that comes before the consortium:

Georgia Mountains Regional Commission	1 Vote
Georgia Division of Family and Children Services	1 Vote
Georgia Division of Rehabilitation Services	1 Vote
Secondary Schools (one member representative)	1 Vote
Georgia Department of Labor	1 Vote
Legacy Link/Title V	1 Vote
Job Corps	1 Vote
Adult Education Literacy	1 Vote
Ninth District	1 Vote

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A chairperson shall be elected by the Consortium who shall have signatory authority to the extent agree upon by the Consortium.

A simple majority of four members shall constitute a quorum of the Consortium (*adjust as need based on the final number of agencies in the Consortium*)

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Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM

MEMORANDUM OF UNDERSTANDING

LOCATIONS

Georgia Department of Labor (Full Service One-Stop Site)

8:00 a.m. – 4:30 p.m. Monday through Friday

Excluding Holidays

Address:

Georgia Department of Labor (*)

Gainesville Career Center (Georgia Mountains One-Stop)

2756 Atlanta Highway

Gainesville, GA 30504

Phone: (770) 535-5484

Fax: (770)531-5699

Additional affiliate sites are under development by partner agencies. As they are implemented, this agreement will be modified.

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The following core services are provided by One-Stop Partners in accordance with 20 CFR 662.240. These services may include service provision via appropriate technology, co-location of personnel, cross training of staff, or other agreements:

1. Eligibility Documents;
2. Outreach, intake and orientation to the One-Stop system;
3. Initial assessment of skill levels, aptitudes, abilities and support services;
4. Job search and placement assistance;
5. Employment statistics information
6. Provision of program performance information and cost information;
7. Information on local performance;
8. Information about the availability of supportive services, including child care; transportation and referral services;
9. Information on unemployment compensation claims;
10. Information on financial aid assistance for training/education opportunities in the area not funded via WIA;
11. Follow up services;
12. Information, to include remote access, which notifies customers or priority of services to ensure veterans and eligible spouses receive benefits;
13. In accordance with TEG-5-03, veterans and spouses who are eligible are given priority of service.

The One-Stop delivery system provides services and activities pertaining to the following per 20 CFR 662.200:

1. Title I (WIA) adults and dislocated workers;
2. Title I (WIA) youth;
3. Title I (WIA) Job Corp, and migrant and seasonal farm-worker programs if these national programs are present in the area;
4. Veterans' workforce programs under Title I (WIA);
5. Wagner-Peyser Act Programs;

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6. Title II (WIA) adult education and literacy activities;
7. Programs funded under Title I of the Rehabilitation Act;
8. Programs funded under Title V of the Older Americans Act;
9. Postsecondary vocational education activities funded under Carl D. Perkins Vocational Act and Applied Technology Education Act;
10. Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities;
11. Local veterans' employment representatives and disabled veterans outreach programs;
12. Employment and training activities under Community Services Block Grant and the Department of housing and Urban Development if these programs are present in the local area;
13. Programs authorized under State employment compensation laws.

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Comprehensive Plan

Attachment C

Performance Worksheets

STATE OF
GEORGIA OFFICE OF
THE GOVERNOR
ATLANTA 30334-0900

Nathan Deal
GOVERNOR

Tricia Pridemore
Executive Director,
Governor's Office of
Workforce Development

September 24, 2012

Mr. John Phillips
Director
Georgia Mountains Regional Commission
2481 Hilton Drive, Suite 8
Gainesville, GA 30501

Dear Mr. Phillips,

Please accept this letter as an official confirmation of the agreed upon Program Year (PY) 2012 performance levels for Area 2 (Georgia Mountains) of the Workforce Investment Act (WIA). The agreed upon performance measures are listed in the enclosed table. We look forward to working with your team in achieving these goals as the state of Georgia works towards exceeding its own PY'12 targets. With your help, these measures will provide improved service to businesses and citizens' contributing to Georgia's growing economy.

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Additionally, this letter constitutes a modification to your Local Workforce Plan. Local Workforce Investment Areas should ensure that the agreed upon goals are included as part of their official copy of the plan, and that all published copies of this plan include these agreed- upon targets.

Please extend our appreciation to your staff for their hard work, dedication to your local area needs, and knowledge of the workforce investment system; including the local economic conditions, needs, and challenges in serving your area. If you should have any questions regarding the enclosed table, please feel free to contact Brett Lacy at (404) 951-7604, (blacy@georgia.gov), or Steven Wilson at (404) 463-0549, (swilson@georgia.gov).

Sincerely,



Tricia Pridemore
Executive Director
Governor's Office of Workforce Development

Cc: Mayor Andrea Gibby, Chair

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<u>WIA Program</u>	<u>PY 2012 Goals</u>
Entered Employment Rate	75
Employment Retention Rate	84
Avg. Six Month Earnings	\$14,000
Dislocated Worker	
Entered Employment Rate	85
Employment Retention Rate	90
Avg. Six Month Earnings	\$15,500
Youth Common Measures	
Placement in Emp. Or Education	60
Attainment of Degree or Certificate	75
Literacy or Numeracy Gains	34

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Attachment D

Local Area Assurances

PY 2012

Local Workforce areas must ensure that area staff, contractors, and partners are accountable to all state and federal laws, regulations and policies. By signatures on the local Workforce Plan, the area assures the State that the following provisions will be met for PY 2012:

1. Policies and procedures will be developed for soliciting and contracting with training providers for adult and dislocated worker training services that are not part of the Individual Training Account (ITA) system. [WIA Sec. I 18 (b)(9)]
2. Policies and procedures will be developed for identifying and competitively procuring youth activity providers. Policies will include evaluation criteria used and desired program elements, as required by WIA. [WIA Sec. I 18 (b)(9)]
3. Memoranda of Understanding/**Resource Sharing Agreements (MOU/RSA)** have been established between the local Workforce Investment Board and: a) all required WIA partners; and b) other partners participating in the local One-Stop system. [WIA Sec. 118 (b)(2)(B)] **A sample MOU/RSA** will be considered part of the area's comprehensive WIA plan and **current, valid agreements** will be available locally for review upon request

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4. Area staff, partners and subcontractors will comply with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the WIA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;

Section 504 of the Rehabilitation Act of 1973 as amended, Americans with Disabilities Act of 1990, and Americans with Disabilities Act Amendments of 2008, which prohibit discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

5. No funds received under the WIA will be used to assist, promote, or deter union organizing. [WIA Sec.181 (b)(7)]
6. The local Workforce Investment Board assures that all awards of federal and state funds shall be accounted for using generally accepted accounting principles, and treated in accordance with federal cost principles that apply to the type of entity receiving funds, including OMB Circular A-87 for units of state or local government; A-21 for institutions of higher learning; A-122 for private, non-profit organizations; and 48 CFR, Part 31 for private, for-profit organizations.

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7. The local Workforce Investment Board assures that audits of covered organizations shall conform to the federal Single Audit Act and OMB Circular A-133.

8. The area's financial management system will satisfactorily account for and document the receipt and disbursement of all WIA funds. Further, effective internal controls in place will safeguard assets and ensure their proper usage (including property location and usage). [WIA Sec. 184 (a)(1)]

9. The local area's financial system will permit the tracking of program income and potential standing costs. [WIA Sec. 185 (f)(1)&(2)]

10. The local area will prepare and submit required financial reports in a timely manner, and WIA operations funded wholly or in part with state and/or federal funds will maintain financial and program records with all supporting documents for at least three years from the date of submission of the closeout reports for each program. [WIA Sec. 185 (e)(1)]

11. Any information or records concerning an individual or employing unit obtained by the Georgia Department of Labor in the administration of the Employment Security Law or other federally funded programs for which the department has responsibility are, by law, private and confidential [O.C.G.A. 34-8-120 et seq.].

The area agrees to abide by all state and federal laws, rules, and regulations regarding the confidentiality of such records. There are criminal sanctions for unauthorized release of such information. The area further agrees not to divulge any private or confidential information concerning any individual or employing unit to any unauthorized person

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without the informed consent of both the individual employee and the related employing unit, or, when applicable, of a particular customer. The Georgia Open Records Act requires government agencies and their private contractors to allow inspection of "public records" by citizens who request such inspection [O.C.G.A. 50-18-70 et seq.].
Georgia

Department of Labor information and records on individuals and employing units described above are exempt from the disclosure requirements of the Georgia Open Records Act. The area agrees to fully comply with the Georgia Open Records Act, which may require a timely written response (within three days of the inspection request) denying inspection of such records and stating the applicable statutory authority for denying the request.

Local areas will comply with the security and privacy standards of Public Law 104-191 – the Health Insurance Portability and Accountability Act of 1996.

Veterans and eligible spouses will be provided priority in USDOL-funded services in accordance with the Jobs for Veterans Act (P.L. 107-288), (38 USC 4215) and Jobs for Veterans Act Final (20 CFR part 1010) published at 73 Fed. Reg. 78132 (December 19, 2008).

Migrant and seasonal will be provided the same range and quality of services as non-migrants, and equity of service will be afforded to migrant and seasonal farmworkers in all labor exchange services provided in the area. [20 C.F.R., Part 653]

Local areas will comply with section 101 of Public Law 109-149 which limits the salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration and provided to recipients and sub-recipients.