Georgia Mountains Regional Commission

Comprehensive Local Workforce Investment Act Plan PY 2011-2012

Georgia Mountains Regional Commission
for the
Georgia Mountains Workforce Investment Board
P. O. Box 1720
Gainesville, GA 30503

Equal Opportunity Employer
Program Auxiliary Aids and Services Available Upon Request to Individuals with Disabilities

Submitted: January 26, 2012

Area Contacts

1. **Name of Area**
   Georgia Mountains, Region 2

2. **Name, address and phone number of Chief Elected Official**
   Mr. Mike Berg, Dawson County Commission Chairman
   25 Justice Way, Suite 2313
   Dawsonville, GA 30534
   706-344-3501 Phone
   706-344-3889 Fax

3. **Name, address and phone number of GMRC**
   Mr. Danny Lewis Executive Director
   P.O. Box 1720
   Gainesville, GA 30503
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4. **Grant Administrator:**
   Georgia Mountains Regional Commission
   Local Area Director:
   John Phillips
   Address:
   P. O. Box 1720
   Gainesville, GA 30503

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   jphillips@gmrc.ga.gov

5. **Name, address and organization of the Workforce Investment Board Chairperson**
   Ms. Andrea Gibby
   P.O. Box 122
   Young Harris, GA 30582
   706-835-6766

6. **Name, address and organization of the Youth Council Chairperson(s)**
   *Youth Council has been named. At first meeting in January 2012 Chairperson will be named.

7. **Name, address, phone number and fax number of the area's one-stop operator(s). List which site(s) the organization(s) manages *and indicate with an asterisk sites that area WIA comprehensive service sites.***

Georgia Department of Labor (*)
Gainesville Career Center (Georgia Mountains One-Stop)
2756 Atlanta Highway
Gainesville, GA 30504
770-535-5484

Local Area Partners

Georgia Department of Labor

Blairsville Career Center
189 Rogers Street
P.O. Box 834
Blairsville, GA 30514-0834
(706) 745-6959

Habersham Career Center
215 Hodges Street, Suite 205
Cornelia, GA 30531
(706) 776-0811

Gainesville Career Center
2756 Atlanta Highway
Gainesville, GA 30504
(770) 535-5484

Toccoa Career Center
112 N. Alexander Street
P.O. Box 520
Toccoa, GA 30577-0520
(706) 282-4514

Georgia Department of Technical and Adult Education

Lanier Technical College
P.O. Box 58
Oakwood, GA 30566
(770) 531-6300

North Georgia Technical College
P.O. Box 65
Clarkesville, GA 30523
(706) 754-7700

Department of Labor
Rehabilitation Services Program

Regional Office
2756 Atlanta Highway
Gainesville, GA 30504
(770) 535-5484

Title V

Legacy Link
508 Oak Street, Suite 1
P.O. Box 2534
Gainesville, GA 30503
(770) 538-2650

Georgia Department of Human Resources
Division of Family and Children Services

332 Washington Street, West, Suite 305
Gainesville, GA 30501
(770) 535-5473

Community Block Grant

Ninth District Opportunity
P.O. Drawer L
Gainesville, GA 30503
(770) 532-3191

Housing Authority

Gainesville Housing Authority
P.O. Box 653
Gainesville, GA 30503
(770) 536-1294

8. Electronic one-stop or website addresses
www.gmrc.ga.gov
www.dol.state.ga.us

9. Name and phone number of individual(s) with primary responsibility for plan development
John Phillips
2481 Hilton Drive, Suite 8
Gainesville, GA 30501
770-538-2735

Plan Signatures

Name of Area: Georgia Mountains, Service Delivery Region 2

Commissioner Mike Berg
Chief Local Elected Official

3/29/12
Date

Executive Director Danny Lewis

3/21/12
Date

John Phillips, Jr.
Local Area Director

3/16/2012
Date

Ms. Andrea Gibby
Local Workforce Investment Board Chairperson

3/29/12
Date

COMPREHENSIVE LOCAL WORKFORCE INVESTMENT ACT PLAN

PY 2011-2012

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I. Vision and Goals

October 1, 2011 the Georgia Mountains Regional Commission (GMRC) became the grant recipient/administrative entity Workforce Investment Act programs in the Georgia Mountains Workforce Investment Area 2 (GMWIA2). Located in the extreme northeast corner of Georgia the thirteen counties comprise the GMRC area. These counties include Banks County, Dawson County, Forsyth County, Franklin County, Habersham County, Hall County, Hart County, Lumpkin County, Rabun County, Stephens County, Towns County, Union County, and White County. All the counties with the exception of Forsyth County and Hall County are classified as rural. Forsyth County is now considered to be part of metropolitan Atlanta. Over the past three decades, the GMRC area has experience tremendous growth. Some of its counties are among the fastest growing in the United States. All counties have experience continued positive growth, with most higher than the state average. Much of the growth can be attributed to migration resulting from economic factors, retirement populations and the spillover from metropolitan Atlanta.

A major economic factor in the Georgia Mountains region is tourism. Visitors are attracted by the history, outdoor activities, museums, mountain arts and crafts, antiques, natural scenic beauty and unique cuisine. Numerous festivals throughout the year, such as Octoberfest in Helen, White County or the Georgia Mountain Fair in Hiawassee, Towns County, draw hundreds of thousands of visitors from many places. Outlet trade centers located in Banks County and Dawson County attract a heterogenous mixture of shoppers/visitors year round. The tourism industry is nearly a billion dollar a year industry in the Georgia Mountains area.

Another major industry in the Georgia Mountains region is the poultry industry. Gainesville/Hall County leads the way as being the poultry capital of the world by having many major poultry producers headquartered in the county. Most of the surrounding Georgia Mountain counties serve as major suppliers to the Hall County and others, plants.

Land use in the Georgia Mountains region is primarily rural in nature, the exceptions being Forsyth and Hall Counties. The majority of land is undeveloped or used for agriculture or forestry. Most residential land use is concentrated around the 38 towns and cities located throughout the region, with some retirement communities located in the mountain areas of the region. Commercial and industrial development tends to be located where necessary

infrastructure is in place (ie., along major transportation corridors and where water and sewer amenities are available). Because of its rural character, there are very few local land use regulations in the Georgia Mountains counties. Those regulations that do exist tend to be weak not because of the regulations themselves, but due to lack of enforcement. However, the recognition of the need for land use regulations or guides is being expressed by local governments and citizens as they observe the fast paced growth taking place within their communities.

With the large variety of resources and its favorable location, as well as the quality of life that is offered, the Georgia Mountains region will more than likely continue to experience tremendous, if not explosive growth. One of the region's most important concerns will be to continue to pursue quality development while protecting and conserving its limited and precious resources.

Education is important in any region, and especially in the Georgia Mountains region. Nine colleges in the region allow students from within the Georgia Mountains region and outside, to pursue academic degrees in higher education. In addition, two area vocational colleges exist in the region to offer technical and vocational training to students in a variety of fields.

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.

Values Statement

The following list of values will guide the Georgia Mountains WIB and staff in all decisions:

- Accountability
- Collaboration
- Communication
- Compassion
- Customer Focus
- Innovation
- Integrity
- Participation
- Quality Focus
- Respect
- Service Orientation
- Strong Leadership
- Transparency

II. Local Governance

1. Describe how the local workforce development system will be governed to ensure that it is comprehensive, integrated, effective, responsive and customer-focused. Examples of items you may wish to describe include: the local board committee structure and the board's oversight activities. Describe how GDOL career centers and other WIA partners have worked together to promote service integration.

The Georgia Mountains Workforce Investment Board (WIB) is responsible for providing policy guidance for and exercising oversight with respect to, the local workforce investment system conducted under the Workforce Investment Act (WIA) in partnership with the Georgia Mountains Council of Chief Elected Officials (CCEO). The various partner agencies located in the Georgia Mountains region formed a consortium to operate the one-stop system in the area and have thereby enhanced the efforts of the partners to coordinate and integrate services.

The GMWIB has been formed with 27 members consisting of a Chair, Vice-Chair, Secretary/Treasurer as well as the remaining members. The Chair and Vice-Chair must be representatives of the private sector. The WIB Youth Council is responsible for providing policy guidance for and exercising oversight with respect to the local youth program conducted under WIA.

The consortium is comprised of partner agencies within the local area who had been functioning independent of each other, but with excellent working relationships. The consortium was designed to be the operator of the Georgia Mountains Workforce Investment Area One-Stop Center. Additional equipment has been purchased for partner agencies to replace broken inoperable and/or out of date equipment.

The GMRC as the new grant recipient/administrative entity beginning October 1, 2011, has worked closely with the Georgia Department of Labor and neighboring LWIA's and is developing policies, procedures and a fiscal management system that ensures all aspects of the WIA programs are operated in compliance with the Act. A detailed guide is being developed for use to ensure that the system is managed and governed appropriately. The guide includes the following:

- WIB
- CCEO
- Youth Council
- One-Stop Centers
- Customer Services
- Georgia Mountains Regional Commission

The Georgia Department of Labor Career Centers in the Georgia Mountains region have maintained an excellent working relationship with the Georgia Mountains Workforce Investment Area. These partners consistently strive to provide quality customer service and enhance service integration. Staff members have been cross-trained to allow greater customer access to available services and also enhance appropriate partner referrals. A local website has been developed by the RC and includes links to area Career Centers and applicable area information.

The Gainesville Career Center has put together a management team of individual unit managers or directors. This team meets monthly to review staffing issues, customer service issues and new policies/directives.

2. 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.

The Georgia Mountains Regional Commission has been designated as the grant recipient/Administrative Entity by the Council of Chief Elected Officials (CCEO). GMWD Staff support the operation of WIA programs in the local area and are employees of the GMRC. The Georgia Mountains WIB is nominated and serves at the discretion of the CCEO. The WIB works closely with local staff in policy development and coordination. The chart below outlines the activities and roles of the WD support staff.

NAME	ACTIVITIES/ROLES/RESPONSIBILITIES
John Phillips	Workforce Development Director, GMRC 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
Nona Turk	Billing Specialist, GMRC 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, assists the Billing Specialist with support processing, utilizes WebFocus database to provide Board with up-to-date performance information
Ginger Little	Intake Program Assistant/Career Advisor/Data Entry Provides detailed career assessment services to customers in the application process throughout the one-stop system, administers the CAPS, CDM, TABE and SAGE. Coordinate overview sessions to Georgia Mountains 13 county area.
Angie Butts	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.
Dan Thornton	A/DW Case Manager Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers.ated Worker WIA funded customer
Wanda Payne	A/DW Case Manager Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers.
Heather Smith	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 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

3. 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.

The Youth Council is appointed by the Workforce Investment Board, and members represented are of special interest or expertise in youth policy. The Council also includes representatives of youth service agencies, parents/guardians of eligible youth who may be approved for assistance under Title I of the Workforce Investment Act, individuals who have been involved in youth activities including former participants, worksite supervisors, representatives from organizations who work directly with youth and members of the WIB deems beneficial. Members of the Youth Council are voting members of the Youth Council, and may or may not be non-voting members of the WIB.

Members of the Youth Council and the WIB include representatives from:

Board of Education
Ninth District Opportunity
Junior Achievement
DFCS
4-H
Technical College
Job Corps,
YMCA
Housing Authority
Council of juvenile Judges
Youth Employers

The responsibilities of the Youth Council include, but are not limited to:
Developing portions of the local plan relating to youth eligibility;
Recommendations to the local WIB of eligible providers for youth activities;
Oversight of the eligible providers, along with the WIB;
Coordinating youth activities authorized under Section 129 of the WIA.

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

WD staff members attend and/or participate in:

A. Georgia Mountains Regional Commission Board Meetings;

B. School-to-Work projects;

C. Chamber of Commerce meetings;

D. Economic Development Authorities meetings;

E. Regional Transportation Board meetings;

F. Local Area Transportation Board (Hall Area Transit) meetings;

G. Family Connections and

H. Comprehensive Economic Development Strategy (CEDS) Committee meetings.

III. Plan Development and Implementation

1. **Describe the process used by the area staff and board to update this strategic plan. Describe your strategic planning effort 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 13-06) *and the Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08), as appropriate.***

   The Georgia Mountains Workforce Investment 2 Strategic Plan is a work in development. The Workforce Investment Board has been formed. A Strategic Planning Session was held on December 7, 2011 to begin formalizing goals and objectives for the GMWDA. Within the next three months these goals and objectives will be formalized and voted on by the WIB and added to the Workforce Development Strategic Plan. This will allow for a formal public process. Chart 1 page 14 lists the heads of the agencies and organizations involved in the planning.

   The Georgia Mountains Regional Commission has access to data to provide area demographics, needed labor market information, etc. for the

Georgia Mountains Area. The GMRC plans to hold public meetings in each county and with each Georgia Department of Labor Career Center Employer Committee in the Georgia Mountains region. The purpose of the meetings would be to gauge from employers, community members, and partner agencies the employment and training needs in the Georgia Mountains region. The information will be incorporated into future plan updates.

The local Plan is considered a working document and will be updated as completed. Updates can occur at any time, but must receive WIB approval after public review.

The following chart details the key individuals who are continually involved in the process.

Chart 1

Organization Name	Title/Position of Participant (s)
Georgia Department of Labor	District II Director Career Center Managers (4) Georgia Mountains WIA Staff
Georgia Mountains Workforce Investment Board	Planning Committee
Department of Technical and Adult Education	Technical School President Economic Development (2)
Department of Labor Rehabilitation Services Program	Field Director, Area II
Department of Human Resources Division of Rehabilitation Services	Region II Director
Hall County School System	Director, Evening School
Title V / Legacy Link	Executive Director
HUD	Resident Services Director
Ninth District Opportunity	Executive Director
Georgia Mountains Regional Commission	Director Economic & Community Development

IV. Needs Assessment

1. 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 (TEGL13-06) *and the Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08)*, and incorporate as appropriate.

The GMWI2 Area has similarities with most of the state and is fighting its way out of the recession. Many businesses have downsized, moved or closed. However, the GMWDA remains one of fastest growing economies in Georgia. As of August 2011, the average unemployment rate was 9.1% which is still below the state average of 10.3%. The total number of employees located in the area in 2011 was 298,237 however nearly 27,047 individuals are unemployed. Many of jobs do not appear on the Labor Department reports, because of self-employment and small family owned businesses.

The Georgia Mountains area has seen tremendous declines in the textile industry, construction, tourism and manufacturing although the latter remains the largest single sector of employment with 14% of the area's employees however the outlook for manufacturing shows a decrease over the next few years. Several large companies closed during the 2009-2010 period or transferred operations to other locations such as Mexico and China. We anticipate that these closures will have an impact on our region because dislocated workers who are leaving high-paying manufacturing jobs are often finding it difficult to replace their wages. The area has also seen a few new businesses open in the area as well as others relocating to the Georgia Mountains region.

Currently, the major industries in the Georgia Mountains area are:

- Manufacturing
- Retail Trade
- Health Care and Social Assistance
- Education Services
- Accommodation and Food Services
- Construction
- Wholesale Trade
- Public Administration

- Professional, Scientific and Technical Services
- Transportation and Warehousing
- Finance and Insurance
- Other Services
- Information
- Management of Companies and Enterprises
- Arts, Entertainment and Recreation
- Agriculture, Forestry, Fishing & Hunting
- Real Estate and Rental and Leasing
- Utilities
- Mining

The GMWIB contacted the Georgia Department of Labor Career Center managers and the following issues were noted:

- Shortage of prospective skilled employees
- Lack of basic and technical skills
- Underemployment
- Lack of family support

Local Chambers of Commerce, School-to-Work, Cluster Collaborative groups, Regional Centers, and local governments, etc. are involved in initiatives that complement the GMWIB efforts.

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) *and the Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08),*** as appropriate.

   See Attachment A.

2. Describe methods of coordinating with partners and services not available at the comprehensive sites.

The Georgia Mountains region partner agencies have developed strong communications amongst each other. Regional collaborative groups will meet periodically to keep each other abreast of program updates, changes and current activities. The partner agencies have developed a system by which customers are referred to other agencies as needed. The previous Georgia Mountains WIA office purchased equipment, such as computers, for partner agencies to allow for internet-connectivity, which adds to the strong communication process that is in place. Partners also utilize standards forms of communications such as e-mail, voice and fax messages.

A local area website is designed and updated by the GMWIB. The website is located on the Georgia Mountains Regional Commission server at www.gmrc.ga.gov This current website contains information about the Workforce Investment Act, the GMWIB, partner agencies, customer success stories, available conferences, WIB minutes and other items of general interest.

3. If 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.

Not Applicable.

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 self-service resource area; the provision of 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.

The items included in the Memorandum of Understanding (MOU) to be executed by the GMWIB and partner are:

- 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.

The Georgia Department of Labor Career Centers are currently providing core and intensive services for adults and dislocated workers in the Georgia Mountains area. The services available at the Gainesville, Blairsville, Habersham and Toccoa Career Centers are:

(1) **CORE:** Determination of eligibility assistance under Subtitle B of Title I of WIA; registration; outreach; intake; orientation to One-Stop Delivery System information and services; initial assessment; job search assistance; placement assistance; career counseling; provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; provision of program performance information and program cost information; accurate information relating to the availability of supportive services; filing claims for UI; assistance in establishing eligibility for Welfare-to-Work activities, and programs of financial aid assistance for training and education programs that are not funded under WIA and are available in the local area; follow-up services; and basic workshops. Referrals to other sites and programs are also made as appropriate.

(2) **INTENSIVE:** In-depth assessment; customer service plan development; group counseling; individual counseling/career develop-ment and training referrals.

(3) **OTHER SERVICES:** A public Resource Area is available at each Career Center and provides no-cost access to computers, software programs, printers, a copier, fax machine and the Internet. A room is also available for employers to interview.

6. Provide a copy of all current Memoranda of Understanding (MOUs) and Resource Sharing Agreements between the Board and One-Stop partners as Attachment B.

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 *(WIA)*, and priority of service for recipients of public assistance and other low-income individuals in accordance with the rules and regulations of the funds being used. *(Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08) (WIA)***

   The GMWIB has not enacted a priority of service for intensive services.

   b. **Service to individuals who do not reside in the area**

   Priority for training services will be given to residents of the Georgia Mountains area for adult, youth, and dislocated worker applicants. Services for dislocated workers will also be given to employees of companies whose place of employment is/was within the Georgia Mountains service area. Informational and core services will be available to all applicants, as applicable, regardless of residence. Residents of other service areas desiring training services, unless dislocated workers, will be referred to the WIB in their area. Exceptions to this policy may be approved on a case-by-case basis.

   c. **Target groups served in the area**

   Target groups to be served in the area will be determined.

   d. **Supportive service policies, *including needs-related payments,* for adults, dislocated workers and youth**

   Supportive service policies for adults, dislocated workers and youth are in included as Attachment F.

   e. **Demand occupations (list)**

   The Demand Occupations list is included as Attachment G.

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

   a. **Notification to prospective providers**

   During PY2000, the GMWIB/GMRC office of Workforce Development initially solicited the following: (a) automatically eligible post-secondary educational institutions and entities carrying out National Apprenticeship Act programs, and (b) other eligible providers training institutions to provide training. Subsequently, the GMWIB has and will continue to utilize its bidders list to solicit and evaluate training providers on an annual basis, as the need arises.

a) All known potential training providers shall be notified of the solicitation. Notification shall be made through the dissemination of a letter to providers on the list and through an announcement in newspapers that will cover the entire WIA service area.

b) The solicitation will include performance requirements, time limitations for completing the application, etc.

c) 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.

Applications utilizing the ITA Training Provider packet (Attachment J(a)) 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 will evaluate 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:

a) 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.

b) WIA 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) designated by the WIB 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.

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 Georgia Department of Labor determines that an eligible provider has substantially violated any requirements under the Act, the providers must commence corrective action as deemed appropriate or risk program removal;
- Failure to reapply under subsequent eligibility procedures. If providers do not submit programs for reapplication, those programs will be removed from the list; or
- If a provider's program fails to meet or exceed minimum established local and State performance levels, the provider's eligibility to receive funds for that program may be suspended by the Georgia Department of Labor, after consultation with the local WIB, for a period of not less than one (1) year.

Providers will be forwarded quarterly performance reviews listing activity by program and participant. If performance falls below GMWIB goals, a provider probation letter will be forwarded notifying the provider that a hold will be placed on new enrollments from the local area until corrective actions occur to increase performance. Providers will be responsible for notifying the GMWD staff regarding any extenuating circumstances regarding training, such as training disruptions due to change of instructor, facility, etc.

Review and approval of additional training programs for approved providers and provider price increases will be reviewed on a quarterly basis and if approved, transmitted to the State for review, approval and publication on the state approved listing. Providers seeking approval of additional programs or price increases should submit the following information to the WIA Board:

a) Training approval from an accrediting organization

b) Training program description, curriculum, all training cost information, program length, stable employment availability, starting wage

c) For training not identified in the WIA Board Plan as a demand occupation in the local area, providers should also submit at least three employer verifications of employment opportunities.

The GMWD staff review will include an evaluation of the provider's success in achieving performance outcomes, a comparison of the price, length of the training, anticipated wage at placement and location of similar approved providers. Upon approval by the WIB staff and after State approval, an amendment to the existing provider agreement will be processed. Increased prices will not take effect until the amendment is executed.

New providers/programs may be limited to enrollment of 5 participants, if the application evaluation process so warrants. When a new provider/program has reached the participant enrollment limit, the local WIB will conduct a review of the provider's/program's success in achieving local WIB performance measures. The review will occur within 30-90 days after 50% of all participants have completed training. No additional participants will be referred to a new provider/program until the review is completed.

The Workforce Investment Act requires a re-determination of ITA program eligibility through a "subsequent eligibility' process every twelve months. For a program to remain eligible to receive ITA funds for new enrollments after February 28 of each year, the State

is required to compare program-level performance outcomes against established minimum standards.

The GMRC accepts applications for subsequent eligibility status. Providers are asked to complete an application with attention given to each proposed program. These Subsequent Eligibility applications only address programs currently approved on the Eligible Provider/Program List that are seeking re-approval. If providers of currently approved programs are interested in proposing new training offerings, providers should refer to the "initial eligibility" requirements described above.

If re-approved, a program's subsequent eligibility will extend through February 28 of each year. Separate applications and instructions are forwarded to providers of currently approved ITA programs each December. If a provider's program fails to meet minimum established local performance levels, the GMWIB may restrict funding of the program, although it remains eligible on the State Eligible Provider List.

In addition to the State Eligible Provider List, the GMWIB has approved the use of Small Purchase Procurement.

c. Formal appeals process for aggrieved ITA customers and providers of unapproved training programs.

The GMWIB has developed a Rights Statement that is given to each potential customer and potential provider to inform them of their rights regarding the Georgia Mountains WIA program. The Rights Statement is included as Attachment H.

d. Ongoing process used to update the data on eligible provider list

GMWIB will accept and review eligible provider applications throughout the program year. GMWIB will review and evaluate applications using the above-mentioned established process.

Changes to data contained on the State eligible provider list will be reviewed and submitted to the State utilizing the Georgia Workforce System upon receipt.

e. Any regional policies or agreements for ITAs or training providers.

No

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

Customers can access the eligible provider list through a variety of formats such as print (brochures, pamphlets, posters, etc.), Braille and through the Internet at http://www.gcic.edu/gawia. The

information can be accessed through any Internet connection available through the Georgia Department of Labor Career Centers as well as our partner agencies. Information in print form is also available through the Georgia Department of Labor Career Centers as well as our partner agencies. The GMWIB has also created a website that can be accessed at http://gmrc.ga.gov.

The process for determining which customers receive ITAs is discussed above under Priority of Service, Service to Individuals Outside the Area, etc.

g. Process to track and manage all ITA activity

The GMWIB utilizes the services of a Billing Specialist who enters 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.

The 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. The policy is included as Attachment K.

9. Describe local policies that ensure that other financial resources for training (e.g., Pell, Hope Grant, Hope Scholarship, TANF, etc.) are considered before expending WIA funds. Describe any resource linkages or agreements regarding training across areas with 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 budget and cost of attendance sheet will become part of the customer file and will be updated periodically.

10. Discuss the role of faith and community –based providers with the local system. Discuss Board policies regarding training contracts with faith and community-based organizations or

other training providers with proven expertise in serving special populations with multiple barriers to employment. If the board has established any such contracts, list which populations will be served through these contracts and list the criteria by which the area determines the proven effectiveness of such programs. See Employment Training Administration (ETA) National Strategic Directions, encouraging effective utilization of faith-based and community-based organizations, *and the Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08)*, and incorporate as appropriate.

The GMWIB has not established training contracts with faith and community-based organizations or other training providers with proven expertise in serving special populations with multiple barriers to employment. The GMWIB recognizes that a key to customer success will be the timely and effective intervention to address and solve their varied barriers to employment. Case management staff will refer individuals to the services of faith and community-based organizations. Such referrals will be documented and 12-month follow-up will occur.

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 services providers. Describe the area's youth strategies Discuss how the area's workforce system is addressing the ten local youth program elements described in WIA, as well as the integration of other initiatives such as School-to-Work, Jobs for Georgia Graduates, Job Corps, *Summer Training and Employment Program – Unlimited Potential* and High School/High Tech. 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) *and the Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08).***

The GMWIB and its Youth Council have authorized that the 10 required program elements will be provided through the GMRC/GMWIB program office as a result of repeated failed RFP's. . The GMWIB will continue as needed to issue RFP's annually and will continue to develop relationships with local providers who may be interested in providing WIA funded services to area youth in the future.

The GMWIB provides services to local youth through program staff including a Youth Program Supervisor and Youth Services Case Managers. Additionally, GMWIB/GMRC contracts with individuals in different communities who work with GMWIB to provide services such as tutoring and administration of local programming. GMWIB youth program and contractor staff provide the following services in-house: application and eligibility determination, case management, summer and year-round work experiences, tutoring and study skills development, supportive services, job search and placement assistance, leadership development opportunities, assessment, adult mentoring, job shadowing, workshops in work readiness development and follow-up services for a 12-month period after exit. GMWIB offers the following services through community linkages: alternative school services, occupational skills training, comprehensive guidance and counseling including referral to substance abuse counseling.

To ensure that WIA funds are used as a gap filler rather than a sole funding source, GMWIB youth program staff adhere to the following process when a service is needed to meet a participant's Youth Individual Service Strategy: (1) service providers in the local community are surveyed to determine if the service is already being provided and if GMWIB can refer youth to the service; (2) if the service is available, GMWIB youth program staff refer youth to the program and maintain contact with youth and service provider as a facilitator; (3) if the service is not available, GMWIB program staff develop programming to meet the need and then either carry out the programming in-house or contract for the service to be offered locally.

Currently, GMWIB youth program staff is in the process of developing a region wide service directory which will be accessible through the GMWIB website and which will be updated annually. The survey process and free dissemination of the information gathered is a tool to ensure that WIA funds are maximized and to assure non-duplication of services and as a process to build relationships between service agencies in the area.

GMWIB youth program staff members have coordinated their efforts with the following agencies to ensure that all 10 services are available and to maximize use of limited funds:

Lanier Career Academy
DFCS Regional and County Offices
Family Connections
Mountain Education Centers
Alternative Schools
Department of Technical and Adult Education
County Housing Authorities

County Boards of Education
Lanier Technical College
North Georgia Technical College
Communities-in-Schools—Toccoa and Hartwell
Junior Achievement
Juvenile Justice
Hall County Boys & Girls Club
Northeast Georgia Boys & Girls Club
Library Systems
County Chambers of Commerce
Jobs for Georgia Graduates—Dawsonville
School-to-Work
Gainesville, Toccoa, Blairsville and Habersham Career Centers
Healthy Families—Northeast Georgia Medical Center
El Puente
District 2 Public Health
University of Georgia—Athens
Rehabilitation Services
The West Avenue Home

In addition to service agencies, GMWIB has developed and will continue to develop relationships with private businesses that assist in providing supervision and training to youth through work experiences. Additionally, all local employers who participated in the Summer Work Experience assisted GMWIB in administering a summer literacy/numeracy program by providing participating youth computer access for several hours per week at the worksite. Several local businesses including J&J Foods in Gainesville and Metro Insurance Agency in Toccoa have participated in GMWIB youth programming as speakers and as mentors for youth participants. Developing strong relationships with local employers will remain a high priority for the GMWIB youth program.

The ten required youth program elements are being addressed in the following ways:

(1) *Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;*

A survey was completed to determine what type of tutoring and study skills were being offered and which schools in the local area were providing the different types of services. Youth are referred to in-school programs where these are offered. Three different strategies are being used for youth at schools where tutoring programs are not available:

(1) For youth requesting tutoring who attend schools where tutoring programs are not offered, GMWIB contracts with a tutor who travels to schools and meets with students. Currently, three area schools are being served in this way.

(2) To provide basic skills improvement to GMWIB youth, a GMWIB staff member facilitates a computer based COMPASS course at Lanier Career Academy four evenings a week. Any area GMWIB youth participant may attend this afternoon course. Currently this program is not in place.

(3) GMWIB has developed a program in conjunction with Union/Towns County High Schools serving GMWIB youth participants who need tutoring and assistance to pass the Georgia High School Graduation Test. Union/Towns County provides dedicated space for the program, supplies and on-site assistance. GMWIB contracts with tutors and has provided computers. Youth participate in work-readiness activities as well as tutoring and earn incentives for meeting program goals. This program has been successful in helping participating youth raise their grades and pass the GHSGT and is being adapted to fit the needs of other schools in the area.

Additionally, all youth who participate in the Summer Work Experience program element are required to participate in an online course to improve literacy and numeracy. The course was developed by GMWIB staff and computer access is provided through worksites.

(2) Alternative secondary school offerings;

GMWIB coordinates services with alternative schools in the local area. GMWIB may assist with tuition at Lanier Career Academy and Mountain Education Centers and may provide supportive services for youth participating in these programs.

(3) Summer employment opportunities directly linked to academic and occupational learning;

To better link employment with academic and occupational learning, GMWIB has developed an orientation to the summer work experience which includes 8 hours of work-readiness training as well as informal assessment of the youth and individualized goal setting for occupational skills. Through the online course and regular meetings with Summer Counselors the youth are assisted in

making the linkage between academic learning and employment throughout the summer.

(4) *Paid and unpaid work experiences, including internships and job shadowing;*

Job Shadowing experiences are offered (1) through a partnership with Junior Achievement during the school year and (2) through special events offered as part of the summer work experience.

Other work experiences, including year-round work experiences, are offered for in-school and out-of-school youth. These work experiences are closely tied to academic goals such as increasing GPA, regular attendance and progress toward a GED or other goals.

(5) *Occupational Skill Training*

Occupational skills training is available through local technical colleges and other providers.

(6) *Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors;*

The GMWIB offers opportunities for youth to participate in volunteer activities at local Humane Societies and other organizations. Additionally, all youth are encouraged to participate in clubs, groups and activities offered through local schools. As part of the GMWIB/ Union County High School program, youth participate in volunteer activities and clubs in order to reach goals and earn incentives.

(7) *Supportive services*

GMWIB participants attending technical colleges in high growth and demand occupations may be eligible for supportive services. These services are also offered to youth in GED programs. Need for and level of supportive services, are determined on a case-by-case basis.

(8) *Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation;*

This services is provided in two ways:

(1) GMWIB coordinates services with local groups who assign volunteer mentors to work with youth.

(2) GMWIB staff and contractors serve as mentors to youth participants. Each youth participant has regular contact with a GMWIB youth program case manager who provides mentoring and other services. Additionally, youth participating in the summer work experience are mentored by summer counselors and worksite supervisors. Tutors and other contract staff also mentor youth with whom they work.

(9) *Follow-up services*

Follow-up services are coordinated by GMWIB youth program staff. Follow-up services include regular contact, job search services including resume preparation, interview practice and opening search assistance, workshops on various topics, access to GMWIB events such as campus visits and leadership/volunteer activities.

(10) *Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.*

For in-school youth, GMWIB coordinates counseling services through school counselors and social workers. For out-of-school youth, GMWIB coordinates services for counseling with agencies such as Healthy Families, DFCS and Region 2 District Health.

GMWIB is using a number of different strategies to assist out-of-school youth:

(1) For youth who do not have a high school diploma or GED, GMWIB encourages attainment of a GED by either offering supportive services such as daycare, transportation and meal support for regular attendance in a GED class or by enrolling the youth in a year-round work experience whose continuation is contingent upon regular attendance in the GED course.
(2) For youth with a high school diploma or GED, GMWIB encourages attainment of diploma, degree or certificate that directly leads to employment in a high growth and demand occupation. Supportive services, assistance with tuition, books may be offered. Additionally, youth may be offered a year-round work experience in the field they are studying to increase demand for the youth in the job market as a result of documented work experience.
(3) For other youth, GMWIB coordinates with Job Corps to assist in education and employment programming.

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, simply write in "N/A".**

The GMWIB/Youth Council has elected to use the ITA system for older youth ages 19-21. Every eligible youth is assessed utilizing the CAPS, the TABE, and the CDM. This information is used to assist each youth with their career path. ITAs will be utilized with those youth who wish to receive training at one of the Georgia Mountains region contracted training providers. The GMWIB is operated by the GMRC and is required to secure training provider contracts through the Grants and Contracts Department. The GMWIB policy is included.

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 UI claimants return to the workforce per the *Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08).***

Each Department of Labor Career Center employs a dislocated worker specialist who participates in the on-site dislocation activities in the region. These specialists, when possible, work with management, labor representatives, and the Rapid Response team, to coordinate efforts to inform and bring to workers the services they will need to either receive training and/or return to work at a similar or higher wage than they are currently earning. Most dislocated worker funds will be utilized to provide training opportunities and supportive services. Due to the high drop-out rate in the Georgia Mountains region, many of the dislocations occur among individuals who have low basic skills who will require additional, often extensive, education and training to find a position with an acceptable replacement wage. Georgia Mountains Workforce Development works with the local career centers in the coordination of activities of Rapid Response. Local career centers coordinate their activities with the state-level GDOL Coordinator assigned to the area. The state-level coordinator ensures that efforts are not duplicated and all necessary resources are made available to affected workers.

Staff members are trained regarding the available benefits through the Trade Act and work to ensure that affected employees and employers are aware of the available services and benefits.

15. **Describe how WIA and other funds available in the area are used to conduct outreach and recruitment for individuals in special population, including veterans, migrant and seasonal farmworkers, 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 populations benefit through the extensive collaborative partnerships and efforts that make up the regions one-stop system. Representatives of the agencies and organizations that work with the populations make up the Consortium that operates the one-stop referral and services delivery system and the GMWIB and Youth Council. Therefore extensive outreach and recruitment occurs regularly. The Consortium has noted that the Georgia Mountains region has a large Hispanic/Latino community and has improved efforts to provide materials in Spanish.

The Legacy Link, Inc., a Consortium member, is designated by the Georgia Department of Human Resources as the Area Agency on Aging for the 13-county region. Funds are authorized by a wide variety of federal and state laws. These funds are currently utilized to staff multi-purpose senior centers. Centers provide a variety of activities including intake for employment and training programs. The Legacy Link, Inc. makes available a toll-free number, 1-800-845-5465, which provides customers access to information, assistance and referrals for a variety of services for older workers. The Legacy Link, Inc. has opened the "Legacy Shoppe" in the Lakeshore Mall in Hall County. This facility provides information, materials and knowledgeable staff for families needing information about resources available for older workers as well as those with disabilities.

16. **Discuss the area's workforce services to businesses, (planned employer service strategies) 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 One-Stop(s), such as planned employer workshops, tax credit assistance, and assessment and screening of potential employees. Additionally, describe the involvement of your economic development community in developing these strategies.**

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 Service Delivery Act of 1997 defined 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 eligibility 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.

18. **Discuss how the local area is using various fund sources to develop integrated service strategies for adult customers, especially for TANF and other low-income individuals including the GoodWorks service strategy and the Georgia Fatherhood Program.**

The GMWIB requires coordination amongst the various partner agencies to ensure non-duplication of services and funding sources. The Service Matrix included in the plan details the services and funds that are available. The one-stop center staff will ensure that each customer receiving WIA funds has utilized all resources available.

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 this, 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 and at various sites within your system. Review and incorporate ETA's National Strategic Directions (TEGL 13-06) – "System Reform and an Increased Focus on Workforce Education and Training," and the Strategic Vision for Implementation**

The 13-county Georgia Mountains region 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 sites in the Department of Labor have transitioned to a "greeter" from a receptionist model for directing customers to appropriate services. In addition, the Career Centers have undergone massive renovations to allow individuals access to Internet applications, résumé preparation, and basic computer software in resource areas.

20. **If the local area has chosen to contract with institutions of higher education and other training providers per the Strategic Vision for Implementation of Employment and Training Provision of the Recovery Act (TEGL 14-08), please describe plans to increase the availability of training in high-demand occupations to workforce system customers. What training institutions and industries will be targeted? What steps will be taken to ensure customer choice will not be limited?**

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 activities**

The region has implemented small purchase procurement method in order to provide training in the "green" sector. A "weatherization" program was developed by Lanier Technical College (Tim Bala). The program is a pilot program in the state of Georgia. Graduates of the program will learn principles relating to energy efficiency of appliances, home construction, insulation and windows. Instruction is occurring at the Warren Featherbone Communiversity in Gainesville, Georgia. The Communiversity location is convenient to public transit. Some graduates are offered the opportunity to participate in a paid work experience through the Gainesville Housing Authority enhancing their newly acquired skills.

If the area has chosen to allow up to 20% of local WIA Dislocated Worker formula funds for Incumbent Worker Training for the purposes of layoff aversion (per state waiver under WIA Section 189(i)(4) (B)), please describe. If the area does not offer Incumbent Worker Training services, please explain.

The region 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.

22. **Discuss the local area's effort to promote On-the Job Training (OJT) and Customized Training (CT) in the business community. Has the area chosen to adjust OJT reimbursement of the employer contribution requirement for CT using a sliding based on the size of the employer (per the state waiver under WIA Section 189(i)(4)(B)? If the area does not offer OJT services, please explain.**

A new OJT system is being formulated and formatted by the GMWD staff at the current time.

VI. Performance Accountability

1. **The plan update will include the process of estimating performance levels for PY2009 to be submitted as Attachment C. Instructions for estimating performance levels for PY2009 will be transmitted to local areas in a separate memo.**

Local area performance outcome levels are included as Attachment C.

2. **Describe local strategies for obtaining and using customer feedback.**

The Georgia Department of Labor has contracted with Savannah State to provide random surveys to customers who have been exited from the Georgia Mountains WIA 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 survey letters to each customer served through the Georgia Mountains WIA system to supplement the current information that is received.

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 planned efforts for the local Workforce Investment Board to monitor overall effectiveness of the workforce development system.**

The GMWIB meetings include a performance and financial report of WIA activities in the region. Meetings also include, as available, customer satisfaction and GDOL provided performance reports. The GMWIB Compliance Monitor (Finance Director) has developed a thorough and comprehensive guide which covers performance, compliance, programmatic and financial monitoring.

4. **Discuss specific steps the local area has taken to ensure transparency and accountability of all local workforce funding.**

The area has utilized its local area website to list information regarding program activities. The Georgia Mountains Workforce Investment Board meeting minutes are posted on the website and list a full account of program activities, expenditures, available funds, performance and upcoming events.

5. **Discuss anticipated program design changes related to Georgia's move to common measures effective July 1, 2011.**

VII. Equal Access and Opportunity

1. **In 1-2 paragraphs, briefly describe local procedures and staffing to address grievances and complaint resolution.**

The GMWIB has established policies and procedures for responding to grievances and complaints at the local level. The grievance policy is included as Attachment II.

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 partners in the Georgia Mountains region one-stop system are state agencies who meet the accessibility criteria established by the State of Georgia. The one-stop access points are DOL Career Centers that have assistive technology in their resource areas. The GMWIB has also purchased additional assistive technology to allow for greater customer services and accessibility. The Georgia Department of Labor Rehabilitation Services is also a partner in the one-stop system and has provided guidance to the GMWIB on compliance with the ADA.

3. **Describe the local area's policy for ensuring priority of service for covered persons, e.g., veterans 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.

The Georgia Department of Labor Career Centers employ Disabled Veterans Outreach Program Staff as well as Local Veteran Employer Representatives. All veterans will be identified upon entering or accessing the Career Centers and provided services at the core level. The needs-based approach will be used to identify veterans with special needs, i.e. disabled veterans, newly separated veterans, etc. and they will be subsequently referred to the DVOP or LVER for the appropriate services. All veterans who are pursuing employment will be registered in the State's Management Information System known as the Georgia Workforce System. Veterans with barriers to employment will be provided with the necessary initial assessment and the required documented intensive case management services. The workforce needs of veterans will be provided in the following order of priority:

- Special disabled veterans;
- Disabled veterans;
- Other eligible veterans; and
- Certain spouses and other eligible persons

Eligible veterans will also receive priority in all Georgia Department of Labor employment and training programs operating in the Career Centers.

Other examples of priority services will include the following:

- Referral of qualified veterans to new job openings, especially Federal Contractor job orders, prior to all non-veteran job referral activity;
- Job skills workshops for veterans;
- Job fairs for veterans;
- DOL websites promoting services to veterans;
- Job referrals via e-mail

Staff will monitor job order notification and referral processes for any activity that would prevent veterans the maximum exposure to employment and career opportunities. Staff members attend the annual Veterans Conference to promote the importance of being compliant in these areas.

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.**

The primary language that is prevalent in the Georgia Mountains region is English. In addition to English, Spanish has become prevalent due to the large influx of Latinos in the region. The Georgia Department of Labor has contracted with Network Omni Multilingual Communications to provide language translation services to our customers whose primary language is not English. The Georgia Department of Labor also provides a resource guide containing the names and contact information of employees who speak other languages. The Georgia Department of Labor Career Centers employ several bi-lingual staff members who assist customers during Rapid Response meetings. These same staff members are available at the Career Centers to assist walk-in customers. A "page translator" has also been added to the local area website to assist customers of all languages. Several documents that are particularly useful (Trade) to the Hispanic speaking population have been translated into Spanish for their use. Other documents will be translated if the need arises.

5. **Where applicable, describe how services to Migrant and Seasonal Farmworkers (MSFWs) are integrated into the local workforce system. Describe any specific local or regional service strategies for migrant workers.**

Not applicable.

Andrea C Gibby
Andrea Gibby, GMWD Board Chair

3/29/12
Date

APPENDIX

A

Area Sites and Services

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**
Gainesville Career Center 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**
Blairsville Career Center 189 Rogers Street P.O. Box 834 Blairsville, GA 30514-0834	**GDOL** Rehabilitation Services	Wagner Peyser, UI/DOL All RS services
Habersham Career Center 215 Hodges Street, Suite 205 Cornelia, GA 30531 (706) 776-0811	**GDOL** DFCS Rehabilitation Services	Wagner Peyser, UI/DOL All DFCS services All RS services
Toccoa Career Center 112 N. Alexander Street P.O. Box 520 Toccoa, GA 30577-0520 (706) 282-4514	**GDOL** DFCS Rehabilitation Services Jobs for All	Wagner Peyser, UI/DOL All DFCS services All RS services Human Development & Disability through UGA

Lanier Technical College P.O. Box 58 Oakwood, GA 30566 (770) 531-6300	**Department of Technical and Adult Education**	Assistance with training/re-training, career counseling, New Connections to Work, Georgia Fatherhood services, Career Placement services
North Georgia Technical College P.O. Box 65 Clarkesville, GA 30523 (706) 754-7700	**Department of Technical and Adult Education**	Assistance with training/re-training, career counseling, New Connections to Work, Georgia Fatherhood services, Career Placement services
Legacy Link 508 Oak Street, Suite 1 P.O. Box 2534 Gainesville, GA 30503 (770) 538-2650	**Title V**	Aging services
Banks County DFCS P.O. Box 159 Homer, GA 30547-0159 (770) 677-2272	**DFCS**	All DFCS services
Dawson County DFCS P.O. Box 867 Dawsonville, GA 30534-0867 (706) 265-6598	**DFCS**	All DFCS services
Forsyth County DFCS P.O. Box 21 Cumming, GA 30028-0021	**DFCS**	All DFCS services
Franklin County DFCS P.O. Box 279 Carnesville, GA 30521-0279	**DFCS**	All DFCS services
Habersham County DFCS P.O. Box 160 Clarkesville, GA 30523-0160 (706) 754-2148	**DFCS**	All DFCS services
Hall County DFCS 970 McEver Road Extension Gainesville, GA 30504-3964 (770) 532-5298	**DFCS**	All DFCS services

Hart County DFCS P.O. Box 518 Hartwell, GA 30643-0518	DFCS	All DFCS services
Lumpkin County DFCS 175 Tipton Drive Dahlonega, GA 30533-1139 (706) 864-1980	DFCS	All DFCS services
Rabun County DFCS P.O. Box 787 Clayton, GA 30525-0787 (706) 782-4283	DFCS	All DFCS services
Stephens County DFCS 1000 East Tugalo Street Toccoa, GA 30577 (706) 282-4505	DFCS	All DFCS services
Towns County DFCS P.O. Box 156 Hiawassee, GA 30546-0156 (706) 896-3524	DFCS	All DFCS services
Union County DFCS P.O. Box 220 Blairsville, GA 30514-0220 (706) 745-2931	DFCS	All DFCS services
White County DFCS 1241 Helen Highway, Ste. 200 Cleveland, GA 30528-0455 (706) 865-3128	DFCS	All DFCS services
DRS – Cleveland Hub 243 S. Main Street Suite B Cleveland, GA 30528 (706) 865-9535	**Division of Rehabilitation Services**	All RS services
DRS – Cumming Hub 100 Colony Park Drive Suite 204 Cumming, GA 30040 (770) 781-6781	**Division of Rehabilitation Services**	All RS services
DRS – Gainesville Hub 2756 Atlanta Highway Gainesville, GA 30504 (770) 535-5468	**Division of Rehabilitation Services**	All RS services

APPENDIX

B

Georgia Mountains Council of Chief Elected Officials

GEORGIA MOUNTAINS WORKFORCE INVESTMENT BOARD
Georgia Mountains Council of Chief Elected Officials

MEMORANDUM OF UNDERSTANDING

This agreement is entered into by the Council of Chief Elected Officials (CCEO) which represents the local elected officials and the Workforce Investment Board (WIB) of the Georgia Mountains Service Delivery Area as designated by the Governor of Georgia.

The Georgia Mountains Service Delivery Area encompasses the counties of Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union and White and the cities/towns contained therein.

I. Composition of the Workforce Investment Board

A. The Georgia Mountains Workforce Investment Board will consist of:

(1) Representatives of the private sector, who shall constitute a majority of the Board's membership and who shall be owners of business concerns, chief operation officers of non-governmental employers or other private sector executives who have substantial management or policy responsibilities in businesses that reflect the employment opportunities of the local area;
(2) Representatives of organized labor or other representatives of employees; and
(3) Representatives of the local educational agencies to include local school boards and post secondary educational institutions;
(4) Representatives of economic development agencies;
(5) Representatives of community-based organizations; and
(6) Representatives of each of the one-stop partners.

B. A majority vote of the WIB and a majority vote of the CCEO may change this composition, and proposals for changes in membership may be made by either organization. Composition changes must comply with the requirements of the Workforce Investment Act, as delineated in section I.A. of this agreement, and subsequent Amendments to the Act, if applicable.

C. The chairman of the WIB shall be selected from among members of the WIB who are representatives of the private sector.

II. WIB Member Appointments

From the nominations described below, the applicable Chief Elected Official(s) will make appointments, being careful to attempt to give adequate spread to diverse economic interests, as well as geographic dispersion.

A. Private sector representatives on the board shall be selected from among individuals nominated by business organizations after consulting with, and receiving recommendations from, other business organizations in the service delivery area.
B. The secondary education representatives on the board shall be selected from among individuals nominated by the local boards of education. The post-secondary education representative on the board shall be selected among individuals nominated by vocational education institutions, institutions of higher education (including entities offering adult education) or general organizations of such institutions, within the service delivery area.
C. The labor representatives on the board shall be selected from individuals recommended by recognized State and local labor federations. If the State or local labor federation fails to nominate a sufficient number of individuals to meet the labor representation

requirements, individual workers may be included on the board to complete the labor representation.

D. Community-based organizations are defined as private nonprofit organizations which are representative of communities or significant segments of a community. A non-profit organization for board membership organization for board membership purposes has a formal structure with officers, by-laws, and recognition within the community that it is deemed to represent. CBO representatives shall be selected from individuals recommended by organizations within the area.

E. The remaining members of the board shall be selected from individuals recommended by interested organizations.

F. Youth Council
The WIB will appoint a Youth Council, in cooperation with the CCEO, whose membership shall include:

- Members of the local board with special interest or expertise in youth policy;
- Representatives of youth service agencies including juvenile justice and local law enforcement;
- Representatives of public local housing authorities;
- Representatives of the Job Corps;
- Parents of eligible youth; and
- Youth including former participants and representatives of organizations that have experience relating to youth activities.

Members of the Youth Council who are not members of the WIB shall be voting members of the Youth Council and non-voting members of the WIB. The duties of the Youth Council shall include developing the portions of the local plan related to eligible youth, recommending eligible providers of youth activities in the local area which may or may not be funded through WIA, and other duties as determined by the Chairman of the WIB.

III. Length of Appointments and Filling of Vacancies

A. Terms of membership shall be for 5 years, and appointees shall serve until replaced or reappointed.

B. Resignations – WIB members who take formal action to resign from the WIB shall address such resignations to the Chairman of the WIB who will transmit a copy of the resignation to the Chairman of the CCEO.

C. Removal for Cause – when a member of the WIB fails to meet the requirements which the WIB itself has established for continued membership, the Chairman of the WIB shall immediately upon determining that the conditions for membership have been violated, address a letter indicating that fact to the Chairman of the CCEO and ask that the affected person be removed from the membership list.

D. Time Frame for Filling Vacancies – All vacancies shall be filled with due diligence.

E. Filling of New Terms – Appointments or reappointments for new terms will be made within the calendar month that a term ends.

F. Vacancies will be filled by following the same procedures as for initial appointments.

G. When the applicable CEOs are not able to obtain nominations for private sector members from a given county in order to make appointments, the CEOs may fill a vacancy or make appointments for a new term from among nominees from another county. When the appointee's term expires or the slot becomes vacant for any reason, the slot will again be offered to the original county.

IV. Operation of the Workforce Investment Board

The WIB operation will be governed by the By-Laws adopted by the WIB. Said By-Laws shall always contain a provision that the WIB will operate in compliance with this Agreement, the Workforce Investment Act, and regulations promulgated thereunder.

The WIB By-Laws shall provide the Executive Committee with the delegated authority to act on behalf of the full WIB in emergency situations.

V. Operation of the Council of Chief Elected Officials (CCEO)

The County Commission Chairman / Sole Commissioner or Mayor of a municipality from each county or designee shall constitute the Council of Chief Elected Officials. Chief Elected Officials from each county will determine among themselves who will represent the respective county.

The Council will elect a Chairman, Vice-Chairman and Secretary. These members will constitute the Executive Committee, which shall have the delegated authority to act on behalf of the Council. The Chairman shall be the signatory official for the CCEO.

VI. WIA Operation

A. Local Plan

The Georgia Mountains WIB, in partnership with the CCEO, will develop and submit a local plan to the Governor.

B. Selection of One-Stop Operators and Service Providers

The WIB shall designate or certify one-stop operators with the agreement of the Chief Elected Officials and may terminate for cause the eligibility of such operators. The WIB shall identify eligible providers of youth activities in the local area by awarding contracts on a competitive basis based on the recommendations of the Youth Council. The WIB shall also identify eligible local area providers of training services as described in the Act. If the one-stop does not provide intensive services as described in the Act, the WIB shall identify eligible providers of such services by awarding contracts.

C. Budget and Administration

The WIB shall develop a budget for the purpose of carrying out the duties of the local board, subject to the approval of the CCEO. The Local Grant Recipient designated by the CCEO shall disburse WIA funds for workforce investment activities at the direction of the local WIB if direction does not violate provisions of the Workforce Investment Act.

D. Program Oversight

The WIB, in partnership with the CCEO, shall conduct oversight with respect to local youth programs, employment and training activities, and the one-stop delivery system in the local area.

E. Negotiation of Local Performance Measures

The WIB, CCEO, and the Governor shall negotiate and reach agreement on local performance measures per guidelines established by the Secretary of Labor.

F. Employment Statistics System

The WIB shall assist the Governor, when requested, in developing the statewide employment statistics system as described in the Wagner-Peyser Act.

G. Employer Linkages

The WIB shall coordinate local area workforce investment activities authorized under the Act with economic development strategies and shall promote the participation of the private sector employers in the statewide workforce investment system to assist such employers in meeting the hiring needs.

VII. Designation of Grant Recipient/Administrative Entity

The Grant Recipient/Administrative Entity will arrange for staff to accomplish the planning mission described above as well as the administration of funds, the acquisition of contracts for providing training and other WIA services, and to prepare reports on progress and results, including those required by the Act and the State administering agency, and those prescribed by the WIB and CCEO. The WIB shall assure that all activities are in accordance with Title I of the Workforce Investment Act and associated regulations.

Effective July 1, 2000, the CCEO has designated the following to function as the Grant Recipient/Administrative Entity:

Georgia Department of Labor
148 International Blvd. NE
Atlanta, GA 30303-1751

Liability for Disallowed Costs – If any costs incurred by the grant recipient/administrative entity or any contractor or service provider are disallowed, the grant recipient/administrative entity will be responsible for recouping or repaying such disallowed costs. The WIB and CCEO agree that if such disallowed costs have resulted from a specific directive issued to the grant recipient/administrative entity by either or both the WIB and CCEO over the advice of the grant recipient/administrative entity, the organization(s) issuing the directive will be responsible for repayment of any disallowed costs not recouped.

VIII. Additional Funding

In accordance with Section 112 of the Workforce Investment Act, the Georgia Mountains WIB may solicit or facilitate the receipt of contributions or grants from public or private sources.

IX. Terms of the Agreement

The term of this agreement shall run from its execution until the expiration of the Act or its amendment or until this agreement is dissolved after a 90-day notice by one of the parties.

This agreement may be amended, supplemented or superseded only by an affirmative vote of the Executive Committees of each entity. All members shall be mailed written notice of the proposed amendments at least two weeks prior to a vote.

X. Signatures

Commissioner Signature	Banks County	1/4/08 Date
Commissioner Signature	Dawson County	11/19/07 Date
Commissioner Signature	Forsyth County	2/29/08 Date
Commissioner Signature	Franklin County	Undated Date
Commissioner Signature	Habersham County	2/21/08 Date
Commissioner Signature	Hall County	11/28/08 Date
Commissioner Signature	Hart County	2/26/08 Date
Commissioner Signature	Lumpkin County	1/7/08 Date
Commissioner Signature	Rabun County	11/21/07 Date
Commissioner Signature	Stephens County	2/26/08 Date
Commissioner Signature	Towns County	11/24/07 Date
Commissioner Signature	Union County	11/29/07 Date
Commissioner Signature	White County	3/13/08 Date

(* Reflects the date of the last time signed. The actual Chief Elected Official's signatures are on file.)

APPENDIX

C

GEORGIA MOUNTAINS WORKFORCE INVESTMENT BOARD AND
GEORGIA MOUNTAINS COUNCIL OF CHIEF ELECTED OFFICIALS
MEMORANDUM OF UNDERSTANDING

GEORGIA MOUNTAINS WORKFORCE INVESTMENT BOARD AND GEORGIA MOUNTAINS COUNCIL OF CHIEF ELECTED OFFICIALS MEMORANDUM OF UNDERSTANDING

This agreement is entered into by the Council of Chief Elected Officials (CCEO) which represents the local elected officials and the Workforce Investment Board (WIB) of the Georgia Mountains Service Delivery Area as designated by the Governor of Georgia.

The Georgia Mountains Service Delivery Area encompasses the counties of Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union and White and the cities/towns contained therein.

I. Composition of the Workforce Investment Board

A. The Georgia Mountains Workforce Investment Board will consist of:

1. Representatives of the private sector, who will constitute a majority of the Board's membership and who will be owners of business concerns, chief operation officers of non-governmental employers or other private sector executives who have substantial management or policy responsibilities in businesses that reflect the employment opportunities of the local area.

2. A minimum of two representatives of organized labor or other representatives of employees.

3. A minimum of two representatives of the local educational agencies to include local school boards and post-secondary educational institutions.

4. A minimum of two representatives of economic development agencies.

5. A minimum of two representatives of community based organizations.

6. Representatives of each of the one-stop partners.

The duties of the WIB are delineated in Section VI.

B. A majority vote of the WIB and a majority vote of the CCEO may change this composition, and proposals for changes in membership may be made by either organization. Composition changes must comply with the requirements of the Workforce Investment Act, as delineated in section I.A. of this agreement, and subsequent Amendments of the Act, if applicable.

C. The Chairman of the WIB will be elected from among members of the WIB who are representatives of the private sector.

II. WIB Member Appointments

From the nominations described below, the applicable Chief Elected Official(s) will make appointments, being careful to attempt to give adequate spread to diverse economic interests, as well as geographic dispersion.

A. Private sector representatives on the board will be selected from among individuals nominated by business organizations after consulting with, and receiving recommendations from, other business organizations in the service delivery area.

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C. The labor representatives on the board will be selected from individuals recommended by recognized state and local labor federations. If the state or local labor federation fails to nominate a sufficient number of individuals to meet the labor representation requirements, individual workers may be included on the board to complete the labor representation.

D. Community based organizations are defined as private nonprofit organizations which are representative of communities or significant segments of a community. A non-profit organization for board membership purposes has a formal structure with officers, bylaws, and recognition within the community that it is deemed to represent. Representatives will be selected from individuals recommended by organizations within the area.

E. The remaining members of the board will be selected from individuals recommended by interested organizations.

F. The WIB will appoint a Youth Council, in cooperation with the CCEO, whose membership will include:

1. Members of the local board with special interest or expertise in youth policy

2. Representatives of youth service agencies including juvenile justice and local law enforcement

3. Representatives of local public housing authorities

4. Representatives of the Job Corps

5. Parents of eligible youth

6. Youth, including former participants and representatives of organizations that have experience relating to youth activities

Members of the Youth Council who are not members of the WIB will be voting members of the Youth Council and non-voting members of the WIB. The duties of the Youth Council will include developing the portions of the local plan related to eligible youth, recommending eligible providers of youth activities in the local area which may or may not be funded through WIA, and other duties as determined by the Chairman of the WIB.

III. Length of Appointments and Filling of Vacancies

A. Terms of membership will be for three years, and appointees will serve until replaced or reappointed.

B. WIB members who take formal action to resign from the WIB will address such resignations to the Chairman of the WIB who will transmit a copy of the resignation to the Chairman of the CCEO.

C. When a member of the WIB fails to meet the requirements which the WIB itself has established for continued membership, the Chairman of the WIB will immediately upon determining that the conditions for membership have been violated, address a letter indicating that fact to the Chairman of the CCEO and ask that the affected person be removed from the membership list.

D. All vacancies will be filled with due diligence.

E. Appointments or reappointments for new terms will be made within the calendar month that a term ends.

F. Vacancies will be filled by following the same procedures as for initial appointments.

G. When the applicable CEOs are not able to obtain nominations for private sector members from a given county in order to make appointments, the CEOs may fill a vacancy or make appointments for a new term from among nominees from another county. When the appointee's term expires or the slot becomes vacant for any reason, the slot will again be offered to the original county.

IV. Operation of the Workforce Investment Board

The WIB operation will be governed by the bylaws adopted by the WIB. Said bylaws will always contain a provision that the WIB will operate in compliance with this Agreement, the Workforce Investment Act, and regulations promulgated thereunder.

The WIB bylaws will provide for the creation of a WIB Executive Committee which will have the delegated authority to act on behalf of the full WIB in emergency situations.

V. Operation of the Council of Chief Elected Officials (CCEO)

The County Commission Chairman/Sole Commissioner or Mayor of a municipality from each county or designee will constitute the Council of Chief Elected Officials. Chief Elected Officials from each county will determine among themselves who will represent the respective county.

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The WIB will develop a budget for the purpose of carrying out the duties of the local board, subject to the approval of the CCEO. The Local Grant Recipient designated by the CCEO will disburse WIA funds for workforce investment activities at the direction of the local WIB if direction does not violate provisions of the Workforce Investment Act.

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The Grant Recipient/Administrative Entity will arrange for staff to accomplish the planning mission described above as well as the administration of funds, the acquisition of contracts for providing training and other WIA services, and to prepare reports on progress and results, including those required by the Act and the State administering agency, and those prescribed by the WIB and CCEO. The WIB will assure that all activities are in accordance with Title I of the Workforce Investment Act and associated regulations.

Effective October 1, 2011, the CCEO has designated the following to function as the Grant Recipient/Administrative Entity:

Georgia Mountains Regional Commission
1310Ridge Road
Gainesville, Ga. 30501

Liability for Disallowed Costs – If any costs incurred by the grant recipient/administrative entity or any contractor or service provider are disallowed, the grant recipient/administrative entity will be responsible for recouping or repaying such disallowed costs. The WIB and CCEO agree that if such disallowed costs have resulted from a specific directive issued to the grant recipient/administrative entity by either or both the WIB and CCEO over the advice of the grant recipient/administrative entity, the organization(s) issuing the directive will be responsible for repayment of any disallowed costs not recouped. Such agreements will not relieve the CCEO of the ultimate liability for any misuse of grant funds if otherwise unresolved with the WIB and grant recipient/administrative entity.

VIII. Additional Funding

In accordance with Section 112 of the Workforce Investment Act, the Georgia Mountains WIB may solicit or facilitate the receipt of contributions or grants from public or private sources.

IX. Terms of the Agreement

The term of this agreement will run from its execution until the expiration of the Act or its amendment or until this agreement is dissolved after a 90 day notice by one of the parties.

This agreement may be amended, supplemented or superseded only by an affirmative vote of the Executive Committees of each entity. All members will be mailed written notice of the proposed amendments at least two weeks prior to a vote.

X. Signatures

_____ Commissioner Signature County Date	Banks
_____ Commissioner Signature County Date	Dawson
_____ Commissioner Signature County Date	Forsyth
_____ Commissioner Signature County Date	Franklin
_____ Commissioner Signature County Date	Habersham
_____ Commissioner Signature County Date	Hall
_____ Commissioner Signature County Date	Hart
_____ Commissioner Signature County Date	Lumpkin
_____ Commissioner Signature County Date	Rabun
_____ Commissioner Signature County Date	Stephens
_____ Commissioner Signature County Date	Towns
_____ Commissioner Signature County Date	Union
_____ Commissioner Signature County Date	White
_____ Board Chairman Signature WIA Date	Georgia Mountains WIA

GEORGIA MOUNTAINS WIB AREA 2, REGION 2
CHIEF LOCAL ELECTED OFFICIALS (CLEOS)
UPDATED: 09/30/11

NAME	TITLE	ADDRESS	PHONE/FAX
1. Milton Dalton	Chairman	Banks County Board of Commissioners 150 Hudson Ridge, Suite 1 Homer, GA 30547	P: 706-677-6800 F: 706-677-4330
2. Mike Berg	Chairman	Dawson County Board of Commissioners 78 Howard Ave, Suite 100 Dawsonville, GA 30534	P: 706-344-3501 F: 706-344-3504
3. Brian Tam	Chairman	Forsyth County Board of Commissioners 110 East Main St., Suite 210 Cumming, GA 30040	P: 770-781-2101 F: 770-781-2199
4. Sam Elrod	Chairman	Franklin County Board of Commissioners P.O. Box 159 Carnesville, GA 30521	P: 706-384-2483 F: 706-384-7089
5. Sonny James, Jr.	Chairman	Habersham County Board of Commissioners 555 Monroe St., Unit 20 Clarkesville, GA 30523	P: 706-754-6264 F: 706-754-1014
6. Tom Oliver	Chairman	Hall County Board of Commissioners P.O. Box 1435 Gainesville, GA 30503	P: 770-535-8288 F: 770-531-3972
7. Brandon Johnson	Chairman	Hart County Board of Commissioners 800 Chandler St., Hartwell, GA 30643	P: 706-376-2024 F: 706-376-9477
8. Dr. John Raber	Chairman	Lumpkin County Board of Commissioners 99 Courthouse Hill, Suite A Dahlonega, GA 30533	P: 706-864-3742 F: 706-864-4760
9. Stanley "Butch" Darnell	Chairman	Rabun County Board of Commissioners 25 Courthouse Square, Suite 201 Clayton, GA 30525	P: 706-782-5271 F: 706-782-7588
10. J.B. Hudgins	Chairman	Stephens County Board of Commissioners 37 West Tugalo St., Toccoa, GA 30577	P: 706-886-9491 F: 706-886-2185
11. Bill Kendall	Sole Commissioner	Towns County Board of Commissioners 48 River Street, Suite B Hiawassee, GA 30546	P: 706-896-2276 F: 706-896-4628
12. Lamar Paris	Sole Commissioner	Union County Board of Commissioners 114 Courthouse Street, Box 1 Blairsville, GA 30512	P: 706-439-6000 F: 706-439-6004
13. Travis Turner	Chairman	White County Board of Commissioners 59 South Main Street, Suite A Cleveland, GA 30528	P: 706-865-2235 F: 706-865-1324

APPENDIX

D

Local Area Administrative Assurances

Local Area Administrative Assurances
PY 2011

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 local area assures the state that the following provisions will be met during PY: 2011

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. 118 (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 the WIA. [WIA Sec. 118 (b)(9)]

3. Memoranda of Understanding (MOUs) 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)] The MOUs will be considered part of the area's comprehensive WIA plan and will be available locally for review upon request.

4. Area staff, partners and subcontractors will comply fully 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 prohibits 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 the 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 as referred to in Section 181(b)(7) of the WIA.

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.

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 stand-in 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 without the informed consent of both the individual 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.

12. Local areas will comply with the security and privacy standards of Public Law 104-191 -- the Health Insurance Portability and Accountability Act of 1996. [NOTE: The Georgia Department of Labor is in the process of implementing these standards and will provide additional information in the near future].

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

14. Migrant and seasonal farmworkers 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]

15. ***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.***

APPENDIX

E

ADULT / DISLOCATED WORKER WORKSTATEMENT

TABLE OF CONTENTS

I. ORIENTATION TO WIA FUNDED SERVICES....2
II. ELIGIBILITY FOR ADULT FUNDED SERVICES....2
III. ELIGIBILITY FOR DISLOCATED WORKER FUNDED SERVICES....3
IV. SUITABILITY....4
V. ASSESSMENT....4
VI. TRAINING REFERRAL....7
VII. CASE MANAGEMENT....7
VIII. TRANSITION INTERVIEW....7
IX. PERFORMANCE OUTCOMES(ATTACHMENT)....31
X. EXIT POLICIES AND PROCEDURES....8
XI. FOLLOW-UP SERVICES....8
XII. DENIAL OF SERVICES....9
XIII. CREDENTIALS....9
XIV. CUSTOMER SATISFACTION....9

POLICIES & PROCEDURES

ADULT SELF-SUFFICIENCY....11
BACKGROUND CHECK/DRUG SCREEN....12
CUSTOMIZED TRAINING....14
GEORGIA WORK READY....16
GROWTH & DEMAND....18
INDIVIDUAL TRAINING ACCOUNTS....19
NEEDS RELATED PAYMENTS....22
ON-THE-JOB TRAINING....24
POST- SUPPORTIVE....25
SUPPORT SERVICES....26
PERFORMANCE AND PUBLICATIONS....30
PERFORMANCE LEVELS....31
WIA DEFINITIONS....31

ADULT / DISLOCATED WORKER WORKSTATEMENT

GEORGIA MOUNTAINS WORKFORCE INVESTMENT BOARD
GEORGIA MOUNTAINS REGIONAL COMMISSION

I. ORIENTATION TO WIA-FUNDED SERVICES

Georgia Mountains Workforce Development (GMWD) staff will provide orientation to services to all interested customers. In-depth orientation conducted by a GMWD staff member is provided by appointment. Orientations will include an explanation of the program, eligibility and suitability criteria, general policies and procedures, and assessment testing requirements.

Each customer interested in pursuing training through the GMWIB will be referred to a GMWD staff member for the eligibility certification and assessment.

Individuals seeking assistance through Georgia Mountains Workforce Development should be a resident in one of the thirteen counties that comprise the area or be/have been employed by a company whose business is/was within the Georgia Mountains service area. Individuals residing outside of the thirteen county area should review the Priority of Service policy.

II. ELIGIBILITY CERTIFICATION FOR WIA-FUNDED ADULT SERVICES

Every Adult (18 years and older) customer that is interested in pursuing training through a WIA-funded program must be determined eligible by GMWD staff. All customers must provide documentation to support the "right to work" in the United States as well as compliance with the Selective Service (if applicable).

A 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 aforementioned documentation, reside in the thirteen county Georgia Mountains area as well as possess a barrier to employment. The barriers to employment are listed below:

1. Lacks a high school diploma or GED
2. Offender (felony)
3. Basic skills deficient (reading or math below 9th grade level)
4. Food stamp recipient (currently or in the last 6 months prior to application)
5. TANF recipient (currently or in the last 6 months prior to application)
6. Underemployed:

   An individual, who is currently employed, and whose employment has one or more of the following characteristics:

   a. Is temporary, seasonal, or interim in nature;
   b. Is in an occupation/industry that is subject to or has a history of repeat layoffs;
   c. Is with a company that offers no health insurance benefits;
   d. Is with a company that offers little or no career advancement opportunities;
   e. Is working part-time but desires full-time, or;

f. Is working in employment not commensurate with the individual's demonstrated level of education

g. Lacks self-sufficiency (see attached policy)

7. Limited English proficiency (as determined through written & oral communications)

8. Single parent

9. Older Worker (55+)

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

Eligibility is determined through Federal, State and local GMWIB guidelines as interpreted by the GMWD staff. Knowledgeable GDOL Career Center staff will complete the *Basic Customer Information, Work History* and the *Skills/Profile* screens in the GDOL/GWS system.

III. Eligibility Certification for WIA-funded Dislocated Worker Services

Every Dislocated Worker customer that is interested in pursuing training through a WIA-funded program must be determined eligible by a GMWD staff member. All customers must provide documentation to support the "right to work" in the United States as well as compliance with the Selective Service (if applicable). All Dislocated Worker customers must meet one of the definitions as stated in the Workforce Investment Act of 1998:

1. Dislocated worker:

A. An individual who has been terminated or laid off, or who has received a notice of termination or layoff, from employment; is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 134(c), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law; and is unlikely to return to a previous industry or occupation;

B. An individual who has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training services described in section 134(d)(4), intensive services described in section 134(d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

C. An individual who was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or

D. An individual who is a displaced homemaker:
   a. An individual who has been providing unpaid services to family members in the home, is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment, and

b. Has been dependent either on public assistance and whose youngest child is within two years of losing eligibility; or

c. Has been dependent on the income of another family member, but is no longer supported by that income.

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

Eligibility is determined through Federal, State and local GMWIB guidelines as interpreted by the GMWD staff. A GMWD staff member or knowledgeable GDOL Career Center staff member will complete the *Basic Customer Information*, *Work History* and the *Skills/Profile* screens in the GDOL/GWS system.

IV. SUITABILITY FOR WIA-FUNDED SERVICES

All customers must be determined suitable for WIA-funded services by a GMWD 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
- Previous WIA training history

V. ASSESSMENT

All eligible customers who wish to receive WIA-funded services will complete an assessment process that may consist of interviews, testing, and observation and will depend on the anticipated training program. The applicable assessments will identify occupational skills, abilities, interests, and aptitudes and will help to determine if the customer requires the available WIA-funded services. Georgia Department of Labor Career Center staff, GMWD staff or partner agency staff may administer the following assessments:

The Career Ability Placement Survey (CAPS) will assess for:

- Mechanical Reasoning
- Spatial Reasoning
- Verbal Reasoning
- Numerical Ability
- Manual Dexterity
- Language Usage
- Word Knowledge
- Perceptual Speed and Accuracy

The Career Ability Placement Survey (CAPS) is one-part of a three-part system. The remaining portions of the assessment will be available for use but have proven, through the use of test subjects, to be time-consuming and more complicated to score.

The Test of Adult Basic Education (TABE) will be utilized to assess customer aptitudes specifically pertaining to Math and Reading. The TABE version 9D & 10D are utilized by the GMWD. They are based on curriculum philosophies from adult education programs. Both versions are now available to allow for customer re-tests. The different versions allow the staff to accurately measure growth. Customers who need to re-test more than two times must utilize

the complete battery of the TABE that is available at most Adult Literacy Centers. The TABE will be available for all customers and will be required of customers who select training to drive a commercial vehicle. These customers will be required to score at least a 6th grade level on both the Math and Reading portions of the test.

The Career Decision Maker (CDM) will assess customer interests. The CDM occupational interest inventory is self-selected and is used as a guide to suggest career choices, which match customer interests. The Pesco SAGE testing equipment and the JOBS V reader and report system can also be used if it is deemed that more intensive assessment is needed. The CDM assessments are costly and a free/internet-based alternative is available.

The Georgia Career Information Center website will allow customers to assess their interests. This free/internet-based system is available for customers to use as a guide to suggest career choices which match customer interests.

The SAGE assessment system will be utilized if an individual is interested in training to obtain their Commercial Drivers License. The eye-hand-foot coordination assessment is utilized to determine an individual's ability to successfully pass the requirements set forth by the Georgia Department of Motor Vehicles. Customers must score 20 or higher on the assessment (as determined by assessment manufacturer).

The Tap Dance typing test will be utilized if testing is needed to determine suitability for an advanced clerical operations field of study. Customers must score 20 words per minute with 3 or less errors.

The O'Net Assessment system is a comprehensive, self-directed career exploration/assessment tool to help customers consider and plan career options, preparation, and transitions more effectively. The assessment instruments include:

- Ability Profiler
- Interest Profiler
- Computerized Interest Profiler
- Work Importance Locator
- Work Importance Profiler

The assessments will help customers identify their work-related interests, what they consider important on the job and their abilities in order to explore those occupations that relate most closely to those attributes. These assessments are available to all customers but not required.

The ASSET® Student Success System offered by postsecondary institutions is a testing and advising program used for placement purposes. The ASSET® includes:

Basic Skill Measures--
    Writing Skills (25 minutes)
    Numerical Skills (25 minutes)
Reading Skills (25 minutes)
Advanced Mathematics Measures--
    Elementary Algebra (25 minutes)
    Intermediate Algebra (25 minutes)
College Algebra (25 minutes)
Geometry (25 minutes)

Customers wishing to enroll in postsecondary education will be required to complete this assessment prior to acceptance by the training provider.

Once the applicable assessments are completed, the complete customer file will be given to the GMWD Administrative Assistant for eligibility review. The file will then be passed to the A/DW Supervisor for assignment to a Case Manager. The Case Manager will arrange a follow-up meeting with the customer.

At this stage, the customer file will include:

1. WIA Application
2. Financial Aid information
3. Career Choice Research Worksheet
4. Cross reference of approved training provider/program/occupation
5. Additional applicable assessments
6. Copy of acceptance letter

Note: If a customer has completed the same or similar assessments within the previous twelve (12) months (from the date of application), the GMWIB may utilize the results (if available).

VI. TRAINING REFERRAL

A. Occupational Training

When initial case management and assessment results indicate that a customer would be best served by a referral to training provided by an eligible vendor, the Case Manager will complete an Individual Training Account (see ITA section), a customer budget sheet, and a Customer Service Plan. The Customer Service Plan is a comprehensive plan for each customer, which shall include an employment goal, appropriate achievement objectives, and the appropriate combination of services for the customer based on the completed assessment. Decisions concerning appropriate services shall be customer-focused. A copy of the ITA will be given to the Billing Specialist and one maintained in the customer file. Each customer is responsible to obtain admission to the selected training provider, apply for all available/applicable financial assistance and provide copies of an acceptance letter and a financial aid award/denial letter to the Case Manager. **All customers interested in WIA-funded training must apply for available/applicable financial aid prior to training registration.** Any deviation from this policy must be documented in the case file. The Case Manager will issue tuition/book vouchers each semester. The Case Manager will determine supportive services/needs-related payments/required supplies and maintain all necessary documentation for payment.

A time sheet for each week will be completed by the customer and signed by each instructor. All time sheets will be submitted to the Case Manager on a bi-weekly basis and will be maintained in the customer file.

B. On-The-Job Training (Under Development).

VII. CASE MANAGEMENT

Initial Case Management begins during the Eligibility Certification process and continues on through the 12-month follow-up period. Effective Case Management will:

A. Assess current services provided to assure non-duplication of services and to allow maximized use of WIA funds

B. Improve motivation and attitude ... assist customers with feelings of frustration, failure or lack of progression in training

C. Confront employment barriers ... providing information, decision-making and problem solving

D. Facilitate the referral to applicable partner agencies

Case Managers are responsible for all aspects of the customer file. It is the Case Manager's responsibility to assure that all documentation remains current and accurate. Case Managers will maintain, at a minimum, quarterly contact with each customer. Case Managers will document, in appropriate location, all contact with customer or other interested parties. Case Management will continue as long as the need is determined.

VIII. Transition Interview

To enhance our commitment of delivering quality services and to assist customers in obtaining employment, a Transition Interview is required. The Transition Interview will be completed within the last scheduled semester of training. This interview should be completed in-person, if possible. If this is not feasible due to employment, a telephone interview will be conducted. If the customer has not obtained employment, case managers will offer assistance and may give referrals to prospective employers.

The interview will consist of questions regarding the customer's experiences and interactions with their case manager, with other GMWD staff and with the training provider. This will allow our teams and contacts to better understand if the training objectives and/or expectations have been accomplished.

IX. Performance Outcomes

See Attachment

X. Exit Policies and Procedures

For definition purposes, "exit" is defined in TEGL 7-99 as follows:

1. A customer who has a date of case closure, completion or known exit from WIA-funded or non-WIA-funded partner service within the quarter or

2. A customer who does not receive any WIA Title I funded or non-funded partner service for 90 days and is not scheduled for future services except follow-up services.

The Follow-Up Specialist will determine the appropriate time to exit a WIA-funded customer based on completion of training, post-supportive services, needs-related payments, necessary follow-up and employment opportunities. In general, the Follow-Up Specialist is responsible for completing the necessary paperwork to exit a customer and enter all pertinent information into the GWS system.

XI. Follow-Up Services

According to WIA Regulations, Section 663.150(b), all adult customers participating in WIA-funded services must have follow-up services available for a minimum duration of 12 months. Follow-up services could include, but are not limited to:

A. Additional career counseling

B. Contact with the participant's employer

C. Peer support groups

D. Referral to supportive services available in the community

E. Post placement supportive services

Upon completing training/graduating and going to work using the WIA-funded occupational skills training, a customer may be eligible for continued supportive services – dependent care and/or transportation assistance. These services will be determined by the Case Manager based on need and the new income. The Case Manager will also determine the length of time these

services will be available based on the Post Supportive Service Policy. The Case Manager will document the use of post-placement supportive services on the CSP in the customer file. In order to receive this service, bi-weekly documentation will be required.

XII. Denial of Services

Customers making application to Georgia Mountains Workforce Development must meet the eligibility criteria set forth in the Plan and the Workstatement. Customers may be denied services based on:

- eligibility
- suitability
- growth and demand occupations in the Georgia Mountains area
- ineligible training provider
- inability to attain employment that would maintain or increase income

All customers denied services based on the above criteria will receive written notification delivered by the United States Postal Service. A copy of the notification is kept in the customer file and maintained in the Georgia Mountains Workforce Development Area office.

XIII. Credentials

Each customer plan will include the anticipated performance outcome including the expected credential. Customers are expected to submit a copy of their credential upon completion of their respective training program. In an attempt to secure this required documentation, case managers are authorized to offer a $25 incentive to each customer for prompt submission of credential information. To be eligible to receive, the credential must be submitted by the third quarter after the End of Services date.

XIV. Customer Satisfaction Surveys

Customers will receive a Customer Satisfaction Survey as prepared by the staff. Surveys will include various questions to gather the following information:

- Satisfaction with the training/provider
- Satisfaction with GMWD staff
- Satisfaction with GMWD process
- Satisfaction with GDOL Career Center services/staff

All surveys are to be presented to the Workforce Development Staff for reporting purposes.

POLICIES & PROCEDURES

- Adult Self-Sufficiency Policy
- Background Check/Drug Screen Policy
- GMWIB Customized Training Policy
- Georgia Work Ready Assessment/Certificate
- Growth & Demand Occupations
- Individual Training Account (ITA) Policies
- Needs-Related Payment Policies
- On the Job Training
- Post-Supportive Services Policy
- Supportive Service Policies
- Local Area Performance Outcome Levels
- Priority of Service for Veterans & Eligible Spouses
- Prerequisite Programs
- WIA Definitions

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 175% of Federal Lower Living Income Chart (FLLIC) for an appropriate six-month period.

The table below lists the current FLLIC information effective April 5, 2011 as applies to WIA eligibility for program years 2010-2011.

INCOME LEVEL CHART
Effective April 5,2011

Family Size	Personal / Household Income		
	Hall	Dawson/Forsyth (Atlanta MSA)	Other 10 GMWIA Counties
1	$ 5,455	$ 5,445	$ 5,445
2	$ 7,355	$ 7,355	$ 7,355
3	$ 9,499	$ 9,265	$ 9,292
4	$ 11,727	$ 11,175	$ 11,470
5	$ 13,841	$ 13,085	$ 13,536
6	$ 16,188	$ 15,296	$ 15,830
7	$ 18,535	$ 17,512	$ 18,124
8	$20,882	$ 19,727	$ 20,418
For each over, add:	$ 2,347	$ 2,216	$ 2294

BACKGROUND CHECK/DRUG SCREEN POLICIES AND PROCEDURES

To be Amended 1/2012

A background check/drug screen is required prior to WIA registration for training programs that require a state license to obtain employment. The presence of a criminal history or illegal drug use can prohibit employment in certain industries. Many of the area's local training providers also require a background check /drug screen; however, in some cases it is not required until the end of the training program. If an unfavorable background check/drug screen exists, employment opportunities are severely limited and negate the purpose of the training program.

The following training programs require a background check/drug screen:

1. Education Programs

2. Criminal Justice Programs

3. Commercial Driver's License

Currently, those applicants interested in pursuing a commercial drivers license undergo a thorough background check and drug screen prior to WIA registration and the start of training. Applicants complete the required training provider application which includes a release and disclosure of information. A copy of this information is provided to the GMWD office and the applicant at no charge. The training providers interpret the information according to industry hiring guidelines and approve or deny training accordingly.

4. Allied Healthcare Programs

Currently, those applicants interested in pursuing a license in a healthcare field are not required to complete a background check/drug screen until the end of their training prior to the clinical rotation(s). Georgia Mountains Workforce Development policy will require all applicants interested in pursuing training in a healthcare field to obtain a copy of their background check encompassing any state in which the applicant has resided during the past 7 years as well as a drug screen. To ease the financial burden, these applicants will not be required to submit this information until after WIA eligibility has been determined. A reimbursement can be made to the applicant if the background check/drug screen does not prohibit the applicant from entering the selected training program and completing the WIA registration process.

According to the Georgia Secretary of State/Professional Licensing Code 43-26-11:

"the board shall have the authority to refuse to grant a license to an applicant, to revoke the license of a licensee, or to discipline a licensee upon a finding by the board that the applicant or licensee has:

(1) Been convicted of any felony, crime involving moral turpitude, or crime violating a federal or state law relating to controlled substances or dangerous drugs in the courts of this

state, any other state, territory, or country, or in the courts of the United States, including but not limited to a plea of nolo contendere entered to the charge."

According to area employers and clinical site administrators, the following crimes will prohibit employment:

(1) Violent crime including assault and robbery
(2) Sexual crimes
(3) Financial crimes including embezzlement and extortion and theft
(4) Drug related crimes including trafficking and manufacturing and possession
(5) Driving under the influence or public intoxication
(6) Misdemeanor crimes that would constitute a violation of public trust. There are many different avenues to obtain a background check/drug screen and it is the applicant's decision which method or service is utilized. The following information is provided as a convenience and is NOT an endorsement of any particular agency or method.

GEORGIA

Georgia criminal history records can be obtained from local Sheriff's or Police Departments. May be referred to a local Georgia agency about specific requirements for obtaining a copy of your Georgia criminal history record.

NATIONAL

Individuals can obtain a copy of their national criminal history record from the FBI by submitting a request to the below address. In order to receive a copy of your FBI record for personal, employment, or international work requirements the FBI requires the following: 1) A signed written request with a brief explanation for the request and your complete return mailing address. 2) Each request must contain two completed applicant fingerprint cards with all of the applicant's personal information (name, date of birth, place of birth, etc.) and a current set of 10 rolled fingerprints and eight flat finger impressions. Fingerprints and impressions must be taken by a local law enforcement agency. 3) An $18.00 fee in U.S. currency by certified check or money order payable to the United States Treasury. This information is provided in compliance with the U.S. Freedom of Information Act.

FBI
CJIS Division
ATTN: SCU, MOD.D-2
1000 Custer Hollow Road
Clarksburg , West Virginia 26303

HEALTHCARE BACKGROUND CHECKS/DRUG SCREENS

Many of the area's technical colleges are utilizing PreCheck prior to the clinical site rotation of the training program. A report is generated and can be forwarded directly to the GMWD office. PreCheck has been providing background checks for 25 years and meets the requirements of the Joint Commission and the Federal Fair Credit Reporting Act.

CUSTOMIZED TRAINING POLICY

Section 101(8) of the Workforce Investment Act and Section 663.715 of the Final Rule define "customized training" as training that is designed to meet the specific needs of an employer (or group of employers), that is conducted with a commitment by the employer to employ, or in the case of incumbent workers, continue to employ, an individual upon successful completion of the training, and for which the employer pays not less than 50 percent of the cost of the training. Section 553.720 further clarifies that customized training for employed workers may only be provided for employees that are not earning a self-sufficient wage as determined by Local Board policy. Additionally, the customized training should "relate to the introduction of new technologies, introduction to new production or service providers, upgrading to new jobs that require additional skill, workplace literacy, or other appropriate purposes identified by the local board.

Business Costs

It is the policy of the Georgia Mountains WIB that the costs of a customized training program should be inclusive of all legitimate costs to the business, which are necessary to allow for the provision of such customized training program services.

Under such policy, the 50% cost of training could include such elements as: cost of the instruction, cost of the instructor, wages of the employees being trained while they are in training, cost of curriculum development associated with the training course, training materials and books as needed for the course, etc. The purchase of equipment, administration and the renovation of facilities are not allowable costs. The above list is not intended to be all-inclusive as there may be other legitimate costs that can be substantiated by the business as necessary to allow for the conduct of the training program.

In developing this policy, it is the WIB's intention to ensure that businesses engaging the services of the workforce development system are afforded consistent treatment. Common definitions and consistent treatment of costs are an important facet of such an approach.

GEORGIA WORK READY ASSESSMENT/CERTIFICATE

As mandated by the Georgia Mountains Workforce Investment Board, customers are required to attempt the Work Ready assessment during the last semester of the program of study. The results of this assessment will be placed in the participant's file for documentation.

Work Ready Initiative Overview

The Georgia Work Ready Initiative was launched in August 2006 by Georgia Governor Sonny Perdue and the Georgia Chamber of Commerce to improve the job training and marketability of Georgia's workforce and drive future economic growth for the state. This workforce development initiative assesses the "real world" skills of Georgia's workers, provides valuable job training and helps companies reliably match the right people with the right jobs.

Work Ready Certification

Through the Work Ready initiative, job seekers as well as workers currently employed in Georgia can pursue a Work Ready Certificate to help them better market their skills to current and future employers. As part of the certification process, individuals complete an assessment that utilizes the nationally accredited WorkKeys assessment system developed by ACT to measure their core skills and work habits. Participating individuals then receive a Work Ready Certificate that indicates their level of work readiness based on their performance.

1. **Core skills assessment** measures skills in applied mathematics, reading for information and locating information, three skills that are highly important to the majority of jobs in the workplace.

2. **Work habits assessment** measures work-related attitudes and behaviors in areas that are trainable and coachable such as carefulness, cooperation, discipline and drive.

Work Ready Certification Benefits

Work Ready measures skills that employers consider essential to success on the job. Having a skills credential that is locally and nationally recognized facilitates job placement, retention and advancement. This assessment and certification process provides Georgians with an objective view of their talents and areas that need to be improved in order to maximize their chances of having a successful career. Other advantages include:

- Building confidence that personal skills meet the needs of local employers
- Ranking above other job applicants who have not demonstrated needed skills
- Developing a better understanding of employers' requirements for job performance
- Determining skill improvements and training opportunities
- Realizing opportunities for career advancement and promotions
- Demonstrating on a resume an understanding of the skills employers need

Work Ready Certification Process

1. Visit www.gaworkready.com and identify a location convenient to complete the assessment. Assessments are offered through the state's 33 technical colleges of the Department of Technical and Adult Education and three Board of Regents schools with technical college division.

2. Review the online schedule at your technical college and plan to take the Work Ready assessments. There are three components to the Work Ready Certification and each assessment takes approximately 50 minutes for a total time of about three hours.

3. Use the Work Ready Certificate to demonstrate to potential employers that you are "work ready".

Work Ready Certification Skill Levels

The Georgia Work Ready initiative uses assessment results to award certificates in four categories. The certificate level is based on the lowest level earned in any of the areas, although individual scores in one or more areas may be higher.

- **Platinum Level:** Signifies an individual has scored at least a level 6 in each of the three core areas and has the necessary skills for 99 percent of the jobs in the WorkKeys database.

- **Gold Level:** Signifies an individual has scored at least a level 5 in each of the three core areas and has the necessary skills for 90 percent of the jobs in the WorkKeys database.

- **Silver Level:** Signifies an individual has scored at least a level 4 in each of the three core areas and has the necessary skills for 65 percent of the jobs in the WorkKeys database.

- **Bronze Level:** Signifies that an individual has scored at least a level 3 in each of the three core areas and has the necessary skills for 35 percent of the jobs in the WorkKeys database.

For individuals who want to improve their scores and gain a higher-level certificate, free online gap training is available through the technical colleges to help them accomplish their goals.

GROWTH AND DEMAND OCCUPATIONS

"Although this list represents the area's "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 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 April 26, 2011:

Accountant & Bookkeeper
Automotive Mechanic
Bill & Account Collector
CAD Operator
Cashier/Sales Clerk
Certified Nursing Assistant
Construction Laborer
Customer Service Representative
Delivery & Route Truck Driver
Dental Laboratory Technician
Electrician
English as a Second Language Instructor
Hand Packers & Packagers
Home Health Aide
Human Service Worker
Industrial Truck & Tractor Operator
Large Truck & Tractor Trailer Driver
Legal Secretary
Maintenance Mechanic
Manufacturing Machine Operator
Medical & Laboratory Technician
Medical Office Worker
Medical Secretary
Occupational Therapist
Pharmacy Technician
Physical Therapist
Quality Assurance Technician
Registered Nurse (RN)
Robotics
Surgical Technician
Teacher
Vocational Education Teacher & Instructor

Administrative Assistant
Automotive Structural Repairer
Brick Mason
Carpenter
Child Development Assistant
CNC Machine Operators
Correction Officer
Data Entry Technician
Dental Assistant & Dental Hygienist
Drafter
Emergency Medical Technician
General Office Clerk
Heating/AC Technician
Hotel/Motel Management
Industrial Machinery Mechanic
Laborer (Warehouse)
Law Enforcement Officer
Licensed Practical Nurse (LPN)
Management Trainee
Mechanic & Repairer Helper
Medical Assistant
Medical Records Technician
Motorcycle Repair Technician
Paralegal
Phlebotomist
Plumber, Pipefitter, & Steamfitter
Radiological/X-Ray Technician
Respiratory Therapist
Special Education Teacher
Surveyor
Truck Driver, Heavy
Welder & Cutter

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.

   (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.

   (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.

NEEDS-RELATED PAYMENT POLICIES

Needs-related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIA section 134 (e)(3). Needs-related payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances. *In order for a participant to receive needs-related payments, need must be determined at time of WIA registration. All needs related payments will be limited to 6 months.*

The following general policies will apply to Needs-Related Payments:

Eligibility of Dislocated Worker participants to receive needs-related payments, the Dislocated Worker must:

a. Be unemployed, and:

   i. Have ceased to qualify for unemployment compensation or trade readjustment assistance under TAA; and

   ii. Be enrolled in a program of training services under WIA section 134 (d)(4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or

b. Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA.

The level of payments made to a Dislocated Worker shall not exceed:

Unemployed dislocated workers who were eligible for unemployment compensation and have exhausted all of their benefits will be paid at a weekly amount that is not higher than the original amount not to exceed the applicable weekly level of unemployment compensation payment for which they were eligible. Applicants must provide documentation of their layoff and their benefit amount.

Unemployed dislocated workers who did not qualify for any unemployment compensation at layoff will be given a needs-related payment of $208.00 per week. Applicants must have proof of unemployment denial in order to qualify for the needs-related payment.

Eligibility of Adult participants to receive needs-related payments, the Adult must:

a. Be unemployed,

b. Not qualify for, or have ceased qualifying for, unemployment compensation; and

c. Be enrolled in a program of training services under WIA section 134 (d)(4).

The level of payments made to an Adult shall not exceed:

Any adult applying for needs related payment assistance must meet the income guideline for WIA Low Income Poverty Level.

Adults whose income meet the poverty level and are attending school on a full-time basis will receive a weekly needs-related payment in the amount of $208.00.

ON-THE-JOB TRAINING POLICIES & PROCEDURES

On-The Job Training Policies and Procedures are currently being developed.

POST-SUPPORTIVE SERVICES

In response to customer needs, the Georgia Mountains Workforce Investment Board has implemented a post-supportive services policy. This plan will assist customers who have successfully completed occupational skills training in the sometimes difficult transition to obtaining employment. Post-supportive services may be available for a maximum of thirty (30) days beyond the occupational skills training completion date.

GMWD Case Managers are to instruct and encourage the customer to utilize work search and career counseling services at their local Georgia Department of Labor Career Center and also to apply with a staffing agency as soon as possible.

Eligibility Requirements

Eligibility for funding will be determined on a case-by-case basis by the GMWD Case Manager and/or GMWD Director in conjunction with WIA policies. Verification of need must be documented by submitting a current Customer Financial Summary and/or any other documentation the GMWD Case Manager deems necessary for determining eligibility.

To qualify for post-supportive services, the customer must perform job search activity for a minimum of five days per week and minimum of two job contacts per day during the thirty (30) day post-training completion period, or until verifiable employment is secured, whichever comes first.

Available Post-Supportive Support

Barriers which WIA may assist with include (but are not limited to):

- A transportation stipend which will be given for work search-related travel, in accordance with the current supportive service policy;
- Reimbursement for appropriate attire for a qualified job interview with a maximum cost of $100.00. Receipts are necessary for reimbursement to be processed;
- Dependent Care assistance which shall be paid at a rate consistent with the current Dependent Care Policy. (To qualify for this assistance, customer must perform job search activity by submitting job applications and/or resumes with two (2) or more employment contacts per day outside of the home.)

The customer is required to complete and submit the following bi-weekly:

- Post-Supportive Work Search Documentation
- Dependent Care Documentation

Upon receipt of all required documentation, the GMWD Case Manager will submit a bi-weekly Summary of Support Services Request to the GMWD Billing Specialist.

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 reimbursable 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

B. ON-THE-JOB TRAINING

For customers who are participating in WIA-funded on-the-job training, the applicable supportive services (listed under A.) will be available for a maximum of six weeks.

C. SPECIAL REQUESTS

Based on funds availability and documented need, the following general policies will apply to additional services that require the Director's approval:

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

Approval from the Director must be obtained prior to expending WIA funds.

PERFORMANCE AND PUBLICATIONS

- Local Area Performance Outcome Levels

LOCAL AREA PERFORMANCE OUTCOME LEVELS

Performance Measures	Target	80% Level
Customer Satisfaction Index		
Participants – ACSI Score	78.0	62.4
Employers – ACSI Score	79.2	63.4
Entered Employment Rate		
Adults	83.4	66.7
Dislocated Workers	80.5	64.4
Older Youth	66.0	52.8
Retention Rate		
Adults-CM	82.5	66.0
Dislocated Workers-CM	86.5	69.2
Older Youth	79.0	63.2
Younger Youth	75.0	60.0
Earnings Increase/Replacement Rate		
Adults	$12,100	$ 9,680.00
Dislocated Workers-CM	$13,001	$10,400.80
Older Youth	$ 3,565	$ 2,852.00
Employment & Credential Rate		
Adults	63.1	50.5
Dislocated Workers	72.6	58.1
(Credential Rate Only) Older Youth	45.0	36.0
Younger Youth Diploma/GED Rate		
	72.0	57.6
Younger Youth Skills Attainment Rate		
	84.0	67.2

The Georgia Mountains Workforce Development office is developing an On-The-Job Training program which does not necessarily result in the attainment of a recognized certificate or credential. This program has proven worthwhile; however, it will affect the local area's ability to attain a high credential rate, especially in Adult performance measures.

CM refers to the newly implemented Common Measures performance standards.

PRIORITY OF SERVICE FOR VETERANS AND ELIGIBLE SPOUSES

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

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

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

1) Veteran – an individual who has served **at least one day** in active military, naval, or air service, and was discharged under "other than dishonorable" conditions. This includes full-time duty in the National Guard or a Reserve component, except full-time duty for training purposes.

   Note that this is the WD definition of veteran (at least one day of active military service), not the definition used for LVERs and DVOP staff to provide services (at least 180 days of active military service).

2) Eligible spouse – the spouse of:
   a. Any veteran who died of a service-connected disability;

   b. Any member of the Armed Forces serving on active duty who, at the time of the spouse's request for priority has been listed for at least 90 days as: missing in action; captured in line of duty by the hostile force; or forcibly detained or interned in line of duty by a foreign government or power;

   c. A veteran who has a total disability resulting from a service-connected disability (as determined by the Department of Veterans Affairs); or

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

The Georgia Mountains Workforce Development office as well as the applicable partner agencies will post information in visible areas, conveying the office's intention to provide priority of service. Applicants may complete the Georgia Department of Labor Veteran/Eligible Spouse

Priority of Service Information sheet. The completed sheet may be submitted to the appropriate intake personnel for review and if eligible, these individuals will be served ahead of non-covered persons. Applicants will not be required to verify their status until they undergo eligibility determination and formal enrollment into a program. The following documents will be accepted as documentation of an individual's status:

a. DD214
b. Office notice issued by the Department of Veterans Affairs establishing entitlement to a disability rating or award of compensation to a qualified dependent
c. An official notice issued by the Department of Defense that documents veteran status or spousal rights
d. An official notice issued by a state veterans' service agency that documents veteran status or spousal rights

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

A. Program-eligible veterans and eligible spouses who meet mandatory or spending priorities, or who meet the area's applicable income eligibility requirements must receive the highest level of priority of service

B. Program-eligible individuals who are not covered persons who meet mandatory or spending priorities or who meet the area's income eligibility requirements receive the second level of priority of service

C. Veterans and eligible spouses outside the program-specific mandatory priority or spending requirements receive the third level of priority of service

D. Non-covered persons outside the program-specified mandatory priority or spending requirements receive the fourth level of priority of service

If there is a waiting list for services, veterans and eligible spouses will be selected first to receive the service, provided the covered person has been determined eligible and is qualified for the service.

PREREQUISITE PROGRAMS

The Georgia Mountains Workforce Investment Board has approved the following policy in response to various program design requirements by WIA-eligible postsecondary institutions:

1. Customers who express their desire to obtain a certificate, diploma or degree which requires the completion of a prerequisite program will be permitted to complete two programs of study. This desire must be expressed prior to WIA registration as the obligation of funds for each customer is completed at this time.

2. The completion of both programs cannot exceed the maximum dollar amount or maximum allowable length of training as set forth in the ITA Policies and Procedures.

3. To date, the WIB is aware of the following programs that require the completion of prerequisite programs:

    - Commercial Refrigeration
    - Paramedic Technology Diploma
    - Medical Assisting Diploma
    - Licensed Practical Nursing Diploma
    - Surgical Technology Diploma
    - Clinical Technology Degree
    - Healthcare Management Degree
    - Radiologic Technology Degree
    - Surgical Technology Degree

    Additional programs may be added as needed.

WIA DEFINITIONS

(1) **Adult**--Except in sections 127 and 132, the term "adult" means an individual who is age 18 or older.

(2) **Adult education**; adult education and literacy activities--The terms "adult education" and "adult education and literacy activities" have the meanings given the terms in section 203.

(3) **Area vocational education school**--The term "area vocational education school" has the meaning given the term in section 521 of the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2471).

(4) **Basic skills deficient**--The term "basic skills deficient" means, with respect to an individual, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test.

(5) **Case management**--The term "case management" means the provision of a client-centered approach in the delivery of services, designed--

(A) to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and

(B) to provide job and career counseling during program participation and after job placement.

(6) **Chief elected official**--The term "chief elected official" means--

(A) the chief elected executive officer of a unit of general local government in a local area; and

(B) in a case in which a local area includes more than one unit of general local government, the individuals designated under the agreement described in section 117(c)(1)(B).

(7) **Community-based organization**--The term "community-based organization" means a private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.

(8) **Customized training**--The term "customized training" means training--

(A) that is designed to meet the special requirements of an employer (including a group of employers);

(B) that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and

(C) for which the employer pays for not less than 50 percent of the cost of the training.

(9) **Dislocated worker**--The term "dislocated worker" means an individual who--

(A)(i) has been terminated or laid off, or who has received a notice of termination or layoff, from employment;

(ii)(I) is eligible for or has exhausted entitlement to unemployment compensation; or

(II) has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 134(c), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and

(iii) is unlikely to return to a previous industry or occupation;

(B)(i) has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;

(ii) is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or

(iii) for purposes of eligibility to receive services other than training services described in section 134(d)(4), intensive services described in section 134(d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

(C) was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or

(D) is a displaced homemaker.

(10) **Displaced homemaker**--The term "displaced homemaker" means an individual who has been providing unpaid services to family members in the home and who--

(A) has been dependent on the income of another family member but is no longer supported by that income; and

(B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

(11) **Economic development agencies**--The term "economic development agencies" includes local planning and zoning commissions or boards, community development agencies, and other local agencies and institutions responsible for regulating, promoting, or assisting in local economic development.

(12) **Eligible provider**--The term "eligible provider", used with respect to--

(A) training services, means a provider who is identified in accordance with section 122(c)(3);

(B) intensive services, means a provider who is identified or awarded a contract as described in section 134(d)(3)(B);

(C) youth activities, means a provider who is awarded a grant or contract in accordance with section 123; or

(D) other workforce investment activities, means a public or private entity selected to be responsible for such activities, such as a one-stop operator designated or certified under section 121(d).

(13) **Eligible youth**--Except as provided in subtitles C and D, the term "eligible youth" means an individual who--

(A) is not less than age 14 and not more than age 21;

(B) is a low-income individual; and

(C) is an individual who is one or more of the following:

(i) Deficient in basic literacy skills.

(ii) A school dropout.

(iii) Homeless, a runaway, or a foster child.

(iv) Pregnant or a parent.

(v) An offender.

(vi) An individual who requires additional assistance to complete an educational program, or to secure and hold employment.

(14) **Employment and training activity**--The term "employment and training activity" means an activity described in section 134 that is carried out for an adult or dislocated worker.

(15) **Family**--The term "family" means two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

(A) A husband, wife, and dependent children.

(B) A parent or guardian and dependent children.

(C) A husband and wife.

(16) **Governor**--The term "Governor" means the chief executive of a State.

(17) **Individual with a disability**--

(A) In general.--The term "individual with a disability" means an individual with any disability (as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102)).

(B) Individuals with disabilities--The term "individuals with disabilities" means more than one individual with a disability.

(18) **Labor market area**--The term "labor market area" means an economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their place of residence. Such an area shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the Department of Labor in defining such areas or similar criteria established by a Governor.

(19) **Literacy**--The term "literacy" has the meaning given the term in section 203.

(20) **Local area**--The term "local area" means a local workforce investment area designated under section 116.

(21) **Local board**--The term "local board" means a local workforce investment board established under section 117.

(22) **Local performance measure**--The term "local performance measure" means a performance measure established under section 136(c).

(23) **Local educational agency**--The term "local educational agency" has the meaning given the term in section 14101 of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 8801).

(24) **Lower living standard income level**--The term "lower living standard income level" means that income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary based on the most recent lower living family budget issued by the Secretary.

(25) **Low-income individual**--The term "low-income individual" means an individual who--

(A) receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program;

(B) received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402)) that, in relation to family size, does not exceed the higher of--

(i) the poverty line, for an equivalent period; or

(ii) 70 percent of the lower living standard income level, for an equivalent period;

(C) is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.);

(D) qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302);
(E) is a foster child on behalf of whom State or local government payments are made; or
(F) in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or of subparagraph (B), but who is a member of a family whose income does not meet such requirements.

(26) **Nontraditional employment**--The term "nontraditional employment" refers to occupations or fields of work for which individuals from one gender comprise less than 25 percent of the individuals employed in each such occupation or field of work.

(27) **Offender**--The term "offender" means any adult or juvenile--
(A) who is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial; or
(B) who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

(28) **Older individual**--The term "older individual" means an individual age 55 or older.

(29) **One-stop operator**--The term "one-stop operator" means 1 or more entities designated or certified under section 121(d).

(30) **One-stop partner**--The term "one-stop partner" means--
(A) an entity described in section 121(b)(1); and
(B) an entity described in section 121(b)(2) that is participating, with the approval of the local board and chief elected official, in the operation of a one-stop delivery system.

(31) **On-the-job training**--The term "on-the-job training" means training by an employer that is provided to a paid participant while engaged in productive work in a job that--
(A) provides knowledge or skills essential to the full and adequate performance of the job;
(B) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and
(C) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

(32) **Outlying area**--The term "outlying area" means the United States Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, the Republic of the Marshall Islands, the Federated States of Micronesia, and the Republic of Palau.

(33) **Out-of-school youth**--The term "out-of-school youth" means--
(A) an eligible youth who is a school dropout; or
(B) an eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.

(34) **Participant**--The term "participant" means an individual who has been determined to be eligible to participate in and who is receiving services (except follow-up services authorized under this title) under a program authorized by this title. Participation shall be deemed to commence on the first day, following determination of eligibility,

on which the individual began receiving subsidized employment, training, or other services provided under this title.

(35) **Postsecondary educational institution**--The term "postsecondary educational institution" means an institution of higher education, as defined in section 481 of the Higher Education Act of 1965 (20 U.S.C. 1088).

(36) **Poverty line**--The term "poverty line" means the poverty line (as defined by the Office of Management and Budget, and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2))) applicable to a family of the size involved.

(37) **Public assistance**--The term "public assistance" means Federal, State, or local government cash payments for which eligibility is determined by a needs or income test.

(38) **Rapid response activity**--The term "rapid response activity" means an activity provided by a State, or by an entity designated by a State, with funds provided by the State under section 134(a)(1)(A), in the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster, that results in mass job dislocation, in order to assist dislocated workers in obtaining reemployment as soon as possible, with services including--

(A) the establishment of onsite contact with employers and employee representatives--

(i) immediately after the State is notified of a current or projected permanent closure or mass layoff; or

(ii) in the case of a disaster, immediately after the State is made aware of mass job dislocation as a result of such disaster;

(B) the provision of information and access to available employment and training activities;

(C) assistance in establishing a labor-management committee, voluntarily agreed to by labor and management, with the ability to devise and implement a strategy for assessing the employment and training needs of dislocated workers and obtaining services to meet such needs;

(D) the provision of emergency assistance adapted to the particular closure, layoff, or disaster; and

(E) the provision of assistance to the local community in developing a coordinated response and in obtaining access to State economic development assistance.

(39) **School dropout**--The term "school dropout" means an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.

(40) Secondary school--The term "secondary school" has the meaning given the term in section 14101 of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 8801).

(41) **Secretary**--The term "Secretary" means the Secretary of Labor, and the term means such Secretary for purposes of section 503.

(42) **State**--The term "State" means each of the several States of the United States, the District of Columbia, and the Commonwealth of Puerto Rico.

(43) **State adjusted level of performance**--The term "State adjusted level of performance" means a level described in clause (iii) or (v) of section 136(b)(3)(A).

(44) **State board**--The term "State board" means a State workforce investment board established under section 111.

(45) **State performance measure**--The term "State performance measure" means a performance measure established under section 136(b).

(46) **Supportive services**--The term "supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this title, consistent with the provisions of this title.

(47) **Unemployed individual**--The term "unemployed individual" means an individual who is without a job and who wants and is available for work. The determination of whether an individual is without a job shall be made in accordance with the criteria used by the Bureau of Labor Statistics of the Department of Labor in defining individuals as unemployed. Customers may be considered unemployed if they have received a notice of layoff/closure from their current employer. The date of layoff/closure must not be more than 180 days from the date of issuance.

(48) **Unit of general local government**--The term "unit of general local government" means any general purpose political subdivision of a State that has the power to levy taxes and spend funds, as well as general corporate and police powers.

(49) **Veteran; related definition**--

(A) Veteran--The term "veteran" means an individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable.

(B) Recently separated veteran--The term "recently separated veteran" means any veteran who applies for participation under this title within 48 months after the discharge or release from active military, naval, or air service.

(50) **Vocational education**--The term "vocational education" has the meaning given the term in section 521 of the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2471).

(51) **Workforce investment activity**--The term "workforce investment activity" means an employment and training activity, and a youth activity.

(52) **Youth activity**--The term "youth activity" means an activity described in section 129 that is carried out for eligible youth (or as described in section 129(c)(5)).

(53) **Youth council**--The term "youth council" means a council established under section 117(h).

APPENDIX

F

Youth Workstatement

Youth Workstatement

I. *Overview*

The Georgia Mountains Workforce Investment Board (GMWIB) Youth Services Program will serve eligible youth between the ages of 14 – 21 with priority given to youth who reside in the 13 county Georgia Mountains Area. The GMWIB has authorized that the following services shall be available to individuals who are Youth through the Georgia Mountains Regional Commission Workforce Development (GMRWD).

A. Youth activities will:

1. Provide to eligible youth seeking assistance in achieving academic and employment success, effective and comprehensive activities, which shall include a variety of options for improving educational and skill competencies and provide effective connections to employers;

2. Ensure on-going mentoring opportunities for eligible youth with adults committed to providing such opportunities;

3. Provide opportunities for training to eligible youth;

4. Provide continued supportive services to eligible youth;

5. Provide incentives for recognition and achievement to eligible youth; and

6. Provide opportunities for eligible youth in activities related to leadership, development, decision-making, citizenship, and community service.

B. Program designs for eligible youth will:

1. Provide an objective assessment of the academic levels, skill levels, and service needs of each youth which shall include a review of basic skills, occupational skills, prior work experience, employability interests, aptitudes, supportive service needs, and developmental needs of such participant;

2. Develop service strategies for each participant that shall identify an employment goal, appropriate objectives, and appropriate services for the youth taking into account the objective assessment conducted;

3. Preparation for postsecondary educational opportunities in appropriate cases;

4. Provide strong linkages between academic and occupational learning;

5. Provide preparation for unsubsidized employment opportunities in appropriate cases;

6. Provide effective connections to intermediaries with strong links to the job market and local and regional employers; and

7. Provide job search and job placement assistance.

C. Program elements for eligible youth will consist of:

1. Tutoring, study skills training, and instruction, leading to completion of secondary school, including dropout prevention strategies;

2. Alternative secondary school services, as appropriate;

3. Summer employment opportunities that are directly linked to academic and occupational learning;

4. As appropriate, paid and unpaid work experiences and job shadowing;

5. Occupational skills training as appropriate;

6. Leadership development opportunities which may include community service and peer centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate;

7. Supportive services;

8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;

9. Follow up services for not less than 12 months after the completion of participation as appropriate; and

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral as appropriate.

Each eligible youth will be provided information on the various applicable or appropriate services that are available through the Department of Labor Career Centers and their partners. Youth will receive referral to appropriate training and educational programs that have the capacity to serve the youth in a sequential or concurrent basis.

II. RECRUITMENT/ORIENTATION TO WIA FUNDED YOUTH SERVICES

Recruitment for the WIA funded Youth Service Program will be accomplished by referral and by walk-in traffic to the Georgia Department of Labor Career Centers. The Youth Services Supervisor/Staff will accept in-school youth referrals from a number of sources if suitable and acceptable including: teachers, school counselors, Department of Family and Children Services (DFCS) caseworkers, court and probation officials, mental health workers, community agency workers, and foster care caseworkers. The Youth Services Supervisor/Staff will maintain strong, personal connections with social service workers and agencies in the Georgia Mountains area. The majority of referrals are made for youth who are at serious risk of dropping out of school or who have already dropped out of school. These youth typically face multiple barriers to completing their secondary education/GED and making a successful transition into the labor market. The Youth Services Supervisor/Staff will accept out-of-school youth referrals from the aforementioned social service agencies as well as local area recruitment efforts including GED centers, Family Connections centers, alternate education centers such as Mountain Education Center and the Lanier Career Academy, local neighborhood centers, word of mouth, posters and flyers.

The GMWIB's policy is to serve those most in need that can benefit most from the services we are able to offer.

III. Eligibility Certification for WIA Funded Youth Services

Every customer that is interested in pursuing employment and/or training through the Youth Services program must be determined eligible by the Youth Services Program Supervisor/Youth Program Staff before entering into a WIA funded Youth employment and/or training program. Per 20 CRF 664.209, all eligible customers will be between the ages of 14-21, be a low-income individual and be within one or more of the categories listed in Section III. B. The following eligibility criteria will apply:

A. *Low-Income Eligibility (See the following Income Requirements Chart.)*

The term "low-income individual", as defined in WIA section 101 (25), means an individual who:

1. receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program;
2. received an income, or is a member of a family that received a total family income, for the 6 month period prior to application for the program involved that in relation to family size, does not exceed the higher of:
   - the poverty line, for an equivalent period; or
   - 70% of the lower living standard income level, for an equivalent period;
3. is an individual with a disability whose own income meets the requirements of a program described in #1 but is a member of a family whose own income does not meet such requirements.
   - For income eligibility, disability means, with respect to an individual—

     (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual:

     (2) a record of such an impairment such as an IEP or a determination from Vocational Rehabilitation.

INCOME LEVEL CHART
Effective April 5,2011

Family Size	Personal / Household Income		
	Hall	Dawson/Forsyth (Atlanta MSA)	Other 10 GMWIA Counties
1	$ 5,455	$ 5,445	$ 5,445
2	$ 7,355	$ 7,355	$ 7,355
3	$ 9,499	$ 9,265	$ 9,292
4	$ 11,727	$ 11,175	$ 11,470
5	$ 13,841	$ 13,085	$ 13,536
6	$ 16,188	$ 15,296	$ 15,830
7	$ 18,535	$ 17,512	$ 18,124
8	$20,882	$ 19,727	$ 20,418
For each over, add:	$ 2,347	$ 2,216	$ 2294

B. *Additional Eligibility Criteria:*

School drop out

Offender

Basic skills deficient (reading or math below 9th grade level)

Pregnant/parenting youth

Homeless

Foster child

Runaway

an individual (including a youth with a disability) who requires additional assistance to complete an educational program or to secure and hold employment. The GMWIB has defined this individual as:

1. An in-school youth who has failed one or more classes required for graduation or advancement

2. A youth who has taken and failed the Georgia High School Graduation Test two or more times and requires additional tutoring to pass the test

3. A youth who is considered to have a disability under the Individuals with Disabilities Education Act (IDEA) as documented on an IEP from a public school

4. A youth who is receiving services from an alternative learning center

5. A youth with limited proficiency in English (If a youth is or has been in ESOL classes in school and has failed to make satisfactory academic progress which would allow him/her to graduate with age peers or if the primary language used in the youth's home is not English and the youth does not read or write in English at the level of age peers, they have limited proficiency in English.)

6. An older youth (19 to 21) who has a history of difficulty holding steady employment. (Steady employment is 20 hours per week for 4 months with the same employer.)

** Eligibility and status is determined based on the information given on the date of application

Exceptions: Not more than 5% of participants assisted under this section in each local area may be individuals who do not meet the minimum income criteria to be considered eligible youth, if such individuals fall within one or more of the following categories:

- school dropout
- basic skills deficient
- are one or more grade levels below grade level appropriate to the individual's age
- pregnant or parenting
- possess one or more disabilities, including learning disabilities
- homeless or runaway
- offender
- face other serious barriers to employment as identified by GMWIB on a Case by case basis

Approval for a 5%window participant must be received from Youth Supervisor before WD registration.

Eligibility is determined through Federal, State and local GMWIB guidelines as interpreted by the Youth Program Supervisor. Initial assessment of eligibility includes administration of the TABE, an interview with Youth Program Staff including completion of forms WDS-1, WDS-5, collection of documentation of income eligibility and documentation of categories listed in Section III B, and any other barrier(s) to employment. Youth Program Supervisor/Youth Program Staff may do initial assessment.

IV. ASSESSMENT

Assessment administered by Youth Services Supervisor/ Program Staff is an important component of both the eligibility/application process and the continuing services youth participants receive. All Youth Services applicants who intend to receive WIA youth funded services will complete an intensive assessment using interviews, testing, and observation. All potential customers take the TABE (Test of Adult Basic Education) during the initial application process except those who have recently been tested by a GED center or who have taken and passed the Asset test or entry level reading/math classes (not including remedial classes) at a college or university.

Once accepted into Youth Services programs, a plan for continuous assessment becomes part of the Youth Individual Service Strategy. Assessment is continued to identify occupational skills, abilities, interests, and aptitudes. Assessment is a continuous and individualized component of the program and will include one or more of the following tools: observation, interview and testing.

Youth Services Supervisor or staff may use one or more of these assessment instruments:

1. *The CAPS (Career Ability Placement Survey) which tests:*

    a. Mechanical Reasoning
    b. Spatial Reasoning
    c. Verbal Reasoning
    d. Numerical Ability
    e. Language Usage
    f. Word Knowledge
    g. Perceptual Speed and Accuracy
    h. Manual Dexterity

2. For customers who are eligible for WIA funded services because of a basic skills deficiency, the TABE will be re-administered at least yearly to monitor progress in developing basic skills.

3. The Career Decision Maker (CDM) will test for interests and aptitudes. The CDM occupational interest inventory is self-selected and is used as a guide to suggest career choices which match the customer's interests.

4. Additional assessments may include skills and interest inventories available through the GCIS system, the work readiness inventory available through Junior Achievement Success Skills course and other assessments including classroom activities offered as part of services.

5. Work readiness skills will also be assessed through the weekly timesheets which are submitted as part of each paid work experience.

6. Educational progress will be assessed through report cards/transcripts or through the timesheets that are submitted for GED attendance.

All assessment results will be used in developing the Youth Individualized Service Strategy.

V. SERVICES, SERVICE TRACKS AND TRAINING REFERRALS

Youth will be entered into one 'service track' upon registration into the GMWD Youth Program. In each service track, youth may be referred to additional services such as counseling which are offered through other agencies.
Youth may move from one service track to another upon approval from the Youth Program Supervisor. For example, a youth who completes the After-School Program and graduates from high school may move to an occupational training program service track.
Case Managers should refer customers to services or training for which the customer has a high chance of a successful outcome. All registered youth will have access to all services listed in Section I.C. through referrals, partnerships or other arrangements made by the case manager.

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

When initial case management and assessment results indicate that a customer would be best served by a referral to training provided by an eligible vendor, the Youth Services Supervisor/Staff will complete a Cost of Attendance Worksheet a Youth Individual Service Strategy and, in cases where the youth is self-supporting or provides financial support to their family, a Youth Eligibility Worksheet. The Youth ISS is a comprehensive plan for each customer, which includes a plan for continuing assessment, meeting educational objectives, and acquiring occupational and work readiness skills. The Youth ISS should indicate the credential which will be received by the customer, the anticipated date of completion and the anticipated costs of training and supportive services. Also, list any referrals to other services the youth have been given. The Youth ISS and Cost of Attendance Worksheet should be updated annually, at a minimum.

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

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

a. to enter training to become a licensed Large Truck and Tractor Trailer driver, the customer must take the Pesco SAGE test to measure hand, foot, eye coordination and earn a score above 20. TABE 6.0 or higher.

b. to enter training in Business Office Technology (Office Management), the customer must take a typing test and earn a score above 20 wpm.

c. To enter into college or technical school program, applicants must score 9.0 or higher on the TABE.

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

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

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

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

Youth must participate in an "Orientation" with a Case Manager before beginning their WIA funded training. A copy of the Youth Services Contract will be included in customer file. The Youth Services Supervisor/Staff may use small-bid procurement to secure occupational skills training or utilize the ITA system that was approved by USDOL in February 2003 (see attached policy). Program operations are in compliance with 20 CFR 664.405 (a) (4).

Steps for Youth Services:

Application/ Eligibility/Assessment/Intensive/

Eligibility/Initial/ Case Management (including support services)/

Occupational Training/Supportive Services/

Follow-Up Services (minimum 12 months)

B. Youth Transition Program

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

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

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

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

The case manager will work with the youth to develop a strategy for developing work experience. Youth may need basic work readiness skills development, or assistance in setting clear work goals and interest. Youth may participate in work experience which focuses on the development of the skills and interest. Some youth may be placed in a work experience geared toward a long term career goal. Cost for the work experience will be included in the Cost of Attendance and information on the work experience will be included in the case notes. Weekly evaluations of work readiness skills are sent in by employers/worksite supervisors.

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

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

Youth in the after-school program receive tutoring and opportunities for work readiness development. Youth who complete 4 hours of tutoring and 2 hours of activities that are related to school retention (club activities, service activities or work readiness activities) may receive a $25 incentive. Hours from activities may carry over for up to one month. Hours are documented on a timesheet that is submitted by the tutor/youth each week. Tutors also maintain a sign in sheet that documents the focus of the youth's tutoring each day.

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

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

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

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

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

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

Youth who graduate from high school when in the GMWD youth program may receive assistance in occupational training programs. Youth need to work with their case manager to work on realistic career goals including researching career paths, growth trends and wages before support for an occupational program can be approved.

E. Project Search

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

Project Search participants who are eligible and who complete an application for GMWD services will be eligible to receive supportive services for 2 of the 3 rotations in Project Search, and may be eligible for paid work experience wages for one rotation. They may also receive funding for required uniforms, supplies and other expenses associated with the program.

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

F. On-The-Job Training (Out-of-School Youth) Under Development.

VII. CASE MANAGEMENT

Initial Case Management begins during the Eligibility Certification process and continues on through the 12-month follow-up period. Effective Case Management will:

A. Assess current services provided to assure non-duplication of services and to allow maximized use of WIA funds

B. Improve motivation and attitude…assist customers with feelings of frustration, failure or lack of progression in training

C. Confront employment barriers…providing information, decision-making and problem solving

D. Facilitate the referral and placement to applicable partner agencies and GMWIB provided services

Case Managers are responsible for all aspects of the customer file. It is the case manager's responsibility to assure that all documentation remains current and accurate. Case Managers will maintain, at a minimum, bi-monthly contact with each customer. Case Managers will document, in appropriate location, all contact with customer or other interested parties.

Case Management will continue to be available to the youth as long as the youth needs and desires assistance.

VIII. Follow-Up Services (All Youth)

According to WIA Regulations, Section 664.450, all youth participating in WIA funded youth services must receive follow-up services for a minimum duration of 12 months. The following services may be provided after determining the needs of the customer:

Leadership development and supportive service activities;

Regular contact with a youth participant's employer;

Assistance in securing better paying jobs, career development and education;

Peer support groups;

Adult mentoring;

Tracking the progress of youth while WIA registered:

Letter to participant/school/employer

Phone call to participant/school/employer

The scope of these follow-up services may be less intensive for youth who have only participated in summer youth employment opportunities. Examples of follow-up services for in-school youth who exit the program after the summer employment activity will include:

"Youth Day" career exploration at the One-Stop Center

Periodic one-on-one meetings to discuss educational or career options

Use of technology

Adult mentoring

Tutoring

Community and service learning

Peer-centered activities

Organizational and team work training

Examples of follow-up services for out-of-school youth who exit after the summer employment activity may include:

Linkages to community services

Assistance with transportation costs

Assistance with child care and dependent care costs

Assistance with housing costs

Referrals to medical services

Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eye glasses and protective eye gear

Regular contact with a youth participant's employers

Job Clubs

Assistance in securing better paying jobs, career development and further education

Work-related peer support groups

Tracking progress of youth's employment

IX. PERFORMANCE OUTCOMES

Outcomes for youth enrolled in the program are primarily education-based:

- Youth ages 14- 18 who do not have a GED or high school diploma must remain in school, or engage in postsecondary education or advanced training.
- In-school youth ages 18 – 21 with a diploma or GED will receive services to assist them with entry into community college or other certificate programs.
- For out-of-school youth without a GED or high school diploma, the emphasis will be on completion of secondary education and, ultimately, placement and retention in postsecondary education, advanced training, or employment.

X. *PERFORMANCE OUTCOMES (PERCENTAGES)*

Performance Outcomes for youth customers enrolled in the program are shown in the table below. Youth customers utilizing the ITA system must be co-enrolled in both Youth and Adult Performance Measures and therefore will be counted twice towards performance outcomes.

Performance Measures	PY11 Target	80% Level
Older Youth Entered Employment	69.4	55.5
Older Youth Retention Rate	77.8	62.2
Older Youth Earnings Increase/Replacement Rate	$4,011	$3,208
Older Youth Credential Rate	56.3	45.0

XI. *EXIT POLICIES AND PROCEDURES*

For definition purposes, "exit" is defined in TEGL 7-99 as follows:

> a customer who has a date of case closure, completion or known exit from WIA-funded or non-WIA funded partner service within the quarter (hard exit) or
>
> a customer who does not receive any WIA Title I funded or non-funded partner service for 90 days and is not scheduled for future services except follow-up services (soft exit).

Case Managers will determine the appropriate time to exit a WIA youth funded customer based on completion of training, post-supportive services, necessary follow-up and employment opportunities. The exit date will be listed as the last date of WIA funded services received.

In general, case managers are responsible for completing the necessary paperwork to exit a customer and enter all pertinent information into the GWS system. Case managers are to review their caseload quarterly, at a minimum, and determine which customers are appropriate to be exited. Soft exits are unacceptable unless ALL reasonable means to contact a customer have been exhausted. All attempts must be documented in the customer file. Soft exits will not occur without approval from the WD Director or Youth Services Supervisor.

XII. DENIAL OF SERVICES

Customers making application to Georgia Mountains Workforce Development must meet the eligibility criteria set forth in the Plan and the Workstatement. Customers may be denied services based on:

- eligibility
- suitability
- growth and demand occupations in the Georgia Mountains area

- ineligible training provider
- inability to attain self-sufficiency as defined by the Georgia Mountains Workforce Investment Board

All customers denied services based on the above criteria will receive written notification delivered by the United States Postal Service. A copy of the notification is kept in the customer file and maintained in Georgia Mountains Workforce Development office.

XIII. CREDENTIALS

Each customer plan will include the anticipated performance outcome including the expected credential.

A credential is a degree or certificate recognized by national, state or local educational or industry body. Credentials include, but are not limited to, high school diplomas, GED or other recognized equivalents, post-secondary degrees, recognized skill standards, licensure, apprenticeship or industry recognized certificates. Credentials are, by definition, recognized by the Georgia Department of Education or a similar institution.

Customers are expected to submit a copy of their credential upon completion of their respective training program. In an attempt to secure this required documentation, case managers are authorized to offer an incentive to each customer for prompt submission of credential information.

XIV. CUSTOMER SATISFACTION SURVEYS

A random sample of customers during each program year, will receive a Customer Satisfaction Survey as prepared by the Staff. Surveys will include various questions to gather the following information:

- Satisfaction with the training/provider
- Satisfaction with WD staff
- Satisfaction with WD process
- Satisfaction with GDOL Career Center services/staff

In an attempt to secure this valuable information, case managers are authorized to offer a $15 incentive to each customer for prompt submission of the survey. The Case Manager will be responsible for completing and submitting the appropriate request for incentive payment to the Billing Specialist.

XV. INCENTIVES

Incentives for completion of activities, submission of information, or for recognition of excellence may be given to youth program participants. Documentation of the reason for the incentive should be kept in the youth's file/counseling notes. A Support Request must be completed by the Youth Services Supervisor/Staff and submitted to the Billing Specialist for processing. Incentive checks will be mailed to the home address on record.

Incentives may be presented for $25, $50, $75 or $100 upon approval from the Youth Program Supervisor.

Incentive Guidelines

Incentive Amount	Reason	Documentation
$25	After-school program 4 hour/2 hour	Attendance Form
	Bronze level Work Ready Certificate	Copy of certificate
	Completion of workshop or activity	Counseling note
	Sending in information (grades, for ex.)	Item, counseling note
$50	Excellence award	Counseling note
	Silver level Work Ready Certificate	Copy of certificate
$75	Gold level Work Ready Certificate	Copy of certificate
$100	Passing all areas of GED test	Copy of GED
	Platinum level Work Ready Certificate	Copy of certificate
	Completion of a multi-day service project	Counseling note/Plan
	Excellence award	Counseling note

XVI. WAGES (ALL YOUTH)

Youth participating in any activity requiring the payment of weekly wages will be required to submit a Time Sheet to the Youth Services Supervisor/Staff. Each youth receiving wages as part of their activity must complete an I-9, W-4, and a G-4. Each Time Sheet must be verified by the Youth Services Supervisor/Staff to ensure accuracy. Time Sheets will be submitted to the Billing Specialist for processing. Checks will be mailed to the home address on record.

APPENDIX

G

NEEDS-RELATED PAYMENT POLICY

NEEDS-RELATED PAYMENT POLICIES

Needs-related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIA section 134 (e)(3). Needs-related payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances. *In order for a participant to receive needs-related payments, need must be determined at time of WIA registration. All needs related payments will be limited to 6 months.*

The following general policies will apply to Needs-Related Payments:

Eligibility of Dislocated Worker participants to receive needs-related payments, the Dislocated Worker must:

b. Be unemployed, and:

   i. Have ceased to qualify for unemployment compensation or trade readjustment assistance under TAA; and

   ii. Be enrolled in a program of training services under WIA section 134 (d)(4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or

b. Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA.

The level of payments made to a Dislocated Worker shall not exceed:

Unemployed dislocated workers who were eligible for unemployment compensation and have exhausted all of their benefits will be paid at a weekly amount that is not higher than the original amount not to exceed the applicable weekly level of unemployment compensation payment for which they were eligible. Applicants must provide documentation of their layoff and their benefit amount.

Unemployed dislocated workers who did not qualify for any unemployment compensation at layoff will be given a needs-related payment of $208.00 per week. Applicants must have proof of unemployment denial in order to qualify for the needs-related payment.

Eligibility of Adult participants to receive needs-related payments, the Adult must:

d. Be unemployed,

e. Not qualify for, or have ceased qualifying for, unemployment compensation; and

f. Be enrolled in a program of training services under WIA section 134 (d)(4).

The level of payments made to an Adult shall not exceed:

Any adult applying for needs related payment assistance must meet the income guideline for WIA Low Income Poverty Level.

Adults whose income meet the poverty level and are attending school on a full-time basis will receive a weekly needs-related payment in the amount of $208.00.

APPENDIX

H

SUPPORTIVE SERVICES

Supportive Services Policies

A. Occupational Skills Training:

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

4.	Transportation	$ 12.00 per day
5.	Meals **	$ 6.00 per day
6.	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 registrant and signed by the instructor(s). The original time sheet will be given to the Case Manager on a bi-weekly basis and a copy 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 registrant and signed by the instructor(s). The original time sheet will be given to the Case Manager on a bi-weekly basis and a copy maintained in the customer file. Meal support payments will be paid only if class schedules require registrants 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. ***Registrants 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, discretion up to the maximum dollar amount of $15.00 per day. (see Childcare Payment Chart below). Dependent care will be classified as one of 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:

3. Medical examinations and/or shots for areas of training that require such are paid directly to vendors or reimbursable by the GMWIB. A detailed receipt must be submitted for payment to be processed.

4. 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, GMWID has implemented the following limitations:

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

Blood Pressure Cuff	$40.00
Financial Calculator	$80.00
Graphing Calculator	$125.00
IST program – PLC	$150.00
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
General supplies (for customers not receiving HOPE) Examples: paper, pens, pencils	$25.00

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

5. Medical examinations and/or shots for areas of training that require such are paid directly to vendors or reimbursable by the GMWIB. A detailed receipt must be submitted for payment to be processed.

6. Uniforms, tools, shoes, and other occupational specific items will be paid directly to vendors or reimbursed. Amounts may be limited by availability of funds.

APPENDIX

I

RIGHTS STATEMENT

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 – Becky Sievers, Financial Director
2481 Hilton Drive, Suite 8
Gainesville, GA 30501
770-538-2638 – Phone

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

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

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

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

COMPLAINTS OF FRAUD OR ABUSE

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

GMWD Grievance Procedure

1. Complaints arising at the Workforce Development Area 2 level must be in writing, signed by the complainant, dated within one-year of the alleged incident, and must include the following information:

   a. the full name, telephone number (if any) and address of the person making the complaint;
   b. the full name and address of the respondent against whom the complaint is made;
   c. a clear and concise statement of facts, including pertinent dates, and witnesses, if any, constituting the alleged violation, and,
   d. the type of relief requested.

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

2. Complaints must be submitted to the Director, Georgia Mountains Workforce Investment Board, 2481 Hilton Drive, Suite 8, Gainesville, GA 30501.

3. The Director shall investigate the complaints and attempt to resolve the matter through mediation within ten days of receipt of the complaint.

4. If the complaint cannot be resolved within ten days, a hearing shall be conducted within sixty days of receipt of the initial complaint. When a hearing is necessary, the complainant and the respondent will be given reasonable notification by registered or certified mail of the following information:

   - A statement of the date, time and place of hearing;
   - A statement of the authority and jurisdiction under which the hearing is to be held;
   - A reference to the particular section of the Act, regulations, grant or other agreements under the Act involved;
   - A notice to the parties of the specific charges involved;
   - The right of both parties to be represented by legal counsel;
   - The right of each party to present evidence, both written and through witnesses; and
   - The right of each party to cross-examine.

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

6. The hearing shall be conducted by the Executive Committee of the Georgia Mountains Workforce Investment Board. 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 GMWIB itself, an impartial person will be secured by the GMWIB 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 GMWIB 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 INVESTMENT BOARD 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 sixty 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: Commissioner, Georgia Department of Labor, Sussex Place, 148 Andrew Young International Blvd., NE, Atlanta, GA 30303-1751. The request for review of the complaint by the Governor must be filed within ten days of receipt of the adverse decision or within fifteen days from the date on which the complainant should have received a decision. The Governor will conduct a review of the complaint and issue a decision within thirty days from the date of receipt of the review request. The decision rendered by the Governor will be final.

OTHER GRIEVANCES

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

   If a complainant does not receive a decision within 60 days of filing the complaint or receives an unsatisfactory decision, the complainant then has the right to request a review by the Governor. The request for review should be submitted to the State Superintendent of Schools, Georgia Department of Education, 2066 Twin Towers East, Atlanta, Georgia 30334. [NOTE: For the

purpose of this section, the State Superintendent of Schools or his/her designee acts as the Governor's authorized representative.]

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

2. Complaints against the Georgia Department of Labor Career Centers should be filed with the complaint specialist or Career Center Manager in accordance with their policies and procedures.

3. Complaints alleging labor standards violations may be filed using the established local and State Grievance Procedures or submitted to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides.

4. Applicants, customers, service providers, bidders, WIA funded staff or other interested parties alleging violations of the Acts, regulations, sub grants, or other contracts under WIA (other than discrimination complaints) shall utilize the GMWD Grievance Procedures in filing a complaint. Individuals shall be informed of this right by the Georgia Mountains Regional Commission/Georgia Mountains Workforce Development Area 2 staff.

****

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

_____ _____

Customer's Signature Date

_____ _____

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

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