WORKSOURCE EAST CENTRAL GEORGIA AREA 13 LOCAL WORKFORCE DEVELOPMENT PLAN
PY 2020 - 2024

WORKSOURCE EAST CENTRAL GEORGIA
EAST CENTRAL GEORGIA CONSORTIUM, INC.
674 WASHINGTON ROAD
THOMSON, GA 30824
706-595-8941
Contents

PREFACE: LOCAL WORKFORCE DEVELOPMENT PLAN ....................................................................................................................... 6

STRATEGIC ELEMENTS, GOVERNANCE AND STRUCTURE ................................................................................................. 7

1. IDENTIFICATION OF THE FISCAL AGENT .......................................................................................................................... 7

2. DESCRIPTION OF STRATEGIC PLANNING ELEMENTS .................................................................................................... 2

3. DESCRIPTION OF STRATEGIES AND SERVICES ............................................................................................................. 8

4. REGIONAL SERVICE DELIVERY ........................................................................................................................................ 14

   a. Plans for Establishment of Regional Service Delivery Strategies ....................................................................................... 14

   b. Plans for Coordination of Eligibility Documentation and Participant Outreach ............................................................. 15

   c. Plans for Coordination of Work-Based-Learning Contracts .......................................................................................... 15

5. SECTOR STRATEGY DEVELOPMENT ................................................................................................................................ 15

   a. Partners Participating in Sector Strategy Development ..................................................................................................... 15

   b. Partner Engagement Strategy ............................................................................................................................................... 16

   c. Research And Data for Sector Identification ....................................................................................................................... 16

   d. Sector Partnership Outline .................................................................................................................................................. 17

   e. Continued Development Of Strategies – Advanced Manufacturing, Information Technology, Healthcare ........................................................................... 18

6. DESCRIPTION OF THE ONE-STOP DELIVERY SYSTEM .................................................................................................. 18

   a. Continuous Improvement ................................................................................................................................................... 18

   b. One Stop Access ................................................................................................................................................................ 18

   c. ADA .................................................................................................................................................................................... 19

   d. Partner Roles and Responsibility ....................................................................................................................................... 20

   e. One-Stop Operator ............................................................................................................................................................ 21

7. AWARDSING SUB-GRANTS AND CONTRACTS ............................................................................................................... 22

8. EEO GRIEVANCE PROCEDURES ...................................................................................................................................... 23

LOCAL BOARDS AND PLAN DEVELOPMENT ........................................................................................................................ 24

1. LOCAL BOARDS ................................................................................................................................................................. 24

   a. Local Board Identification and Appointments .................................................................................................................. 24

   b. New Board Member Orientation .................................................................................................................................... 25

   c. Coordination Of Local Workforce Development Activities with Regional Economic Development ....................... 25

   d. Board Engagement .......................................................................................................................................................... 26

2. LOCAL BOARD COMMITTEES ........................................................................................................................................ 26

3. PLAN DEVELOPMENT ....................................................................................................................................................... 27

SERVICE DELIVERY AND TRAINING ....................................................................................................................................... 27

1. EXPANDING SERVICE TO ELIGIBLE INDIVIDUALS .................................................................................................... 27

2. DESCRIPTION OF SERVICE TO ADULTS AND DISLOCATED WORKERS ........................................................................... 28

3. DESCRIPTION OF RAPID RESPONSE SERVICES ......................................................................................................... 31

4. DESCRIPTION OF YOUTH SERVICES ................................................................................................................................... 32

4. IMPLEMENTATION OF WORK-BASED LEARNING INITIATIVES .......................................................................................... 34
5. PROVISION OF ITAS........................................................................................................................................................................34
6. ENTREPRENEURIAL SKILLS TRAINING AND MICROENTERPRISE SERVICES.........................................................35
7. COORDINATION WITH EDUCATION PROGRAMS..................................................................................................................36
5. DESCRIPTION OF SUPPORTIVE SERVICES...........................................................................................................................36
6. SOCIAL SERVICE PROGRAMS COORDINATION.........................................................................................................................37
COORDINATION WITH CORE PARTNERS ........................................................................................................................................38
1. DESCRIPTION OF THE WORKFORCE SYSTEM..........................................................................................................................38
2. COORDINATION WITH WAGNER-PEYSER ...............................................................................................................................39
3. COORDINATION WITH ADULT EDUCATION ..........................................................................................................................39
4. COORDINATION WITH VOCATIONAL REHABILITATION ........................................................................................................40
PERFORMANCE, ETPL AND USE OF TECHNOLOGY ................................................................................................................40
1. DESCRIPTION OF PERFORMANCE MEASURES..........................................................................................................................40
2. ONE-STOP SYSTEM PERFORMANCE AND ASSESSMENT ........................................................................................................41
3. ETPL SYSTEM ..............................................................................................................................................................................41
4. IMPLEMENTATION OF TECHNOLOGY .......................................................................................................................................43
STATE INITIATIVES AND VISION ...............................................................................................................................................45
1. STATE BRANDING .......................................................................................................................................................................45
2. PRIORITY OF SERVICE ...............................................................................................................................................................45
3. ALIGNMENT OF STATE GOALS ................................................................................................................................................46
   a. Utilize Sector Partnerships to Guide Strategies and Coordination ..........................................................................................46
   b. Further Develop Regional Integration ..................................................................................................................................46
   c. Increase Statewide Prosperity ................................................................................................................................................46
   d. Align Workforce and Education Systems ..............................................................................................................................47
   e. Tightened Labor Market Addressed ..................................................................................................................................47
APPENDIX 1: .................................................................................................................................................................................49
APPENDIX 2: .................................................................................................................................................................................50
APPENDIX 3: .................................................................................................................................................................................51
PROCUREMENT POLICY AND COST PRICE ANALYSIS ........................................................................................................51
APPENDIX 4: .................................................................................................................................................................................54
PRIORITY OF SERVICE POLICY ................................................................................................................................................54
ATTACHMENT 5: ..............................................................................................................................................................................57
SUPPORTIVE SERVICE POLICY ................................................................................................................................................57
APPENDIX 6: .................................................................................................................................................................................66
APPENDIX 7: .................................................................................................................................................................................71
ELIGIBLE TRAINING PROVIDER POLICY .......................................................................................................................................71
APPENDIX 8: .................................................................................................................................................................................86
SUPPORTING DOCUMENTS – EO POLICIES AND PROCEDURES .....................................................................................................86
APPENDIX 9: .................................................................................................................................................................................93
PREFACE: LOCAL WORKFORCE DEVELOPMENT PLAN

WorkSource East Central Georgia (WSECG) Area 13 of Region 7, comprising Columbia, Glascock, Hancock, Lincoln, McDuffie, Taliaferro, Warren, Washington and Wilkes Counties: connect employers to a skilled workforce and help individuals develop the skills needed to thrive in the workplace. When policy requested Area 13 should have a fiscal agent aside from itself, the Local Elected Official Board voted unanimously to elected Lincoln County Board of Commission to serve as the Fiscal Agent for the local area. This local plan, in concert with a regional plan will be jointly developed with local Area 12 WorkSource CSRA, will serve as the strategic roadmap for the implementation of the Workforce Innovation and Opportunity Act. This plan establishes the framework for the workforce system, which encompasses the work of our core partners, including:

<table>
<thead>
<tr>
<th>WIOA Title I Adult, Dislocated Worker &amp; Youth Services</th>
<th>WIOA Title II Adult Education and Literacy Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Corps</td>
<td>Carl D. Perkins Programs</td>
</tr>
<tr>
<td>YouthBuild</td>
<td>Trade Adjustment Assistance Programs</td>
</tr>
<tr>
<td>Senior Community Service Employment Program</td>
<td>Jobs for Veterans State Grant Programs</td>
</tr>
<tr>
<td>Migrant and Seasonal Farmworkers Programs</td>
<td>Community Service Block Employment &amp; Training Programs</td>
</tr>
<tr>
<td>Wagner-Peyser Act Program</td>
<td>Housing and Urban Development Employment &amp; Training Activities</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>State Unemployment Programs</td>
</tr>
</tbody>
</table>

This plan presents strategic priorities for the four-year time frame this plan will be in effect and the operational framework under which the local workforce system will operate.
STRATEGIC ELEMENTS, GOVERNANCE AND STRUCTURE

1. IDENTIFICATION OF THE FISCAL AGENT

The Fiscal Agent is the entity responsible for the disbursement of grant funds as determined by the Local Elected Official Board (LEO) is listed below.

<table>
<thead>
<tr>
<th>Detail</th>
<th>Local Workforce Area 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Fiscal Agent</td>
<td>Lincoln County Board of Commission</td>
</tr>
<tr>
<td>Programmatic Entity</td>
<td>WorkSource East Central Georgia</td>
</tr>
<tr>
<td>Counties Covered</td>
<td>Columbia, Glascock, Hancock, Lincoln, McDuffie, Taliaferro, Warren, Washington, and Wilkes</td>
</tr>
</tbody>
</table>

Table 1: Fiscal Agent
2. DESCRIPTION OF STRATEGIC PLANNING ELEMENTS

The CSRA region encompasses an area of nearly 6,500 square miles, with 465,126 residents according to the U.S. Census Bureau’s 2015 American Community Survey. Located in East Central Georgia along the Savannah River, the CSRA region includes 13 counties: Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Taliaferro, Warren, Washington, and Wilkes. The largest city in the CSRA is Augusta – a major component of the economic core of the region.

This region represents both urban and rural interests - with two urban counties holding over 300,000 residents combined, and the balance of the region’s counties containing anywhere from just over 1,700 residents to about 24,000. Augusta-Richmond and Columbia counties were the nexus of over 90 percent of regional population growth (81,745 residents) between 1990 and 2015. As urban areas have grown, some rural areas have experienced decline. These shifts in population affect the overall resident quality of life, including availability of basic services like high-speed internet and health care, affordable housing, and daily work commutes.

Two workforce areas serve the CSRA. The specifics of each service area are included in the subsequent pages of this document. However, the purpose of this section is to highlight the data and shared services that surpass service delivery areas.
### Augusta-Richmond MSA

#### Labor Force Activity

**ANNUAL AVERAGES**

<table>
<thead>
<tr>
<th></th>
<th>Labor Force</th>
<th>Employed</th>
<th>Unemployed</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2020</td>
<td>2021 % Change</td>
<td>2020</td>
<td>2021 % Change</td>
</tr>
<tr>
<td>Burke</td>
<td>9,026</td>
<td>1.4%</td>
<td>8,379</td>
<td>2.9%</td>
</tr>
<tr>
<td>Columbia</td>
<td>74,411</td>
<td>2.8%</td>
<td>71,268</td>
<td>4.4%</td>
</tr>
<tr>
<td>Lincoln</td>
<td>3,497</td>
<td>1.7%</td>
<td>3,307</td>
<td>3.3%</td>
</tr>
<tr>
<td>Mc Duffy</td>
<td>8,695</td>
<td>-1.6%</td>
<td>8,016</td>
<td>1.1%</td>
</tr>
<tr>
<td>Richmond</td>
<td>85,112</td>
<td>-0.8%</td>
<td>78,649</td>
<td>1.6%</td>
</tr>
<tr>
<td>Augusta- Richmond</td>
<td>180,741</td>
<td>0.8%</td>
<td>169,617</td>
<td>2.9%</td>
</tr>
<tr>
<td>County, GA-SC Metropolitan Statistical Area</td>
<td>Georgia</td>
<td>147,955</td>
<td>2023</td>
<td>300,964</td>
</tr>
<tr>
<td>United States</td>
<td>147,185</td>
<td>0.3%</td>
<td>152,581,000</td>
<td>3.2%</td>
</tr>
<tr>
<td>Aiken, SC</td>
<td>75,351</td>
<td>-1.9%</td>
<td>71,743</td>
<td>-0.2%</td>
</tr>
<tr>
<td>Edgefield, SC</td>
<td>10,799</td>
<td>-3.8%</td>
<td>10,247</td>
<td>-2.0%</td>
</tr>
</tbody>
</table>

**Note:** This series reflects the latest information available. Labor Force includes residents of the county who are employed or actively seeking employment.

**Source:** Georgia Department of Labor; U.S. Bureau of Labor Statistics.

### East Central Georgia LWDA

#### Labor Force Activity

**ANNUAL AVERAGES**

<table>
<thead>
<tr>
<th></th>
<th>Labor Force</th>
<th>Employed</th>
<th>Unemployed</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2020</td>
<td>2021 % Change</td>
<td>2020</td>
<td>2021 % Change</td>
</tr>
<tr>
<td>Columbia</td>
<td>74,411</td>
<td>2.6%</td>
<td>71,268</td>
<td>2.6%</td>
</tr>
<tr>
<td>Glascock</td>
<td>1,244</td>
<td>1.5%</td>
<td>1,193</td>
<td>1.1%</td>
</tr>
<tr>
<td>Hancock</td>
<td>2,532</td>
<td>-0.1%</td>
<td>2,309</td>
<td>2.6%</td>
</tr>
<tr>
<td>Lincoln</td>
<td>3,497</td>
<td>1.7%</td>
<td>3,307</td>
<td>3.3%</td>
</tr>
<tr>
<td>Mc Duffy</td>
<td>8,695</td>
<td>-1.6%</td>
<td>8,016</td>
<td>1.1%</td>
</tr>
<tr>
<td>Taliaferro</td>
<td>530</td>
<td>0.9%</td>
<td>492</td>
<td>3.3%</td>
</tr>
<tr>
<td>Warren</td>
<td>2,635</td>
<td>1.9%</td>
<td>2,456</td>
<td>4.2%</td>
</tr>
<tr>
<td>Washington</td>
<td>6,931</td>
<td>-0.6%</td>
<td>6,466</td>
<td>0.7%</td>
</tr>
<tr>
<td>Wilkes</td>
<td>3,712</td>
<td>-1.5%</td>
<td>3,464</td>
<td>0.0%</td>
</tr>
<tr>
<td>East Central Georgia Local Workforce Development Area</td>
<td>104,187</td>
<td>1.9%</td>
<td>98,998</td>
<td>3.7%</td>
</tr>
<tr>
<td>Georgia</td>
<td>5,672,155</td>
<td>2.3%</td>
<td>4,741,191</td>
<td>5.1%</td>
</tr>
<tr>
<td>United States</td>
<td>147,955</td>
<td>0.3%</td>
<td>152,581,000</td>
<td>3.2%</td>
</tr>
</tbody>
</table>

**Note:** This series reflects the latest information available. Labor Force includes residents of the county who are employed or actively seeking employment.

**Source:** Georgia Department of Labor; U.S. Bureau of Labor Statistics.
The weighted average poverty threshold for a family household of four persons was $26,172 in 2019 (U.S. Census Bureau, “Poverty Thresholds”).

**Poverty Rate**

![Poverty Rate Chart]

Source: U.S. Census Bureau, Small Area Income and Poverty Estimates.
LABOR MARKET ANALYSIS

POPULATION

Source: U.S. Census Bureau, American Community Survey 5-Year Estimates
INCOME

Median Household Income

<table>
<thead>
<tr>
<th>County</th>
<th>2016-2020 Median Household Income</th>
<th>2011-2015 Median Household Income</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Columbia</td>
<td>$82,251</td>
<td>$71,021</td>
<td>15.8%</td>
</tr>
<tr>
<td>Glascock</td>
<td>$46,500</td>
<td>$40,759</td>
<td>14.1%</td>
</tr>
<tr>
<td>Hancock</td>
<td>$32,914</td>
<td>$24,925</td>
<td>32.1%</td>
</tr>
<tr>
<td>Lincoln</td>
<td>$42,036</td>
<td>$34,243</td>
<td>22.8%</td>
</tr>
<tr>
<td>McDuffie</td>
<td>$47,327</td>
<td>$36,656</td>
<td>29.1%</td>
</tr>
<tr>
<td>Taliaferro</td>
<td>$37,717</td>
<td>$26,306</td>
<td>43.4%</td>
</tr>
<tr>
<td>Warren</td>
<td>$38,250</td>
<td>$29,176</td>
<td>31.1%</td>
</tr>
<tr>
<td>Washington</td>
<td>$36,402</td>
<td>$37,932</td>
<td>-4.0%</td>
</tr>
<tr>
<td>Wilkes</td>
<td>$36,486</td>
<td>$32,727</td>
<td>11.5%</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau American Community Survey, 2015-2019

2020 Georgia Income Per Capita

$49,553

<table>
<thead>
<tr>
<th>County</th>
<th>2020 Personal Income Per Capita</th>
<th>2019 Personal Income Per Capita</th>
<th>2019-2020 Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warren</td>
<td>$39,545</td>
<td>$36,015</td>
<td>9.8%</td>
</tr>
<tr>
<td>Washington</td>
<td>$39,151</td>
<td>$35,889</td>
<td>9.1%</td>
</tr>
<tr>
<td>McDuffie</td>
<td>$41,111</td>
<td>$37,740</td>
<td>8.9%</td>
</tr>
<tr>
<td>Hancock</td>
<td>$33,557</td>
<td>$30,931</td>
<td>8.5%</td>
</tr>
<tr>
<td>Lincoln</td>
<td>$40,424</td>
<td>$37,797</td>
<td>7.0%</td>
</tr>
<tr>
<td>Glascock</td>
<td>$36,615</td>
<td>$34,576</td>
<td>5.9%</td>
</tr>
<tr>
<td>Columbia</td>
<td>$54,428</td>
<td>$51,534</td>
<td>5.6%</td>
</tr>
<tr>
<td>Wilkes</td>
<td>$42,093</td>
<td>$41,337</td>
<td>1.8%</td>
</tr>
<tr>
<td>Taliaferro</td>
<td>$36,860</td>
<td>$36,923</td>
<td>-0.2%</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of Economic Analysis, Regional Data, (CAINC30)
3. **DESCRIPTION OF STRATEGIES AND SERVICES**

General synopsis of Local Area overall analysis, vision, and goals:

**Mission:** “Leading today’s workforce into tomorrow’s educational and labor opportunities”

**Vision:** “To provide seamless program resources and alternatives for the skill development of our regional workforce.”

**Goals:**

- Expend all regional resources to produce a better served, better skilled workforce
- Create and explore alternative solutions to the traditional training programs
- Increase the overall private sector investment in developing the skills of the regional
- Develop a campaign to promote Workforce Development Services availability
- Focus on needs as outlined in our region Competitiveness Initiative with emphasis on encouraging employment for youth and adults within the skilled trade.

In 2020, the Covid-19 pandemic global health crisis caused an economic slowdown that greatly affected WorkSource East Central Georgia Area 13. Business employment needs shifted with many needing to temporarily shut down. This health crisis affected long-term labor market information where many businesses had to respond to the immediate crisis. Examining the historical data from 2019 along with the changes from 2020 and anticipations for 2022 and beyond we are anticipating the development of a roadmap that will enhance the services to our employers, jobseekers and communities in the workforce environment.

Though industries are still recovering to see pre-Covid positive long-term projections the four priority industries in WorkSource East Central Georgia remain Advanced Manufacturing, Technology, Healthcare, CDL. These industries still represent some of the largest workforce sectors in the region. Manufacturing still faces a high demand for replacement workers due to the high level of retirements because of the age of the workforce. IT stretches across all industries and employers continue to look for workers to have access to education and training across all skill levels. Access to reliable transportation remains a critical need both on the employer and employee side of the scale.

a. **Employer Engagement**
WorkSource East Central Georgia Workforce Development Board coordinates with local technical colleges, chambers of commerce, economic development partners and GDOL’s business services unit to solicit high demand employers to discuss their training and hiring needs. This partnership ensures effective employer engagement where employers are viewed as both partners and customers.

LWDA Business Services Team along with economic development partners network with employers to assess industry needs for training opportunities. Through the state facilitated Sector Partnership contract, WSECG will continue to place emphasis on the importance of the One Stop System to impact the entire economic growth locally as well as in the region.

The team strategies include personal visits to businesses operating within the in-demand industries and area. Businesses are educated on the reimbursement programs such as On-the-Job Training (OJT), Incumbent Workers Training (IWT), Customized Training (CT), classroom training programs and customized job fairs and labor market information.

“Benefits of a Sector-Based Approach” Commonwealth Corp, 2004 (FutureWork Systems “Connecting the Dots”–WorkSource Georgia Academy 2019)

b. WSECG Meets the Needs Of Businesses

The Business Services team works with local and state economic developers, GDOL Business Services Unit as well as Chambers of Commerce to ensure that the needs of the region/local area are met. All partnerships reflect a new direction and emphasis on employer-driven service delivery, and access to market driven information with staff dedicated to fulfilling the needs of local/regional employers. This realignment is focused on a commitment to the business community and to provide a venue for a more proactive and employer friendly partnership.

- Coordinate employer outreach, particularly among core partners who also work directly with employers.
- Partnerships with economic developers, locally, regionally and statewide to ensure prompt turn-around on data and customized solutions to regional and local workforce issues.
- The partnerships with economic developers, locally, regionally and statewide also allow the Business Services Team to host/participate in
speaking engagements on a variety of topics including but not limited to WIOA.

• Identify local in-demand occupations and the knowledge, skills, abilities, and credentials required for those jobs.
• WSECG devotes their business service efforts towards developing and maintaining relationships with employers regionally.
• Regional and local Career Fairs/Expos are tailored to targeted industries, job seekers, and skill requirements.
• Georgia Department of Labor’s recruitment services assist entrepreneurs and employers, large and small, to meet their needs with resources and information to pursue their business goals and to compete and grow in today to meet their need certain resources and information to pursue their business goals and to compete and grow in today’s highly competitive global economy. A specialized resource offered to eligible businesses.
• Job ready curriculums will assist employers with their existing workforce issues relative to soft-skills deficiencies and for students is incorporated in middle, high school and technical colleges preparing students with soft skills for their future careers.
• Employer ad-hoc committees provides critical connections between GDOL and WIOA to the business community. The committees provide input and guidance in the development of policy and legislation by the Department of Labor as it impacts Georgia employers and employees.
• Regional Summits are designed to help business owners, managers, hiring professionals, and others better understand and conquer compliance challenges in the workplace. This program has been approved for 3.75 recertification credits through the Human Resources Certification Institute (HRCI).

WSECG works with employers, organized labor, community colleges, Vocational Rehabilitation, GDOL and industry leaders/groups to continue building our in-demand sector strategies. Connecting with employers is a priority be it through the LWDA’s Rapid Response Team, local job and resource fairs, through participation in local and regional employer meetings, Chambers of Commerce, Region Commission and involvement in the Augusta Regional Development Alliance (ARDA).

WSECG has at least one Comprehensive One-Stop Center, with information centers available throughout the nine-county area to provide access to employers and job seekers. WSECG will continue to respond to existing and future needs of businesses to produce a more skilled workforce.

Business services also offer:

• Recruitment of job applicants
• Screening of job applicants
• Job Postings
• Job order referral
• Job/Employee matching
• Skills and aptitude assessments
• Available space for employer interviews
• Labor Market Information
• Census Data
• Unemployment Insurance information
• Job Fairs
• On-The-Job Training
• Apprenticeship Program
• IWT (Incumbent Worker Training)
• OJT (On the Job Training)
• CT (Customized Training)
• Rapid Response Workshops

c. Coordination Of Workforce Development and Economic Development

The collaborative relationship between local workforce development and economic development continues to be a highly successful relationship with both new and existing employers. Economic Development Board members and their peers are in continual communication with WIOA staff and partners as we assist employers with staffing needs and the continued notification of new businesses moving into the area and the general economic conditions of the area.

Existing and Emerging In-Demand Industry Sectors and Occupations

Occupations with the most growth, WSECG, three occupations made the list of Georgia’s Careers to 2026 as a result of its fast job growth, high wages, and plentiful job openings during this period.

With WSECG’s strong alliances with its WIOA partners, it is positioned to help facilitate these discussions. The growth in employment within demand occupations provides a perfect
illustration of the power of connecting the needs of employers with the educational systems that train individuals in those skills.

Georgia is focused on empowering front-line employees in the one-stop system with the leadership and tools necessary to proactively engage with local economic developers. WSECG is focused on partnering with business services and economic developers, locally, regionally, and statewide to execute customized solutions to workforce issues. State Economic Development Regional Coordinators can help economic developers identify data critical for the successful location and expansion of industry.

With the Region’s focus on employer services, Work Based Learning, OJT, IWT and CT will be expanded through further capacity building and increased collaboration with LWDA economic development entities. The collaboration of the Region’s WIOA programs with DOL Career Centers closely aligns workforce services with the Region’s economic development needs.

<table>
<thead>
<tr>
<th>WIOA Title I Adult, Dislocated Worker, and Youth Programs</th>
<th>WorkSource East Central Georgia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Colleges</td>
<td>WIOA title II Adult Education and Family</td>
</tr>
<tr>
<td>Athens Technical College (ATC)</td>
<td>Literacy Act (AEFLA) program;</td>
</tr>
<tr>
<td>Oconee Fall Line Technical College (OFTC)</td>
<td>Career and technical education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.);</td>
</tr>
<tr>
<td>Augusta Technical College (ATC)</td>
<td>A representative of TCSG Adult Education &amp; Economic Development serves on WSECG’s LWDB as board members and partners;</td>
</tr>
<tr>
<td></td>
<td>The Adult and Youth Programs utilizes ITA for approved programs</td>
</tr>
</tbody>
</table>

| Georgia Vocational Rehabilitation Agency (GVRA)          | State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by title IV of WIOA; |
| Department of Rehabilitation Services                   | WSECG’s board member and partners |
| **Georgia Department of Labor (programs below)** | **Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C.; Trade Adjustment Assistance (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.); 1974 Wagner-Peyser Employment Services (ES) program, authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA; Unemployment Insurance (UI) programs under state unemployment compensation laws; One Stop Operator; WSECG’s board members and partners; Youth standing committee Chairperson; Works directly with Business Services & Economic Development.** |
| WorkSource East Central Georgia Local Plan | |
| Wagner-Peyser Employment Services (ES) | |
| Unemployment Insurance (UI) | |
| Trade Adjustment Assistance (TAA) | |
| Jobs for Veterans State Grants (JVSG) | |
| YouthBuild | Comprehensive youth and community development program |
| Youth Non-Traditional Learning | |
| Job Corps | Programs Authorized under WIOA Title I-B; Job Corps; LWDA 13 board member and partner agency |
| Job training program for young adults | |
| Legacy Link | Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.); WSECG’s board member and partner agency |
| Senior Community Service Employment Program | |
| Goodwill Industries | WSECG’s board member, partner agency and regional partner |
| Chambers of Commerce/Development Authorities | Contact through ARDA, Chamber and Development meetings |
| CSRA Unified Development Authority | A joint development authority encompassing all 13 CSRA counties. The CSRA UDA serves to promote the economic development of the CSRA |
The Augusta Regional Development Alliance (ARDA) is a council of the Chambers of Commerce and other economic development organizations throughout the CSRA. A forum of discussion and problem-solving for economic development professionals.

Technical College System of Georgia Office of Workforce Development State representative; source of guidance and technical support.

Core partners in Georgia currently have separate, agency-specific data systems to handle management and reporting; currently these systems do not exchange data in real time. However, strengthening linkages between the one-stop delivery system and GDOL, Employ Georgia maximizes all available resources and tools to ensure that all job seekers will have full virtual access to job postings, career exploration and filing of UI claims. Wagner-Peyser career services advisors, along with WIOA career advisors, provide a variety of high-quality career services in a customer-centered approach environment to include, but not limited to job search navigation, job ready assessment, vocational counseling, labor market information, and workforce development duties associated with the employability development of its customers. Services are delivered in one of three modes including (1) self-service, (2) facilitated self-help services and (3) staff assisted service delivery approaches. Depending on the needs of the labor market, other services, such as job seeker assessment of skill levels, abilities, and aptitudes, career guidance (when appropriate), job search workshops, and referral to training may be available when deemed appropriate. July 2015, WorkSource East Central Georgia, and Georgia Department of Labor co-located to better serve our customers in one location.

4. REGIONAL SERVICE DELIVERY

While there is no cost sharing between each of the Region’s Workforce areas, the two agencies collaborate directly in the following areas. Additionally, the areas routinely refer individuals to each other based on the participant’s residency or area of interest.

a. Plans for Establishment of Regional Service Delivery Strategies

Region 7 consists of two local areas representing thirteen counties: Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Taliaferro, Warren, Washington, and Wilkes Counties. Although mostly rural, this area understands the needs of local businesses and job seekers do not stop at their individual borders. Through WIOA this region is seizing the opportunity to formalize the efforts of expanding and improving services.

Our first step was to identify shared priorities, needs, and best practices. Recruitment and retention, rapid response and sector partnership endeavors were the starting point.

Moving forward, a plan for simplifying Business Services as a region is important. Coordinating business services on a regional basis, including outreach, recruitment, and applicant referral.

Implementing sector strategies as a region with sector partnerships is very important and is at the forefront.

The possibility of implementing cooperative service delivery agreements as a region. Developing a regional demand occupation list and sharing information about the related career pathways as well as identifying new and emerging targeted industries for the region.
b. **Plans for Coordination of Eligibility Documentation and Participant Outreach**

TCSG Office of Workforce Development (OWD) has plans to create universal eligibility documents soon. Region 7 currently follows the Crosswalk resource guide issued by OWD to assist Case Managers/Career Coaches in identifying examples of acceptable documentation that satisfies specific criteria requirements.

c. **Plans for Coordination of Work-Based-Learning Contracts**

In order to coordinate business services as a Region, both local workforce areas in Region 7 continue to explore ways to market Regional on-the-job training and incumbent worker opportunities to employers with multiple locations throughout the region through coordinated efforts across local areas. Local Business service team members will explore a regional meeting to discuss best practices and Regional collaboration.

Region 7’s local workforce boards are working to increase coordination around layoff events. Rapid response teams from each area currently share their layoff events with others and encourage local employers to attend layoff event that might be outside of their county or city to recruit valuable workers from another location. OJT, IWT, CT, and Apprenticeship programs are discussed with employers. The partnership with economic development organizations throughout Region 7 provides an opportunity for building relationships among business service teams across the region, exchanging ideas, and sharing job openings and company closures.

Through one-stop centers across the region, and in collaboration with workforce partners, including community colleges, adult basic education providers, local school systems, economic development groups, and other state agencies, Region 7 provides innovative services to support employers and workers. Collaboration and coordination across these agencies and local entities play a critical role in the success of the workforce system.

Participants and businesses cannot enter the wrong door. Both areas are committed to, at a minimum, a soft handoff to the agency that best meets the customer’s needs.

5. **SECTOR STRATEGY DEVELOPMENT**

a. **Partners Participating in Sector Strategy Development**

Sector Partnerships strive to identify and connect employers to associations, groups, chambers, and other industry representative bodies that would serve as appropriate partners to further the advancement of the regional partnership strategies. Region 7 collaborates with members of the Local Workforce Development Boards, workforce development professionals, economic development professionals, local Technical College System of Georgia representatives, CTAEs (Career, Technical & Agricultural Education) in the school systems, RPM (Reaching Potential through Manufacturing), Second Chance and others involved in career and workforce training to ensure the sector partnership meetings involve all the key parties. In addition, to meeting and identifying the critical partners that will make the sector partnership work successful Region 7 developed draft surveys (Manufacturer survey, training/education survey, support services survey) which will provide critical data on the topics and issues most important to the Advanced Manufacturing sector in Region 7 and what is currently available to address the training, education, and soft skills issues. These will allow Region 7 to develop useful and relevant agendas, a strategic plan and potential career pathway road maps to be then reviewed and discussed during sector partnership meetings.
meetings. In retrospect, the initial party identification work was critical to the success of the Round One Sector Partnership Grant in Region 7 as it ensured the subsequent sector partnership meetings involved the appropriate parties necessary to effect changes in the education and workforce training programs used in Region 7.

b. Partner Engagement Strategy

With the extension of the Sector Partnership contract, Region 7 continues to build relationships with local entities for planned expansion to involve additional resources and collaborative partners. The expansion consists of enhancing the current vibrant collaboration within the Advanced Manufacturing community to include the development of strategies to engage and support school systems, such as RPM, and building onto the network with Richmond County Performance Learning Center, and other area high schools' partnerships to meet the local needs of a transitioning workforce.

Over the course of the meetings and through the development of career road maps and position profiles that synced with their requirements, the Advanced Manufacturing sector employers realized the benefits of sector partnership engagement and, as an added benefit, developed connections with the entities and people training their next employee. We have increased our manufacturing partnership from three engaged employers to well over 30 employers participating.

c. Research And Data for Sector Identification

Region 7 Workforce Development Plan, in addition to the information gathered from the Comprehensive Planning process, the local areas utilized data from the Georgia Department of Labor, the Bureau of Labor Statistics, Environmental Systems Research Institute (ESRI), and Burning Glass to identify existing and emerging in-demand industry sectors. The data analysis was coupled with interviews of local development authority directors, chamber leadership, workforce development professionals and local technical colleges to develop a comprehensive list of in-demand occupations.

Focus Groups have expanded and continue to convene for the sector partnerships including, Manufacturing Education, IT, as example Georgia Cyber Center and the Clubhouse, along with Healthcare through Piedmont Hospital and Health Wise Nutritional Resources and the expansion into the Hospitality sector with new partnerships to include Augusta Marriott Convention Center and The Quality Inn and Suites.

Coordinated community effort participation in the form of work groups, includes McDuffie County Workforce and Education Committee, CSRA Homeless Task Force, and Greater Augusta Employment Council are in place to create sustainability for Sector Partnerships. Depending on the sector these partnerships include city and county government, UGA Archway Partnership, the Carl Vinson Institute of Government, CSRA Economic Opportunity Authority, area school systems and community professionals to meet the needs of each business and organization.

Resources are shared with the groups through scheduled face to face, virtual meetings or other communication to ensure

1. outreach tools are disseminated as needed
2. Communication to the partners is timely and relevant
3. information is beneficial for employers, job seekers, training providers, educators, and support services providers.
d. Sector Partnership Outline

i. Participating Employers: Regional partnership includes Employers, Technical Colleges in the region, the University College System, k-12 Schools, Economic Development Authorities and Local & State agencies.

ii. Target Occupations: Due to the sector partnerships, workforce training programs, managed by the Local Workforce Development Areas and generally provided by the local Technical Colleges, have been able to update and/or modify their curriculums and training plans to meet the workforce requirements of employers. Examples of this include:

- Augusta Technical College’s proposed Manufacturing Fundamentals course; for the Advance Manufacturing sector
- Oconee Falls Technical College Industrial Workplace Fundamentals coursework; and,
- Athens Technical College’s Welding to Work Program for Wilkes County.

Additionally, through outreach and engagement, Region 7 has brought together organizations that are now working cooperatively to increase opportunities for pre-apprenticeship and apprenticeship opportunities in Manufacturing in Region 7, such as RPM and Second Chance.

iii. Training Programs: With each sector’s continued demand for a highly skilled workforce, Region 7 aims to leverage the established partnerships and collected information to continue developing career pathways and training programs aimed at connecting employers with employees prepared to do the job on day one. Much like TCSG’s Quick Start program. Region 7 has recognized the importance of customized, employer specific training. Region 7, with its regional partners, is now utilizing sector partnerships to provide employers with a forum for sharing their workforce needs, for educators and trainers to discuss their programs and career pathways and for local government representatives to learn how they can support continued job growth and business investment in their respective city, county or region.

The Technical College System of Georgia and University System of Georgia have done an excellent job in developing short term, job-focused curriculums aimed at preparing a student or participant for their successful career in a selected industry. Through sector partnerships, these workforce training curriculums may now add and incorporate work experience components due to the employers’ engagement and involvement in the development of the career pathways and training plans. Additionally, the knowledge exchange regarding the necessary and required certifications and licenses associated with the various positions within each sector, has caused workforce training providers to modify their plans and curriculums to account for these certification and licenses.

iv. Target Populations: The Workforce Innovation and Opportunity Act places an increased service focus on special populations; to include low-income and disadvantaged populations. Region 7 will continue to work with its partners to ensure the workforce training needs of these populations are addressed in all sector partnership meetings and career pathways. As set forth in Region 7’s Regional Workforce Development Plan, the following populations, and others, are represented in the sector partnership meetings and will continue to be: Veterans, persons with disabilities, TANF recipients,
youth, older workers, returning citizens, and persons with limited English proficiency.

e. **Continued Development Of Strategies – Advanced Manufacturing, Information Technology, Healthcare**

Relying on the labor market data, regional hiring trends and employer feedback gathered and analyzed for the initial Round One Sector Partnership grant application. Region 7 plans to continue its work with these sectors. Continuing to leverage the established, successful model from Round One, Region 7 is optimistic that many of these partnerships are committed to the strategies that will ensure a strong pipeline with professional workforce growth and development crucial for the long-term success of the community.

6. **DESCRIPTION OF THE ONE-STOP DELIVERY SYSTEM**

a. **Continuous Improvement**

The LWD Board continues to assess the effectiveness of programs and services to ensure that these services align with labor market relevance and that the local area adjusts its strategies to respond to the changing economic conditions and workforce needs in the nine-county service delivery area.

The One Stop Operator (OSO) is responsible for the coordination and management of the delivery of services through the One-Stop delivery system. The OSO established a more seamless referral process among partner agencies, as well as the priorities and practices outlined in this plan. The operator convenes WIOA system partners, facilitate continuously improving interactions among those partners, and oversees daily center service operations. The operator measures customer satisfaction, as well as ensures resource linkages occur between Partner and the one-stop center. The operator works directly with the partners and the Board on all aspects of established contract, reports, objectives, and deliverables. The roles and scope of work of the operator will comply with all WIOA and State policies.

Businesses and job seekers can access a broad range of specialized services and resources through our full service One Stop Center or depending on the need, through one of our community-based partners. Additionally, employment services can be accessed through five Access Points (satellite centers) that are operated by community-based organizations.

b. **One Stop Access**

During a crisis such as COVID-19 LWDA, 13 is serving our customers virtually. With the use of the WorkSource, Georgia Online Participant Portal (VOS) system customers can access the One-Stop from their home, all documents can be uploaded into the secure VOS portal.

Services are available to our customers in the following options: hybrid, self-serve, and/or staff assisted. Access to some of these services may require customer to be deemed eligible, which is provided at our local WorkSource One-Stop (centers) and youth provider locations.

ECG LWDB has computer access in five different (satellite) locations in the more remote areas; this allows both jobseeker and employer, to access the same services available in the resource room of the Comprehensive One Stop Center. Partners who will not be physically
located in the Comprehensive One Stop are accessible via the internet and telephone. All technology is staffed all hours that the One Stop Center is open to the public.

Remote services are available through integrated technology and social media. WSECG has partnered with several agencies to create access points throughout Area 13 and strive to increase access to services.
To engage faith and community-based organizations as committed and active partners in the workforce development system. Currently, there are 4 Access points in the local workforce development area. Meeting the needs of customers and strengthening relationships with community organizations is an integral part of the LWDB 13’s strategic plan.

Lastly, WSECG is able to recruit and promote an array of programs through social media platforms; it is used to communicate, attract and provide a service to the younger and tech-savvy generation.

c. ADA

The major resources and support services for individuals with disabilities are administered universally across the workforce system. LWDB 13 coordinate services and resources with core programs and other partners to provide services to individuals with disabilities and other populations protected under the Act. Streamlined customer access is available for all populations to include increased access of services for individuals with disabilities. Vocational Rehabilitation Case Manager utilizes the One Stop to meet and provide services to participants, when the case manager is not onsite their information can be accessed electronically.

In addition to website services, computers, fax machines, copy machines, phones, there are additional services that will be handled in-house or by referral. These include the Welfare Transition, SNAP, Ticket-to-Work Program for SSI and SSDI recipients, Disabled Veterans Outreach Program, ADA compliant computers, ADA compliant facility, Interpretype system/Ubi Duo for the hearing impaired and sign language communication assistance. Babel Notice is posted in the lobby of the One Stop for customer access. LWDA13’s facility is ADA compliant.

The Grievance Process is posted in our Comprehensive One Stop Center. The Equal Opportunity Officer will ensure that staff and partners receive ongoing professional development and are advised of changes in law and policy. The EEO tag line is included on all outreach and recruitment materials and advertisements for staff vacancies.
d. Partner Roles and Responsibility

Each partner is actively involved in the planning and sharing of resources to enable co-enrollment to assist customers to upgrade skills and/or achieve the high school or GED credentials. The LWDB one-stop delivery system includes all the required WIOA core program partners.

<table>
<thead>
<tr>
<th>WIOA Title I Adult, Dislocated Worker &amp; Youth Services</th>
<th>WIOA Title II Adult Education and Literacy Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Corps</td>
<td>Carl D. Perkins Programs</td>
</tr>
<tr>
<td>YouthBuild</td>
<td>Trade Adjustment Assistance Programs</td>
</tr>
<tr>
<td>Wagner-Peyser Act Program</td>
<td>Jobs for Veterans State Grant Programs</td>
</tr>
<tr>
<td>Senior Community Service Employment Program</td>
<td>Community Service Block Employment &amp; Training Programs</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>State Unemployment Programs</td>
</tr>
</tbody>
</table>
The following required One-Stop Partner Programs do not have a presence in the region and therefore, are not a party to the local area’s Memorandum of Understanding:

- Indian and Native American Programs (INA), WIOA sec. 166, 29 USC 3221
- Reentry Employment Opportunities (REO) programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169
- National Farmworker Jobs Program (NFJP), WIOA Sec. 167

e. One-Stop Operator

WorkSource East Central Georgia issues a competitive Request for Proposals (RFP) for Comprehensive One-Stop Operation annually. Responders are ranked on organizational capacity, relevant experience, services offered and budget. The current One-Stop Operator is the Georgia Department of Labor. WSECG will adhere to any procurement guidelines issued by state and federal funding agencies.

Comprehensive One-Stop Operation annually. Responders are ranked on organizational capacity,

*WSECG Procurement Policy Appendix # 3

WorkSource East Central Georgia Locations for Service Delivery

<table>
<thead>
<tr>
<th>WorkSource East Central Georgia</th>
<th>Oconee Fall Line Technical College</th>
</tr>
</thead>
<tbody>
<tr>
<td>674 Washington Road</td>
<td>1189 Deepstep Road</td>
</tr>
<tr>
<td>Thomson, GA 30824</td>
<td>Sandersville, GA 31082</td>
</tr>
<tr>
<td>706-595-8941</td>
<td>478-553-2444</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Athens Technical College (Wilkes Campus)</th>
<th>Athens Technical College (Taliaferro Campus)</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 Lexington Ave.</td>
<td>116 Monument St. SE</td>
</tr>
<tr>
<td>Washington, GA 30673</td>
<td>Crawfordville, GA 30631</td>
</tr>
<tr>
<td>706-678-4875</td>
<td>706-456-2583/706-456-1250</td>
</tr>
</tbody>
</table>

| Mobile Unit                             | Local Workforce Development Area 13       |
7. AWARDING SUB-GRANTS AND CONTRACTS

The LWDB’s has a competitive process that follows rules safeguarding fair and objective decision making when choosing one-stop career center service providers or awarding other grant funds to partners. These rules must comply with appropriate federal, state, and local requirements. Central to this process are the core values of integrity, accountability, and a systems perspective. WorkSource East Central Georgia complies with 2 CFR Part 200.

1. Procurement is the process and procedures utilized to obtain goods and services from the marketplace.
2. The LWDB ensures that the procurement of all goods and services is conducted, to the maximum extent practical, in a manner providing full and open competition consistent with applicable administrative requirements.
3. The length of estimated amount of award or contract determines the procedure used to competitively procure goods and services.
4. The competitive process used in awarding grants and contracts complies with federal procurement principles and the LWDB Procurement Policy. These principles are addressed in policies and procedures, which require that:
   a. selection of a service provider shall be made on a competitive basis to the extent practicable.
   b. the evaluation team is compiled of the board members, partner agencies and staff.
   c. the process will be conducted according to strict ethical standards, including a code of conduct for Board members, partner agencies and staff, and a policy to guard against “real or apparent” conflicts of interest;
   d. confidentiality and non-disclosure of submission information are maintained prior to the procurement decision;
   e. in accordance with the open records act act a policy of openness and access to public records apply after the decision; and
   f. fairness and objectivity are maintained in evaluation of applications, selection, negotiations, and contract management;
   g. the aggregate bidders’ scores are presented to the Board for final selection.

WorkSource East Central Georgia’s LWDB contracts out WIOA Youth Services and the One Stop- Operator through competitive procurement; one full year and the second year is a renewal year for youth and the OSO is procured for one year with the option for renewal up to three additional years.

In summary the process is as follows: to the extent possible, service providers for Area 13 are selected through a competitive procurement process in accordance with 2 CFR Part 200. Noncompetitive sole source and emergency procurements may be authorized in accordance with 2 CFR 200. For each competitive procurement, the method used (e.g. Request for Proposals, Request for Qualifications, etc.) is maintained on file. The rationale for all non-competitive procurements is documented according to applicable regulations, cost thresholds, type of service being procured and/or emergency procurement situations.

*WSECG’s Procurement Policy Appendix # 3
8. EEO GRIEVANCE PROCEDURES

WSECG’s grievance policy is included in Appendix # 8. The following graphic provides an overview of the general process. Complaints and grievances from all interested parties affected by the local workforce system may file a complaint/grievance.

In summary, any entity within the Georgia WorkSource System have a right to enter into the complaint process to resolve disputes.

WorkSource East Central Georgia has an assigned trained EO Officer on staff who trains/continuously update staff on the rights and responsibilities under the nondiscrimination and equal opportunity provisions of WIOA.
LOCAL BOARDS AND PLAN DEVELOPMENT

9. LOCAL BOARDS
   a. Local Board Identification and Appointments

   Nomination and Election of Officers
   New potential board members are selected from the nine counties of Area 13. The potential members are invited to attend the LWD Board meeting. The board will be given a brief introduction of who they are and what services they provide in the communities and what they plan to bring to the board; if the board sees fit, they will be nominated for membership. If the LWDB votes to recommend the potential board member this person(s) information will be forwarded to the LEO Board.

   LWDB membership is monitored by the board staff to ensure the required percentage of businesses remain a majority, and the appropriate workforce representatives are at least twenty percent.

   LWDB members shall be appointed by the LEO Board. The nominees will be selected and constitute the LWDB as required pursuant to Public Law No. 113-128. The LEO Board shall appoint or reject the nominees in accordance with the provision of the Act and the requirements of the state. WSECG Board has met all certification requirements.
b. New Board Member Orientation

Each new board member is provided a copy of the by-laws, conflict of interest form and new member orientation packet with board expectations for new members. The Director and Board Chair are always available for questions and inquiries. During board meetings Board Chair and Director give regular WIOA updates to keep board members up to date on WIOA regulations and guidelines.

The WorkSource East Central Georgia’s Board Chair and Executive Director meet with new board members, provide an overview of the board purpose, processes, and responsibilities. The learning process is ongoing, board members have various opportunities to attend workshops and conferences (i.e. SETA, WorkSource Georgia Academy) for increased knowledge of WIOA. WSECG creates a newsletter and social media campaigns that is shared with the board, partners and public.

An extended orientation session for new members are presented as part of a full board retreat. This orientation is developed and offered to fellow board members along with local Workforce Development Board staff.

c. Coordination Of Local Workforce Development Activities with Regional Economic Development

The CSRA Unified Development Authority uses the tag line, “Thirteen Counties. One Economy.” The WDBs from both local areas embrace the same concept. Programs and initiatives are geared towards regional impact, utilizing local area methodology. Members of each board represent industries and agencies that rely on the workforce throughout the region. All local planning and development are developed with that awareness. Region 7 has implemented an action-based process using the strategy results from the CSRA Unified Development Authority. This combines regional planning, the Augusta Regional Development Alliance (ARDA), Sector Partnerships and WIOA plan action items to address the identified needs of industry in the region. Region 7 has a long history of working closely
with the region’s economic development partners. They understand that all stakeholders: economic development, education, businesses, workforce development and community providers, must work together to develop optimal solutions that ensure the region’s economic prosperity.

d. **Board Engagement**

The local board receive communications through routine mail and email. LWD Board meetings are held quarterly, and LEO Board meetings are held biannual; additional call meetings are scheduled when needed. Members receive printed copies of all policy recommendations, finance reports and other relevant documents. Several training opportunities are available to board members (i.e. SETA, NAWB, WorkSource Georgia Academy) additionally, program highlights are promoted through social media and news releases.

10. **LOCAL BOARD COMMITTEES**

WSECG has two committees: Executive Committee and Youth Standing Committee; any additional committees will be appointed as needed by LEO/LWDB Board Chairperson as stated in By-Laws.

THE EXECUTIVE COMMITTEE

The Executive Committee consist of the LEO/LWD Board Chairperson and members who are empowered to meet on an interim basis between regular full Board meetings and make emergency or time-sensitive decisions when necessary. The Executive Committee has all the authority of the full Board when Board action is required. Notification to the full Board will take place whenever any action is taken, discussion of the action(s) will take place at the next regularly scheduled meeting of the Board. The Executive Committee may monitor the work of other Board committees and the Board staff, develop agenda items, work on legislative issues, and make policy recommendations to the Board.

YOUTH STANDING COMMITTEE

Under WIOA Section 107(b)(4) WorkSource East Central Georgia LWD and LEO Boards formed WSECG’s Youth Standing Committee.

- Local Board member chairs the committee,
- Members to include other individuals appointed by the local board who are not members of the local board and who the local board determines have appropriate experience and expertise,
- The Youth Standing Committee is used to advise the LWD Board on youth matters.
- Members may represent agencies to provide information and to assist with planning, operational, and other issues relating to the provision of services to youth, which shall include community-based organizations with a demonstrated record of success in serving eligible youth.

Youth Standing Committee Duties:

- All proposals for youth services are reviewed by the Youth Standing Committee, and then presented to the WDB and LEOs for approval.
• Reviews Request for Proposal (RFP) and presents to the WDB and LEO Boards for approval.
• Designate a committee to review and evaluate proposals
• Youth Standing Committee make recommendations to the Boards

11. PLAN DEVELOPMENT

The local plan shall support the alignment strategy described in Georgia’s Unified State Plan in accordance with WIOA Section 102(b)(1)(E), and otherwise be consistent with the state plan. WSECG’s Workforce Boards shall comply with WIOA Sections 106(c) and 108 in the preparation and submission of the plan.

The local area plan was developed through a series of interactions with core partners and other relevant partners. Industry standard data sources and practices were used to analyze the current and projected local characteristics and trends. In accordance with the Workforce Innovation and Opportunity Act, Section 108(d), the WSECG shall make the proposed local plan available to the public through electronic means. Once approved by the LWDA Board a draft of the local plan will be available for review and comments on WorkSource East Central Georgia local area’s website (www.ecgwdc.org) for a 30-day public comment period prior to submission. This comment period allows the public an opportunity to solicit input and await comments by representatives of business, labor organizations and education. Comments shall be incorporated into the final version of the plan and resubmitted to LWD Board for reapproval.

SERVICE DELIVERY AND TRAINING

1. EXPANDING SERVICE TO ELIGIBLE INDIVIDUALS

The One-Stop provider is responsible for providing seamless and fully integrated core program activities such as job search activities, referrals to partner services, workshops, employer services, and much more. One-stop staff serve customers regardless of their barriers to employment, level of need, or degree of career development. Services are accessible to the “universal customer” at all of the one-stop/information centers throughout the LWDA. Each location, regardless of the partners co-located, participates in a system of referrals designed to link customers with partners and agencies within the area to meet their needs.

Through collaboration of the LWDB, employers and other key stakeholders three sector strategies were identified to better serve the needs of the employers long and short term needs throughout the region. The identified sector strategies are:

1. Advanced Manufacturing
2. Healthcare
3. Information Technology (IT)

The LWDB is targeting these three sectors because they provide a wide range of career pathways for the broadest employment opportunities within the local area and region. WSECG continue to build the talent pipeline, addressing skill shortages and creating meaningful pathways. The building of the pipelines require assistance in removing barriers for a portion of the strategic population, WSECG will continue to assess individuals for WIOA assistance. These career pathways can be accessed through On-The-Job Training, Customized Training, Incumbent Worker Training, Apprenticeships, and Individual Training Accounts.
The local area works closely with Technical College System of Georgia and the University System of Georgia providers to ensure participant access to postsecondary credentials in for-credit diplomas, certificates, and degrees. Both TCSG and USG also have continuing education programs which provide access to non-credit industry credentials. In some cases, diploma, certificate, and degree programs also incorporate industry credentials. The area’s two-year and four-year institutions have done extensive work to ensure that credits seamlessly transfer between institutions. This work enables the local area to better create career pathways for participants. The flexibility of one-stop services ensures customers receive direct access to the services which best fit their identified needs. The local area has created a system which offers two levels of services for adults and dislocated workers: career services and training services.

For low-skill level workers in our area, the development of strategies to bridge the divide between unemployment or underemployment and career pathways is essential. Workers obtaining employment will be able to continue to upgrade their skills to advance in their careers and earning power. The LWDB works in close collaboration with local training providers in the development of career pathways that will offer low-income adults and youth clear and reliable courses of action for building skills to progress in their careers. As a workforce development strategy, Career Pathways is used to support workers’ transitions from education into and through the workforce in order to increase education, training and learning opportunities for the current and emerging workforce.

2. DESCRIPTION OF SERVICE TO ADULTS AND DISLOCATED WORKERS

Adult and Dislocated Worker services provided includes basic career, individualized career/training services, and follow up. These services may be provided by any partner agencies with funding from non-WIOA grant sources. Employment services and required partners are co-located within the comprehensive one stop with the contributing in kind services. Unemployment insurance claimants can receive eligibility assessments and referrals to a wide array of training and education resources through WIOA.

The LWDA suggest all individuals interested in any type of services register in the WorkSource Online Participant Portal (VOS) online at www.worksourcegaportal.com.

**Basic career services** are available to all individuals regardless of eligibility for WIOA paid training activities. Activities included but are not limited to:
- Orientation to WIOA services
- Self-directed job search, job postings and/or application assistance
- Provision of labor market information
- Intake, initial assessment of skill levels and supportive service needs.
- WIOA eligibility determination
- Resume writing/critiquing
- Interview prep/mock interviews
- Referral to other services/partners
- Veteran representatives and programs
- GED study prep
- Skills and aptitude assessments
- Job Fairs/Career Fairs
**Individualized career and training services** are provided when an individual is declared eligible for WIOA Adult and/or Dislocated Worker services and may include the following activities:

- Comprehensive and specialized assessments of aptitudes, skill levels and service needs such as You Science, TABE, MyNextMove, and O*Net assessments.
- Development of an individual employment plan.
- Career planning and case management
- Career counseling
- Staff-assisted job search
- Staff-assisted job placement
- Short-term pre-vocational services
- Workforce preparation activities
- Supportive Services

**Training services** are provided to equip individuals to enter the workforce and retain employment. Training services are limited to WIOA participants whose needs are determined by a career coach to be:

- Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services.
- In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; AND,
- Have the skills and qualification to participate successfully in training services.

WIOA § 134.

Services offered are described below:

**Individual Training Account (ITA)**

An ITA is a payment agreement established on behalf of the participant with a training provider. ITAs allow individuals to receive occupational skills training from eligible training providers. WIOA funding assist individuals in paying for educational training and can be used to pay for tuition, training related cost to include supportive services as noted on the mandatory course description and or class syllabus. *ITA Policy Appendix #6

**Apprenticeship**

Apprenticeships are offered by the LWDA through the local unions as well as the local Technical College. Individuals in these programs are engaged in paid working activities while attending training to learn a specific trade skill or skills. WIOA funding is paid to the provider of the apprenticeship training and can be used to pay for tuition, fees and tools required for the training. Manufacturing leaders use registered apprenticeships programs to build their pipeline, programs are outline by local technical colleges.

**Rapid Response**

Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities WIOA Regulations 682.300(b). Rapid response activities are designed to assist employers and impacted workers as quickly as possible following the announcement of a permanent closure, mass layoff, natural or other disaster resulting in a mass job dislocation.
From the initial information available, the State Rapid Response Unit works with the LWDB and other partners to determine the immediate needs of workers and employer to establish appropriate “first steps” in responding as a workforce system and then formulate strategies for planning and carrying out rapid response activities.

On-The-Job Training (OJT)
OJT is training that is provided by an employer in the public, private non-profit, or private sector to a WIOA participant. The training allows employers to teach new employees the skills necessary to perform the job adequately, while reimbursing them for the loss of productivity during the training period. During the training period, an employer can be reimbursed for up to 50% of the wages of the participant for up to the first six months of employment. The participant must be hired by the employer at the start of the training period.

OJT services are available to underemployed and unemployed adults and dislocated workers who have met the WIOA eligibility requirements. For individuals to be eligible, there must be a gap between the skills they possess and the skills that the job requires. The difficulty of the job and the skills gap determines how long the paid training period will last.

National Dislocated Worker (NDWG)
NDWG continue to temporarily expand the service capacity of dislocated worker training and employment programs in LWDB 13 by providing funding to assist in response to large, unexpected economic events which caused significant job losses. NDWG also provide resources to our local workforce board, giving the ability to quickly reemploy laid-off workers by offering training to increase occupational skills. This funding is intended to temporarily expand capacity to serve dislocated workers, including military service members, and meet the increased demand for WIOA employment and training services, with a purpose to reemploy laid off workers and enhance their employability and earnings. This funding is provided to create temporary employment opportunities to assist with clean-up and recovery efforts when an area is impacted by a disaster.

Work Experience (WEX)
A Work Experience is a planned, structured learning experience that takes place in a workplace for a set period. The intention of a Work Experience is to enable participants to explore career options and gain exposure to the working world and its requirements. A Work Experience shall be designed to enhance the employability of individuals through the development of good work habits and basic work skills. Although most Work Experience activities occur with youth participants, adults and dislocated worker participants may also take advantage of these services. Work Experience may be full-time or part-time depending upon the needs of the participant. It may be paid or unpaid, as appropriate. The purpose of a Work Experience is not to benefit the employer, although the employer may, to a limited extent, benefit from the activities performed by the participant. For example, individuals placed in a Work Experience are generally considered trainees and should not take on roles in which the employer depends on the trainee’s productivity to maintain or advance the profit margin or performance of the company or agency.

Customized Training (CT)
CT meets the special requirements of an employer or group of employers by allowing them to tailor and design work-based skills training for new employees. Employers utilizing CT are eligible for a reimbursement of a portion of the cost of training. CT offers participants an introduction to new technologies, new production or service procedures, upgrading to
new jobs that require additional skills, workplace literacy, and other appropriate training services.

CT services are available to underemployed and unemployed adults and dislocated workers who have met the WIOA eligibility requirements and are unable to obtain or retain employment leading to self-sufficiency.

Incumbent Worker Training (IWT)
IWT is designed to improve the skills of employees and the competitiveness of an employer by offering support with the costs associated with upskilling the employer’s workforce. It is intended to retain skilled employees or avert a potential layoff. In a training scenario not related to layoff aversion, the IWT program will create the opportunity for an employee to receive an increase in pay and skill. In this scenario, it is strongly recommended that the employer will also create the opportunity to backfill the trainee’s position with a new or existing employee. To participate in an IWT program under WIOA, an employee must have an established employment history with the employer of at least six months at the time of training. Workers employed less than six months can participate in the training if the majority of the IWT cohort meets the requirement.

Registered Apprenticeships (RA)
RA allows employers to develop and apply industry standards to training programs. It is a proven model of training that combines paid on-the-job training (OJT) with related classroom instruction to progressively increase a worker’s skill level and wages. WIOA offers an opportunity to expand and emphasize RA as a talent development strategy because of their alignment with employer-driven, work-based training.

Transitional Jobs (TJ)
TJ programs target participants with multiple employment obstacles or limited work experience. These programs provide a participant with work experience and an opportunity to develop critical workplace skills. TJ should be combined with career and supportive services, based upon an individuals’ needs.

Follow-up services are provided to participants in adult or dislocated worker activities who are placed in unsubsidized employment for up to 12 months after the first day of employment.

3. DESCRIPTION OF RAPID RESPONSE SERVICES

The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities WIOA Regulations 682.300(b).

Generally, GDOL is the first point of contact for employers for major dislocation events, including WARN and TAA petition notification. Notice is sent to TCSG Office of Workforce Development (OWD) and immediate contact is made with WSECG’s affected areas. Rapid response activities are coordinated across the region. A WARN Notice (completed by employer) is issued and registered into the GDOL system. When WSECG receives notice of a requested rapid response activity, the Executive Director and or the Rapid Response Team members serving as staff to the Board facilitates contact with the employer. An Employer meeting is then arranged that permits the affected employer knowledge of the rapid response services. The employer has the option to have the Rapid Response Team meet with affected employee’s onsite or at a free-standing transition center.
Upon learning the needs of the employees, a group presentation(s) involving career center partners (i.e., Rapid Response Team) may be scheduled and materials concerning benefits through the local workforce system is provided.

Regarding the format, affected employees are provided information including an overview of services and contact information for the local career centers, veteran contacts, connections for starting a business, unemployment insurance, credit counselors, social services, and information regarding any core and or grant-funded training available through the workforce system. Contact information for affected employees is shared by the Rapid Response Team for the purpose of assisting them with career searches. Affected employees that are approved to receive unemployment insurance are required to visit the local career center. Efforts are made to connect local employers with the affected employees. Trade Adjustment Act (TAA) assistance is also provided within GDOL if relevant. It is WSECG's intent to continue to build and nurture relationships with businesses and employers, to mitigate as much as is possible closures and thereby future WARN notices from being issued. IWT options can be chosen instead.

12. DESCRIPTION OF YOUTH SERVICES

WSECG youth activities are coordinated with the Youth Standing Committee. These activities consist of delivering a comprehensive array of youth services that focus on assisting out-of-school youth (16-24) and in-school youth (14-21) with one or more barriers to employment and education.

The Local Workforce Development Board reviews and selects eligible providers/sub-recipients for final approval and meets quarterly during the program year to review and assess performance against negotiated goals. Assessment, guidance and counseling, and work-based learning/work experience activities are at the forefront of WSECG’s program priorities for Youth, who may also access ITAs for occupational skills training in accordance with State and local policies. The spotlight on disconnected youth has highlighted the importance in connecting older youth to the workforce as early as possible.

### Education Attainment Population 18 to 24 years of age

<table>
<thead>
<tr>
<th></th>
<th>Columbia County</th>
<th>Glascock County</th>
<th>Hancock County</th>
<th>Lincoln County</th>
<th>McCaffie County</th>
<th>Taliaferro County</th>
<th>Warren County</th>
<th>Washington County</th>
<th>Wilkes County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population 18 to 24 years</td>
<td>12,131</td>
<td>243</td>
<td>639</td>
<td>565</td>
<td>1,715</td>
<td>132</td>
<td>294</td>
<td>1,775</td>
<td>858</td>
</tr>
<tr>
<td>Less than high school graduate</td>
<td>1,737</td>
<td>55</td>
<td>369</td>
<td>36</td>
<td>312</td>
<td>30</td>
<td>340</td>
<td>294</td>
<td>279</td>
</tr>
</tbody>
</table>

US Census Bureau: American Community Survey (2018 5-Year Estimates)
The Youth Request For Proposal (RFP) issued to procure services for PY2019 Program Year was consistent with WIOA requirement that 75 percent or more of funds must be spent on out-of-school youth; additionally, 20 percent of funding must be allotted to work experience activities.

As referenced in Workforce Implementation Guidance (WIG) PS-19-013 The Office of Workforce Development (OWD) submitted a State Waiver Request on May 13, 2019, to request that the requirement to expend at least 75 percent of funding on the Out-of-School Youth (OSY) population be lowered to 50 percent for both statewide and local activities. On July 19, 2019, the Employment and Training Administration approved the requested waiver for Program Years 2018 and 2019 (July 1, 2018 through June 30, 2020).

The Board requires that youth providers submit quarterly performance reports on the fiscal and programmatic aspects of delivering youth services, ensuring that the benchmarks are achieved annually in the Individual Service Strategy (ISS). The youth program will be informed by the local priorities, including career pathway work being undertaken by WSECG over the course of this four-year plan.

Providers are encouraged to create inroads with supportive organizations so that additional youth are reached through the program, and it was a requirement of the procurement proposal that bidders supply Letters of Support to solidify the relationships that their organizations/businesses held with entities that work directly with the demographics of young adults. The Board recognizes that this represents a large talent pipeline and an opportunity to invest in the future workforce generation.

The Board will continue to advocate for programming that promotes workforce development of youth with barriers to employment and education. One current service provider focuses programming on youth with disabilities. High School High Tech works solely with youth that have diagnosed disabilities. Their staff have developed relationships with local employers to establish work opportunities for youth participants, many of whom have never held a job before.

Broken Shackle Ranch is a provider that is new to WSECG’s youth network. They partner with the Department of Juvenile Justice to exclusively serve youth that are an offender or juvenile delinquent. Broken Shackle Ranch provides career services and guidance to help youth develop transferable skills for eventual unsubsidized employment.

WSECG Youth Program Providers/Sub-recipients are required to narrate in their program design that the following program elements are either administered to youth participants or referred to partner agencies as appropriate:
WSECG focuses on Out-of-School Youth, as well as WIOA’s Youth program outcomes - remediation of basic skills, attainment of HS/GED, gaining industry- recognized skills and credentials that will lead to in-demand, self-sustaining employment.

4. IMPLEMENTATION OF WORK-BASED LEARNING INITIATIVES

As in-demand occupations grow and the skills gap widens, employers have an increased need for skilled positions and training programs. Work based learning strategies are essential for students to acquire work experience, as well as adults who have outdated or limited work experience. Work based learning activities include work experiences, internships and OJT as detailed in section 2 under the Service and Delivery Training heading. Based on assessment of need in WSECG’s service area, the Sector Partnership grant (formerly known as High Demand Career Initiative) helped to develop the regional sector strategies; advance/manufacturing, healthcare, and information technology. Apprentices commit to long- and short-term programs leading to varied certificates and degrees, according to the various skill levels in that career pathway. In many cases the participant is training/working in their field of study while completing the apprenticeship training or possibly gain full time employment when released from the training.

WSECG supports a variety of work-based learning services, which provide employers an opportunity to customize the training offered to future employees based on the tasks and functions required for the job. This allows for the transition from education to employment while connecting with employers. Partnerships between the manufacturing sector and local regional schools are providing work-based opportunities to high school seniors that are on track to graduating thus allowing transition from education to employment.

5. PROVISION OF ITAS

Training services, whether accessed by ITAs, or under contract, will be provided in a manner that maximizes informed consumer choice in selecting an eligible training service provider in accordance with the goals and objectives outlined in the client's individual employment plan. LWDA Case Managers will assist the customer with career choices; however, the ultimate decision rests with the customer. Priority consideration shall be given to programs that lead to recognized postsecondary credentials that are aligned with in-demand industry.
sectors or occupations in the local area as identified by the local board using Labor Market Information (LMI), and Local In-Demand Reports.

Orientation to WIOA services is provided to everyone who inquire, since COVID-19 orientation is sent virtually. The Eligibility Team is available for assistance and to answer any questions the participant may have and to ensure the upload process is seamless. After general eligibility documentation have been uploaded into the VOS system, a participant may be served with career services. Labor market and ETPL information may be shared at any time. The participant seeking training services schedules an appointment with a Career Coach to complete the intake process to justify financial assistance needs. The Career Coach will present all required documents to the WSECG Review Team where suitability will be determined. If the participant is deemed suitable for the requested training the Career Coach will notify the participant of approval.

*ITA Policy Appendix # 6

6. ENTREPRENEURIAL SKILLS TRAINING AND MICROENTERPRISE SERVICES

Entrepreneurial Skills Training and Microenterprise Services are expressly included as part of WIOA legislative intent. WSECG is committed to promoting entrepreneurial skills training and micro-enterprise services by assisting programmatically and legislatively.

In Georgia, 0.41% of the population starts a new business every year. The Kauffman Indicator of Entrepreneurship Workforce Opportunity Calculator estimates that by assisting 118 disadvantaged entrepreneurs in our LWDA, 491 jobs will be created with a potential economic impact of $12,268,427.

<table>
<thead>
<tr>
<th>County</th>
<th>Number of Disadvantaged Entrepreneurs</th>
<th>Number of Businesses Surviving 1st Year</th>
<th>Jobs Awaiting Creation</th>
<th>Estimated Economic Impact Potential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Georgia</td>
<td>6,421</td>
<td>4,912</td>
<td>26,425</td>
<td>$600,629,325</td>
</tr>
<tr>
<td>Columbia</td>
<td>48</td>
<td>37</td>
<td>197</td>
<td>$4,933,512</td>
</tr>
<tr>
<td>Glascock</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>$223,372</td>
</tr>
<tr>
<td>Hancock</td>
<td>11</td>
<td>9</td>
<td>46</td>
<td>$1,149,508</td>
</tr>
<tr>
<td>Lincoln</td>
<td>6</td>
<td>5</td>
<td>25</td>
<td>$613,134</td>
</tr>
<tr>
<td>McDonough</td>
<td>17</td>
<td>13</td>
<td>72</td>
<td>$1,791,769</td>
</tr>
<tr>
<td>Taliaferro</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>$149,144</td>
</tr>
<tr>
<td>Warren</td>
<td>6</td>
<td>4</td>
<td>24</td>
<td>$595,444</td>
</tr>
<tr>
<td>Washington</td>
<td>19</td>
<td>15</td>
<td>78</td>
<td>$1,954,364</td>
</tr>
<tr>
<td>Wilkes</td>
<td>8</td>
<td>6</td>
<td>34</td>
<td>$858,190</td>
</tr>
<tr>
<td>Region Totals</td>
<td>118</td>
<td>92</td>
<td>491</td>
<td>$12,268,427</td>
</tr>
</tbody>
</table>

Source: Workforce Opportunity Calculator

WSECG became the first LWDB in Georgia to partner with Make Startups, an Entrepreneur Support Organization (ESO) that provides training and access to capital for disadvantaged entrepreneurs. Piloted with funding from Georgia's Partnership for Inclusive Innovation, Make Startups developed a pre-accelerator program that leverages financial assistance from WIOA adult and dislocated worker program. The three-month training program is followed by six months of mentorship. The micro-enterprise service extends beyond entrepreneurship education by helping individuals access capital that is needed to begin/expand business operation and by providing more individualized attention to assist in the development of viable business ideas.

WSECG efforts help launched the inaugural training class. We assisted and approved the initial state ETPL inclusion. We collaborated with Make Startups to ensure that the workforce training program not only met the needs of entrepreneurs but also complied with WIOA performance standards. The training program provides an industry recognized credential- Certificates in Entrepreneurship. Measurable skill gains are provided throughout

WSECG is well positioned to champion entrepreneurship and micro-enterprise services, in addition to working with legislators, we have a strong relationship with county-level Chambers, the GA Chamber of Commerce, Small Business Administration (SBA), Small Business Development Center (SBDC), Service Corps of Retired Executives (SCORE) and the regional United States Department of Agriculture (USDA) office. In anticipation of upcoming infrastructure contracts spurring from the Administration Build Back Better Plan, WSECG is partnering with GA Department of Transportation (GDOT) and offering webinars on how to contract with government agencies.

Lastly, WSECG promotes and shares successful youth related introductory entrepreneurship programs with our sub-recipients. We pass this information along to our youth providers to ensure successful program elements in their youth program design.

WSECG is poised to support and expand the availability of entrepreneurial and micro enterprise services in our 9-county area.

### 7. COORDINATION WITH EDUCATION PROGRAMS

The LWD Board membership includes adult education with higher education officials from Augusta Technical College and Oconee Fall Line Technical College. Athens Technical College is also a partner in the service area. Direct linkage is available for all partners when not onsite.

Through an MOU Agreement, partners meet to establish what services each partner offer to avoid duplication of services, coordinating both Career and Training Services. For those services not offered through the One-Stop System, a referral process is in place to facilitate addressing the needs of the customer. WSECG works with Title II and Perkins providers in the region. The Board work with the education partners to ensure training programs meet the demand of the employers.

### 13. DESCRIPTION OF SUPPORTIVE SERVICES

**COORDINATION OF SUPPORTIVE SERVICES LOCALLY**

WSECG Workforce Board continues to provide supportive services to WIOA recipients giving every opportunity for successful completion of their in-demand chosen trainings and/or career services.

Supportive Services may only be provided to individuals who are enrolled in the WIOA program and are receiving career services and/or training services and are unable to obtain supportive services through other programs providing such services. (WIOA, Section 134(d)(2) and (3)) Supportive Services are designed to provide a participant with the resources necessary to enable their participation in career and training services. Supportive Services may be made available to any participant in WIOA Title I career or training activities. Adult, Dislocated Worker, and Youth participants must be participating in staff...
assisted basic career services, individualized career services, and/or training services to continue to receive supportive services.

WSECG Workforce Board continues to provide supportive services to WIOA recipients giving every opportunity for successful completion of their in-demand chosen trainings. Supportive services are funded by WSECG WIOA program; additional assistance can be provided through a referral process direct linkage is available through community service partners. LWDA does what is necessary to ensure the individual has the resources to complete the training program and enter into gainful employment.

*Supportive Services Policy Appendix # 5

14. SOCIAL SERVICE PROGRAMS COORDINATION

WSECG have a common goal with social service programs; to help low-skilled, low-income and/or low-wage individuals find and keep sustainable employment. These barriers can be overcome with WIOA assistance in training, supportive services, and social skills development. In the next decade jobs that are created is expected to require at least some education or training beyond high school. Through expanded access to education and training for recipients of social service programs who have limited skills or earn low wages is critical to helping participants transition into economic self-sufficiency.
COORDINATION WITH CORE PARTNERS

1. DESCRIPTION OF THE WORKFORCE SYSTEM

WSECG consist of WIOA Board members, from both public and private industries. Representatives from each core program are also members of the Local Workforce Development Board. The Comprehensive One Stop Operator is procured through an RFP process. The local board approves contracts which offers both businesses and job seekers access to a full range of workforce development services and benefits.

WSECG has a referral process in place; when completed by participant the document will be sent to the identified contact person within partner organizations.

The system allows customer’s access to basic career services, telephone access, publications and other media resources and information, providing information about the labor market and unemployment insurance, as well as information about Partner Programs. The customer engages in a Self-Service System which allows for a broader customer choice. The Local Workforce Development Board will continue to work closely with education, business and with other Partners to identify the potential workforce shortage. The workforce system Partners continue to collaborate to determine the services that are needed and how each partner should assist business and job seekers in improving the education and training skills that will help overcome barriers to employment.

The one stop system can accommodate the older worker population who often need retraining, skills enhancement, work experience and job search assistance. The Youth customer is provided with information to make career and school decisions. The information may include career exploration and training, basic work skills, and making the transition from school to work. For Youth, the One-Stop System may provide Work Experience as well as informed educational services that not only provide academic and social skills but also prepare students for the workforce. The local board will utilize the partnership of regional/local adult education programs to inform clients of educational opportunities and programs through enrollment in foundational and secondary education preparation classes, as well as English as a Second Language instruction. LWDA houses a GED Tutor onsite to meet participant and employer needs.

LWDA will align with high-impact sector partners more closely. The Sector Partnership Grant is the guiding force by working closer with public schools and technical colleges to develop flexible and responsive career pathways for both youth and adults. This will provide workers multiple entry and exit steps along the career ladder and cultivate the talent pipeline for employers.
2. COORDINATION WITH WAGNER-PEYSER

WorkSource Georgia and Georgia Department of Labor currently have separate, agency-specific data systems to handle management and reporting; currently these systems do not exchange data in real time. However, strengthening linkages between the one-stop delivery system and unemployment insurance Employ Georgia maximizes all available resources and tools to ensure that all job seekers will have full access to jobs and filing of UI claims. Wagner-Peyser career services advisors, along with WIOA career advisors, provide a variety of high-quality career services in a customer-centered approach environment to include, but not limited to: job search navigation, job ready assessment, vocational counseling, labor market information, and workforce development duties associated with the employability development of its customers. Services are delivered in one of three modes including (1) self-service, (2) facilitated self-help services and (3) staff assisted service delivery approaches. Depending on the needs of the labor market, other services, such as job seeker assessment of skill levels, abilities, and aptitudes, career guidance (when appropriate), job search workshops, and referral to training may be available when deemed appropriate. July 2015, WorkSource East Central Georgia and Georgia Department of Labor co-located to better serve our customers in one location.

The One Stop Operator participate in partner meetings in their service area and have a resource referral processes in place. These meetings offer an opportunity to share agency service information and provide customer referrals. Partner agencies provide information on programs/services to Career Resource Centers for publication in the center and distribution to all customers. Through its relationships with educational institutions and training providers, including those operating under the Carl D. Perkins Career and Technical Education Act of 2006, (Athens, Augusta and Oconee Fall Line Technical Colleges), helps individuals gain access to vocational, educational, and occupational training programs so they can get the skills and certifications they need to secure employment in key sector and emerging occupations.

3. COORDINATION WITH ADULT EDUCATION

LOCAL BOARD COORDINATION OF WORKFORCE DEVELOPMENT ACTIVITIES

The Local WDB is vested in Title II Adult Education, to uplift and put forth every effort to create a successful labor force. Representatives of Adult Education (Augusta and Oconee Fall Line Technical Colleges) is well represented on the Local WDB Board in addition to an on-site GED Tutor housed at the One Stop.

WSECG recognizes the value of adult education and its critical role in the success of individuals in the labor force. If participants are identified as lacking a high school diploma or English language proficient, they will be referred to the Adult Education program (use of referral form). Adult education is an important part of One Stop MOU.
4. COORDINATION WITH VOCATIONAL REHABILITATION

A Vocational Rehabilitation representative is on the Local WDB Board and on-site at the Comprehensive One Stop at least once a week. Through co-location with WorkSource East Central Georgia’s One Stop.

Vocational Rehabilitation provides a wide range of services to empower people with disabilities to achieve their employment goals, independent living, and self-reliance. WSECG provides full accessibility to sites and services. Staff have received training regarding assistive technology in resource room. Vocational Rehabilitation Services are the primary community rehabilitation provider partners for training and mutual referrals.

Centers have specific workstations with adaptive technology and software, plus additional adaptive equipment for individual use within the center and a resource services manual. Refer to page 8 section (c) for additional information.

PERFORMANCE, ETPL AND USE OF TECHNOLOGY

1. DESCRIPTION OF PERFORMANCE MEASURES

WIOA mandates six performance measures for its core programs. Performance measures are calculated using the following methodology:

Entered Employment Quarter 2: Measures the percentage of participants who are in unsubsidized employment during the second quarter after exit from the program. For youth, the measure also includes the percentage who were in education or training activities during the second quarter after exit.

Entered Employment Quarter 4: Measures the percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program. For youth, the measure also includes the percentage who were in education or training activities during the fourth quarter after exit.

Median Earnings Quarter 2: Measures the median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

Credential Attainment Rate: Measures the percentage of participants who obtained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year of exit from the program.

In-Program Skill Gains: Measures the percentage of participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skill gains, which are defined as documented academic, technical, occupational, or other forms of progress toward such a credential or employment.

Refer to Appendix#2 WSECG PY22 -PY23 Negotiated Performance Metrics
2. **ONE-STOP SYSTEM PERFORMANCE AND ASSESSMENT**

WorkSource East Central Georgia LWD Board will regularly review the performance of and its one stop system and service providers. The Adult and Dislocated Worker employment and training activities are assessed on a measurement of performance standards negotiated between the local board and TCSG Office of Workforce Development. The Board will work with partners and service providers to review performance standards and enhance program effectiveness. Adult and Dislocated Worker activities consist of Basic Career Services, Individual Services and Training Services.

3. **ETPL SYSTEM**

a. **PUBLIC NOTIFICATION TO PROSPECTIVE PROVIDERS**

ETPL applications are accepted by the local WDB at any time during the program year. The applications are evaluated and reviewed at regularly scheduled WIOA board or committee meetings as per local policy. A link to the TCSG Eligible Training Provider application is posted on WorkSource East Central Georgia’s website.

b. **EVALUATION OF PROVIDERS AND PROPOSED TRAINING PROGRAMS**

LWDA evaluates providers and proposed training programs for initial eligibility. Applications will be reviewed and evaluated by the WorkSource East Central Georgia Workforce Development Board (WDB). If the program application is approved by the WDB, the program is submitted to the OWD for review, approval, and if approved placement on the State ETPL.

c. **FORMAL APPEALS PROCESS**

   (for aggrieved ITA customers and providers of unapproved training programs) The ETP appeals process begins at the local level, once the ETP file an appeal with the LWDB, received a written resolution, and is dissatisfied with the LWDB’s resolution, the ETP may file second level appeal with the State Workforce Development Board (SWDB). The procedures are outlined in WorkSource East Central Georgia ETP Policy. *ETP Policy Attachment #7.

   Grievances are filed in accordance with the written procedures established by the LWDB. Any complaint by an individual, group, or organization is first addressed informally before a grievance is filed. Grievances are filed in accordance with the written procedures established by the LWDA. Once a grievance has exhausted the local procedures, the board follows the guidelines established by the state. If a complainant receives an unfavorable decision by the local hearing officer, the complainant has a right to request a review by the state, using the WIOA Grievance Process. The Grievance and Complaint Procedure is provided to all customers and vendors.

   *Grievance Procedure Appendix #8

d. **ONGOING PROCESS USED TO UPDATE ETPL DATA**

The performance of all training institutions with participants enrolled in WIOA is monitored through the WorkSource Georgia Online Participant Portal. Each training provider is responsible for providing updated information, through the VOS ETPL website, on its
programs listed through the Local Board. Vendors may be removed from the ETPL if monitoring reveals noncompliance with the Act or poor performance and other violation notated in the local or state policy. The WDB uses state data along with participant data collected from all vendors using the participants’ completion rate. Data indicating the number of participants entering employment is also evaluated. If performance falls below the local area standards (as negotiated with TCSG Office of Workforce Development), the provider is notified that corrective action is needed and/or participant enrollment is ceased.

*ETPL Policy Appendix #7

e. REGIONAL POLICIES OR AGREEMENTS FOR ITAS OR TRAINING PROVIDERS  n/a

f. TRACK AND MANAGE ITA ACTIVITY
Career Coaches are assigned to each participant that receives an ITA activity. WSECG utilizes the WorkSource Georgia Portal (VOS) to maintain and track all WIOA funded programs. All career and supportive services are entered and tracked in the VOS. This local area uses Abila Accounting Software to track and manage ITA spending activity. Once an ITA is approved, the funds are tracked by WSECG’s accounting staff to ensure that invoices reflect only what has been approved in the ITA, and that costs do not exceed the cap. Any request for additional funds (or) to add additional training time to an ITA requires approval by the Director/Assistant Director. These processes are tracked internally with voucher form(s), edit request, and ITA documents.

g. LWDB STATEWIDE ETPL POLICY
The ETP application process is intended to develop a statewide list of qualified training providers who offer a wide range of occupational skills trainings, educational and apprenticeship programs. In order to remain in good standing on the ETPL is contingent upon successful placement of enrollees. The WDB has established a lifetime maximum limit for ITAs. Training must be in occupations identified by the WDB as demand occupations or through approval of exceptions, as stated in the area’s ETPL application package. Training must be full-time as indicated in the program guidelines and the maximum length of training is 104 weeks, unless approved by the Executive Director.

Out-of-area training programs/institutions must be on the state-approved provider list. The statewide list includes qualified training providers who offer a wide range of educational programs, including classroom, and apprenticeship programs.

h. REGISTERED APPRENTICESHIP PROGRAMS ADDED TO ETPL
Under WIOA, Registered apprenticeship programs are automatically eligible as WIOA training providers. Under WIOA, all Registered Apprenticeship (RA) programs that are registered with the USDOL Office of Apprenticeship (OA) are automatically eligible to be included on the State Eligible Training Provider/Program List. RA programs are not subject to the same application and performance information requirements nor subject to a period of initial eligibility as other providers because they go through a detailed application and vetting procedure to become a registered apprenticeship program sponsor with USDOL/OA. All RA programs will be informed of their automatic eligibility to be included on the list and will be provided an opportunity to consent to their inclusion, before being placed on the State ETPL. There are no WIOA performance requirements for RA programs and RA programs are not required to provide ongoing reports to the state or local boards.
4. IMPLEMENTATION OF TECHNOLOGY

TECHNOLOGY USED TO ENHANCE CUSTOMER (participant and business) EXPERIENCE

WSECG comprehensive one-stop is available to customers five days a week: 8:00 am to 4:30 pm. The One Stop utilizes Findhelp.org to provide links to resources and employment opportunities within the area. The One Stop Operator ensures linkage to partner agencies through a referral process which is accessed and stored online through an electronic form. Another tool is an electronic Resource Guide that is readily assessable on WSECG’s website. Computers are available in our One Stop and access point site locations that allows for self-registration and serves as the foundation for WIOA information, programs and scheduled events such as recruitment fairs, job fairs, workshops, community training programs and more. Most of the service delivery area is rural and have minimal internet and/or computer access. Many residents lack the resources to bring internet into their homes and rely on their cellular devices to connect to the internet and wi-fi provided at WSECG. Participants are able to connect to WorkSource East Central Georgia’s website and social media pages for information on programs offered. Participants are referred from the One Stop database and are directed to the WorkSource Georgia Participant Portal online for registration and to start the eligibility determination for services. QR scan cards are also distributed which links them directly to the WorkSource Georgia portal and self-paced trainings/tutorials. Outreach materials also includes the QR code for direct registration for participants.

Prior and during the pandemic, WSECG staff began a rigorous upskill of technology utilizing the Microsoft Teams virtual platform as well as all of Office 365 for collaboration and asynchronous communication skills to continue to better serve One Stop customers and WIOA participants. WSECG staff also utilize Office 365 secured cloud-based storage systems for increased accessibility of organizational files from any digital device. By using this, a SharePoint intranet site was created for inside communications and collaboration. WSECG has also created an intranet site for LWDB members-only access for communication and electronic newsletters. WSECG staff also became more knowledgeable of the technical features within the WorkSource Georgia portal and began utilizing the Eligibility Explorer application in the portal.

This afforded the change to eliminate a 30+ paper page application and use the WorkSource Georgia portal for registration and eligibility determination. A step-by-step user guide was created for participants to access to assist with registration and eligibility. Another option from using the guide is receiving virtual assistance from an eligibility team member who will also guide step-by-step instructions. All required documentation from participants is now securely uploaded and authenticated directly into the portal or through a DocuSign digital package.

In order to assess participants and provide career counseling and planning, assessment tools such as the TABE, WorkKeys and YouScience can be administered online. The WorkKeys curriculum is assessable online. The YouScience assessment is used to assess participants’ interests, aptitudes and talents to guide informed decisions about their careers and employment and to better design their individual education/employment plans. An additional online tool, Benefits Cliff, is used to forecast an individual’s earned career advancement/economic mobility (ie. increased wages) that will lessen their financial barriers, thus diminishing public benefits received from the government.
WSECG has been awarded the opportunity to participate in the Workforce Development Board Digital Skills Pilot Initiative to assist in closing the gap in diverse IT hiring in our underserved communities. The following in-demand sectors previously defined will accelerate economic growth in East Central Georgia: Advanced Manufacturing, Healthcare, Supply Chain Logistics, and Precision Agriculture; all are underscored by the foundation IT/Cybersecurity. Digital IT jobs are the framework for these cross-industry tech sector occupations.

Our rural communities often lack the foundation, support, and infrastructure to partake in IT skill-building. It is a concerted effort to serve those geographically marginalized. As a member of the National Association of Workforce Boards (NAWB), WSECG was awarded 100 licenses for the Grow with Google certification program. WSECG see these certifications as the answer to the lack of access and support. Since granted the opportunity to participate, WSECG will partner with ShiftUp to provide the needed learner supportive services.

ShiftUp will provide comprehensive learner success support for this partnership. ShiftUp’s flagship Learning Gym® success system is designed to offer high-quality, end-to-end support for learners earning Google IT Career Certificates and credentials from other self-paced online programs.

By partnering with ShiftUp, WSEGC expects greater industry awareness of Grow with Google completers. ShiftUp has different layers of employer involvement. At the deepest, ShiftUp has partnerships with three employers who have pre-committed to interviewing WSECG Grow with Google/ShiftUp graduates. In addition, approximately 150 employers make up the ShiftUp core employer network (direct lines for employment with hiring managers or executives). Finally, ShiftUp has 1000+ employers in its affiliate network offering micro-internships to Grow with Google learners. This partnership will help create an on-ramp for those underrepresented in the IT sector.

Through our Sector Partnership initiative, WSECG collaborates with Augusta Economic Development Authority and ICF to create Georgia Cyber Center WorkForces Program which is funded by USDOL to reskill/upskill veterans and military spouses for IT/Cyber opportunities. Work-based learning is a cornerstone of the program. WSECG has established over 350 regional employer relationships. WSECG add value by leveraging business services to fill entry/mid-level IT jobs with eligible veterans/military spouses. These jobs are high quality/earning. WSECG plans to build on our successful employer relationships and include underrepresented job seekers in the applicant pool. We are currently experiencing a need to “cycle” the career pathway- that is backfill an upskilled promotion. Our plan is to utilize the Grow with Google completers to fill these entry level positions.
STATE INITIATIVES AND VISION

1. STATE BRANDING

WSECG LWDB have adapted and utilized the WorkSource Georgia single, statewide brand for workforce services in order to promote uniformity and increase access to services. WSECG has applied the local brand to the local boards and the Comprehensive One-Stop center. WSECG LWDB utilizes the official state unified brand as prescribed in WIG PS-16-002, the WorkSource Georgia Unified Branding Standards Manual.

2. PRIORITY OF SERVICE

IDENTIFY ADMINISTRATION OF THE STATE’S PRIORITY OF SERVICE POLICY

WSECG Board ensures compliance of priority of service policy requirements under Section 680.600 of the Workforce Innovation and Opportunity Act (WIOA) Final Rules and Regulations and Technical College System of Georgia Workforce Implementation Guidance (WIG) Letter #PS-15004 require that statutory priority for Individualized Career and Training Services under the WIOA Adult Funding Stream be given to otherwise eligible individuals who are also Recipients of Public Assistance, Low Income and/or Basic Skills Deficient (the WIOA Priority Groups). Under WIOA, this priority applies to the Adult Funding Stream, only, and is afforded automatically to the group of individuals. For this Policy, “Basic Skills Deficient” is defined as an individual who is unable to compute or solve problems, or read, write or speak English, at a level necessary to function on the job, in the individual's family, or in society, as stipulated under Section 3(5)(B) of WIOA. Public Assistance and Low Income are defined under WIOA Sections 3(50) and 3(36).

A “Veteran” defined under WIOA Section 3(63)(A) and 38 Jobs for Veteran Act 38 U.S.C. 4215 as an individual who served in the active military, naval or air service and who was discharged or released wherefrom under conditions other than dishonorable, and who also meets the statutory Adult Funding Stream Priority Group requirements, is to receive First Priority for services. In addition, a Spouse of any Veteran who died of a service connected disability; of any Veteran who died while a disability so evaluated was in existence; or, any member of the armed forces serving on active duty who, at the time of application for assistance, has been listed for a total of ninety (90) or more days as either missing in action, captured in the line of duty by a hostile force or forcibly detained or interned in the line of duty by a foreign government or power, is to be considered as an Eligible Spouse, and if such individual meets the above Adult Funding Stream Priority Group requirements, is also to receive First Priority.
3. ALIGNMENT OF STATE GOALS

a. Utilize Sector Partnerships to Guide Strategies and Coordination

   Sector partnerships bring together multiple employers within an industry to collaborate with colleges, schools, labor, workforce agencies, community organizations, and other community stakeholders to align training with the skills needed for that industry to grow and compete. Sector partnerships can facilitate career advancement for all workers by creating an opportunity engine that will sustain a public-private partnership with business, education and community-based partners.

   The utilization of the Sector Partnership Grant is the catalyst that bring multiple employers with our designated sectors together to collaborate with colleges, schools, labor and community stakeholders. Advanced Manufacturing, Healthcare and Information Technology are the sectors for WSECG. Career pathways are instrumental in building the future workforce.

b. Further Develop Regional Integration

   As a region WSECG supports the statewide universal forms process to include but not limited to; coordinated participant intake and eligibility, as well as common business service forms and processes. WSECG will continue to improve and enhance resources to accomplish seamless service delivery throughout the region. COVID19 pandemic gave WSECG the opportunity to meet and serve customers virtually.

c. Increase Statewide Prosperity

   WSECG support Governor Kemp’s commitment to initiatives that spur growth for all parts of the state to create an opportunity for the workforce system to thrive in its mission to serve individuals and employers. WSECG Board recognizes the best asset to increase statewide prosperity is the citizens in our nine-county area. Through the One Stop System, local area partners, the local workforce and local elected official boards WSECG will continue to strive to reach as many businesses as possible. WIOA programs and initiatives such as work-based learning, Rapid Response, Customized Recruitment, and Registered Apprenticeships are shared with businesses in an effort to afford the employer an opportunity to train or upskill their employees. An infrastructure agreement consisting of core partners are positioned to assist in the increase of Georgia’s statewide prosperity. WSECG will work to increase access points to better serve individuals and businesses in rural/remote areas. This greatly enhances the workforce system’s ability to serve rural Georgia and increase statewide prosperity. This greatly enhances the workforce system’s ability to serve rural Georgia and increase statewide prosperity.
d. **Align Workforce and Education Systems**

The Governor’s goals of the alignment of workforce and education can reduce unemployment and unfilled jobs in the local communities, creating the opportunity for long and short term needs to be met. Reaching the underserved communities is a priority while meeting their employment, training and education needs to assist in building a ladder to success.

Through collaborations the workforce system, secondary education, postsecondary institutions, and employers the focus will be on creating a career focused alignment from cradle to career for individual in the local area. The creation of career pathways is essential when identifying critical current and future occupations.

All WIOA core partners are committed to further aligning training services provided through the workforce system with education partners to best serve companies and individuals looking to play key roles in the economy of today and tomorrow.

e. **Tightened Labor Market Addressed**

Georgia’s workforce system is the ideal place to train and prepare working age civilian population for inclusion in the labor market. In order to identify and serve individuals who are not considered active in the workforce system, the core WIOA partners continue to work to promote resources and opportunities among strategic populations. These populations include, but are not limited to, transitioning veterans, opportunities for youth, prisoner reentry, English language learners, individuals who are basic skills deficient, and individuals with disabilities. The barriers to employment can be assessed and the needs can be met through LWDA and our partners. The empowerment of individuals to realize their full potential through meaningful education, training, and work is the workforce systems goal. The local area strategic population will continue to have the resources and opportunities for advancement within the workforce system. The Board is always exploring new and innovative avenues to reach any citizen in need of the services provided through the one stop system.

Washington County Residential Substance Abuse Treatment Program (WCRSAT)

The WCRSAT program has a dedicated staff that consists of a grant writer, program manager, program coordinator and an intake specialist. Oconee Fall Line Technical College; WorkSource East Central Georgia; Family Connection; Community in School; UGA Cooperative Extension Office are just some of the agencies that have partnered with the Washington County Sheriff’s Office.

The WCRSAT program targets inmates incarcerated at the Washington County Jail who have a substance abuse problem and who commit and demonstrate a desire to stop using illicit drugs and alcohol. Careful selection of inmates for participation in the program is critical to provide participants with the highest likelihood for a good outcome which includes abstinence from using these substances, avoiding criminal behavior and successful reintegration into the community.
The WCRSAT program has three primary components (1) recovery; (2) rehabilitation; and (3) re-education. The fourth part of the program, Reentry, is a partnership with the Vital Link Center in Tennille, GA. Reentry provides RSAT program graduates with a continuation of care and a deeper connection to the community through career development and ongoing counseling for life after release.

Washington County RSAT isn’t an easy program to get into – the entry criteria is high because this program demands the participants to do a significant amount of self-work. They attend group and individual therapy sessions. Each participant is given an education pathway plan and through a partnership with OFTC Dept of Adult and Continuing Education, they can get their high school diploma, a GED, and participate in a two-week intensive industrial maintenance certification program.

Each participant will complete an intensive Moral Reconation Therapy – MRT program. MRT- Moral Reconation Therapy is a systematic, cognitive-behavioral, step-by-step treatment strategy designed to enhance self-image, promote growth of a positive, productive identity, and facilitate of the development of higher stages of moral reasoning.

The Washington County Sheriff’s Office believes that this program will truly impact the lives of the participants while transforming families in Washington County.
APPENDIX 1:

LOCAL WORKFORCE DEVELOPMENT BOARD MEMBER ROSTER
WorkSource East Central Georgia Local
Workforce Development Board Area 13

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Title</th>
<th>Entity</th>
<th>Board Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kerr, Donna</td>
<td>CSRA Nurse Case Manager</td>
<td>Manley and Associates</td>
<td>Member/Chairperson</td>
</tr>
<tr>
<td>Kelley, Donald</td>
<td>Training Director</td>
<td>CSRA Electrical JATC</td>
<td>Member</td>
</tr>
<tr>
<td>Bennett, Robert</td>
<td>Economic Development Director</td>
<td>Columbia County Eco Dev</td>
<td>Member/Co-Chair</td>
</tr>
<tr>
<td>Carrington, Ginger</td>
<td>Geographic Solutions</td>
<td>Regional Business Development Executive</td>
<td>Member</td>
</tr>
<tr>
<td>Bodine, Chris</td>
<td>VP &amp; General Manager</td>
<td>Standard Aero</td>
<td>Member</td>
</tr>
<tr>
<td>Griswell, Anthony</td>
<td>Entrepreneur</td>
<td>Industrial Saws</td>
<td>Member</td>
</tr>
<tr>
<td>Henderson, Brian</td>
<td>President</td>
<td>Midway Forest Products</td>
<td>Member</td>
</tr>
<tr>
<td>David, Kimberly</td>
<td>VP Economic Development</td>
<td>Oconee Fall Line Technical</td>
<td>Member</td>
</tr>
<tr>
<td>Lahodny, Russell</td>
<td>President &amp; CEO</td>
<td>Columbia County Chamber of Commerce</td>
<td>Member</td>
</tr>
<tr>
<td>Neal, Veronica</td>
<td>SCSEP Participant Specialist</td>
<td>The Legacy Link, Inc.</td>
<td>Member</td>
</tr>
<tr>
<td>Kelley, Adela</td>
<td>Senior Project Manager</td>
<td>GA Dept of Economic Dev</td>
<td>Member</td>
</tr>
<tr>
<td>Lamar, Al</td>
<td>Banking Officer</td>
<td>F&amp;M Bank</td>
<td>Member</td>
</tr>
<tr>
<td>Langham, Julie</td>
<td>Dean of Academic Affairs</td>
<td>Augusta Technical College</td>
<td>Member</td>
</tr>
<tr>
<td>Brown, Jeff</td>
<td>Manager</td>
<td>Thiele Kaolin Company</td>
<td>Member</td>
</tr>
<tr>
<td>Newton, Sarah</td>
<td>HR Manager</td>
<td>Augusta Coating &amp; Manufacturing</td>
<td>Member</td>
</tr>
<tr>
<td>Rice, Jeff</td>
<td>Training Director</td>
<td>Plumbers &amp; Steamfitters Loc. 150</td>
<td>Member</td>
</tr>
<tr>
<td>Cheek, John</td>
<td>Unit Manager</td>
<td>GA Vocational Rehabilitation Agency</td>
<td>Member</td>
</tr>
<tr>
<td>Hawkins, Kimberly</td>
<td>Counselor</td>
<td>WellCare</td>
<td>Member</td>
</tr>
<tr>
<td>Lucas, Calvin</td>
<td>Thomson Plastics</td>
<td>HR Manager</td>
<td>Member</td>
</tr>
<tr>
<td>Miller, Julie</td>
<td>Regional Director</td>
<td>Georgia Family Connections</td>
<td>Member</td>
</tr>
<tr>
<td>Parker, Janet</td>
<td>Economic Development Director</td>
<td>City Of Washington</td>
<td>Member</td>
</tr>
<tr>
<td>Reid, Terrell</td>
<td>Hancock County Reach</td>
<td>Community Outreach Specialist</td>
<td>Member</td>
</tr>
<tr>
<td>Smith, Glee</td>
<td>Attorney, Warrenton</td>
<td>Glee Smith Attorney</td>
<td>Member</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
</tr>
<tr>
<td>Youth Provider Service</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
</tr>
</tbody>
</table>
## APPENDIX 2:

### WorkSource East Central Georgia
### WSECG PY22-PY23 Negotiated Performance Metrics

<table>
<thead>
<tr>
<th></th>
<th>PY 22 Negotiated Level</th>
<th>PY 23 Negotiated Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult Program</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Rate 2&lt;sup&gt;nd&lt;/sup&gt; Quarter After Exit</td>
<td>86.0%</td>
<td>87.0%</td>
</tr>
<tr>
<td>Employment Rate 4&lt;sup&gt;th&lt;/sup&gt; Quarter After Exit</td>
<td>86.0%</td>
<td>87.0%</td>
</tr>
<tr>
<td>Median Earnings 2&lt;sup&gt;nd&lt;/sup&gt; Quarter After Exit</td>
<td>$8,810</td>
<td>$8,810</td>
</tr>
<tr>
<td>Credential Attainment within 4 Quarters After Exit</td>
<td>83.0%</td>
<td>85.6%</td>
</tr>
<tr>
<td>Measurable Skill Gains</td>
<td>59.0%</td>
<td>59.0%</td>
</tr>
<tr>
<td><strong>Dislocated Worker Program</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Rate 2&lt;sup&gt;nd&lt;/sup&gt; Quarter After Exit</td>
<td>89.0%</td>
<td>90.0%</td>
</tr>
<tr>
<td>Employment Rate 4&lt;sup&gt;th&lt;/sup&gt; Quarter After Exit</td>
<td>87.0%</td>
<td>88.0%</td>
</tr>
<tr>
<td>Median Earnings 2&lt;sup&gt;nd&lt;/sup&gt; Quarter After Exit</td>
<td>$10,950</td>
<td>$10,950</td>
</tr>
<tr>
<td>Credential Attainment within 4 Quarters After Exit</td>
<td>91.0%</td>
<td>92.0%</td>
</tr>
<tr>
<td>Measurable Skill Gains</td>
<td>50.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td><strong>Youth Program</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Rate 2&lt;sup&gt;nd&lt;/sup&gt; Quarter After Exit</td>
<td>69.0%</td>
<td>70.0%</td>
</tr>
<tr>
<td>Employment Rate 4&lt;sup&gt;th&lt;/sup&gt; Quarter After Exit</td>
<td>72.0%</td>
<td>72.0%</td>
</tr>
<tr>
<td>Median Earnings 2&lt;sup&gt;nd&lt;/sup&gt; Quarter After Exit</td>
<td>$2,620</td>
<td>$2,720</td>
</tr>
<tr>
<td>Credential Attainment within 4 Quarters After Exit</td>
<td>60.0%</td>
<td>60.0%</td>
</tr>
<tr>
<td>Measurable Skill Gains</td>
<td>65.5%</td>
<td>65.5%</td>
</tr>
</tbody>
</table>
APPENDIX 3:

PROCUREMENT POLICY AND COST PRICE ANALYSIS

Procurement Services and Contract Requirements

Policy: Procurement and Contracts

The purpose of this policy is to outline the guidelines for procuring Services through a contracted provider and detail of the documentation required with all contracts entered into by WorkSource East Central Georgia to provide a service or training. This does not apply to the identification of eligible training providers found on the State's Eligible Provider List.

- All contracts must contain a signatory page to authorize a designated individual to sign and submit invoices as well as an alternate designee.
- Any contract entered into with WIOA program funds should outline the specific use of those funds. No funds should be issued prior to the execution of the contract.
- All contracts must be signed and dated by a person designated by the contractor as the responsible party and WorkSource East Central Georgia Executive Director.
- No contract is to be paid at an amount greater than the amount specified by the contract and must be cost reimbursement. If there is a need for additional money, refer to the policy on contract modifications.

**WorkSource East Central Georgia will follow contract procurement requirements found in 2 CFR 200.317**

General procurement standards through 2 CFR 200.326 of the Uniform Guidance. Procurement Standards. — all procurement actions are to be conducted in a manner that provides for "full open competition". See Sec. 123 of the Act for Youth Services Procurement.

WorkSource East Central Georgia uses the following methods:

**Competitive Proposals** —This is used when there is more than one prospective bidder, lowest price is not necessarily the determining factor for awarding contracts.

- RFP's are publicized, and there must be an adequate number of qualified bidders responding.
- State and local geographical preferences are not allowable in procurements to be awarded using Federal dollars.
- All RFPs shall be published/released to the public for at least 30 days to allow for adequate timelines for all federally required deadlines.
- Services requested are specified through a request for proposal.
- All prospective bidders are strongly requested to attend the scheduled Bidders Conference conducted by WorkSource East Central Georgia.

- Technical Assistance will be available via email.
- Upon evaluating the Proposals, WorkSource East Central Georgia is responsible for ensuring that awards are made only to responsible contractors with the ability to perform successfully under the required performance guidelines and under the required fiscal guidelines as set forth by WorkSource East Central Georgia.
• There must be a technical evaluation of proposals, and the evaluation criteria must be made known to the bidders through the RFP.
• All proposals are to remain sealed until submission deadline has passed, and then must be opened publicly.
• A Pre-Award Risk Assessment and a Cost Price Analysis are required
• Contract Assurances must be included in all Contracts/RFP’s
• Awards will be made to the responsible proposal which is most advantageous to the program, with price and other factors being considered. All sub-awards must be identified with the proper CFDA and FAIN number.

LWDAs may procure equipment, supplies and services under the grant award agreement. Items expensed to the grant award must be reasonable and serve the primary objective of the agreement. All procurement transactions must follow the federal regulations found at 2 C.F.R § 200.320 and applicable local procurement procedures. The purchase or construction of facilities or buildings is unallowable under the WIOA, except for certain circumstances requiring prior written approval from the federal awarding agency.

LWDAs are authorized to make purchases of equipment, supplies and services as described below. LWDAs are responsible for ensuring the vendors selected are not debarred or suspended by checking the information on the following federal government website: https://www.sam.gov/portal/SAM/##11

1. Micro-Purchases – $5,000.00 and under. All LWDAs are authorized to make purchases via micro-purchase. To the extent practicable, the LWDA must distribute micro purchases equitably among all qualified suppliers. If the price is reasonable, then no competitive quotations are required.
2. Small Purchases – under $150,000. All LWDAs may purchase items with a value of less than $150,000 (the Federal Simplified Acquisition Threshold.) If an LWDA’s fiscal agent or administrative entity has established a lower threshold for procurement procedures, then the lower threshold shall prevail. Small purchase procurement may be achieved by obtaining price or rate quotations from an adequate number of qualified sources. Adequate documentation of all obtained quotations must be maintained and available for review by either OWD or the federal awarding agency. For all purchases that exceed an LWDA’s simplified acquisition threshold, cost-price analysis of similar goods or services must be conducted prior to solicitation.

3. OWD requires LWDAs to submit for prior written approval all purchases where the unit price is $5,000 or greater and the useful life of the proposed purchase is more than one calendar year. LWDAs should provide narrative explaining the need for the purchase, documentation to illustrate that all local, state, and federal procurement regulations were met, and copies of all quotes and supporting documentation considered in selecting a vendor. Additional information may be required if the unit price is $50,000 or more. This information may be found in WIG GA-15-002. OWD will review all requests and provide a written determination within 30 days of receiving all documentation necessary to support the request for approval.

4. For all purchases that exceed the established simplified acquisition threshold, competitive procurement should be conducted through sealed bids for requests for proposal.
5. Noncompetitive Proposals: Sole source procurement may be awarded only if one of the following criteria are met:
   a. The good/service is only available from one source.
   b. After solicitation from a number of sources, competition is determined inadequate. This is typically met through insufficient bid responses.
   c. Through a formal request, OWD authorizes a noncompetitive proposal. d. Public emergency will not allow a delay resulting from the competitive procurement process. If an LWDA plans to use the public emergency criteria, OWD must be notified in advance.

Sub-Awards to Debarred and Suspended Parties

Grantees and sub-grantees must not make any award to any party which is debarred, suspended or is ineligible for participation in Federal assistance programs under Executive Order 12549, "Debarment and Suspension." All parties should be checked for debarment or suspension prior to any federal award being issued.

Citations:
See Technical Assistance Guides
WIG-GA-15-004
WIG-GA-15-002
See O.C.G.A Title 34 Chapter 14
APPENDIX 4:
PRIORITY OF SERVICE POLICY

Section 680.600 of the Workforce Innovation and Opportunity Act (WIOA) Final Rules and Regulations and Technical College System of Georgia Workforce Implementation Guidance (WIG) Letter #PS-15004 require that statutory priority for Individualized Career and Training Services under the WIOA Adult Funding Stream be given to otherwise eligible individuals who are also Recipients of Public Assistance, Low Income and/or Basic Skills Deficient (the WIOA Priority Groups). Under WIOA, this priority applies to the Adult Funding Stream, only, and is afforded automatically to the group of individuals. For this Policy, “Basic Skills Deficient” is defined as an individual who is unable to compute or solve problems, or read, write or speak English, at a level necessary to function on the job, in the individual’s family, or in society, as stipulated under Section 3(5)(B) of WIOA. Public Assistance and Low Income are defined under WIOA Sections 3(50) and 3(36), respectively, and in WIG #PS-15-004. WIOA services may be provided to other individuals who are not members of the Priority Group after priority has been provided, if such services have been determined appropriate for the individuals by WorkSource East Central Georgia Staff.

A “Veteran” defined under WIOA Section 3(63)(A) and 38 Jobs for Veteran Act 38 U.S.C. 4215 as an individual who served in the active military, naval or air service and who was discharged or released wherefrom under conditions other than dishonorable, and who also meets the statutory Adult Funding Stream Priority Group requirements, is to receive First Priority for services. In addition, a Spouse of any Veteran who died of a service connected disability; of any Veteran who has a total disability resulting from a service connected disability; of any Veteran who died while a disability so evaluated was in existence; or, any member of the armed forces serving on active duty who, at the time of application for assistance, has been listed for a total of ninety (90) or more days as either missing in action, captured in the line of duty by a hostile force or forcibly detained or interned in the line of duty by a foreign government or power, is to be considered as an Eligible Spouse, and if such individual meets the above Adult Funding Stream Priority Group requirements, is also to receive First Priority.

As referenced under Section 680.650 of the WIOA Final Rules and Regulations, The Jobs for Veterans Act of 2002, TCSG OWD WIG #PS-15-004 and Department of Labor (DOL) Training and Employment Guidance Letter (TEGL) #19-16, any Veteran or Eligible Spouse who otherwise meets the program eligibility/priority qualifications for a Department of Labor funded program must receive First Priority.

Priority of Service
Priority of service is not an eligibility criterion. Priority of service is a means to ensure emphasis providing services to these populations.

Priority of Service applies to the selection of individuals for enrollment into WIOA Individualized Career and/or Training Services. If there is a waiting list for services, an
individual in a Priority Group must go to the top of that list. Once an individual outside of any Priority Group has been approved for funding and accepted/enrolled into a training program, Priority of Service does not allow another individual in a Priority Group to “bump” that individual from their training program. This Policy has been provided to all WorkSource East Central Georgia Staff and is posted in the Centers in order to inform individuals of their respective rights.

WorkSource East Central Georgia Staff will complete the WIOA Priority of Service Status Form to document each individuals Priority of Service Category and maintain such completed Form in the individual’s physical file. The Form is attached to this Policy.

Practice

- First, to veterans and eligible spouses who are also recipients of public assistance, are low-income individuals, or who are basic skills deficient. Military earnings are not to be included as income for veterans and transitioning service members.
- Second, to individuals who are not veterans or eligible spouses who meet WIOA priority criteria.
- Third, to veterans and eligible spouses who are not included in WIOA’s priority groups.
- Last, to individuals outside the groups given priority under WIOA.

While Veterans receive priority through WIOA services, LWDAs and applicable services providers must have a referral process in place for directing Veterans with Significant Barriers to Employment to the Disabled Veterans Outreach Program to ensure the most effect provision of services.

WIOA Dislocated Worker Funding Stream

Eligible Veterans and Eligible Spouses will have First Priority for services funded under the WIOA Dislocated Worker Funding Stream. There is no other priority requirement for that funding stream.

Process

WorkSource East Central Georgia Staff will determine and document the specific eligibility qualifications for Priority of Service. Such will be determined and documented in accordance with the prescribed WIOA requirements. Priority status for individuals seeking to receive WIOA Basic Career Services may be identified through self-attestation. Priority status to receive Individualized Career and/or Training Services must be verified.

WorkSource East Central Georgia Management Staff will monitor adherence to this Policy on an ongoing basis, in consultation with TCSG OWD.

Ongoing outreach and recruitment activities will be conducted by WorkSource East Central Georgia Staff to identify individuals for whom Priority of Service is required, to make them aware of the services, resources, and activities available through the WorkSource East Central Georgia. Outreach and recruitment activities will be conducted with all System Partner Organizations.
WIOA PRIORITY OF SERVICE STATUS FORM

Purpose: This Form is to be used to document the Priority of Service Category of a Workforce Innovation and Opportunity Act (WIOA) Title I Adult/DW Funding Stream participant.

Participant's
Name: __________

State ID: _______________  Participation Date: __________

PRIORITY OF SERVICE CATEGORY: (CHECK ALL THAT APPLIES)

A. Veteran or Eligible Spouse:
   a. Veteran: Yes ___ No ___
   b. Eligible Spouse: Yes ___ No ___
   c. Meets Adult Priority Criteria:
      i. Is currently receiving public assistance: Yes ___ No ___ OR ii. Is low income:
         Yes ___ No ___ or iii. Is basic skills deficient: Yes ___ No ___

B. Individuals who are not veterans or eligible spouses who:
   a. Meets WIOA Priority Criteria:
      i. Is currently receiving public assistance: Yes ___ No ___ OR ii. Is low income:
         Yes ___ No ___ or iii. Is basic skills deficient: Yes ___ No ___

C. A veteran or eligible spouse of a veteran who is not included in WIOA priority groups: a. Yes ___
   b. No ___

D. To individuals outside the groups given priority under WIOA, but still meet the eligibility criteria:
   a. Yes ___
   b. No ___
ATTACHMENT 5:
SUPPORTIVE SERVICE POLICY

Adult and Dislocated Workers Supportive Services Policy

Purpose

The Workforce Innovation and Opportunity Act (WIOA) requires the Local Workforce Development Board (LWDB) to develop a policy regarding supportive services for participants. Supportive services are defined as services such as transportation, childcare, housing, and needs related payments that are necessary to enable an individual to participate in activities authorized under WIOA. Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services as referenced in DOL Final Rule at 20 CFR 680.900-970.

Policy Implementation

To ensure that WorkSource East Central Georgia is in compliance with the Technical College System of Georgia Office of Workforce Development (OWD) in implementing the Supportive Service Policy.

The Career Coaches /Case Managers and Youth Coordinators will integrate participants currently enrolled and receiving supported services in accordance to policy guidelines.

Supportive services are services which are reasonable and necessary to enable a WIOA participant who cannot afford to pay for such services to participate in activities funded under WIOA. The provision of supportive services must be determined on an individual basis.

Eligibility

WIOA-funded Supportive Services may be provided to Adult, Dislocated Worker, Youth, and National Dislocated Worker Grant participants:

- who are actively participating in approved training, job search or employment services and have not yet exited and;
- who are unable to obtain such supportive services through other programs providing similar services and;
- whose supportive services need is based on an assessment and is consistent with and documented on the customer’s Individual Employment Plan (IEP).

Limited supportive services may be provided to individuals receiving Basic Career Services; however, such individuals must be registered as a WIOA participant or in the process of becoming a participant and are subject to performance outcomes.

Participation in a WIOA program shall not be construed as an entitlement for a customer to be provided with supportive services. While a participant may be eligible for supportive services, participants do not have an unrestricted right to such supportive services. The needs of each participant should be determined based on individual assessment and as documented in the IEP.

Types of Supportive Services

WESCG will reimburse or provide Supportive Services for the following (the list is not
exhaustive):

- transportation,
- childcare,
- medical,
- dental,
- tools,
- uniforms,
- background checks
- testing fees,
- work clothes,
- incentives for youth,
- certifications,
- drug screenings,
- and license fees.

Allowable supportive services provided after training is completed in order to obtain employment include, but are not limited to:

- tools, work clothing, and boots/shoes required for employment,
- bonding and liability insurance for employment,
- drug testing required by employer,
- financial counseling,
- and auxiliary aides and services necessary for persons with disabilities to obtain and retain employment.

Unallowable Supportive Services

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

- rent deposits or housing deposits
- mortgage payments,
- car payments,
- purchase of vehicles; and
- fines of any kind.

Leverage Resources and Service Coordination

It is the responsibility of the Career Coach to coordinate supportive services through another resource or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant. The Career Coach should examine eligibility and time constraints to acquire supplementary resources. This is to assure full benefit from supplementary sources and avoid unnecessary time lapses of service that would impact a customer’s ability to participate in WIOA activities. In the case of National Dislocated Worker Grants, service coordination is encouraged, but due to the funding purposes of National Dislocated Worker Grants, it is not necessary.

Identifying other community resources should be accomplished through the WSECG One-Stop Center Resource Guide, findhelp.org, United Way 2-1-1, or community partnerships. Should a resource not be listed in the One-Stop Resource Guide, or the resource information has changed, notification should be made to the One-Stop Coordinator. The One-Stop...
Coordinator in turn should update the WSECG OneStop Center Resource Guide to ensure information is accurate and up to date.

Referrals and outcomes to other community must be documented in the WorkSource Portal case notes and in the participant’s IEP. Supportive services shall be coordinated accordingly with partnering agencies (which may also have enrolled or co-enrolled customers) to avoid duplication of services.

Example: If a customer receives childcare assistance from another agency that does not fully cover the childcare expenses, Supportive Services funds can be coordinated and leveraged to pay the childcare balance not to exceed the maximum daily amount allowed under this policy. Documentation and verification of the coordination must be entered in the WorkSource Portal.

Determination of Need

Any request for supportive services from the participant must be initially reviewed for eligibility and the determination of need performed by the assigned Career Coach. The need for Supportive Services is determined during an objective assessment. This determination shall be based upon the needs of the customer that are creating a barrier to employment and the service requested is necessary to enable the customer to participate in WIOA funded services, including: training, skills enhancement, job search, or employment retention activities. The customer should indicate or acknowledge a need for supportive services by completing and signing the Supportive Service Determination Form.

A participant may waive Supportive Service payments if accepting payments would mean the loss of other benefits. The participant may request the payment to start at a later date but may not claim retroactive payments. Advances against future payments are not allowed. To be eligible for any WIOA financial assistance payments, a participant must have been determined WIOA eligible and:

- be participating in career services and/or training services. Exception: Limited supportive services may be provided to eligible applicants (e.g., paying for a birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
- be unable to obtain supportive services through other programs providing such services; and
- must comply with program regulations and policies during the period of training and/or enrollment.

Approval Process

The Career Coach will recommend approval or denial of services based upon the customer’s need for and ability to benefit from the service(s) while following WSECG guidelines. The customer’s supportive services needs are addressed during the Customer Centered File Review. A 2nd level approval or denial service is determined during the File Review. Afterwards, the Supportive Service documents are forwarded to the Program Coordinator/Youth Coordinator for final review and approval; a signature is applied in the signature block. A denial of supportive services shall be communicated to the customer with explanation. Approvals/denials and supporting documentation shall be entered in the WorkSource Portal. The Program Coordinator/Youth Program Coordinator will forward documents to the Fiscal Unit for review and disbursement of payment in the form of a check to the vendor or participant, whichever is appropriate.
Supportive service needs of each participant are determined through an objective assessment. The IEP must address the participant's supportive service needs and document all resources available including non-WIOA resources. All supportive service information for participants must be entered in the WorkSource Portal. The type of service must be identified in the WorkSource Portal through the appropriate Activity Code. The Career Coach should accurately complete form fields in the WorkSource Portal that identifies the type of supportive service, amount, date of service, timeline etc.

All supporting documentation for a participant’s supportive services must be scanned into the WorkSource Portal. Examples of this supporting documentation include but are not limited to: participant time sheets, income determination, UI records, supportive service request form, birth certificate for each child, etc.).

The Career Coach shall review the Supportive Services Form and any additional forms, as applicable, for the Supportive Service request to ensure the following:

- that the service requested is necessary to enable the customer to participate in WIOA funded services, including training, skills enhancement, job search, or employment retention activities;
- that all forms have all of the appropriate signatures and dates;
- that a financial barrier has been documented within the customer’s IEP;
- that the supporting documentation provided is appropriate for the service requested;
- that other outside agencies’ resources are unable to provide the service; and
- that all avenues to obtain services from other resources have been exhausted.

All participant’s supportive service information is required to be accurate in the WorkSource Portal. The budgeted amount, type of service and timeframe in which the supportive service was given must be accurate. No payment can be made to the participant until that amount has been updated in WorkSource Portal. Supporting documentation of the participant’s qualifying WIOA activity or proof of expenditure, for which the participant is receiving supportive services, should be included in the case file and/or scanned into the participant’s WorkSource Portal profile. Examples of this supporting documentation include but are not limited to: participant attendance signed by the instructor-supervisor, and documents proving participation in career or training services.

Payments

The Career Coach shall collect invoices, receipts, and/or verification documents from the customer. Typically, request for payments should be received within 45 days from the date the expense incurred or at the end of the training program. The Career Coach will review the documentation for accuracy and completeness.

The primary documentation for a vendor payment is the vendor’s invoice and/or statement. It must include:

- vendor’s name, address, and phone number;
- invoice number;
- invoice date;
- customer’s name;
• Date expense was incurred, and an itemized list of services provided, or merchandise purchased; and payment amount.

Receipts for purposes of this policy refer to invoices, statements, and receipts necessary to verify that a supportive service has been provided. A receipt must contain enough information so that a monitor or auditor can determine the validity of the receipt. At a minimum a receipt shall contain:

• Name of the company or service provider;
• Date of service or services;
• What was purchased or what service was provided;
• Amount of the service; and
• If the service was provided by an individual, the signature of the provider.

A note scribbled on a sheet of paper is not considered an acceptable receipt. A receipt with the above information may be provided from an invoice receipt book. Documentation/receipts containing corrections/changes must have changes/corrections lined out and be initialed and dated by the individual making the correction/change.

The Career Coach will forward the request for payment along with the Supportive Service Form to the Finance Department for payment. The Finance team will:

• perform a comparison of actual expenditures with budgeted amounts of each funding stream;
• support for accounting records to ensure proper charging of costs and costs allocation;
• track expenditure levels of each funding source to establish that funds have not been used in violation of the applicable restrictions on the use of funds.

Payments will be disbursed to participants between the 1st and 5th and between the 15th and 20th of each month.

Payments for transportation (when attending local school within a 50-mile radius) and childcare are set at fixed rates.

Transportation is set at $10/day for each day that a participant travels to participate in WIOA activities. The site at which the participant participates in WIOA activities with the provider must be at least 6 miles away from the participant’s residential address in order for the participant to receive transportation assistance. Sites must be authorized by WSECG staff.

Childcare is set at $25/day for each day that a participant participates in WIOA activities. Participants who are attending training or participating in a work program and in need of childcare, should be referred to community dependent care assistance program(s) to ensure WIOA Title I funds do not duplicate childcare assistance available from another source.

A child-care supportive service payment of $25 per day/per child, based on attendance, can be paid if the participant has legal and physical custody of a child. If participant receives childcare assistance from another agency WIOA can also pay child-care only if the agency’s payment does not pay child care in full. WIOA may pay the balance not to exceed $25 a day. Supporting documentation in this instance must include verification of childcare assistance from another agency. Child-care must be provided by a licensed or registered day care or an adequate alternative provider. The documentation indicating who is providing daycare must be maintained in the participant’s file.
Child-care may not be paid to a provider who resides in the same residence with the participant (example: spouse, older child, live-in parent). Therefore, documentation of provision of daycare services must be documented in the WorkSource East Central provided form.

Payments for transportation and food stipend (when attending local school outside the 50-mile radius)

When outside the 50-mile radius and the Participant is required to live on the school campus, the Participant is authorized a food stipend of 20 dollars a day and transportation is to be paid utilizing the official mileage rate (current year) to be calculated per mile i.e. the current 2022 mileage is 62.5 cents per mile. The mileage rate is authorized for a one-way trip to the Training Site and a one-way trip of return to the Participant’s place of residence upon completion of training.

Participant will submit weekly attendance report with provider’s signature verifying their child/dependent attendance with provider. Child-care attendance reports that are more than 45 days old will not be processed for reimbursement unless an extension is granted based on an extenuating circumstance.

State of Emergency Special Waiver for Attendance

Exceptions to traditional attendance records for Transportation and Childcare payments will be allowed in the event of a federal/state/local “State of Emergency” has been declared. Attendance-sheets will still be maintained for any day the participant has traveled to access resources necessary for the completion of an enrolled WIOA activity. This is in an effort to continue to provide needed support for participants that reside within our rural LWDA that may not have access to resources such as internet or a computer at home. These attendance sheets must be signed by both the participant on the appropriate line and a witness in the Instructor Signature line. This witness may include a librarian, daycare provider, etc. (A family member is not allowed to sign as a witness unless an existing daycare letter is already in the file with the family member as the daycare provider)

State of Emergency Supportive Services

Additional Supportive Services may be provided to participants impacted. Regular contact between the Career Coach and the participant must occur for continued payment of supportive services. If the participant is in an ITA the contact must be made at a minimum, at the end of each quarter, semester, or uninterrupted training course during the lifetime of the training plan. Evaluations should be made to determine if supportive services are still needed.

Follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an adult/dislocated worker who is only receiving follow-up services may not receive supportive services. Supportive services also may not be used to extend the date of exit for performance accountability purposes. Supportive Services, like follow-up services, do not make an individual a participant or extend participation (TEGL 19-16).

Source: Technical College System of Georgia Workforce Division
Supportive Services Policy 3.4.4
YOUTH SUPPORTIVE SERVICES POLICY

Background and Purpose:
The Workforce Innovation and Opportunity Act (WIOA) requires the Local Workforce Development Board (LWDB) to develop a policy regarding supportive services for participants. Supportive services are defined as services such as transportation, childcare, housing, and needs related payments that are necessary to enable an individual to participate in activities authorized under WIOA. Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services as referenced in DOL Final Rule at 20 CFR 680.900-970.

Supportive Services:
Supportive services are services which are reasonable and necessary to enable a WIOA participant who cannot afford to pay for such services to participate in career and training activities funded under WIOA. The provision of supportive services must be determined on an individual basis. Limited supportive services may be provided to individuals receiving Basic Career Services; however, such individuals must be registered as a WIOA participant and are subject to performance outcomes.
Follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an adult/dislocated worker who is only receiving follow-up services may not receive supportive services. Supportive services also may not be used to extend the date of exit for performance accountability purposes. Supportive Services, like follow-up services, do not make an individual a participant or extend participation (TEGL 19-16). Youth follow-up services also may include the supportive services as stated in 20 CFR § 681.580.

All supportive services must have been approved and recorded in GWROPP prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved.

A participant may waive WIOA payments such as Work Experience for youth if payment cause loss of benefits. Advances and Retroactive payments are not allowed. Providers/Sub-Recipients should not provide participants that fail to comply with Supportive Services policy with good cause.

Eligibility:
To be eligible for WIOA Financial assistance payments, participant must be determined WIOA eligible, participant in career/training services. Comply with program regulations and policies during period and/or enrollment.
The development of an Assessment Tool outlines all requirements. The assessment includes qualification to receive supportive services, timeframe of 12 months with progress toward performance. The initial assessment will be conducted by case manager/coordinator. Approval will be from LWDB. All participants receiving supportive services will be entered as such in GWROPP and case files at provider’s location. Files should be made available for monitoring, reviewing, and data validation review. The assessment includes qualifiers to receive supportive services. Timeframe is limited to 4 quarters with documented progress toward performance in monthly case notes in GWROPP and physical case files. Request for Supportive Services (WDB 611S Rev.07/18) must be completed with required signatures as specified.

WSECG Youth Supportive Services Policy:
The Supportive Services policy is developed to comply with applicable federal regulation and required mandated state board and OWD. The LWDB will ensure participants eligible for Supportive services with proof and documentation of bearing a financial need and encompassing hardship. The necessity of the need supportive service for participant to participate in specified activities eligibility and determination should be conducted by appropriate LWDB staff/case manager. An Assessment will be conducted.
The supportive services during training include but not limited to the following:
• Transportation (50% attendance required weekly with proof of attendance from instructor/person providing career/training service)
• Incentive for attaining GED, Diploma, Enrollment and retention in Post-Secondary, Job retention, Occupational Skilled Certificate, Military, Employment.
• Tools for employment/training
• Work clothing required by employer
• Boots and shoes required for work or training with letter of proof from employer
• Drug testing required by employer
• Financial counseling
• Aide/services for persons with disabilities to obtain and retain employment after exhausting other resources, such as Vocational Rehabilitation

Unallowable Supportive Services:
• Rental Deposits
• Rent
• Mortgage Payments
• Car Payments
• Purchase of Vehicle
• Payment of Fines

Payments will be reimbursed to the Subrecipient in the form of a check. Invoices will be submitted to finance by subrecipient who will issue check to the participant. Supported Services will be provided according to time frame previously mentioned.

Documentation:
Documentation will be maintained in GWROPP, case notes, and participant’s physical case file

Reference:
20 CFR 680.900-970
State Policy 3.4.4
APPENDIX 6:

WORKSOURCE EAST CENTRAL GEORGIA INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY

INTRODUCTION:
This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for Individual Training Accounts (ITAs), which are scholarships provided in the form of a voucher that is redeemed for training. ITAs are awarded to eligible participants enrolled in WIOA Adult, Dislocated Worker and Youth programs to enable them to afford a training program made available through the statewide list of eligible training providers that leads to attainment of a credential.

GUIDELINES:
ITAs are not entitlements and shall be provided to eligible participants on the basis of an individualized assessment of the individual’s job readiness, employment and training needs, financial, social and supportive needs, labor market demand and potential for successful completion, as documented on the participant’s Individual Employment Plan (IEP)/Individual Service Strategy (ISS) and subject to the availability of funds. In order to ultimately secure self-sufficient employment, WIOA enrolled Adults, Dislocated Workers, and Out-of-School Youth (ages 16-24) may qualify for an ITA when all of the following conditions are met:
1) The participant’s IEP/ISS indicates that he/she will be unlikely or unable to obtain or retain employment that leads to self-sufficiency through career services alone;
2) The participant has selected a career pathway that is outlined in the IEP/ISS, and the IEP/ISS identifies the selected training course that will lead to self-sufficiency as defined by the local area;
3) The participant has the skills and qualifications to successfully participate in and complete the selected training program (as determined by assessment, by program staff and in accordance with the training provider admission policy);
4) The participant is likely to secure employment in an in-demand sector or occupation;
5) The participant has made every effort to coordinate with alternate grant sources (such as Hope and or Pell), and grant assistance beyond available funding resources is required to complete training goals.

TRAINING:
ITAs are authorized only for training programs listed on the Eligible Training Provider List (ETPL) and awarded on an individual basis, considering the total costs of the selected training program and other financial assistance available to the participant. The ITA is issued directly to the training vendor/provider. An ITA may fund one (1) training program when a participant meets the program’s requirements, unless the career pathway indicates that stackable training programs are in the best interest of the participant in order to secure self-sufficient employment.

Online training is permitted when the platform for the course provides an adequate system for tracking attendance and/or online participation. Programs that are largely self-taught aren’t permitted.
COSTS:
Costs allowable under ITAs include tuition, fees, books, the usual and customary tools, equipment and supplies and uniforms required for the program of study and must be documented as a requirement for all students in the training program. Any other required costs incidental to training must be approved by staff in accordance with local, state and federal policy.

LIMITATIONS:
ITAs issued may not exceed $10,000.
Excluded from this limit are costs pertaining to Basic Skills upgrading, ESL, certain remedial and prevocational courses if required in order to complete a program in which the participant is actively enrolled. Exceptions to the ITA funding limit per participant may be made on a case-by-case basis at the approval of the Director if evidence can be shown that the lack of additional funds will negatively impact the participant’s ability to complete the training program. In no case will an ITA be approved for an increase in excess of $2,000 of the appropriate cap without Board approval.

DENIAL:
Reasons for denial of an ITA, or discontinuation of funding, may include:
- The participant is unable to satisfy the ITA approval conditions;
- The participant has previously accessed ITA funded training and is unable to demonstrate the need for an additional or new credential;
- The participant did not successfully earn a credential through their previous ITA training funded and is unable to provide information to substantiate extenuating circumstances that prevented successful credential attainment;
- The participant has failed to maintain regular contact with program staff;
- The participant has had repeated absences, tardiness or had failed to participate/complete training requirements;
- The participant has failed to maintain a minimum GPA as defined by the provider; or
- The participant has to repeat courses previously funded under WIOA.

The Workforce Development Board did an analysis of key industries that are workforce drivers in WSECG’s service area. Based on the analysis, the following will be the key industry sectors for the next two years:
- Advance Manufacturing
- Healthcare
- Information Technology
The Board reviewed all relevant labor market data to develop a list of demand occupations. Only occupations identified as in-demand are allowable training options for job-seeking customers (see Appendix 9, Demand Occupation).
The Workforce Innovation and Opportunity Act outlines the requirements for an individual to access training services, as described in WIOA 134. Those requirements include lack of success in finding self-sufficient employment through individualized career services; selecting training areas from a list of occupations directly linked to opportunities in Area 13 and requiring additional assistance beyond available grant resources to pay for training.

East Central Georgia Consortium may implement additional requirements that training providers must meet for assurance of an ITA to pay for direct training expenses.

1) Participants may select an approved training provider from the approved list found on the WorkSource Online Participant Portal (VOS) online website at www.worksourcegaportal.com.

2) Initial eligibility for new training providers; training providers will submit training program applications directly to East Central Georgia Consortium. A generic application and instructions can be accessed at www.workreadyga.org. Training program applications will be reviewed and evaluated by East Central Georgia Consortium. If a program application is approved by majority vote from the Workforce Board, the program application is submitted to the state of Georgia Department of Economic Development, Workforce Division (WFD) for review and approval.

3) WIOA requires that programs, not providers, not providers, be approved for Individual Training Accounts (ITAs) therefore, prospective training providers must submit an application for each course of study.

4) Participants have a one-on-one career assessment session with a career advisor that includes an analysis for their chosen occupation.

5) Participants must have a high school diploma or its equivalent as well as meet any additional academic requirements of the selected school or additional minimum academic skill levels established by East Central Georgia Consortium. In some circumstances, it may be possible to request an exception to this policy, but such a waiver must be approved by the Director.

6) Participants must have applied for federal financial aid (which includes Pell and Hope, etc.) and all other financial aid offered by the particular institution for any program for which such assistance is available. All students (new and returning) must document that their Pell application has been resolved by showing either approval (with the amounts awarded) or denial of a grant award.

7) Participants must not be in federal loan default and, by definition, ineligible for federal educational grants. This policy applies only to students being sponsored through an Individual Training Account (ITA).

8) Participants must make application to the selected school and provide proof of acceptance into the course of study (may be contingent upon payment) if he/she is a new student or proof of good standing at the school if a continuing student.

9) Participants must provide written direct training cost requirements associated with participation in the selected training, as required by the chosen school.
Direct training expenses are defined as tuition, fees, books, supplies, uniforms, tools, and other items required for the course of study. Other non-direct but training-related expenses may be paid if they are consistent with the current Supportive Services Policy.

10) **Requirements for Continuing Financial Sponsorship:**

- Participants must maintain a cumulative GPA of 2.50 or better. If a student drops below that level for any school term, he or she will be allowed one additional term to bring that level up to the standard to avoid termination of financial sponsorship.
- Students must submit previous term transcripts, confirmation of current HOPE and Pell Grant status, and specific required training costs by established deadlines for each semester.
- A student must remain on target to complete training within the timeframes indicated in the policy.

11) Financial sponsorship may be terminated if student reaches a point at which he or she is incapable of graduating within the allotted timeframes indicated in the policy. If the participant dis-enrolls from training before completion the career advisor will continue to assist the participant with follow-up services such as, job search.

12) **Payment Limitations for Individual Training Accounts:**

- ITA payments will only be made to training providers on the State of Georgia Eligible Provider approved list and not directly to customers
- The payment policies and total amounts per ITA will be limited according to the following parameters. Annual payment limitations are based on the fiscal year running from July 1st to June 30th.
- Participants may only be sponsored for training programs designed to be completed in 104 weeks or less or, in the case of existing students, when 24 months or less remain to complete the program. This would include the final two years of a four-year program. The maximum allowable time in which to complete any course of study is 104 weeks.
- Participants enrolled cannot exceed $10,000.00 lifetime.
- For students who have exhausted their lifetime limit but remain actively enrolled in WIOA will continue to receive non-financial assistance until credential is obtained.
- Additional payments for required tools, uniforms and other materials not available through the training provider may be made directly to other vendors through supportive services.
- Vouchers will be issued to training providers at appropriate points within the training such as semesters and quarters. If training is provided in a single session, appropriate return of funds for uncompleted training will be negotiated with training providers in conjunction with their existing policies.
- Exceptions to time limits and dollar caps may be made on a case-by-case basis due to extenuating circumstances such as long-term illness or disability are subject to approval by the Director.

The LWDB will review this policy and make necessary adjustments, when applicable.

REFERENCES:
APPENDIX 7:
ELIGIBLE TRAINING PROVIDER POLICY

BACKGROUND
The WIOA legislation requires the establishment of criteria, information requirements and procedures regarding the eligibility of providers of training services to receive funds under Section 122(b) of WIOA.

WIOA emphasizes informed customer choice, job-driven training, program performance and continuous improvement. The quality and selection of training programs is vital to achieving these core principles. The Georgia Eligible Training Provider/Program List (ETPL), including performance and cost information, is publicly available online through the state’s website with a searchable database to serve all significant population groups.

STATE POLICY
Reference: Technical College System of Georgia, Office of Workforce Development (OWD)
Policies and Procedures Section 4.4 WIOA Eligible Training Providers and Programs List Procedures

LOCAL POLICY Training Providers and Programs Subject to ETP Requirements
Eligible Training Providers (ETP) are entities that make available programs which are eligible to receive WIOA funds for adults and dislocated worker participants who enroll in training programs through Individual Training Accounts (ITAs). ITAs may also be utilized for WIOA youth funds to provide training for older, out-of-school youth ages 18-24. To be eligible to receive training funds, the ETP shall be one of the following:

- Post-secondary education institutions that provide a program which leads to a postsecondary credential;
- Entities that carry out programs registered through the National Apprenticeship Act (Registered Apprenticeship programs);
- Other public or private training providers, which may include: community-based organizations, joint labor-management organizations, pre-apprenticeship programs and occupational/technical training;
- Eligible providers of adult education and literary activities, if combined with skills training; or
- Local Workforce Development Boards (LWDBs), if they meet the conditions of WIOA sec. 107(g)(1).

Eligible Programs of Training Services
A training services program is defined as one or more courses or classes or a structured regimen that leads to an industry recognized certificate or credential, a certificate of completion of a registered apprenticeship, a license recognized by the state or federal government, an associate or baccalaureate degree, a secondary school diploma or its equivalent, employment or measurable skills gain toward such a credential or employment.

Not all allowable types of training services are subject to the requirements of the training provider provisions. Contracts for services may be utilized instead of ITAs only when one or more of the following five exceptions apply and the LWDB has fulfilled the consumer choice requirements of 20 C.F.R. § 680.340:
A. When the services provided are on-the-job training, customized training, incumbent worker training, transitional employment, internships, paid or unpaid work experience;
B. When the LWDB determines that there is an insufficient number of eligible providers in the local area to accomplish the purposes of a system of ITAs. The determination process must include a 30-day public comment period and be described in the local plan;
C. When the LWDB determines that there is a training program of demonstrated effectiveness offered in the area by a community-based organization or another private organization to serve individuals with barriers to employment. The LWDB must develop criteria (as noted in 20 C.F.R. § 680.320) to be used in determining demonstrated effectiveness, particularly as it applies to individuals with barriers to employment;
D. When the LWDB determines that it would be most appropriate to contract with an institution of higher education or other eligible provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations, provided that the contract does not limit customer choice;
E. When the LWDB is considering entering a pay-for-performance contract and the Local WDB ensures that the contract is consistent with § 683.510 of this chapter or
F. When an LWDB may provide training services only if it submits a request to the State for a waiver. The proposed request should be made available to eligible training providers and the general public for public comment no less than 30 days. Public comments must be included with the request. The request will include: evidence that there are an insufficient number of eligible provider of such a program of training services to meet local demand, information that the board meets the requirements for an eligible training provider under WIOA Section 122, and information that training will prepare participants for an in-demand industry sector or occupation in the local area.

Initial Eligibility for New Training Providers or Providers Submitting New Programs

I. New Training Providers/Programs

All Eligible Training Providers (ETP) that were not previously approved as eligible under WIA (except Registered Apprenticeship programs) must submit the required information to be considered for initial eligibility under Workforce Innovation Opportunity Act (WIOA). Under WIOA, ETPs may receive initial eligibility for only one year for an ETP-specific program. For potential ETPs seeking initial eligibility, verifiable program-specific performance information must be provided.

WIOA requires that programs, not ETPs, be approved for ITAs. Therefore, potential ETPs must submit an application for each course of study or program.

Potential ETPs submitting initial eligibility applications should submit training program applications directly to WorkSource East Central Georgia. Training program applications will be reviewed and evaluated by the East Central Georgia Workforce Development Board (WDB). If the program application is approved by the WDB, the program is submitted to the state office for review, approval and placement on the State ETPL.

A Pre-Award Checklist will be conducted prior to recommendation for a
Provider/Program inclusion on the State ETPL. The Checklist will include an on-site visit to access compliance with ADA accessibility and reasonable accommodations.

The ETP application can be accessed on the TCSG OWD website https://tcsg.edu/wp-content/uploads/2018/09/ETP-Application-9.2018-Version.pdf. The application should be submitted directly to WorkSource East Central Georgia. Applications will be reviewed and evaluated by the East Central Georgia Workforce Development Board (WDB). If the program application is approved by the WDB, the program is submitted to the OWD for review, approval, and if approved placement on the State ETPL.

Program applications need only be made with one Local Workforce Development Board (LWDB) for possible inclusion on the State ETPL. Once approved for placement on the State ETPL, an approved program is available to all Georgia LWDBs and cooperative States.

The current State ETPL can be accessed at: www.worksourcegaportal.com

An Applicant must provide the following:

A. A detailed description of each training program – Provide information that the program is a high-quality program, which can include information related to training services that lead to a recognized post-secondary credential, or a wage more than 150% of the Georgia self-sufficiency wage ($10.88), or successful outcomes across all population groups;
B. Performance information for each training program will include:
   • Median earnings;
   • Average wage at placement;
   • Attainment of post-secondary credential;
   • Completion rate;
   • Employment rate; and
   • Training-related employment rate.
C. Describe in detail applicant’s partnerships with business;
D. Describe the recognized post-secondary credential attained after training completion;
E. Describe how the training program(s) aligns with in-demand industries and occupations;
F. Local Workforce Development Areas (LWDA) must verify that the Applicant complies with the following to be considered for inclusion on the State ETPL:
   i. Applicant must have been in business for at least six months prior to the initial application and must have a current business license or proof of active compliance with the Secretary of State Corporations Division;
   ii. Training programs must be available to the general public, have published catalog price structures;
   iii. Training facilities must comply with ADA requirements for accessibility and reasonable accommodation:
iv. Each training program must have proven outcomes and have successful program completions and training-related employment for at least five students per program;

v. Applicant must be current on all federal and State taxes
(Must supply certification from accounting/tax firm of current tax standing regarding federal and State taxes, including Unemployment Insurance taxes);

vi. Applicant must be in statutory compliance with the laws of the State related to operation as a training education institution. Proprietary colleges or schools operating in Georgia are required by the Nonpublic Post-Secondary Educational Institution Act of 1990 to have a certificate of authorization from the NPEC before beginning operation or advertising in the state;

vii. vii. Applicant must provide documentation of current accreditation/authorization;

viii. Applicant must not have been found at fault in criminal, civil or administrative proceeding related to its performance as a training or educational institution. Must disclose any pending criminal, civil or administrative proceeding as either a defendant or a respondent;

ix. Applicant must disclose any and all conflicts of interest with State or LWDB staff or board members including, but not limited to family ties (spouse, child, and parent), fiduciary roles, and employment or ownership interests in common; and

x. All applications must include a current federal tax identification number.

STUDENTS PAST PERFORMANCE INFORMATION – past 12 months period _
Minimum Standard - Must pass two of the following six measures

✦ Median Earnings, $11.50, The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program

✦ Average Wage at Placement, $10.70, Average wage at placement of completers obtaining employment

✦ Attainment of Post-Secondary Credential, 60%, The percentage of program participants who obtain a recognized post-secondary credential or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program

✦ Completion Rate, 70%, Program completion rate for students completing all coursework and exams

✦ Employment Rate, 70%, Employment Rate for all students completing the program coursework

• Training-Related Employment Rate, 70%, Percent of completers exiting the program who have obtained training-related employment.
II. Currently approved ETPs proposing new training programs

Approved Eligible Training Providers proposing new training programs shall follow the following procedure in order to qualify for one year of initial eligibility. Approved Eligible Training Providers seeking initial eligibility for a new program shall provide the LWDB a narrative application (attach to the locally developed application), which must include the following verifiable program specific performance information:

1. Provide information on a substantially similar training program (in the same industry) indicating whether that program satisfied the following indicators of performance:
   a. Unsubsidized employment during the second quarter after exit,
   b. Unsubsidized employment during the fourth quarter after exit,
   c. Median earnings,
   d. Credential attainment,
   e. Average wage at placement, and
   f. Training related employment rate;

2. A descriptive narrative with information on the proposed training program’s ability to satisfy the following indicators of performance:
   a. Unsubsidized employment during the second quarter after exit,
   b. Unsubsidized employment during the fourth quarter after exit,
   c. Median earnings,
   d. Credential attainment,
   e. Average wage at placement, and
   f. Training related employment rate;

3. Information concerning whether the provider is in a partnership with business. This could include information about the quality and quantity of employer partnerships:

4. Information that addresses alignment of the training services with in-demand industry sectors and occupations, to the extent possible.

5. The LWDA will re-verify that the Approved Eligible Training Provider’s proposed new program complies with the following to be considered for one-year inclusion on the State ETPL:

   a. Approved Eligible Training Provider must have been in business for at least six months prior to the initial application and must have a current business license or proof of active compliance with the Secretary of State Corporations Division;
   b. Training programs must be available to the general public and have published catalog price structures;
   c. Training facilities must comply with ADA requirements for accessibility and reasonable accommodation;
   d. Approved Eligible Training Provider must be current on all federal and State taxes (must supply certification from accounting/tax firm of current tax standing regarding federal and State taxes, including Unemployment Insurance taxes);
   e. Approved Eligible Training Provider must be in statutory compliance with the laws of the State related to operation as a training education institution. Proprietary colleges or schools

WorkSource East Central Georgia Local Plan
operating in Georgia are required by the Nonpublic Post-Secondary Educational Institution Act of 1990 to have a certificate of authorization from the NPEC before beginning operation or advertising in the state;
f. Approved Eligible Training Provider must provide documentation of current accreditation/authorization;
g. Approved Eligible Training Provider must not have been found at fault in criminal, civil, or administrative proceeding related to its performance as a training or educational institution and must disclose any pending criminal, civil, or administrative proceeding as either a defendant or a respondent;
h. Approved Eligible Training Provider must disclose any and all conflicts of interest with State or LWDB staff or board members including, but not limited to, family ties (spouse, child, and parent), fiduciary roles, and employment or ownership interests in common; and,
i. All applications must include a current federal tax identification number.

All information detailed above shall be reviewed and verified to determine whether or not the proposed program shall be granted initial, one-year eligibility.

At the conclusion of the initial year, the program shall provide such required data as outlined and detailed below for the State to determine whether the program shall remain on the ETPL or be removed. Each required measure’s data shall be collected and submitted by the Local Workforce Development Area. The Approved Eligible Training Provider may continue enrolling WIOA-funded students into the initially approved program until such time as the State issues a determination regarding continued eligibility and subsequent placement on the ETPL.

After receiving the program’s data from the Local Workforce Development Area, the State shall perform its review of the program. If the necessary data is not received by the State in a timely manner, the Program shall not receive continued eligibility or be placed on the ETPL. The program must satisfy the following factors in order to be determined eligible for placement on the ETPL:

1. The program must enroll at least ten (10) students during the twelve-month initial eligibility period; and,
2. The program must satisfy two or more of the six factors identified below.

If the program fails to satisfy either of the two requirements listed above, the Eligible Training Provider’s program under review will be removed in accordance with section below ETPL Notice of Denial of Eligibility or Removal.

STUDENTS PAST PERFORMANCE INFORMATION – past 12 months period  
Minimum Standard - Must pass two of the following six measures

- Median Earnings, $11.50, The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
+ **Average Wage at Placement**, $10.70, Average wage at placement of completers obtaining employment

+ **Attainment of Post-Secondary Credential**, 60%, The percentage of program participants who obtain a recognized post-secondary credential or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program

+ **Completion Rate**, 70%, Program completion rate for students completing all coursework and exams

+ **Employment Rate**, 70%, Employment Rate for all students completing the program coursework

+ **Training-Related Employment Rate**, 70%, Percent of completers exiting the program who have obtained training-related employment.

**Additional Local Requirements**

The WDB limits new providers and providers’ proposing new programs to ten (10) referrals until satisfactory performance outcomes are obtained. Performance will be reviewed at the end of the current program year.

**Registered Apprenticeships**

I. Automatic Eligibility

Under WIOA, all Registered Apprenticeship (RA) programs that are registered with the USDOL Office of Apprenticeship (OA) are automatically eligible to be included on the State ETPL. RA programs are not subject to the same application and performance information requirements nor subject to a period of initial eligibility as other ETPs because they go through a detailed application and vetting procedure to become a registered apprenticeship program sponsor with USDOL/OA.

All RA programs will be informed of their automatic eligibility to be included on the State ETPL and are provided an opportunity to consent to inclusion, before being placed on the State ETPL. The state OWD has worked with OA to develop a mechanism to contact all RA programs within the State regarding inclusion on the State ETPL. OWD works with the OA to collect program information (to populate the State ETPL) on newly OA registered apprenticeship programs on a quarterly basis.

Information required to populate the State ETPL includes: Occupations; name/address of program sponsor; name/address of instructional provider if different from the sponsor; method and length of instruction; and number of active apprentices.

II. Performance

There are no WIOA performance requirements for RA programs and RA programs are not required to provide ongoing reports to the State or LWDBs. OWD will work in concert with the OA to encourage voluntary reporting of performance information.
RA programs must remain registered and in good standing with the OA to remain on the State ETPL. OWD works in concert with the OA to verify registration status.

LWDAs may not impose additional criteria, information or reporting requirements on RA programs. Additionally, if an LWDA has a local ETPL, RA programs should be included and should be noted as ‘in-demand occupations’. If an issue arises, LWDAs should contact OWD for assistance.

III. Continued Eligibility

RA program sponsors appearing on the State ETPL will remain there as long as the program is registered or until the program sponsor notifies the OWD that it no longer wants to be included on the State ETPL. However, RAs may be removed if determined to have intentionally supplied inaccurate information or to have substantially violated any provision of Title I of WIOA (e.g., civil rights of discrimination violations) or the WIOA regulations, including 29 C.F.R. part 38. An RA program whose eligibility is terminated due to intentionally supplying inaccurate information or substantially violating WIOA provisions will be terminated for not less than 2 years and is liable to repay all youth, adult and dislocated worker training funds, if received during the period of noncompliance.

If instances of substantial violation are reported to OWD, OWD will work in concert with the OA to make the determination of ineligibility. The opportunity for an appeal and hearing is described in the ETPL Appeal Procedures.

At minimum, OWD will conduct a semiannual review of RA programs including verification of the registration status and removal of any RA programs that are not currently registered or no longer wish to continue as ETPs, in collaboration with OA. Although RA programs are not required to provide ETP Performance reports, voluntary reporting of performance information is encouraged under WIOA regulations and outcomes for WIOA participants in WIOA funded RA programs must be included in the State’s annual performance report. WIOA § 116 (d)(2)

ETPL Notice of Denial of Eligibility or Removal

The performance of all training institutions with participants enrolled in WIOA is monitored through the Georgia Work Ready Online Participant Portal (GWROPP). Each training provider is responsible for providing updated information, through the VOS ETPL website, on its programs listed through the Local Board. Vendors may be removed from the ETPL if monitoring reveals non-compliance with the Act or poor performance and other violation noted in the local or state policy. The LWDB uses state data along with participant data collected from all vendors using the participants’ completion rate. Data indicating the number of participants entering employment is also evaluated. If performance falls below the local area standards (as negotiated with TCSG Office of Workforce Development), the provider is notified that corrective action is needed and/or participant enrollment is ceased. The LWDB who originally approved the program’s inclusion to the ETPL shall be responsible for making ETP removal determinations under the following conditions:

I. Supplying inaccurate information (If inaccurate information regarding a program is intentionally supplied to a LWDB or OWD.)

A. If instances of intentionally supplying inaccurate information are reported to, the LWDB shall submit a recommendation for ETP removal to OWD. Upon receiving a determination of ineligibility from the LWDB, OWD will remove the ETP from the ETPL at the LWDB’s request.
B. The ETP may be excused if the inaccurate information was supplied unintentionally, but the burden for proving the inaccurate information supplied was unintentional rests with the ETP.
C. If warranted, a termination of eligibility will occur and will remain in effect for a minimum of two years.

II. Substantial violation
A. If a LWDB determines that an ETP has substantially violated any requirements under WIOA (e.g., civil rights or discrimination violations), failed to provide timely and accurate information for the ETP report and for initial and continued eligibility, or failed to follow other State or federal laws, regulations or requirements, then the LWDB shall notify OWD of the determination of ineligibility. Upon receiving a determination of ineligibility from the LWDB, OWD shall remove the ETP from the ETPL.
B. Repeated failures to submit information and a failure to cooperate with the LWDB will be considered in the State determining whether a “substantial violation” occurred. “Substantial violation” may be construed to be one or more egregious violations in a short period of time or numerous minor violations over a longer period of time.
C. With regard to a violation of the submittal of timely and accurate information for the ETP as well as initial and continued eligibility, the LWDB shall take into account exceptional circumstances beyond the ETP’s control, such as natural disasters, unexpected personnel transitions, and unexpected technology related issues.
D. A termination of eligibility will occur and will remain in effect for a minimum of two years for all substantial violations.

III. Removal for failure to meet performance standards
A. If an ETP’s program fails to meet minimum established State established performance levels set for continued eligibility, the program must be removed from the State ETPL. B. An ETP/ ETP program may reapply under the initial eligibility criteria if they can provide documentation of successful performance attainment with all students prior to the next program year. During that time the former ETP should take the opportunity to evaluate program design performance of non-WIOA students.
C. Reapplication procedures may begin with a LWDB no earlier than 90 days preceding the beginning of the one-year exclusion period.
D. If the LWDB program evaluation indicates that there have been successful performance outcomes of all students, the program may be added to the State ETPL no earlier than one year from the date of removal.

IV. Other Removals
A. If an ETP loses its license or accreditation of its accrediting body.
B. If an ETP’s program is inactive (no activity within three program years), the ETP’s program will be automatically removed and the provider (program) will have to reapply using initial eligibility procedures.

V. Repayment
An ETP’s program whose eligibility is terminated under the above conditions shall be liable for repayment of funds received during the period of noncompliance.

If an ETP’s program is terminated or removed from the State ETPL, the LWDA should assure timely assistance to participants who may be affected. Depending on the nature of
the violation, WIOA participants may be allowed to complete the programs, or may transfer
and enroll in other training programs.

If it is deemed by a LWDB that training received by a WIOA customer did not adhere to
program information as marketed by the ETP, consequences levied upon the ETP may
include: (1) additional training to the aggrieved customer at no cost; and/or (2) a refund to
the fiscal agent of amounts paid; and/or (3) debarment from the State ETPL.

VI. ETPL Appeal
A. Introduction

These procedures are designed to provide guidelines for filing and resolving Appeals made
by an ETP. In the event that an ETP seeks to file an Appeal, it must do with the entity whose
action the ETP disputes. For example, in the event that an ETP is removed from a specified
LWDB, the ETP must file an Appeal with the LWDB in accordance with LWDB’s policies.
Once an ETP has filed an Appeal with the LWDB, received a written resolution, and is
dissatisfied with the LWDB’s resolution, the ETP may file second level appeal with the State
Workforce Development Board (SWDB).

Conversely, in the event that an entity is denied designation on the State ETPL, or if the
ETP or is removed from the State ETPL, the ETP may file an Appeal directly with the
SWDB.

B. Local Appeal Procedures

TEGL WIOA NO. 41-14(11)(b) requires LWDBs to establish an Appeal procedure for
ETPs to dispute a denial of eligibility from the ETPL. Such procedures must allow for an
attempt to resolve the dispute informally, provide an opportunity for a hearing, and require
written resolution within 60 days of the filing date of the Appeal. They must also notify the
ETP of its right to file a Second Level Appeal with the State.

Procedure

An ETP may file an appeal with the LWDB in the event that the ETP is denied eligibility or
is removed from the State ETPL. In order to Appeal, the ETP must satisfy the following
criteria:

1. The ETP must complete an ETPL Appeal form;
2. The ETP must include all other pertinent information; and
3. The ETP must file the Appeal no later than 30 days from
the date that the ETP is denied eligibility or is terminated from the
State ETPL.

The ETP shall have the option to request a hearing in the event that the Appeal cannot be
resolved informally. In the event that a hearing is requested in writing, it will be conducted
in accordance with the procedure set forth below.

A written resolution will be provided within 60 days of the filing date of the Appeal. If an
ETP is dissatisfied with the resolution, the ETP may file a second level appeal with the
SWDB.

C. SWDB Procedures for Second Level Appeals of LWDA Resolutions

An ETP may file a second level appeal of a LWDB resolution directly with the SWDB so
long as the following criteria are satisfied:

1. The ETP has completed an ETPL Appeal form;
2. The ETP attaches the LWDB’s Written Resolution and any other
pertinent information to the Appeal form; and
3. The Appeal is filed with the SWDB no later than 30 days from the date the LWDB issued its written resolution. The ETP shall have the option of requesting a hearing in the event that the Second Level Appeal cannot be resolved informally. In the event that a hearing is requested in writing, it will be conducted in accordance with the procedure set forth below. The SWDB ruling on all Second Level Appeals shall be final.

D. OWD Procedures for Appeals of denial or removal of an ETP from the State ETPL
An ETP may file an appeal directly with the SWDB in the event that the ETP is denied eligibility or is removed from the State ETPL. In order to Appeal, the ETP must satisfy the following criteria:

1. The ETP must complete an ETPL Appeal form;
2. The ETP must include all other pertinent information; and
3. The ETP must file the Appeal no later than 30 days from the date that the ETP is denied eligibility or is terminated from the State ETPL.

The ETP shall have the option to request a hearing in the event that the Appeal cannot be resolved informally. In the event that a hearing is requested in writing, it will be conducted in accordance with the procedure set forth below. The SWDB ruling on all Appeals shall be final.

E. Hearing Procedure for State and Local ETPL Determination Appeal
As required by WIOA, every ETP shall have the opportunity for a hearing for any Appeal that is filed. A request for a hearing must be made in writing by the ETP, preferably at the time the Appeal is initially filed. However, an ETP may file a written request for a hearing within sixty (60) days of the date the Appeal was filed. If a request for a hearing is made, then the hearing shall be held as soon as reasonably possible to enable a resolution of the Appeal no later than sixty (60) days from the day the Appeal is filed. The LWDB and the SWDB shall use the following procedures if a hearing is requested:

1. Upon receiving written notice of the ETP’s request for a hearing, the LWDB or the SWDB shall respond in writing acknowledging the ETP’s request and notifying the ETP of the date of the hearing. Such acknowledgment and notice shall be transmitted to the ETP within ten (10) business days of receipt of the ETP’s request. The notice shall include, at a minimum: a. The date of issuance;
   b. The name of the ETP;
   c. The name of the Respondent against whom the Appeal has been filed (OWD or the LWDB);
   d. A statement reiterating that the ETP and Respondent may be represented by legal counsel at the hearing;
   e. The date, time, and place of the hearing, including the name of the hearing officer serving as an impartial party;
   f. A statement of the alleged violations of WIOA, (This may include clarification of the original Appeal, but must accurately reflect the content of the submitted documentation of the ETP);
   g. A copy of any policies or procedures for the hearing or identification of where such policies may be found; and
   h. The name, address, and telephone number of the contact person issuing the notice.

2. The hearing shall be conducted in compliance with federal regulations. At a minimum, the hearing must include:
   a. An impartial hearing officer selected by the LWDB or SWDB;
b. An opportunity for both the ETP and LWDB/OWD to present an opening statement, witnesses and evidence;
c. An opportunity for each party to cross-examine the other party’s witnesses; and,
d. A record of the hearing which the LWDB or OWD shall create and retain.

3. The hearing officer, considering the evidence presented by the ETP and Respondent, shall issue a written decision which shall serve as the LWDB or SWDB official resolution of the Appeal. The decision shall include the following information, at a minimum:
   a. The date, time, and place of hearing;
   b. A recitation of the issues alleged in the Appeal;
   c. A summary of any evidence and witnesses presented by the ETP and the respondent;
   d. An analysis of the issues as they relate to the facts; and
   e. A decision addressing each issue alleged in the Appeal.

4. The SWDB meets every quarter. State level hearings shall be conducted in accordance with this schedule. To appeal to the SWDB and/or request a hearing, ETPs shall send all communication in writing to the staff liaison of the SWDB Performance and Accountability Committee, Norris Smith, at NSmith@tcsg.edu.

**Changes to the State ETPL**

After approved for continued eligibility, requests for changes to contact information, program cost, program description, corporate entity change, etc. should be submitted to the LWDB which approved the initial application. Changes related to contact information should also be submitted to OWD.

ETPL/ITA-related questions should be directed to: Technical College System of Georgia Office of Workforce Development 1800 Century Place
Suite 150
Atlanta, GA 30345
404-679-1371
ETPL@tcsg.edu

**Continued Eligibility – Biennial Review**

All ETPs (excluding RAs) are subject to review and renewal of eligibility at least every two years. OWD will review the performance of providers to ensure they are meeting minimum levels of performance. Biennial review will also include verification of the registration status of RA programs. The following factors will be utilized to determine continued eligibility:

A. The performance of training providers on WIOA standards. The performance should be disaggregated by the LWDA being served.

B. The biennial review may include other factors such as:
   1. The degree to which training programs are in-demand industries sectors and occupations State licensure requirements;
   2. Use of industry recognized certificates and credentials;
   3. Whether the programs lead to post-secondary credentials;
   4. The ability of the ETP to provide training services that are physically and programmatically accessible for individuals who are employed and individuals with barrier to employment, including individuals with disabilities;
5. The ability of the ETP to partner with employers and provide job placement services;
6. The dropout rate of the ETP; and 8. The student loan default rate of the ETP.

ETPs will be responsible for collection of performance data, which is not available through the state data management system, and transmittal to OWD.

The following performance data should be collected by ETPs for WIOA performance measures. The actual minimum performance levels will be determined based on federal standards.

WIOA requires that performance data include the outcomes of ETP programs for students in general for employment and earnings measures.
<table>
<thead>
<tr>
<th>All Students Past Performance Data Past 12 Month</th>
<th>Minimum Standard</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate second quarter after exit</td>
<td>70%</td>
<td>The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program. For Title 1 Youth, the indicator includes percentage of participants in education or training activities the 2nd quarter after exit.</td>
</tr>
<tr>
<td>Employment Rate fourth quarter after exit</td>
<td>60%</td>
<td>The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program. For Title 1 Youth the indicator includes percentage of participants in education or training activities in 4th quarter after exit.</td>
</tr>
<tr>
<td>Median Earnings second quarter after exit</td>
<td>$11.50</td>
<td>The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program</td>
</tr>
<tr>
<td>Credential Attainment Rate</td>
<td>60%</td>
<td>The percentage of participants enrolled in education or training program (excluding OJT and Customized Training who attain a recognized postsecondary credential or secondary school diploma within 1 year after program exit.</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>20%</td>
<td>The percentage of participants who, during a program year, are in education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skills gains towards such a credential or employment.</td>
</tr>
</tbody>
</table>

**Out of State Training Providers**

For WIOA students to access training through Out-of-State Training Providers not currently on the ETPL, the training providers must comply with the conditions set forth below before the Local Workforce Development Board may consider contracting with the provider.
The provider shall:

1. Submit an application for Initial Eligibility, including program description attachments;
2. Submit evidence that the provider is accredited by an accreditation agency approved by the US Department of Education (If regulated by government entities such as the Department of Transportation, the provider should include applicable accreditation);
3. Submit evidence that the institution is currently on its state eligible training provider list and in good standing; and,
4. Report student completion data (employment and wage information to the OWD) consistent with WIOA performance information.

Regarding performance information, specific participant numbers shall be included to show satisfactory performance in any of the formats listed below:

a. A certified report or letter from the State’s Title I or WIOA Administration agency, reporting on the provider’s satisfactory performance; or
b. A certified report or letter from a Local Workforce Development Area within the provider’s state reporting on the provider’s satisfactory performance.

Out-of-state postsecondary training providers that are not operating within the State of Georgia are not required to be licensed by the Non-Public Post-Secondary Commission of Georgia (NPEC).

Local Workforce Development Boards will review and approve out-of-state training providers based on the needs of the local area and input provider information into the GWROPP for state approval.

REFERENCES
Technical College System of Georgia, Office of Workforce Development Policies and Procedures Section 4.4 WIOA Eligible Training Providers and Programs List Procedures 20 CFR Section 680
WIOA Section 116
WIOA Section 122(b)
Equal Opportunity Complaint & General Grievance Policy and Procedure

For Applicants, Participants, Other Interested or Affected Parties

SECTION I: Equal Opportunity Complaint Policy
SECTION II: General Grievance Policy
SECTION III: Complaints of Fraud, Abuse, or Other Alleged Criminal Activity
SECTION IV: Complaints against Public Schools

EQUAL OPPORTUNITY COMPLAINT POLICY

WorkSource East Central Georgia Workforce Development Board (WDB) adheres to the following United States law: “Equal Opportunity Is the Law”. It is against the law for this recipient of Federal financial assistance to discriminate on the following basis: race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas: (1) Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; (2) providing opportunities in, or treating any person with regard to, such a program or activity; or (3) making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

What To Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

- The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or
- The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at [www.dol.gov/crc](http://www.dol.gov/crc).
If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center.

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint 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 recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

A complaint is an allegation of discrimination on the grounds a person, or any specific class of individuals, has been or is being discriminated against on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship status, or participation in any WIOA Title I-financially assisted program or activity as prohibited by WIOA or part 29 CFR 38.69. An allegation of retaliation, intimidation or reprisal for taking action or participating in any action to secure rights protected under WIOA will be processed as a complaint.

Note: A complaint cannot be processed as both a program complaint and as a discrimination complaint.

FILING COMPLAINTS OF DISCRIMINATION (under Equal Opportunity Complaint Policy)

Who May File: Any person requesting aid, benefits, services or training through the WorkSource East Central Georgia (ECG) workforce system; eligible applicants and/or registrants; participants; employees, applicants for employment; service providers, eligible training providers (as defined in the Workforce Innovation and Opportunity Act), and staff with the workforce system that believes he/she has been or is being subjected to discrimination prohibited under the Nondiscrimination and Equal Opportunity Provisions 29 CFR Part 38 and Section 188 of the Workforce Innovation and Opportunity Act (WIOA).

WorkSource ECG/ECG-WDB is prohibited from discriminating against a person, or any specific class of individuals, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship status, or participation in any WIOA Title I financially assisted program or activity as prohibited by WIOA or part 29 CFR 38.69 in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with, any WIOA funded program or activity. If you think that you have been subjected to discrimination under a WIOA funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with:

PECOLA WILEY
EQUAL OPPORTUNITY OFFICER WORKSOURCE EAST CENTRAL GEORGIA
674 WASHINGTON ROAD | P.O. BOX 179
THOMSON, GEORGIA 30824
706-595-8941 | 800-251-3882 TTY: 800-255-0056
pwiley@ecgwdc.org
Each complaint must be filed in writing, either electronically or in hard copy, and must contain the following information:

(A) The complainant's name, mailing address, and, if available, email address (or another means of contacting the complainant).
(B) The identification of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination).
(C) A clear description of the allegations in sufficient detail including the date(s) and timeline that the alleged violation occurred to allow the recipient, as applicable, to decide whether: (1) what agency has jurisdiction over the complaint; (2) the complaint was filed in time; and (3) the complaint has apparent merit; in other words, whether the complainant's allegations, if true, would indicate noncompliance with any of the nondiscrimination and equal opportunity provisions of WIOA or part 29 CFR Part 38. (D) The written or electronic signature of the complainant or the written or electronic signature of the complainant’s representative.

Complaint Processing Procedure

An initial written notice to the complainant will be provided within fifteen (15) days of receipt of the complaint. The notice will include the following information pursuant to part 29 CFR 38.72:

(1) Acknowledgement of complaint received including date received; notice that the complainant has the right to be represented in the complaint process; notice of rights contained in §38.35; and notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §§38.4(h) and (i), 38.34, and 38.36.
(2) A written statement of issue(s) which includes a list of the issues raised in the complaint; for each issue, a statement of whether or not the issue is accepted for investigation or rejected and the reasons for each rejection after performing a period of fact-finding.
(3) Notice that the complainant may resolve the issue Alternative Dispute Resolution (ADR) any time after the complaint has been filed, but before a Notice of Final Action has been issued.

If the complaint does not fall within the Workforce Innovation and Opportunity Act jurisdiction for processing complaints alleging discrimination under Section 188 or Equal Opportunity and Nondiscrimination provisions at 29 CFR Part 38.74, the complainant will be notified in writing within five (5) business days of making such determination. The notification shall include the basis of the determination as well as a statement of the complainant’s right to file with the Civil Rights Center (CRC) within thirty (30) days of the determination.

Upon determination that the complaint has merit and is within the Workforce Innovation and Opportunity Act jurisdiction and period of fact-finding or investigation of the circumstances underlying the complaint.
Complaint Processing Time Frame

A complaint will be processed, and Notice of Final Action issued within ninety (90) days of receipt of the complaint pursuant to 29 CFR 38.72. Complainant may elect to file his or her equal opportunity complaint with the Technical College of Georgia-Office of Workforce Development; address and contact information is as follows:

State EO Officer:  TCSG OWD Compliance Director
Address:  1800 Century Place N.E., Suite 150, Atlanta, GA  30345-4304
Phone:  404-679-1371
Email:  wioacompliance@tcsg.edu

If WorkSource ECG/ECG-WDB has not provided complainant with a written decision within ninety (90) days of the filing of the complaint, complainant need not wait for a decision to be issued. Complainant may file a complaint with State EO Officer or CRC within thirty (30) days of the expiration of the 90-day period. If complainant is dissatisfied with WorkSource ECG/ECG-WDB's resolution of his or her equal opportunity complaint, complainant may file a complaint with State EO officer. Such complaint must be filed within thirty (30) days of the date you received notice of WorkSource ECGC/WDB's proposed resolution.

OR

Complaints may be initially filed or appealed to the Director, Civil Rights Center (CRC) U.S. Department of Labor, 200 Constitution Avenue, N.W. Room N-4123, Washington, DC 20210 or electronically as directed on the CRC website at www.dol.gov/crc within thirty (30) days of complainant’s receipt of either WorkSource ECG/ECG-WDB Notice of Final Action or TCSG- Notice of Final Action. In other words, within one hundred twenty (120) days Complainant may file his or her appeal.

Resolution Process

Alternative Dispute Resolution:  Complainant must be given a choice as to the manner in which they have their complaint resolved. After an investigation is conducted by the Equal Opportunity Officer, ADR may be chosen by the complainant to resolve the issues, as long as a Notice of Final Action has not been issued. Mediation is recommended ADR and will be conducted by an impartial mediator. Complainant must notify the Equal Opportunity Officer within ten (10) days of receiving the Notice of Issue Statement letter of whether ADR is selected to resolve the dispute. WorkSource ECG/ECG-WDB will provide an impartial mediator and will provide interested parties information regarding the arrangements (date, time, and location).

Time Frame:  The period for attempting to resolve the complaint through mediation will be thirty (30) days from the date the complainant chooses mediation; but must be performed within ninety (90) days of the initial filing date.

Successful Mediation:  Upon completion of successful mediation, the complainant and respondent will both sign a conciliation agreement attesting that the complaint has been resolved. A copy of the conciliation agreement will be provided to State EO Officer within ten (10) days of the date the conciliation agreement was signed.

Unsuccessful Mediation:  In the event mediation was not successful, WorkSource ECGC/ECGC-WDB shall proceed with issuing a Notice of Final Action within the ninety (90) day limit.
Complainant Responsibility: The complainant may amend the complaint at any point prior to the beginning of mediation or the issuance of the Notice of Final Action. The complainant may withdraw the complaint at any time by written notification.

Breach of Agreement: Any party to any agreement reached under ADR may file a complaint in the event the agreement is breached with State EO Officer, TCSG OWD Compliance Director Compliance; 1800 Century Place N.E., Atlanta, GA 30345-4304 or Director, Civil Rights Center (CRC) U.S. Department of Labor, 200 Constitution Avenue, N.W. Room N-4123, Washington, DC 20210. The nonbreaching party may file a complaint within thirty (30) days of the date that party learns of the alleged breach (29 CFR 38.72).

GENERAL GRIEVANCE POLICY

Any person applying for or receiving services through the Workforce Innovation and Opportunity Act Title I (WIOA) paid for by WorkSource ECGC/ECGC Workforce Development Board (WDB) will be treated fairly. WorkSource ECGC/ECGC-WDB will make every effort to resolve all general, nondiscriminatory complaints informally between those involved before a grievance is filed. Grievances may be filed in accordance with the written procedures established by WorkSource ECG/ECG-WDB. If you believe a violation of Title I of Workforce Innovation and Opportunity Act or regulations of the program has occurred, you have the right to file a grievance.

A grievance is a complaint about customer service, working conditions, wages, work assignment, etc., arising in connection with WIOA Title I funded programs operated by WIOA recipients including service providers, eligible training providers, one-stop partners and other contractors.

FILING A GENERAL GRIEVANCE (violations of the act or regulations not alleging discrimination)

Who May File: Any person, including WIOA program participants, applicants, staff, employers, board members or any other interested parties who believes they have received unfair treatment in a WIOA Title I funded program.

Any person may attempt to resolve all issues of unfair treatment by working with the appropriate manager and/or supervisor and staff member, service provider, or one-stop partner involved informally prior to a written grievance being filed.

All complaints as described in the previous definition may be filed within one hundred twenty (120) days after the act in question by first completing and submitting the General Grievance Form to:

PECOLA WILEY
EQUAL OPPORTUNITY OFFICER WORKSOURCE EAST CENTRAL GEORGIA
674 WASHINGTON ROAD | P.O. BOX 179
THOMSON, GEORGIA 30824
706-595-8941 | 800-251-3882 TTY: 800-255-0056
pwiley@ecgwdc.org
2. Grievance Processing Procedure

A complaint may be filed by completion and submission of the General Grievance Form located at www.ecgwdc.org.

WorkSource ECG/ECG-WDB will issue a written resolution within sixty (60) days of the date the complaint was filed. Pursuant to Section 181 of the Workforce Innovation and Opportunity Act, WorkSource ECG/ECG-WDB shall provide the grievant with an opportunity for a hearing within sixty (60) days of the complaint’s filing, if requested in writing by the grievant. In the event a hearing is not requested, WorkSource ECG/ECG-WDB shall issue a decision as to whether provisions of the Workforce Innovation and Opportunity Act were violated. In the event the grievant is dissatisfied with WorkSource ECGC/WDB’s decision, he or she may appeal the decision to the State Opportunity Officer, Compliance and Legal Affairs Director within sixty (60) days of the date of the decision. If such an appeal is made, the WFD shall issue a final determination within sixty (60) days of the receipt of the appeal.

In the event WorkSource ECG/ECG-WDB does issue a written resolution within the sixty (60) days of the complaint’s filing as required, the grievant has the automatic right to file his or her complaint with the Technical College System of Georgia-Office of Workforce Development (TCSG-OWD)

3. Hearing Process

A hearing on any complaint filed shall be conducted as soon as reasonably possible, but within sixty (60) days of the complaint’s filing. Within ten (10) business days of the receipt of the request for a hearing, WorkSource ECGC/ECG-WDB shall: (1) respond in writing acknowledging the request to the grievant; and (2) notify the grievant and respondent of a hearing date. The notice shall include, but not limited to: (1) date of issuance; (2) name of grievant; (3) name of respondent against whom the complaint has been filed; (4) a statement reiterating that both parties may be represented by legal counsel at the hearing; (5) the date, time, place of the hearing, and the name of the hearing officer; (6) a statement of the alleged violation(s) of WIOA; (7) copy of any policies and procedures for the hearing or identification of where such policies may be found; and (8) name, address, and telephone number of the contact person issuing the notice.

The hearing shall be conducted in compliance with federal regulations. The hearing shall have, at a minimum, the following components: (1) an impartial hearing officer selected by WorkSource ECG/ECG-WDB; (2) an opportunity for both the grievant and respondent to present an opening statement, witnesses, and evidence; (3) an opportunity for each party to cross-examine the other party’s witnesses; and (4) a record of the hearing which WorkSource ECG/ECG-WDB shall create and maintain.

The hearing officer, considering the evidence presented by the grievant and respondent, shall issue a written decision which shall serve as WorkSource ECG/ECG-WDB’s official resolution of the complaint. The decision shall include the following information: (1) the date, time, and place of hearing; (2) a recitation of the issues alleged in the complaint; (3) a summary of any evidence and witnesses presented by the grievant and respondent; (4) an analysis of the issues as related to the facts; and (5) a decision addressing each issue alleged in the complaint.

No applicant, participant, employee, service provider or training provider will be intimidated, threatened, coerced or discriminated against because they have made a complaint, testified, assisted or participated in any manner in an investigation, proceeding or hearing.
4. Appeal Process
An appeal may be requested by contacting the TCSG-OWD Attention: State EO Officer, TCSG OWD Compliance Director, 1800 Century Place N.E., Suite 150, Atlanta, GA 30345-4304, 404-679-1371, wioacompliance@tcsg.edu within sixty (60) days of the date of the decision.

COMPLAINTS OF FRAUD, ABUSE, OR OTHER ALLEGED CRIMINAL ACTIVITY
In cases of suspected fraud, abuse or other alleged criminal activity, you should direct your concerns to the Office of Inspector General, U.S. Department of Labor, at 1-866-435-7644 or inspector.general@oig.gov.

COMPLAINTS AGAINST PUBLIC SCHOOLS
If the complaint is not resolved informally and it involves public schools of the State of Georgia, the grievance procedure will comply with WIOA and OCGA 20-2-1160.
APPENDIX 9: WSECG IN-DEMAND OCCUPATIONS LIST

In-Demand Occupation List

Management Occupations

General/Operations Managers
Procurement/Supply Chain Managers
Front Line Supervisors
Management Analysts
Project Managers

Medical/Health Managers
Financial Managers

Lodging Managers

Business and Financial Operations Occupations

Accountants and Auditors
Administrative Service Managers
Engineering Occupations
Environmental Engineers
Industrial Engineers

Electrical Engineers
Mechanical Engineers

Manufacturing Engineers
Computer and Mathematical Occupations
Computer Systems Analysts
Software Developers, Applications
Software Developers, Systems Software

Education and Training Occupations

Elementary School Teachers, Except Special Education
Middle School Teachers, Except Special Education

Postsecondary Teachers; Biological Science & Psychology
Teacher Assistant
Healthcare Practitioners and Technical Occupations
Physicians and Surgeons, All Other
Physical Therapists

Certified Nursing Assistant
Healthcare/Patient Care Technicians

Food Preparation and Serving Related Occupations
Combined Food Preparation and Serving Workers, Including Fast Food Bakers
Cooks
Waiters and Waitresses
Building and Grounds Cleaning and Maintenance Occupations
Laborers; Landscape/Groundkeepers
Janitors and Cleaners, Except Maids and Housekeeping Cleaners

Personal Care and Service Occupations
Nonfarm Animal Caretakers

Childcare Workers
Nursing Assistant
Personal Care Aides
Sales and Related Occupations
First-Line Supervisors of Retail Sales Workers
Cashiers
Office and Administrative Support Occupations
Customer Service Representatives
Receptionists and Information Clerks
Stock Clerks and Order Fillers
Office Clerks, General

Farming, Fishing, and Forestry Occupations
Farmers, Ranchers, and Other Agricultural Managers
Logging Equipment Operators

Construction and Extraction Occupations
Electricians
Plumbers, Pipefitters & Steamfitters
HVAC Technicians

Construction Laborers
Helpers, Construction Trades, All Other
Installation, Maintenance, and Repair Occupations
Millwrights
<table>
<thead>
<tr>
<th>Occupational Therapy</th>
<th>Occupational Therapy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surgical Technicians</td>
<td>Surgical Technicians</td>
</tr>
<tr>
<td>Radiologic Technologist</td>
<td>Radiologic Technologist</td>
</tr>
<tr>
<td>Respiratory Therapist</td>
<td>Respiratory Therapist</td>
</tr>
<tr>
<td>Medical Assistants</td>
<td>Medical Assistants</td>
</tr>
<tr>
<td>Protective Service Occupations</td>
<td>Protective Service Occupations</td>
</tr>
<tr>
<td>Police and Sheriff's Patrol Officers</td>
<td>Police and Sheriff's Patrol Officers</td>
</tr>
<tr>
<td>Firefighters</td>
<td>Firefighters</td>
</tr>
<tr>
<td>Correctional Officers and Jailers</td>
<td>Correctional Officers and Jailers</td>
</tr>
<tr>
<td>Security Guards</td>
<td>Security Guards</td>
</tr>
</tbody>
</table>

**WorkSource East Central Georgia provides occupational skills training for In-Demand Occupations in industries that are stable or growing. Skills training will not be provided in declining industries. At present, occupational training is only provided for jobs and careers where hourly rates and salaries are paid. Training is not provided for careers or jobs with commissions and fees (this included real estate, cosmetology, massage therapy, nail technicians...). Additional sources of financial aid may be available through the school's Financial Aid Office. This listing serves as a guide and is not meant to be all-inclusive. There may be additional occupations in which demand occurs based on the job market or specific opportunities within the broad spectrum of occupations. WorkSource East Central Georgia may provide training for a job where demand is limited, but current openings exist. Bona fide job offers, letters of pre-hire and/or three current employment postings for the occupation maybe required for training in limited demand areas.
APPENDIX 10: WSECG DATA

Industry Employment Distribution

The table below shows the preliminary distribution of industries in East Central Georgia Workforce Development Area, Georgia for the 3rd quarter, 2019.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Industry Sector</th>
<th>Establishments</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Retail Trade</td>
<td>624</td>
<td>9,250</td>
</tr>
<tr>
<td>2</td>
<td>Health Care and Social Assistance</td>
<td>483</td>
<td>7,405</td>
</tr>
<tr>
<td>3</td>
<td>Manufacturing</td>
<td>168</td>
<td>7,281</td>
</tr>
<tr>
<td>4</td>
<td>Educational Services</td>
<td>133</td>
<td>7,035</td>
</tr>
<tr>
<td>5</td>
<td>Accommodation and Food Services</td>
<td>368</td>
<td>6,582</td>
</tr>
<tr>
<td>6</td>
<td>Public Administration</td>
<td>181</td>
<td>4,180</td>
</tr>
<tr>
<td>7</td>
<td>Construction</td>
<td>455</td>
<td>4,119</td>
</tr>
<tr>
<td>8</td>
<td>Administrative and Support and Waste Management</td>
<td>249</td>
<td>3,154</td>
</tr>
<tr>
<td>9</td>
<td>Professional Scientific &amp; Technical Svc</td>
<td>330</td>
<td>1,957</td>
</tr>
<tr>
<td>10</td>
<td>Transportation and Warehousing</td>
<td>155</td>
<td>1,924</td>
</tr>
</tbody>
</table>

Georgia Dept. of Labor, Workforce Statistics & Economic Research, Quarterly Census of Employment and Wages Program

Labor Force Activity 2019 updated

<table>
<thead>
<tr>
<th>County</th>
<th>Labor Force Employed</th>
<th>Unemployed</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Columbia</td>
<td>75,134</td>
<td>2,274</td>
<td>3.0%</td>
</tr>
<tr>
<td>Glaston</td>
<td>1,272</td>
<td>47</td>
<td>3.7%</td>
</tr>
<tr>
<td>Hancock</td>
<td>2,447</td>
<td>135</td>
<td>5.5%</td>
</tr>
<tr>
<td>Lincoln</td>
<td>3,554</td>
<td>137</td>
<td>3.9%</td>
</tr>
<tr>
<td>McDuffie</td>
<td>8,852</td>
<td>450</td>
<td>5.1%</td>
</tr>
<tr>
<td>Taliaferro</td>
<td>567</td>
<td>28</td>
<td>4.9%</td>
</tr>
<tr>
<td>Area</td>
<td>Total 13</td>
<td>Total 56</td>
<td>Total 80</td>
</tr>
<tr>
<td>--------------</td>
<td>------------------</td>
<td>------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Georgia</td>
<td>5,11,051,031,08</td>
<td>4,935,031,08</td>
<td>175,008,08</td>
</tr>
<tr>
<td>United States</td>
<td>163,5,039,000</td>
<td>157,5,038,000</td>
<td>6,001,000,000</td>
</tr>
</tbody>
</table>


Source: Georgia Department of Labor; U.S. Bureau of Lab
## APPENDIX 11: COMMENTS THAT EXPRESS DISAGREEMENT

<table>
<thead>
<tr>
<th>Comment 1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Originating Entity:</strong></td>
</tr>
<tr>
<td><strong>Comment:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comment 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Originating Entity:</strong></td>
</tr>
<tr>
<td><strong>Comment:</strong></td>
</tr>
</tbody>
</table>

<p>| Comment 3 |</p>
<table>
<thead>
<tr>
<th>Comment 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Originating Entity:</td>
</tr>
<tr>
<td>Comment:</td>
</tr>
</tbody>
</table>

APPENDIX 12: SIGNATURE PAGE