



**DeKalb Workforce Development**  
*Where Workforce Comes Together*

**DeKalb Workforce Development (DWD)  
Comprehensive WIA Local Plan  
PY2008 - 2009**

**Submitted By:  
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**[www.dekalbworkforce.org](http://www.dekalbworkforce.org)**

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# **Comprehensive Local WIA Plan PY 2008-2009**

## **Area Contacts**

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Revised 12/08

## **Plan Signatures**

**Name of Area:** DeKalb County, Georgia

**Name and Date**  
**Chief Local Elected Official**

(Original Signature on File)

\_\_\_\_\_  
Burrell Ellis, Chief Executive Officer

**Name and Date**  
**Local Area Director**

(Original Signature on File)

\_\_\_\_\_  
Director or Deputy Director - DeKalb Workforce Development

**Name and Date**  
**Local Workforce Investment Board Chairperson**

(Original Signature on File)

\_\_\_\_\_  
Delores Crowell, DeKalb WIB Chairperson

# **Comprehensive Local WIA Plan PY 2008 - 2009**

## **I. Vision and Goals**

**Provide the vision for the area's workforce development system and list the goals that have been established to achieve the vision.**

It is envisioned that DeKalb Workforce Development (DWD) strategically aligns efforts of the Workforce Investment Act purpose which states:

“The purpose of the Workforce Investment Act of 1998 (WIA) is to provide workforce investment activities through statewide and local investment systems that increase employment, retention and earning of participants, and increase occupational skill attainment by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.”

This will be achieved through the following goals:

**Increase Employment** – Continue to understand current and future workforce needs of the employers through our E3 (Economic Development, Education and Employment) strategic alignment.

**Increase retention and earning of participants** – Continue through our special projects charter to look at skills upgrade opportunities such as the Certified Nursing Assistant (CNA) to Patient Care Technician (PCT) program which yields a higher income.

**Increase occupational skills attainment of participants** – Continue to confer with employers of specific industry requirements and continue to assist with ensuring that the requirements correlate with the curriculum.

**Reduce welfare dependency** – Continue to paradigm shift individual understanding to “life long learning” as deterrent to welfare dependency.

**Enhance productivity and competitiveness of the Nation -**

- To provide the delivery of training in a way that is accountable and accessible for job-seekers and businesses;
- To utilize information about quality, occupational trends, business needs and needed skill attainment in our decision-making;
- To advance the Business Relations Unit to become the focal point for our services and be the primary means of obtaining and providing information from/to the business community.

**In efforts to achieve the above vision, the guiding principles are:**

- Our customers include job-seekers, businesses, and all community partners seeking workforce information and/or services;
- Our customers will define quality service through their feedback;
- Our staff will provide quality services in a timely and positive manner;
- The System will include many connected access points utilizing common methods and shared resources with services tailored to meet the needs of individual communities;
- To provide services and information to all customers based upon their informed choice and need;
- To be customer friendly, culturally competent and to embrace the international and limited English speaking community sufficiently;
- To be flexible to foster immediate and long-term skills development for job-seekers and businesses requiring assistance.

**II. Local Governance**

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

The Local Workforce development system operates in compliance with the Local Administrative Assurances. **See Attachment A**

**DeKalb Workforce Investment Board**

The following is a list and description of the local board committees which will ensure a comprehensive, integrated, effective, responsive and customer focused governance.

- **Executive Committee** whose purpose is to exercise the authority of the Board in the management of the business and affairs of the WIB during intervals between full board meetings.
- **Economic Development** whose purpose is to provide oversight and direction for customer focused activities and strategies that encourage economic development in DeKalb County.
- **Finance Committee** whose purpose is to provide comprehensive oversight of fiscal expenditures of WIA grant awards and private funds, recommend the allocation of funds for the delivery of services to adults, youth, and businesses.
- **Marketing and Communications Committee** whose purpose is to develop effective strategies inclusive of marketing and public relations efforts related to the WIB and the Workforce Development System. This includes the development of publications, website usage and reporting functions.
- **Youth Council** whose purpose is to provide oversight, develop recommendations for the WIB regarding the allocation of funds and the delivery of services for Youth, and provide performance review of services provided to youth.

In addition to these standing committees, DeKalb Workforce Investment Board will utilize ad hoc committees, as deemed necessary, to carry out the work of the Board. These ad hoc committees may take advantage of the talent and resources in the business community, and the community- at - large to accomplish the work of the board.

One of the DeKalb Workforce Investment Board's stated goals is to develop an integrated, seamless workforce development system. As this system continues to evolve, it will be founded on the principles of service integration, customer satisfaction, and continuous improvement.

The two GDOL career centers located in the DeKalb County, DeKalb Career Center and the North Metro Career Center, continue to provide valuable services to the job seekers, customers, and employers for DeKalb County. The Career Centers are also active partners in the local One Stop System. WIA partners have met monthly to forge solid best practices for the One Stop Center, such as implementation of a modified Partners Referral Passport card, establishing a time for hosting the Partners Expo, which allow customers and partners to meet and greet while becoming acquainted with the services that the partners have to offer to job seekers, customers, and employers using the One Stop System.

The GDOL has provided a visible presence with representatives from three (3) areas namely, Veterans, Vocational Rehabilitation, and a representative who is stationed onsite at the One Stop Center to perform daily referrals for job seekers using the GDOL website: [www.dol.state.ga.us](http://www.dol.state.ga.us). Other WIA partners, include, Goodwill Industries of North Georgia, Inc. with a fully operational Resource Center, the Department of Family and Children Services, also DeKalb Technical College has a Career Center with a representative from the One Stop Center to coordinate services for dislocated workers. Several non-mandated partners have been added to the One Stop System as it relates to responding to the needs of job seekers, customers, and employers using the services of the One Stop System. These include DeKalb County Drug Court and the Educational Opportunity Center at Georgia State University.

WIA Informational sessions are held, only, at the One Stop Center and any job seeker who would like to pursue training services is invited to schedule an appointment to attend an Orientation Informational session at the One Stop Center.

The Partners Passport Referral Card should prove to be an impetus toward integrating the services of the partners of the One Stop System. All partners are encouraged to use it when making referrals to the One Stop System or when the Center makes a referral as this will add solidarity to the goals and vision of DeKalb Workforce Development.

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

DeKalb County Government is the fiscal agent responsible for WIA grant administration. DeKalb Workforce Development administrative staff has been designated to carry out the day-to-day administrative requirements associated with grant functions and serve as the liaison to carry out Board approved ideologies and plans. These activities include, but are not limited to:

- Planning, developing, maintaining and administering the Plan;
- Developing Requests for Proposals (RFP) for services provided under the Plan;
- Negotiating and developing contracts, MOUs, and MOAs for services to be provided under the Plan;
- Financial management of WIA funded activity;
- Developing and implementing an Individual Training Account System;
- Financial and programmatic monitoring;
- Maintain WIA performance measures;
- Coordinate WIA services and activities with other local, state, and federal programs;
- Establish and maintain Grievance Procedures for programs and activities provided under the Plan.
- Perform other duties of an administrative entity as required by the State Agency.

**DeKalb Workforce Development – local area key staff**

- DeKalb County CEO
- DeKalb County WIB  
Director
- Deputy Director
- Financial Manager
- Employment & Training Supervisor
- Business Relations Supervisor
- Performance Supervisor
- One-Stop Center Supervisor
- Youth Services Supervisor
- Administrative Assistant, II

Staff support to the Workforce Investment Board and its committees is provided by the DeKalb Workforce Development Agency. Primary support is provided by the Executive Director and Administrative Assistant who records and transcribes the meeting minutes as well as other administrative duties.

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

All members of the WIB are encouraged to participate on the Youth Council.

A private sector WIB member is the Chair of the Youth Council and a member of the Executive Committee. In addition, WIB members are also encouraged to serve on a committee to ensure youth initiatives are addressed.

The WIB has vested the following responsibilities in the Youth Council:

- To govern and strengthen the capacity of education, youth development and training programs of DeKalb Workforce
- To advocate on behalf of youth as it relates to education, economic development and civic success in DeKalb County
- To accept and approve services for youth aligned with workforce skills and economic growth in DeKalb County.

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

The DeKalb Workforce Investment Board supports linkages and collaboration with the other Metro Atlanta Area Workforce Investment Boards. The metro areas continue to strengthen the consortium efforts through partner career fairs, facilitation training, etc. Various staff members participate with board leadership appointments such as the DeKalb Council of literacy, United Way, Georgia Perimeter College, DeKalb Technical College and DeKalb County Economic Development.

### **III. Plan Development and Implementation**

**1. Describe the process used by the area staff and board to update the strategic plan. Describe your strategic planning effort and explain how the WIA Plan update incorporates the results of these efforts. Incorporate in the discussion local efforts for building a demand driven workforce within a regional economic system from ETA's National Strategic Directions, as appropriate.**

All Board Committees have been involved in strategic planning discussions. Policy and planning issues are generally approved by the pertinent committee and are submitted to the full Board for approval. DeKalb Workforce Development's designated staff in partnership with business and community organizations identify relevant issues regarding change or new concepts to be considered for serving its customers. These changes and concepts are researched, and presented to the appropriate committee for consideration. The committees review and discuss the merits of the proposals, and forwards recommendations to the WIA Board for discussion. The Board determines the appropriateness of the recommendations and votes accordingly. Please see page 10 for the list of all WIB sub committees that work in collaboration with DeKalb Workforce Development.

DeKalb Workforce Development's effort to build a demand driven workforce is through E<sup>3</sup> initiative which is Economic Development, Education and Employment. Every Business need is implemented as an E3 initiative project.

Every project at DeKalb Workforce Development begins with identifying each of the three E's and strategically aligning outcomes.

DeKalb Workforce Development is comprised of six key units to provide employment and training services to citizens and businesses of DeKalb County. The units are Administration, Business Relations, Employment & Training, Performance, Finance, Youth and One-Stop Center.

Part of the strategic plan was to establish a Business Relations Unit in 2005 to focus on business needs in a changing economy. Since the inception of the Business Relations Unit, the unit has worked with well over 150 businesses and assisted over 2000 customers gain substantial employment.

The purpose of the Business Relations Unit (BRU) is to forge strong business relationships that bring the appropriate combination of resources and expertise to the business that will result in a skilled and qualified labor force.

Key functions of the Business Relations Unit are:

- Recruit businesses for job placement and retention
- Collect industry research and occupational data to determine market trend that build a qualified candidate pipeline
- Provide resources for applicant pre-screening
- Act as an extension to companies Human Resources Department
- Meet companies supply and demand for human capital needs
- Conduct Rapid Response sessions for dislocated workers affected by company closures or relocations.
- Conduct tailored career workshops
- Provide management oversight of support services such as transportation assistance

The Business Relations Unit works with representatives from within the general public and business communities to address workforce demands. Through these meetings BRU established partnerships with the business community to create job opportunities for the general public. The Business Relations Unit hosts job fairs, facilitate workforce workshops, market job openings and accepts applications on behalf of local companies to bring the general public closer to employment. These efforts have help to close the gap between the general public and the employer.

#### **IV. Needs Assessment**

- 1. Describe the demand (current and projected employment and skills needs of businesses) and supply (availability of skilled workers) aspects of your local labor market. List data sources used in your analysis.**

##### **Demand for Local Labor Market**

According to the Georgia Department of Labor, approximately 327,000 new jobs will be created in DeKalb County by the year 2014. This equates to more than 1,100 new jobs

added each year. Key industries are health services, higher education, federal government employment, tourism, telecommunications, and transportation equipment manufacturing<sup>1</sup>.

The top ten industries in the DeKalb area with the most job growth will be in the following industries: education, healthcare (Nursing & Residential Care Facilities), social assistance, Broadcasting (except Internet), Waste Management and Remediation Service, Electronic Equipment, Appliance, and Component Manufacturing, Information Services, Educational Services, Rental & Leasing Services, and Internet Publishing & Broadcasting.

Of the fastest growing occupations in DeKalb, child care workers exceeds all projections, followed by nursing aides, orderlies, and attendants, and teacher assistants, among others. Of the top fifteen occupations, they are projected to add more than 9,200 jobs over the next 10 years, a majority of all projected job growth in this area<sup>2</sup>.

Healthcare and social assistance account for 16 percent of the largest growing employment, followed by Education Services with 15 percent, and Administrative Support. In fact, three of the fastest growing occupations are in health services and one is computer-related<sup>3</sup>.

The Workforce Information & Analysis of the Georgia Department of Labor also found that these fast-growing occupations will have better employment prospects than occupations with slow or declining employment. Conditions will be more favorable for mobility and advancement<sup>4</sup>. The demand for these positions will require an immediate response through short term and moderate length training for immediate needs and long term solutions via apprenticeships, work experience, vocational education and On-the-Job Training (OJT) to satisfy future projected growth.

In addition to the job openings arising from employment growth, DeKalb County will also experience additional openings from the need to replace workers who transfer to other occupations, retire, or leave the labor force permanently for other reasons. This is important because over the next two years job openings resulting from replacement needs will exceed those resulting from growth in many occupations. It is expected that more than 7,700 additional job openings per year will result from the need to replace workers who leave during this period<sup>5</sup>.

### **Long-term on-the-job Train**

### **Supply for Local Labor Market**

The 2007 population of DeKalb County was estimated at 737,093. This represents a 15.9 percent increase from 1997. The total DeKalb County labor force for November, 2008 was 400,411 of which 372,246 were employed and 28,165 were unemployed. The unemployment rate was 7.0 percent<sup>6</sup>. The continued population growth in DeKalb County provides an adequate talent pool for in demand occupations. In addition, with the

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<sup>1</sup> Georgia Department of Labor. "Workforce Investment Area #5 Short Term Employment Projections

<sup>2</sup> Ibid.

<sup>3</sup> Georgia Labor Market Explorer. "DeKalb Workforce Investment Area Profile"

<sup>4</sup> Georgia Department of Labor. "Workforce Investment Area #5 Short Term Employment Projections

<sup>5</sup> Georgia Department of Labor. "Workforce Investment Area #5 Short Term Employment Projections

<sup>6</sup> Georgia Department of Labor, Workforce Information & Analysis, Local Area Unemployment Statistics

number of dislocations due to plant closures and layoffs, the availability of talent with transferable skills increases further.

As evidenced by the table below, there is an abundant supply of workers for various industries, such as communications, production, manufacturing, and retail. Currently, due to economic conditions, the demand for these types of workers is in low demand. However, we believe that the skills necessary to fulfill the job requirements could be transferable to in demand occupations, thus providing a necessary labor force.

Since 2007, DeKalb County has experienced numerous major corporation layoffs and closures. This includes General Motors, Homebanc, Harland Regional Printing Facility, and Rock-Tenn Recycling, and most recently in 2008, Fenner Dunlap, Sears, and Parisian Stores<sup>7</sup>. Among these companies, there was a total dislocated labor force of approximately 2,000 people; with an estimated 7,806 impacted statewide. This does not reflect small layoffs not required to notify the Department of Labor nor does it account for those peripherally affected by these layoffs. This includes local retail, service, hospitality, and financial industries. (See table below).

In comparison to the growth experienced in DeKalb County, Georgia will see growth in similar industries; though the state will experience some decline in others. As referenced by the table below, trends within DeKalb County are mirrored by state growth. Both will experience tremendous growth in educational and health services.

In fact, USA Today (January 2009) found that job cuts have deepened across the Nation, particularly Georgia, which has had a “trickle down” effect into DeKalb County. Such companies as Home Depot Expo, Caterpillar, and Sprint Nextel have encountered mass layoffs and plant closures, 7,000; 20,000; and 8,000 people respectively<sup>8</sup>.

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<sup>7</sup> Georgia Department of Labor. “Worker Adjustment and Retraining Notification (WARN) Guide” <http://www.dol.state.ga.us/Access/Service/WarnIDLlisting>. Accessed November 30, 2008

<sup>8</sup> Hagenbaugh, Barbara, et al. USA Today. “Job Cuts Deepen Across USA” Front Cover. January 27, 2009

<b>GEORGIA JOBS : Change in Georgia jobs from Sept. 2007 to Sept. 2008</b>	
Total (big categories listed)	DOWN 53,200, or 1.3 percent
Construction	DOWN 15,600 jobs, or 7 percent
Manufacturing	DOWN 21,400, or 5 percent
Food and beverage stores	DOWN 200 jobs, or 0.2 percent
General merchandise stores	UP 1,100 jobs, or 1.1 percent
Real estate, rental and leasing	DOWN 600 jobs, or 0.9 percent
Financial activities	DOWN 5,200, or 2.3 percent
Educational and health services	UP 10,300 jobs, or 2.2 percent
Leisure and hospitality	DOWN 1,300, or 0.3 percent
State government	DOWN 400 jobs, or 0.2 percent
Local government	DOWN 7,100 jobs, or 1.7 percent
Source: Georgia Department of Labor	

The range of industries affected by layoffs is vast and has resulted in DeKalb Workforce Development (DWD) working collaboratively with our interdepartmental and intragovernmental agencies in order to combat the negative ramifications of job loss and unemployment. This has further necessitated a partnership between DWD and DeKalb County Office of Economic Development to stay abreast of the latest trends and business's workforce needs.

Beyond these efforts, addressing the needs of the unemployed, DeKalb County residents as well as those experiencing transition based on current economic or world factors, is an important part in the development of the workforce. DeKalb Workforce Development integrates public, private and not-for-profit entities to provide practical solutions and positive assistance in supplementing the qualified workforce for area businesses.

<b>Name of the Business</b>	<b>Number of Layoffs</b>	<b>Type of Skills</b>	<b>Type of industry</b>
<b>AT&amp;T</b>	45	Customer service, clerical, Engineering Technician, IT	services to business for network services, data communications
<b>Trojan Battery</b>	25	Heavy production	Manufacturing, production
<b>Qualex Inc.</b>	63	Machine operators, lab technicians	photofinishing,
<b>DeKalb County Board of Education</b>	217	support staffs (Substitute Teachers, Groundskeepers, Counselors,)	Education
<b>Value City</b>	90	Most of the employees work as customer service reps, sales associates, warehouse receivers, and 5 management positions.	Retail (Department Store)
<b>Philips Electronics Corporation</b>	79	Sales & Marketing, Finance, Mgmt., IT	Electronics equipments
<b>Hunter Douglas</b>	174	Warehouse, assembly production	Manufacturing (Window shades and blinds)
<b>Sears Holding</b>	112	Customer Services, Data Entry, HR Assistant	Call Center (Processing center for HR administration and payroll)
<b>General Motors</b>	350	Assemblers, technicians, engineers	Automobile assembly plant
<b>Total</b>	<b>1155</b>	<b>Various Skills</b>	<b>Various Industries</b>

In response to this downward economic spiral, DeKalb County officials have proactively sought after various industries to locate into the county. DeKalb County Office of Economic Development's role is to leverage local partnerships in the delivery of workforce and economic development services for the area. The underlying premise is that the Office of Economic Development is better able to assess and respond to the specific needs of our area, such as the economic changes experienced during this time. In addition, through collaborative efforts, DWD and the Office of Economic Development are in a better position to coordinate services from the various programs that are intended to help people within our jurisdictions.

## **Response to Projected and Current Local Market Conditions**

With the inception of the new President, Barack Obama, there will be an increased emphasis on nuclear energy<sup>9</sup>. As a result, DeKalb Workforce Development has preemptively introduced training programs related to healthcare and nuclear energy. It is our goal to prepare youth, adults, and dislocated workers before the influx of employment opportunities occurs. We hope to train hundreds of participants in this field so that they can be ahead of “the curve”. Those with transferable skills from seemingly “out of demand” occupations could also be utilized to provide a supply for the new industry demand.

In preparation, we will actively recruit dislocated workers with transferable skills and youth in the fields of healthcare and energy. We will also look for nontraditional workers and college students. DeKalb Workforce will tailor our recruiting strategy by consulting with key contacts about timing and strategy issues. Our recruitment strategies are as follows:

### **Dislocated Workers**

- Actively recruit dislocated workers from industry’s for whom skills may be transferable.
- Create training programs with local providers which enhance current skills and upgrade necessary skills.
- Attend Rapid Response Dislocation sessions to encourage workers to consider training.

### **Youth**

- Hold informational sessions at magnet schools which focus on science, mathematics, and technology.
- Achieve a level of proficiency in science, technology, engineering, and mathematics that affords all participants the necessary knowledge and skills to be STEM (Science, Technology, Engineering, and Mathematics) literate, be prepared for post-secondary education, have successful careers, and advance the economy of the state through customized training.
- Hire students for cooperative education, internships, summer or part time help in healthcare and energy workplaces.
- Introduce modeling and simulation programs, which mimic “real world” working conditions

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<sup>9</sup> President Barak Obama “Transition for Change” Report. Page 37 <http://www.barackobama.com/pdf/ObamaBlueprintForChange.pdf>

## Non-Traditional Workers

- Encourage participation by non traditional (men in field of healthcare; women in nuclear energy) by incentivizing participation in programs.
- Provide specific information about the nontraditional jobs, such as job titles and salary ranges, since many women are unfamiliar with nontraditional work.
- Assess skills, abilities, and aptitudes for nontraditional work by incorporating information on transferable skills into the hiring process and utilizing aptitude tests that are as bias-free as possible.
- Expand our recruitment sources to include job training programs and community-based organizations, pre-apprenticeship programs, and secondary and vocational education systems.

## College Students

- Increase awareness by hosting and publicizing information sessions on training opportunities at local colleges and Universities. Sessions will be promoted at local campuses by e-mailing faculty advisors and/or student leaders of relevant student organizations.
- Provide appealing job and company information for on-campus recruiting.

## **Future Projections**

### **Health Care Industry**

DeKalb County is home to a number of major hospitals and medical centers, and the health care industry is a major employer in and around the DeKalb County metro area. Some of the most rapidly-expanding DeKalb County-area career fields include medical assistant, dental hygienist, dental assistant, medical records and health information technician, physician assistant, radiation therapist, home health aide, respiratory therapist, cardiovascular technologist, physical therapist, epidemiologist, and surgical technologist.

Moreover, of the top occupations with the most job growth, registered nurses was the only to make the list of Georgia's "HOT" careers to 2014 as a result of their fast job growth, high wages, and plentiful job openings over the projections decade. DeKalb will also encounter growth in nursing and home health aides, orderlies, attendants, licensed practical and licensed vocational nurses.

### **Georgia Nuclear Industry**

Nuclear power contributes slightly more than a fourth of the State's electricity output. If the Vogtle and Hatch plants had not been built, coal-fired power would have been the

most likely alternative, adding to the emissions problem. This was the first construction contract for a new nuclear power plant in the US to be signed since 1978<sup>10</sup>.

Southern Nuclear Operating Company presented a plan to the U.S. Nuclear Regulatory Commission to bring a new reactor on line at the Vogtle site by 2015. Even with the completion of one or two reactors, coal is likely to furnish most of Georgia's power until at least 2020 (and quite possibly beyond that). Increased diversity in energy supply coupled with decreased emissions rates might make nuclear's contribution especially welcome, not just in Georgia, but throughout the region<sup>11</sup>.

#### Georgia Nuclear Highlights:

- The Vogtle Nuclear Plant ranks 35<sup>th</sup> on the National Energy Information Center's list of the 100 Largest Utility Plants in the United States. (Based on 2003 data).
- Georgia Power, majority owner in the Hatch plant and plurality owner of Vogtle, was ranked as the 11th largest electric utility in the United States in 2003.
- Ten southeastern States have nuclear power plants, but only five have licensed spent fuel storage facilities. These five are: Virginia, Arkansas, North and South Carolina, and Georgia (the Hatch facility)<sup>12</sup>.

As of January 1, 2005, Georgia ranks 9th among the 31 States with nuclear capacity. Capacity Rankings are available for all 31 States with commercial nuclear industries<sup>13</sup>. Increased employment opportunities are expected to increase in the future.

The national recession has caused great hardship in our state. Thousands of workers have lost their jobs. Many new graduates are unable to find that first job. It is our vision to prepare, train, and retrain those greatly impacted in order to prepare them for the jobs of the future. In order to do so, we have realigned our goals and spending with these most deeply held principles in mind. We recognize that the decisions we make today will create the future we want tomorrow.

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<sup>10</sup> State Nuclear Industry for Georgia.  
[www.eia.doe.gov/cneaf/nuclear/page/at\\_a\\_glance/states/statesga.html](http://www.eia.doe.gov/cneaf/nuclear/page/at_a_glance/states/statesga.html)

<sup>11</sup> State Nuclear Industry for Georgia.  
[www.eia.doe.gov/cneaf/nuclear/page/at\\_a\\_glance/states/statesga.html](http://www.eia.doe.gov/cneaf/nuclear/page/at_a_glance/states/statesga.html)

<sup>12</sup> Ibid.

<sup>13</sup> Ibid.

## **V. Workforce Delivery System**

- 1. Using the matrix in Attachment A, outline the structure of the area's One-Stop System, identifying partners at each comprehensive site and the major services provided at those locations.**

DWD's database consists of a listing of services offered by different partners. See information contained in **Attachment B**.

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

DeKalb Workforce Development coordinates with partners by holding quarterly management meetings. These meetings offer an opportunity to share agency service information and provide customer referrals for services not available at the center. Should job-seekers need partner services that are not available at the One-Stop Center, referrals are made using the Partners Passport Referral Card to the appropriate Partner Agency. One-Stop System also uses following methods to coordinate with various partners:

- Monthly partners meeting
- Semi Annual Partners Expos
- WIA Metro Atlanta Consortium – Business Relations Unit conducts quarterly meeting with other WIA Metro Atlanta Workforce agencies to collaborate to provide wider pool of candidates to employers in the metro area.

DeKalb Workforce Development has developed a WIA information/Center Orientation DVD so the information will be readily available to customers at partner locations and affiliate sites.

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

There is a Georgia Department of Labor employee assigned to the comprehensive One-Stop Center on a full time basis. Should the job-seeker require services not available at the One-Stop Center, a referral using the Partners Passport Referral Card will be made to the appropriate Partner Agency.

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

DeKalb Workforce Development is a consortium of entities that includes at least three or more of the required One-Stop partners. There is a history of strong

community partnership. The One-Stop operator as a consortium is another example of the collaboration and partnership evident in DeKalb County.

DeKalb Workforce Development was designated to carry out the day-to-day administrative and operational duties of the DeKalb One-Stop System. These activities include the administrative functions and support of the Workforce Investment Board as well as the operational duties described below:

- Coordinate Partner resources (WIA and non-WIA) and establish joint processes and procedures that will result in a comprehensive integrated and seamless array of education, human service training, employment and other workforce development services.
- Encourage a Partners business process and consistent service delivery throughout the One-Stop System.
- Ensure all job-seekers, persons with disabilities, incumbent workers and future member to the workforce have access to a set of core services at the comprehensive One-Stop Center and affiliate sites and Partner Agencies' services through the utilization of the Partners Referral Form.
- Promote the integration and coordination of WIA and partners' services throughout the One-Stop System. This action will include frequent visits to satellite centers and partner locations to view activities, assess the progress of service integration and assess the utilization of the Partners Referral Form.
- Conduct monthly meetings with the One-Stop and Partner Agency managers to discuss operational issues, customer flow, customer referral and service integration issues.
- Conduct quarterly customer interviews at the One-Stop and Partner Agencies to determine customer satisfaction with facilities, staff, services provided and what other services are needed. A minimum of 50 customers will be surveyed.
- Submit monthly statistical and program operational reports to the WIB reflecting performance toward meeting the annual performance measures.
- Host Bi – annual, Partner Services Expos (spring Expo held on the first Tuesday of May and the fall expo held on the second Tuesday of November), with adjustments made for holiday for the first Wednesday that follows the second Tuesday.
- Conduct adult education and literacy classes, i.e.: (Basic Computer, Internet, Intermediate, Interview/Dress to Impress, Resume Writing, and etc.) Microsoft Tutorials (Excel, PowerPoint, Access, and QuickBooks)
- Provide current job search and job placement information
- Administer and facilitate Georgia Work Ready Assessments
- Provide oversight of One-Stop Partners MOU
- Track and monitor data of participant activity

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

DeKalb County currently has one comprehensive One-Stop Center which is the DeKalb Workforce Development, located at 320 Church Street, Decatur, Georgia, 30030.

At the One-Stop Center, DeKalb Workforce Development provides Core Services, Intensive Services, and Training Services which include: outreach, intake, orientation to the One-Stop delivery system, skills assessment, contracted services (drug screening, background check, DMV, as appropriate), WIA services, abbreviated Workshops (Basic Internet, Interviewing Skills, and Resume Writing) eligibility determination, initial assessment, job search, labor market and career information, provision of performance and cost-based training through the ITA System, information related to support services, information on financial aid, Basic Workshops (Financial/Banking needs, Resume Writing, Basic Computer, Basic Internet, and Dress to Impress), and referrals to other services as appropriate.

In addition, the Georgia Department of Labor staff assigned to the One-Stop Center provides job search assistance, job referrals, and referrals to other GDOL services. The Georgia Department of Labor, Vocational Rehabilitation, Education Opportunity Center, and DeKalb Technical College assist customers by providing information and minor assistance at the One-Stop Center. The Partners' Referral Form will be utilized at the various locations of partners then collected to assure that the referral system is working. Other partners that provide core and intensive services include Goodwill of North Georgia, Inc., Job Corps, and Jewish Family and Career Services.

DeKalb Workforce Development and Georgia Department of Labor provide Rapid Response services for dislocated workers affected by major layoffs or plant closings.

Intensive Services are provided at the DeKalb Workforce Development Agency. These services include in-depth assessment, employability plan development, individual/career counseling, case management, training referrals, and referrals to other services as deemed appropriate.

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**6. Provide a copy of all current Memoranda of Understanding (MOUs), Local Chief Elected Official Agreements, and Resource Sharing Agreements accurately reflecting local area arrangement and Resource Sharing Agreements between the board and One-Stop partners.**

Attached is the Memoranda of Understanding (MOU), Resource Sharing Agreement (RSA) and the Local Chief Elected Official Agreement signed by the local partners.

**Attachment C**

- 7. List the Board-established policies regarding:**
- a. Priority of service for intensive and training services, where adult funds are determined to be limited.**

The presence of the following factors will establish priority needs for Intensive and/or Training Services:

- Unemployed/Underemployed: An underemployed adult is an individual who is currently employed, lacks self-sufficiency as defined below and whose employment has one or more of the following characteristics: is temporary, seasonal, or interim in nature; is in an occupation/industry that is subject to or has a history of repeat layoffs; is in an industry/occupation that is listed as declining; is with a company that offers no health insurance benefits; is with a company that offers little or no career advancement opportunities; is working part-time, but desires full time employment; who is working in employment not commensurate with the individual's demonstrated level of education.
- Offender status
- Food stamp or TANF recipient
- Disabled
- Older Worker: Workers aged 55 or older are covered in this definition.
- Dislocated worker: An individual who is employed in a position that is interim or for the purposes of income maintenance, but earns a wage that is significantly less than the dislocation position. An individual who is working part-time but desires full time employment, or is working in a position not consistent with their level of education or skills can also be covered in this definition.
- Lacks high school diploma or GED: Has completed less than 12 years of education.
- Poor work history or employability skills
- Poor basic skills: Reading and/or math skills are below 9.0 as measured on a standard instrument, TABE.
- Limited English proficiency
- Lacks self-sufficiency: An individual who has an income, or is a member of a family whose income is at or below 100% of the Lower Living Standard Income Level.
- Veterans

Priority for training services for adults may need to be implemented by WIB direction during periods of limited funding for training services. The WIB has approved two (2) levels of priority, as follows:

**Level I** priority will be given to individuals who have met minimum eligibility requirements, but have one or more characteristics that indicate they have low income and/or receive public assistance. These include:

- An individual who has a personal or family income that is at or below the 100% of the Lower Living Standard Income Level for metropolitan Atlanta, or
- An individual who is employed, but in a job earning \$7.36 an hour or less, or
- An individual who is employed, but in a job earning \$9.00 an hour or less with no medical benefits, or
- Food stamp or TANF recipient (current or within last six months), or
- Supplemental Social Security recipient, or
- Is incarcerated in a prison, correctional setting, and/or other court-ordered 24-hour residential facility.
- Veterans

**Level II** Further priority for services may be implemented when funding for training is extremely limited. Individuals must meet the above low-income criteria and have one or more of the following characteristics that act as barriers to employment or other factors that may limit an individual's ability to seek and maintain employment. These include:

Unemployed, Underemployed or Discouraged Worker  
 Offender  
 Disabled  
 Older Worker  
 Dislocated Workers who also meet low-income eligibility  
 Lacks a high school diploma or GED  
 Poor employability skills  
 Poor work history  
 Poor basic skills  
 Limited English proficiency  
 Lacks self-sufficiency (working poor)  
 Veterans

Priority for Dislocated worker training services may need to be implemented by WIB direction during periods of limited funded for training services. Level I priority will be given to individuals who have met minimum eligibility requirements, but have lost their employment or income from employment for one or more of the following circumstances:

- Permanent layoff due to lack of work
- Layoff due to plant closing or layoff of 50 or more individuals
- Previously self-employed and unemployed due to natural disaster or general economic conditions
- Displaced homemaker (may include spouses of dislocated workers)

Note: All dislocated workers must also be determined “in need of additional training or services” and “unlikely to return to their previous occupation or industry without additional training.” Individuals who have quit their jobs or have been separated for cause will not be considered for dislocated worker training services during periods of limited funding.

Determined to be “in need of training” will be the summary result on the assessment information, labor market analysis, and review of the desired training course to establish that the participant’s likelihood of securing and/or maintaining regular full-time employment will be significantly improved with additional skills obtained from training.

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

Core Services are available to anyone, regardless of their area of residence. Intensive and Training Services for adults and youth are restricted to eligible residents of DeKalb County, except as described below. Intensive and Training Services for individuals who fall into the Dislocated Worker category, are available to DeKalb residents and/or to individuals who were employed by a DeKalb County business at the time of separation. There are three groups of customers whose permanent residences may be outside of the local area, but whom may be served, per Board policy: (1) Customers participating in the DeKalb County Drug Court special program. These customers are temporary wards of the Court, participating in mandatory residency program and are seeking assistance from DeKalb Workforce Development. (2) Dislocated workers participating in vocational and professional short-term occupational training approved by the DWD Director. (3) Students at DeKalb Technical College and Georgia Perimeter College who are enrolled in occupational skills training which prepares them for the following cluster of occupations; logistics, health care, and bio-medical careers. In the event that a non-DeKalb County resident requests assistance from the DeKalb Workforce Area, the DWD Director or Deputy Director will communicate with the Workforce Area Director in the student's county of residence. The communication will include a description of WIA Intensive or Training funds used.

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

WIA services are offered to a wide population via the information and referral process of partners. With the exception of the Comprehensive Youth Program, there are no “stand alone” WIA-funded programs for specific target groups; however, a partnership exists with the DeKalb Sheriff’s Office to provide occupational skills training, via the ITA system, to soon-to-be-released inmates. Targeted recruitment efforts are also in place to attract persons who may not regularly seek WIA services. These efforts have been successful with the

refugee/limited English-speaking community in the Clarkston area as TANF customers.

**d. Supportive service policies for adults, dislocated workers and youth**

The following chart shows the supportive services that will be available to adults, dislocated workers and youth who are in training. The supportive services listed below will be available to Adults, Dislocated Workers and Out of School Youth on a case by case basis with approval of the DWD Director or Deputy Director.

<b>Summary of Supportive Services DeKalb Workforce Investment Board</b>		
<b>Eligible Participants</b>	<b>Service and Brief Description</b>	<b>Limits and Maximum Benefits</b>
<b>Adults, Dislocated Workers and Out of School Youth</b>	<b>Child care assistance for:</b> <ul style="list-style-type: none"> <li>• Preschool children, infants</li> <li>• School age children up to age 12 when school is not in session</li> <li>• After school care</li> </ul>	<ul style="list-style-type: none"> <li>• Up to \$2500 per participant</li> <li>• Maximum of \$60 per week per child</li> <li>• Exceptions considered on a case by case basis, approved by DWD Director.</li> </ul>
	<b>Travel Allowance:</b> <ul style="list-style-type: none"> <li>• 1 Gas Card or MARTA Card per week/moth as need is determined</li> </ul> <b>Meal Assistance:</b> <ul style="list-style-type: none"> <li>• Referral to DFCS for Food Stamps</li> </ul>	<b>1 Gas Card per week while attending a WIA training activity</b>
	<b>Emergency Assistance on a case by case basis for employment related expenses</b>	<b>One time benefit not to exceed \$200</b>
<b>Youth Core Services</b>	<ul style="list-style-type: none"> <li>• Marta Cards/Gas Cards</li> <li>• Child Care Assistance</li> </ul> <b>Same As Above</b>	

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

The DeKalb WIB participates in a regional approach to the local ITA system under a contractual arrangement with the Atlanta Regional Commission. The items addressed below are unique to both the local area and the regional workforce area. **See Attachment D**

**a. Public notification to prospective providers**

ARC, as agent for the ARWB, with input from two participating LWIBs, solicits bids through a public invitation process by posting of a training provider application on the ARC website. The GDOL website also directs interested applicants to the ARWB as well as the ARWB website application. Letters of notice of application are forwarded to any agency that requests to be placed on a bidders list. The solicitation is an open competitive bid. A link to the provider application will be placed on the DWD website.

**b. How the Board evaluates providers and proposed training programs for initial eligibility, based on – at a minimum – criteria of proven effectiveness, local employer/industry demand, accreditation, and customer accessibility.**

Receipt, logging of applications and evaluation of responsiveness occur upon application transmittal to ARC. Applications are reviewed for responsiveness and letter/electronic notification of non-responsiveness are forwarded to training providers, if necessary. Letters/electronic responses denote reasons for non-responsiveness and information needed to resolve and resubmit the application. Training provider applications are reviewed and evaluated by two staff persons. The evaluation includes the application evaluation elements in the evaluation criteria, such as accreditation, accessibility, employer advisory committees, etc. Also included are pre-award visits to new providers, verification of performance information (including GDOL reporting), employee interviews, participant/student interviews, etc. State WIA performance goals, regional goals and ARC goals are reviewed against provider performance outcome goals. UI Wage Reports may be used to verify employment, employment dates, and wages letters/electronic responses are forwarded to training providers who fail to submit adequate information and applications may be reviewed upon submittal of additional information. If fraudulent or faulty information is received, the application is denied and an appeal ensues, the Regional ITA Committee hears the appeal.

ARC prepares summary reports on evaluation of training provider applications and submits to the Regional ITA Committee for approval. Information is transmitted electronically to the GDOL for approval. Following State approval and listing of eligible providers on the State list, LWIBs are responsible for rejecting/restricting use through local policies and parameters. ARC provides letter notification to State-approved training providers. If a training provider is rejected during the initial ARC review and subsequently appeals, ARC will utilize the Regional ITA Committee in the appeals process. Any appeals based on local policies will be handled by the individual LWIB.

**c. Formal Appeals process for aggrieved ITA job-seekers and providers of unapproved Training programs**

Aggrieved providers of unapproved training programs will be required to follow the procedures established by the ARWB. Aggrieved DeKalb ITA job-seekers will be required to follow the procedures described in Section VII.1.

**d. Ongoing process used to update the data on the eligible provider list (exclusive of the state-conducted annual subsequent eligibility process)**

A quarterly desk review of each eligible provider determines performance outcome measures compared to ARWB plan performance outcomes. Criteria are outlined in the Training Provider Agreement. ARC requires that each provider's performance meet and/or exceed established ARC performance measurement goals. If the goals are met, the training provider agreement continues. For providers that do not meet minimum performance, providers are given a 30 day pending "Hold" status, in order to submit verifiable information regarding job-seekers' performance. For new providers a "limited slot" requirement is instituted. Under this restriction, a limited number of job-seekers are allowed to attend the provider's training; however, once the number has been reached, no other job-seekers may attend training until a review of performance is conducted. Depending on the results of the review, the limited slots requirement is lifted or continues until performance is met. If the review determines that the provider's status has changed, i.e., moved location, termination business, etc., an immediate notification is provided to GDOL.

Procedures for review and approval of additional programs and price changes for approved training providers are provided in the Training Provider Agreement. Submittal of program changes/additional programs/price increases are reviewed by the ITA Committee and if approved, transmitted to GDOL. For requested programs not associated with demand occupations, training providers submit the items listed above and three statements from employers verifying they would employ an individual who completes training.

DWD facilitates onsite monitoring, independent of ARC performance monitoring. DWD, also, administers a desktop review of Eligible Provider's providing services to DWD customers and determines performance outcomes compared against DWD performance measurements. Annual Eligible Provider meetings and site visits are also conducted by DWD.

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

ARC, as agent for the ARWB, is responsible for a regional eligible training provider/individual training account (ITA) system and contracted with ARC to provide services, such as application review and evaluation, reference and performance checks, monitoring, reporting, etc. Each LWIB is responsible for developing local policies and parameters, approving local training providers, executing a training provider agreement, maintaining a participant tracking system, and maintaining financial obligations versus expenditures of the ITA system. Regional meetings are held bi-monthly and include an agenda item regarding ITA providers. Each metro WIB is provided a reporting of performance for all metro area training providers in addition to providers with local WIB enrollments. Any discrepancies or potential problem areas are highlighted in the reports to the individual WIBs.

All policies regarding ITAs are discussed by the Regional Committee and presented to the respective boards for approval. In most cases, regional policies are the same for tuition and support.

**f. Access of job-seekers to the eligible provider list and process for determining which job-seekers receive ITAs.**

A job seeker determined eligible for WIA training services may select a provider from the State-approved listing after consultation with a WIA career advisor. If a job-seeker receives career advisement and support services and the program of study is funded by Pell/HOPE funds, the ITA policies will apply. Access to the eligible provider listing is provided through the One-Stop System, through GDOL's website and through ARC's website. Job-seekers are encouraged to review on-line information as well as handouts including web addresses and on-line resources during Rapid Response sessions as well as during Orientation or drop-in visits to the Career Resource Centers.

Priority for Intensive and Training Services will be given to individuals who have met the minimum eligibility, but have one or more characteristics that often act as barriers to employment or other factors that may limit an individual's ability to seek and maintain employment. Priority for services groups are listed in Section III. 7. a.

All dislocated workers must also be determined to be in need of additional training or services and unlikely to return to their previous occupation or industry without additional training. Individuals who have quit their jobs or have been separated for cause will not be considered for dislocated worker training services during periods of limited funding.

Training funds are generally used to build on existing skills. If an individual can be trained for a quality job more quickly and economically by building on existing skills first, that may take precedence over training the individual for an entirely new occupation. The job-seekers interests, the demands of the labor market and limited training dollars are considered.

Criteria for determining “in need of training”: “In need of training” will be the summary result of the assessment information, labor market analysis, and review of the desired training course to establish that the customer’s likelihood of securing and/or maintaining regular full-time employment will be significantly improved with additional skills obtained from training. Customers applying for training services with recent training or attainment of a recognized technical school certificate, college degree or diploma (2 years or less) may not be considered “most in need” of training services. This is particularly relevant for job-seekers with recent training or education in areas considered to be “in-demand”.

Demonstrate ability to successfully participate in training: An individual may demonstrate ability to successfully participate in training by meeting all entry level criteria for a specified training program; being accepted by the school and/or program without conditions; having a training plan that indicates the individual has a reasonable likelihood of successfully attending and completing desired training and securing training-related employment upon completion of training. At a minimum, the training plan should address issues that affect the individual’s ability to attend/complete training such as: availability to attend classes offered (time and/or location of training); need and likelihood of part-time or interim employment while attending training; other financial support mechanisms (how is the individual going to live while in training?) such as unemployment benefits, public assistance, severance pay, other family member employment income and support; and an indication that assessment results indicate a match between the individual’s interests and aptitudes for the training area and training related occupations.

The training plan must also address other occupational or industry related criteria that may preclude an individual from securing employment. Some examples may include: driving record for individuals interested in commercial truck driver training; felony conviction or patterns of arrest or conviction for some positions

with education or childcare settings; clean criminal background check for positions with the aviation industry, etc.

Job-seekers may be required to demonstrate that current job openings exist, and/or are projected in the region for occupational clusters that have been the target of major layoffs or pending announced layoffs. Job-seekers may be required to assist with researching employment options related to their desired training and provide reasonable verifiable information concerning job openings and/or documentation that the job-seeker has a bona fide job offer pending the completion of specific training activities. An example might include requests for training in the telecommunications area. Due to large recent layoffs, the training request would need to indicate that viable job openings are available and that the job-seekers have the necessary experience to compliment the proposed training to qualify for the available openings.

Documentation of efforts to obtain other financial assistance: Individuals must demonstrate that they have applied for federal and state financial aid with schools or organizations that received federal or state financial aid. A copy of the application or notification of financial aid must be presented or verified electronically. Individuals who have recently applied for assistance, but have not received notice of award, may be approved to begin training with WIA funds. They will be required to provide a copy of the award within 45 days of the beginning of training or before the start of the next registration period for continued training, or prior to the issuance of an additional voucher for training/training expenses.

**g. Process to track and manage all ITA activity**

The Georgia Workforce System is utilized to track customer activity, both programmatic as well as financial. Obligations and cost commitments, as well as expenditures are tracked through the Georgia Workforce System. The GWS tracks enrollments and performance outcomes. GWS reports are run monthly to determine enrollments and performance results for training providers and reports are utilized during quarterly reviews. Reports are made available to all workforce boards during monthly meetings.

**h. Board policy on use of statewide eligible provider list, including financial and duration limits, demand occupations, out-of area training, service to out-of-area customers, restriction on use of statewide list, etc.**

*Service to individuals who do not reside in the area:* Priority for training and support services will be given to residents of the DeKalb County service area for adult, youth and dislocated worker applicants. Services for dislocated workers

will also be given to employees of companies whose place of employment is/was within the DeKalb County service area.

*Financial & Duration Limits:* Training and intensive services will not exceed 2 years for a training, certificate or degree programs. The total cost of a training program with duration 1 year or less shall not exceed \$5,000.00. The total cost of a training program with duration beyond one year shall not exceed \$8,000.00.

*Demand Occupations* – Customers will be directed to utilize a Demand Occupations List created by local workforce boards as a guide for selecting demand occupations. The listing is a guide which is not all inclusive. DWD may approve intensive and training services in additional occupations in which demand occurs based on research and the rapidly changing employment market. **(See Attachment E)**

Eligible Provider List –DWD will utilize training providers on the Georgia Department of Labor listing for eligible training providers located at <http://www.gcic.edu/gawia/workforce.htm>. to approve Individual Training Account applications for training. On a limited, individual basis DWD may approve intensive service or training funds for training at providers not on the Georgia Department of Labor Eligible Provider list.

- 9. Describe local Policies that ensure that other financial resources for training (e.g., Pell, HOPE Grant or Scholarship, TANF, etc.) are considered before expending WIA funds. Describe any coordinated efforts regarding training across areas within the region.**

It is the policy of the DeKalb WIB that WIA funds are considered last in order of availability for training funds. Job-seekers are encouraged to investigate alternate funding sources, with the exception of incurring personal debt, during their search for training and/or schools. Tuition at some training institutions is much higher than the maximum WIA amount approved by the WIB. When a job-seeker has chosen a school with higher tuition, a Career Consultant will encourage a job-seeker to look at schools providing similar training at less cost. If none are available, or a job-seeker insists on the higher tuition training, the Career Consultant will require a financial plan that describes how the balance of the tuition will be covered if WIA is approved for a portion. Frequently, Pell or other Federal loans/grants will be used. Occasionally, job-seekers will pay the balance out of personal funds or loans.

- 10. Discuss the role of faith and community-based providers with the local system. Discuss board policies regarding training contracts with community-based organizations or other training providers with proven expertise in serving special populations with multiple barriers to employment. If the Board has established any such contracts, list which populations are served through these**

**contracts and list the criteria by which the area determines the proven effectiveness of such programs.**

The Board has not established any such training with community based organizations; however, there are Personnel Agreements with Lutheran Services of Georgia, Inc. (LSGA) that provide year round case management for fifty (50) youth; East Lake - Young Men's Christian Association (YMCA) that provide year round case management for twenty-five (25); Center for Pan Asian Community Services (CPACS) that provide year round case management for twenty-five (25); and, Refugee Family Services (RFS) that provide year round case management for twenty-five (25) youth.

Faith- and community-based organizations have a role in DeKalb County as a partner in providing youth program services. All of the organizations (LSGA, YMCA, CPACS, RFS) contract with DeKalb Workforce Development in a Personnel Contract Award contingent upon providing performance-based services for youth. There is a Statement of Services that outlines the expectations of the use of the award, program designs and WIA performance standards/outcomes.

In response to the growing school dropout rate, DeKalb Workforce Development continues to partner with DeKalb County Board of Education, business community and non-profit organizations to expand the youth initiative *School Is My First Job!*<sup>TM</sup>. This initiative is designed to instill the message that school is a youth's first job. There are several components to this initiative:

- Summer Employment Program
- Mentoring and Enrichment Activities
- Georgia High School Graduation Tests (GHS GT) Preparation Tutorial
- Co-located After School Program
- Summer School Tuition Assistance
- Individualized and Group Tutoring
- Career Development Activities

**11. Describe the area's process and procedures for contracting with intensive service providers, support service providers and other contractors for adults and dislocated worker services. If the area has no such contracts, simply write in "N/A."**

As referenced above, the competitive procurement process (request-for-proposals) is used to develop contracts for services. Invitations to bid are issued through the DeKalb County Purchasing and Contracting Department, which has specific procedures for developing the request for proposal and advertising.

Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and subcontractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. All Contractors with DWD will comply with the E-Verify process.

**12. Describe the area’s process and procedures for contracting with youth service providers. Describe the area’s youth strategies. Discuss how the area’s workforce system is addressing the ten local youth program elements described in the Workforce Investment Act, as well as the integration of other initiatives such as School-to-Work, Jobs for Georgia Graduates, Job Corps and High School/High Tech. Describe the specific strategies the area is using to meet ETA’s New strategic Vision for the Delivery of Youth Services under WIA. Also, please review the June 8, 2006 memo from Cynthia Robinson regarding the USDOL/ETA New Youth Vision.**

The Youth contracts are an extension of the previous year’s personnel contracts. The WIB and the DeKalb County Board of Commissioners approved these contracts under the County’s agreement to extend for a third year; subsequently, no new providers or new participants were funded. In accordance with DeKalb County’s procurement process, County contracts under \$50,000 do not require competitive bids.

DeKalb Workforce Development (DWD) is striving to prepare for Common Measures under the United States Department of Labor. In order to accomplish this successfully and effectively, a continuity of services must be provided for year-round case management. The existing participants from the five youth providers transitioned into the new contract year with minimal disruption. This allows the same participants to have the same case managers year after year, leading to a successful WIA Diploma/GED rate of 94.4% and a Common Measures Certificate rate of 96.8%.

The majority of youth programs are currently designed within DWD; however, youth case management is administered through Personnel Contract Awards with East Lake YMCA, Center for Pan Asian Community Services, Refugee Family Services, Lutheran Services of Georgia, Destiny Academy of Excellence and Open Campus High School. Under the DeKalb Workforce Development year round program *School is My First Job!*<sup>TM</sup>, the WIB offers a summer school tuition assistance program to youth who need summer school to graduate and/or get back on track for graduation, senior leadership opportunities, High School Graduation Test intensive boot camp sessions (tutoring), career exploration, job training/coaching and life skills training. The Youth Council and WIB recommend and approve comprehensive youth program designs.

- ***The School-to-Work program in DeKalb County target youth and adults, as the local philosophy is lifelong learning applies to everyone. In addition, funding is provided to the local technical college to operate short-term, industry-specific career exposure.***

DeKalb County has three public school systems within its borders (DeKalb, City of Decatur, and City of Atlanta) which provide a wide array of services to the in-school population incorporating most of the youth program elements. These elements are available as part of the regular school services or as extra-curricular offerings. DeKalb is also rich in non-profit and faith-based organizations which provide on-going services to youth and their families.

Other youth-related initiatives are not formally integrated into the WIA youth program. However, Youth Council membership includes representatives from various youth initiatives, who share information on services and recruitment efforts. This information is provided to case managers who may then make referrals as appropriate. Listed below are brief descriptions of some of the non-WIA youth initiatives that may be accessed.

- Job Corps has a major facility in the Atlanta area as well as a local contractor who is responsible for providing placement assistance to recent Job Corps graduates who live in the DeKalb area. There is an on-going linkage between the WIA out-of-school youth program and the contractor to ensure accessibility to WIA services.
- High School/High Tech and WIA coordinate to provide services in the Decatur and DeKalb School Systems.

One of the greatest gaps in youth services available in the community appear to be those that would be needed by the out-of-school population. The out-of-school design attempts to address those gaps, either by ensuring staff make appropriate referrals to non-WIA services or by providing the service via WIA funding. Through the Request For Proposal process will be solicited for the out of school population, especially targeting the international/refugee community and those older youth that are unaware of the vast array of opportunities available to them beyond a high school completion.

Listed below are the ten (10) required WIA youth program elements, and their currently known availability in the local area. Youth will be provided with referrals to these services via the One-Stop System.

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

The DeKalb County Schools, the City of Decatur Schools, and the City of Atlanta Schools provide tutoring, study skills training, and instruction leading to completion of secondary school, including dropout prevention. These program elements are available for in-school youth at the appropriate school.

2. Alternative secondary school services.

Destiny Academy of Excellence, DeKalb County Open Campus High School and Gateway Academy, a charter school offering a second chance for high school dropout youth, provide alternative secondary school services. WIA youth enrolled in these schools, in conjunction with Service Provider staff, can access the alternative secondary school services that further their individualized career strategies. Alternative Schools provide youth who have difficulty with the mainstream system, or who have been removed from the mainstream setting, a structured opportunity to complete their secondary education

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

DeKalb Workforce Development provides summer employment opportunities to qualified youth. A major part of the summer program links the academic and occupational learning components. The program design is planned to provide subsidized work experience with academic enrichment and summer school tuition assistance.

4. Paid/unpaid work experiences.

Through the vocational education opportunities available in the DeKalb County Schools, the City of Decatur Schools, and the City of Atlanta Schools, youth can take advantage of opportunities to participate in paid and unpaid work experience, including internships and job shadowing. The WIA out-of-school program offers internships, train for hire and work experience on a limited basis.

5. Occupational skill training.

Local public technical schools and public colleges have a variety of courses and occupational skills training areas available. Private schools also offer specific occupational skills training in a variety of areas. The ITA system can be accessed by older youth, either through a USDOL-granted waiver or by categorizing the youth as adults.

6. Leadership development opportunities.

Through the development of oratorical presentation and leadership, youth learn speaking and leadership skills. By developing and maturing these skills, youth will be better prepared to meet the demands and challenges of today's world. The program is a weekly one hour workshop. The project focuses on promoting self-sufficiency through business development skills, providing practical exposure to small business management, building youth leadership capacity, and self esteem, and in general, enhancing the quality of life for the long term.

7. Supportive Services.

All youth programs provide linkages to needed supportive services. These services may include community services, transportation and meals, child and dependent care; assistance with housing costs; referrals to medical services; assistance with Partners or other appropriate work attire and tool costs, including eye glasses, and protective eye gear.

8. Adult mentoring for not less than 12 months.

DeKalb Workforce Development will partner with established mentoring agencies such as Junior Achievement and Big Brothers & Big Sisters of Atlanta to provide training and support to adult mentors.

9. Follow-up services for not less than 12 months.

DeKalb Workforce Development provides follow-up services for at least 12 months to all WIA participants (youth, adults and dislocated workers) who have completed program designs.

10. Comprehensive guidance and counseling.

DeKalb Workforce Development provides comprehensive guidance and counseling to youth via the intake and assessment process, as well as through case management activities. These services also include career exploration, career planning, and job search assistance.

The Out-of-School youth programs serve a target population having multiple needs. Most of the youth come to the program requesting assistance with obtaining a GED. Through a partnership with DeKalb Technical College, GED classes are held on-site at the comprehensive One-Stop Center. In addition to the GED classes, youth participate in job readiness and employability classes.

**13. If the area has chosen to use ITAs for older youth [per the state waiver under WIA Section 189(i) (4) (B)], please describe the criteria that will be used for determining appropriateness and how youth will be assisted in choosing**

**appropriate service providers/programs. If the area does not plan to use the ITA option for older youth, simply write in "N/A."**

With the approval of the WIB, the ITA system is now utilized by older youth. The procedure for older youth ITAs is the same as those for adults and dislocated workers. Criteria to be used for determining the appropriateness of this assistance for youth will be established by the Local Youth Council and approved by the Local Workforce Investment Board. See page 27 for ITA requirements.

**14. Describe dislocated worker service strategies, including coordination with state-level Rapid Response, including GDOL career centers and state/local Trade Act activities.**

Services to Dislocated Workers are provided through the general WIA Information Sessions and individual meetings with a Career Consultant. An Individual Plan is designed for the job-seeker. A variety of WIA Intensive Services are offered to the job-seeker. Training voucher requests are approved on an individual basis.

Rapid Response

As it currently stands, the Business Relations Unit serves as an integral member (Keylan, Director's review) of the GDOL Rapid Response team. It is this Unit's responsibility to thoroughly execute re-employment and training sessions on location at the affected employer's site to begin the referral process to DeKalb Workforce Development for all workforce services particularly, WIA funded training. The Business Relations Unit strengthens that on-site involvement to the One-Stop Center by hosting what is entitled "Company Day" for those dislocated workers. Though the Business Relations Unit acts as the Project Manager for the business community, other DeKalb Workforce Development Units play a vital role in meeting business customer satisfaction. DeKalb Workforce Development's *Core, Intensive and Training* staff experts specifically gear the information presented at "Company Day" toward addressing the ever changing industry demands and employment interests of those affected.

When a lay-off of 50 or more employees occurs in DeKalb County, DeKalb Workforce Development Director is notified through a WARN notice. The WARN notice starts telephone and e-mail communication between the GDOL and WIA staff to arrange schedules in order to serve the needs of the DeKalb employer.

The GDOL Rapid Response Unit Coordinator assigned to DeKalb County is responsible for scheduling Rapid Response meetings with DeKalb employers. Career Center staff and WIA staff work as a team to present the GDOL and WIA

services available to dislocated workers. At times this requires the “team” to be available to shift workers between 10:00 p.m. and 6:00 a.m.

As part of the Rapid Response Team, the WIA representative presents a summary of WIA services and invites the customers to schedule an individual meeting with a Career Consultant at the One-Stop Center. The Rapid Response meeting is considered the same as a WIA information session.

Written materials are distributed to each dislocated worker. DeKalb Workforce Development provides copies of “Dislocated Worker’s Frequently Asked Questions” and the DeKalb Workforce Development brochure. The GDOL Training Needs Assessment form is used to guide the Rapid Response team as they respond to the company lay-offs. The Customer Evaluation Forms survey the effectiveness of the Rapid Response team. The surveys show that the DeKalb team responds with clear and useful written and verbal information for the employees and is sensitive to individual questions and concerns.

#### Trade Act

Job-seekers who fall under the guidelines of the Trade Act are assigned to a DeKalb Workforce Development staff person. This staff person tracks the TAA application for each eligible customer. She/he also assists the job-seeker in understanding the application deadlines and paperwork requirements of TAA. DeKalb Workforce Development staff attends on-going training to stay current with changes in TAA, TRA and NAFTA regulations.

**15. Describe how WIA and other funds available in the area are used to conduct outreach and recruitment for individuals in special populations, including veterans, migrant and seasonal farmworkers, individuals with disabilities, older workers, public assistance recipients, offenders, customers with limited English proficiency and other groups. Discuss the local area’s services to older workers.**

The workforce system in DeKalb County encompasses many partners and agencies serving a wide array of customers. There are Five access points within the County: Two GDOL Career Centers (which offer specialized services to Veterans, public assistance recipients, and offenders); One DFACS office (which provides specialized assistance to public assistance recipients and limited English-speaking customers); One Goodwill office (which provides specialized services to persons with disabilities and TANF recipients); and the comprehensive One-Stop Center located in Decatur (which is widely recognized throughout the County by many agencies). In addition, partners providing services to older workers, those providing literacy programs and resettlement services, and the public housing authority are all well informed of WIA services available to their customers. In addition to the ongoing relationship with

Drug Court to offer services to formerly incarcerated individuals, DWD has partnered with private organizations that provide drug rehabilitation and re-entry services.

The DWD One-Center has a Senior Representative who provides a variety of services for the older workers. The following services are included: assessing the needs of the customers, making job referrals to local businesses through collaboration with supervisors/managers, limited supportive services (transportation-weekly MARTA/Gas card), and referrals to partner agencies that may assist with utilities, pantries, clothing, and referrals to the Basic Computer and Basic Internet classes sponsored by the One Stop Center. All of the services offered through Core, Intensive, and Training services through the One Stop are also available for the older workers.

DeKalb Workforce Development provides information regarding services available through WIA and the One-Stop System at the Lou Walker Senior Center.

**16. Discuss the area's workforce services to businesses and how business and organized labor representatives on the local WIB contributed to the development of these strategies. Provide a listing of business services available through the area's One-Stop(s), such as planned employer workshops, tax credit assistance, and assessment and screening of potential employees. Additionally, describe the involvement of your economic development community in developing these strategies.**

As previously stated, the DeKalb Workforce Development is responsible for coordinating the different workforce services of partner agencies into a seamless system, including the partner agency services to businesses. While some services may have a cost associated with them, most of the services listed below are offered by partner agencies. Through the coordination of partner agency business services, DeKalb Workforce Development can facilitate the referral of businesses with specific needs to the appropriate partner agency.

- Intensive applicant screening
- Applicant/Worker Assessment and Evaluation
- Packaging Tax Incentives
- Federal Bonding Assistance
- Specialized Equipment and Programs for persons with special needs
- Translation Services
- Customized Training Programs
- Workplace Literacy Classes
- Assists business customers in their recruitment needs by facilitating access to the One-Stop System program services
- Develop seminars and workshops on topics related to small business human resource needs

The DeKalb Workforce Investment Board spent considerable time and attention to developing a more focused approach to obtaining necessary information from businesses within the three priority clusters Health/Medical, Bio Tech/Life Sciences and Logistics. The Business Relations Unit will be responsible for developing relationships with the business community to obtain specific information regarding their current and future workforce needs. The information obtained will be systematically provided to the WIB.

In addition to the three industry clusters, the WIB also has identified DeKalb's burgeoning International business community as a priority sector to become involved with. The WIB commissioned a survey of DeKalb's International businesses to determine what their primary needs were. The survey had an astounding 851 responses from the Hispanic and Asian business community. The WIB will be interpreting the results of the survey and formulating strategies on how best to address the needs identified.

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

The Local Workforce Investment Areas within the Metropolitan Atlanta Region (Region 3) have participated in several coordinated efforts to reduce duplication and to minimize confusion that inherently may occur with several workforce areas existing within a single labor market. The Local Workforce Areas have established through a contractual relationship the Atlanta Regional Workforce Board/Atlanta Regional Commission as the single point of contact for vendors interested in applying for inclusion on the State Eligible Providers List. The vendor application process, application review, and approval are discussed earlier in Section V.8. of this Plan. In addition, the Local Workforce Investment Area Workforce Boards have adopted similar maximum allowable training amounts and approved duration of training via their respective Individual Training Account policies.

The DeKalb Workforce Investment Board and the Metro Atlanta Workforce Boards have collaborated on several workforce related projects such as the Innovation Crescent STEM Initiative, DeKalb Medical Patient Care Technician and Lanier Tech – Lab Tech programs. Each of these initiatives have highlighted the success of innovative strategies to meet the needs of employers in demand industries cross service areas.

There have been several instances where the Metro Atlanta Workforce Areas have collaborated to meet the needs of dislocated workers. Transition centers for General Motors and other automobile industry workers required staff and informational resources from all areas. DeKalb Workforce Development has also implemented an employment service strategy that provides supportive services to dislocated workers who have been laid off as a result of economic downturn of 2008.

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

Interested job-seekers are invited to a WIA information session and then scheduled for individual meetings with a Career Consultant. An Individual Plan is designed for the job-seeker. A variety of WIA Intensive Services are offered to the job-seeker to prepare them for training and employment. DeKalb Workforce Development offers information sessions at four locations in DeKalb County.

Veteran's Services

DeKalb Workforce Development will strengthen its relationship with the Veteran's Administration and other agencies that provide mental health services and general support to Veterans. DWD has collaborated with Georgia Department of Labor to host a Veteran's job fair in October 2008. DWD will also collaborate with other partners to provide support services to Veterans. DWD continues to serve Veteran's population with Department of Labor representative available onsite weekly.

Katrina Survivor Customers

In November 2005, DeKalb County CEO and WIB received a National Emergency Grant (NEG) in the amount of \$622,325 from the Georgia Department of Labor. An additional \$179,000 was allocated by the GDOL to support the Katrina Unit Temporary Employment Program.

The Georgia Department of Labor recognized the outstanding successes of DeKalb's NEG funded project in written reports, success stories sent to the U.S. Department of Labor and in the State Review.

The grant closed on June 30, 2008; however, the participants are now eligible for Dislocated Workers services and may continue to use WIA through the One-Stop system.

TANF Customers

The DeKalb Partner Agencies and the Georgia Department of Labor offer a pool of financial resources that create a vast array of services to TANF applicants and recipients. DeKalb's history of agency collaboration and communication make it possible to access partner resources in a timely and useful manner.

DeKalb Workforce Development (DWD) in partnership with the DeKalb County Department of Family and Children's Services (DFACS) implemented and delivered its pilot "My Career Pathway" (MCP) program in order to assist TANF recipients with attainment of GED and support transition into long-term career options. The Career Pathway program's primary focus is to increase literacy credential attainment (high school diploma or GED) and employment among TANF recipients. This pilot program offers a myriad of academic, career, and self-development activities for participants aged 17-21 years.

Due to the success of the MCP program, DWD has developed a program as an extension of the MCP design. The Pathways Youth Academy and Technology Center will serve Workforce Investment Act (WIA) eligible youth in specific categories, including those who are out of school (or at risk), parenting or pregnant youth, court-involved, in the child welfare or foster care system, homeless, or victims of child abuse. The program will utilize innovative ways to serve this population, providing vocational skills but also academic work, personal attention and support services. This highly inclusive method of training provides greater stability for young parents while working towards economic self sufficiency and personal development and growth.

This educational program is geared to offer academic instruction, which will lead to successful completion of the General Educational Development. Additional instruction will be provided to encourage post secondary educational opportunities. The primary career focus will be medical, bio-medical, engineering and technology. The STEM, Science, Technology, Engineering and Medical, training will prepare young people for competitive employment in high demand occupations.

#### Academic Remediation

A key component in the success of TANF recipients is reading, math and language remediation. DeKalb Workforce Development and DeKalb Technical College have collaborated on an ABE/GED class design which serves WIA customers preparing for entry into occupation skills classes. This educational component is also available to customers in other WIA-funded programs.

**19. An important feature of the customer-focused system under WIA is increased options for accessing workforce services. Discuss steps your area is taking to address increased options, such as: alternative access points, self-directed and electronic services, development of resource areas, and orientation to services,**

**enhanced reception/greeter functions, or service referral mechanisms for various customer groups and at various sites within your system.**

There are five access points where customers can obtain WIA information in DeKalb County, which are located in two GDOL Career Centers, a DFACS office, a Goodwill Office, and the Comprehensive One-Stop Center. A local Resource Sharing Agreement (RSA) has been developed and executed. The RSA includes all mandated WIA partners as well as representatives from the business community. These teams work out details on the local level on referral mechanisms, improving services, sharing client data, building business services, in an effort to provide continuous improvement of services offered at the One-Stops. DWD continues to work closely with each agency to provide efficient and effective customer service.

The WIB is considering ways to increase access for the international community by working with international organizations that will assist with developing alternative access points and/or resource centers which are multi-lingual, in parts of the County with the largest concentrations of immigrant/refugee populations.

A DeKalb Workforce Development DVD has been produced and soon will be available on DWD's website for self-assisted use. DeKalb Workforce Development's website will provide information regarding job fairs, job announcements, career development workshops, GA Work Ready and other training related information ([www.dekalbworkforce.org](http://www.dekalbworkforce.org)).

#### Distance Learning

Online Training is now an option for selected eligible WIA Adults, Dislocated Workers and Youth. DeKalb Workforce Development may approve distance learning on a case by case basis when the participant meets the conditions and requirements set forth in the Distance Learning policy and the participant appears to have a high possibility for successfully completing the training. An assessment checklist is used for appropriateness. A Distance Learning Request form is used to determine whether the participant has the technology skills and the equipment necessary to successfully complete the required courses and earn a credential leading to employment.

## **VI. Performance Accountability**

- 1. The plan update includes performance levels for PY 2007 and PY 2008. Attachment F includes any updated performance measurements received from the Georgia Department of Labor. Below are the Common Measures:**

#### Adults and Dislocated Workers

- Entered Employment
- Employment Retention

- Average Earnings

#### Youth

- Placement in Employment or Education
- Attainment of a Degree or Certificate
- Literacy and Numeracy Gains

The Common Measures are intended to align performance and reporting requirements and further integrate service delivery. The staff will benefit from sharing customer success, recognition for collective contributions towards shared goals, opportunities for innovative service integration, aligned goals among partners and increased understanding of program outcomes. And, the job-seeker will benefit from this united effort to provide quality services.

*Note: WIA Measures still apply.*

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

The comprehensive One-Stop surveys customers at both the core service and intensive/training service levels. All WIA access centers in DeKalb County are included in the surveys. This feedback is used in managing service delivery. The One-Stop Operator has regularly scheduled meetings, with front-line managers/partners involved in service delivery, at which time customer feedback can be evaluated. If necessary, changes in service delivery can be implemented. Reports are available to the WIB and its Executive Committee.

### **3. Describe the Board's strategies and process for evaluating the system's progress in meeting the needs of employers and job-seekers in the community, including how the Board is promoting continuous improvement of the local system.**

One of the Workforce Board's Guiding Principles is "the customers will define quality through their feedback". The One-Stop manager provides quarterly reports to the WIB or its Executive Committee which includes customer satisfaction scores for the comprehensive One- Stop center. These scores are derived by compiling the results of customer satisfaction surveys collected at each location. In addition, the results of the Customer Satisfaction performance measure are shared with the Board as information becomes available. The Customer Satisfaction performance is collected and calculated by the Atlanta Regional Commission Workforce Development staff for the Metro Atlanta Workforce Areas.

The Business Relations Manager meets with the business community to promote services available through the One-Stop System. During the meetings, the Business Relations Manager ascertains what assistance the businesses may need and provides information regarding assistance that can be provided through the One-Stop

partnership. As services are provided to the respective businesses, the Business Relations Manager will follow up to determine if the company was satisfied with the services provided and if additional assistance is needed. This information will be provided to the WIB and the Executive Committee on a monthly basis.

## **VII. Equal Access and Opportunity**

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

DeKalb Workforce Development has procedures for handling both complaints and EEO issues. The local procedures for handling grievances are described in **Attachment G**, Grievance/Complaint Procedures and the Equal Opportunity Policy is posted in our Comprehensive Center. The WIA Equal Opportunity Officer handles all staff responsibilities for grievances and complaint resolution. A Grievance/Complaint Procedure for youth under age 18 and their parents is made available to these customers.

All customers are provided with written information that details the procedures. The Deputy Director serves as the official EEO Officer. Customers are requested to put all complaints, regardless of the nature of the complaint, in writing. Failure to communicate in writing does not prevent a customer from having his/her complaint heard. DeKalb Workforce Development considers complaint resolution on an informal basis as good customer service, as most complaints are best handled in this manner. DeKalb Workforce Development's experience has been that the front-line manager and One-Stop operator manager normally handle all complaints to a satisfactory resolution. Occasionally, the senior management of DWD gets involved with complaints, usually because the front-line manager and/or One-Stop operator manager requests assistance. Again, this level of complaint is normally resolved in a satisfactory manner for all parties. If a complaint is still not resolved at this level, the customer must then follow the procedures requiring written communication and the formal process is initiated. The nature of the complaint (i.e., discrimination vs. unhappy over training decision) determines how it will be handled. If it is suspected that EEO issues could be the basis for a complaint and/or if a customer indicates they will pursue the complaint at a higher level, the GDOL EEO officer is notified so that he/she will be aware of a pending complaint.

- 2. Describe how the local area is ensuring full accessibility of sites and services. Examples include an accessibility checklist on which staff have been trained, assistive technology in resource rooms, and ongoing coordination, training and mutual referrals with community rehabilitation providers.**

In 2004, DeKalb Workforce Development applied for and received a Project Access Grant from CobbWorks! This grant provided for technical assistance, procurement of

adaptive technology and staff training. A DWD staff representative is the designated Disability Navigator for DeKalb County WIA and partner agencies.

DeKalb One-Stop Center provides full accessibility to its center and services. Staff has received training and written instructions regarding assistive technology in the Resource Rooms. Program information is available through TTY. Rehabilitation Services of the Georgia Department of Labor is the primary community rehabilitation provider with whom training and mutual referrals are conducted. Members of the Georgia Division of Rehabilitation Services (DRS) and the Rehabilitation Services Administration of the US Department of Labor, met with DWD staff to do an on-site visit and assessment of the accessibility of services to persons with disabilities. We have improved signage to make it more visible to those who use wheelchairs for access or who are vision impaired. We have two computers with 19 inch monitors and track ball mouse hardware. Also, Resource Center staff is knowledgeable of Accessibility Option in Microsoft Windows. This allows staff to increase the size of text on regular monitors so that vision-impaired customers are able to use the equipment. In addition, accessible pedestrian and parking spaces are designated in front of the building. There are two running slopes (wheelchair ramps) and a new platform lift (wheelchair lift), to allow accessibility throughout the building.

In order to provide services to the largest cross section of people with disabilities, DeKalb One-Stop has purchased and continues to purchase the following equipment:

- Closed circuit TC magnification screens for One-Stop and 2 partner locations
- 21-inch monitors for One-Stop and 2 partner locations
- Kensington track ball mouse and keyguards to permit greater ease of use for persons with limited manual dexterity
- TTY machines for 2 partner locations
- Braille signage for the Comprehensive One-Stop Center

DWD staff has a contact person at GDOL Vocational Rehabilitation Services to interview customers who may be appropriate for their services. She is also available for staffing customers who may not be referred to a DRS caseload but may need some special services in order to succeed in a training environment.

For Customers who need specialized equipment not available at the comprehensive One-Stop Center are referred to the Department of Labor.

**3 Describe the local area's policy for ensuring priority of services for veterans, and how GDOL employment services are integrated in to the local workforce system.**

The recently enacted Jobs for Veterans Act requires that priority of service be given to veterans who otherwise meet the eligibility requirements for participation in DOL-funded workforce programs, including WIA.

Implementation of the USDOL Hire Veterans First Campaign is in place at DWD Resource Center. Partners, employers and veterans are being provided information on the full range of services available to veterans through DWD's Resource Center as well as veteran priority for all federal funded employment and training programs. Veterans are served as either low-income Adults or Dislocated Workers; they are provided the complete compliment of Core and Intensive Services at our Resource Center prior to entering training. Services to Veterans are coordinated with the Georgia Department of Labor/Veterans Administration liaison who is staffed at the Center one day per week and works closely with the DWD full-time Veteran staff person. We will support and participate in any region wide meetings to better understand the resources for Veterans. The One-Stop Center has devised procedures through which Veterans are identified as quickly as possible whenever they seek One-Stop services. When funds are limited, of those applicants already in the "application pipeline", Veterans will receive priority for remaining funds as long as they meet the usual program and training requirements.

Signage will be posted in the comprehensive One-Stop and satellite sites informing veterans of their priority for service, inclusive of job fairs held primarily for veterans. In addition, the new website for DWD will include a section on priority for service, which will identify veterans as a priority. Should additional guidance from the State or Federal level be forthcoming, it will be incorporated as required.

The GDOL Career Centers in DeKalb County have veterans' services representatives on staff. These representatives can make direct referrals to WIA or can schedule the customer to attend a WIA orientation session conducted at the Career Center. DWD will strengthen its relationship with the Veteran's Administration and other agencies that provide mental health services and general support to Veterans.

**4. Describe the area's efforts to address the needs of customers with limited English proficiency (LEP). Key elements include staff, technology and availability of materials in languages prevalent in the area.**

To address the needs of customers with limited English proficiency, information brochures and posters regarding DWD's program and services are available in Spanish. Brochures and other information regarding WIA services will be included on our website.

DeKalb County has a language bank that is accessible by the staff of the comprehensive One-Stop Center. Most languages spoken in the County can be addressed with the Bank's assistance. Customers with severe language deficiencies usually have an advocate from a resettlement agency that accompanies them to the Center. Training services will be limited for this population as the majority of schools on the EPL are English-only classes. DeKalb County has a very active immigrant/refugee community that has access to state-funded employment programs through the resettlement agencies. Frequently, the non-English speaking customers are served through another agency.

However, DWD has diverse multi-lingual staff --- Spanish, Vietnamese, Korean and Indian. In addition, some of the WIA informational material has been translated into Spanish with translations into other languages planned for the future.

DWD is also participating with the metro Workforce program to recruit persons of Hispanic origin for Certified Nurse Assistant training. This is a partnership between the two workforce areas, AARP, Latin American Association and DeKalb Technical College.

The WIB has recently completed a survey of the international business community which is described under services to businesses.

The One Stop Center has added a diverse staff to address the needs of job seekers, customers, and employers from Hispanic and Asian ethnicity; also through a partnering agency, Basic Computer classes have been established at the Center for customers referred from Jewish Family and Community Services, which make referrals on an international level. The classes are conducted four days, Monday through Thursday, a week for a four week - module to assist customer with minimal computer skills to become proficient in their use of the computer, thus, increasing possible job opportunities. Partnering agencies also house ESL classes. Availability of literature in other languages is a feature in the Resource Library.

The One Stop Center has partnering relationships with the Latin American Association, the Latin Chamber of Commerce, and Pan Asian which helps in establishing employment opportunities for job referrals from these agencies. Departmental liaisons are present to meet the needs of the job seekers being referred from the above mentioned agencies. The website <http://www.altavista.com> has a feature that allows communication in a variety of languages so that the job seeker, customer, or employer can read the GDOL website in their native tongue [www.dol.state.ga.us](http://www.dol.state.ga.us).

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

Not applicable.

## **VIII Plan Attachments**

<b>Attachment A:</b>	Local Administrative Assurances
<b>Attachment B</b>	Area Sites and Services
<b>Attachment C</b>	Memoranda of Understanding, Local Chief Elected Official Agreements and Resource Sharing Agreements
<b>Attachment D</b>	Individual Training Account Policy
<b>Attachment E</b>	Demand Occupation List
<b>Attachment F</b>	Performance Worksheets
<b>Attachment G</b>	Grievance and Compliant Procedures.

**Attachment A**  
**Local Administrative Assurances**  
**PY 2007 - 2008**

Local workforce areas must ensure that area staffs, contractors and partners are accountable to all state and federal laws, regulations and policies. By signatures on the local Workforce Plan, the area assures the state that the following provisions will be met for PY 2007 - 2008:

1. Policies and procedures will be developed for soliciting and contracting with training providers for adult and dislocated worker training services that are not part of the Individual Training Account (ITA) system. [WIA Sec. 118 (b)(9)]
2. Policies and procedures will be developed for identifying and competitively procuring youth activity providers. Policies will include evaluation criteria used and desired program elements, as required by WIA. [WIA Sec. 118 (b)(9)]
3. Memoranda of Understanding (MOUs) have been established between the local Workforce Investment Board and: a) all required WIA partners; and b) other partners participating in the local One-Stop System. [WIA Sec. 118 (b)(2)(B)] The MOUs will be considered part of the area's comprehensive WIA plan and will be available locally for review upon request.
4. Area staff, partners and subcontractors will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:
  - Section 188 of the WIA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;
  - Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
  - Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
  - The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
  - Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
5. No funds received under the WIA will be used to assist, promote or deter union organizing. [WIA Sec.181 (b)(7)].
6. The local Workforce Investment Board assures that all awards of federal and state funds shall be accounted for using generally accepted accounting principles, and treated in accordance with federal cost principles that apply to the type of entity receiving funds, including OMB Circular A-87 for units of state or local government; A-21 for institutions of higher learning; A-122 for private, non-profit organizations; and 48 CFR, Part 31 for private, for-profit organizations.
7. The local Workforce Investment Board assures that audits of covered organizations shall conform to the federal Single Audit Act and OMB Circular A-133.

8. The area's financial management system will satisfactorily account for and document the receipt and disbursement of all WIA funds. Further, effective internal controls in place will safeguard assets and ensure their proper usage (including property location and usage). [WIA Sec. 184 (a)(1)]
9. The local area's financial system will permit the tracking of program income and potential stand-in costs. [WIA Sec. 185 (f)(1)&(2)]
10. The local area will prepare and submit required financial reports in a timely manner, and WIA operations funded wholly or in part with state and/or federal funds will maintain financial and program records with all supporting documents for at least three years from the date of submission of the closeout reports for each program. [WIA Sec. 185 (e)(1)]
11. Any information or records concerning an individual or employing unit obtained by the Georgia Department of Labor in the administration of the Employment Security Law or other federally funded programs for which the department has responsibility are, by law, private and confidential [O.C.G.A. 34-8-120 et seq.]. The area agrees to abide by all state and federal laws, rules and regulations regarding the confidentiality of such records. There are criminal sanctions for unauthorized release of such information. The area further agrees not to divulge any private or confidential information concerning any individual or employing unit to any unauthorized person without the informed consent of both the individual employee and the related employing unit, or, when applicable, of a particular customer. The Georgia Open Records Act requires government agencies and their private contractors to allow inspection of "public records" by citizens who request such inspection [O.C.G.A. 50-18-70 et seq.]. Georgia Department of Labor information and records on individuals and employing units described above are exempt from the disclosure requirements of the Georgia Open Records Act. The area agrees to fully comply with the Georgia Open Records Act, which may require a timely written response (within three days of the inspection request) denying inspection of such records and stating the applicable statutory authority for denying the request.
12. Local areas will comply with the security and privacy standards of Public Law 104-191 - the Health Insurance Portability and Accountability Act of 1996. [NOTE: The Georgia Department of Labor is in the process of implementing these standards and will provide additional information in the near future.].
13. Veterans and other preference-eligible persons will be provided priority in labor exchange services funded under the Wagner-Peyser Act in accordance with Chapter 41 of Title 38 and C.F.R. 1001.
14. Migrant and seasonal farm workers will be provided the same range and quality of services as non-migrants, and equity of service will be afforded to migrant and seasonal farm workers in all labor exchange services provided in the area. [20 C.F.R., Part 653].

## Attachment B

### Area Sites and Services

List the name, address and phone number of each comprehensive WIA service site. For each comprehensive **One-Stop** site, specify the lead partner or One-Stop operator **in bold type**, followed by the other partners that provide services at that site. In the third column, indicate the major services (e.g., career counseling, assistance with training, vocational rehabilitation, UI, employment services, etc.) provided at the site by the partners specified in the second column. Add rows for additional sites as needed.

Comprehensive Service Sites	Lead Partner, One-Stop Center Operator, Other Partners	Major Services Provided by Each Partner
<b>DeKalb Workforce Development</b> 320 Church Street Decatur, GA 30030 (404) 687-3400	<b>DeKalb Workforce Development</b>	Core Services, Transportation, Training, Job Search, Career Information, Career Development and Counseling, Labor Market Information
	Georgia Department of Labor	Intensive Services-Assessment, Career Counseling, Labor Market Information, Initial Assessment.
	DeKalb Technical College	Training- Referral to ITA, On-the-Job Training
	Dept of Family & Children Services	Access to Supportive Services Case Management and Follow-Up Labor Exchange, TANF and Food Stamps
	Jewish Family & Career Services	Title V Older Worker Program Job Readiness Training and access to other E&T programs
	Partnership for Community Action, Inc.	Adult Education/GED Various Workshops Utility assistance provided if funds are available.
	Housing Authority of DeKalb County	Housing Assistance
<b>Job Source Center</b> 178 Sams Street Decatur, GA 30030 404-370-5302	<b>DeKalb County Department of Family and Children Services</b>	Job Search Activities
<b>DeKalb Career Center</b> 3879 Covington Highway Decatur, GA 30032 404-298-3970	<b>Georgia Department of Labor</b> Vocational Rehabilitation	Labor Market Information Job Search Related Activities Information and Referral
<b>Career Services</b> 1295 Columbia Drive Decatur, GA 30032 404-728-8605	<b>Goodwill of North Georgia, Inc.</b>	Labor Market Information Job Search Related Activities
<b>Atlanta North Metro Career Center</b> 2943 N. Druid Hills Rd. Atlanta, GA 30359 404-679-5200	<b>Georgia Department of Labor</b> Vocational Rehabilitation	Unemployment Claims Reemployment Services Job Search Activities Information and Referral
<b>Job Corps</b> 320 Church Street Decatur, GA 30030	Job Corps	GED Housing Assistance, Youth Development (ages 16-24), Job search, resolution of criminal History.

## **Attachment C**

### **Memoranda of Understanding (MOU), Resource Sharing Agreements (RSA) and Local Chief Elected Official Agreements**



**MEMORANDUM OF UNDERSTANDING**  
**BETWEEN**  
**DEKALB WORKFORCE INVESTMENT BOARD**  
**AND**  
**DEKALB WORKFORCE DEVELOPMENT**

This Memorandum of Understanding (“MOU”) made this January 1, 2009 between DeKalb Workforce Investment Board as hereinafter referred to as “DWIB” and DeKalb Workforce Development as hereinafter referred to as “DWD”.

**I. PURPOSE**

The purpose of this Memorandum of Understanding (MOU) is to establish an agreement concerning the services to be performed by DeKalb Workforce Development as the One-Stop Operator. DWD One-Stop Operator will oversee and coordinate the day-to-day operations of DeKalb Workforce Development One-Stop. DWD One-Stop Operator will serve as a catalyst to develop and maintain a consortium of partner collaborative network of organizations that provide employment, training, and human resource services to individuals and businesses. These organizations, also referred to as partners, share program resources and contribute to the on-going operations of DeKalb Workforce Development as outlined in the Resource Sharing Agreements and Memorandum of Understanding. Partner organizations include: DeKalb County Chamber of Commerce, Housing Authority of DeKalb County, DeKalb Family and Children Services, DeKalb Technical College, Georgia Perimeter College, Georgia Department of Labor, GDOL/Vocational Rehabilitation, Goodwill of North Georgia, Inc., Jewish Family & Career Services, and Partnership for Community Action, Inc.

**II. DEFINITIONS**

As for purposes of this MOU, the following definitions are stated:

“WIA” shall mean Workforce Investment Act.

“DWD” shall mean the DeKalb Workforce Development, the administrator of workforce development programs for DeKalb County.

“One-Stop” shall mean (DeKalb Workforce Development One-Stop), headquarters located at (320 Church Street, Decatur Georgia 30030).

“DWIB” shall mean DeKalb Workforce Investment Board.

### **III. RESPONSIBILITIES**

The responsibilities of the DeKalb Workforce Development will be to oversee and coordinate daily activities of the workforce development system as it relates to employment, training, and other human resources that contribute to the on-going operations of the One-Stop.

### **IV. COORDINATION OF PROGRAM STAFF DEVELOPMENT AND TRAINING**

The DWD shall implement a continuous improvement plan regularly assesses the program in all areas of program design and service delivery, and shall coordinate the delivery of such training and development services and/or activities through seminars, workshops and other appropriate interventions.

### **V. PARTNER SERVICES**

In coordination with Partners, DWD shall provide referral assistance to individual needs of participants.

### **VI. REPORTING**

DWD agrees to jointly provide a bi-monthly status report on the progress and outcomes of the work – experience. To accomplish this task, DWD shall coordinate with DWD representatives and program partners to gather information. It is understood by DWD that such report shall be incorporated into an overall report to United States Department of Labor and the Georgia Labor Department to meet pertinent reporting requirements and requests. The report should include the following:

- (1) Number of DWD participants enrolled in the program
- (2) Number of DWD participants receiving work-experience training
- (3) Fiscal tracking and accrual costs
- (4) Number of DWD participants who received ITA’s

(5) Number of DWD participants who received supportive services

## **VII. MEET AND CONFER**

DWD – One-Stop Operator and it’s One-Stop partners will meet and confer once a month on the last Thursday of each month at 320 Church Street, Decatur, Georgia which is the location of the DeKalb Workforce Development and the One – Stop.

## **VIII. GENERAL PROVISIONS**

- a. Term.** This MOU shall be effective upon execution and will remain enforce until the parties dissolve it in writing.
- b. Compliance.** This MOU shall only be enforced to the extent that it is consistent with the laws of the State of Georgia and the United States.
- c. Indemnification.** This MOU shall, jointly and severally, indemnify and hold harmless (your agency’s name)and DWD, and their offices, directors, partners, agents, employees from and against all fines, suits, liabilities, proceedings, claims, and damages associated with the pilot demonstration.
- d. Amendment.**

Amendments, as it relates, to Resource Sharing Agreements (RSA) and Memorandum of Understanding (MOU) should be submitted, in writing, to the One Stop Center manager within 30 days prior to the effective date(s) of any alteration of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendments will be applied to the master Resource Sharing Agreement and/ or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity to authorize any changes or alterations to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendments for the entity.
- e. E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and subcontractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**f. Termination.** This MOU may be terminated upon mutual consent in writing.

(Original Signature on File)

**Delores Crowell**

**DWIB – Chairperson**

**Date**

(Original Signature on File)

**Gail A. Galbreath**

**One-Stop Manager Date**

(Original Signature on File)

**Roberta Morris**

**Date**

**Director**

**DeKalb Workforce Development**

# Resource Sharing Agreement

To operate

***DeKalb Workforce Development One-Stop***  
A One-Stop Workforce Development System Serving DeKalb County, Georgia

January 1, 2009 – December 31, 2009

# Resource Sharing Agreement

To operate

## *DeKalb Workforce Development One-Stop*

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**Resource Sharing Agreement**  
To operate  
***DeKalb Workforce Development One-Stop***

**I. Parties**

This Resource Sharing Agreement (hereafter called the Agreement) is entered into between the DeKalb Workforce Investment Board (WIB), the DeKalb Workforce Development, and the following organizations (hereafter called Partners), operating under the name *DeKalb Workforce Development One-Stop*:

DeKalb Chamber of Commerce, Inc. (COC)  
DeKalb County Department of Family and Children Services (DFCS)  
DeKalb County Office of Economic Development (OED)  
DeKalb County Workforce Development Department (DWD)  
Housing Authority of DeKalb County (HADC)  
DeKalb Technical College (DTC)  
Georgia Department of Labor/Covington Highway (GDOL)  
Georgia Department of Labor, GDOL/Vocational Rehabilitation Program (Rehab)  
Georgia Perimeter College, Center for Continuing and Corporate Education (GPC)  
Goodwill of North Georgia, Inc. (GNG)  
Jewish Family & Career Services, Inc. (JF&CS)  
Job Corp/Odle Management Group, LLC  
Partnership for Community Action, Inc. (PCA)

Effective during the period, January 1, 2009 through December 31, 2009, this Agreement specifies the programmatic and financial commitments being made by the Partners for the operation of *DeKalb Workforce Development One-Stop*. When appropriate, a Memorandum of Understanding (MOU) will be executed and become part of this Agreement by reference. MOUs will be executed for special projects and provisions not included in the RSA. It is understood by the Partners that this Agreement is not a contract; it does not legally obligate the Partners to the commitments described herein. Rather, this Agreement expresses good faith and intentions of each Partner to participate in and contribute to the program.

## II. Resource Sharing Program Provisions

### A. DeKalb Chamber of Commerce

The DeKalb County Chamber of Commerce agrees to participate with *DeKalb Workforce Development One-Stop* in the following programmatic ways during the period January 1, 2009 through December 31, 2009:

- a. Include the *DeKalb Workforce Development One-Stop* Operator and appropriate Partners in workforce-related activities that may be undertaken as a part of the overall mission of the DeKalb Chamber of Commerce.
- b. Add *DeKalb Workforce Development One-Stop* to the Chamber's mailing list, and as appropriate, include reference to or articles about *DeKalb Workforce Development One-Stop* in the Chamber's newsletter, website and other communications.
- c. Utilize the combined capacity of the *DeKalb Workforce Development One-Stop* partner agencies whenever the need for specialized training, education or employment expertise is indicated by members of the DeKalb Chamber of Commerce or by other existing or potential employers in DeKalb County.
- d. Encourage ongoing relationships between *DeKalb Workforce Development One-Stop* and area employers on a continuing basis.
- e. Participate actively with the *DeKalb Workforce Development One-Stop* Operator in developing new programs or improving existing programs, to best serve the needs of DeKalb Chamber of Commerce members or other employers.
- f. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop Center manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alterations to the original copies of the Resource Sharing Agreement and/or Memorandum of Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009, new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and subcontractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**B. DeKalb Department of Family and Children Services**

The DeKalb County Department of Family and Children Services (DFCS) agrees to participate in *DeKalb Workforce Development One-Stop* with the following programmatic ways during the period January 1, 2009 through December 31, 2009:

- a. Provide consultation and other assistance to *DeKalb Workforce Development One-Stop* to develop effective and comprehensive supportive services procedures within the entire system, and to develop effective solutions to the problems of child care, transportation, housing and other barriers to training and/or employment.
- b. Refer customers who indicate the need for special services, offered by *DeKalb Workforce Development One-Stop* at 320 Church Street in Decatur, Georgia, and co-located sites locations and/or partner agencies, such as introductory computer and internet training, micro-enterprise programs, *job search seminars*, resume writing seminars, financial literacy programs, and etc., utilizing the *DeKalb Workforce Development One-Stop* Partner Referral Passport.
- c. Provide *Assisted Technology Equipment* for job seekers with disabilities and coordinate services for such persons with GDOL Vocational Rehabilitation and *DeKalb Workforce Development One-Stop* as necessary.
- d. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required

for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alteration(s) to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).

- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- f. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**C. DeKalb County Office of Economic Development (OED)**

DeKalb County Office of Economic Development (OED) agrees to participate with DeKalb Workforce Development One-Stop in the following programmatic ways during the period of January 1, 2009 through December 31, 2009:

a. Include the DeKalb Workforce Development One-Stop and appropriate Partners in all workforce development activities that may be undertaken as a part of the overall mission of the DeKalb County Office of Economic Development.

- 1) DeKalb County Office of Economic Development will notify DeKalb Workforce Development One-Stop frequently of “Landed projects” (secured and located in DeKalb County). These Landed Projects can be new businesses or business expansions under the DeKalb Workforce Development E<sup>3</sup> (economic development, education and employment) initiative.

b. Add DeKalb Workforce Development One-Stop to OED’s mailing list, and include reference to articles about DeKalb Workforce Development as appropriate, in OED’s newsletter, website and other communications.

- 1) Add DeKalb Workforce Development One-Stop web link to OED’s web page.
- 2) Include information regarding DeKalb Workforce Development One-Stop in the OED’s Toolbox resource document.
- 3) Make available DeKalb Workforce Development One-Stop information packets/materials at County sponsored events where Economic Development materials are shared, i.e., at County Town Hall meetings and invite DeKalb Workforce Development to appropriate meetings.

c. Utilize the combined capacity of DeKalb Workforce Development One-Stop Partner agencies whenever the need for specialized training, education or employment expertise is indicated by existing or potential employers in DeKalb County.

- 1) DeKalb County Office of Economic Development will refer businesses with

recruitment, training, educational needs to DeKalb Workforce Development One-Stop. DeKalb Workforce Development One-Stop will complete a needs analysis and/or direct the business to the appropriate Partner agency(s).

- 2) DeKalb County Office of Economic Development will refer businesses facing lay-offs/displaced workers to DeKalb Workforce Development One-Stop for training and career counseling, etc.
- d. Encourage continuous relationships between DeKalb Workforce Development One-Stop and area employers on a continuous basis.
- 1) DeKalb County Office of Economic Development will conduct quarterly follow-up/status meetings with DeKalb Workforce Development to measure and monitor progress of the workforce interaction with landed projects.
- e. Participate actively with the DeKalb Workforce Development in developing new programs or improving existing programs to best serve the needs of DeKalb employers.
- f. DeKalb County Office of Economic Development will extend an in-kind contribution, to DeKalb Workforce Development One-Stop, for use of the department's conference room, when available.
- g. DeKalb County Office of Economic Development will participate in in-kind staff training sessions designed to inform all *DeKalb Workforce Development One-Stop* staff about Partner programs and services. Provide the *DeKalb Workforce Development One-Stop* operator with printed materials (flyers, brochures, booklets, etc.) that describe DeKalb County Office of Economic Development's services and programs so that these can be distributed, as appropriate, to Business Services, employers and throughout the *DeKalb Workforce Development One-Stop*.
- h. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop Center manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alteration(s) to the original copies of the Resource Sharing Agreement and/or Memorandum of Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- g. **E-Verification.** Effective July 1, 2007, "public employers" and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees' work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

#### **D. DeKalb Workforce Development**

DeKalb Workforce Development (DWD) agrees to participate in *DeKalb Workforce One-Stop* in the following programmatic ways during the period January 1, 2009 through December 31, 2009:

- a. Provide space and equipment for the resource room, and for the provision of core, intensive and training services at the DeKalb Workforce Development One-Stop located at 320 Church St., Decatur, Georgia. Whenever possible, DeKalb Workforce Development One-Stop Partners who have personnel assigned to the One-Stop, or who operate programs in the One-Stop, will be expected to reimburse DWD for the cost of the space devoted to those personnel or programs.
- b. Provide seventeen (17) professional staff members to maintain daily operations of DeKalb Workforce Development One-Stop. They are: (1) resource manager, (1) employment training analyst, (2) office support staff, (2) senior office assistants, (1) receptionist and (2) security officers. In addition, for intensive core and training services: (1) an employment and training manager, (3) career consultants, and (4) employment training analysts.
- c. Establish and maintain linkages between the DeKalb Workforce Development One-Stop Operator and other programs that are designed to provide “temporary assistance for needy families” (TANF) and youth.
- d. Provide appropriate levels of professional and support staff from other funded programs to assist the DeKalb Workforce Development One-Stop in providing employment and training support to the persons in need of these programs.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alteration(s) to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

### **E. Housing Authority of DeKalb County**

The Housing Authority of DeKalb County (HADC) agrees to participate in *DeKalb Workforce Development One-Stop* with the following programmatic ways during the period of January 1, 2009 through December 31, 2009

- a. Provide space for workshops, seminars and other training and educational opportunities in HADC sites on an as needed basis.
- b. To the extent feasible, identify customers who indicate the need for intensive services and/or special services offered by DeKalb Workforce Development One-Stop on Church Street, co-located sites and/or partner agencies, and refer those customers for services, such as introductory computers training, micro-enterprise programs, job search seminars, resume writing seminars, financial literacy programs, Dress-for-Success programs and etc., utilizing the *DeKalb Workforce Development One-Stop* Partner Referral Passport.
- c. The Housing Authority of DeKalb County will participate in in-service staff training sessions designed to inform all *DeKalb Workforce Development One-Stop* staff about Partner programs and services. Provide the *DeKalb Workforce Development One-Stop* operator with printed materials (flyers, brochures, booklets, etc) that describe DeKalb Housing Authority services and programs so that they can be distributed on an ongoing basis throughout the *DeKalb Workforce Development One-Stop* system.
- d. Provide a representative to serve on the DeKalb Workforce Investment Board.

#### **General Provisions:**

- a. **Term.** This RSA shall be effective from January 1 2009 through December 31, 2009.
- b. **Confidentiality.** In order to protect privacy, access to information/records, that are considered confidential, shall be permitted only on a need-to-know basis and limited to the minimum amount of confidential information necessary to accomplish the intended purpose of the use, disclosure or

request. All specific client information requests shall include a release of information form signed by client.

- c. **Amendment.** Amendment(s), as it relates to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop manager, within 30 days, prior to the effective date(s) or any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alteration(s) to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- d. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- e. **Termination.** This RSA may be terminated upon mutual consent in writing.
- f. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**F. DeKalb Technical College**

DeKalb Technical College (DTC) agrees to participate in *DeKalb Workforce Development One-Stop* in the following programmatic ways during the period January 1, 2009 through December 31, 2009.

- a. Conduct basic literacy and GED preparation activities at the DeKalb Workforce One-Stop at 320 Church Street, Decatur, Georgia, and co-located sites, as appropriate, and in response to demonstrated need.
- b. Participate in special projects (such as Georgia Work Ready), initiatives, and partner expos with *DeKalb Workforce Development One-Stop*.
- c. Conduct computer seminars for the general public and for special populations at the *DeKalb Workforce Development One-Stop*, whether fee-based, grant supported or free, as appropriate.
- d. Conduct any other grant-funded or contracted education and training activities, at the DeKalb Workforce Development One-Stop, that will further the mission of DeKalb Workforce Development One-Stop to provide comprehensive job-related training to the public.
- e. Assist the DeKalb Workforce One-Stop Operator to develop and produce materials that support the marketing, public relations and image-building needs of DeKalb Workforce Development One-Stop.
- f. To the extent feasible, identify customers who indicate the need for intensive services and/or special services offered by *DeKalb Workforce Development One-Stop* and partner agencies, and refer those customers for services, such as introductory computers training, micro-enterprise programs, *job search seminars*, resume writing seminars, financial literacy programs, *Dress-for-Success* programs and etc., utilizing the *DeKalb Workforce Development One-Stop* Partner Referral Passport.
- g. To the extent possible, DTC's Division of Economic Development will share business leads, employer training and job needs and other relevant workforce development information relating to new, existing and expanding industries in

DeKalb County with *DeKalb Workforce Development One-Stop*, located at 320 Church Street, Decatur, Georgia.

- h. The DTC will participate in in-service staff training sessions designed to inform all *DeKalb Workforce Development One-Stop* staff about Partner programs and services. Provide the *DeKalb Workforce Development One-Stop* operator with printed materials (flyers, brochures, booklets, etc) that describe DTC's services and programs so that these can be distributed on an ongoing basis throughout the *DeKalb Workforce Development One-Stop* system.
- i. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alteration(s) to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.

- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
  
- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**G. Georgia Department of Labor/Covington Highway**

The Georgia Department of Labor/Covington Highway (GDOL) agrees to participate in *DeKalb Workforce Development One-Stop* in the following programmatic ways during the period January 1, 2009 through December 31, 2009:

- a. Provide effective linkages between all of the Partner staff operating in the *DeKalb Workforce Development One-Stop* system; and provide linkages to other appropriate resources and services that are available at GDOL's office.
- b. Assign a minimum of two staff members (1 employment service representative and 1 veteran specialist ) with the necessary materials and software to provide core services (except UI benefits) to the *DeKalb Workforce Development One-Stop* at 320 Church Street, Decatur, Georgia, and to provide directly, or provide access to, all of the services authorized under the Wagner Peyser Act, as well as services commonly provided to veterans. Such staff will also participate, as needed, in the services provided in the resource room or computer center.
- c. Provide trainers and materials for short-term pre-employment seminars at the *DeKalb Workforce Development One-Stop* and at co-located sites, as needed.
- d. The GDOL Center Manager and staff will participate in in-service staff training sessions designed to inform all *DeKalb Workforce Development One-Stop* staff about Partner programs and services. Provide the *DeKalb Workforce One-Stop* operator with printed materials (flyers, brochures, booklets, etc) that describe GDOL services and programs so that these can be distributed on an ongoing basis throughout the *DeKalb Workforce Development One-Stop* system. The GDOL Center Manager will also participate in the DeKalb Workforce Development One-Stop Managers' Monthly Meetings.
- e. Refer customers who indicate the need for intensive services and/or special services offered by DeKalb Workforce Development One-Stop on Church Street, *DeKalb Workforce Development One-Stop* co-located sites and/or partner agencies, to such services as introductory computer and Internet training, micro-enterprise programs, *job search seminars*, resume writing

seminars, financial literacy programs, *Dress-for-Success* programs and etc., utilizing the *DeKalb Workforce Development One-Stop Partner Referral Passport*.

- f. Provide Assisted Technology Equipment for job seekers with disabilities.
- g. Make accessible to all clients financial literacy and stress management.
- h. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to Resource Sharing Agreements (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One Stop Center manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/ or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alterations to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA Agreement dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.

- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

## H. Georgia Department of Labor, Vocational Rehabilitation Program

The Georgia Department of Labor, Vocational Rehabilitation Program (VR) agrees to participate in *DeKalb Workforce Development One-Stop* in the following programmatic ways during the period January 1, 2009 through December 31, 2009:

- a. Provide the appropriate level of staff assistance to the *DeKalb Workforce Development One-Stop* at 320 Church Street, Decatur, Georgia and co-located sites to assure adequate services for those customers who are deemed to be appropriate for enrollment as Vocational Rehabilitation clients, or who may already be clients. The person(s) filling this position will also assist special needs customers with core services and/or assisted technology equipment, as time permits.
- b. Cooperate with the DeKalb Workforce Development One-Stop and to provide vocational rehabilitation services to small and medium sized businesses, as necessary and appropriate.
- c. Provide access to in-depth evaluation, [including health and mental health] to appropriate *DeKalb Workforce Development One-Stop* customers and serve as the bridge between *DeKalb Workforce Development One-Stop*, co-located sites and partner agencies.
- d. To the extent feasible, identify customers having special needs, who indicate the need for intensive services and/or training and refer those customers to services such as introductory computers training, micro-enterprise programs, job search seminars, resume writing seminars, financial literacy (Money Smart) programs, Dress-for-Success programs, etc., offered by DeKalb Workforce Development One-Stop on Church Street, *DeKalb Workforce Development One-Stop* co-located sites and Partner organizations utilizing the *DeKalb Workforce Development One-Stop* Partner Referral Passport.
- e. To assist *DeKalb Workforce Development One-Stop* staff in identifying and tracking those persons requiring the use of assisted technology equipment and/or special services.

- f. The Vocational Rehabilitation Program (VRP) will work in collaboration with Partner organizations to assist outside organizations that serve people with special needs and develop an awareness of *DeKalb Workforce Development One-Stop* services that are available to job seekers with special needs.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alterations to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**I. Georgia Perimeter College, Center for Continuing and Corporate Education**

Georgia Perimeter College, Center for Continuing and Corporate Education (GPC) agrees to participate in *DeKalb Workforce Development One-Stop* in the following programmatic ways during the period January 1, 2009 through December 31, 2009:

- a. To the extent possible, provide one (1) person on an as needed basis at *DeKalb Workforce Development One-Stop* on Church Street to provide customers with advice regarding higher education choices, admissions and financial arrangements. The exact number of hours this staff person will be assigned to work at the Center will be based on customer demand and GPC's resources.
- b. Conduct grant-funded or contracted education and training activities, at the *DeKalb Workforce Development One-Stop* and co-located sites, that will further the mission of *DeKalb Workforce Development One-Stop* to provide comprehensive job-related training to the public.
- c. Assist the *DeKalb Workforce Development One-Stop* Operator to develop and produce printed materials that support the marketing, public relations and image-building needs of *DeKalb Workforce Development One-Stop* and also host and providing technical assistance to the maintenance of the *DeKalb Workforce Development One-Stop* website
- d. Assist the *DeKalb Workforce Development One-Stop* Operator in developing community programs to promote the value and accessibility of higher education opportunities to those who might not have considered such a path to their economic goals. Make information on community programs available to *DeKalb Workforce Development One-Stop*.
- e. The GPC will participate in in-service staff training sessions designed to inform all *DeKalb Workforce Development One-Stop* staff about Partner programs and services. Provide the *DeKalb Workforce Development One-Stop* operator with printed materials (flyers, brochures, booklets, etc) that describe GPC's services and

programs so that these can be distributed on an ongoing basis throughout the *DeKalb Workforce Development One-Stop* system.

- f. To the extent feasible, identify customers who indicate the need for intensive services and/or special services offered by DeKalb Workforce Development One-Stop and partner agencies, and refer those customers to services such as introductory computers training, micro-enterprise programs, Job search seminars, resume writing seminars, financial literacy (Money Smart) programs, Dress-for-Success programs and etc., utilizing the *DeKalb Workforce Development One-Stop* Partner Referral Passport.
  
- g. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
  
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alteration(s) to the original copies of the Resource Sharing Agreement and/or Memorandum of Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
  
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.

- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**J. Goodwill of North Georgia, Inc.**

Goodwill of North Georgia (GNG) agrees to participate in *DeKalb Workforce Development One-Stop* System with the following programmatic ways during the period January 1, 2009 through December 31, 2009:

- a. Facilitate access to WIA core and intensive services through Goodwill Career Centers in DeKalb County.
- b. Facilitate access to any/all training programs and services conducted by Goodwill Industries with non-WIA funding. Also, serve as an active participant on the DeKalb Workforce Investment Board.
- c. Facilitate employment-related assistance to *DeKalb Workforce Development One-Stop* customers with disabilities who prefer to be served at the Goodwill Career Centers.
- d. Provide intensive assessment services on a fee-for-service basis at the *DeKalb Workforce Development One-Stop* and/or Partner sites as needed, with funds provided from WIA and other sources.
- e. Facilitate access to the entire *DeKalb Workforce Development One-Stop* system for all Goodwill customers, including trainees in WIA-funded programs, as well as those whom Goodwill serves in other ways during the period January 1, 2009 through December 31, 2009.
- f. To the extent feasible, identify customers who indicate the need for intensive services and/or special services offered by *DeKalb Workforce Development One-Stop* on Church Street, and refer those customers to services such as introductory computers training, micro-enterprise programs, job search seminars, resume writing seminars, financial literacy programs, Dress-for-Success programs and etc., utilizing the *DeKalb Workforce Development One-Stop* Partner Referral Passport.
- g. Goodwill will participate in training sessions designed to inform all *DeKalb Workforce Development One-Stop* partners about WIB and Partner programs and services, and make available brochures describing same through Goodwill Career Centers.
- h. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alteration(s) to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- e. **E-Verification.** Effective July 1, 2007, "public employers" and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees' work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**K. Jewish Family and Career Services, Inc.**

In addition to accepting the provisions set forth in the MOU, Jewish Family and Career Services (JF&CS) agrees to participate in *DeKalb Workforce Development One-Stop* in the following programmatic ways during the period January 1, 2009 through December 31, 2009

- a. Assist the *DeKalb Workforce Development One-Stop* Operator and staff in developing and offering programs to meet the needs of refugees and immigrants in DeKalb County and, using JF&CS funding from non-WIA resources, coordinate their existing programs through *DeKalb Workforce Development One-Stop*.
- b. Assist the *DeKalb Workforce Development One-Stop* Operator and staff in developing and offering programs to meet the needs of people with disabilities in DeKalb County and, using JF&CS funding from non-WIA resources, coordinate their existing programs through *DeKalb Workforce Development One-Stop*.
- c. Assist the *DeKalb Workforce Development One-Stop* Operator and staff in developing and offering work-based assessment services and training programs and other human resources services for area employers.
- d. To the extent feasible, identify customers who indicate the need for intensive services and/or special services offered by *DeKalb Workforce Development One-Stop* on Church Street, satellites and partner agencies, and refer those customers to services such as introductory computers and Internet training, micro-enterprise programs, resume writing seminars, financial literacy programs, Dress-for-Success programs and etc., utilizing the *DeKalb Workforce Development One-Stop* Partner Referral Passport.
- e. Participate in in-service staff training sessions designed to inform all *DeKalb Workforce Development One-Stop* staff about Partner programs and services. Provide the *DeKalb Workforce Development One-Stop* Operator with printed materials (flyers, brochures, booklets, etc) that describe JF&CS services and programs so that these can be distributed on an ongoing basis throughout the *DeKalb Workforce Development One-Stop*.
- f. Provide *DeKalb Workforce Development One-Stop* clients access to other Jewish Family & Career Services that are open to the public, such as the networking group for jobseekers, workshops and seminars. These seminars may

include Job Search Techniques, Interviewing and Networking Techniques, and Executive Seminars.

- g. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective from. January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One Stop Center manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alterations to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA Agreement dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**L. Job Corps/Odle Management Group, L.L.C.**

Job Corp/Odle Management Group, L.L.C. agrees to participate in DeKalb Workforce Development One-Stop with the following programmatic ways during the January 1, 2009 through December 31, 2009:

- a. Job Corps/Odle Management Group agrees to refer Job Corps graduates ages 16-21 to DWD's youth services programs to assist with preparing them for successful careers enabling them to obtain education, employment, specialized training, and other supportive s services.
- b. Job Corps/Odle Management Group agrees to refer Job Corps graduates ages 18-24 to DWD's older youth/adult programs to assist with preparing them with successful careers enabling them to obtain education, employment, specialized training, and other supportive services.
- c. Job Corps/Odle Management Group will conduct at no-cost, education and vocational training programs, Monday through Friday, 8:30 a.m. until 5:00 p.m.
- d. Job Corps/Odle Management Group will provide marketing materials for DeKalb Workforce One – Stop.
- e. Job Corps/Odle Management Group will provide a representative to serve on DeKalb Workforce Youth Council.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to Resource Sharing Agreements (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One Stop Center manager within 30 days prior to the effective date (s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/ or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing Agreement and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alterations to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s). The Amendment Procedures have been sent to all, current and/or new partners of the One-Stop.
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**M. Partnership for Community Action, Inc.**

Partnership for Community Action, Inc. (PCA) agrees to participate in *DeKalb Workforce Development One-Stop* with the following programmatic ways during the period January 1, 2009 through December 31, 2009:

- a. Assist DeKalb Workforce One-Stop by facilitating the provision of linkages to supportive services and child care for the customers and job seekers.
- b. To the extent feasible, identify customers who indicate the need for intensive service and/or special services offered by DeKalb Workforce Development One-Stop on Church Street, co-located sites, and partner agencies, and refer those customers to services such as introductory computers training, micro-enterprise program, job search seminars, resume writing seminars, financial literacy programs, Dress-for-Success programs and etc., utilizing the *DeKalb Workforce One-Stop Center Partner Referral Passport*.
- c. Make accessible to customers micro-enterprise training and technical assistance on a fee for service basis (ITR) at the PCA facility to those individuals identified as having both an interest in starting a business and a viable business with funds from the WIA and other sources.
- d. PCA will participate in in-service staff training sessions designed to inform all DeKalb Workforce Development One-Stop staff about Partner programs and services. Provide the DeKalb Workforce Development One-Stop operator with printed materials (flyers, brochures, booklets, etc.) that describe PCA's services and programs so that these can be distributed on an ongoing basis throughout the DeKalb Workforce Development One-Stop.
- e. Provide a representative to serve on the DeKalb Workforce Investment Board.

**General Provisions:**

- a. **Term.** This RSA shall be effective from January 1, 2009 through December 31, 2009.
- b. **Amendment.** Amendment(s), as it relates, to the Resource Sharing Agreement (RSA) and/or Memorandum of Understanding (MOU) should be submitted, in writing, to the One-Stop Center manager within 30 days prior to the effective date(s) of any alteration(s) of the terms of the original Resource Sharing Agreement and/or Memorandum of Understanding. The amendment(s) will be applied to the master Resource Sharing Agreement and/ or Memorandum of Understanding. A new signature will not be required for the master Resource Sharing and/or Memorandum of Understanding, since the amendment(s) that are submitted will have the signature of the one in authority such as Director, Deputy Director, or someone that has been designated by the entity(s) to authorize any changes or alterations to the original copies of the Resource Sharing Agreement and/or Memorandum Understanding with the approval of the Director of the said entity(s) or someone with the authority to make amendment(s) for the entity(s).
- c. **New Partners.** After signing the RSA dated January 1, 2009 through December 31, 2009 new partners will be approved by a vote of current partners. Partners present at any meeting will constitute a quorum for the transaction of business.
- d. **Termination.** This RSA may be terminated upon mutual consent in writing.
- e. **E-Verification.** Effective July 1, 2007, “public employers” and contractors and subcontractors of public employers are subject to the Georgia Security and Immigration Compliance Act of 2006 (OCGA 13-10-90 et seq.), which requires public employers, their contractors and sub contractors to verify newly hired employees’ work eligibility through an electronic federal work authorization program known as E-Verify. The contractor and subcontractor affidavits are included in the RSA (Section II, N. and O.).

**N. CONTRACTOR AFFIDAVIT AND AGREEMENT**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with DEKALB COUNTY, a political subdivision of the State of Georgia, has registered with and is participating in a federal work authorization program\* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to their contract with the COUNTY, then the contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. § 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the COUNTY, at the time the subcontract(s) is retained to perform such service.

\_\_\_\_\_  
Employment Eligibility Verification Program  
(EEV)/Basic Pilot Program\* User Identification Number  
Number

**55412**  
\_\_\_\_\_  
DeKalb County EEV Basic Pilot  
Program\*\* User Identification

\_\_\_\_\_  
BY: Authorized Officer or Agent  
(Subcontractor Name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Officer or Agent of Subcontractor

\_\_\_\_\_  
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN  
BEFORE ME ON THIS THE

\_\_\_\_\_ DAY OF \_\_\_\_\_, 200\_\_\_\_\_

\_\_\_\_\_  
Notary Public  
My Commission Expires: \_\_\_\_\_.

\_\_\_\_\_.

**O. SUBCONTRACTOR AFFIDAVIT AND AGREEMENT**

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with

\_\_\_\_\_, (Name of Contractor on behalf of

DEKALB COUNTY, a political subdivision of the State of Georgia, has registered with and is participating in a federal work authorization program\* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in OC.G.A. § 13-10-91.

\_\_\_\_\_  
Employment Eligibility Verification Program (EEV)/Basic Pilot Program \* User Identification Number Number

55412  
\_\_\_\_\_  
DeKalb County EEV Basic Pilot Program\*\* User Identification

\_\_\_\_\_  
BY: Authorized Officer or Agent (Subcontractor Name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Officer or Agent of Subcontractor

\_\_\_\_\_  
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE

\_\_\_\_\_ DAY OF \_\_\_\_\_, 200\_\_\_\_\_

\_\_\_\_\_  
Notary Public  
My Commission Expires: \_\_\_\_\_

\_\_\_\_\_.

**III. Additional Program Features - 2009**

During the period January 1, 2009 and December 31, 2009 the following features will be added to the *DeKalb Workforce Development One-Stop* system:

1. The *DeKalb Workforce Development One-Stop* Operator will evaluate the need for co-locating staff at Partner agencies where appropriate.
2. The *DeKalb Workforce Development One-Stop* Operator will develop and implement a system-wide sharing of job openings among Partners. This will continue to be implemented with the Business Relations Unit, First Source and other partnering initiatives.
3. The *DeKalb Workforce Development One-Stop* Operator will develop on-line client registration and candidate application process. A new database, Taleo System, will assist job seekers in completing on-line applications, emails, and resumes. DeKalb Workforce Development will continue to host hiring events, job fairs, Partner Expos (semi-annually), and/or participate with Partners, Businesses, and the Georgia Department of Labor with Rapid Responses as they are posted.

The *DeKalb Workforce Development One-Stop* Operator will work in collaboration with the Partners and governing bodies to accomplish the above projects.

**It is understood that, by endorsing this part of the Agreement, the Partners are agreeing to participate in the above discussions in good faith but are not obligating themselves to any additional financial or other commitments regarding these new *DeKalb Workforce Development One-Stop* program features.**

**A. Resource Sharing Budget (by Partner and Cost Categories)**

<b>DeKalb Workforce Development One-Stop Resource Sharing Budget (By Partner and Cost Categories)</b>													
<b>Cost Categories</b>	<b>PARTNER</b>												
	<b>DFCS</b>	<b>GDOL</b>	<b>DTC</b>	<b>GPC</b>	<b>REHAB</b>	<b>DWD</b>	<b>HADC</b>	<b>GNG</b>	<b>PCA</b>	<b>JF&amp;CS</b>	<b>COC</b>	<b>OED</b>	<b>Totals</b>
Staff Salaries													
- Instructor													
- Teacher Asst													
- Assessment Tech													
- Admin						70434							70434
- Resource Spec. (4)						147000							147000
- Fixed Oper/Supplies.						160000							160000
- Receptionist (2)						68500							68500
-													
-													
- Aide, Resource										5000			5000
- Supervisor, Program													
- Resource Room Tech													
- Counselor		26672			3432								30104
- Counselor													



**V. Official Addresses**

Chairperson, Delores Crowell  
DeKalb Workforce Investment Board  
320 Church Street  
Decatur, Georgia 30030  
404-371-3080

Roberta L. Morris  
Executive Director  
DeKalb Workforce Development  
Decatur, Georgia 30030  
404-687-3434

Section VI

Authority and Signatures

**VI. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this Agreement, and do so commit by signing.

(Original Signature on File)

DeKalb Workforce Investment Board	Date
DeKalb Workforce One-Stop Center	Date
DeKalb County Workforce Development Department	Date
DeKalb County Chamber of Commerce	Date
DeKalb County Department of Family and Children Services	Date
DeKalb County Department of Economic Development	Date
Housing Authority of DeKalb County	Date
DeKalb Technical College	Date
Georgia Department of Labor/Vocational Rehabilitation Program	Date
Georgia Department of Labor/Covington Highway	Date
Georgia Perimeter College/Continuing Education Program	Date
Goodwill of North Georgia, Inc.	Date
Jewish Family and Career Services, Inc.	Date
Partnership for Community Action, Inc.	Date
Job Corps/Odle Management, LLC	Date

## **Attachment D**

### **DeKalb Workforce Development Individual Training Account Policy**

- (1) Training must be in occupations identified in the local WIA Plan as growth occupations or documentation of employment prospects for areas not listed in the plan should be provided.
- (2) Training must result in an employment wage sufficient to attain self-sufficiency without the aid of public assistance.
- (3) Training must be at least 12 quarter hours per week to accommodate existing Unemployment Insurance requirements. Exceptions to this policy may be approved, in writing, on a case-by-case basis.
- (4) Programs should not exceed 104 weeks (two years). Exceptions to this policy may be approved on a case-by-case basis and requests should include evidence that financial support is available during extended training periods.
- (5) In general, all training programs must be within a reasonable commute of the WIA local area that may include out-of-the-area and out-of-state training institutions. Out-of-the-area training programs that are not within commuting distance to the WIA local area may be approved on a case-by-case basis. All approved training must be located within the contiguous United States.
- (6) All applicants must apply for the Pell Grant and/or HOPE Scholarship program, if eligible. Depending on the need and availability of WIA funding, Pell funds may be combined with WIA funds to cover total expenses.
- (7) WIA funding may be provided for college level and post baccalaureate instruction only if all of the following conditions have been met:
  - (a) The customer must be accepted into a certificate or diploma program, and the course of study must be occupation-specific (i.e., radiologic technician, accounting, teacher certification). No funds shall be provided for general academic programs (i.e. General Studies, Bachelors of Business Administration, Bachelors of Art, etc.).
  - (b) Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate or degree program.
  - © The customer must demonstrate that he/she has the financial resources to attend long-term training.
- (8) Continuing Education and other similar courses will be approved if the following conditions apply:
  - (a) The customer must have a specific occupational goal
  - (b) The customer must have a work history or educational background that relates to the occupational goal.
  - © The customer must present evidence describing how the proposed training will increase his/her employment marketability.
- (9) ITAs may be utilized for expenses related to training, including but not limited to the following: books, tuition and fees, supplies, tools, uniform pants and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc.
- (10) Customers accepted on a provisional basis may receive assistance on a case-by-case basis.
- (11) ITAs will not be used for payment of late fees caused by customer error or delay. The customer will be responsible for these fees, as he/she is responsible for other fines or penalties.
- (12) Each local Workforce Investment Board will determine funding limitations. A sample guide to training limitations follows:
  - (a) Up to \$5000.00 in training costs, excluding support, may be expended for each participant for the first year of training.
  - (b) For training that extends beyond one year, total training costs may not exceed \$8000.00 excluding support.

If the cost of training exceeds funds limitation guidelines, career consultants should assist in developing a financial plan to cover total costs of training. Customers shall not be required to apply for or access student loans, or incur personal debt as a condition of participation.

## ATTACHMENT E

### DEMAND OCCUPATIONS LIST (Revised 5-08)

Blue – delete Red – Add/Change  
Green – May need individual review

#### Occupations in Administrative Specialization

Accountants & Auditors  
Administrative Assistants

#### Occupations in Clerical & Sales

Accounting/Auditing Clerks  
Bank Tellers  
Cashiers  
Customer Service Representatives  
General Office Clerks  
Reception/Information Clerks  
Secretaries (Incl. Legal and Medical)

#### Occupations in Education

Education Administrators - Elem.& Secondary  
Teacher Aides, Paraprofessionals  
Teachers - Preschool/Elementary/  
Secondary/Special Education

Vocational Education Teachers/Post Secondary

#### Occupations in Information Technology/Engineering \*

Business/ Data Analyst  
Computer Engineers, Software, Systems  
Computer Programmers/Application Developers  
Computer Security Analysts  
Computer Systems, Networks Administration  
Electrical & Electronics Engineering Technicians  
Network/Data Analysts

#### Occupations in Machine Trade

Automotive Mechanic/ Service Technicians  
Diesel and Truck Mechanics  
Maintenance/Machinery Mechanics  
Industrial Maintenance  
Machinists

Mechanics and Repairer Helper

#### Occupations in Management

General and Operations Managers  
Financial Managers  
First line Supervisors, Managers  
Food Service, Retail, Office  
Logistics/Material Management

Management Analyst

Project Managers \*\*

Sales Managers

Systems/ Information Managers

#### Occupations in Medicine and Health

Dental Assistants  
Emergency Medical Technicians  
Health Information Technicians  
Home Health Aides, Personal Care Aides  
Medical & Clinical Laboratory Technicians  
Medical Assistants  
Nursing – CNA, PCT, LPN, RN  
Pharmacy Tech  
Physical Therapists  
Radiological Technicians, Technologist  
Respiratory Therapists

#### Service Related Occupations

Cooks  
Fast Food, Institution, Restaurant  
Janitors & Cleaners  
Laborers, Landscape/Groundskeepers  
Police/Sheriff Patrol Officers  
Security Guards

#### Occupations in Science

Research/Clinical Technicians

#### Occupations in Structural Work \*\*

Carpenters  
Construction (Highway/Road)  
Drywall Installers  
Electricians  
HVAC Technician  
Plumbers, Pipe fitters & Steamfitters  
Welders & Cutters

#### Occupations in Transportation

Truck Drivers /Delivery & Route  
Truck Drivers/Tractor Trailer

\*\* Due to the continued slowdown in residential construction , occupational training in Structural Work may be reviewed individually.

DeKalb Workforce Development provides occupational skills training in Demand Occupations for industries that are stable or growing. Skills training will not be provided in declining industries. At present, skills 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 includes but is not limited to: real estate, cosmetology, massage therapy and nail technicians). Lists of additional sources of financial aid are available for clients who wish to pursue these careers.

\* Intermediate or higher level IT training requires previous IT related experience.

\*\*Project Management Certification training requires previous full scale project management experience.

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. DeKalb Workforce Development may provide training for a job where demand is limited, but current openings exist. Bona fide job offers may be required for training in limited demand areas.

## ATTACHMENT F

### PY2007 PY2008 Performance Targets Local Area Name: DeKalb County, Georgia

Performance Measures	PY2007	PY2008
<u>Customer Satisfaction Index</u> Participants – ACSI Score Employers – ACSI Score	76.6% 74%	76.6% 74%
<u>Entered Employment Rate</u> Adults Dislocated Workers Older Youth	85.1% 89.7% 73.8%	85.1% 89.7% 73.8%
<u>Retention Rate</u> Adults Dislocated Workers Older Youth Younger Youth	84.2% 90.1% 78.7% 63.2%	84.2% 90.1% 78.7% 63.2%
<u>Average Earnings</u> Adults Dislocated Worker <u>Earnings Gain</u> Older Youth	\$10,119 \$16,305 \$2,992	\$10,119 \$16,305 \$2,992
<u>Employment &amp; Credential Rate</u> Adults Dislocated Workers Older Youth	76.5% 76% 52.3%	76.5% 76% 52.3%
<u>Younger Youth Diploma/GED Rate</u>	78%	78%
<u>Younger Youth Skills Attainment Rate</u>	92%	92%

# ATTACHMENT G



## DeKalb Workforce Development Grievance/Complaint Procedures

Anyone who applies for government services has Civil Rights under the Federal Law. The U.S Department of Labor and the DeKalb Workforce Development have assured *that no person shall be excluded from participation in any program or activity funded under the Workforce Investment Act on the basis of race, color, religion, sex, national origin, age, handicap or political affiliation.* No person shall be denied the benefits of, be subjected to discrimination under, or denied employment in the administration of or in connection with any WIA funded program due to the race, color, religion, sex, national origin, age, handicap, or political affiliation. Nor shall any person be discriminated against with regard to recruitment, examination or appointment.

- No benefits or services may be denied you because of race, color, religion, sex, national origin, age, handicap, or political affiliation or beliefs.
- You cannot be segregated or treated any differently from other applicants or enrollees because of race, color, religion, sex, national origin, age, handicap, or political affiliation while you are being registered, interviewed, counseled, or tested, or while you are working or attending classes as part of the program.
- You have an equal chance to use all facilities available on the project.

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

Any grievance should be filed in written form and mailed to:

DeKalb Workforce Center Operator  
C/O DeKalb Workforce Development  
320 Church Street  
Decatur, Georgia 30030

Discrimination complaints involving handicapped individuals should be sent to:

Director  
Georgia Department of Labor  
Job Training Division  
148 International Boulevard, NE, Suite 650  
Atlanta, Georgia 30303-1751

Complaints of discrimination:

Director of Civil Rights  
U.S. Department of Labor  
200 Constitution Avenue, NW  
Washington, DC 20210

All complaints should be in writing and include names, dates, agency involved and details of circumstances and pertinent information relevant to the complaint. The filing of any discrimination complaint must be made within 180 days of alleged occurrence. All complaints will be handled confidentially. If you feel your concerns warrant the attention of the state agency responsible for the administration of this program, you may call the Georgia Department of Labor at (404) 656-7392. At your request, your call will be handled in the strictest confidence.

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 1-800-347-3756. There is no charge for this call.

***I have read and understand the above statement and acknowledge so by my signature.***

Applicant Signature: \_\_\_\_\_ SSN: \_\_\_\_\_

Counselor Signature: \_\_\_\_\_ Date: \_\_\_\_\_