



“TOGETHER, WE’RE BUILDING A WORKFORCE”

**CITY OF ATLANTA
WIA LOCAL PLAN – PY 2006 - 2007**

Submitted by:

ATLANTA WORKFORCE DEVELOPMENT BOARD, INC.

818 Pollard Boulevard, SW

Atlanta, Georgia 30315

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www.atlantaworkforce.org

Comprehensive WIA Plan PY 2006 - 2007

Area Contacts

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Chair: Joe Hindsley
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Site Management: Atlanta One-Stop Career Center
Address: 818 Pollard Boulevard, Atlanta, GA 30315
Phone: (404) 658-9675

*Cyber Center Computer Centers

Grove Park Recreation Center
Address: 750 Frances Street, Atlanta, GA 30318
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Ben Hill Recreation Center
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Dunbar Community Center
Address: 477 Windsor St., SW, Atlanta, GA 30310
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Oakland Recreation Center
Address: 1305 Oakland Dr., SW, Atlanta, GA
Phone: (404) 756-1858

Adamsville Recreation Center
Address: 3201 Martin Luther King, Jr. Dr., Atlanta, GA 30311
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Bessie Branham Recreation Center
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Rosel Fann Recreation Center
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*All Sites offer WIA core services

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PLAN SIGNATURES

Name of Area: City of Atlanta

Chief Local Elected Official:

Shirley Franklin
Mayor

Date

Local Area Director:

Deborah Lum
Executive Director
Atlanta Workforce Development Agency

Date

Local Workforce Investment Board Chairperson:

Joe Hindsley
Chair
Atlanta Workforce Development Board

Date

Comprehensive WIA Plan PY 2006-2007 Two-Year Plan

1. 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. Attachment A lists the state's Workforce Vision and Guiding Principles; the local vision and goals should be consistent with the state's while addressing local priorities.

Mission:

The ***mission*** of the Atlanta Workforce Development Board (AWDB) is to promote a workforce development system that meets the needs of businesses, job seekers, and workers while ensuring that the City of Atlanta maintains a strong and vibrant economy.

Vision:

The Atlanta Workforce Development Board's ***vision*** for the City of Atlanta's workforce development system is to increase individual economic self-sufficiency through common and shared interests, resulting in the strengthening of families while developing a strong economy.

Goals:

- To enable individuals to achieve their highest potential;
- To ensure that employers have the skilled workers needed to compete effectively in a global economy;
- To capitalize on the untapped potential of underemployed and discouraged workers, youth and other job seekers with special needs;
- To provide prompt, courteous and professional career guidance and counseling in training and placement services;
- To promote and provide workforce development services and benefits to businesses in the City of Atlanta;
- To improve and enhance delivery of services to businesses and job seekers;
- To enhance and increase services and developmental opportunities for youth; and
- To monitor and measure performance to ensure compliance with WIA requirements.

(Attachment A enumerates the state's Workforce Vision and Guiding Principles)

II. Local Governance

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

The AWDB is comprised of 54% business leaders and mandated partners, as outlined by the Workforce Investment Act (WIA). The AWDB governs the local workforce development system by ensuring that services provided by the Atlanta Workforce Development Agency (AWDA) are comprehensive, integrated and responsive. The Board's four committees and Youth Council carry out the mission and vision of the workforce development system as follows:

- The Executive Committee's charge is to provide quality leadership and management of the Atlanta Workforce Development Board in the creation and implementation of local workforce policy and service delivery;
- The Economic Development & Public Relation's Committee's charge is to identify, develop, and secure funding that increases the viability and impact of the Atlanta Workforce Development Board on business, citizens, and the local One-Stop System;
- The Performance & Standards Committee's charge is to ensure, through standard evaluation and measurement, that the Atlanta One-Stop System effectively equips residents with the skills necessary to meet and exceed the growing demands and expectations of local area employers;
- The Ad Hoc Committee's charge is to possess knowledge of the general policy, procedures, and operations of the Atlanta Workforce Development Board and its respective committees, in order to effectively address and respond to the immediate needs of the full membership; and
- The Youth Council's charge is to ensure that Atlanta youth have access to the resources that will enable them to develop the academic and technical skills necessary to obtain a high school diploma, career oriented employment, or post-secondary education.

Integration of services is achieved through working relationships with on-site partners. These partners are the Georgia Department of Labor (GDOL), Department of Vocational Rehabilitation Services (DVRS), Atlanta Technical College (ATC), the Atlanta Housing Authority, the Center for Working Families, Atlanta Public Schools (APS) and United Way (UW). Working together, AWDA ensures that all customers are effectively serviced. Further, many of the youth programs have now been integrated into the umbrella of "Next Step....The Atlanta Promise" youth program described in detail under the Youth services section.

AWDA is staffed with a One Stop manager that with oversight is responsible for all program operations; a fiscal manager overseeing financial operations; a youth programs manager overseeing youth activities; an Individual Training Accounts (ITA) manager overseeing training, a performance manager overseeing performance measures and retention standards, and several additional managers overseeing youth and adult programs.

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

The AWDB has ensured that WIA-mandated partners and private sector organizations are represented in the membership of Atlanta's Youth Council. The Youth Council has sixteen members, of which four members also serve on the Board. These four members are representatives of the Atlanta Job Corps, GDOL, Colgate, and CVS/Pharmacy. The Youth Council membership consists of representatives from:

- WIB Members with Interest/Expertise
 - CVS/Pharmacy
 - Express Personnel Services
 - Colgate Palmolive
- Youth Service Agencies
 - Atlanta Public Schools
 - Atlanta Technical College
 - Fulton County Juvenile Court System
 - Young Adult Guidance Center (YAGC)
- Public Housing Authorities
 - Atlanta Housing Authority
- Parents
 - Parent
- People and Individuals of Organizations that have Experience in Youth Activities
 - Youth Participants
 - Metropolitan Youth Opportunity Initiative (MYOI)
 - Women's Economic Development Agency (WEDA)
 - Fulton-Atlanta Community Action Authority (FACAA)
- Representatives of the Job Corp
 - Atlanta Job Corps Center
- Others
 - Georgia Department of Labor/South Metro Employment Center
 - Department of Vocational Rehabilitation Services

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

- Overseeing program designs and implementation ensuring that adequate funding in carrying out the program design of youth activities is in place;
- Coordinating youth activities in the local area;
- Monitoring effectiveness of programs and making recommendations necessary to implement changes;
- Developing portions of the local plan related to eligible youth;
- Recommending eligible youth occupational skills training providers in accordance with WIA Regulations, Section 123;
- Conducting oversight of eligible providers of youth activities in the local area;
- Carrying out other duties as authorized by the chairperson of the Local Board, such as establishing linkages with educational agencies and other youth entities.

Further, as described in the previous section, one of the AWDA staff members serves as Youth Council and Board liaison.

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

AWDB meets with other metro area boards on a quarterly basis to coordinate activities and discuss matters that affect the region as a whole. AWDB participates in a regional ITA system that is managed by the Atlanta Regional Commission (ARC). Performance standards for the metro area boards are negotiated as regional units where possible. Employment and training opportunities are shared among the boards. When grant opportunities become available, discussions are held regarding responding as individual boards or as a group.

III. Plan Development and Implementation

Describe the process used by the area staff and board to update this comprehensive service plan. Describe your strategic planning efforts and explain how the results of these efforts have been incorporated into the WIA Plan update.

Labor market information provided by GDOL is used to predict the availability of jobs in the future and the population available to fill them. Discussions regarding future job markets are held with the business community through the Board and the Chamber of Commerce. Construction within the City of Atlanta, Hartsfield Jackson Airport, Atlantic Station, and other projected economic development opportunities are considered.

The characteristics of customers seeking AWDB’s assistance are considered when training needs are projected. A large percentage of these customers are unskilled or semiskilled requiring some type of occupational skills training. The plan seeks to provide opportunities for job seekers designed to prepare them for those jobs that become available. By ensuring that sufficient training exists for all levels of employment opportunities, the goal of enabling individuals to achieve their highest potential will be met.

IV. Needs Assessment

Using the CD containing the most recent labor market information for your area and the results of your strategic planning activities, please describe the demand (current and projected employment and skill needs of businesses) and supply (availability of skilled workers) aspects of your local labor market. List data sources used in your analysis.

Within ten years, Atlanta employment is projected to increase from 639,000 jobs to 768,000 jobs. The following industries are projected to have the largest increase in employment:

Table 1: Increases in Employment, WIA Area 3, 2005- 2015

<u>Industry Title</u>	<u>Change In Employment</u>	<u>Percentage Change</u>
Professional, Scientific& Technical Services	23,780	33.3%
Health Care and Social Assistance	20,400	35.2%
Administrative and Support Services	13,590	21.5%

Educational Services	12,210	27.2%
Food Services and Drinking Places	10,520	22.9%

Source: Georgia Department of Labor, Labor Market Information

The types of jobs generated by these industries include managers, professionals, teachers, healthcare workers and customer service representatives. This is supported by the data in Table 2 from the 2000 census that indicated the major occupations in the City.

Table 2: Major Occupations, WIA Area 3, 2000

Occupation	Number of Jobs
Management, professional, and related occupations	74,202
Service occupations	29,960
Sales and office occupations	46,865
Construction, extraction, and maintenance occupations	11,014
Production, transportation, and material moving occupations	20,486

Source: Census 2000

Over 34% of the Atlanta residents have bachelor's degrees or higher, 77% are high school graduates or higher. Accordingly, there is a sufficient supply of employees for these jobs.

A major construction project is occurring at the Hartsfield-Jackson Airport. It is a \$5 billion dollar construction project designed to improve several facilities that will last through a projected time line into the year 2012 and is projected to generate over 30,000 jobs. Over 25,000 of these jobs will require skilled/unskilled labor.

Jobs are projected to be available for all skill levels within the foreseeable future. Unemployment Insurance claims for metro Atlanta in 2004 was 25%? lower in December than January. The potential employees that are most challenging to serve are those with basic skill deficiencies.

According to the 2000 census, 21% of City residents were in poverty status and 23% of the City's population ages 25 years and older do not have high school diplomas. AWDA is partnering with the Atlanta Housing Authority (AHA) to specifically address this issue with AHA residents who must become gainfully employed, self-sufficient, and eventually earn meaningful wages to rotate out of subsidized housing to unsubsidized housing. AWDA and AHA plan to assist 250 residents per year in preparation for employment. Finding employment for this group will help reduce the percentage of families in poverty status.

V. Workforce Delivery System

1. Using the matrix in Attachment B, outline the structure of the area's One-Stop system, identifying partners at each comprehensive site and the major services provided at those locations. Provide the same basic information about additional workforce service locations in the local area, i.e., locations that are not considered comprehensive One-Stops.

AWDA's database consists of a listing of services offered by different partners (See Attachment B for listed sites and services).

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

For those services not available at the One-Stop Center, referrals are generated by AWDA's database during assessments and partner agencies are then identified to further assist the customers. On-going coordination of services are provided through additional partners, such as GoodWorks!, AHA, and DFACS.

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.

n/a

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

AWDA's database consists of a listing of services offered by different partners (See Attachment B for listed sites and services). Coordination of services with other formal partners, such as the Municipal Court of Atlanta, the City Solicitor's Office, Center for Working Families, AHA, and DFACS, are also periodically conducted. GDOL representatives are located at the One-Stop providing full access to the State system. GDOL and AWDA staffs are cross-trained, which provides for a full range of service delivery as listed below:

- Integrity Assessment
- Electronic enrollment and registration of customers;
- Assessment of customer needs;
- Pre-screening of customers for potential employers;
- Customized job fairs for City of Atlanta employers;
- Assistance in layoff transitioning by coordinating with GDOL Rapid Response Team;
- Training services;
- Referrals to partner agencies;
- Youth programs;
- Career counseling services;
- Mobile satellite services unit to service clients unable to reach AWDA;
- Basic computer lessons;
- Life skills workshops;
- Orientation of all services for each client;
- Aptitude assessment;
- Resume workshops;
- Interview attire through the clothes closet;
- Industrial maintenance basic training classes;
- Computer-based occupational training;
- Quarterly Lunch and Learn sessions with private sector employers;
- Drug screening and background checks for employers;
- Debit cards for all clients that are either receiving stipends or participate in the summer program;
- Access to a healthcare insurance partner for all clients who qualify;

- Full wheel chair accessibility for disabled individuals to utilize the library resource center, which is equipped with a TYDD, a Braille printer, large screen computer monitor for those with visual impairments, and a voice/TTY speech translator resources for the hearing impaired;
- Access to 200 computers in the One Stop Center with another 300 in the satellite offices;
- On-site child care services for clients who do not have child care;
- Basic core AWDA services at the nine satellite locations; and
- GED preparation.
- TABE testing
- On-the-job training (OJT's)
- Next Steps...the Atlanta Promise Youth program
- Juvenile Justice
- Volunteer Income Tax Assistance (VITA)
- EarnBenefits

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

Partners providing core and intensive services for adults and dislocated workers are described below:

Table 3: Partners providing core and intensive services to adult, dislocated, and youth customers

Partner Name	Core	Intensive
Atlanta Job Corps	Referral	Training
Atlanta Public Schools	Academic Assessment	Remedial Literacy Training/GED
Atlanta Technical College	Academic Assessment	Job Placement
Center for Working Families	Referral	On-the-Job Training, Employment
City of Atlanta Weed & Seed	Referral	Truancy and Juvenile Justice Program
City of Atlanta Weed & Seed	Referral	Volunteer Income Tax Assistance
EarnBenefits, Seedco	Referral	
Gate City Childcare	N/A	Support Services
Georgia Department of Labor	Registration/Job Search	Job Placement
US Armed Services	Recruitment	Enlistment
United Way	Recruitment/Assessment	Financial Management Training/Home Ownership Assistance
Vocational Rehabilitation	Assessment	Equipment Usage/Training/Job Placement/Testing
Alternative Choices Corp.	Orientation	Management/Crisis Intervention/Record Expungement
Metro Atlanta Jobs Partnership	Orientation	Mentoring/Placement

Source: AWDA

6. Provide a copy of all current Memoranda of Understanding, Local Chief Elected Official Agreements, and Resource Sharing Agreements accurately reflecting local area arrangements as Attachment C.

Memoranda of Understanding (MOUs) reflecting local area arrangements are enclosed as 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 board-established policies regarding priority of services for intensive and training services where adult funds are determined to be limited are ones in which, (1) priority will be given to veterans, (2) adult clients receiving public assistance, and (3) individuals who are classified as low income in accordance with WIA definitions. A low-income individual is defined as an individual who:

- A. Receives, or is a member of a family that receives, cash payments under a federal, state, or local income-based public assistance program;
- B. Received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402) that, in relation to family size, does not exceed the higher of:
 - 1. The poverty line for an equivalent period, or
 - 2. One hundred percent (100%) of the lower living standard income level (LLSIL) for an equivalent period;
- C. Is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.);
- D. Qualifies as a homeless individual as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302);
- E. Is a foster child on behalf of whom State or local government payments are made;

OR

In cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described above in subparagraphs (A) or (B), but who is a member of a family whose income does not meet such requirements. The Poverty Guidelines and the Lower Living Standard Income Level as published by the U.S. Department of Labor annually are to be used in determining low-income status.

Other adults who may receive priority services under WIA include individuals that fit into one of the following categories:

- Individuals who are basic skills deficient (English reading, writing, or math skills at or below the 8th grade on a generally accepted standardized test)
- Individuals who are high school dropouts
- Individuals who are felons
- Individuals who are long-term unemployed (unemployed 15 of the last 26 weeks)
- Individuals who have limited English-speaking Skills

Priority services will involve both intensive services and training. Customers in the designated target groups will receive priority services based on individual needs of the customer and will be contingent upon fund availability. WIA funds will be leveraged with other resources to maximize the customers served and the level of services provided.

With limited WIA funding available, extensive efforts will be made to provide services to those most in need and to leverage additional non-WIA resources to meet the needs of the customers. Data relating to the identified target groups will be captured and recorded in appropriate customer file.

b. service to individuals who do not reside in the area

Priority for intensive training and support services will be given to residents of the metropolitan Atlanta 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 metropolitan Atlanta service area. Informational, core and intensive services will be available to all eligible applicants. Residents of other service areas will be referred to apply for training services with appropriate WIB offices.

c. target groups served in the area

AWDB policy for target groups served in the area requires that they be residents of the City of Atlanta and AWDA registered. The target groups serviced are Veterans (with preference given), AHA residents, TANF recipients, disabled individuals, homeless individuals, ex-offenders and high school seniors.

In an effort to reach out and employ special populations such as TANF, ex-offenders, those without high school diplomas, and the homeless, AWDA implements the First Source Ordinance. This Ordinance specifically requires any contractors providing services to the City of Atlanta to fill 50% of all entry-level positions, both skilled and unskilled, with AWDA job seeking customers.

d. supportive service policies for adults, dislocated workers and youth

Supportive services are provided to those customers who are participating in service strategies. The availability of supportive services will be coordinated with other providers to the customer to avoid duplication. WIA funds are funds of last resort. Maximum limits exist as stated in the policies below and do not restart if a customer terminates and then re-enrolls in a program.

AWDB's policy for dislocated workers is one in which individuals must be: (1) a City of Atlanta resident, (2) dislocated from a City of Atlanta employer, and (3) an AWDA registrant.

Table 4 below lists the eligibility policy requirements regarding supportive services:

Table 4: Eligibility Policy for Supportive Services, WIA Region 3

Supportive Services	Eligibility Requirements
Childcare	Children must be 4 years of age and under. Participants who require childcare in order to participate in AWDA activities will receive childcare payments not to exceed \$100.00 per child per week, up to a maximum of two (2) children. Children over four years of age that are eligible for the State Pre-K program must enroll in that program.
After-school care	Children must be 6 years of age to 12 years of age. Participants who require childcare in order to participate in AWDA activities will receive after-school care payments not to exceed \$65.00 per child per week, up to a maximum of two (2) children and be in an activity such as training or employment.
Transportation	MARTA shall be the principal source of transportation for clients. Tokens or monthly passes will be provided dependent upon individual assessed needs.
Dental	To be determined on a case-by-case basis, not to exceed \$500.00.
Vision/Medical	To be determined on a case-by-case basis, not to exceed \$500.00.
Clothing	To be determined on a case-by-case basis, not to exceed \$500.00.
Other	To be determined on a case-by-case basis, not to exceed \$500.00.
Stipends	Pay up to minimum wage for occupational training.

Source: AWDA

e. demand occupations (please list)

The Demand Occupations in Atlanta for PY 2006-2007 are in management, professional and related occupations; service occupations; sales and office occupations; construction, extraction and maintenance occupations; production, transportation and material moving occupations; and healthcare occupations.

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

The local Individual Training Account (ITA) system includes the following:

The Atlanta Workforce Development Board has entered into a regional ITA agreement with the Atlanta Regional Commission (ARC). This Regional ITA Agreement System allows ARC to develop, manage, and operate the system on behalf of the local WIA service areas, including the City of Atlanta.

a. public notification to prospective providers

ARC prepares public notification by posting an application on its website. The website describes eligibility requirements and other information about becoming an eligible provider.

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

ARC has been granted the authority to act as the coordinator and agent for the Regional ITA System. ARC performs the initial evaluation to determine eligibility of service providers. ARC provides ongoing project management for Atlanta's regional ITA system.

This project management includes updating data on the eligible provider listing utilizing a website and ongoing application and performance reviews in order to notify regional partners and the state. This is conducted on a quarterly basis. AWDA monitors the work of service providers to ensure that they are effective and customer accessible.

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

Aggrieved ITA customers may appeal to AWDA, utilizing the grievance process outlined in Section VII Paragraph 1. Aggrieved providers may appeal to the Regional ITA Committee, which has representatives from each WIB.

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

ARC's project management includes updating data on the eligible provider listing utilizing a website and ongoing application and performance reviews in order to notify regional partners and the state. This is conducted on a quarterly basis. AWDA monitors the work of service providers to ensure that they are effective and customer accessible.

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

As described earlier in this section, The Atlanta Workforce Development Board has entered into a regional ITA agreement with the Atlanta Regional Commission (ARC) which allows ARC to develop, manage, and operate the system on behalf of the local WIA service areas, including the City of Atlanta.

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

Customers are provided a hard copy of the eligible providers list during AWDA's scheduled orientations. Customers are instructed during the orientation to utilize the Resource Library to obtain a list and review information on various providers and identify institutions they will visit for the required comparison of services. Customers currently in the second year of a four-year program who apply for ITA's for the remainder of their training program must demonstrate the following:

- A minimum of 2.5 cumulative GPA
- Good standing – i.e. be on track to graduate within two years (see “h”)

g. process to track and manage all ITA activity

ITA activity is tracked and managed through the fiscal department. ITA's originate with the career counselors and are generated via a voucher request to the fiscal department. The performance staff is responsible for ITA follow-up. The fiscal department and manager of the One Stop handle invoices.

h. board policy on use of statewide eligible provider list (including financial and duration limits, demand occupations, out-of-area training, service to out-of-area customers, restrictions on use of statewide list, etc.)

AWDB's policy on the use of the statewide eligible provider list is to issue ITAs to appropriate customers in order to complete their selected training program, not to exceed 104 weeks, or two years. The ITA is issued in the amounts of \$5,000 for one year of training and/or \$8,000 if training is scheduled to exceed one year. The amount of time and funding can be exceeded on a case-by-case review.

Generally, metro area trainers are used. However, restrictions on the statewide list are based on poor performance.

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 AWDA's policy that all other funding and resources be exhausted prior to the expenditure of WIA funds. Other funds such as the Pell grant, HOPE grant or scholarship, TANF or veteran benefits, etc., will be expended first.

The City of Atlanta through efforts to reduce homelessness, constructed a building across the street from City Hall in April 2005 to house the homeless. AWDA has the responsibility of providing training and employment opportunities for homeless residents. This project will bring together a team of service providers, appropriate government offices, United Way of Metropolitan Atlanta, the Georgia Association of Workforce Development and selected business leaders to assess and make recommendations for the development and execution of projects that address the employment of persons experiencing homelessness in Atlanta.

10. Discuss the role of faith- and community-based providers within the local system. Discuss board policies regarding training contracts with community-based organizations or other training providers with proven expertise in 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.

AWDA coordinates with faith based and community based organizations in providing services to the job-seeking customer with multiple barriers to employment. Faith and community based organizations are critical to AWDA's operation because they add a dimension of holistic approaches to job placement and redirection in the lives of many customers who have serious barriers to employment. These barriers include transportation, homelessness, childcare, and educational and socio-economic barriers, including barriers for those who have been incarcerated. An example of how the City of Atlanta integrates service delivery with faith-based agencies is the Mayor's "Faith Based Roundtable" which meets monthly. This roundtable is made up of members from the Regional Commission on Homelessness, local ministers and other local leaders in the community. The purpose of these meetings is to address the issues of homelessness and barriers to employment.

AWDA's current partnership with a community-based provider is described below:

Center for Working Families [CWF] in conjunction with the Annie E. Casey Foundation is providing services to residents who reside in the Pittsburgh and Mechanicsville neighborhoods. AWDA Advisors screen and assess participants enrolled in the program, provide job coaches and counselors, and assign all participants to a case manager who is responsible for employment placement. Program provides work- readiness assessment for job placement transition, OJT's to employers based upon the results of the assessment, 8-week subsidized work experience (stipend @ \$5.15 per hour), Background Checks/Drug Screenings, Case-management, and Retention for up to 12 months.

EarnBenefits

AWDA in partnership with the Arthur Blank Foundation and Seedco's *EarnBenefits* program is now offering "free" screenings for low-income families to determine eligibility for a wide array of government and private benefits. Clients are offered assistance for multiple benefits, including Low-Income Medicaid, PeachCare for Kids, WIC, Food Stamps, Low Income Home Energy Assistance Program (LIHEAP), and federal tax credits. These benefits can supplement a family's income by \$3,000 or more annually.

Jewish Family & Career Services Incorporated (JF & CS)

The Jewish Family & Career Services and Atlanta Workforce Development Agency have partnered to provide computer training and employment services to unemployed, underemployed or homeless City of Atlanta residents, which will lead to employment. Additionally, JF & CS has provided an instructor to teach the 40-hour Skillbuilders component and an 8-hour MS Word and MS Excel component.

City of Atlanta Weed & Seed

Weed and Seed is a community-based, multi-agency comprehensive strategy approach to law enforcement, crime prevention, and neighborhood revitalization. Through a partnership with Atlanta Workforce Development Agency (AWDA) residents residing in Weed and Seed communities participate in a variety of services such as the truancy and juvenile justice programs for school-aged youth, employment readiness workshops and occupational skills training.

Volunteer Income Tax Assistance (VITA)

Atlanta Workforce Development Agency in partnership with Atlanta Weed & Seed, the Center for Working Families (CWF), and the United States Justice Department offers "free" tax preparation and electronic filing by IRS certified tax preparers for individuals or married filers earning \$39,000 or less. Additional services include financial literacy and Earned Income Tax Credit (EITC) workshops, job fairs, and homeownership seminars.

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."

AWDA uses City of Atlanta procurement and contracting procedures when contracting with service providers. In addition, AWDA has developed policy guidelines to be used for On the Job Training (OJT) Employers:

- Interested employers **must have a minimum 3-year** business existence. It is not AWDA's policy to develop OJTs with **startup or new businesses**.
- **Duration:** OJT contracts cannot exceed 499 hours or 6 months. The length of a contract must be comparable to the position and the customer's previous work experience in the training title (if applicable).
- **Worksite Approval:** AWDA staff will visit the company or business to verify existence and to assess the location for safety and disability accessibility, as well as MARTA accessibility.
- **Work Hours:** Contracted employees must work a minimum of 30 hours per week. Exceptions for cases such as in-school youth or disabled individuals will be considered on a case-by-case basis.
- **Contract Development and signing:** AWDA staff will develop and write the contract, and forward it to the employer for review and signing.
- **Monitoring and reporting:**
 1. The employer must submit monthly invoices for wage reimbursements up to 50%.
 2. Employer must submit monthly evaluations on employee performance.
 3. AWDA contract developer will contact the employer to verify the customer worked at least (1) day.
 4. AWDA contract developers will maintain bi-weekly contact with the employer to monitor the customer(s) progress or need for additional training and/or other services.
 5. AWDA contract developers will maintain bi-weekly contact with the customer to address problems or concerns he/she may have in an effort to retain participation and completion of the training.
- **Grievance Process:** The employee is entitled to utilize the Employer's grievance procedures in the event that he/she has a dispute with the Employer. If the Employer does not have formal grievance procedures, then he/she is entitled to the grievance procedures of Atlanta Workforce Development Agency.
- The employee may appeal the decision of the Employer to Atlanta Workforce Development Agency and the Georgia Department of Labor (GDOL), Division of Employment and Training Services, Atlanta, Georgia, the U.S. Department of Labor, Office of Civil Rights will process complaints alleging discrimination.

A sample OJT contract can be found in the Attachments.

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 with out-of-school youth.

The youth program design is built around the extensive resources of City agencies. It has been re-designed under the umbrella of "Next Steps Youth Program" as described below.

Next Step: The Youth Program focuses on developing a single program combining traditional year-round training activities and a summer youth employment opportunities component into a

single year round program. The program provides services to eligible City of Atlanta youth ages 14 to 21 years, whose goal is to complete high school or gain their GED certification and basic skills training, or have received a high school diploma or GED but are unemployed or underemployed and have not pursued a post-secondary education or training. Services provided include Job readiness training, academic enrichment, guidance, mentoring, work experience, and follow-up.

Next Step... The Atlanta Promise: Founded by Atlanta Mayor Shirley Franklin, this program provides every graduating senior in the Atlanta Public School system with a NEXT STEP plan for their future, be it a post-secondary education or meaningful employment or workforce training. Students receive assistance based on individual need. Unmet financial needs have ranged from a couple of hundred dollars to \$16,000. Other needs include assistance with having applications and forms, fees waivers, arranging interviews, technical training, life and job skill training, summer internships, full time employment, encouragement and advice on alternatives. In return, the students agree to three rules of the program: Show up and stay engaged, stay off drugs, and obey the law.

Project YES: The Next Step Youth Empowerment Services (YES) program is a hands-on life enrichment program that provides at-risk youth with the skills to positively redirect their lives. The YES Program is collaboration between the Municipal Court of Atlanta, the City Solicitor's Office and the Atlanta Workforce Development Agency (AWDA). YES participants are youth and juvenile offenders between the ages of 12 - 24 who live in the City's Weed and Seed communities. Participants are mandated by the City courts to participate in the program to avoid further criminal behavior and/or permanent expulsion from school.

The YES program was launched on June 5, 2006 with 158 participants. This program gives participants time to identify and achieve their own personal goals. Participants are assigned a mentor and must complete 40 hours of community service. They also receive GED training, job readiness skills and counseling services.

Work experience, mentoring, leadership development and all the other required elements of the youth program are provided through the various departments and personnel of the City of Atlanta. The Police and Fire Departments provide occupational skills training. The Parks and Recreation Department offer summer employment opportunities. The Mayor's office and virtually all of the other City offices contribute to the youth program by offering adult mentoring, work experience, etc. Using City resources, instead of hiring contractors, allows more youth to be served because only the direct costs of providing services to youth are incurred. The administrative cost is minimal. In addition to City resources, the Atlanta Technical College contributes occupational skills training to youth students at little or no cost to the youth program.

Out-of-school youth customers tend to require some of the same assistance required of younger youth. This assistance includes soft skills instruction, work experience and intense counseling. Because they are older and often have built defense mechanisms to cope, longer periods of time frequently are needed before the out-of-school youth are ready for employment or training in specific occupational skills. The AWDA strategy is to first prepare the student mentally for obtaining employment. This involves the provision of exposure to the workplace, seminars regarding acceptable workforce behavior, and intense counseling. The student is then provided opportunities for occupational skills training or assistance in finding employment. The desired

result is to help develop an individual that can get and keep a job. Table 5 below shows how each program design contributes to the ten required elements of youth programs:

Table 5: Program Design, Youth Services, WIA Region 3

Program Design	Tutoring, Study Skills Training, & Instruction	Alternative Secondary School Offerings	Summer Employment Opportunities	Paid & Unpaid Work Experiences	Occupational Skill Training	Leadership Development Opportunities	Supportive Services	Adult Mentoring	Follow-up services	Comprehensive Guidance & Counseling
C.N.A. Program	X		X	X	X	X	X	X	X	X
Certified Life Guard	X		X	X	X	X	X	X	X	X
Microsoft Office Cert. Program	X	X	X	X	X	X	X		X	X
Parks & Recreation and Public & Private Programs	X		X	X	X	X	X	X	X	X
Project Grad	X				X	X	X	X	X	X
Upward Bound Programs	X				X	X	X	X	X	X
Jr. Police Cadet Program	X		X	X	X	X	X	X	X	X
Fire Cadet Program	X		X	X	X	X	X	X	X	X
Occupational Training Program	X	X	X	X	X	X	X	X	X	X
Next Step High School Seniors Program	X		X	X	X	X	X	X	X	X
Patient Care Technician	X	X	X	X	X	X	X	X	X	X
ARTSCOOL (Bureau of Cultural Affairs)	X		X	X	X	X	X	X	X	X
Plumbing Apprenticeship Program	X	X	X	X	X	X	X	X	X	X
Pharmacy Technician	X		X	X	X	X	X	X	X	X

(For program performance, a book will be available on site for review of program design and performance measures)

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."

AWDA will utilize ITAs for older youth per the criteria established in USDOL, Waiver Approval of 20CFR 664.510. The local criteria are:

- Confirm WIA Eligibility
- Complete ISS Form
- Select approved training providers/programs from the Eligible Provider List.
- Adhere to the guidelines outlined in this document for the use of ITAs (Section V)

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

AWDA, GDOL's Rapid Response Team and GDOL Employment Services coordinate information sessions for employees of businesses that are closing or planning a mass layoff. Strategic planning sessions are conducted with employers to strategize a methodology for meeting the needs of the employees. The information obtained is utilized to plan information sessions for the affected employees. The Rapid Response Team assumes the lead in coordinating all activities. AWDA also coordinates the delivery of services to dislocated workers with other metro WIA agencies.

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

AWDA's outreach and recruitment are conducted through a variety of media resources reaching City of Atlanta citizens by marketing through: AWDA's web site, churches, the 10,000 City of Atlanta employees, the City Bytes newsletter, job fairs, advertising on the City channel, use of a Hispanic public relations firm, advertising through newspaper ads and television stations, advertising through the Mayor's weekly radio broadcast, and advertising through handouts and flyers. Efforts to serve veterans are being intensified by coordinating with veteran representatives of the GDOL.

Vocational Rehabilitation Services personnel are located at the One-Stop to address the needs of individuals with disabilities. Emphasis and priority is provided to the veteran. These services are coordinated with the GDOL. AWDA has a multi-lingual phone system and staff to assist with outreach services to customers with limited English proficiency. The One-Stop Center has been upgraded to provide full accessibility to the disabled. Through an Access grant, computers were acquired with hardware and software accommodating the seeing and hearing impaired. Staff has been trained to service the disabled. AWDA has teamed with GoodWorks and the Atlanta Housing Authority (AHA) to provide services for those eligible for public assistance. AWDA plans to provide training and employment services for 250 AHA residents this year.

Classes in English as a Second Language are sponsored. The schedules are flexible. A useful tool for reaching out to older workers has been the sponsoring of basic computer courses in AWDA's satellite computer labs. These courses allow older workers to develop computer skills while exposing them to other services available through AWDA.

To assist ex-offenders to find employment, AWDA uses TopStep and the Federal Bonding programs available through GDOL. Alternative Choices is used to help expunge law enforcement records.

16. Discuss the area's workforce services to businesses, and how business and organized labor representatives on the local Workforce Investment Board contributed to the development of these strategies. Provide a listing of business services available through the area's 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.

Interaction with employers is vital towards developing and maintaining job opportunities for AWDA customers. Representatives of labor and business serve on the economic development committee and advise AWDA on current job trends. A monthly “Lunch and Learn” for new and potential employers allow employers to tour the facility, gain a comprehensive vision of the multi-services the AWDA facility provides. Additionally, employers can interact and network with their peers. These sessions allow for the discussion of the needs of the local business community and means to meet those needs.

Services are also provided to businesses under the First Source Employment Program. AWDA implements the City of Atlanta’s First Source Ordinance, which specifically requires any contractors providing services to the City of Atlanta to fill 50% of all entry-level positions, both skilled and unskilled, with AWDA job seeking customers. AWDA maintains a First Source Register of City of Atlanta residents who have completed skills training funded by the Workforce Investment Act, also those who are unemployed, and under-employed, the dislocated worker, veterans, persons with disabilities, older workers, high school dropouts, teenage parents, and youth. Services to employers include job development, recruitment and hiring.

AWDA also partners with GDOL in providing tax credit workshops and informational meetings with businesses, as they are needed.

Further, the Employment Unit initiates On-The-Job (OJT) contracts in work environments that will equip participants with new skills for the current and future job market, in jobs that will enable customers to become and maintain self-sufficiency. AWDA has developed policies for OJT contracts that have been listed in a previous section.

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.

While the metro Workforce Investment Boards convene to ensure that uniformity exists in designating eligible training providers and uniformity in allowable training and supportive service amounts, the area has also sponsored an IT planning study for the region and obtained grants that allowed all Boards to participate, such as the Cobb Access grant and ARC’s C.N.A. program. Plant closures and mass lay-off activities are routinely coordinated among one another. The area Directors meet at least quarterly to discuss issues that pertains to the group.

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

AWDA has entered into collaborative agreements with GDOL, DFACS, AHA and the Center For Working families to provide intensive services to low income individuals who face multiple barriers to employment. Each agency contributes funds to support these activities.

AWDA's GoodWorks! Strategy is a six-month program, with additional six-months of retention for those customers who gain employment. The strategy consists of four components: Enrollment, Work Evaluation I & II, Work Adjustment, and Retention. Customers are referred for unsubsidized work placement during Work Evaluation. During the Work Adjustment Phase, customers are compensated at \$5.15 hourly, based on their individual FLSA calculations. Customers participate in weekly job fairs; search the AJC kiosk, meet with DOL representatives, and follow employment leads in an effort to gain employment at the end of the six-month strategy. The Personal advisors are assigned to each customer to assist in personal and professional development. Individual participants are assessed and placed in intensive curriculums focused on basic computer training, industrial maintenance engineering, job readiness and customer service training. The customers are placed through a series of work adjustment activities that are intended to lead to unsubsidized employment.

AWDA provides job readiness skills, job search assistance, occupational training, educational assistance, and other services to job seekers to residents in the **Atlanta Housing Authority's (AHA's) Catalyst Program**. The AHA Catalyst Program requires all non-disabled adults between the ages of 16-61 receiving housing assistance from AHA to engage in at least 30 hours a week of employment, educational and/or job training. AHA participants are required to attend three training classes, Basic Computer Literacy, Industrial Maintenance Engineering, and Job Readiness Skill Training. Participants requiring more intense services (e.g. GED prep, vocational rehabilitation, etc.), or who want to participate in a degreed program to enhance their employability, AWDA personal Advisors assist with referrals to appropriate resources.

Katrina Assistance: AWDA provided assistance to Atlanta residents displaced by Hurricane Katrina. Services included one-on-one career counseling, assistance with education, on-the-job training, work experience, direct placement into employment, housing, transportation, mental health, and applying for TANF and/or Food Stamps. So far, AWDA has assisted over 200 Katrina evacuees in finding employment and training in the City of Atlanta.

19. An important feature of the customer-focused system under WIA is increased options for accessing workforce services. Discuss steps your area is taking to address increased options, such as: alternative access points, self-directed and electronic services, development of resource areas, orientation to services, enhanced reception/greeter functions, or service referral mechanisms for various customer groups at various sites within your system.

It is the mission of AWDA to promote a paperless and technology-focused service center. There is a consistent collection of data for customer-focused improvements utilized, such as surveys, business focus group meetings and internal strategic planning sessions. AWDA has implemented the following initiatives to promote a seamless effort of accessibility:

- Integrated an on-line application that retrieves data that is directly extracted and put into AWDA's in-house database. This enhancement increased accessibility among residents and decreased waiting time for services. Clients can now be tracked for various skill sets and career interests.
- Developed a unit of IT professionals to oversee the performance of AWDA's website. This unit focuses on the development and maintenance of the website to ensure that the public is well informed of AWDA services, hours of operation, employment

opportunities and calendar of events. Job orders can be processed through the on-line system. On average, 600 individuals visit AWDA's website daily.

- Implemented a user friendly on-line orientation that enables customers to learn of AWDA services at their own pace and also allows customers that have very little knowledge of computer skills to enhance navigation. This reduces the time that clients have to wait for a group orientation to be conducted.
- Provided a multi-lingual telephone communication system, enhancing the directional tool for customers that call in. Customers can learn about services through a designated extension. This system is in both English and Spanish and updated accordingly.
- Established policy that all clients must set up an email account. This allows staff to contact the customer for effective communication as it relates to employment opportunities and training activities. This sophisticated system also allows the agency to contact clients when a particular job matches their skills to set up an interview with an employer.
- Established procedure for partnering employers to directly refer candidates to AWDA to register for services. This saves time in the event any WIA activity, such as paid work-experience or an OJT agreement, is entered into. Accessibility links are available through external partner's websites, which allows a broader presence of accessibility.
- Currently operating nine satellite one-stop offices in which job seekers utilize all one-stop services. The centers are centrally located in various City of Atlanta Parks and Recreational facilities. This provides greater access in the community for career center services and is economically feasible in costs affiliated with transportation.

VI. Performance Accountability

1. The plan update includes the process of estimating performance levels for PY 2005 and 2006. USDOL has announced its intention to substitute Common Measures methodology for many of the WIA performance measures effective July 1, 2005. At this time, however, USDOL has not issued guidance that would enable the state and local areas to perform necessary performance planning. Therefore, instructions for estimating performance levels for PY2005 and PY2006 will be transmitted to local areas as soon as federal guidance becomes available.

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

AWDA uses several strategies in obtaining and using customer feedback. Immediate customer feedback is obtained by encouraging each customer to complete a satisfaction survey at the end of each encounter with AWDA. These surveys are used to identify and fix short-term issues that can improve services. Additional feedback is obtained during retention activities with customers. This occurs every 30, 60, and 90 days. During retention, customers are asked about their experiences with AWDA and how they might be better served. Through a contract with AWDA, Atlanta Regional Commission conducts a formal survey each year as a part of the ITA agreement. The same type of information is obtained.

Employer feedback is obtained through follow-up telephone calls and letters, Lunch and Learns, and other special activities. This feedback is continuously reviewed by staff to recognize

opportunities for immediate improvement and for policy issues that must be reevaluated and presented to the Board.

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

AWDA staff conducts ongoing evaluations of operations on a continuous basis and makes recommendations to the Board of changes that should be made, at which time the Board decides which improvements will be made.

VII. Equal Access and Opportunity

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

The first step in AWDA's procedures for addressing grievances and complaint resolutions is to address disputes at the staff level. If the dispute/issue is not resolved at the staff level, then it is brought to the level of the manager who informs the applicant of their right to file a written complaint within 180 days of the alleged violation or allegation with AWDA's Equal Opportunity Officer or the Georgia Department of Labor at the addresses below:

**Atlanta Workforce Development Agency
Equal Opportunity Officer
818 Pollard Boulevard, SW
Atlanta, GA 30315**

**Georgia Department of Labor
Equal Opportunity Administrator
148 International Boulevard, NE
Atlanta, GA 30303**

If AWDA or GDOL has not provided a written decision within 90 days of the filing of the complaint, a complaint may be filed with the Director of the Civil Rights Center within 30 days of the expiration of the 90-day period.

If an individual is dissatisfied with the resolution of the complaint by AWDA or the GDOL, a complaint may be filed with the Director of the Civil Rights Center at the address below. Such complaint must be filed within 30 days of the date the notice of AWDA or GDOL's proposed resolution is received.

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

Prior to the 1996 Olympics, the 818 Pollard Blvd. building was analyzed and completely brought up to Universal Accessibility Standards including wheelchair access, door openings, aisles, food services and bathrooms. This past year AWDA purchased equipment to set up two state of the art workstations that address the computer access needs of all persons with disabilities. These two workstations are located in the Resource Center on the first floor and in the Cyber Center on the third floor. In addition, a training program for staff was included in the project, providing instruction for apparatus, hardware and software use. This initiative put the agency in position to ensure that all clients are treated equally with universal access to all services.

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.

AWDA's partners, Georgia Department of Labor (GDOL) and Department of Vocational Rehabilitation Services (DVRS) are located on-site and staffed with GDOL and DVRS professionals. AWDA makes referrals to DVRS through career counselors and in turn, DVRS has access to AWDA's career placement and job skills training for DVRS clients. AWDA has identified a staff representative to meet with DVRS on a weekly basis to maintain communication and to process the referrals. The staffs worked closely together in the research and design phase and continue to train resource and Cyber Center staff as it changes. Training and marketing is ongoing.

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

AWDA's policy for ensuring veteran priority is to establish the following priorities for all Adult, Dislocated Workers, and Older Youth programs. These priorities will not be relevant until such time as the availability of funds become limited. At that time, service to clients shall be prioritized according to the limited funds policy found in section V.7. of this Plan.

- An individual meeting both the veterans' and the limited funds criteria shall have the highest priority for service;
- Non-veterans meeting the limited funds criteria shall have priority over eligible veterans not meeting the limited funds criteria;
- Veterans not meeting the limited funds criteria shall have priority over non-veterans not meeting the limited funds criteria.

AWDA will focus on employment and training opportunities for veterans utilizing the services of GDOL's First Response. Veterans that require other needs, such as vocational rehabilitation, intense counseling, etc., shall be referred to veteran staff at the GDOL South Metro Career Center. This career center shall be responsible for coordinating veteran needs with resources from the Veterans Administration. DVOP staff will be assigned to the One-Stop and used as the focal point for outreach to veterans in the community.

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.

AWDA's telephone directory is in both English and Spanish. AWDA has developed a general information flyer in Portuguese, Chinese, Vietnamese and Spanish and offers classes in English as a Second Language (ESL). There are two levels of instruction, a basic level and an intermediate/advanced class. AWDA has one full time staff person to conduct the ESL training classes and the basic level Spanish classes. Materials from major educational publications have been chosen for each class level. ESL training opportunities will be expanded to include anyone in metro Atlanta.

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.

Migrant and seasonal farm workers are not native to this area in terms of service requests. Should AWDA need to service this population the need would be met in coordination with the GDOL.

VIII. Plan Attachments

Attachment A

Georgia's Workforce Vision and Guiding Principles

The vision for Georgia's workforce system is to build a world-class workforce. This will be achieved through the following goals:

- To enable individuals to achieve their highest potential
- To ensure employers have the skilled workers they need to compete effectively in the global economy
- To capitalize on the untapped potential of underemployed and discouraged workers, youth and other job seekers with special needs.

Guiding Principles

- Customers include individuals, employers and all community partners seeking workforce information and/or services.
- The system will provide services and information to all customers based on their informed choice and need.
- The system will include many service access points and methods, with services tailored to meet the needs of individual communities.
- The customer defines service quality; customer feedback will be obtained and used.
- Staff will provide quality services in a timely and positive manner.
- Policy, operations and procedures will support flexibility in local design of service delivery, use of staff and use of facilities, while adhering to applicable laws and regulations.
- The system may offer specialized services beyond those paid for with public funds.

Area Sites and Services

Grid below identifies AWDA comprehensive sites and Partners.

Lead Partner/ One-Stop Operator/ Other Partners	Comprehensive Service Sites	Major Services Provided by Partner
<p>AWDA <i>Deborah Lum,</i> <i>Executive Director</i></p> <p><i>Tammy Lipsey,</i> <i>One-Stop/Employment Manager</i></p> <p><i>Jerry Rucker,</i> <i>Fiscal Manager</i></p> <p><i>Linda Williford,</i> <i>Training Manager</i></p> <p><i>Danny Bryant,</i> <i>Performance Manager</i></p> <p><i>Shirley Harris,</i> <i>Employment Manager</i></p> <p><i>Huxie Wilkins,</i> <i>Special Programs Manager</i></p> <p>Next Step Programs (Youth) <i>Marilyn L. Sims, Manager</i></p>	<p>818 Pollard Boulevard Atlanta, GA 30315 404-658-9675</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Clothing Assistance <input type="checkbox"/> Computer Skills <input type="checkbox"/> Customer Service <input type="checkbox"/> Cyber Bus <input type="checkbox"/> Daily Employment Readiness Sessions <input type="checkbox"/> Interview Techniques <input type="checkbox"/> Introduction to Computer Classes <input type="checkbox"/> Job Search Skills <input type="checkbox"/> Job Training: <ul style="list-style-type: none"> <input type="checkbox"/> Basic Construction <input type="checkbox"/> Computerized Customer Services <input type="checkbox"/> Life Skills Classes <input type="checkbox"/> Mentoring <input type="checkbox"/> Occupational Skills Training (ITAs) <input type="checkbox"/> On the Job Training <input type="checkbox"/> Reach for Wellness <input type="checkbox"/> Resume' Writing Classes <input type="checkbox"/> Supportive Services <input type="checkbox"/> Weekly Job Fairs <input type="checkbox"/> Atlanta Promise Youth Services <ul style="list-style-type: none"> <input type="checkbox"/> Career Counseling <input type="checkbox"/> Financial Literacy <input type="checkbox"/> SAT preparation <input type="checkbox"/> Tutoring <input type="checkbox"/> Summer Internships
<p>Atlanta Job Corps <i>Annie Matthews, Director</i></p>	<p>239 W. Lake Avenue, Suite 300 Atlanta, GA 30314 (404) 794-8889</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Initial Assessment <input type="checkbox"/> Referral of Eligible Youth <input type="checkbox"/> Training in the Health Care Area
<p>Atlanta Public Schools/GED <i>Marva Richardson</i></p>	<p>818 Pollard Boulevard Atlanta, GA 30315 (404) 658 6201</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Testing/GED <input type="checkbox"/> Comprehensive Assessment <input type="checkbox"/> Job Placement <input type="checkbox"/> Instructor
<p>Gate City Child Care <i>Shirley Gordon, Director</i></p>	<p>818 Pollard Boulevard Atlanta, GA 30315 (404) 589 3548</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Early Childhood Learning <input type="checkbox"/> Drop-in Childcare Services available
Lead Partner/One-Stop Operator Other Partners	Comprehensive Service Sites	Major Services Provided by Each Partner
<p>Georgia Department of Labor <i>Vivian Richardson, Manager</i></p>	<p>2636 MLK Jr Drive, Suite 14 Atlanta, GA 30311</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Intake <input type="checkbox"/> Job Placement <input type="checkbox"/> Comprehensive Assessments

		<input type="checkbox"/> <input type="checkbox"/> Access to Employment Opportunities Statewide <input type="checkbox"/> Topstep Program for Offenders
Georgia Department of Vocational Rehabilitation Services <i>Janice Withrow</i>	818 Pollard Boulevard Atlanta, GA 30315 (404) 657 8812	<input type="checkbox"/> Initial Assessment of Persons with Disabilities <input type="checkbox"/> Outreach <input type="checkbox"/> Job Search/Job Placement Assistance <input type="checkbox"/> Career Counseling
United Way	100 Edgewood Avenue NE Atlanta, GA 30303	<input type="checkbox"/> Funds for down payment assistance <input type="checkbox"/> Housing counseling for two years <input type="checkbox"/> Financial management
Atlanta Technical College Dr Brenda Jones	1560 Metropolitan Pkwy, SW Atlanta, GA 30310 (404) 756 5648	<input type="checkbox"/> Vocational Training <input type="checkbox"/> Assessment <input type="checkbox"/> Job Placements <input type="checkbox"/> Continuing Education <input type="checkbox"/> GED preparation <input type="checkbox"/> Childcare
Solicitor General Terry Martin	818 Pollard Boulevard Room 103 Atlanta, GA 30315 404 880 722X	<input type="checkbox"/> Pre-detention services <input type="checkbox"/> Life skills and leadership training
AARP Holly Brack	818 Pollard Boulevard Room 109 Atlanta, GA 30315 404 230 1194	<input type="checkbox"/> Job Search/Job Placement Assistance for adults 65 and older
Atlanta Housing Authority	Services provided by AWDA staff	<input type="checkbox"/> Housing assistance
Center for Working Families	Services provided by AWDA staff	<input type="checkbox"/> Employment readiness <input type="checkbox"/> Job coaching <input type="checkbox"/> Career counseling

Attachment C
MOU and RSA's

Attachment D

Performance Targets

Attachment E

Local Administrative Assurances PY 2005-2006

Local workforce areas must ensure that area staff, contractors, and partners are accountable to all state and federal laws, regulations and policies. By signatures on the local Workforce Plan, the area assures the state that the following provisions will be met for PY 2006-2007:

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 all required WIA partners and other partners participating in the local One-Stop system. [WIA Sec. 118 (b)(2)(B)] The MOUs will be considered part of the area's comprehensive WIA plan and will be available locally for review upon request.
4. Area staff, partners and subcontractors will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:
 - Section 188 of the WIA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;
 - Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
 - Section 504 of the Rehabilitation Act of 1973, as amended, 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 F
On the Job Training (OJT) Contract

