

Comprehensive Local WIA Plan PY 2007 - 2008

Area Contacts

1. Name of Area

Southeast Georgia Workforce Investment Area
(Workforce Investment Area 19 or Service Delivery Region 11 East)
2. Name, address and phone number for Chief Local Elected Official

Jim Mills, Mayor
City of Willacoochee
P. O. Box 508
Willacoochee, GA 31650
(912) 534-5152
Email Address: jdmills@willacoochee.com
3. Name of organization administering the grant

Southeast Georgia Regional Development Center

Name, Address and Phone Number for Local Area Director

Cynthia W. Eblin
Southeast Georgia Regional Development Center
1725 South Georgia Parkway, West
Waycross, Georgia 31503
(912) 285-6097
Fax Number: (912) 285-6126
Email Address: cweblin@segardc.org
4. Name, address and organization of the Workforce Investment Board
Chairperson

Norma Pope
Complex Human Resources Manager
Pilgrim's Pride Corporation
P. O. Box 870
Douglas, Georgia 31533
(912) 383-4722
Fax: (912) 384-7877
Email: norma.pope@pilgrimspride.com

5. Name, address and organization of the Youth Council Chairperson

Frances Tobler
603 E. 20th Street
Alma, GA 31510

6. Name, address and phone number of the area's One-Stop operator(s).
List all the sites the organization manages **and indicate with an asterisk sites that are WIA comprehensive service sites.**

*Waycross Career Center
600 Plant Avenue
Waycross, GA 31501
(912) 285-6105

7. Website address for the area (if any)

www.segardc.org

8. Name and phone number of the individual(s) with primary responsibility for plan development.

Cynthia W. Eblin
(912) 285-6097

Plan Signatures

Name of Area:

Southeast Georgia – Area 19

Chief Local Elected Official

Jim Mills

Date

Local Area Director

Cynthia W. Eblin

Date

Local Workforce Investment Board Chairperson

Norma Pope

Date

Comprehensive Local WIA Plan PY 2007 - 2008

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. ***Review and incorporate the priorities from ETA's National Strategic Directors to address local vision and goals, as appropriate.***

Southeast Georgia envisions its workforce development system as the mechanism to promote, encourage, and coordinate the development of a well-trained labor force with skills to not only meet the needs of the area's current employers, but also to attract new business and industry to the area.

To meet the challenge of bringing the vision to fruition in rural Southeast Georgia, the area set the following goals:

- To ensure prompt reentry of dislocated workers into the local workforce at salaries comparable to or exceeding the pre-layoff wages
- To expand the vision and develop the full potential of those whose frame of reference may ordinarily include only menial and/or part-time jobs (i. e., economically disadvantaged youth, the long-term unemployed, seasonal workers, TANF recipients, the disabled, the area's growing Hispanic population, etc.)
- To work closely with business and industry to ensure that the system is not only producing workers to meet its immediate needs, but making adjustments in anticipation of future needs and technological changes

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 Executive Committee of Chief Local Elected Officials (including a chief local elected official from each of the original eight counties in WIA 19) carefully reviewed local Workforce Investment Board (WIB) nominations before final board membership appointments were made. In addition to

following the board composition requirements of the Workforce Investment Act, care was taken to include private business representatives from each county in the local area and to ensure minority representation. In addition, a TANF representative is included on the WIB. The efforts of these elected officials, along with the requirements of the law, ensured membership of the WIB represents a wide array of workforce related interests and possesses expertise in numerous areas related to workforce development. Thus, the diverse composition of Southeast Georgia's Workforce Investment Board ensures that governing decisions contribute to the development of a workforce system that is integrated, comprehensive, responsive, and customer-focused.

Members of the Executive Committee of Chief Local Elected Officials in Southeast Georgia are "assuming ownership" of the local WIB, attending WIB meetings, contributing to discussions, voicing opinions, and providing guidance and leadership. Also, to ensure the system effectively serves the area's youth, the Southeast Georgia Youth Council was established and meets regularly to discuss youth related issues. The Youth Council makes recommendations on these issues to the WIB.

The WIB by-laws, drafted by an ad hoc committee and adopted by the WIB, outline two standing committees and give the Chair the authority to appoint ad hoc committees, as he/she deems appropriate. The standing committees are the Executive Committee and the Budget and Proposal Review Committee.

The Executive Committee is composed of six members, including three WIB officers and additional members elected by a majority vote of the Board. The Executive Committee may act on behalf of the full Board when a quorum is not present at a meeting and/or when a decision is needed quickly and time does not permit a meeting of the entire WIB membership. Four members of the Executive Committee constitute a quorum.

The Budget and Proposal Review Committee is composed of eight members. The WIB Chair and Vice-Chair serve on this Committee, with the Vice-Chair serving as Chair of the Committee. The WIB Chair is responsible for appointing the additional six members. The Committee is responsible for reviewing the budgets and proposals submitted for funding and making recommendations to the Board. Five members of the Budget and Proposal Review Committee constitute a quorum.

At present, three ad hoc committees exist on the WIB: WIB Nominating Committee for WIB Officers, the Workforce Investment Board Training Policy Review Committee, and the Youth Council Membership Recommendation Committee. These committees are self-explanatory and meet as deemed necessary and appropriate.

The membership of the Board oversees the actions of these committees and those of the Youth Council.

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.***

Southeast Georgia Regional Development Center (RDC) was selected by the Southeast Georgia area's Chief Local Elected Officials as the local WIA grant recipient in May 2000. As such, the Southeast Georgia RDC is responsible for administrative and fiscal duties associated with the WIA grant and provides support for the local Workforce Investment Board. Neither the Board nor the RDC provides direct services.

The Workforce Development Division of the Southeast Georgia RDC has the following staff:

- Deputy Executive Director (part-time)
- WIA Director (full-time)
- WIA Bookkeeper (part-time)
- WIA Planner/Monitor (part-time)

The major activities/roles of the staff include, but are not limited, to:

- Scheduling Local WIB and YC Meetings
- Preparing Agendas for WIB and YC Meetings
- Providing Staff Support for WIB, YC, and Committee Meetings
- Preparing Requests for Proposals
- Negotiating and Writing Contracts
- Providing Technical Assistance to Contractors
- Monitoring/Evaluating Contractors
- Tracking Participants in the Georgia Workforce System
- Writing/Updating the Local Area's Plan
- Submitting Financial Data to GDOL
- Maintaining Subsidiary Ledgers

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.

Three members of the local Workforce Investment Board serve on the Youth Council (one member is also a member of the area's Executive Committee of Chief Elected Officials). The Youth Council consists of 21 members. Residence, as well as requirements of the law, was taken into account in choosing local Youth Council members. At least one member was selected from each county in the eight county area. Furthermore, members were

selected based on knowledge of the youth population, reputations for service to youth, and professional and/or personal interest in youth. Responsibilities of the Youth Council include, but are not limited to:

- ❑ Developing portions of the local plan related to eligible youth
 - ❑ Coordinating the area's youth activities
 - ❑ Recommending eligible youth service providers
 - ❑ Conducting oversight with respect to eligible providers of youth activities
 - ❑ Establishing linkages with educational agencies and other youth entities
 - ❑ Reviewing youth providers' performance
4. Describe any linkages the area has established with other local boards in the region (workforce boards and related boards).

Local WIB and YC members also serve on a variety of other local workforce and related boards and/or serve as Directors or CEOs of organizations with workforce related boards. These boards include, but are not limited to:

Alma Industrial Development Authority
Big Brothers/Big Sisters
Brantley County Development Authority
Brotherhood of Locomotive Engineers
Charlton County Department of Family and Children Services
Children's Initiative
Clinch County Chamber of Commerce
Coffee County Chamber of Commerce
Coffee Regional Hospital Authority Board
Consolidated Men's Club of Pierce County
Employers Committee
Experience Works
Kiwaniis Club
Lee Street Resource Center
Manufacturer's Council
Pierce County Board of Education
Pierce County Chamber of Commerce
Rotary Club
Satilla Regional Medical Center
Southeast Georgia Regional Development Center
Transportation Communication Union
United Methodist Men's Club
United Way
Ware County Chamber of Commerce
Ware County Department of Family and Children Services
YMCA

III. Plan Development and Implementation

1. *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 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.*

Extensive strategic planning efforts were utilized to implement the first local WIA comprehensive plan for Area 19 in 2000. Those efforts were continued in 2002 through a joint planning sessions of the workforce boards in Region 11 that include Areas 18 and 19. Since that time, the evaluation of years of providing services to employers and jobseekers was key in the updating of this comprehensive plan.

Members of the Executive Committee of Chief Local Elected Officials (LCEO) in Southeast Georgia continue to attend WIB meetings in which they provide guidance and leadership. The LCEO's, members of the WIB, and Youth Council members, are in tune with the needs of the communities, towns, and cities that they represent. They possess vast knowledge and skills that position them to be effective leaders and planners in the workforce development arena.

WIA staff provides reports of service provider activities and performance at every meeting of the WIB. The Georgia Department of Labor's "Annual Report" is evaluated. Current and past participants are regular guests at meetings of the WIB and provide personal insight concerning services received through the system.

Evaluation of and planning for employer and jobseeker needs is a constant and ongoing process. The results of these efforts are spelled out in the policies and procedures that are outlined in each section of this plan.

On September 13, 2006, the Southeast Georgia Workforce Investment Board (WIB) elected to serve as the Comprehensive Economic Development Strategy (CEDS) Committee for Area 19, which was subsequently approved by the Board of Directors of the Southeast Georgia Regional Development Center. The WIB continues to work toward defining obstacles, challenges, opportunities, etc., for economic development in the nine county area.

On February 28, 2007, the workforce investment boards of South Georgia and Southeast Georgia co-hosted a regional forum in Douglas, Georgia entitled, "Building the Next Workforce." Approximately 100 stakeholders from the region were in attendance at which time facilitators from Georgia Institute of Technology and the University of Georgia posed pertinent questions regarding workforce traits, educational status, serving industry, and challenges and strengths of the

workforce in the area. In addition, the Governor's initiative, "Georgia Work Ready" was presented. A leader from Waycross has responded and has developed a team to pursue the challenge of Waycross and Ware County becoming a demonstration site as this initiative unfolds. Staff of the Southeast Georgia Regional Development Center is assisting in this endeavor.

The Georgia Department of Economic Development is working within the area in an attempt to designate communities as "Entrepreneur Friendly." Three of the nine counties have been designated as "Entrepreneur-Friendly" communities and two counties are in the process for this designation. WIA staff has not been involved in this effort; however, that could change.

IV. Needs Assessment

1. Using the CD containing the most recent labor market information for your area and the results of your strategic planning activities, please describe the demand (current and projected employment and skill needs of businesses) and supply (availability of skilled workers) aspects of your local labor market. List data sources used in your analysis. ***Review ETA's National Strategic Directions "Increased Economic and Workforce Information Data Integration and Analysis" and incorporate, as appropriate.***

The Workforce Information and Analysis (WI&A) Division of the Georgia Department of Labor provided the information pertaining to the most recent labor market information for Area 19. Additional information was obtained from the Georgia Department of Labor's website, www.dol.state.ga.us.

Population

The Southeast Georgia region encompasses nine counties in the southeastern portion of the State; the region abuts the State of Florida to the south. The region is a rural, non-metropolitan area. Of the 159 counties in the state, the following is the ranking by population of the counties in Area 19:

Atkinson County: 140th
Bacon County: 125th
Berrien County: 96th
Brantley County: 106th
Charlton County: 122nd
Clinch County: 145th
Coffee County: 49th
Pierce County: 95th
Ware County: 51st

The largest county in the area is Coffee, with 24% of the total population, followed by Ware with 21%. Counties with the highest growth rates from 2003 to 2005 include Clinch (9.9%), Berrien (9.8%) and Bacon (9.7%).

Numerically, Coffee added the most residents during the period (1764) representing 45% of the area's total growth. With the exception of Ware County (minus 1066), the entire area experienced an increase in population.

Age

By age, the area's population of 65 and older equals 45,877 or 12% of the area's total population, which is slightly higher than the State's average of 9.6%. Residents in the prime working age group of 25-44 totals 45,877, or 29% of the area's population, as compared to the state's total of 32.4%. Two counties in the area, Atkinson (31) and Coffee (33) have a median age below the state median (33.4). Ware County has the highest median age in the area (37.2), followed by Berrien (36).

The 2005 population of Southeast Georgia Workforce Investment Area was estimated at 159,679. This represents a 10.0 percent increase from 1995.

Educational Attainment

From an educational attainment standpoint, the percentage of the area's labor force that does not possess a high school diploma is 35%. In terms of the percentage of the population aged 18 and over whose educational level is a high school graduate or higher, the percentage is 65%. The average by county, from the highest to the lowest, is as follows: Brantley, 71.3%, Ware, 70.6%, Pierce, 68.2%, Bacon, 67.5%, Berrien, 66.4%, Coffee, 64%, Charlton, 62.5%, Clinch, 58.3% and Atkinson, 55.9%.

Labor Market Information – Area Wages

The average weekly wage for Southeast Georgia Workforce Investment Area in 2006 was \$508, which is below the state average of \$743. This would be equivalent to \$12.70 per hour, or \$26,416 per year, assuming a 40-hour week worked the year around. From 2003-2004, earnings of persons employed in the Southeast Georgia Workforce Investment Area increased at a rate of 7.03%; the state change was 6.4 percent and the national change was 6.3 percent.

Labor Market Information – Unemployment Rates

The total civilian labor force in the area for December 2006 was 75,709 of which 72,054 were employed and 3,655 were unemployed. The unemployment rate was 4.8 percent, as compared to the state rate of 4.3%.

Labor Market Information – Industries

The total number of employees located in Southeast Georgia Workforce Investment Area in 2006 was 54,883. The largest major industry sector was Manufacturing, with 20 percent of the employment, followed by Retail Trade with 13 percent, and Health Care and Social Assistance with 13 percent.

Commuting Patterns of Area 19's Labor Force

Counties with the largest percentage of residents who work in their home county include Coffee (87.6%), Ware (81.3%), and Clinch (80.4%).

Counties with the largest percentages of residents working outside their residence county include Brantley (71%) and Pierce County (56.4%)

Counties in which a significant percentage of residents work outside of Area 19 include Charlton (48.3%), Brantley (44.7%) and Berrien County (42.4%). Charlton County is located in the southern most section of the area. Workers commuting outside of Charlton County are primarily working in northern Florida. Brantley County lies in the eastern portion of the area and residents working out of the area are primarily traveling to the east (Brunswick). Brantley County residents working outside of the county, but inside of the area, are commuting to the west (Waycross). Berrien County lies in the southwestern portion of the area and residents working out of the area are primarily traveling to the border cities of Tifton and Valdosta.

On the other hand, in Atkinson County only 64.5% of the workers in the county reside there, the lowest percentage in the area. Berrien County has the highest percentage of workers (25%) coming from outside Area 19; these workers come from the border county of Cook.

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. Describe enhanced integration through the One-Stop system to improve service delivery and increase efficiency as discussed in ETA's National Strategic Directions, as appropriate.***

The Southeast Georgia Workforce Investment Board has developed an umbrella Memorandum of Understanding (MOU) with the area's WIA partners. Excerpts from the MOU describing services to be offered are as follows:

Core, intensive and training services may be provided by any partner agency with funding from non-WIA grant sources. The MOU details minimum services provided at the Career Center. Services are provided to adults, dislocated workers or youth and shall, at a minimum, include:

A. Core Services

- ❑ determination of eligibility to receive assistance
- ❑ outreach, intake and orientation to the information and other services
- ❑ initial assessment of skill levels, aptitudes, abilities, and support service needs
- ❑ job search and placement assistance, and where appropriate, career counseling
- ❑ provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas including job vacancy listings in such labor market areas, information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations
- ❑ provisions of performance information and program cost information on eligible providers of training services provided by programs and eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act
- ❑ provision of information with respect to the Career Resource Center delivery system in the local area
- ❑ provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services as appropriate
- ❑ provision of information regarding filing claims for unemployment compensation
- ❑ assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under the Workforce Investment Act (WIA) and are available in the local area

B. Intensive Services

These services are for individuals:

1. who are unemployed and are unable to obtain employment through core services
2. who have been determined by a WIA career advisor to be in need of more intensive services in order to obtain employment or,
3. who are employed but are determined to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency.

Such intensive services shall be provided through contracts with service providers, which may include contracts with public, private-for-profit and private-non-private service providers approved by the Southeast Georgia WIB.

Such intensive services may include:

- ❑ comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in depth interviewing and evaluation of identify employment barriers and appropriate employment goals
- ❑ development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
- ❑ group counseling
- ❑ individual counseling and career planning
- ❑ case management for participants seeking training services
- ❑ short term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training

C. Training Services

These services are for individuals:

- ❑ who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services
- ❑ who after an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and have the skills and qualifications to successfully participate in the selected program of training services
- ❑ who select programs of training services that are directly linked to the employment opportunities in the local area involved

- ❑ who meet the qualification requirements, and
- ❑ who are determined to be eligible in accordance with the priority system established by the Southeast Georgia WIB.

Qualification requirements include:

Through an interview, evaluation, assessment, or case management process, customers may be determined to be in need of training services and having the skills and qualifications to successfully participate in the selected program of training services. However, provisions of WIA funding for training shall be limited to individuals who are unable to obtain other grant assistance for such services, including Federal Pell Grants, HOPE scholarships or who require assistance beyond the assistance made available under other grant assistance programs.

The list of approved eligible training providers (EPL) is made available through the Career Centers and via the Internet to individuals seeking training information. The EPL includes eligible program descriptions and information identifying providers of on-the-job training.

Training Services may include:

- ❑ occupational skills training, including training for nontraditional employment
- ❑ on-the-job training
- ❑ training programs operated by the private sector

Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider of such services.

Training services shall be provided to eligible adults and dislocated workers through the use of Individual Training Accounts (ITAs), through which a customer chooses among qualified training providers with the exception of on-the-job training. Training services will be provided in accordance with state and local procedures.

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

WIA 19 has two TANF collaboratives that meet monthly. At present, a WIA service provider staff member serves as Chair of one of the collaboratives (for a period of two years). These meetings are well attended by all partners. This method provides a timely forum in which to address new or changing agency services, policy changes, and any problematic issues occurring between partners.

Minutes of the collaborative meetings are recorded and distributed to interested parties. Partners share these minutes with staff in an effort to keep everyone informed of policies, procedures and “best practices” of the partners.

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).

The One-Stop operator is responsible for overall One-Stop performance, including all internal and external aspects; core, intensive and training services; and all component parts, partners and programs. The One-Stop operator's job is to bring in resources, expand partnerships and services and meet all partner, customer and LWIB expectations.

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

Georgia Department of Labor, Employment Services
Georgia Department of Labor, Division of Rehabilitation Services
WIA
Experience Works, Inc.
Telamon Corporation
Department of Family and Children Services
Waycross/Blackshear Housing Authority

6. Provide a copy of all current Memoranda of Understanding, **Local Officials Agreements**, and **Resource Sharing Agreements accurately reflecting local area arrangements** as Attachment B. **See GDOL memo “Guidance on Local Agreements” dated February 8, 2006.**

See Attached.

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 adopted the following policy on January 17, 2007: “If 100% of the total available funds for the year are obligated, funds for services will be considered limited.” At that time, economically disadvantaged adults in the area will receive priority for services.

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

Core services are provided, regardless of residence. Training services are reserved for individuals who reside in the Southeast Georgia area. However, in the case of dislocated workers, exceptions are made for those whose place of employment is/was within the Southeast Georgia service area. All other non-residents desiring training services, unless dislocated workers as stated above, will be referred to the Workforce Investment Board in the appropriate area.

c. target groups served in the area

In Area 19, WIA services are available to adults who are unemployed, underemployed and lack skills necessary to secure and retain employment, and dislocated workers. No specific target groups are identified for adults.

Consistent with The Employment and Training Administration's (ETA) New Strategic Vision for the Delivery of Youth Services Under the Workforce Investment Act, a focus is placed on serving the neediest youth. Out-of-school youth are an important part of the new workforce "supply pipeline" needed by businesses to fill job vacancies in the knowledge economy. Therefore, WIA 19 will target out-of-school youth. WIA-funded youth programs will provide leadership by serving as a catalyst to connect these youth with quality secondary and postsecondary educational opportunities and high-growth and other employment opportunities. Youth who are in foster care (particularly those aging out of foster care), youth in the juvenile justice system, children of incarcerated parents, and migrant youth will be targeted for service. Further, youth with basic skills deficiencies as determined by basic skills assessment will be targeted.

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

For adults, dislocated workers and out-of-school youth:

Support payments are provided for customers who attend occupational skills training through a post-secondary institution. These payments may be used for childcare, transportation, meals, and any other supportive service the participant chooses. Support is paid at the rate of \$10 per day, based on attendance that is verified through timesheets. An additional \$6 per day is paid for each child under the age of five who is in the customer's legal and physical custody. The total per day payment, including the initial \$10, must not exceed \$25. Support payments are NOT included in the ITA voucher amount of \$5,000.

WIA funds may be utilized, at the rate of \$40 per night, for lodging for a customer who is enrolled in training and must participate in a required activity out of town (i. e., clinicals for nursing students).

e. demand occupations (please list)

Accountant
Administrative Assistant
Air Conditioner Installer
Air Conditioner Servicer
Auto Mechanic
Business Manager
Certified Nursing Assistant
Chemical Operator II
Clerk, Accounting
Clerk, Collection
Clerk, Classification
Clerk, Administrative
Clerk, Hospital Admitting
Clerk, Medical Records
Clerk, General
Computer Operator
Computer Systems Hardware Analyst
Conductor
Conductor, Passenger Car
Conductor, Road Freight
Creel Hand
Dental Assistant
Doffer – Flat Weave
Drafter, Mechanical
Electrician, Locomotive
Electrician, Maintenance Technician
Electrician, Helper
Electrician, Equipment Repairer
Extrusion Doffer
Fire Fighter
Forest Worker
Forester
Forester Aide
Forklift Operator
Funeral Director
Heat Transfer Technician
Jailer
Network Control Operator
Maintenance Repairer – Industrial
Mattress Finisher

Mechanic, Diesel
Mechanic, Maintenance
Medical Assistant
Medical Social Worker
Microcomputer Support Specialist
Nurse, General Duty
Nurse, Licensed Practical
Paramedic
Police Officer
Phlebotomist
Police Clerk
Press Operator
Probation-Parole Officer
Production Assembler
Psychologist, Counseling
Radiology Technician
Radiologist
Receptionist
Respiratory Therapist
Sales, Retail
Secretary
Spiraler/Weaver
Teacher, Elementary School
Teacher, Preschool
Teacher, Secondary School
Teacher, Vocational
Tie End Helper
Transcribing – Machine Operator
Tool Machine Set-Up Operator
Trailer Spotter
Treatment Machine Operator
Truck Driver, Tractor Trailer
Truck Driver, Commercial
Truck Driver, Heavy Duty
Weaver
Welder, Arc
Welder, Assembler

Because some occupations in demand have low skills and low wages, the WIB will not provide training for those occupations.

Training for additional occupations (especially through on-the-job training) will be provided if the entry-level salary for the occupation exceeds \$7.50 per hour and local labor market information shows openings/placements in those occupations.

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

a. public notification to prospective providers

A notification to prospective providers is published annually through a newspaper with a large circulation in the area and through the Georgia Department of Labor website, which is available nationwide. Parties interested in providing these services are referred to this website where they are able to secure the instructions on how to apply, along with the necessary documentation to complete the process.

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

Initial Eligibility

The Southeast Georgia Workforce Investment Board (WIB) evaluates providers and proposed training programs for eligibility based on the Individual Training Account (ITA) provider application. This application is available online through the Georgia Career One-Stop Career Network and may be accessed at <http://www.gcic.edu/gawia>. The Southeast Georgia WIB will only consider applications for occupationally specific programs of study that meet the accreditation requirements of the occupation for which training is provided.

Applications include detailed information such as: program title, program description (occupation), program accreditation, costs, duration of training, entry criteria, financial aid, and performance criteria for each training program that the provider wants included on the Eligible Provider List (EPL). *A separate application must be submitted for each training program.* The provider must also furnish the most recent catalog/brochure that includes information regarding tuition, fees, location of training facility, etc.

In addition, the Southeast Georgia WIB adheres to the following:

- EPL's from Georgia and other states will be recognized and applications are not necessary;
- Organization has submitted an application for the training program to be on the EPL in the area in which it is located and was disapproved;
- Only training programs for demand occupations that are not otherwise available in Southeast Georgia will be reviewed;
- Only complete applications will be considered. Instructions for completing the application at the Department of Labor's website state, "Please complete each item as requested, leaving an item blank if it

does not apply.” However, applications submitted in Area 19 should indicate “n/a” in items that do not apply and a complete explanation should be furnished for this response.

- Past Performance as outlined in the application is defined in Area 19 in stricter terms than those posted as the state’s minimum criteria and are as follows:

Completion Rate - 75%

Students Obtaining Employment - 75%,

Weekly Earnings After Placement - \$300.00

Southeast Georgia RDC staff will verify the performance, cost information, and any other required information. Staff will present the application to the WIB for approval or disapproval at the next scheduled meeting.

The WIA Director will notify applicants of the WIB’s decision. Staff will submit the approved application to the Georgia Department of Labor for inclusion on the “statewide” eligible provider/program (EPL) list. Once approved on the statewide EPL, an approved program is available to all Georgia WIBs and cooperative states.

Maintaining/Subsequent Eligibility

The Workforce Investment Act requires a redetermination of ITA program eligibility through a “subsequent eligibility” process every twelve months. For a program to remain eligible to receive ITA funds for new enrollments after April 30th of each year, the State is required to compare program-level performance outcomes against established minimum standards. Applications for subsequent eligibility are administered through the Georgia Department of Labor.

Losing Program Eligibility

The Georgia Department of Labor will be responsible for the development, operation and maintenance of the statewide Internet-based eligible training provider list and certified programs. Providers may be removed under the following conditions.

- If inaccurate information regarding a program is intentionally supplied to the local WIB or Georgia Department of Labor, a termination of eligibility may occur. The termination will remain in effect for a minimum of one (1) year;
- If the local WIB or Georgia Department of Labor determines that an eligible provider has substantially violated any requirements under the Act, the providers must commence corrective action as deemed appropriate or risk program removal;

- ❑ Failure to reapply under subsequent eligibility procedures. If providers do not submit programs for reapplication, those programs will be removed from the list; or
- ❑ If a provider's program fails to meet or exceed minimum established local and State performance levels, the provider's eligibility to receive funds for that program may be suspended by the Georgia Department of Labor, after consultation with the local WIB, for a period of not less than one (1) year.

Unemployment insurance wage file data will be used for performance verification.

Training Provider Liability

A training provider may be held liable if a customer or WIB can substantiate the training received was inadequate based on the course description and/or the performance data was overstated. The remedy could include additional training, refund to the fiscal agent of amounts paid, or debarment from the EPL. Aggrieved providers will have access to local and state appeals processes in such instances.

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

Southeast Georgia Regional Development Center staff monitors and ensures that applicants, registrants, service providers, individuals or agencies receiving request for proposal packages, WIA personnel, and other persons interested in Workforce Investment Act activities and programs are notified of their rights and the complaint procedures and are provided with appropriate contact information. In accordance with Section 188 of the Workforce Investment Act of 1998 and 29 CFR Part 37, the Southeast Georgia Workforce Investment Board established and maintains specific procedures for the following types of complaints: complaints involving terms and conditions of employment, complaints from unsuccessful bidders, complaints alleging labor standards violations, complaints relating to public schools, career center complaints, discrimination complaints, and others.

Once a complaint is filed, the Workforce Development Director, or his/her designee, will begin an investigation within 48 hours and inform the WIB chair immediately. Attempts will be made to reach an informal resolution and mediation will be offered. If an agreement cannot be reached, the Equal Opportunity Officer will schedule a hearing, and the WIB chair will select an impartial person to be the hearing officer. If the complainant does not receive written Notice of Final Action within 60 days of filing the complaint or is not satisfied with a decision, the complainant has the right

to request a review of the complaint by the governor. The Workforce Development Director, or his/her designee, will maintain a log of all complaints received. Also, the Equal Opportunity Officer will report all complaints received to the Georgia Department of Labor.

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

On a regular basis, staff collaborates with the training providers to determine modifications of training programs or the addition or elimination of training programs by eligible providers in the area.

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

While no official agreement has been made with the South Georgia portion of Region 11 or with any other neighboring area, the WIB considered policies established by neighboring areas when making the initial ITA (and related) policy decisions outlined in Item 7.d. of this plan. Also, WIB staff members meet and communicate regularly with staff of neighboring areas including the South Georgia portion of Region 11, Region 8, Region 9, and Region 10. This communication serves as groundwork for “best practices” in serving WIA customers.

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

The eligible provider list is available online at the Georgia Department of Labor website. It is easily accessible to customers. Service providers agree to make this information available to customers.

The case managers of the service provider determine which customers receive ITAs by using information acquired during customer intake. A comprehensive assessment of the customer’s skill levels, aptitude and ability assists the case manager in this determination. A customer must be accepted into training for a demand occupation through an eligible provider to receive an ITA.

- g. process to track and manage all ITA activity

Southeast Georgia RDC, through a competitive procurement process, secured the services of a contractor to provide service coordination for adults, dislocated workers, and youth. This provider created a system for use with training providers for verification of WIA-covered expenses. Further, a spreadsheet was created by the service provider to track obligations and expenditures for these training activities. A report of this information is provided to WIA staff monthly along with the provider’s

monthly invoice. This report is reviewed and cross-referenced with the online Georgia Workforce System (GWS) database for accuracy.

- 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.)

The Southeast Georgia Workforce Investment Board reviewed and approved the following training policy on September 13, 2006:

WIA funds, in the form of Individual Training Accounts (ITAs), will be used for costs incurred during the pursuit of occupationally specific programs of study that lead to a diploma or certificate for WIA eligible adults, dislocated workers and youth. Selected majors must prepare customers for demand occupations, with anticipated salaries greater than minimum wage.

In addition to the WIA eligibility requirements, youth must be: a) 19 years old and no older than 21; b) not be actively pursuing a secondary school diploma or its equivalent on the date of participation.

Services will be reserved for adult and youth customers who reside in the Southeast Georgia area. However, in the case of dislocated workers, services will be provided to those individuals who reside in the Southeast Georgia area or have been terminated or laid off, or received a notice of layoff of employment, from an employer located in the Southeast Georgia area.

WIA funds will be utilized in the form of a voucher for Individual Training Accounts (ITAs). ITAs will be used to purchase tuition, essential books/supplies that are instructor-required purchases for *all* students taking any given course, and for graduation and training-related purchases including, but not limited to, medical exams, vaccinations, uniforms, graduation fees, testing fees, etc.

WIA funds will be used only when HOPE and Pell funds are inadequate to cover expenses. (A customer's total tuition and class-related expenses less his/her HOPE and Pell funds equals allowable WIA training expenditure.) Also, ITAs have a 2.5-year time limit, regardless of the length of the customer's training program. Hence, customers must select programs that will be completed in 2.5 years or less.

The maximum amount of an ITA voucher is \$5,000 per customer.

Customers may not change majors and continue to receive WIA assistance. However, WIA staff may approve "minor" changes in a major (program of study) if customers stay within the same field and do not

extend the total period of attendance beyond the 2.5-year training time limit.

WIA funds will not be utilized for a customer who fails to make satisfactory academic progress. Specifically, funds will not be extended during a period of academic probation. However, upon a customer's removal from academic probation status and recovery of standard admission status, WIA funds may be accessed again if the 2.5-year time limit has not expired.

RDC staff may approve WIA assistance during the acquisition of an additional diploma/certificate if doing so increases the customer's marketability and does not violate the 2.5-year and \$5,000 limit.

Training services will be reserved for customers who reside in the Southeast Georgia area. However, in the case of dislocated workers, staff will make exceptions for those whose place of employment is/was within the Southeast Georgia service area.

The Workforce Investment Board's Training Policy Committee will make decisions regarding exceptions to the local training policies on a case-by-case basis. When an exception is requested, the WIA customer's case manager may attend the committee meeting to elaborate about the circumstances necessitating the exception. Also, the customer may attend and/or provide a brief essay (one page) justifying the appropriateness of the exception.

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.

WIA funds will be used only when HOPE and Pell funds are inadequate to cover expenses for training. (A customer's total tuition and class-related expenses less his/her HOPE and Pell funds equal allowable WIA training expenditure.) Every effort is made to investigate and exhaust any other fund sources as the payment of choice before WIA. No coordinated efforts regarding training across areas within the region exist at this time.

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. ***See ETA's National Strategic Directions,***

encouraging effective utilization of faith-based and community based organizations, and incorporate as appropriate.

During the period of September 1, 2002 through June 30, 2006, Area 19 had a contract with a community-based organization for the provision of services to out-of-school youth. The contract terminated June 30, 2006 when the area's WIA youth allocation was decreased.

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."

Competitive procurement in the form of a Request for Proposal (RFP) is the primary method used to procure contracts for adult and dislocated worker services, other than for Individual Training Accounts (ITAs) and on-the-job training (OJT). The RFP specifies deliverables, the basis for payment, and information and requirements for the service. The RFP is publicized and distributed to any agency, organization, or individual that requests a copy. Maintenance of a bidder's list ensures maximum fair and open competition.

Staff and WIB members review proposals received in response to an RFP. The WIB selects contractors and authorizes staff to negotiate and finalize a contract. In some cases noncompetitive procurement may be necessary when competition is not feasible or practical. Noncompetitive procurement may be used in some situations, such as:

- On-the-Job Training (OJT) agreements with employers will be procured non-competitively.
- If a competitive procurement process was conducted and no responsive and competitive proposal was received for the service being solicited, a noncompetitive procurement is acceptable.

The RDC maintains applicable and appropriate records for procurement.

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.**

WIA 19 uses a variety of strategies to identify and meet the needs of youth in the area. The common goal is to create a comprehensive and seamless system for youth services delivery without duplication of services. While this ideal has not yet been achieved, progress in this direction is ongoing.

One important strategy for serving youth is participation in local groups that facilitate collaboration between individuals and agencies that are involved with youth, such as local TANF collaboratives and Family Connection in multiple counties.

As the administrative entity for the Southeast Georgia Workforce Investment Board, the RDC will continue to use competitive procurement to solicit new and innovative approaches to serve youth. These approaches will attempt to pinpoint gaps in service and to address those needs. The wisdom and insightful input of the Southeast Georgia Youth Council will continue to be a valuable resource and advisory tool. Contracts will focus on assisting youth in obtaining education and training, increasing basic skills, teaching work readiness and occupational skills, striving to assist youth in overcoming barriers to achieving self-sufficiency, and providing or partnering to provide all of the ten WIA youth program elements.

Southeast Georgia's workforce system contains many partners and separate initiatives that addresses the ten WIA youth program elements, either directly or indirectly, in serving youth. Also, these organizations deliver services that address one, several, or all, of the WIA youth program elements.

Local boards of education, WIA funded programs, faith-based organizations and churches, and other community based programs provide tutoring, encourage or require parental involvement, emphasize the value of a high school diploma, and counsel students to prevent them from dropping out of high school. In addition, local groups have repeatedly identified poor school attendance as a correlating, if not contributing, factor to the decision to drop out of high school. Some high schools in the area now have Graduation Coaches to assist at-risk students to successfully complete high school.

In January 2005, the Berrien County Collaborative opened the new Youth Empowerment Services (YES) Center in Nashville, GA. Direct services include after school programs, summer youth programs, mentoring, tutoring, family literacy & parent education, workforce development for youth, abstinence education, family case management, juvenile delinquency early intervention, character education, teen parent programs, and school health.

Adult Literacy Programs, Job Corps, and WIA youth programs in several counties provide avenues and support to youth seeking alternative education.

Area 19 utilizes Georgia Department of Labor Michael Thurmond's statewide summer initiative for funding work experience to disadvantaged youth. In

addition, paid work experience is available through the Okefenokee Regional Educational Services Agency (RESA) Youth Apprenticeship program. This program provides opportunities for junior and seniors in high school to start learning and gaining experience in a career while still in high school and is available in eight of the nine counties in the area.

Occupational skills training is available from several sources in WIA 19, which include, but are not limited to, the following: The American Red Cross (Certified Nursing Assistant, lifeguard, babysitting, and first aid training); local technical colleges (a wide variety of programs); WIA programs (Individualized Training Account Program), which provides support for individuals over eighteen years of age in post-secondary school); and Regional Education Service Agencies (RESAs), (Tech Prep Programs).

Supportive services are delivered by many area organizations and are generally targeted toward a specific population. These organizations include, but are not limited to, the following: The Children's Initiative, Department of Family and Children Services, Georgia Department of Labor, Satilla Community Services, the Migrant and Seasonal Farm Worker Program, the Extension en Espanola Program, Family Connection Programs, WIA service providers, Department of Transportation, Lee Street Resource Center, faith-based organizations, recreation departments, local housing authorities, and other community-based organizations.

Mentoring is available to youth registered in WIA youth programs. The 4-H program provides youth with mentoring services. Also, a local church has a male mentoring program, and one county's Family Connection Program has a mentoring component for girls.

Guidance and counseling is included in most all of the area's youth programs. Referrals are made to the appropriate agency or individual for clients that exhibit a need for professional counseling, i. e., substance abuse counseling.

Follow-up services, in respect to WIA, are required by all contracts for the provision of WIA youth services. Partner agencies might be involved by providing WIA staff with current information regarding a former participant. Leadership development opportunities are rather limited in WIA 19. However, youth contractors are expected to make a conscious effort to involve registrants in community service projects, encourage their involvement in school projects and clubs with civic responsibility, and seek out additional leadership development opportunities.

In conclusion, WIA 19 has a number of programs, partners, and initiatives that serve youth. The elements required by WIA are provided in the community.

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."

ITAs for youth have been utilized in Area 19 since July 1, 2006. Criteria used for determining appropriateness and how youth will be assisted in choosing appropriate service providers/programs will be the same as the process in place for adults and dislocated workers as described in Section 8(h) of this document. The recruitment of these youth has been a challenge; however, it is felt that progress is being made and that it is a viable strategy to serve you. Therefore, it is **imperative** to the area that the existing waiver remains in effect.

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

In Area 19, staff members in the One-Stop coordinate with the state-level Rapid Response Unit and state/local Trade Act provisions (when applicable). The local WIA Director and service provider staff serves on a statewide workgroup for Trade Act activities. One-Stop partner staff (whose salaries may or may not be funded with WIA dislocated worker funds) attends business closures as part of the Rapid Response effort. Front line staff, including staff members who attend business closures, are familiar with available options for dislocated employees and the WIA registration process. In the work-first environment, core and intensive services are offered prior to the provision of training services.

Southeast Georgia RDC contracts with a service provider for service coordination for adults and dislocated workers. Staff of this service provider serves on the local Rapid Response team. As such, staff attends employer meetings to obtain information about the reason for the layoff, potential of layoff aversion, impact of imports or shifts in production to Canada or Mexico, number to be laid off, hourly/salaried layoffs, layoff schedule/timetable, demographic characteristics of workforce (including average age, years of service, education level, primary occupations and any other special characteristics), other employers in the general area that might be impacted by the layoff (secondary firms), involvement of a private out-placement firm, company sponsored education/training grants/tuition assistance programs, and availability of severance or other types of separation pay.

Reemployment activities and services available to employees include on-site workshops, such as: job search, money management, stress management, resume preparation, interviewing skills, and salary negotiations. Other customized workshops, e.g., starting your own business, unemployment insurance claims filing, job fair and training fair are also offered. Additionally,

GDOL acts as a clearinghouse for other employers in the community interested in hiring laid off workers. WIA staff participates in meetings with the employees to provide information and answer questions concerning the variety of reemployment services and assistance available to expedite a return to work. Every effort is made to schedule these meetings at times convenient for the employer, employees and the partners.

WIA service provider staff provides intake, assessment and case management duties associated with the Trade Act program (Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance) services. For those trade-eligible individuals interested in retraining, WIA staff conducts a standard dislocated worker intake and assessment. The customer and WIA case manager agree on a reemployment plan, and the customer applies to the training provider of choice. The customer then returns to WIA with his/her letter of acceptance and a financial aid award letter from the training provider. WIA staff then completes the DOL-2417 Trade Act Application for Training form and forwards it to the state Trade Act Coordinator. WIA staff is in contact with State Trade staff as necessary to coordinate services and process applicable forms for those individuals who are co-enrolled in WIA and Trade and for those who are Trade-eligible only.

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

Services are available at the one stop system for all populations, including veterans, migrant and seasonal farm workers, individuals with disabilities, older workers, public assistance recipients, offenders and customers with limited English proficiency. Staff of Experience Works, who provides employment services to older workers, is located full-time at the One Stop Center. Staff of the local Area Agency on Aging (AAA) refers individuals to providers of WIA services.

Word of mouth and referrals from partner agencies are the main recruitment methods.

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.

Employer services will continue to be provided in, or through, the designated One Stop and include pre-screening of potential employees, interview rooms for employers, testing, specialized recruitment (for unique hiring situations), assistance with filing unemployment insurance claims (on-site upon request), job fairs, and a WIA funded on-the-job training program.

During PY06, WIA funded a training initiative for Propex Fabrics, Inc., who has 13 manufacturing plants and offices worldwide, in which forty-five (45) incumbent workers successfully completed training as beamer creelers. Funds were used to develop a computer based training instrument that provides a uniform understanding of the job's tasks and responsibilities that would be lengthy to train in a classroom scenario. The computer-based training allowed the incumbent workers to review tasks that they have been performing for many years. The review of those tasks helped them to understand the proper procedures to perform these duties and tasks, so they can successfully perform their jobs. Outcomes from the initiative included: Two train-the-trainers received a promotion and a 10% pay increase during the training period and were retained for 90 days. Trainees received a 3% wage increase and 39 of the 45 incumbent workers were still working at the end of 90 days, for an 85% retention rate.

In August 2006, Governor Perdue announced the Georgia Certified Work Ready Community initiative. Staff of the Southeast Georgia Workforce Investment Board is working with team leaders from Ware County in an effort to become a demonstrate site for this initiative. This initiative includes representatives from city and county government, technical and community colleges, secondary education, and private business. This initiative provides WorkKeys assessments to prospective employees at no charge to employers.

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.

WIA 19 (Region 11 East) and WIA 18 (Region 11 West) have adopted similar residency requirements for WIA participation. To accommodate dislocated workers, both areas serve dislocated workers whose residence or place of employment is/was within the region. The areas have similar ITA policies (regarding length and duration) that differ slightly, but are comparable.

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.

The WIB and the local area are still in the process of developing truly integrated service strategies for adult customers. In the meantime, local partners, as they have during the last several years, continue to work toward the common goal of providing the most effective service delivery possible to the area's adult population.

Adult services continue to be provided in, or through, the Waycross Career Center (One-Stop) and include, but are not limited to, the following: job search and job placement assistance, testing, filing of UI claims, WIA funded on-the-job training program, Rapid Response activities, WIA funded Individualized Training Accounts and service coordination, career guidance and counseling, referrals to partner agencies, various workshops (i. e., resume training, financial planning, and others), federal bonding, and Work Opportunity Tax Credits.

In addition to the above-listed services, low-income adults and TANF customers might qualify for additional programs or services, such as: Section 8 Rental Assistance Program, childcare, transportation, public housing, SOAR and WINGS substance abuse programs, and other supportive services.

The local TANF collaboratives, comprised of partner agencies, meet quarterly to resolve issues and to increase the level of integration of service strategies. This frequent communication between agencies is a vital component of building a seamless service system for TANF customers.

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 and at various sites within your system.

Alternative access points are essential to the success of the workforce development system in Southeast Georgia. This effort has benefited a great deal from the emergence of high-speed Internet access in the area. Most of the area is able to access this service through a system of delivery that is fast and up-to-date. Customers are able to access this information easily from home or by visiting the One Stop Center Resource Room. The development of the website of the Georgia Department of Labor makes this an easy, self-directed job search system.

McKinney Community Health Center in Waycross has a resource room for patients/clients. This resource room contains computers with Internet access that can be utilized for job search. Local career centers continue the process of developing and implementing career center conversion plans. The conversion plans outline physical and service delivery changes directed toward providing expedient, quality customer service. Changes include use of an integrated log

system, an express line, resource rooms staffed by resource technicians, cross-training of staff, extended hours, play areas for children, solicitation of customer comments, and co-location of partner agencies. Space limitations have hindered some conversion activities at the Douglas Career Center, but management at that office continues to work toward the acquisition of a larger facility.

VI. Performance Accountability

1. The plan update includes the process of estimating performance levels for ***PY 2007 and 2008 to be submitted as Attachment C. Please indicate if there are any changes to populations served, to the economy or other mitigating factors when developing your performance targets.***

At this time USDOL has not issued guidance for states to follow in setting performance levels for the next two program years. Instructions for estimating performance levels for PY2007 and PY2008 will be transmitted to local areas separately.

See Attached – Attachment D

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

Customer comment cards are utilized at the One-Stop as a method of tracking customer feedback. These cards are available at the reception area and in the Resource Room. A receptacle is in place for the collection of these cards.

The Career Center Manager and Supervisor review comments weekly. The manager or supervisor contacts customers who have comments that express concerns about services in an effort to assess the situation and, if appropriate, effect changes. Customer feedback is discussed weekly in meetings with staff. At this time, if a customer's comments about an individual staff member have been positive, the staff member is recognized. At the same time, staff is informed of any strategies for improvement of services.

WIA Area 19 also relies on the state-level system for assessing customer and employer satisfaction. A recent report indicates the area is doing well in this respect.

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.

Regularly scheduled monitoring of service providers includes interviews with supervisors, case managers and participants. These interviews reveal the "positives" and "negatives" of services and immediate action is implemented if and when a flaw in the system is exposed.

WIA staff coordinates and participates in meetings with One-Stop partners on a quarterly basis in an effort to strengthen coordination of services between partners.

Evaluation of the system is a constant and ongoing procedure. WIA staff provides reports of service provider activities and performance at every meeting of the WIB. The Georgia Department of Labor's "Annual Report" is provided and evaluated. Current and past participants are often guests at meetings of the WIB and provide personal insight concerning services received through the system. In actuality, every meeting of the WIB could be considered a "strategic planning session" in that the entire membership participates freely in discussions concerning the provision of services that meet the needs of jobseekers and employers in the area.

VII. Equal Access and Opportunity

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

The Workforce Development planner is designated as the WIA Equal Opportunity Officer. Southeast Georgia Regional Development Center (RDC) staff monitors and ensures that applicants, registrants, service providers, individuals or agencies receiving request for proposal packages, WIA personnel, and other persons interested in Workforce Investment Act programs and activities are notified of their rights and the complaint procedures and are provided with appropriate contact information. In accordance with Section 188 of the Workforce Investment Act of 1998 and 29 CFR Part 37, the Southeast Georgia Workforce Investment Board established and maintains specific procedures for following types of complaints: complaints involving terms and conditions of employment, complaints from unsuccessful bidders, complaints alleging labor standards violations, complaints relating to public schools, career center complaints, discrimination complaints, and others.

Once a complaint is filed, the Workforce Development Director, or his/her designee, will begin an investigation within 48 hours and inform the WIB chair immediately. Attempts will be made to reach an informal resolution and mediation will be offered. If an agreement cannot be reached, the Equal Opportunity Officer will schedule a hearing, and the WIB chair will select an impartial person to be the hearing officer. If the complainant does not receive written Notice of Final Action within 60 days of filing the complaint or is not satisfied with a decision, the complainant has the right to request a review of the complaint by the governor. The Workforce Development Director, or his/her designee, will maintain a log of complaints received. Also, the Equal

Opportunity Officer will report complaints received to the Georgia Department of Labor.

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.

Disability specialists at both career centers ensure that any disabled job applicant receives prompt, appropriate assistance and referrals. The Waycross Career Center is equipped with wheelchair access at the front door and designated parking easily accessible to the front door. Special equipment is available for customers with auditory or visual impairments. For customers with mobility impairments, there are adjustable workstations with wheelchair access, and computers with key guards or alternative keyboards, and a large trackball mouse that replaces the traditional mouse.

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

Priority of service is given to veterans on job orders taken by career center staff of the one stop. Veterans are triaged according to the following levels: Level 1 – self-sufficient/prepared to re-enter the labor force with little or no assistance. Level 2 – minimal services/capable of re-entering labor force with some assistance. Level 3 – intensive services/individual is not prepared for re-entry into labor force (maximum assistance is necessary). Screening and service to veterans will normally be delivered by a veteran representative but may be delivered by other staff. The Career Center has dedicated veteran staff that provides service coordination to ensure all resources are utilized for veterans. Veteran customers are eligible for all services provided at the One-Stop.

To identify and serve veterans, the following has been initiated:

- ❑ Signs are displayed in the One-Stop that state, "If you have served in any branch of the U. S. Armed Forces, please tell us."
- ❑ WIA intake forms are "flagged" to identify veterans.
- ❑ WIA intake staff asks each individual if he/she is a veteran.
- ❑ Coordination between LVER and WIA staff include periodic meetings/in-service to discuss relevant veteran's issues.

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.

A Community Resource Directory is available to One-Stop staff which lists certified interpreters and translators who provide assistance and support. The Career Center is staffed with a bilingual representative to assist the limited English speaking in Spanish. Information in the form of brochures, workshops, and interpreters is available in Spanish at the One-Stop. The Adult Literacy Center provides English classes free of charge for those individuals who wish to learn English.

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

To meet the needs of migrant and seasonal farm workers (who are often Hispanic customers with limited English proficiency), Migrant and Seasonal Farmworker (MSFW) funds are used to employ a Migrant and Seasonal Farmworker Outreach Specialist in both the Waycross and Douglas Career Centers. Both of these Outreach Specialists are bi-lingual. The ability to speak and write in Spanish is a valuable asset for these employees who provide outreach for this population. An Agricultural Specialist is assigned to the Douglas Career Center and serves the counties of Atkinson, Bacon, Coffee, Brantley, Charlton, Clinch, Pierce and Ware. The Agricultural Specialist works with growers to identify jobs for farm workers. An Outreach Specialist and an Agricultural Specialist assigned to the Tifton Career Center serves Berrien County.

Migrant education provides English books and cassettes to farm workers under the age of twenty-one. Telamon Corporation provides assistance to MSFWs who wish to leave agricultural work and learn a new skill. Telamon also provides bus fare to MSFWs who find employment outside of the area.

Local strategies are to provide local limited English speaking and MSFWs with labor market information in Spanish during peak/non-peak seasons through an outreach package that includes emergency telephone numbers for the area, English as a second language information and contact names, and any upcoming events in the area and surrounding areas. An annual Latin American Awareness Fair provides information in Spanish from all agencies and free entertainment that teaches cultural diversity.

VIII. Plan Attachments

Attachment A: Area Sites and Services
Please complete and submit the matrix.

Attachment B: ***Memoranda of Understanding, Local Chief Elected Official Agreements, and Resource Sharing Agreements***

Attachment C: Performance Worksheets

Attachment D: Local Area Assurances

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

Attachment A

Area Sites and Services

List the name, address and phone number of each comprehensive WIA service site. It is not necessary to list affiliate/single partner locations. For each comprehensive site, specify the lead partner or One-Stop operator **in bold type**, followed by the other partners that provide services at that site. In the third column, indicate the major services (e.g., career counseling, assistance with training, 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 Operator Other Partners | Major Services Provided by Each Partner |
|---------------------------------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Waycross Career Center 600 Plant Avenue Waycross, GA 31501 | Georgia Department of Labor | Initial Assessment/Intake/Referral Job Search/Job Placement UI, Employment Services Orientation/Information Services |
| | Southeast Georgia Regional Development Center (WIA Entity) | Initial Assessment/Intake/Referral Job Search/Job Placement Case Management/Services Coordination Follow-Up Services for 12 months Orientation/Information Services Career Counseling/Planning |
| | Department of Family and Children Services | Orientation/Information Services Pre-Vocational Services (i.e. Adult Ed, Job Readiness, etc.) |
| | Experience Works, Inc. | Initial Assessment/Intake/Referral Job Search/Job Placement Comprehensive/Specialized Assessments Case Management/Services Coordination Orientation/Information Services Follow-Up Services for 12 months Career Counseling/Planning Pre-vocational Services (i.e. Adult Ed, Job Readiness, etc.) |

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| | Telamon Corporation | <p>Initial Assessment/Intake/Referral</p> <p>Job Search/Job Placement</p> <p>Comprehensive/Specialized Assessments</p> <p>Case Management/Services Coordination</p> <p>Orientation/Information Services</p> <p>Follow-Up Services for 12 months</p> <p>Career Counseling/Planning</p> <p>Pre-vocational Services (i.e. Adult Ed, Job Readiness, etc.)</p> |
| | Division of Rehabilitation Services | <p>Initial Assessment/Intake/Referral</p> <p>Orientation/Information Services</p> |

Attachment B

Memoranda of Understanding, Local Chief Elected Official Agreements, and Resource Sharing Agreements

Attachment C

Performance Worksheets

Attachment D
Local Administrative Assurances
PY 2007 - 2008

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 2005 - 2006:

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;
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 - 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.
13. Veterans and other qualified-eligible persons will be provided priority in all USDOL-funded workforce services in accordance with the Jobs for Veterans Act (P.L. 107-288), (38 USC 4215).
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]
15. Local areas will comply with section 101 of Public Law 109-149, which limits the salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration and provided to recipients and sub-recipients.