

Southern Georgia



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WorkSource Southern Georgia Regional Plan Update 2026-2027

Prepared by the Southern Georgia Regional Commission



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Section I: Strategic Elements, Governance, and Structure

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1. Identification of the Fiscal Agent & Governance Structure

Provide an identification of the entity responsible for the disbursement of grant funds described in WIOA § 107(d)(12)(B)(i)(III) as determined by the chief elected official. This section should also include a description of the responsibility assigned to each of the following entities, as applicable for the LWDA:

The Southern Georgia Workforce Development Area (SGWDA) is comprised of eighteen counties: Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, and Ware. The Chief Elected Officials (CEOs) of these counties have designated the **Southern Georgia Regional Commission (SGRC)** as the Fiscal Agent and Program Administrator for Workforce Innovation and Opportunity Act (WIOA) Title I funds. The SGRC is responsible for the administration, fiscal management, oversight, and reporting of workforce development funds and programs in accordance with federal, state, and local requirements.

a. Chief Local Elected Official and/or Local Elected Official Board

The Chief Elected Officials provide local governance and oversight of the workforce development system. Responsibilities include appointing Workforce Development Board members, designating the Fiscal Agent, approving the local workforce plan, entering into required agreements, and ensuring accountability for the use of public funds. The Chief Elected Officials work collaboratively with the Workforce Development Board and the Southern Georgia Regional Commission to support workforce development activities that meet the needs of businesses, job seekers, and communities throughout the region.

b. Fiscal Agent (and Program Administrator)

The Southern Georgia Regional Commission serves as both the Fiscal Agent and Program Administrator for the Southern Georgia Workforce Development Area. As Fiscal Agent, SGRC is responsible for receiving, disbursing, accounting for, and safeguarding workforce development funds; maintaining financial records; conducting fiscal monitoring; ensuring compliance with applicable laws and regulations; and submitting required financial reports.

As Program Administrator, SGRC is responsible for implementing Workforce Development Board policies, administering workforce programs and contracts, monitoring service providers, coordinating partner activities, managing procurement activities, providing staff support to the Workforce Development Board, and ensuring compliance with federal, state, and local workforce requirements.

c. Local Workforce Development Board

The Southern Georgia Workforce Development Board provides strategic leadership for the local workforce development system and serves as the policy-making body for workforce activities within the region. The Board is comprised of representatives from business and industry, workforce partners, education, labor, economic development, and community organizations.

Responsibilities of the Board include developing and approving local workforce policies, identifying workforce priorities, conducting strategic planning activities, selecting service providers and the One-Stop Operator, overseeing workforce system performance, developing career pathways and sector strategies, engaging employers, and ensuring workforce investments align with regional economic and workforce needs.

The Board works closely with the Chief Elected Officials, workforce partners, educational institutions, employers, and community stakeholders to develop workforce strategies that support economic growth and improve employment opportunities for residents throughout the Southern Georgia Workforce Development Area.

- d. Program Administrator (if a separate entity from Fiscal Agent)
Not Applicable

Additional information regarding governance structure, board membership and local agreements is contained in **Attachments 1: Local Workforce Development Board Member Listing and Attachment 5: Local Governance.**

2. Description of Strategic Planning Elements

Provide a description of the strategic planning elements listed below. A complete answer will rely on a variety of data sources and employer input, and will describe how the information was gathered and what stakeholders were consulted.

The Southern Georgia Workforce Development Board utilizes a variety of labor market, economic, workforce, education, and employer data sources to guide workforce planning and strategic decision-making. Information used in this analysis includes data from the Georgia Department of Labor, Georgia Labor Market Explorer, WorkSource Georgia Portal, U.S. Census Bureau, Bureau of Economic Analysis, economic development organizations, educational institutions, employer engagement activities, sector partnerships, and workforce system partners. In addition to quantitative labor market information, the Board consults with employers, workforce partners, economic development organizations, educational institutions, Chambers of Commerce, Development Authorities, Workforce Development Board members, and the South Georgia Healthcare Group to validate workforce needs, identify emerging trends, and ensure workforce investments align with regional economic priorities.

- a. Provide an analysis of the regional economic conditions including existing and emerging in-demand industry sectors and occupations; and the employment needs of employers in those industry sectors and occupations. Include the listing of occupations in demand within the region and describe how the list was developed citing source data.

The Southern Georgia Workforce Development Area consists of Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, and Ware Counties. The Southern Georgia Workforce Development Board utilizes labor market information from the Georgia Department of Labor, Georgia Labor Market Explorer, WorkSource Georgia Portal, economic development organizations, educational institutions, sector partnerships, and employer engagement activities to identify regional economic conditions, workforce needs, in-demand industries, and high-demand occupations.

The Southern Georgia region continues to experience stable economic conditions characterized by low unemployment, moderate population growth, and continued employer demand across several key industry sectors. The region's population increased from 409,630 in 2013 to an estimated 421,596 in 2023, representing growth of approximately 2.9 percent. According to the Georgia Department of Labor, the Southern Georgia Workforce Development Area had a civilian labor force of approximately 175,606 individuals in April 2026, with 170,435 employed and 5,171 unemployed, resulting in an unemployment rate of 2.9 percent. Key workforce and economic indicators are summarized in **Attachment A: Southern Georgia Workforce Snapshot** and **Attachment B: Key Labor Market Indicators.**

Analysis of labor market data indicates that Healthcare and Social Assistance remains one of the region's leading industry sectors and the largest source of advertised job openings. Other significant industry sectors include Retail Trade, Manufacturing, Accommodation and Food Services, Educational Services, Transportation and Warehousing, and Agriculture. Recent labor market information indicates continued growth within Warehousing and Storage, Social Assistance, and Recreation-related industries. Industry demand is further illustrated in **Attachment C: Industries by Advertised Job Openings.**

Healthcare occupations continue to account for a substantial share of regional job openings and are consistently identified as critical workforce needs by employers throughout the region. Online job posting data identified Healthcare Practitioners and Technical Occupations as the occupational group with the highest number of openings, followed by Office and Administrative Support Occupations and Food Preparation and Serving Related Occupations. Registered Nurses,

Customer Service Representatives, Retail Salespersons, and Physicians were among the occupations with the highest number of advertised openings. Occupations offering the strongest wage potential and career advancement opportunities include Registered Nurses, Physical Therapists, Critical Care Nurses, Industrial Maintenance Technicians, and other skilled healthcare and technical occupations.

The Southern Georgia Workforce Development Board develops and maintains a local Demand Occupation List utilizing labor market projection, online job posting data, employer feedback, economic development input, workforce partner recommendations, and the State of Georgia's 2026 High Demand Career List. Occupations are evaluated based on projected openings, wage potential, employer demand, and opportunities for career advancement. The current list is included as **Attachment D: WorkSource Southern Georgia Demand Occupation List**.

Current in-demand occupations within the region include Registered Nurses, Licensed Practical Nurses, Nursing Assistants, Medical Assistants, Physical Therapists, Industrial Machinery Mechanics, Welders, Heavy and Tractor-Trailer Truck Drivers, Electricians, Construction Laborers, Customer Service Representatives, and other occupations identified through the local demand occupation review process. These occupations align with employer demand, regional economic development priorities, and workforce investment strategies.

Employer input obtained through Workforce Development Board meetings, the South Georgia Healthcare Group, Chambers of Commerce, Development Authorities, economic development organizations, technical college advisory committees, and direct employer engagement confirms ongoing demand for workers possessing technical skills, customer service skills, problem-solving abilities, digital literacy, industry-recognized credentials, and relevant work experience. These findings guide workforce investments, career pathway development, training priorities, and employer engagement strategies throughout the Southern Georgia Workforce Development Area.

- b. Provide an analysis of the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations.

Analysis of labor market information, online job posting data, employer feedback, sector partnership activities, economic development input, and Workforce Development Board engagement indicates that employers throughout the Southern Georgia region require a combination of technical, occupational, and employability skills. The knowledge and skills needed vary by industry sector; however, employers consistently identify the need for workers who possess strong communication skills, customer service skills, problem-solving abilities, teamwork, professionalism, reliability, and digital literacy.

Employer demand data indicates that customer service is the most frequently requested skill among online job postings within the region. Other commonly requested skills include preventative maintenance, background investigations, equipment operation, data entry, recordkeeping, and technical competencies specific to individual occupations and industry sectors. Information regarding employer demand for skills and certifications is summarized in **Attachment E: Employer Demand Skills and Certifications**.

Healthcare employers continue to report significant demand for workers possessing clinical competencies, patient care skills, critical thinking abilities, communication skills, and industry-recognized credentials. Occupations such as Registered Nurses, Licensed Practical Nurses, Nursing Assistants, Medical Assistants, Physical Therapists, and other healthcare professionals require specialized occupational training and credential attainment.

Manufacturing, transportation, logistics, and construction employers continue to identify the need for workers with technical skills related to industrial maintenance, welding, equipment operation, commercial driving, construction trades, troubleshooting, and preventative maintenance. These employers also emphasize the importance of workplace safety, dependability, teamwork, and the ability to adapt to new technologies and changing workplace requirements.

Employers throughout the region continue to place significant value on industry-recognized credentials and practical work experience. Demand remains strong for credentials such as Registered Nurse (RN), Licensed Practical Nurse (LPN), Commercial Driver's License (CDL), welding certifications, industrial maintenance credentials, emergency medical services certifications, and other credentials aligned with occupations identified on the State of Georgia's 2026 High Demand Career List and the WorkSource Southern Georgia Demand Occupation List.

Employer input obtained through Workforce Development Board membership, the South Georgia Healthcare Group, Chambers of Commerce, Development Authorities, technical college advisory committees, economic development organizations, and direct employer engagement activities confirms that workforce training programs must address both occupational skill development and employability skills. As a result, workforce investments, career pathways, work-based learning opportunities, and training programs are designed to ensure participants develop the knowledge, skills, credentials, and competencies necessary to meet current and future employer workforce needs.

- c. Provide an analysis of the workforce in the region, including current labor force employment, unemployment data, information on labor market trends and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. List all data sources used to gather this information.

The Southern Georgia Workforce Development Area serves a diverse workforce across eighteen counties that include both urban centers and predominantly rural communities. Workforce characteristics, labor force participation, employment levels, wage information, and demographic trends are summarized in **Attachment A: Southern Georgia Workforce Snapshot**. Educational attainment levels, workforce challenges, barriers to employment, and populations facing employment obstacles are summarized in **Attachment F: Educational Attainment and Workforce Challenges Analysis**. The region continues to experience low unemployment and sustained employer demand; however, employers report ongoing challenges recruiting qualified workers for many high-demand occupations.

The workforce is supported by a network of educational institutions, workforce partners, training providers, and community organizations that provide opportunities for skill development, credential attainment, and career advancement. Educational attainment data indicates that 37.4 percent of the labor force possesses a high school diploma or GED as its highest level of education, while 21.2 percent have some college experience but no degree. Approximately 24.5 percent of the workforce possesses an associate degree or higher. These findings highlight the importance of Adult Education services, occupational skills training, career pathways, and industry-recognized credential attainment to meet employer workforce needs.

Like many rural regions, Southern Georgia faces workforce challenges that can impact labor force participation and employment outcomes. These challenges include limited public transportation, childcare availability, broadband access limitations, geographic distance from training and employment opportunities, and educational attainment barriers. These factors can make it difficult for some individuals to access workforce services, complete training programs, and obtain employment.

The region serves a variety of individuals with barriers to employment, including low-income individuals, individuals with disabilities, veterans, justice-involved individuals, older workers, English language learners, public assistance recipients, out-of-school youth, migrant and seasonal farmworkers, and individuals lacking postsecondary credentials or work experience. Workforce services are designed to address these barriers through career counseling, training opportunities, supportive services, work-based learning activities, referrals to partner programs, and coordinated case management.

Labor market information indicates that employers continue to seek workers who possess both occupational skills and employability skills, including communication, customer service, teamwork, problem-solving, and digital literacy. Workforce development strategies therefore focus on helping

participants obtain industry-recognized credentials, occupational training, work experience, and the foundational skills necessary for long-term employment success.

- d. Provide an analysis of the workforce development activities (including education and training) in the region, including an analysis of the strengths, weaknesses and capacity of such services to address the identified education and skill needs of the workforce, and the employment needs of employers in the region.

The Southern Georgia Workforce Development Area benefits from a strong network of workforce development, education, training, and supportive service providers that work collaboratively to address the workforce needs of employers and job seekers. Workforce services are delivered through WorkSource Southern Georgia, WorkSource Georgia Employment Services, Adult Education providers, Georgia Vocational Rehabilitation Agency (GVRA), technical colleges, universities, community-based organizations, economic development organizations, and other workforce system partners.

The region is served by three technical colleges—Coastal Pines Technical College, Southern Regional Technical College, and Wiregrass Georgia Technical College—and three institutions within the University System of Georgia—Abraham Baldwin Agricultural College (ABAC), South Georgia State College (SGSC), and Valdosta State University (VSU). These institutions provide a wide range of occupational training programs, adult education services, industry-recognized credential opportunities, and career pathway programs aligned with regional workforce needs.

The Southern Georgia Workforce Development Board works closely with the Technical College System of Georgia (TCSG), the University System of Georgia (USG), Adult Education providers, economic development organizations, employers, and community partners to identify workforce needs and develop training opportunities that respond to employer demand. Workforce training services are primarily provided through Individual Training Accounts (ITAs), On-the-Job Training (OJT), work experience activities, internships, and other work-based learning strategies.

A major strength of the workforce development system is the strong collaboration among workforce, education, economic development, and employer partners. The Southern Georgia Workforce Development Board works closely with educational institutions, employers, workforce partners, and economic development organizations to identify workforce needs, develop career pathways, support work-based learning opportunities, and align training investments with labor market demand. The South Georgia Healthcare Group serves as the region's primary sector partnership and provides a valuable forum for employers, educators, and workforce partners to address healthcare workforce shortages and training needs.

Additional strengths include access to Individual Training Accounts (ITAs), On-the-Job Training (OJT), work experience opportunities, supportive services, Adult Education programs, and employer-driven training initiatives. These activities provide participants with opportunities to obtain occupational skills, industry-recognized credentials, work experience, and employment in high-demand occupations.

Despite these strengths, the region faces several workforce challenges. The Southern Georgia Workforce Development Area covers a large geographic area comprised primarily of rural communities where public transportation is limited or nonexistent. Transportation barriers continue to impact access to employment, training, and workforce services. Childcare availability and affordability also present challenges for many participants seeking employment or training opportunities. In addition, broadband access limitations in some rural areas can affect participation in online training, virtual services, and distance learning opportunities.

Educational attainment remains a challenge in portions of the region, resulting in continued demand for Adult Education services, career readiness activities, and occupational skills training. Employers also report difficulty finding qualified workers for many healthcare, skilled trades, manufacturing, transportation, and technical occupations.

The Southern Georgia Workforce Development Board will continue to strengthen workforce system capacity through strategic partnerships, employer engagement, sector strategies, career pathways, work-based learning opportunities, and coordinated service delivery. Through continued collaboration among workforce partners, educational institutions, employers, and community organizations, the region is well-positioned to address identified workforce needs and support both economic growth and workforce development objectives.

- e. Provide a description of the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to the performance accountability measures based on primary indicators of performance in order to support regional economic growth and economic self-sufficiency.

The Southern Georgia Workforce Development Board envisions a workforce system that prepares individuals for employment in high-demand occupations, supports regional economic growth, and provides employers with access to a skilled and competitive workforce. The Board is committed to helping individuals obtain quality employment opportunities that provide family-sustaining wages, benefits, career advancement opportunities, and long-term economic self-sufficiency.

To achieve this vision, the Board works collaboratively with employers, educational institutions, workforce partners, economic development organizations, and community stakeholders to align workforce investments with regional labor market demand and economic development priorities. Workforce strategies are designed to support both current and future workforce needs while ensuring job seekers have access to education, training, supportive services, and employment opportunities that lead to career success.

The Board's strategic goals include:

- Supporting employer workforce needs through sector partnerships, employer engagement, work-based learning opportunities, and workforce training investments.
- Expanding access to career pathways, credential attainment opportunities, apprenticeships, On-the-Job Training (OJT), work experience, and other training activities that prepare individuals for employment in high-demand occupations.
- Increasing employment, credential attainment, measurable skill gains, and earnings outcomes for workforce participants.
- Expanding opportunities for youth, individuals with disabilities, veterans, low-income individuals, justice-involved individuals, English language learners, and other populations experiencing barriers to employment.
- Strengthening partnerships among workforce, education, economic development, and community organizations to maximize available resources and improve service delivery.
- Promoting occupations aligned with the State of Georgia's 2026 High Demand Career List and the WorkSource Southern Georgia Demand Occupation List.
- Supporting Georgia's Top State for Talent initiative through employer-driven workforce strategies, career pathway development, and talent development efforts.

These goals directly support Georgia's Top State for Talent initiative by increasing credential attainment, expanding work-based learning opportunities, strengthening sector partnerships, promoting career pathways, and aligning workforce investments with occupations that are critical to regional economic growth.

The Southern Georgia Workforce Development Board has a strong history of meeting or exceeding negotiated performance accountability measures under WIOA. The Board will continue to utilize performance data, labor market information, employer input, and continuous improvement strategies to achieve or exceed negotiated performance levels related to employment, earnings, credential attainment, measurable skill gains, and effectiveness in serving employers.

Through these efforts, the Board seeks to develop a highly skilled workforce that meets the needs of regional employers, supports economic competitiveness, and provides opportunities for all individuals to achieve long-term economic self-sufficiency and career advancement.

- f. Taking into account the analyses described in sections “2. a-e” (above), provide a description of how the region utilizes this data to drive decision-making; and include the strategies utilized to coordinate core programs to align resources available to the local area to achieve the strategic vision and goals. Provide a description of how the local board supports and carries out strategic partnering to help address local and regional challenges.

The Southern Georgia Workforce Development Board utilizes labor market information, workforce performance data, employer feedback, economic development information, and workforce system partner input to guide workforce planning, policy development, funding decisions, and service delivery strategies. Data obtained through the Georgia Department of Labor, Georgia Labor Market Explorer, WorkSource Georgia Portal, employer engagement activities, sector partnerships, and economic development organizations is regularly reviewed to identify workforce trends, emerging industries, in-demand occupations, skill gaps, and training needs throughout the region.

This information is used to develop and maintain the WorkSource Southern Georgia Demand Occupation List, identify workforce priorities, evaluate training investments, support career pathway development, and align workforce services with occupations that offer strong employment opportunities and family-sustaining wages. Labor market information and employer input also guide Individual Training Account (ITA) investments, work-based learning activities, On-the-Job Training (OJT) opportunities, supportive service strategies, and employer engagement efforts.

The Board coordinates resources and services through strong partnerships with WorkSource Georgia Employment Services, Adult Education providers, Georgia Vocational Rehabilitation Agency (GVRA), technical colleges, universities, economic development organizations, community-based organizations, and other workforce system partners. These partnerships help maximize available resources, reduce duplication of services, and improve outcomes for employers and job seekers. Core partners regularly share information, coordinate referrals, participate in planning activities, and collaborate on strategies designed to address workforce challenges and improve service delivery.

Strategic partnerships play a critical role in addressing regional workforce challenges. The South Georgia Healthcare Group serves as the region's primary sector partnership and provides ongoing input regarding healthcare workforce shortages, career pathways, training needs, and industry trends. Workforce Development Board members, Chambers of Commerce, Development Authorities, technical college advisory committees, economic development organizations, and employers provide additional insight into workforce needs and help validate labor market information.

The Board also utilizes partner collaboration to address barriers to employment commonly experienced throughout the region, including transportation, childcare, educational attainment, disability-related barriers, and access to workforce services in rural communities. Through coordinated service delivery and strategic partnerships, workforce resources are aligned to support youth, adults, dislocated workers, individuals with disabilities, veterans, low-income individuals, justice-involved individuals, and other populations experiencing barriers to employment.

By utilizing data-driven decision-making, employer engagement, sector strategies, career pathways, and coordinated partner services, the Southern Georgia Workforce Development Board ensures workforce investments are aligned with regional economic priorities and employer needs while supporting the development of a skilled workforce capable of meeting current and future labor market demands.

Data sources utilized in this analysis include:

- Georgia Department of Labor (GDOL)
- Georgia Labor Market Explorer
- WorkSource Georgia Portal
- U.S. Census Bureau
- Bureau of Economic Analysis (BEA)
- Online job posting analytics
- State of Georgia's 2026 High Demand Career List
- WorkSource Southern Georgia Demand Occupation List
- Economic Development Organizations
- Workforce Development Board employer input
- Technical colleges and universities
- South Georgia Healthcare Group
- Workforce system partner agencies

3. Description of Strategies and Services

Provide a description of the strategies and services that will be used in the local area in order to accomplish the items listed below.

The Southern Georgia Workforce Development Board utilizes employer engagement, labor market information, sector partnerships, career pathways, and coordinated workforce services to support businesses, job seekers, and workforce system partners throughout the region. The strategies described below are designed to align workforce investments with employer demand, support regional economic growth, and help individuals obtain employment in high-demand occupations that provide opportunities for career advancement and economic self-sufficiency.

- a. How will the area support a local workforce development system that meets the needs of businesses in the local area? Provide a listing of business services available through the area(s) such as employer workshops and assessment and screening of potential employees.

The Southern Georgia Workforce Development Board supports a business-driven workforce development system that is responsive to the needs of employers throughout the eighteen-county region. The Board utilizes labor market information, employer feedback, economic development partnerships, sector strategies, and direct business engagement to identify workforce needs and develop solutions that support business growth, expansion, and retention.

Business engagement activities are coordinated through WorkSource Southern Georgia staff, including the Business Services Coordinator and Programs Manager, who work closely with local Chambers of Commerce, development authorities, economic development organizations, Main Street programs, educational institutions, workforce partners, and employers throughout the region. These staff members participate in community organizations, workforce committees, regional partnerships, and employer meetings to stay informed of workforce trends, emerging industries, and employer workforce needs.

The Southern Georgia Workforce Development Board actively collaborates with regional economic development partners and participates in The Workforce Alliance, a multi-state partnership involving workforce boards from Georgia, Florida, and Alabama. Through this collaboration, workforce boards coordinate recruitment efforts, share workforce development best practices, support business expansion projects, and strengthen career pathway development initiatives that engage K-12 students, postsecondary institutions, employers, and parents.

Employer input is gathered through Workforce Development Board membership, technical college advisory committees, sector partnership activities, economic development organizations, direct business outreach, and the South Georgia Healthcare Group. This feedback is used to identify workforce shortages, validate workforce development strategies, and ensure workforce investments remain aligned with employer needs.

Business Services Available to Employers

WorkSource Southern Georgia and its workforce, education, economic development, and community partners provide a comprehensive menu of business services designed to assist employers with recruitment, hiring, retention, training, and workforce development needs. Business engagement activities are coordinated through WorkSource Southern Georgia staff in collaboration with regional partners to ensure employers have access to the resources and services necessary to meet their workforce needs.

Business services are delivered in partnership with WorkSource Georgia Employment Services, technical colleges, economic development organizations, educational institutions, and other workforce system partners to provide employers with coordinated workforce solutions.

Business services available through WorkSource Southern Georgia and its partners include:

- Job posting assistance through the WorkSource Georgia Portal;
- Recruitment assistance and candidate referrals;
- Applicant pre-screening and assessment services;
- Job analysis and job description assistance;
- Hiring events and job fairs;
- Customized recruitment events;
- On-the-Job Training (OJT) opportunities;
- Work Experience opportunities for youth and adults;
- Apprenticeship and work-based learning referrals;
- Rapid Response services for layoffs and business closures;
- Labor market information and workforce data;
- Information regarding tax credits and hiring incentives;
- Federal Bonding Program assistance;
- Unemployment Insurance information and referral assistance;
- Labor law information and referrals;
- Disability accessibility assessments;
- Disability accommodation consultations;
- Referrals to workforce, education, and training partners;
- Assistance connecting employers with Adult Education and technical college resources;
- Employer workshops and informational sessions on workforce programs and services;
- Customized workforce solutions for business expansion and retention projects; and
- Coordination with economic development organizations on workforce needs related to business recruitment, retention, and expansion.

These services are designed to help employers attract, hire, train, and retain a skilled workforce while supporting regional economic growth and competitiveness.

- b. Describe how local employers play a central role in defining in-demand skills, validating training models, and identifying credentials of value. How does the LWDB ensure training programs are designed around employer competency requirements rather than academic program availability?

Employers play a central role in shaping workforce development strategies throughout the Southern Georgia Workforce Development Area. The Southern Georgia Workforce Development Board utilizes employer input, labor market information, economic development data, sector partnership activities, and workforce partner feedback to identify in-demand occupations, workforce skill requirements, and industry-recognized credentials that have value in the labor market.

Employer input is gathered through Workforce Development Board membership, direct employer engagement activities, Chambers of Commerce, development authorities, economic development organizations, technical college advisory committees, and the South Georgia Healthcare Group. These partnerships provide ongoing opportunities for employers to communicate workforce

shortages, emerging skill needs, technology changes, credential requirements, and anticipated hiring demands.

The Board utilizes employer feedback, labor market information from the Georgia Department of Labor and Georgia Labor Market Explorer, the State of Georgia's 2026 High Demand Career List, and the local area's Demand Occupation List to guide workforce investments and training decisions. Occupations considered for training investments must demonstrate employer demand, projected job growth, wage potential, and opportunities for career advancement. Training programs supported through Individual Training Accounts (ITAs), work-based learning opportunities, and other workforce initiatives are evaluated to ensure they prepare participants for occupations that are recognized by employers as critical workforce needs within the region.

Technical colleges and other training providers routinely engage employers through program advisory committees that review curriculum, equipment needs, credential requirements, industry standards, and emerging workforce trends. Employer feedback obtained through these advisory committees is used to validate curriculum content, equipment requirements, credential attainment opportunities, and workforce competencies needed for success within the workplace. Employer feedback is incorporated into program design and modification to help ensure training reflects current workplace expectations and competency requirements. In addition, employer input obtained through the South Georgia Healthcare Group and other industry partnerships helps identify workforce shortages, skill gaps, and training needs within key sectors of the regional economy.

Examples of credentials validated by employers through these partnerships include Registered Nurse (RN), Licensed Practical Nurse (LPN), Certified Nursing Assistant (CNA), Emergency Medical Technician (EMT), Commercial Driver's License (CDL), welding certifications, industrial maintenance credentials, and other industry-recognized certifications aligned with demand occupations.

In addition to labor market data, employers validate the competencies and credentials needed for success within their industries through participation on Workforce Development Board committees, technical college advisory committees, sector partnerships, and direct engagement with workforce staff. The Southern Georgia Workforce Development Board also utilizes the State of Georgia's 2026 High Demand Career List when evaluating workforce priorities and training investments to ensure alignment with statewide workforce needs.

Through these efforts, the Southern Georgia Workforce Development Board ensures that workforce investments support skills and credentials valued by employers and that training opportunities remain aligned with current workforce requirements and labor market demand rather than solely with existing educational program availability.

- c. How will the area engage employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations? Provide examples of co-designed curricula, employer advisory roles, or industry-validated credentials.

The Southern Georgia Workforce Development Board engages employers of all sizes through direct outreach, workforce partnerships, economic development organizations, Chambers of Commerce, development authorities, technical colleges, workforce system partners, and industry sector initiatives. Special emphasis is placed on employers within high-demand industries including healthcare, manufacturing, transportation and logistics, agriculture, construction, education, and skilled trades.

WorkSource Southern Georgia staff regularly participate in chamber meetings, economic development activities, community events, employer visits, job fairs, workforce committees, and regional partnerships throughout the service area. These activities provide opportunities to identify workforce challenges, discuss hiring needs, promote workforce programs, and connect employers to workforce system resources and services. Staff also maintain ongoing communication with

employers regarding available workforce programs, hiring incentives, labor market trends, and training opportunities.

The Southern Georgia Workforce Development Board actively collaborates with local Chambers of Commerce, Main Street organizations, development authorities, economic development organizations, educational institutions, and workforce partners to ensure employer needs are incorporated into workforce planning efforts. The area also participates in The Workforce Alliance, a multi-state partnership of workforce boards from Georgia, Florida, and Alabama that supports employer recruitment efforts, workforce development initiatives, and career pathway strategies across the region.

The South Georgia Healthcare Group serves as the region's primary sector partnership and provides a forum for healthcare employers, educators, workforce partners, and community stakeholders to collaborate on workforce challenges and opportunities. Through regular meetings and the annual South Georgia Healthcare Summit, employers provide direct input regarding workforce shortages, training needs, emerging occupations, credential requirements, and career pathway development. This feedback is used to inform workforce strategies and training investments throughout the region.

Through these activities, employers actively influence workforce priorities, training investments, career pathway development, and the identification of industry-recognized credentials that support employment within high-demand occupations.

Employers also play a critical advisory role through Workforce Development Board membership and technical college advisory committees. Employer representatives serve on advisory committees for technical college programs and provide input regarding curriculum development, equipment needs, industry standards, workforce competencies, emerging technologies, and credential requirements. This collaboration helps ensure training programs remain responsive to current industry needs and workforce demand.

Examples of industry-validated credentials supported throughout the region include Registered Nurse (RN), Licensed Practical Nurse (LPN), Certified Nursing Assistant (CNA), Emergency Medical Technician (EMT), Commercial Driver's License (CDL), welding certifications, industrial maintenance credentials, construction-related certifications, and other industry-recognized credentials aligned with occupations identified on the State of Georgia's 2026 High Demand Career List and the local area's Demand Occupation List.

- d. How will the area better coordinate workforce development programs and economic development? Additionally, identify economic development partners and describe the involvement of the economic development community in developing strategies. How will the area strengthen linkages between the one-stop delivery system and unemployment insurance programs?

The Southern Georgia Workforce Development Board recognizes that workforce development and economic development are closely connected and must work together to support business growth, business retention, workforce availability, and regional economic prosperity. Workforce and economic development partners collaborate to identify workforce challenges, respond to employer needs, support business expansion projects, and align workforce investments with regional economic priorities.

Economic development partners include local development authorities, Chambers of Commerce, Main Street organizations, the Georgia Department of Economic Development, the Southern Georgia Regional Commission, technical colleges, universities, local governments, and private-sector Workforce Development Board members. Many of these organizations are represented on the Workforce Development Board and actively participate in workforce planning, strategy development, and employer engagement activities.

The Southern Georgia Workforce Development Board works closely with economic development partners to identify workforce needs associated with existing businesses, business expansion projects, and new industry recruitment efforts. Workforce staff regularly participate in chamber

meetings, economic development meetings, technical college advisory committees, career academy advisory boards, and other community organizations to ensure workforce and economic development strategies remain aligned.

Economic development representatives provide valuable input regarding current and future workforce needs, anticipated hiring demands, industry growth trends, workforce shortages, and the skills required by employers. This information is used to help guide workforce investments, training priorities, career pathway development, work-based learning opportunities, and updates to the area's Demand Occupation List.

Workforce staff employed by the Southern Georgia Regional Commission work closely with the Community and Economic Development Division of the Regional Commission to coordinate workforce and economic development activities. This collaboration helps ensure workforce resources are considered during economic development planning efforts and that businesses are connected to available workforce programs and services.

The Southern Georgia Workforce Development Board also collaborates with educational institutions, including technical colleges and universities, to align workforce training opportunities with regional economic development priorities. Employer input obtained through technical college advisory committees, sector partnerships, and economic development organizations helps ensure training opportunities reflect current and future workforce needs.

The area will continue to strengthen linkages between the One-Stop delivery system and Unemployment Insurance (UI) programs through its partnership with WorkSource Georgia Employment Services. WorkSource Georgia Employment Services staff are responsible for the delivery of Wagner-Peyser Employment Services, including Rapid Response activities, and work closely with WorkSource Southern Georgia staff to connect job seekers and employers with workforce system resources.

Individuals receiving unemployment insurance benefits are encouraged to access career services, labor market information, job search assistance, training opportunities, supportive services, and other workforce programs available through the One-Stop system. Referrals between WorkSource Georgia Employment Services and WorkSource Southern Georgia help ensure customers receive coordinated services designed to support reemployment and long-term career success.

Rapid Response activities conducted by WorkSource Georgia Employment Services provide workers affected by layoffs and business closures with information regarding unemployment insurance benefits, reemployment services, available job opportunities, workforce training programs, labor market information, and supportive services. WorkSource Southern Georgia staff coordinate with WorkSource Georgia Employment Services to ensure impacted workers are aware of available workforce programs and training opportunities that may assist with rapid reemployment.

Through ongoing coordination among WorkSource Southern Georgia, WorkSource Georgia Employment Services, economic development partners, educational institutions, and employers, the local workforce system will continue to strengthen service integration and support both business and job seeker needs throughout the region.

- e. Describe how the local area helps job seekers identify, document, and communicate their existing skills – including through competency-based assessments, digital credentials, badges, or skills portfolios. How are One-Stop Center staff trained to use skills-based tools for career counseling and job matching? How are employers in the area engaged to recognize skills and prior experience in lieu of traditional degree requirements?

The Southern Georgia Workforce Development Area utilizes a customer-centered approach to help job seekers identify, document, and communicate the skills and experiences they possess and how those skills align with employment opportunities within the region. Through assessments, career counseling, employment planning, and case management services, workforce staff assist participants in identifying transferable skills, occupational interests, prior work experience,

educational achievements, and industry-recognized credentials that may support employment and career advancement.

WorkSource Southern Georgia staff work with participants to evaluate employment history, educational attainment, occupational skills, career interests, and employment goals during the development of Individual Employment Plans (IEPs). For youth participants, the Test of Adult Basic Education (TABE) is utilized to assess academic skill levels and identify educational needs. In addition, the O*NET Interest Profiler may be used, when appropriate, to help participants identify career interests and explore occupations aligned with their strengths and career goals. These tools assist workforce staff in helping participants identify career pathways, training opportunities, and employment options that support long-term career success.

Workforce staff also assist enrolled participants with resume development, interview preparation, and the identification of transferable skills gained through previous employment, military service, volunteer activities, education, and life experiences. These services help participants effectively communicate their skills, experience, and qualifications to prospective employers and improve their ability to compete for employment opportunities.

Career counseling services emphasize career pathways and advancement opportunities within high-demand industries. Participants are provided information regarding industry-recognized credentials, occupational requirements, educational opportunities, labor market demand, and work-based learning activities that support career progression and long-term economic self-sufficiency.

Participants who complete occupational training programs may earn industry-recognized credentials that serve as portable evidence of skills and competencies valued by employers. These credentials help participants demonstrate workforce readiness and support employment and advancement opportunities within high-demand occupations.

Workforce staff receive ongoing training regarding labor market information, career pathways, workforce programs, case management practices, assessment tools, and available workforce system resources. This training enables staff to effectively assist participants with career exploration, job matching, training selection, and employment planning activities.

Employers play an important role in identifying workforce competencies and skill requirements through Workforce Development Board membership, technical college advisory committees, sector partnerships, employer engagement activities, and direct communication with workforce staff. Employer feedback helps workforce staff better understand the skills, competencies, certifications, and work experience valued by employers when making employment and training recommendations.

The Southern Georgia Workforce Development Board encourages the recognition of industry-recognized credentials, occupational competencies, prior work experience, and demonstrated skills as valuable indicators of workforce readiness. Through employer engagement activities and workforce partnerships, the Board promotes workforce strategies that recognize multiple pathways to employment and career advancement, including work-based learning, apprenticeships, occupational training, credential attainment, and relevant work experience. Employer input obtained through advisory committees, sector partnerships, and direct engagement activities helps ensure workforce services remain aligned with the skills and competencies employers value when making hiring decisions.

- f. Describe how real-time, localized labor market data is being used to guide career counseling, individual employment plan development, and training investments. How do these tools help participants understand career options and take clear steps toward better-paying jobs?

The Southern Georgia Workforce Development Board utilizes labor market information and workforce data to support informed decision-making by participants, workforce staff, employers, and workforce system partners. Labor market information obtained through the Georgia Department of Labor, Georgia Labor Market Explorer, the State of Georgia's 2026 High Demand

Career List, the local area's Demand Occupation List, employer feedback, economic development partners, and workforce system data is used to identify workforce trends, in-demand occupations, wage information, projected job growth, and employment opportunities throughout the region.

Workforce staff incorporate labor market information into career counseling and Individual Employment Plan (IEP) development to help participants understand local employment opportunities and make informed decisions regarding education, training, and career goals. Participants are provided information regarding wages, projected employment growth, educational requirements, industry-recognized credentials, career pathways, and advancement opportunities associated with occupations being considered for training and employment.

Labor market information is also used to guide workforce investments and training decisions. Occupations supported through Individual Training Accounts (ITAs), work-based learning activities, On-the-Job Training (OJT), and other workforce programs are evaluated using labor market demand, wage potential, projected openings, employer input, and alignment with the State of Georgia's 2026 High Demand Career List and the local area's Demand Occupation List. This approach helps ensure workforce investments are aligned with occupations that offer strong employment opportunities and pathways to economic self-sufficiency.

Career counseling emphasizes employment opportunities that provide family-sustaining wages, benefits, advancement opportunities, and long-term career growth. Workforce staff work with participants to identify career pathways that align with their interests, abilities, and employment goals while also meeting the workforce needs of regional employers. Participants are encouraged to pursue education, training, work-based learning opportunities, and industry-recognized credentials that support career advancement and increased earning potential.

The Southern Georgia Workforce Development Board also utilizes employer input obtained through Workforce Development Board membership, the South Georgia Healthcare Group, technical college advisory committees, Chambers of Commerce, economic development organizations, and direct employer engagement to validate labor market information and identify emerging workforce needs. This combination of labor market data and employer feedback helps ensure workforce services remain responsive to changing economic conditions and labor market demands.

Through the use of labor market information, career pathways, employer engagement, and workforce system partnerships, participants are better equipped to understand available career opportunities, develop realistic employment goals, select training programs that lead to in-demand occupations, and take clear steps toward obtaining quality employment, career advancement, and long-term economic self-sufficiency.

4. **Regional Service Delivery** (Only applies to regions that encompass two or more local areas)
Describe how the region will address the items listed below.

Not Applicable

5. **Sector Strategy Development**
Provide a description of the current regional sector strategy development for in-demand industry sectors.

The Southern Georgia Workforce Development Board has identified **Healthcare** as the region's primary sector strategy focus. Healthcare continues to be one of the region's largest employment sectors and consistently demonstrates strong employer demand, competitive wages, significant projected job growth, and persistent workforce shortages across multiple occupations. Labor market information from the Georgia Department of Labor, Georgia Labor Market Explorer, online job posting data, employer feedback, and the State of Georgia's 2026 High Demand Career List continue to identify healthcare occupations among the region's most in-demand careers. Healthcare employers also continue to report workforce shortages across clinical, technical, and support occupations, making healthcare a critical sector for workforce investment and talent development efforts throughout the region.

To support this effort, the Southern Georgia Workforce Development Board established the **South Georgia Healthcare Group (SGHG)**, an employer-led sector partnership that brings together healthcare providers, educational institutions, workforce partners, economic development organizations, and community stakeholders to address workforce challenges and strengthen the healthcare talent pipeline throughout the region.

a. Describe the partners that are participating in the sector strategy development.

The South Georgia Healthcare Group (SGHG) is an employer-led sector partnership that brings together healthcare providers, educational institutions, workforce partners, economic development organizations, and community stakeholders to address workforce shortages and strengthen the healthcare talent pipeline throughout the region.

Partners participating in the sector strategy include:

- Southern Georgia Workforce Development Board;
- WorkSource Georgia Employment Services;
- Georgia Vocational Rehabilitation Agency (GVRA);
- Adult Education providers;
- Wiregrass Georgia Technical College;
- Southern Regional Technical College;
- Coastal Pines Technical College;
- Abraham Baldwin Agricultural College (ABAC);
- South Georgia State College (SGSC);
- Valdosta State University (VSU);
- Local school systems and CTAE programs;
- Healthcare employers, including hospitals, medical centers, physician practices, rehabilitation providers, home health agencies, and long-term care facilities;
- Chambers of Commerce;
- Development Authorities;
- Economic development organizations;
- Family Connections;
- Community-based organizations; and
- Other workforce, education, and community partners.

Employer participation includes representatives from hospitals, health systems, physician practices, long-term care providers, home health agencies, behavioral health organizations, rehabilitation providers, and other healthcare-related organizations throughout the region.

These partners collaborate to identify workforce challenges, validate workforce needs, support career pathway development, promote healthcare careers, expand training opportunities, and strengthen the healthcare workforce throughout the Southern Georgia region.

b. Describe the meetings that have taken place and the strategy by which partners will continue to be engaged.

The South Georgia Healthcare Group meets regularly to discuss workforce shortages, emerging workforce needs, training opportunities, credential requirements, career pathway development, recruitment challenges, and healthcare workforce trends. Employers serve as the driving force behind the partnership and provide direct input regarding workforce needs and industry priorities.

A key activity of the partnership is the annual South Georgia Healthcare Summit, which brings together healthcare employers, K-12 educators, postsecondary institutions, workforce professionals, economic development organizations, and community partners. The Summit provides opportunities for collaboration, information sharing, career pathway development, and workforce planning.

The partnership also supports healthcare career awareness activities, employer engagement initiatives, scholarship opportunities, workforce resource sharing, career pathway development,

and collaboration between education and industry partners. WorkSource Southern Georgia's YouTube channel further supports these efforts by highlighting healthcare careers, regional employers, and workforce opportunities available throughout the region.

In 2026, the South Georgia Healthcare Summit attracted more than 250 attendees, 28 sponsors, and 18 exhibitors while providing scholarships to students pursuing healthcare careers. The continued growth of the Summit demonstrates strong employer engagement and regional commitment to addressing healthcare workforce needs. In addition to the annual Summit, partners remain engaged through regular South Georgia Healthcare Group meetings, employer outreach activities, workforce development board meetings, technical college advisory committees, healthcare workforce discussions, and collaborative planning efforts. These activities ensure employer feedback continues to drive workforce priorities, training investments, career pathway development, and healthcare workforce initiatives throughout the year.

Additional information regarding partnership activities and outcomes is included in **Attachment G: South Georgia Healthcare Group Sector Strategy Outcomes**.

- c. Describe the research and the data that was used to identify the sector that was chosen for the sectors strategies training.

Healthcare was selected as the region's primary sector strategy based on labor market information, employer feedback, workforce partner input, economic development data, and workforce system analysis. Healthcare occupations consistently rank among the region's highest-demand occupations and are prominently represented on both the State of Georgia's 2026 High Demand Career List and the Southern Georgia Demand Occupation List.

Employer engagement activities, workforce partner discussions, and labor market data continue to identify healthcare workforce shortages throughout the region, particularly in nursing, allied health, emergency medical services, behavioral health, and other clinical occupations. These findings validate the continued focus on healthcare as the region's primary sector strategy.

Additional data sources include online job posting analytics, wage information, projected occupational openings, healthcare employer surveys, and workforce system performance data.

- d. Provide a completed outline of the sector strategy for the previously identified sector that includes the following details:

Participating Employers

- Hospitals and health systems;
- Medical clinics and physician practices;
- Long-term care providers;
- Home health agencies;
- Rehabilitation providers;
- Behavioral health providers;
- Pharmacies; and
- Community healthcare organizations.

Target Occupations

- Registered Nurses (RN);
- Licensed Practical Nurses (LPN);
- Certified Nursing Assistants (CNA);
- Medical Assistants;
- Emergency Medical Technicians (EMT);
- Paramedics;
- Radiologic Technologists;
- Surgical Technologists;
- Pharmacy Technicians;
- Physical Therapy Assistants;

- Health Information Professionals; and
- Other healthcare occupations identified through labor market demand.

Desired Outcomes

- Increased healthcare credential attainment;
- Increased enrollment in healthcare training programs;
- Expanded healthcare career awareness activities;
- Increased employment in healthcare occupations;
- Improved employer access to qualified healthcare workers;
- Strengthened healthcare career pathways; and
- Reduced healthcare workforce shortages throughout the region.

Training Programs

Training opportunities are available through regional technical colleges, colleges, universities, Adult Education providers, healthcare employers, and other approved training providers. Programs include nursing, allied health, emergency medical services, health information technology, medical assisting, pharmacy technology, radiologic technology, surgical technology, patient care services, and other healthcare-related fields aligned with employer demand.

Target Populations

The sector strategy supports WIOA-eligible adults, dislocated workers, youth, incumbent workers, individuals with barriers to employment, and other job seekers interested in pursuing healthcare careers and obtaining industry-recognized credentials.

- e. Describe the plans for future strategy development for future sectors. If applicable, discuss the next sectors to be targeted.

The Southern Georgia Workforce Development Board will continue to focus on healthcare as its primary sector strategy due to continued employer demand and workforce shortages. Additional sector strategies may be developed in the future based on labor market information, employer input, economic development priorities, workforce system data, and available resources. Potential future sector strategies include manufacturing, transportation and logistics, construction, advanced trades, and other industries identified through labor market information, employer engagement, economic development priorities, and workforce system planning activities.

6. Description of the One-Stop Delivery System

Provide a description of the one-stop delivery system in the local area that includes the items detailed below.

- a. Provide a description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers, workers and jobseekers.

The Southern Georgia Workforce Development Board maintains a comprehensive process to ensure the continuous improvement of eligible training providers and workforce service providers operating within the local workforce development system. The Board utilizes performance monitoring, labor market information, employer feedback, participant outcomes, and policy compliance reviews to ensure providers deliver high-quality services that meet the needs of employers, workers, and job seekers. Workforce investments are prioritized for programs that lead to employment in occupations identified on the State of Georgia's 2026 High Demand Career List and the WorkSource Southern Georgia Demand Occupation List.

Prior to approving a training provider or training program for inclusion on the Eligible Training Provider List (ETPL), WorkSource Southern Georgia staff conduct a detailed review that includes verification of performance outcomes, comparison of program costs with similar training providers, review of credential attainment opportunities, and confirmation that the training aligns with occupations identified on the State of Georgia's 2026 High Demand Career List and the local area's Demand Occupation List.

Applications that meet all eligibility requirements may be approved administratively. Applications involving exceptions, significant concerns, or policy questions may be referred to the Workforce Development Board for review and action. Approved applications are submitted to the Technical College System of Georgia, Office of Workforce Development, for inclusion on the statewide ETPL.

Provider performance is reviewed on an ongoing basis through contract monitoring, participant performance reviews, financial oversight activities, customer feedback, and analysis of workforce outcomes. Providers are expected to demonstrate effectiveness in serving participants and preparing individuals for employment in demand occupations.

Providers may be subject to corrective action, removal from the ETPL, repayment of funds, or other remedies if training services are determined to be inadequate, costs exceed approved budgets, performance outcomes are not achieved, or training is no longer aligned with employer demand and workforce needs. Training providers have access to local and state appeal procedures as outlined in the Southern Georgia Workforce Development Board's ETPL Policy and Equal Opportunity, Complaint, and Grievance Policy.

Through these continuous improvement activities, the Board ensures workforce investments support high-quality training opportunities that lead to employment, credential attainment, and economic self-sufficiency for participants while meeting the workforce needs of regional employers.

- b. Provide a description of how the local board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and through other means.

The Southern Georgia Workforce Development Board serves a large, predominantly rural eighteen-county region and utilizes multiple strategies to ensure workforce services are accessible to all residents, including those living in remote and underserved areas.

Access to services is provided through comprehensive and affiliate One-Stop locations, partner sites, virtual services, referrals, community outreach activities, and technology-based service delivery. Services may be delivered in person, virtually, or through coordinated referrals to partners agencies to ensure customers have access to workforce resources regardless of location. Workforce services are promoted through community partnerships, social media, websites, local media, workforce partners, educational institutions, economic development organizations, and word-of-mouth referrals.

Customers have access to computers, internet connectivity, the WorkSource Georgia Portal, online job search resources, labor market information, virtual meetings, and other workforce tools through One-Stop locations. Technology is utilized to support career counseling, job search assistance, training services, employer engagement activities, and partner coordination. Video conferencing capabilities allow workforce staff, employers, educators, and workforce partners to communicate and collaborate across the region.

Workforce services are available to all eligible individuals, including veterans, individuals with disabilities, older workers, migrant and seasonal farmworkers, public assistance recipients, justice-involved individuals, English language learners, youth, and other individuals with barriers to employment. WorkSource Southern Georgia staff coordinate closely with partner agencies to ensure customers are connected to the services and resources needed to achieve employment and training goals.

Through the use of technology, community partnerships, strategic outreach, and coordinated service delivery, the Board works to ensure workforce services remain accessible throughout the Southern Georgia Workforce Development Area regardless of geographic location.

- c. Provide a description of how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA sec. 188 and applicable provisions of

the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities. This should include the provision of staff training and support and addressing the needs of individuals with disabilities.

The Southern Georgia Workforce Development Board is committed to ensuring equal access to workforce services, programs, facilities, technology, and materials for all individuals, including individuals with disabilities. One-Stop Operators, service providers, and workforce partners are required to comply with Section 188 of the Workforce Innovation and Opportunity Act (WIOA), the Americans with Disabilities Act (ADA), and all applicable federal and state nondiscrimination requirements.

Compliance requirements are incorporated into Memoranda of Understanding (MOUs), procurement documents, contracts, policies, and monitoring activities. All workforce partners and service providers are required to maintain physical and programmatic accessibility and provide reasonable accommodations as necessary to ensure equal access to services.

The Southern Georgia Workforce Development Board has designated an Equal Opportunity (EO) Officer who is responsible for overseeing compliance with WIOA Section 188 and related civil rights requirements. The EO Officer works with workforce partners, service providers, and state agencies to ensure policies and procedures are implemented in accordance with federal regulations, investigates complaints and grievances, provides technical assistance, and communicates regulatory updates and guidance to local staff and partners.

WorkSource Southern Georgia conducts regular monitoring of One-Stop locations, affiliate sites, service providers, and partner programs to ensure compliance with accessibility requirements and applicable federal, state, and local policies. Monitoring activities include reviews of physical accessibility, program accessibility, assistive technology, required notices, accommodations, and equal opportunity procedures. Corrective actions are required when deficiencies are identified.

WorkSource Georgia Employment Services locations and technical college partner sites are also subject to accessibility reviews and compliance monitoring conducted through their respective state agencies and institutions. Technical colleges maintain ADA coordinators and special populations staff who assist students with disabilities and help ensure educational programs, facilities, and services remain accessible.

The Georgia Vocational Rehabilitation Agency (GVRA) serves as a key workforce partner and provides expertise regarding accommodations, accessibility, disability employment services, and assistive technologies. GVRA staff regularly participate in partner meetings and provide information, resources, and technical assistance to workforce staff and partners.

Training related to equal opportunity requirements, accessibility standards, disability awareness, accommodations, and workforce system responsibilities is provided to workforce staff, partners, and service providers on an ongoing basis. These efforts help ensure individuals with disabilities have meaningful access to workforce programs, training opportunities, employment services, and supportive services available through the One-Stop delivery system.

Through ongoing monitoring, staff training, partner collaboration, and continuous improvement efforts, the Southern Georgia Workforce Development Board works to ensure a fully accessible and inclusive workforce system that meets the needs of all customers.

- d. Provide a comprehensive description of the roles and resource contributions of the one-stop partners.

The Southern Georgia One-Stop delivery system operates under a Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) executed by all required workforce system partners. These agreements establish the roles, responsibilities, service delivery expectations, and resource contributions of each partner participating in the One-Stop system.

Detailed partner responsibilities and infrastructure contributions are outlined in **Attachment 5: Local Governance and Attachment 6: One-Stop Certification**.

One-Stop partners contribute a combination of workforce services, staffing, facilities, technology, equipment, referrals, program expertise, and financial resources to support the operation of the workforce system. Core partners work collaboratively to provide integrated services that assist job seekers, workers, employers, youth, and individuals with barriers to employment.

Key partners include WorkSource Southern Georgia, WorkSource Georgia Employment Services, Adult Education providers, Georgia Vocational Rehabilitation Agency (GVRA), technical colleges, community-based organizations, and other required and additional workforce partners. Additional required partners include programs authorized under WIOA Titles I, II, III and IV, as well as other partners identified within the Memorandum of Understanding. Partner contributions include career services, job search assistance, training services, educational services, vocational rehabilitation services, labor market information, employer services, supportive services, and referrals to partner programs.

Infrastructure costs and shared system responsibilities are allocated among partners in accordance with federal and state requirements and are documented within the Infrastructure Funding Agreement. Through these partnerships, the Southern Georgia Workforce Development Board ensures customers have access to a comprehensive, coordinated workforce system that effectively serves the needs of job seekers and employers throughout the region.

See **Attachment 5: Local Governance and Attachment 6: One-Stop Certification** for a complete description of partner roles, responsibilities, and resource contributions.

- e. Identify the current One-Stop Operator in the local area(s) and describe how the region/local area is preparing for the competitive process for operator selection. Describe how market research, requests for information and conducting a cost and price analysis are being conducted as part of that preparation.

The current One-Stop Operator for the Southern Georgia Workforce Development Area is **In-the-Door, Inc.**, which was selected through a competitive procurement process conducted in accordance with federal, state, and local procurement requirements.

The Southern Georgia Workforce Development Board utilizes a competitive procurement process for the selection of One-Stop Operator services. Procurement activities are conducted in accordance with the Southern Georgia Workforce Development Board Procurement Policies and Procedures and include market research, public solicitation of proposals, evaluation of qualifications and experience, cost and price analysis, and review of the proposer's ability to effectively carry out the responsibilities of the One-Stop Operator.

As part of the procurement process, the local area evaluates the availability of qualified providers, reviews current workforce system needs, and conducts cost and price analyses to ensure services are procured in a fair, competitive, and cost-effective manner. Proposals are evaluated based on criteria established in the solicitation documents, including organizational capacity, experience, understanding of workforce system requirements, performance history, and proposed costs.

The Southern Georgia Workforce Development Board will continue to utilize competitive procurement processes for future One-Stop Operator procurements and will conduct the required market research, cost and price analyses, and procurement activities necessary to ensure compliance with WIOA, federal regulations, state policy, and local procurement requirements. Additional information regarding procurement requirements and procedures is contained in **Attachment 7: Procurement Policies and Procedures**.

7. **Awarding Sub-Grants and Contracts**

Provide a description of the competitive process to be used to award the sub-grants and contracts in the local area for activities carried out under Title I.

The Southern Georgia Workforce Development Board utilizes competitive procurement as the preferred method for awarding sub-grants and contracts funded under WIOA Title I. Procurement activities are conducted in accordance with federal, state, and local procurement requirements and are designed to ensure fairness, transparency, competition, and the efficient use of public funds.

Procurement activities are conducted in a manner that promotes full and open competition and ensures workforce investments support programs and services that effectively meet the needs of employers, job seekers, and the regional economy.

Competitive procurement methods, including Requests for Proposals (RFPs), are utilized to procure workforce services, training services, One-Stop Operator services, and other activities as appropriate. Procurement processes include public notification of funding opportunities, clearly defined evaluation criteria, review of proposer qualifications and experience, cost and price analysis, and evaluation of the proposer's ability to successfully deliver the required services.

Proposals are reviewed by qualified evaluators using established scoring criteria. Contract awards are based on factors including organizational capacity, past performance, cost effectiveness, demonstrated experience, understanding of workforce system requirements, and the ability to achieve program goals and performance outcomes.

The Southern Georgia Workforce Development Board may utilize allowable procurement methods other than competitive procurement when authorized under federal, state, and local regulations and when appropriate justification exists. All procurement activities are conducted in accordance with the Board's Procurement Policies and Procedures to ensure compliance with applicable requirements and effective stewardship of workforce development resources.

Additional information regarding procurement requirements and procedures is contained in **Attachment 7: Procurement Policies and Procedures**.

8. **EEO and Grievance Procedures**

Provide a description of local procedures and staffing to address grievances and complaint resolution.

The Southern Georgia Workforce Development Board maintains formal procedures for addressing grievances and complaints in accordance with the Workforce Innovation and Opportunity Act (WIOA), applicable federal and state regulations, and local policy. These procedures provide participants, employers, service providers, training providers, applicants, and other interested parties with an opportunity to file complaints regarding workforce programs, services, or activities.

The local Equal Opportunity (EO) Officer is responsible for coordinating complaint and grievance activities, ensuring compliance with applicable regulations, conducting investigations as appropriate, maintaining required documentation, and providing information regarding complaint and appeal rights. The EO Officer works in coordination with WorkSource Southern Georgia management and workforce staff to ensure complaints are addressed promptly and in accordance with established policies and procedures. Workforce staff assist customers by providing information on complaint procedures, documenting concerns, and referring complaints to the appropriate staff member for review and resolution.

The local area encourages informal resolution whenever possible. When informal resolution is not successful or appropriate, complaints are processed in accordance with established timelines and procedures. Individuals filing complaints are afforded due process, including the opportunity for review, hearings when required, written decisions, and access to appeal procedures.

Participants, employers, service providers, training providers, and other affected parties may appeal local decisions in accordance with local policy and applicable state procedures. Complaints involving discrimination or equal opportunity issues are handled in accordance with WIOA Section 188 and other applicable civil rights requirements.

Additional information regarding complaint, grievance, hearing, and appeal procedures is contained in **Attachment 11: WIOA Complaint and Grievance Policy**.

Southern Georgia



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Section II: Local Boards and Plan Development

Section II: Local Boards and Plan Development

1. Local Boards

Provide a description of the local board that includes the components listed below.

See **Attachment 1: Local Workforce Development Board Member Listing**.

- a. Describe how local board members are identified and appointed. Include a description of how the nomination process occurs for adult education and labor representatives. (20 CFR § 679.320(g))

Local Workforce Development Board members are identified and appointed in accordance with WIOA Section 107 and applicable State policies.

- **Business Representatives** are appointed among individuals who are nominated by local business organizations and business trade associations, and other business-focused entities representing in-demand industry sectors within the workforce development area. Business members constitute the majority of the board and reflect the area's key industries and workforce needs.
- **Labor Representatives** are appointed among individuals who are nominated by local labor federations. In areas where employees are not represented by labor organizations, other employee representatives may be considered in accordance with WIOA requirements. Nominations are solicited through labor organizations and workforce system partners to ensure representation of organized labor and workforce interests.
- **Adult Education Representatives** are appointed/selected from nominations and recommendations provided by local Adult Education providers, including technical colleges and other entities responsible for delivering Adult Education and Family Literacy Act (AEFLA) services within the region.

Additional board members representing economic development, community-based organizations, vocational rehabilitation, higher education, and other required partners are identified through outreach and consultation with relevant organizations.

All nominations are reviewed for compliance with the WIOA membership requirements and submitted to the Local Chief Elected Official (LCEO) for consideration. Individuals approved by the LCEO are formally appointed to serve on the Local Workforce Development Board

- b. Describe the area's new member orientation process for board members.

New board members participate in an orientation process designed to familiarize them with the workforce development system, board responsibilities, governance requirements, and strategic priorities.

Orientation may be conducted individually or in a group setting and includes an overview of WIOA, board bylaws, conflict of interest requirements, Open Meetings requirements, local and regional plans, performance accountability measures, committee structure, and workforce system partners. New members receive an orientation packet containing board policies, membership information, meeting schedules, strategic planning documents, and other relevant materials.

Board members are also provided ongoing training opportunities throughout their tenure to ensure they remain informed regarding changes in federal and state workforce policies, labor market trends, and emerging workforce development strategies.

- c. Describe how the local board will coordinate local workforce development activities with regional economic development activities being carried out within the planning region.

The Southern Georgia Workforce Development Board (SGWDB) coordinates workforce development activities with regional economic development efforts through active partnerships

with local development authorities, chambers of commerce, economic development organizations, educational institutions, and business leaders throughout the region.

Economic development representatives serve on the Local Workforce Development Board and participate in committee activities, strategic planning discussions, and sector partnership initiatives. Workforce staff regularly collaborate with economic development partners to identify workforce needs, support business recruitment and retention efforts, and align training investments with targeted industry sectors.

The SGWDB provides workforce information, labor market data, training resources, and talent development strategies to support economic development projects and employer expansion efforts. Through these collaborative activities, workforce and economic development partners work together to advance Georgia's Top State for Talent initiative and strengthen the region's talent pipeline.

- d. Describe how local board members are kept engaged and informed.

Board members are kept informed and actively engaged through quarterly board meetings, committee meetings, strategic planning activities, electronic communications, and workforce system events.

Members receive regular reports regarding program performance, fiscal status, monitoring activities, labor market trends, state initiatives, and workforce system accomplishments. Board members are encouraged to participate in provider monitoring activities, workforce program events, graduation ceremonies, employer engagement activities, and community workforce initiatives.

Board committees provide members with additional opportunities to contribute their expertise and recommendations regarding workforce policy, budgeting, youth programming, strategic planning, and service delivery. These engagement efforts help ensure board members remain informed and actively involved in guiding workforce development activities throughout the region.

2. **Local Board Committees**

Provide a description of board committees and their functions.

Executive Committee

The Executive Committee membership includes the Chair, Vice Chair, Parliamentarian, and the immediate past chair (if available). The board will elect, by majority vote, the other five (or four, if immediate past chair is not available to serve) members of this committee. The Executive Committee may act on behalf of the full Board when a quorum is not present at a meeting and/or a decision is needed quickly, and time does not permit a meeting of the entire WDB membership. A simple majority of the current members of the Executive Committee constitutes a quorum.

Budget Proposal and Review Committee

The Budget Proposal and Review Committee (BPRC) is composed of eight (8) members. The Chair and Vice Chair serve on this committee. The other six members shall be appointed by the Chair and will serve for one year. The Vice Chair of the WDB will serve as the Chair of the BPRC. This committee will review the budget and proposals submitted for funding and make recommendations to the full Board. A simple majority of the current members of the committee constitutes a quorum.

Youth Committee

The Youth Committee is composed of eight (8) members. The WDB Chair appoints members who serve for a term of one year. The Youth Committee reviews youth programming, budgets, and proposals submitted for funding and makes recommendations to the full Board. A simple majority of the current members of the committee constitute a quorum.

Committee structure and membership are reviewed periodically to ensure alignment with board priorities, local workforce needs, and WIOA requirements. Additional ad hoc committees or workgroups may be established as needed to address emerging workforce issues, strategic initiatives, or special projects.

a. If committees have not been utilized, provide a description of why. **N/A**

3. Plan Development

Provide a description of the process by which the plan was developed to include the participation of core partners, providers, board members, and other community entities. Also describe the process by which the local board provided a public comment period prior to the submission of the plan to solicit input into the development of the plan.

The Regional and Local Workforce Development Plans are living documents that are reviewed and updated regularly to reflect changing labor market conditions, workforce needs, economic development priorities, and state workforce strategies.

Development of this plan update included consultation with Local Workforce Development Board members, Chief Elected Officials, core workforce partners, education providers, economic development organizations, community-based organizations, service providers, business representatives, labor representatives, and other workforce stakeholders. Information and input were gathered through board meetings, partner meetings, consultations, strategic planning discussions, and analysis of labor market information.

Core partners, including Wagner-Peyser Employment Services, Adult Education, Vocational Rehabilitation, and other workforce system partners, were provided opportunities to review and contribute to the plan update. Labor market data, regional economic information, performance outcomes, employer feedback, and workforce system performance data were utilized to inform planning decisions and identify regional workforce priorities. The plan also supports Georgia's workforce strategies, including the Top State for Talent initiative, sector partnerships, career pathways, work-based learning opportunities, and apprenticeship expansion efforts.

The proposed plan update was made available for public review and comment for a minimum of thirty (30) days prior to submission. Notice of the public comment period was distributed through the Southern Georgia Regional Commission website, workforce system partners, board members, and other stakeholders. Comments received during the public review period were considered and incorporated as appropriate prior to final approval and submission of the plan.

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Section III: Service and Delivery of Training

Section III: Service and Delivery of Training

1. Serving Disconnected and Underemployed Workers

Identify the populations in the local area who are most disconnected from the labor force (e.g., individuals not in education, employment, or training, long-term unemployed, etc.) or face barriers to meaningful access and participation in the workforce system. Describe specific strategies the LWDB has in place – or plans to implement – to engage, serve, and connect these individuals to employment, educational, and/or training opportunities? How does the local plan address the structural and/or systemic barriers these populations face?

The Southern Georgia Workforce Development Area serves a predominantly rural region where many individuals face significant barriers to employment and workforce participation. Populations most disconnected from the labor force include out-of-school youth, individuals with disabilities, veterans, justice-involved individuals, long-term unemployed individuals, low-income individuals, public assistance recipients, individuals lacking a high school diploma or equivalent, individuals with limited English proficiency, and residents of geographically isolated rural communities.

The Southern Georgia Workforce Development Board works closely with core partners, educational institutions, community-based organizations, social service agencies, and employers to identify and engage these populations. Outreach efforts include referrals from partner agencies, participation in community events, collaboration with local school systems and Adult Education providers, and coordination with organizations serving individuals with disabilities, veterans, and other populations with barriers to employment.

To address structural and systemic barriers, the local workforce system utilizes supportive services, work-based learning opportunities, career counseling, occupational skills training, and individualized case management. Transportation assistance, childcare support, educational assistance, and referrals to housing and social service providers help participants overcome barriers that may prevent successful participation in workforce activities. The Board also promotes co-enrollment among workforce programs to ensure participants have access to the full range of available services and resources necessary to achieve long-term employment and self-sufficiency.

2. Expanding Service to Eligible Individuals

Provide a description of how the local board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. Include how the local board will facilitate the development of career pathways and co-enrollment in core programs, as appropriate; and how it will improve access to activities leading to a recognized postsecondary, academic, or industry-recognized credential.

Describe how the board is expanding access to short-term, industry-recognized credentials and stackable training pathways that lead to self-sufficiency. How are credentials vetted for labor market value? How are pathways structured to allow participants to enter employment and continue advancing their skills over time?

The Southern Georgia Workforce Development Board has established strong partnerships with workforce, education, economic development, and community organizations throughout the region to expand access to employment, education, training, and supportive services for eligible individuals, particularly those with barriers to employment.

The local area has a long-standing relationship with workforce entities in each county including Chambers of Commerce, Economic Development Organizations, K-12 School Systems, the Georgia Department of Labor, Georgia Vocational Rehabilitation Agency, Technical College System of Georgia institutions, Adult Education providers, and local employers. The One-Stop Coordinator, funded through WIOA, facilitates quarterly and as-needed meetings with core partners to ensure services remain coordinated, accessible, and responsive to the needs of job seekers and employers.

A comprehensive referral system has been implemented throughout the region's One-Stop Centers and affiliate sites. Cross-training of partner staff and coordinated referrals allow participants to access multiple programs and services efficiently. These efforts support the development of career pathways, encourage co-enrollment among core programs when appropriate, and improve participant access to education, training, supportive services, and employment opportunities.

Training investments are focused on occupations identified through labor market information, employer input, sector partnership activities, economic development priorities, and data available through Georgia Labor Market Explorer. Priority is given to training programs that lead to recognized postsecondary credentials, industry-recognized certifications, and employment opportunities in high-demand occupations.

The Southern Georgia Workforce Development Board promotes short-term training opportunities and stackable credential pathways that enable participants to enter employment quickly while continuing to advance their education and skills over time. Through partnerships with technical colleges and other approved training providers, participants may earn certificates, diplomas, certifications, and degrees that build upon one another and support career advancement. Credentials are evaluated based upon labor market demand, employer recognition, wage potential, and alignment with regional workforce needs.

3. Description of Service to Adults and Dislocated Workers

Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

The Southern Georgia LWDA works in a coordinated effort with key partners to provide career services to all adults and dislocated workers. The WDB and our partners share a common goal of providing the most effective service delivery possible to the area's adult and dislocated worker population.

Adult and Dislocated Worker services are provided in, or through, our Comprehensive and Affiliate sites across the region. The Southern Georgia region currently has one (1) Comprehensive site located at the Georgia Department of Labor in Valdosta, GA. In addition to the Comprehensive site there are seven (7) affiliate sites across the region.

Services include, but are not limited to, the following: job search and job placement assistance, testing, filing of UI claims, Rapid Response activities, WIOA funded Individualized Training Accounts, 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.

Under WIOA, there is no longer a sequence of services; a participant may receive services in any order that is deemed appropriate, and Core and Intensive services have been combined into "Career Services".

The following services are available to Adults and Dislocated Workers:

- Basic Career Services
- Individualized Career Services
- Follow-Up Services
- Training Services
- Occupational Training – Individual Training Accounts
- Adult Education/Literacy Services
- On-the-Job Training
- Customized Training
- Incumbent Worker Training (when available and employer demand exists)
- Registered Apprenticeship (when available)
- Work Experience
- Supportive Services

These services are provided by the one-stop system through the MOUs developed between partners and contracts or agreements with service providers procured through and approved by the local WDB.

A list of approved eligible training providers (EPL) is made available through the one-stop centers and via the Internet to individuals seeking training information. The EPL includes eligible program descriptions and information identifying training providers. Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider of such services.

The Southern Georgia region will continue to expand coordination and service integration with local employers, core partners and other entities that provide needed services in an on-going effort to increase the capacity of our services to meet the needs of both employers and customers.

4. Description of Rapid Response Activities

Provide a description of how the local board will coordinate workforce development activities carried out in the local area with statewide rapid response activities.

The Southern Georgia Workforce Development Board coordinates closely with the Georgia Department of Labor and the State Rapid Response Unit to provide timely and effective services to employers and workers affected by layoffs, business closures, and other workforce dislocations.

Local workforce staff participate in Rapid Response activities to ensure impacted workers receive information regarding unemployment insurance, reemployment services, career counseling, training opportunities, supportive services, labor market information, and available workforce resources. The local workforce system also works with employers and economic development partners to identify opportunities for retraining, upskilling, and reemployment.

Rapid Response activities are conducted in accordance with state policy and the **Southern Georgia Workforce Development Board Rapid Response Policy (Attachment 14)**. Through this coordinated approach, the workforce system seeks to minimize the impact of layoffs on workers, employers, and communities throughout the region.

5. Description of Youth Services

Provide a description and assessment of the type and availability of youth workforce development activities in the local area, including activities for youth with disabilities. This description and assessment shall include an identification of successful models of such youth workforce development activities. Include a description of the alignment and coordination, as appropriate, between the Title I Youth program, Job Corps centers in the State, Title II AEFLA program, and Title IV VR program for youth who could be co-enrolled in programs and served by program staff who are co-located in the One-Stops.

The Southern Georgia region 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 service delivery without duplication of services.

One important strategy for serving youth is participation in local groups in multiple counties that facilitate collaboration between individuals and agencies that are involved with youth, such as local collaboratives, school systems, county extension offices, housing authorities, and Family Connection.

As the administrative entity for the Southern Georgia Workforce Development Board, the SGRC will continue to use competitive procurement to solicit new and innovative approaches to serve youth. Program designs that will help establish career pathways for youth will be emphasized. These approaches will attempt to pinpoint gaps in service and to address those needs. The wisdom and insightful input of the Southern Georgia Youth Committee will continue to be a valuable resource and advisory tool. Contracts will focus on establishing a program design which sets a career pathway for youth and includes work-based learning activities, in support of the state's goal to set up seamless career pathways for youth. This goal will be accomplished by 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, providing work experience and other work-based learning activities, and providing or partnering to provide all the fourteen WIOA youth program elements.

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

Out-of-school and other youth receive occupational skills training through ITA's at technical and community colleges and GED classroom training is provided to basic skills deficient youth. Youth with disabilities are recruited through our core partner, Georgia Vocational Rehabilitation Agency, and other agencies.

The area's out-of-school youth programs are contracted with service providers who work in conjunction with the local technical colleges. The WIOA contract includes services the local technical college cannot provide, including case management, payment of the GED testing fee, and incentives for completion. The technical school provides free access to facilities, utilities, equipment, curriculum, instruction, etc. which reduces the program costs and allows the local area to serve more out-of-school youth.

The Southern Georgia Workforce Development Board utilizes the Request for Proposal (RFP) process to competitively procure contracts for youth services. During the most recent RFP, program designs that will establish career pathways for youth were requested.

The area's service strategy for out-of-school youth includes the above linkages to local school systems in addition to basic skills/GED training, work readiness training, and both subsidized and unsubsidized work experience opportunities.

The area also coordinates with, and whenever possible, integrates services provided through School-to-Work, Job Corps, and High School/High Tech. WIOA funds can be used to provide competency-based pre-employment/work maturity skills and other services which can be incorporated into the school-to-work partnership. The WDB will refer customers to the nearest Job Corps Center, or the local Career Centers, where there is a Job Corps recruiter once a week. All the career services listed in Section 2 are also available to youth applicants.

Youth participants are encouraged to explore career pathways that include work-based learning, pre-apprenticeship opportunities, Registered Apprenticeships, occupational skills training, postsecondary education, and employment. Through partnerships with employers, technical colleges, school systems, and workforce partners, youth are exposed to career opportunities in high-demand industries and provided opportunities to develop the skills necessary for long-term career success.

Services to in-school youth are limited to 25 percent of youth funding. However, some limited service to in-school youth may be provided as funds are available.

6. Implementation of Work-Based Learning Initiatives

Provide a description of how the area will implement initiatives such as Incumbent Worker Training programs, On-the-Job Training programs, Customized Training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries and other business services and strategies designed to meet the needs of employers in the corresponding region in support of the business service strategy. If these services are not utilized, provide a description of why.

- Describe the LWDB's current and planned investments to expand Registered Apprenticeships in the local area. Include priority occupations and industries for new or expanded apprenticeship programs; partnerships with employers, sponsors, industry intermediaries, and technical colleges to develop or adopt program standards; and how the LWDB is simplifying pathways for employers to launch or expand apprenticeship programs.
- Describe how the local workforce system is building career pathways that begin with pre-apprenticeship or early career exposure (including for in-school youth) and connect to Registered Apprenticeship or other work-based learning opportunities. How are these pathways coordinated with local school districts, CTE programs, and postsecondary institutions?
- Beyond Registered Apprenticeships, describe the full spectrum of work-based learning opportunities the board is investing in – including OJT, IWT, transitional jobs, and internships. How does the LWDB ensure these investments lead directly to employment or advancement in high-wage occupations? Describe any employer commitments (i.e., job guarantees, interview guarantees, etc.) associated with these investments.

The Southern Georgia Workforce Development Board (SGWDB) continues to implement employer-driven workforce strategies designed to meet the workforce needs of businesses throughout the region. Through its Business Services Unit, the Board works closely with employers, economic development organizations, chambers of commerce, educational institutions, and workforce partners to identify workforce challenges and develop customized solutions that support recruitment, retention, training, and advancement of workers.

The Board actively promotes a variety of work-based learning strategies including On-the-Job Training (OJT), Work Experience (WEX), Customized Training, and other employer-based training activities. These services provide employers with opportunities to develop skilled workers while offering participants valuable hands-on experience and direct connections to employment opportunities.

The Business Services Specialist participates in employer committee meetings, economic development meetings, chamber events, industry sector partnerships, and regional workforce initiatives throughout the area. These activities allow workforce staff to gather employer feedback, identify skill gaps, and align workforce investments with the needs of high-demand industries. The Business Services Specialist also serves as a primary point of contact for employers seeking workforce solutions and assists businesses in accessing workforce programs and services available through the local workforce system.

The Southern Georgia Workforce Development Board continues to support the South Georgia Healthcare Sector Partnership as a key component of its industry-sector strategy. The partnership brings together healthcare employers, educators, workforce professionals, students, and community organizations to address workforce challenges, promote healthcare career pathways, and strengthen the regional talent pipeline. The partnership's signature event, the South Georgia Healthcare Summit, recently completed its sixth annual conference and attracted more than 250 attendees, 28 sponsors, and 18 exhibitors. For the third consecutive year, scholarship opportunities were provided to both high school and postsecondary students pursuing healthcare careers. Through strong employer and community support, all event expenses and scholarship funding were secured through sponsorships and partnerships, leveraging a workforce investment of only \$6,000. The summit continues to serve as a successful model for employer engagement, sector partnership development, workforce planning, and promotion of healthcare career opportunities throughout South Georgia.

While the local area does not currently fund Registered Apprenticeship programs through WIOA Title I resources, the Board actively promotes apprenticeship opportunities and works with employers, technical colleges, and state partners to identify opportunities for future apprenticeship expansion. The Board will continue to monitor employer demand and work with employers, technical colleges, economic development organizations, and state workforce partners to explore future apprenticeship opportunities for these initiatives in the future. Potential areas for expansion include healthcare, advanced manufacturing, construction, transportation and logistics, industrial maintenance, skilled trades, and other occupations identified through labor market information and employer demand.

The local workforce system supports career pathway development by connecting K-12 school systems, Career Technical and Agricultural Education (CTAE) programs, Adult Education providers, technical colleges, employers, and workforce partners. Career pathways begin with career awareness, career exploration, work-based learning opportunities, and exposure to high-demand occupations. These pathways may progress through Work Experience activities, occupational skills training, postsecondary education, and employment. The Board continues to support initiatives that strengthen alignment between educational institutions and employers to ensure participants develop the skills needed for successful careers in regional industries.

Beyond Registered Apprenticeships, the Board invests in work-based learning opportunities that connect participants directly to employment. On-the-Job Training contracts provide reimbursement to employers for a portion of training costs incurred while training newly hired workers. Customized Training may be utilized when employers commit to hiring participants upon successful completion of training. Work Experience activities provide participants, particularly youth and individuals with limited work history, opportunities to develop workplace skills, explore career options, and gain valuable employment experience.

The Southern Georgia Workforce Development Board utilizes labor market information, employer engagement activities, sector partnerships, and economic development data to ensure workforce investments are aligned with occupations that offer opportunities for long-term employment, career advancement, and self-sufficiency. OJT contracts are developed with employers who intend to retain participants after successful completion of training, and Customized Training may be utilized when employers commit to hiring participants who successfully complete the training. These strategies help ensure that work-based learning investments lead directly to employment opportunities and career advancement.

Work Experience activities remain a critical component of youth programming throughout the region. Work Experience provides participants with exposure to the workplace, development of occupational and employability skills, and opportunities to build work histories that improve future employment outcomes. These activities support the Board's commitment to creating career pathways that connect education, training, and employment opportunities throughout Southern Georgia.

7. Provision of ITAs

Provide a description of how training services in WIOA § 134 will be provided through the use of ITAs. If contracts for the training services will be used, describe how the use of such contracts will be coordinated with the use of ITAs and how the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

Training services are provided to eligible adults, dislocated workers, and youth through Individual Training Accounts (ITAs), through which participants select among qualified training providers and programs based on their individual employment goals, interests, aptitudes, and the needs of the local labor market. Training services are provided in accordance with federal, state, and local policies and procedures.

WIOA funds may be used for costs incurred during the pursuit of occupationally specific programs of study that lead to a recognized postsecondary credential, diploma, certificate, license, or other industry-recognized credential. In addition to meeting WIOA eligibility requirements, youth participants receiving ITA-funded training must be at least 18 years of age, not older than 24 years of age, and not actively pursuing a secondary school diploma or its equivalent at the time of participation.

Training must be aligned with occupations identified as in-demand, high-growth, or otherwise supported by labor market information and employer demand. Training investments are intended to prepare participants for employment that leads to self-sufficiency and career advancement opportunities.

WIOA funds are provided through ITAs in the form of a training voucher. ITAs may be used to purchase tuition, instructor-required books and supplies, and other approved training-related expenses, including but not limited to medical examinations, vaccinations, uniforms, licensing fees, certification testing fees, and graduation-related costs. The maximum ITA award is \$6,000 per participant. WIOA funds are utilized only after all available grant, scholarship, and financial aid resources, including HOPE and Pell funding, have been applied. Exceptions to the standard ITA funding limit may be approved in accordance with local policy when additional funding is necessary to support participant success in high-demand occupations and sufficient justification is provided.

The Southern Georgia Workforce Development Board does not currently utilize contracts in lieu of ITAs for occupational skills training. Participants are provided information regarding approved training providers and programs available through Georgia's Eligible Training Provider List (ETPL). Workforce staff assist participants in reviewing program information, labor market demand, training costs, credential attainment opportunities, provider performance, and employment outcomes to support informed decision-making. These efforts ensure participants have meaningful customer choice and access to training programs that best meet their individual employment and career goals.

Additional details regarding the use of ITAs are contained in **Attachment 8: Individual Training Account Policy**.

8. Entrepreneurial Skills Training and Micro-enterprise Services

Provide a description of how the area will coordinate and promote entrepreneurial skills training and micro-enterprise services.

The Southern Georgia Workforce Development Board recognizes entrepreneurship and small business development as important components of economic growth and workforce development within the region. While WIOA funds are not typically utilized to establish new businesses, the workforce system coordinates with local, regional, and state partners to promote entrepreneurial skills training and connect interested individuals with available resources and technical assistance.

Workforce staff provide information and referrals to individuals interested in entrepreneurship, self-employment, and micro-enterprise opportunities. Through the One-Stop system and partner network, customers are connected to organizations that provide business planning assistance, financial management training, marketing support, access to capital, and other resources necessary to start or expand a business.

The Southern Georgia Workforce Development Area has identified several resources available to support entrepreneurial skills development and micro-enterprise services.

- The University of Georgia's Small Business Development Center (SBDC) at Valdosta State University provides business consulting, training, and technical assistance to entrepreneurs and small businesses throughout Southern Georgia. Services include business planning, financial analysis, marketing assistance, access to capital resources, and business growth strategies.
- The U.S. Small Business Administration (SBA) provides no-cost and low-cost business development seminars, webinars, counseling resources, and information regarding financing opportunities for entrepreneurs and small business owners.
- Technical College System of Georgia (TCSG) institutions within the region offer entrepreneurship coursework, certificate programs, continuing education opportunities, and small business development resources designed to prepare individuals for business ownership and management.

The workforce system also coordinates with the Georgia Department of Economic Development's Entrepreneur and Small Business Development team, local Chambers of Commerce, Development Authorities, educational institutions, and other community partners to support entrepreneurship and small business growth. Through these partnerships, the Board helps ensure that individuals interested in entrepreneurship have access to training, technical assistance, mentoring, networking opportunities, and business support services available throughout the region.

9. Coordination with Education Programs

Provide a description of how the local board will coordinate education and workforce development activities carried out in the local area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services and avoid duplication of services.

The Southern Georgia Workforce Development Board coordinates closely with secondary education, postsecondary education, Adult Education, Vocational Rehabilitation, and workforce partners to align education and workforce development strategies, expand career pathway opportunities, enhance participant services, and avoid duplication of effort. Through participation in the One-Stop system, partner meetings, sector partnership activities, and ongoing collaboration with educational institutions, the Board works to ensure that education and training opportunities are responsive to employer demand and regional workforce needs.

Coordination of Adult Services with Educational Institutions

The WDB's primary mechanism for creating a job-driven education and training system is through the Technical College System of Georgia (TCSG). TCSG's Office of Adult Education (OAE) serves as the state's administrative entity for WIOA Title II Adult Education services and provides oversight, technical assistance, and support to local Adult Education providers.

Adult Education providers work collaboratively with other core programs and partner agencies to coordinate comprehensive services for participants. These providers actively participate in the One-Stop system and utilize referral processes, shared resources, and coordinated service delivery strategies to assist participants in obtaining education, training, and employment goals.

One-Stop centers provide access to Adult Education services through intake, assessment, referral, and transition activities designed to help participants receive coordinated services while minimizing duplication of effort among partner agencies.

Adult Education services assist eligible individuals in developing the skills necessary to:

- Read, write and speak English and perform mathematics at a level necessary for employment and postsecondary education;
- Obtain a secondary school diploma or its recognized equivalent;
- Transition successfully into postsecondary education and training; and
- Obtain and retain employment.

Coordination of WIOA Services with Educational Institutions

The SGWDB works closely with TCSG, University System of Georgia (USG) institutions, local school systems, and other approved education and training providers to ensure participants have access to a broad range of educational opportunities. These partnerships support customer choice, expand access to credentials and training programs, and strengthen career pathway opportunities throughout the region.

Participants receiving WIOA services have access to tuition assistance, supportive services, career counseling, and case management. Eligible training providers are listed on Georgia's Eligible Training Provider List (ETPL), which is maintained by the State and available through the WorkSource Georgia Portal. Workforce staff assist participants in reviewing available training options and selecting programs that align with their career goals and labor market demand.

Through partnerships with Technical College System of Georgia institutions, participants have access to certificate, diploma, degree, and industry-recognized credential programs aligned with regional workforce needs. Training investments emphasize occupations identified through labor market information, employer input, sector partnership activities, and economic development priorities. These programs support stackable credential attainment and provide multiple entry and exit points along career pathways.

The Board also works with local school systems and Career Technical and Agricultural Education (CTAE) programs to promote career awareness, career exploration, work-based learning opportunities, and postsecondary transitions. These partnerships help students understand regional career opportunities, connect education to workforce needs, and establish career pathways that support long-term employment and economic mobility.

Coordination of Vocational Rehabilitation Services with Educational Institutions

The SGWDB works closely with the Georgia Vocational Rehabilitation Agency (GVRA) and educational institutions throughout the region to support students and youth with disabilities. GVRA collaborates with the Georgia Department of Education and local school systems to provide transition services and Pre-Employment Transition Services (Pre-ETS) that assist students in preparing for postsecondary education, training, and employment.

Through established partnerships and interagency agreements, GVRA provides consultation, technical assistance, and coordinated service delivery that enhances opportunities for students with disabilities to achieve successful educational and employment outcomes. Workforce staff coordinate referrals and services with GVRA to ensure eligible participants receive appropriate support and access to workforce development opportunities.

Additional Financial Resources

The SGWDB encourages participants to maximize all available financial aid resources prior to the use of WIOA funds. Available resources include:

- Georgia's HOPE Career Grant for students enrolled in eligible high-demand career programs;
- Georgia's HOPE Scholarship for eligible students attending HOPE-approved institutions.
- Georgia's Zell Miller Scholarship for students who meet higher academic achievement requirements; and
- The Federal Pell Grant Program, which provides needs-based financial assistance to eligible students pursuing postsecondary education and training.

Career Pathways and Stackable Credentials

The SGWDB works closely with education providers to ensure participants have access to credentials that are valued by employers and aligned with in-demand occupations. Participants may pursue for-credit diplomas, certificates, degrees, and non-credit industry-recognized credentials through educational institutions throughout the region.

Many training programs incorporate stackable credential models that allow participants to earn credentials incrementally while progressing along a career pathway. Industry certifications, technical certificates, diplomas, and degree programs provide multiple entry and exit points, enabling participants to obtain employment while continuing their education and advancing their skills over time.

The area's technical colleges and universities have also worked to improve articulation and transfer opportunities between institutions, helping participants seamlessly continue their education and career advancement. These efforts strengthen career pathways and support the development of a highly skilled workforce that meets the needs of employers throughout Southern Georgia.

10. Description of Supportive Services

Provide a description of how the local board will coordinate workforce development activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area. Describe the coordination of transportation and other supportive services regionally, if applicable.

The Southern Georgia Workforce Development Board recognizes that supportive services are often critical to an individual's successful participation in workforce development activities. Due to the large geographic area and rural nature of the region, barriers such as transportation, childcare, dependent care, housing instability, and other financial challenges can significantly impact a participant's ability to engage in career services, training activities, and employment opportunities.

Supportive services are provided to eligible participants when services are reasonable, necessary, and directly related to participation in activities authorized under Title I, Subtitle B of the Workforce Innovation and Opportunity Act (WIOA). Supportive services may include transportation assistance, childcare and dependent care assistance, work-related expenses, licensing and testing fees, and other services determined necessary to support successful participation and employment outcomes.

The Southern Georgia Workforce Development Board coordinates supportive services with federal, state, and local resources whenever possible to maximize available funding and avoid duplication of services. Workforce staff work closely with partner agencies, including Adult Education providers, Georgia Vocational Rehabilitation Agency, Georgia Department of Human Services, Department of Family and Children Services (DFCS), unemployment insurance programs, educational institutions, housing and community service organizations, and other community partners to identify and leverage available resources for participants.

Transportation remains one of the most significant barriers facing job seekers and participants throughout the Southern Georgia region. Workforce staff coordinate with available public transportation providers, community transportation resources, and other local partners to assist participants in accessing training, education, supportive services, and employment opportunities. When transportation assistance is not otherwise available, WIOA supportive services may be utilized in accordance with local policy to help participants overcome transportation-related barriers.

Supportive services are provided on an individualized basis and are based upon documented need. All supportive services must be approved prior to the participant receiving the goods or services, and a Supportive Services Determination Form must be completed to document eligibility and need.

Supportive services may only be provided to individuals who:

- Are actively participating in career services and/or training services. Limited supportive services may be provided to eligible applicants (e.g., paying for birth certificate), prior to enrollment when necessary to facilitate participation in assessment or eligibility determination activities;
- Are unable to obtain the needed service through another program or funding source;
- Are unable to afford the cost of addressing the identified need;
- Require the supportive service to successfully participate in WIOA-funded activities.

The Southern Georgia Workforce Development Board encourages the strategic use of supportive services to reduce barriers to participation, increase training completion, improve employment outcomes, and support long-term self-sufficiency for participants.

Additional information regarding supportive services is contained in the **Attachment 9: Supportive Services Policy**.

11. Coordination with Social Service Programs

Provide a description of how the local board will coordinate with social service providers, including SNAP and TANF. The description should include the utilizations of both programs as a referral source.

The Southern Georgia Workforce Development Board recognizes that access to social service programs is often critical to an individual's ability to successfully participate in workforce development activities and achieve long-term employment success. The Board works closely with social service providers throughout the region to ensure participants have access to supportive resources that address barriers to employment, education, and training.

Although the Georgia Division of Family and Children Services (DFCS), which administers the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF), is not required to be physically co-located within the One-Stop system, DFCS remains an important workforce system partner. DFCS representatives are invited to participate in partner meetings and workforce system discussions to facilitate communication, coordination of services, and information sharing regarding available programs and resources.

SNAP and TANF programs serve as important referral sources for workforce development services. Individuals receiving SNAP and TANF benefits may be referred to the workforce system for career services, training opportunities, supportive services, work-based learning activities, and employment assistance. Likewise, workforce staff routinely refer participants to SNAP, TANF, and other available public assistance programs when additional support is needed to address barriers to employment and self-sufficiency.

The Southern Georgia workforce system also coordinates with a variety of community organizations and social service providers, including housing agencies, community action agencies, educational institutions, behavioral health providers, faith-based organizations, transportation providers, and other organizations that offer services supporting workforce participation and economic stability.

Through these partnerships and referral relationships, the Southern Georgia Workforce Development Board seeks to ensure participants receive coordinated, comprehensive services that address both employment needs and the underlying barriers that may impact successful workforce participation and long-term career advancement.

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Section IV: Coordination with Core Partners

Section IV: Coordination with Core Partners

1. Description of the Workforce System

Provide a description of the workforce development system in the local area that identifies all relevant programs and how the local board will work with the entities to carry out both core and other workforce development programs to deliver well-aligned services in support of the strategies identified in the state plan. This should include programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.).

- What formal partnerships or MOUs are in place? How are shared goals, referral protocols, and co-enrollment processes established? Describe specific examples where cross-system alignment has improved outcomes for job seekers or employers. What challenges currently limit implementing such alignment?
- Describe how the LWDB is leveraging multiple funding streams – including WIOA Title I, Wagner-Peyser, Perkins V CTE, and other federal and state resources – in a coordinated or braided manner to maximize service delivery. What barriers currently limit funding integration, and what steps are being taken to address them?

The Southern Georgia region's Council of Chief Local Elected officials and Workforce Development Board works closely with all the area's core partners to provide comprehensive workforce services that enable eligible individuals to achieve their education, training, and employment goals.

The workforce system is governed to ensure that it is comprehensive, fiscally responsible, participant-focused and employer-driven. Core partners work collaboratively to enhance service integration, streamline service delivery, and align workforce, education, and economic development strategies with the goals identified in Georgia's State Workforce Plan.

WIOA services are provided through a One-Stop system consisting of one (1) Comprehensive Site located at the Georgia Department of Labor Career Center in Valdosta and seven (7) Affiliate sites located throughout the region. Core partners maintain either a physical or electronic presence within the One-Stop system in accordance with state requirements and local agreements. Partners include WIOA Title I Programs, Wagner-Peyser Employment Services, Georgia Department of Labor, Georgia Vocational Rehabilitation Agency, Adult Education and Literacy Programs, Senior Community Service Employment Program (SCSEP), Carl D. Perkins Career and Technical Education Programs, and other required and optional One-Stop partners.

A Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) establish the framework for service delivery among workforce system partners. These agreements outline shared goals, referral processes, service delivery expectations, infrastructure cost sharing, and strategies for improving customer access to services. Regular partner meetings, cross-training activities, and coordinated case management support effective referrals and co-enrollment among programs when appropriate. See **Attachment 5: Local Governance**.

Cross-system alignment has improved outcomes for job seekers and employers by increasing access to education, training, supportive services, and employment opportunities through coordinated service delivery. Examples include co-enrollment of participants in WIOA, Adult Education, Vocational Rehabilitation, and Wagner-Peyser programs to address multiple barriers simultaneously and support successful credential attainment and employment outcomes. Co-enrollment is encouraged whenever it improves participant outcomes, leverages available resources, and avoids duplication of services among workforce system partners.

The Southern Georgia Workforce Development Board leverages multiple funding streams including WIOA Title I, Wagner-Peyser Employment Services, Adult Education, Vocational Rehabilitation, Perkins-funded Career Technical Education programs, Pell Grants, HOPE Scholarships, and other state and federal resources. While differences in eligibility requirements, reporting systems, funding restrictions, and program performance measures can create challenges to full integration, partner agencies continue to

strengthen collaboration through shared planning, cross-training, referral systems, and coordinated service delivery.

WIOA services continue to be provided in partnership with the Georgia Department of Labor Career Centers in Douglas, Tifton, Valdosta and Waycross. Services include job search and placement assistance, unemployment insurance assistance, Rapid Response activities, Individual Training Accounts (ITAs), career counseling, supportive service referrals, workshops, federal bonding, Work Opportunity Tax Credits, and other workforce services.

The Southern Georgia region will continue to expand coordination and service integration with local employers, educational institutions, economic development organizations, core partners, and community agencies to increase service capacity and improve outcomes for both employers and workforce customers.

2. Coordination with Wagner-Peyser

Provide a description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the state employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the local area through the one-stop delivery system, to improve service delivery and avoid duplication of services.

The One-Stop system in Southern Georgia has long maintained a strong partnership with Wagner-Peyser Employment Services. Wagner-Peyser staff remain essential partners in the workforce system and play a critical role in delivering employment services to job seekers and employers throughout the region.

Wagner-Peyser Employment Services continues to participate in the local area's Memorandum of Understanding and Infrastructure Funding Agreement and maintains both a physical and virtual presence within the One-Stop system. Workforce partners work collaboratively to ensure services are coordinated, customer-focused, and delivered in a manner that minimizes duplication of effort. Joint service planning, coordinated referrals, and shared use of the WorkSource Georgia Portal help ensure customers receive the appropriate mix of employment, training, and supportive services while reducing duplication and improving service efficiency.

Wagner-Peyser Employment Services and WIOA partners utilize the WorkSource Georgia system to coordinate services for job seekers and employers. The shared system supports seamless referrals, coordinated service delivery, shared labor market information, and efficient access to employment and training services. This integrated approach allows customers to move easily between career services and training services while enabling staff to leverage the strengths of each workforce partner.

Regular communication and coordination occur through partner meetings, joint planning activities, and ongoing collaboration between workforce staff. Monthly meetings between TCSG Business Services staff and local workforce staff support information sharing, business engagement efforts, and coordination of services designed to meet employer workforce needs while improving outcomes for job seekers.

3. Coordination with Adult Education

Provide a description of how the local board will coordinate workforce development activities carried out in the local area with the provision of adult education and literacy activities under Title II, including a description of how the local board will carry out the review of local applications submitted under Title II, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232 of WIOA.

Adult Education has always been and will continue to be a strong partner within the Southern Georgia workforce system. Adult Education and Literacy providers actively participate in the One-Stop system and work collaboratively with workforce partners to support participant success through education, training, and career pathway development.

The Southern Georgia Workforce Development Board contracts directly with Wiregrass Georgia Technical College and E.T.C. Schools, Inc. to provide services to eligible participants throughout the region. Wiregrass Georgia Technical College provides Adult Education and GED preparation services, while E.T.C. Schools, Inc. provides case management, workforce preparation activities, work experience

opportunities, supportive services, career development, and other workforce services designed to support participant success.

To ensure services are available throughout the region, E.T.C. Schools, Inc. works collaboratively with Coastal Pines Technical College and Southern Regional Technical College to coordinate service delivery and expand access to educational and workforce opportunities. Through these partnerships, participants are able to access Adult Education services, workforce preparation activities, integrated education and training opportunities, supportive services, and employment services.

The Workforce Development Board and Youth Committee include Adult Education representation, providing valuable input regarding educational programming, workforce preparation, career pathways, and services for youth and adults with basic skills deficiencies.

The Southern Georgia region continues to support integrated service models that combine Adult Education instruction, workforce preparation activities, case management, supportive services, and work-based learning opportunities. A primary focus is serving out-of-school youth through partnerships between Adult Education providers and contracted youth service providers. These partnerships help participants improve educational attainment while simultaneously preparing for employment and career advancement.

The Office of Adult Education awards funds to Adult Education providers through a competitive grant process and establishes performance expectations, monitoring requirements, and service delivery standards. Local Adult Education providers coordinate closely with workforce partners to support career pathways, integrated education and training opportunities, workforce preparation activities, and transitions to employment and postsecondary education.

As part of the Adult Education grant review process, the Southern Georgia Workforce Development Board reviews local Adult Education applications and provides feedback regarding alignment with regional workforce priorities, labor market demand, career pathway development, and coordination with workforce system partners. This process helps ensure Adult Education services remain responsive to local workforce needs and support the goals outlined in the regional and local workforce plans.

4. **Coordination with Vocational Rehabilitation**

Provide a description of the cooperative agreement between the local Georgia Vocational Rehabilitation office and the local board which describes efforts made to enhance the provision of services to individuals with disabilities and to other individuals, cross-train staff, provide technical assistance, share information, cooperate in communicating with employers and other efforts at cooperation, collaboration and coordination.

Georgia Vocational Rehabilitation Agency (GVRA) has a long and mutually supportive relationship with the Southern Georgia Workforce Development Board and its workforce partners. GVRA representatives serve on the LWDB and actively participate in workforce system activities and community organizations throughout the region.

GVRA maintains a physical and/or electronic presence within the One-Stop system and works collaboratively with workforce partners to improve access to services for individuals with disabilities. Through the Memorandum of Understanding and Infrastructure Funding Agreement, GVRA and workforce partners coordinate service delivery, referrals, and resource sharing to support participant success.

Workforce staff and GVRA staff regularly exchange information regarding available services, referral procedures, eligibility requirements, and participant needs. Through partner meetings, cross-training opportunities, and technical assistance activities, workforce partners increase their understanding of services available to individuals with disabilities and strengthen coordination among programs.

GVRA provides expertise and technical assistance related to disability services, accommodations, accessibility, and employment strategies for individuals with disabilities. Workforce staff coordinate referrals and services with GVRA to ensure eligible participants receive appropriate support and access to workforce development opportunities.

The agencies also collaborate with employers to promote inclusive hiring practices, increase awareness of workforce resources available to individuals with disabilities, and expand employment opportunities throughout the Southern Georgia region. These coordinated efforts help ensure individuals with disabilities have access to education, training, supportive services, and competitive integrated employment opportunities.

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Section V: Performance, ETPL, and Use of Technology

Section V: Performance, ETPL and Use of Technology

1. Description of Performance Measures

Provide a description of the local levels of performance negotiated with the Governor and chief elected official pursuant to WIOA § 116(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance in the local area of the local fiscal agent (where appropriate), eligible providers under subtitle B, and the one-stop delivery system.

Performance goals for the Southern Georgia Workforce Development Area will be established through negotiations with the Technical College System of Georgia, Office of Workforce Development (OWD), and will be incorporated into this plan upon completion of the negotiation process. See **Attachment 2: Local Negotiated Performance Measures**.

The Southern Georgia Workforce Development Board has a strong history of meeting or exceeding negotiated performance goals and utilizes quarterly performance reviews, program monitoring activities, and data analysis to monitor progress toward achievement of negotiated performance measures. Performance information is regularly reviewed by Board members, staff, service providers, and workforce partners to support continuous improvement and ensure accountability throughout the workforce system.

2. One-Stop Performance and Assessment

Provide a listing of locally/regionally developed one-stop performance standards and describe the criteria used to develop the performance standards. Describe how the one-stop system and regional service delivery is assessed by the local board.

- a) What feedback mechanisms are in place between employers, training providers, partner programs, and the LWDB to enable continuous improvement? How has the LWDB demonstrated agility in responding to significant economic disruptions or emerging opportunities in the past two years?

The Southern Georgia Workforce Development Board continuously evaluates the effectiveness of the One-Stop delivery system to ensure quality services are provided to job seekers, employers, and workforce partners. Performance is monitored through quarterly One-Stop Operator reports, program performance reports, customer feedback, referral tracking, monitoring activities, and partner input.

The One-Stop Operator is responsible for assessing system performance, facilitating partner coordination, identifying opportunities for service integration, and recommending improvements to service delivery. Regular reviews of referral activity, partner participation, customer access, and service utilization help ensure the One-Stop system remains responsive to customer needs and compliant with federal and state requirements.

In addition to quarterly One-Stop Operator reports, the Workforce Development Board receives feedback from employers, training providers, workforce partners, service providers, and participants through board meetings, committee meetings, partner meetings, monitoring activities, customer satisfaction surveys, employer engagement activities, and sector partnership initiatives. Information gathered through these activities is used to identify service gaps, improve referral processes, strengthen partnerships, and enhance customer service delivery.

The Board has demonstrated flexibility in responding to changing workforce needs through implementation of special grant initiatives, expansion of work-based learning opportunities, coordination of disaster recovery employment programs, and continued support of sector partnerships such as the South Georgia Healthcare Sector Partnership. Labor market information, employer feedback, and economic development data are routinely reviewed to identify emerging workforce needs and guide strategic investments.

Most recently, the Board successfully implemented the Hurricane Helene Disaster Recovery National Dislocated Worker Grant to provide temporary employment opportunities, supportive services, and workforce assistance to individuals and communities impacted by the storm.

3. **ETPL System**

Describe the regional Eligible Training Provider System, including the elements listed below.

The Southern Georgia Workforce Development Board utilizes Georgia's Eligible Training Provider List (ETPL) to ensure participants have access to high-quality training programs that lead to recognized credentials and employment opportunities in occupations that are in demand throughout the region. The ETPL serves as the primary mechanism for identifying approved training providers and programs eligible to receive WIOA-funded training services through Individual Training Accounts (ITAs).

The Board's ETPL policies promote informed customer choice, accountability, accessibility, continuous improvement, and alignment with regional labor market needs. Through established eligibility standards, performance monitoring, and collaboration with training providers, the Southern Georgia Workforce Development Board ensures training investments support participant success, employer workforce needs, and long-term economic self-sufficiency while complying with all federal, state, and local requirements.

Participants receiving WIOA-funded training services generally select training programs from the statewide ETPL. Approved programs must lead to recognized credentials, align with employer demand, and support employment opportunities that provide pathways to self-sufficiency and career advancement. Workforce staff assist participants in evaluating training options based on labor market information, provider performance, program costs, credential attainment opportunities, and individual career goals.

Southern Georgia's Workforce Development Board secures contracted workforce services through a competitive procurement process in accordance with local procurement policies. Additional details regarding procurement procedures, ETPL requirements, ITA administration, and complaint and grievance procedures are contained in **Attachment 7: Procurement Policies and Procedures; Attachment 8: Individual Training Account Policy; Attachment 10: ETPL Policy; and Attachment 11: WIOA Complaint and Grievance Policy.**

a) Provide a description of the public notification to prospective providers.

The Southern Georgia Workforce Development Board provides information regarding Eligible Training Provider List (ETPL) eligibility requirements and application procedures to prospective training providers through local workforce staff, the Southern Georgia Regional Commission website, workforce partner communications, and resources maintained by the Technical College System of Georgia, Office of Workforce Development (OWD).

Prospective providers are informed of ETPL opportunities through direct outreach, public notices, workforce system communications, and information available through the WorkSource Georgia Portal. Workforce staff are available to provide technical assistance regarding eligibility requirements, application procedures, documentation requirements, performance expectations, and applicable federal, state, and local policies.

Training providers seeking inclusion on the ETPL must submit the required application materials and supporting documentation in accordance with state policy. Information regarding application procedures, eligibility criteria, and approved training programs is made publicly available to ensure an open and competitive process for training providers interested in serving workforce participants throughout the region.

Additional information regarding provider eligibility and application procedures is contained in **Attachment 10: ETPL Policy.**

- b) Provide a description of how the board(s) 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.

The Southern Georgia Workforce Development Board evaluates training providers and proposed training programs for initial eligibility in accordance with federal, state, and local policies. Providers must demonstrate the ability to deliver high-quality training that leads to recognized credentials and employment opportunities in occupations that are in demand within the region.

As part of the eligibility review process, the Board evaluates providers and programs based on several factors, including documented evidence of effectiveness in serving participants, completion and employment outcomes, credential attainment rates, alignment with local and regional labor market demand, employer needs, program costs, and overall program quality. Particular emphasis is placed on training programs that prepare participants for employment in high-growth and high-demand occupations identified through labor market information, employer feedback, sector partnership activities, and economic development priorities.

Training providers must possess appropriate accreditation, licensure, authorization, or other credentials required by state and federal regulations, as applicable. Providers must also demonstrate the administrative and financial capacity necessary to successfully operate and deliver the proposed training program.

Customer accessibility is another important consideration during the review process. The Board evaluates factors such as geographic availability, scheduling flexibility, online or distance learning options, accommodations for individuals with disabilities, and the provider's ability to serve participants with diverse educational and employment needs.

Through this review process, the Southern Georgia Workforce Development Board seeks to ensure that approved training providers offer quality training opportunities that are accessible to participants, responsive to employer demand, and likely to result in successful employment outcomes and long-term economic self-sufficiency.

Additional details are contained in **Attachment 10: ETPL Policy**.

- c) Provide a description of the formal appeals process for aggrieved ITA customers and providers of unapproved training programs.

The Southern Georgia Workforce Development Board maintains a formal appeals process for participants and training providers in accordance with federal, state, and local policies. Individuals who have been denied an Individual Training Account (ITA), had training assistance reduced or terminated, or otherwise believe they have been adversely affected by a workforce system decision may utilize the grievance and appeals procedures established by the local area.

Training providers whose applications for inclusion on the Eligible Training Provider List (ETPL) are denied, suspended, or removed may also utilize the appeals process. Providers are encouraged to first seek an informal resolution through discussions with local workforce staff. If the issue cannot be resolved informally, the provider may submit a written appeal in accordance with local policy.

Upon receipt of an appeal, the Southern Georgia Workforce Development Board will conduct a review and, when appropriate, schedule a hearing to allow the participant or provider an opportunity to present information regarding the disputed decision. Every effort will be made to resolve disputes informally whenever possible. Written decisions will be issued in accordance with the procedures and timelines established in the Southern Georgia Equal Opportunity, Complaint, and Grievance Policy.

If the appellant is dissatisfied with the local area's decision, a second-level appeal may be filed with the Technical College System of Georgia, Office of Workforce Development (OWD), in accordance with state procedures.

Additional information regarding complaint, grievance, and appeal procedures is contained in **Attachment 11: WIOA Complaint and Grievance Policy**.

- d) Provide a description of the ongoing process used to update the data on the eligible providers list (exclusive of the state-conducted continued eligibility process).

The Southern Georgia Workforce Development Board utilizes an ongoing review process to ensure Eligible Training Provider List (ETPL) information remains accurate and current. Local workforce staff have access to the WorkSource Georgia Portal and regularly review training provider information, program details, and participant performance data to identify potential updates or changes that may impact program eligibility or participant access.

Training providers are responsible for notifying the local area of changes to program information, including program costs, credential offerings, contact information, accreditation status, delivery methods, or other material changes affecting the training program. Providers are also expected to supply updated program information as requested to ensure the accuracy of ETPL records.

When updates are identified, local workforce staff review the information and coordinate with the Technical College System of Georgia, Office of Workforce Development (OWD), ETPL staff to process necessary revisions within the statewide ETPL system. Significant program modifications, including substantial cost increases or changes that may affect participant access or program quality, may be reviewed by the Workforce Development Board or its designated staff prior to approval.

This ongoing review process helps ensure that participants have access to accurate training information and that approved training programs continue to align with local workforce needs, employer demand, and participant success goals.

- e) Provide a description of any regional policies or agreements for ITAs or training providers.

The Southern Georgia Workforce Development Board has established regional policies governing the use of Individual Training Accounts (ITAs) and the selection of training providers. These policies are designed to ensure training investments support participant success, align with employer demand, and promote responsible stewardship of workforce funds.

Training services are provided through Individual Training Accounts utilizing providers and programs listed on Georgia's Eligible Training Provider List (ETPL). Training must lead to employment in occupations identified as in-demand or growth occupations within the region and must support wages sufficient to promote self-sufficiency. ITAs are awarded based upon an individualized assessment of participant needs, labor market demand, potential for successful completion, and employment outcomes.

The local policy establishes funding limits, eligibility requirements, allowable training costs, financial aid coordination requirements, participant responsibilities, and procedures for approving exceptions when warranted. Training providers must maintain compliance with federal, state, and local requirements and are subject to ongoing monitoring and performance review.

Additional information regarding regional ITA requirements and training provider expectations is contained in **Attachment 8: Individual Training Account Policy**.

- f) Provide a description of the process to track and manage all ITA activity.

Individual Training Account (ITA) activity is tracked and managed through the WorkSource Georgia Portal, which serves as the primary case management system for participant enrollment,

service tracking, training activities, and performance reporting. Participant case managers are responsible for entering and maintaining accurate information regarding eligibility, assessments, training services, supportive services, credential attainment, and employment outcomes.

Local workforce staff regularly review participant records and reports within the WorkSource Georgia Portal to monitor training progress, service delivery, expenditure levels, performance outcomes, and compliance with federal, state, and local requirements. Monitoring activities are conducted to ensure services are appropriately documented and funds are utilized in accordance with approved policies and procedures.

Training and supportive service expenditures associated with ITAs are also tracked through internal financial management systems, including spreadsheets and the Southern Georgia Regional Commission's Grants Management System (GMS). These systems are utilized to monitor participant funding levels, track expenditures against budget allocations, ensure compliance with local ITA funding limits, and support fiscal accountability.

The combination of case management, program monitoring, and financial tracking systems enables the Southern Georgia Workforce Development Board to effectively manage ITA activity, monitor participant progress, ensure accurate reporting, and maintain appropriate oversight of workforce investments.

- g) Provide a description of local board policy on use of statewide eligible training provider list (including financial and duration limits, out-of-area training, service to out-of-area customers, etc.).

The Southern Georgia Workforce Development Board utilizes Georgia's statewide Eligible Training Provider List (ETPL) as the primary source for approved training providers and programs eligible to receive WIOA-funded training services. Participants receiving Individual Training Accounts (ITAs) must select training programs from the ETPL unless otherwise permitted by federal, state, or local policy.

Training services are limited to occupationally specific programs that lead to recognized credentials and employment opportunities in occupations identified as in-demand or growth occupations within the region. Training investments are intended to support employment leading to economic self-sufficiency and long-term career advancement.

The standard maximum Individual Training Account (ITA) award is \$6,000 per participant and training programs must generally be completed within 2.5 years. Exceptions to local training policies may be considered on a case-by-case basis by the Workforce Development Board's Executive Committee in accordance with established local procedures.

Out-of-area training may be approved when the selected program is listed on the statewide ETPL and comparable training is not reasonably available within the local area or when the out-of-area program is determined to be in the participant's best interest. Services are generally reserved for residents of the Southern Georgia Workforce Development Area. However, dislocated workers may receive services if they reside within the area or were separated from employment with an employer located within the Southern Georgia Workforce Development Area.

Training costs are coordinated with available financial aid resources, including Pell Grants, HOPE Scholarships, and other funding sources. WIOA funds are utilized only after other available financial assistance has been applied.

Additional information regarding the use of the Eligible Training Provider List and training services is contained in **Attachment 8: Individual Training Account Policy** and **Attachment 10: ETPL Policy**.

- h) Provide a description of how registered apprenticeship programs are added to the ETPL.

Registered Apprenticeship Programs (RAPs) registered with the United States Department of Labor Office of Apprenticeship or a recognized State Apprenticeship Agency are automatically eligible for inclusion on Georgia's Eligible Training Provider List (ETPL) in accordance with federal and state policy. Registered Apprenticeship sponsors are not required to undergo the same initial eligibility procedures as other training providers because they have already met rigorous federal registration requirements.

The Technical College System of Georgia, Office of Workforce Development (OWD), is responsible for maintaining Registered Apprenticeship information within the statewide ETPL. Sponsors wishing to be included on the ETPL must submit the information required by state policy for inclusion in the system.

Although the Southern Georgia Workforce Development Board does not currently utilize Registered Apprenticeship Programs as part of its workforce strategy, the Board supports apprenticeship as a valuable workforce development tool and will coordinate with apprenticeship sponsors, employers, technical colleges, and state workforce partners should Registered Apprenticeship opportunities become available within the region.

Additional information regarding Registered Apprenticeship Programs and ETPL eligibility is contained in **Attachment 10: LWDA ETPL Policy**.

4. **Implementation of Technology**

Provide a description of the technology used to enhance customer (participant and business) experience and any additional data analytics used to enhance planning and measure outcomes beyond mandated performance measures.

Increasing access to technology is a particularly important goal for the Southern Georgia Workforce Development Board due to the region's large geographic service area, rural communities, limited public transportation options, and significant distances between workforce services and customers.

Customer access to technology is enhanced through the One-Stop system, which provides public computer labs, internet access, and technology resources that support job search activities, career exploration, labor market research, résumé development, training applications, and access to workforce services. Customers can utilize the WorkSource Georgia Portal to search for employment opportunities, access training information, complete required workforce activities, and connect with workforce staff and partner programs. A GED computer lab is also available to support Adult Education participants and individuals working toward educational attainment goals.

Technology is also utilized to enhance services for employers. Through the WorkSource Georgia Portal, employers can post job openings, search for qualified candidates, access labor market information, and receive assistance with recruitment activities. Workforce staff utilize electronic communication tools, virtual meeting platforms, and online resources to engage employers and provide workforce solutions throughout the region.

The Southern Georgia Regional Commission maintains video conferencing and virtual meeting capabilities that support communication and collaboration among Workforce Development Board members, service providers, employers, educational institutions, partner agencies, and other stakeholders. These tools help reduce travel barriers and improve access to workforce system activities throughout the region.

The WorkSource Georgia Portal serves as the primary case management and performance tracking system for workforce programs. In addition to monitoring federally required performance measures, the Southern Georgia Workforce Development Board utilizes labor market information, participant enrollment trends, training completion rates, credential attainment data, employer feedback, sector partnership information, and economic development data to support strategic planning and continuous improvement efforts.

Data obtained through Georgia Labor Market Explorer, the WorkSource Georgia Portal, customer satisfaction surveys, business engagement activities, sector partnerships, and workforce system reports is analyzed to identify workforce trends, evaluate program effectiveness, assess service gaps, and guide workforce investments. These data-driven strategies help ensure workforce services remain responsive to the needs of employers, job seekers, and communities throughout Southern Georgia.

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Section VI: State Initiatives and Vision

Section VI: State Initiatives and Vision

1. State Branding

Provide a description for how the area has adopted and will continue to utilize the state brand.

The Southern Georgia Workforce Development Board has adopted and continues to utilize the State of Georgia's WorkSource Georgia brand as the primary identity for workforce development services throughout the region. Workforce Development Board staff, service provider staff, and workforce partners identify themselves as WorkSource Southern Georgia representatives and utilize the WorkSource Georgia brand in communications, outreach activities, and service delivery.

WorkSource Georgia branding is incorporated into signage at workforce service locations, marketing materials, presentations, outreach efforts, letterhead, business cards, brochures, and other public-facing materials. The WorkSource Southern Georgia website and social media platforms utilize the WorkSource Georgia brand to promote workforce services, training opportunities, hiring events, employer services, and workforce-related information throughout the region.

The Southern Georgia Workforce Development Board maintains an active presence on social media platforms, including Facebook, Instagram, LinkedIn, YouTube, and other digital communication channels, to increase awareness of workforce services and strengthen engagement with job seekers, employers, educational institutions, and community partners.

The Board will continue to utilize and promote the WorkSource Georgia brand in accordance with state branding guidelines to ensure a consistent statewide workforce identity, improve public recognition of workforce services, and enhance access to employment, training, and business services throughout the Southern Georgia region.

2. Priority of Service

Describe how the area/region will identify and administer the state's priority of service policy. Identify if the region will add target populations in addition to those specified by state and federal policy.

The Southern Georgia Workforce Development Board administers priority of service in accordance with federal and state workforce policies to ensure that individuals with the greatest barriers to employment receive priority access to career and training services funded under the Workforce Innovation and Opportunity Act (WIOA). Workforce staff determine priority status during the eligibility and assessment process through the collection and verification of documentation related to income, public assistance status, basic skills deficiency, veteran status, and other applicable eligibility factors.

The local area's Adult and Dislocated Worker Priority of Service Policy and Priority of Service Policy for Veterans and Eligible Spouses are included in **Attachment 12: WIOA Adult and Dislocated Worker Priority of Service and Attachment 13: Priority of Service for Veterans and Eligible Spouses**. These policies incorporate federal and state requirements and provide guidance for identifying and serving priority populations.

Priority for career and training services funded with WIOA Title I Adult and Dislocated Worker funds shall be provided in the following order:

First Priority:

Recipients of public assistance, other low-income individuals (including unemployed individuals), and individuals who are basic skills deficient who are also covered persons under Veterans' Priority of Service.

Second Priority:

Recipients of public assistance, other low-income individuals (including unemployed individuals), and individuals who are basic skills deficient.

Third Priority:

Covered persons under Veterans' Priority of Service who do not otherwise meet low-income, public assistance, or basic skills deficiency criteria.

Fourth Priority:

Members of the working poor who have not achieved self-sufficiency as defined by local policy (individuals earning at or below 200 percent of the federal poverty level).

The above priority requirements do not preclude other eligible individuals from receiving WIOA-funded career and training services. Once priority populations have been appropriately served, other eligible individuals may receive services in accordance with federal, state, and local policies. Unemployed individuals may be considered low-income individuals when determining priority of service.

Veterans and eligible spouses are identified during customer intake and registration activities. Workforce staff receive ongoing training regarding priority of service requirements, eligibility determination, documentation standards, and service delivery procedures to ensure consistent implementation throughout the local workforce system. The local area coordinates with Wagner-Peyser Employment Services, Disabled Veterans Outreach Program (DVOP) specialists, and Local Veterans' Employment Representatives (LVERs) to ensure covered persons receive priority access to employment, training, and supportive services. Outreach materials, brochures, and customer notifications are utilized throughout the One-Stop system to inform veterans and eligible spouses of available services and priority of service provisions.

The Southern Georgia Workforce Development Board does not currently identify additional target populations beyond those required by federal and state policy. However, the Board will continue to monitor workforce needs, labor market conditions, and state guidance and may establish additional priority populations in the future if warranted by regional workforce needs.

3. Alignment with State Goals

Describe how the area/region will align with each of the goals listed in the State Unified Plan.

- a) Utilize sector partnerships to inform and guide strategic workforce development strategies and enhance partnership coordination.

The Southern Georgia Workforce Development Board will continue to utilize sector partnerships as a key workforce strategy to identify workforce needs, strengthen employer engagement, inform training investments, and enhance coordination among workforce, education, economic development, and community partners

The South Georgia Healthcare Group (SGHG) serves as the region's primary sector partnership and focuses on addressing workforce challenges and opportunities within the healthcare industry. Established in 2018, the partnership has evolved into an independent, self-sustaining organization that brings together healthcare employers, educational institutions, workforce partners, economic development organizations, students, and community stakeholders to address workforce needs across the region.

Through ongoing collaboration, the partnership has identified and continues to focus on three primary goals:

- **Collaborating on workforce and training resources** by connecting community resources, employers, educators, and students to support career exploration, training completion, and employment opportunities within healthcare occupations.
- **Expanding educational opportunities and career pathways** by identifying workforce shortages, retention challenges, turnover trends, and skill gaps and working with education and training providers to develop solutions that meet employer needs.
- **Increasing regional awareness of healthcare careers and services** through outreach efforts, workforce events, videos, social media, webinars, and other activities designed to promote healthcare careers and strengthen the talent pipeline.

A signature accomplishment of the partnership is the annual South Georgia Healthcare Summit. In 2025, the partnership successfully hosted its sixth annual summit, attracting more than 250 attendees,

28 sponsors, and 18 exhibitors. For the third consecutive year, scholarships were awarded to both high school and post-secondary students pursuing healthcare careers. The partnership raised sufficient sponsorship support to fund all event expenses and scholarships, with only limited financial support provided by the Workforce Development Board. The summit continues to serve as a premier regional event for healthcare workforce development, employer engagement, networking, and workforce planning.

The partnership also continues to utilize digital resources, including the WorkSource Southern Georgia YouTube channel and social media platforms, to promote healthcare career opportunities, increase awareness of training pathways, and connect employers with prospective workers throughout the region.

The Southern Georgia Workforce Development Board will continue to support and leverage sector partnerships to guide workforce investments, strengthen employer engagement, improve training alignment, and ensure workforce strategies remain responsive to regional labor market needs and economic development priorities.

- b) Develop a streamlined and regionally integrated workforce system that delivers efficient services to both businesses and individuals.

The Southern Georgia Workforce Development Board will continue to strengthen a streamlined and regionally integrated workforce system through coordinated service delivery among workforce, education, economic development, and community partners. The One-Stop system serves as the primary access point for workforce services and promotes collaboration among required and additional partners to ensure customers receive comprehensive services without duplication of effort.

Workforce partners utilize referral processes, cross-training opportunities, shared technology systems, and regular partner meetings to coordinate services for job seekers and employers. The WorkSource Georgia Portal serves as a shared platform that supports case management, employer engagement, labor market information, referrals, and performance tracking.

The region will continue to expand partnerships and strengthen service integration to improve customer access, increase efficiency, and ensure workforce solutions are responsive to both employer and job seeker needs.

- c) Capitalize on the workforce system's strengths to create opportunities for all Georgia communities to prosper.

The Southern Georgia Workforce Development Board capitalizes on the strengths of Georgia's workforce system by leveraging partnerships, technology, workforce expertise, and innovative service delivery strategies to create opportunities for individuals, businesses, and communities throughout the region.

Staff participate in the annual WorkSource Georgia Academy, Southeastern Employment and Training Association (SETA) conferences, state-sponsored trainings, and other professional development opportunities to remain current on workforce policies, best practices, and emerging workforce trends. These opportunities support continuous improvement and allow staff to share successful strategies with workforce professionals across Georgia and the Southeast.

Through utilization of the WorkSource Georgia Portal, sector partnerships, work-based learning opportunities, employer engagement activities, and collaborative partnerships with education and economic development organizations, the region continues to expand workforce opportunities and support economic prosperity throughout Southern Georgia.

- d) Continuously align workforce and education system objectives to current and future occupational skill requirements.

The Southern Georgia Workforce Development Board, workforce staff, One-Stop partners, educational institutions, and employers maintain close working relationships to ensure workforce and education strategies remain aligned with current and emerging labor market demands.

The Board utilizes labor market information, employer feedback, sector partnership activities, and economic development data to identify workforce skill needs and guide workforce investments. These data sources are used to inform training priorities, career pathway development, work-based learning opportunities, and workforce strategies throughout the region.

Partnerships with technical colleges, Adult Education providers, local school systems, universities, and employers help ensure education and training programs remain aligned with occupational demand and industry requirements. The South Georgia Healthcare Group serves as a model for how education, workforce, and industry partners collaborate to strengthen career pathways and prepare individuals for high-demand occupations.

- e) Expand the pool of available employees by increasing the participation of WIOA Strategic Populations in the workforce system.

The Southern Georgia Workforce Development Board is committed to expanding workforce participation among populations that face barriers to employment, including low-income individuals, individuals with basic skills deficiencies, veterans, individuals with disabilities, disconnected youth, justice-involved individuals, and other populations identified through federal and state workforce priorities.

The region continues to focus on increasing educational attainment, expanding access to training opportunities, and connecting individuals with employment opportunities that lead to self-sufficiency and career advancement. Through partnerships with Adult Education providers, technical colleges, employers, and community organizations, participants receive coordinated services designed to address barriers to employment and support long-term success.

Work-based learning opportunities, On-the-Job Training (OJT), supportive services, and career pathway initiatives are utilized to connect strategic populations with employment and training opportunities. The Business Services Specialist works closely with local employers and education partners to identify opportunities for individuals who may lack a high school diploma or equivalent and connect them with employment and educational opportunities that support both workforce participation and credential attainment.

The Workforce Development Board will continue to leverage special grant opportunities, sector partnerships, and community collaborations to engage individuals who have become disconnected from the workforce and assist them in obtaining the skills needed to meet employer demand throughout the region. The local area has successfully utilized National Dislocated Worker Grant and Disaster Recovery Grant funding to provide employment, training, and recovery assistance to individuals impacted by workforce disruptions and natural disasters. Most recently, the Southern Georgia Workforce Development Board implemented the Hurricane Helene Dislocated Worker Grant to provide temporary employment opportunities, supportive services, and training assistance to eligible individuals while supporting community recovery efforts. These initiatives help expand workforce participation, address barriers to employment, and connect individuals with pathways to long-term employment and self-sufficiency.

The Board will continue to leverage special grant opportunities and discretionary funding to address emerging workforce needs and support recovery efforts throughout the region.

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Attachments Index

Attachment Index

The following attachments are incorporated by reference into this Local Workforce Development Plan and provide supporting documentation for policies, governance, performance accountability, One-Stop operations, and workforce system administration.

Required Attachments

Attachment	Description
Attachment 1:	Local Workforce Development Board Member Listing
Attachment 2:	Local Negotiated Performance Measures
Attachment 3:	Public Comments on the Local Plan
Attachment 4:	Signature Page
Attachment 5:	Local Governance LWDA 18-001
Attachment 6:	One Stop Certification LWDA 18-006
Attachment 7:	Procurement Policies and Procedures LWDA 18-004
Attachment 8:	Individual Training Account Policy LWDA 18-011-100
Attachment 9:	Supportive Services Policy LWDA 18-011-200
Attachment 10:	ETPL Policy LWDA 18-005
Attachment 11:	Complaint and Grievance Policy LWDA 18-008
Attachment 12:	WIOA Adult and DW Priority of Service LWDA 18-011-300
Attachment 13:	Priority of Service to Veterans and Eligible Spouses LWDA 18-011-400
Attachment 14:	Rapid Response Policy LWDA 18-012-001

Supplemental Attachments

Attachment	Description
Attachment A:	Southern Georgia Workforce Snapshot
Attachment B:	Key Labor Market Indicators
Attachment C:	Industries by Advertised Job Openings
Attachment D:	WorkSource Southern Georgia Demand Occupation List
Attachment E:	Employer Demand Skills Certifications
Attachment F:	Educational Attainment and Workforce Challenge Analysis
Attachment G:	South Georgia Healthcare Group Sector Strategy Outcomes

Supplemental Attachments A-G are provided to support labor market analysis, strategic planning activities, and sector strategy development.

Attachment 1

Local Workforce Development Board Member Listing

Attachment 1: Local Workforce Development Board Member Listing

Member Name	Title	Entity	Board Category
Bannamon, Frank	Recruiter/Retention Specialist	McKinney Medical Center, Inc.	Business Representative
Bryant, Keith	Human Resource Director	Clinch Memorial Hospital	Business Representative
Cole, Sandra	Human Resource Manager	Beach Timber, Inc.	Business Representative
Dark, Melissa	President & CEO	Fitzgerald Ben Hill Chamber of Commerce	Business Representative
Dixon, Elton	President	Enay Coaching, LLC	Business Representative
Ellis, Kevin	Executive Director	Alma/Bacon County Development Authority	Govt & Economic Dev
Felder, Katrena	Executive Director of Adult Education	Coastal Pines Technical College	Education & Training Workforce (Youth)
Gainey, Jennifer	Director of Administrative Services	Satilla EMC	Business Representative
Gove, Sarah	Director of Marketing	Memorial Satilla Health	Business Representative
Gray, Jonathan	Complex Manager	Cal-Maine Foods Inc.	Business Representative
Griffin, Curtis	Deputy Director	Waycross/Blackshear Housing Authority	Govt & Economic Dev
Howell, Ivy	Business Industries Liaison	Southeast Non-Profit Housing	Workforce
Johnson, Melvin	Director	Lee Street Resource Center	Workforce
Jones, Dr Todd	Vice President of Enrollment Management	Wiregrass Georgia Technical College	Education & Training Workforce (Youth)
Mays, Kellie	Career Center Manager	Georgia Department of Labor	Govt & Economic Dev
McClain, La'Rona	District 8 Supervisor - Waycross Unit	Georgia Vocational Rehabilitation Agency	Govt & Economic Dev
Moore, Christie	President-CEO	Valdosta-Lowndes Chamber of Commerce	Business Representative
Panizzi, Sean	President	Teamtemps Personnel Staffing, Inc.	Business Representative
Tait, Darlene	Human Resources Manager	AJM Packaging	Business Representative
Wallace, Leigh	Executive VP & VP of Student Affairs	Southern Regional Technical College	Education & Training Workforce (Youth)
Williams, Jamon	Director of Business Services	Technical College System of Georgia ES	Govt & Economic Dev

Attachment 2

Local Negotiated Performance Measures

Attachment 2: Local Negotiated Performance

WIOA Performance Measures	PY26 Goal	PY27 Goal
Adult Q2 Entered Employment	89.5%	90.0%
Adult Q4 Entered Employment	87.4%	87.9%
Adult Median Earnings	\$11,265	\$11,315
Adult Credential Rate	83.5%	83.9%
Adult In-Program Skills Gain	80.7%	80.7%
DW Q2 Entered Employment	85.0%	85.5%
DW Q4 Entered Employment	81.5%	82.0%
DW Median Earnings	\$8,782	\$8,782
DW Credential Rate	79.5%	79.5%
DW In-Program Skills Gain	80.0%	80.4%
Youth Q2 Placement in Employment or Education	76.6%	77.1%
Youth Q4 Placement in Employment or Education	68.3%	68.7%
Youth Median Earnings	\$4,650	\$4,700
Youth Credential Rate	55.6%	56.1%
Youth In-Program Skills Gain	55.5%	55.5%
Employer Measure		

Attachment 3

Public Comments on the Local Plan

Attachment 3: Public Comments on the Plan that Express Disagreement

Comment 1
Originating Entity:
Comment:

Comment 2
Originating Entity:
Comment:

Comment 3
Originating Entity:
Comment:


Comment 4
Originating Entity:
Comment:

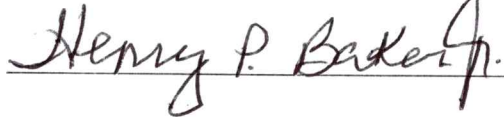
Attachment 4


Signature Page

Attachment 4: Signature Page

The undersigned hereby agree to adhere to all applicable federal, State, and local laws, regulations, and policies in performing any duty associated with the funds made available to under the Workforce Innovation and Opportunity Act.

Name: Scott Courson
Title: Deputy Director of Human Services
Entity Representing: Southern Georgia Regional Commission/WorkSource Southern Georgia
Signature: 

Name: Mayor Henry Baker
Title: Chief Local Elected Official
Entity Representing: WorkSource Southern Georgia LWDA #18/City of Lenox
Signature: 

Name: Keith Bryant
Title: Local Workforce Development Board Chair
Entity Representing: WorkSource Southern Georgia LWDA #18/Clinch Memorial Hospital
Signature: 
Keith Bryant (Jun 11, 2026 08:39:50 EDT)

Attachment 5

Local Governance LWDA 18-001

Policy and Procedures

Southern Georgia



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Section 18-001 Local Governance

Section 18-001 Local Governance

Workforce Development Board By-Laws	1-10
Local Elected Officials Memorandum of Understanding	11-18
Partner Memorandum of Understanding and Infrastructure Funding Agreement (PY23-25)	19-72



Policy/Procedure #: **18-001-100**

Policy Name: **Southern Georgia Workforce Development Board By-Laws**

Effective Date: **06/29/2016**

Article I – NAME OF BOARD

The name of this organization shall be the Southern Georgia Workforce Development Board, hereinafter referred to as the “Board” or the “WDB”.

Article II - AREA

The eighteen-county Southern Georgia Workforce Development Area includes the counties of Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner and Ware. This area is also known as “Service Delivery Region 11” and “Workforce Development Area 18”.

Article III – AUTHORITY AND PURPOSE

Section I. The Board is formed under the provisions of Public Law 113-128, the Workforce Innovation and Opportunity Act, hereinafter referred to as WIOA, and in federal rules and regulations developed to implement the Workforce Innovation and Opportunity Act.

Section II. The purpose of this Board is to, at a minimum; carry out those duties and responsibilities assigned to it by the Workforce Innovation and Opportunity Act. Purposes of the board may include, but are not limited to, the following:

- a. Develop programs for and on behalf of the eighteen county Southern Georgia area under and pursuant to programs of the United States Government, as approved by the United States Department of Labor, under the Workforce Innovation and Opportunity Act and other related or successor programs;
- b. Develop and ensure, in cooperation with the Chief Local Elected Officials, the implementation of a unified and effective strategy for addressing local workforce development issues and meeting service delivery goals;
- c. Help individuals to attain the skills necessary for employability;
- d. Help employers become competitive in a global economy by providing job-ready, skilled workers who meet their needs;
- e. Designate, certify, and oversee, in cooperation with the Chief Elected Officials, the operation of the One-Stop Center(s);
- f. Identify and certify eligible providers of training services;

- g. Negotiate and establish local performance measures in cooperation with the Chief Local Elected Officials;
- h. Provide grants and oversee youth programs and activities;
- i. Promote the general welfare and prosperity of the community and to lessen the burdens of government and to act in the public interest; and
- j. Broker relationships with stakeholders to help improve service delivery, increase program access, leverage resources, and improve program outcomes; and
- k. Utilize technology to improve board functions, i.e., facilitating connections between service providers and other stakeholders, streamlining services, improving digital literacy and increasing services to individuals with barriers to employment; and
- l. Engage in all lawful activities including those which are not otherwise stated in these By-laws which are incidental to and in furtherance of any of the above stated purposes.

Article IV - MEMBERSHIP

Section I. The Board shall consist of membership as provided in Section 107 of the Workforce Innovation and Opportunity Act of 2014 and as appointed by the Executive Committee of Chief Local Elected Officials of Southern Georgia. In accordance with the Act, a majority (51%) of the members of each local board shall be representatives of business in the local area. The remainder of the members must be representatives of education and training organizations, labor organizations, employee organizations, community-based organizations and government and economic development agencies.

Section II. The total number of Board members shall be a minimum of nineteen.

Section III. The terms of office for Board members shall be two to three years. The CLEO Executive Committee, in making appointments to the WDB, shall make such initial (WIOA implementation) appointments for a one-year term. Later appointments or reappointments will be for fixed and staggered terms, either two years or three years. Unless stated otherwise herein, appointments begin on July 1 and end on June 30.

All members of the Board in good standing shall be eligible for re-election and reappointment for at least two terms following the initial WIOA program year. Some members deemed by the CLEO Executive Committee to be crucial to WDB function due to experience, expertise, etc. may have extended term limits.

Section IV. Upon appointment, each Board member shall sign and date a copy of the bylaws and the conflict of interest provision, which shall be submitted to the Technical College System of Georgia, Office of Workforce Development (OWD). The original signed document(s) will be retained by the Board for review by OWD.

It is understood that separate copies of this agreement may be signed by individual Board members and that all such copies together constitute a single agreement (see Attachment A: Signature Page).

Section V. Board member removal and resignation may be effected as follows:

- a. A member's eligibility to serve on the Board continues only so long as the member meets the federal, state and local requirements for the category under which they were appointed.
- b. Board members shall be automatically removed and replaced for failing to attend three consecutive board meetings without cause.

- c. Members are required to notify the Board Chair, who will notify the Chief Elected Officials, of any changes in employment, job duties, or residence, which may impact their board eligibility for the categorical seat to which they were initially appointed. The Chief Elected Officials will then determine whether to remove and replace that member.
- d. Board members may resign by giving written notice to the Board, or to the Chief Elected Officials, who may appoint a new member to replace the resigned member.
- e. The Executive Committee shall recommend to the CLEO the removal of any member(s) based on cause.
- f. Mandatory WIOA partners who are unable to sign or participate in a Memorandum of Understanding with the Board may lose their seat on the Board in accordance with procedures outlined in the Workforce Innovation and Opportunity Act.

Section VI. Replacement of WDB Members. WDB vacancies shall be filled within a reasonable time, which shall not exceed ninety (90) days from the date of notice. The Southern Georgia WDB will submit to the Executive Committee of Local Chief Elected Officials a slate of nominations for open positions on the WDB. The CLEOs will accept nominations and appoint WDB members consistent with the criteria established by the Governor and the State Board under sec. 107(b)(1) of WIOA

- a. Business representatives are appointed among individuals who are nominated by local business organizations and business trade associations.
- b. Labor representatives are appointed from among individuals who are nominated by local labor federations (or, for a local area in which no employees are represented by such organizations, other representatives of employees); and
- c. When there is more than one local area provider of adult education and literacy activities under title II, or multiple institutions of higher education providing workforce investment activities as described in WIOA 107(b)(2)(C)(i) or (ii), nominations are solicited from those particular entities. (WIOA sec. 107 (b)(6)).

Article V – BOARD OFFICERS

Section I. The officers of the Board shall be a Chairman, Vice-Chairman and a Parliamentarian.

Section II. The term of the officers will be set at two years.

Section III. All officers of the Board shall be eligible for re-election and reappointment.

Section IV. The Chairman and Vice Chairman shall be representative of business, as required by the Workforce Innovation and Opportunity Act

Section V. The Chairman shall preside at the meetings of the Board and have other duties and responsibilities as provided by these bylaws and WIOA. In the absence of the Chairman, the duties of the Chairman shall be vested in the Vice Chairman. The Parliamentarian will assist the Chairman in the orderly conduct of meetings, including noting time constraints, and operating under *Robert's Rules of Order*.

Section VI. Should the Chairman become permanently unable to perform his/her duties, the Vice Chairman shall assume the duties of this office for the remainder of the current term. The Executive Committee will act as nominating committee for the office of Vice Chairman. The Board will elect a Vice Chairman to fill the remainder of that term.

Article VI – NOMINATION AND ELECTION OF OFFICERS

Section I. For the initial certification of the new Board, a Chairman shall be appointed by the Council of Chief Elected Officials. This Chairman will serve until June 30, 2017.

The Chairman will appoint an Executive Committee, which shall act as a nominating committee to present to the board nominations for the offices of Vice Chairman and Parliamentarian. Nominations may also be made from the floor. The Board will elect a Vice Chairman and Parliamentarian, who will also serve until June 30, 2017. Subsequent officers shall be elected as set forth in Article VI, Section II and III of these by-laws.

Section II. A nominating committee appointed by the Chairman shall prepare a slate of nominees for the offices of Chairman, Vice Chairman, and Parliamentarian prior to the last meeting of the year. The election of officers shall take place by the June meeting. Nominations will also be accepted from the floor.

Section III. A nominees receiving the votes of the majority of the quorum present shall be declared elected. The terms of office will be for a period of two (2) years and will run from July 1 to June 30, (except the initial year).

Article VII – COMMITTEES

Section I. Committees shall have only duties and responsibilities assigned to them by the Chairman and consistent with these by-laws. Their responsibilities shall be limited to reviewing and recommending matters referenced to them for consideration by the WDB. Standing committees shall be chaired by a member of the WDB, may include members of the WDB, and shall include other individuals appointed by the WDB who are not members of the WDB and who the WDB determines has the appropriate experience and expertise to serve. Non-WDB members assigned to committees may not vote on any action item.

Section II. The Chairman shall appoint three (3) standing committees: the Executive Committee, the Youth Committee and the Budget and Proposal Review Committee.

Section III. Upon appointment, each committee member shall sign and date the conflict of interest provision, which shall be submitted to the Technical College System of Georgia, Office of Workforce Development. The original signed document(s) will be retained by the Board for review by OWD.

Section IV. The Chairman, Vice Chairman, Parliamentarian and the immediate past chairperson (if available) will serve on the Executive Committee. The Chairman of the WDB shall act as the Chairman for the Executive Committee. The board will elect, by majority vote, the other three members (four members if the immediate past chairperson is not available to serve) of this committee in the June meeting.

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 WDB membership. A simple majority of the current members of the Committee shall constitute a quorum. Each member of the Executive Committee shall be entitled to one vote. Any actions taken by the Executive Committee shall be ratified by the Board at the next scheduled meeting. Any actions taken by the Executive Committee shall be immediately enforceable and remain enforceable until such time as the action loses the Board's endorsement.

Section V. The Youth Committee (YC) shall be composed of eight (8) members. The Chairman of the WDB shall appoint the members in the June meeting. Committee members will serve for a term of one (1) year. This committee will review youth programming, budgets and proposals submitted for

funding and make recommendations to the Board. A simple majority of the current members of the Committee shall constitute a quorum.

Section VI. The Budget and Proposal Review Committee (BPRC) shall be composed of eight (8) members. The Chairman and Vice Chairman will serve on this committee. The other six (6) members shall be appointed by the Chairman in the June meeting and will serve for a term of one (1) year. The Vice Chairman of the WDB will serve as Chairman of the BPRC. This committee will review the budget and proposals submitted for funding and make recommendations to the Board. A simple majority of the current members of the Committee shall constitute a quorum.

Section VII. The Chairman may appoint ad hoc committees, as he/she deems necessary and appropriate during his/her term of office. These committees will elect a WDB member to serve as Chairman.

Article VIII – MEETINGS

Section I. The Board shall hold meetings as deemed necessary by the Chairman, but no less than quarterly. All meetings of the Board at which official action is to be taken shall be open to the public, in accordance with the requirements of the “Open and Public Meetings Act” [O.C.G.A. 50-14-1 et seq] and preceded by adequate public notice. Written meeting notices will be posted at the Southern Georgia Regional Commission offices 14 days prior to scheduled meetings.

Section II. Notice of regular meetings, specifying time, date, location and prominent agenda items shall be provided, in writing or electronically, to Board members at least seven (7) days prior to scheduled meetings.

Section III. Special meetings of the Board may be called by the Chairman of the Board, the Chief Local Elected Officials, or by written request of a majority of Board members. Notice of special meetings shall be provided to Board members at least two (2) business days prior to the special meeting and shall state the purpose of the meeting. Public notice of meetings shall be provided pursuant to the provisions of the Georgia “Open and Public Meetings Act.”

Section IV. A quorum shall consist of a simple majority of the current members of the Board. The action of the majority of the quorum present at any meeting shall be the action of the Board.

Section V. Minutes of all Board meetings shall be taken by the staff of the WIOA grant recipient designated by the Chief Local Elected Officials in accordance with the requirements of the “Open and Public Meetings Act”. A synopsis of the actions taken at a meeting will be available for public review two days after the meeting date. The minutes shall be presented for approval at the succeeding regular meeting.

Section VI. Each member of the Board shall have equal standing and shall have one vote in all matters of business brought before the Board. Proxy voting is not allowed for any WDB or Committee meeting.

Section VII. The most recent addition of Robert’s Rules of Order shall guide the Board in all proceedings, except as otherwise provided for in these Bylaws.

Article IX – APPEARANCES BEFORE THE BOARD

Individuals or groups who wish to appear before the Board shall make their request in writing to the Executive Committee at least ten days in advance of the next regular meeting. If the matter is applicable for consideration, the Chairperson, at his or her discretion, may approve the request and allot a reasonable time for presentation. Appeals can be made in writing to the full board before the scheduled board meeting. At any meeting, the Chairperson, without opposition, or the Board, by

majority vote, may recognize unscheduled appearances before the Board by individuals or groups. The Chairperson shall limit presentations as necessary to maintain the timely conduct of business by the Board.

Article X – BUDGET

Section I. The fiscal year of the Board shall begin July 1 and end June 30.

Section II. A proposed WIOA budget for the ensuing fiscal year shall be submitted to the Board by June of each year.

Section III. In June of each year, the Board shall adopt a budget for the ensuing fiscal year.

Section IV. From the date of the adoption of the budget by the Board, the amounts stated therein, as proposed expenditures shall be appropriated to the programs and services set forth in the budget. Appropriations to new programs becoming available after the budget has been approved will be made only if unobligated funds are available and approval is received from the Board.

Section V. Within one hundred and eighty (180) days after the close of each fiscal year, a report of an audit conducted by an independent Certified Public Accountant selected by the administrative entity, will be submitted to the Board and shall reflect the financial activities of the preceding fiscal year.

Article XI – CONFLICTS OF INTEREST/CODE OF CONDUCT

Section I. WIOA provides that a member of a local board may not cast a vote on the provision of services by that member, or any organization, which that member directly represents, or vote on any matter, which could provide direct financial benefit to that member. Further, no member shall engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State plan.

Section II. No member shall solicit or accept gratuities, favors, or anything of monetary value from service providers or potential service providers. No member shall participate in the selection, award or administration of a procurement supported by WIOA funds where, to the individual's knowledge, any of the following has a financial or other substantive interest in any organization, which may be considered for award:

- a. the officer, employee, or agent;
- b. any member of his/her immediate family;
- c. his/her partner; or
- d. a person or organization which employs, or is about to employ, any of the above.

Section III. A conflict of interest may occur during WDB meetings or outside the meeting. When a potential conflict of interest situation arises, it should be brought to the attention of the Board Chair as soon as possible.

Section IV. The WDB Chairman shall enquire as to whether a Conflict of Interest exists amongst Board members prior to any vote involving the following:

- a) the awarding or modification of a contract; or
- b) the provision of services; or
- c) a pecuniary interest.

Section V. A member who believes he/she may have a conflict of interest shall declare a conflict or divulge the existence and reason for the potential conflict. The Board shall decide if a conflict exists. If a conflict does exist, the affected member shall not participate in any discussions of the issues creating the conflict nor shall the member cast a vote in the matter. When a member refrains from

voting due to a conflict of interest, the minutes shall reflect the abstention and note that the reason for abstention is a conflict of interest.

Section VI. To avoid allegations of conflicts of interest when the Chairman judges that the affected member's presence during discussions and voting may influence others due to the collegial relationship amongst Board members, the Board Chairman may require that a member with such a conflict absent him/herself during all discussions regarding the situation as well as all related voting.

Section VII. To the extent permitted by laws or regulations, the WDB will enforce penalties, sanctions, or other disciplinary actions for grant or agreement-related violations of law or Code of Conduct by officers, WDB members, staff or by (sub) contractors of an agent or their agents. Such action includes, but is not limited to:

- a. a reprimand; and/or
- b. removal from the Board membership; and/or
- c. disqualification for consideration of award.

Section VIII. Recipients of WIOA funds are not permitted to hire or contract with anyone who has an immediate family member in a decision making administrative or staff position, if funding or employment decisions involving that person may be affected by virtue of that family relationship. This is not intended to absolutely prevent the hiring of an individual or the awarding of a contract simply because of the existence of a family relationship, nor is it intended to keep any eligible applicant from participating in WIOA programs or activities solely because of such a family relationship. This policy is intended to ensure that whenever there is the potential for (or appearance of) nepotism, the situation is brought into the open, allowing all facts, issues and circumstances to surface and be discussed. When a WDB member, local elected official, staff member, or contractor is aware of a possible case of nepotism, they should divulge the existence of the situation to the hiring or contracting authority and remove themselves from the decision making process. This will allow proper assessment of the situation prior to decision making and ensure the selection process provides adequately for equal opportunities and fair and open competition. Additionally, it will assure that family relationships do not affect the hiring or the awarding of the contract.

For clarity, definitions are as follows:

Immediate Family - This term applies to the husband, wife, son, son-in-law, daughter, daughter-in-law, mother, mother-in-law, father, father-in-law, brother, brother-in-law, sister, sister-in-law, aunt, uncle, niece, nephew, step-parent, step-child, grandparent, and grandchild.

Administrative or Staff Position - These terms apply to any positions held by persons who have any governing or management responsibilities for a WIOA funded program.

This would include:

- all elected or appointed officials who have any responsibilities for obtaining or approving any grant funded under the Act;
- other officials who have influence or control over the administration of the program, such as the project director, deputy director, and unit chiefs; and
- individuals (for example, instructors, counselors, and staff personnel involved in administrative, training, or service activities) who are responsible for the selection, hiring, placement, or supervision of WDB staff or participant positions.

The Southern Georgia Workforce Development Board, through the application of this code, determines whether a member or staff member directly represents or will receive direct financial benefit from any proposed provision of services.

Section X. Members shall adhere to the “Code of Ethics for Government Service” as provided in the Official Code of Georgia Annotated, at 45-10-1. Members are required to sign and submit annually a conflict of interest statement to the Southern Georgia Workforce Development Board

Article XII – STATUTES AND REGULATIONS

Section I. All activities relating to this agreement and all related board, councils, and members thereof shall comply with all applicable state and federal statutes and regulations, including, but not limited to, the Georgia Open Meetings and Records Act.

Article XIII – AMENDMENT OF BY-LAWS

Section I. Assuming that a quorum is present, these by-laws may be amended, supplemented, or superseded by a vote of two-thirds of the majority of the quorum present. Members shall be given at least seven (7) days prior written notice of proposed amendments. Notification will include a copy of the current by-laws (or the pertinent section) and a written copy of the proposed changes. Amendment changes will be considered at the next scheduled Board meeting and will become effective immediately upon approval unless a specific effective date is specified in the motion to adopt.

<i>Created & CLEO Approved WIB</i>	<i>February 26, 2013</i>
<i>Approved</i>	<i>April 11, 2013</i>
<i>Amended:</i>	<i>August 8, 2013</i>
<i>Amended & WDB Approved:</i>	<i>September 9, 2015</i>
<i>Amended & WDB Approved</i>	<i>March 23, 2016</i>
<i>Amended & WDB Approved</i>	<i>June 29, 2016</i>
<i>Amended and WDB Approved</i>	<i>February 14, 2018</i>
<i>Amended and WDB Approved</i>	<i>November 14, 2018</i>
<i>Amended and WDB Approved</i>	<i>January 12, 2022</i>

SOUTHERN GEORGIA WORKFORCE DEVELOPMENT BY-LAWS

Signed, sealed and delivered by the below identified Southern Georgia Workforce Development Board member the date set out.

Printed Name: _____

Signature: _____

Date: _____



Conflict of Interest Provision

Name: _____

Public Office or Position: Workforce Development Board Member

Local Workforce Development Area: Southern Georgia Area 18/Region 11

Mailing Address: _____

Telephone Number: _____

I hereby affirm and attest that I have read and understand the duties, obligations and restrictions imposed upon me by the Conflict of Interest and Code of Conduct Policy contained at Ga. Comp.

R. & Regs. r. 692-1-.06, and that to date, I have not engaged in any conduct that would constitute a violation of the Conflict of Interest and Code of Conduct Policy. I hereby further affirm and attest that I will adhere to the duties, obligations, and restrictions identified in the Conflict of Interest and Code of Conduct Policy, and that I will not engage in any conduct which violates that policy so long as I hold the Public Office or Position identified above.

This ____ day of _____, 20____.

Signature: _____

Policy/Procedure #: **18-001-200**

Policy Name: **Memorandum of Agreement by and Between the Chief Elected Officials of Southern Georgia**

Effective Date: **04/29/2015**

MEMORANDUM OF AGREEMENT

By and Between

THE CHIEF ELECTED OFFICIALS OF SOUTHERN GEORGIA

THIS AGREEMENT, made and entered into by and between the Chief Elected Officials of local governments specified in the “Description of the Service Delivery Area” section contained herein.

WHEREAS, the parties hereto have previously entered into a Memorandum of Agreement to constitute ourselves as a Council of Chief Elected Officials for the purpose of carrying out all the duties and responsibilities assigned to Chief Elected Officials under the provisions of the Workforce Innovation and Opportunity Act of 2014, and

WHEREAS, the Workforce Innovation and Opportunity Act of 2014 authorizes the expenditure of public funds for job training programs in locally determined service delivery systems, and

WHEREAS, Southern Georgia is a workforce development area, requested by the local elected officials to be designated by the Governor of the State of Georgia to administer the services described in the Workforce Innovation and Opportunity Act of 2014, and meets all the qualifications of Section 106 of the Act, which stipulates that the Governor shall approve any request for designation as a local workforce development region that: 1) performed successfully for each of the last 2 years before this request; and 2) has sustained fiscal integrity of the funds used by the area; and 3) made a request not later than the date of the submission of the initial State plan; and

NOW THEREFORE, Be it Resolved, that this Agreement, pursuant to the requirements of the Act, be made by and between the Chief Elected Officials of Southern Georgia

1. Members Have Equal Standing

Each member of this Council shall have equal standing and shall have one vote in all matters of business brought before this Council.

2. Appointment of Executive Committee

- a. In recognition of the severely limited period of time available to this Council to carry out its initial responsibilities and because of the difficulties involved in assembling ourselves as frequently as required to satisfy ongoing responsibilities, we hereby establish an Executive Committee and empower it to act for and on behalf of this body until such time as the committee shall be dissolved or the full Council may elect to assemble itself and assume full responsibilities.
- b. The full Council selected the initial members of this Executive Committee. The remaining members of the Executive Committee fill vacancies after consulting with the chief elected officials of the county where the vacancy occurred.
- c. The Executive Committee shall consist of eighteen members with one elected official per county. The members may be mayors or county commission chairmen. No more than one elected official per county shall be seated on the Executive Committee.
- d. Executive Committee member terms shall run concurrent with their elected office, but in no instance shall a member serve more than a period of eight (8) years without being re-elected.
- e. In the event that Committee members cannot attend meetings of the Council, their proxy (designated by written letter) can act on their behalf.

3. Appointment of CLEO Chair

- a. The members of the Executive Committee will select their own Chairman and Vice Chairman. The Chairman will also serve as Chairman of the entire Council of Chief Elected Officials and shall have signatory authority for the Council of Chief Elected Officials. In the absence of the Chairman, the Vice-Chairman shall have signatory authority for the Council of Chief Elected Officials.
 - i. The Chairman's (CLEO) term shall run concurrent with the term set by his or her respective elected office, but in no instance shall he/she serve more than a period of eight years without being reelected by the Executive Committee of CLEO's.
 - ii. Proxy voting shall not be permitted with respect to the election of a CLEO Chairman.
 - iii. Minutes of the CLEO nomination must be submitted to the Technical College System of Georgia, Office of Workforce Development (OWD) no later than five days after the election of a CLEO.

4. Duties and Responsibilities of Chairman

In exercising the powers granted herein, the Chairman shall carry out any and all duties and responsibilities required of Chief Elected Officials including, but not necessarily limited to, the following:

- a. The Workforce Development Board (WDB) shall be appointment by the Chairman in accordance with Section 107 (b) (1) of the Workforce Innovation and Opportunity Act of 2014. The Chairman, in making appointments to the WDB, shall make such appointments for a fixed, staggered or one-year term. Later appointments or reappointments may be for fixed and staggered terms. Unless stated otherwise herein, (i.e., as such other date as approved by the Governor for the initial certification of the WDB) appointments begin on July 1, and end on June 30. The Executive Committee shall appoint or reject the nominees in accordance with the provisions of the Act and the requirements of the state. The Chairman will review and concur with the nominations submitted by the local elected official(s) representing each county for positions associated with specific county appointments.

It shall be the duty of the Chairman to appoint members to fill all vacancies. A position on the Workforce Development Board is considered vacant on the date the term expires, a member becomes ineligible, a member is removed, or a member resigns or dies. The vacancy shall be filled by the Chairman through reappointment or replacement. In the case of an appointment to fill a vacancy on the Workforce Development Board, the replacement member's term shall begin on the date of concurrence by the Chairman as to the member's replacement, and shall end on the date designated for the original appointment for whom the replacement is selected.

The Executive Committee shall prepare and submit to the Governor information and supporting documentation of WDB composition and appointments in order for the WDB to be certified by the Governor.

- b. Act on behalf of the local elected officials in approving/disapproving the area's Workforce Development Area Plan, concur with Workforce Development Area contracts of the Workforce Development Board, and perform any other duties necessary for the implementation and operation of the workforce development program.
- c. The Executive Committee is authorized to request assistance from the Southern Georgia Regional Commission for preparation of the Certification Package and other support functions.
- d. The parties acknowledge that the Executive Committee of the Council of Chief Elected Officials together with the Workforce Development Board shall mutually agree on the designated operator(s) of the One-Stop system.
- e. In accordance with the provisions of the Workforce Innovation and Opportunity Act of 2014, the Chairman of the Executive Committee of the Council of Chief Elected Officials shall review and approve local performance measures developed by the Workforce Development Board for consideration.
- f. In accordance with the terms of the act, the Chairman of the Council of Chief Elected Officials shall serve on the Workforce Development Board as a liaison to the Council of Chief Elected Officials, to assure that the Local Elected Officials' partnership meets the required participation in and oversight of the one-stop system.

5. Description of the Service Delivery Area:

The area consists of the following sixty-three local units of government:

<u>County</u>	<u>Cities</u>				
Atkinson	Pearson	Willacoochee			
Bacon	Alma				
Ben Hill	Fitzgerald				
Berrien	Alapaha	Enigma	Nashville	Ray City	
Brantley	Hoboken	Nahunta			
Brooks	Barwick	Morven	Pavo	Quitman	
Charlton	Folkston	Homeland			
Clinch	Arglye	Dupont	Fargo	Homerville	
Coffee	Ambrose	Broxton	Douglas	Nicholls	
Cook	Adel	Cecil	Lenox	Sparks	
Echols					
Irwin	Ocilla				
Lanier	Lakeland				
Lowndes	Dasher	Hahira	Lake Park	Remerton	Valdosta
Pierce	Blackshear	Offerman	Patterson		
Tift	Omega	Tifton	Ty Ty		
Turner	Ashburn	Rebecca	Sycamore		
Ware	Waycross				

Each local government in the area is in compliance with the Georgia Service Delivery Strategy Act. Workforce Development and economic development activities are included in the plans.

6. Procedure for Altering Agreement

This Agreement may be altered by the affirmative vote of a majority of the Executive Committee, or their proxies (designated by written letter) acting on their behalf. The Chief Elected Officials of local governments in the Workforce Development Area shall be notified of alterations to the Agreement.

7. Budget

The CLEO Chairman will sign and approve the LWDB approved budget annually. A copy of the CLEO approved budget must be sent to OWD within two weeks of approval.

8. Debts, Liabilities and Obligations

- a. It is understood that the OWD requires petitioning governments to accept liability that may arise from misuse of WIOA funds or other erroneous practices. We attest our acceptance of this responsibility consistent with such requirements.
- b. The Workforce Development Board and the grant recipient and fiscal agent are separate entities apart from the parties to this Agreement, and to the extent allowed by law, the debts, liabilities and obligations incurred by the Board and/or the administrative entity shall not pass through to the parties.
- c. The Council of Chief Elected Officials will execute contracts with the Workforce Development Board and the Grant Recipient/Fiscal Agent which hold each of the parties to

this Agreement harmless from any and all claims arising from the actions or omissions of the Workforce Development Board and/or the Grant Recipient/Fiscal Agent.

- d. If the Workforce Development Board and/or the grant recipient and fiscal agent incur liabilities over and above (1) the sum total of its assets, or (2) its ability to recover funds from the contractor or agent, or a third-party incurring the liability, or insurance, or bond issuer; and if that liability is passed on to the counties and cities listed in section 4 of this agreement by operation of law; the counties and cities shall be liable in proportion to the relative population of each city or county the year in which the liability arose.

9. Quorum

A quorum shall consist of a simple majority of the total current members of the CLEO Executive Committee. The action of the majority of the quorum present at any meeting shall be the action of the Committee.

10. Voting

For the purposes of voting, a majority of members (or their proxies) present at a meeting where a quorum exists shall be sufficient to conduct the business of the council. It shall be permissible for any members actually present at the meeting to hold and exercise the proxies for any other member(s) absent from the meeting.

11. Term of Agreement

The term of this agreement shall commence on July 1, 2015, or a such other date as the agreement is approved by the Governor, and shall continue until such time as the Workforce Innovation and Opportunity Act is abolished or the Executive Committee of the Council of Chief Elected Officials acts on behalf of all elected officials to terminate the agreement. Thirty days' notice shall be given to the elected officials of the termination.

12. Grant Recipient/Fiscal Agent

The Southern Georgia Regional Commission shall serve as the grant recipient and the fiscal agent for Workforce Innovation and Opportunity Act funds and any other funds allotted by the state or congress.

13. Agreement

It is understood that separate copies of this agreement may be signed by individual chief elected officials and that all such copies together constitute a single agreement (see Attachment A: CLEO Signature Page).

14. Prior WIA Redesignation Obligations

The parties agree that they will continue to abide by all existing related federal and state regulations, and existing obligations relating to prior WIA redesignation until such time as these obligations are closed out or this agreement is otherwise amended or vacated, whichever occurs first. The parties further agree that this agreement does not in any way limit or hinder their ability to close out the prior WIA obligations.

15. Conflict of Interest

Each member shall sign a conflict of interest affidavit, which shall be submitted to the Technical College System of Georgia, Office of Workforce Development. The original signed copy shall be retained along with a signed copy of this agreement.

16. Statutes and Regulations

All activities relating to this agreement and all related boards, councils, and members thereof shall comply with all applicable state and federal statutes and regulations, including, but not limited to, the Georgia Open Meetings and Records Act.

Approvals/Changes

CLEO Approved 02.26.13

Revised 01.12.15 CLEO Approved 04/29/2015

CLEO approved all WIA to WIOA references. Changes will be made effective July 1, 2015.

Revised & CLEO Approved 12/10/2015

Revised & CLEO Approved 04.11.18

Revised & WDB Approved for references to WFD 11.14.18

**MEMORANDUM OF AGREEMENT
OF THE
CHIEF ELECTED OFFICIALS OF SOUTHERN GEORGIA**

Signed, sealed and delivered by the below identified Chief Elected Official the date set out.

Signature: _____

Date: _____

Title: _____

Unit of Local
Government: _____



Conflict of Interest Provision

Name: _____

Public Office or Position: Local Chief Elected Officials

Local Workforce Development Area: Southern Georgia Area 18/Region 11

Mailing Address: _____

Telephone Number: _____

I hereby affirm and attest that I have read and understand the duties, obligations and restrictions imposed upon me by the Conflict of Interest and Code of Conduct Policy contained at Ga. Comp.

R. & Regs. r. 692-1-.06, and that to date, I have not engaged in any conduct that would constitute a violation of the Conflict of Interest and Code of Conduct Policy. I hereby further affirm and attest that I will adhere to the duties, obligations, and restrictions identified in the Conflict of Interest and Code of Conduct Policy, and that I will not engage in any conduct which violates that policy so long as I hold the Public Office or Position identified above.

This ____ day of _____, 2020_____.

Signature: _____

MEMORANDUM OF UNDERSTANDING

WORKSOURCE SOUTHERN GEORGIA/AMERICA'S JOB CENTER NETWORK



Southern Georgia



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Acronyms

<u>Acronym</u>	<u>Detail</u>
CLEO	Chief Local Elected Official
IBM	Infrastructure Budget Meeting
IFA	Infrastructure Funding Agreement
LWDA	Local Workforce Development Area
LWDB	Local Workforce Development Board
MOU	Memorandum of Understanding
One-Stop	WorkSource Southern Georgia/American Job Center
OSC	One-Stop Coordinator
OWD	Technical College System of Georgia, Office of Workforce Development
Partners	WorkSource Southern Georgia Partners
SGWDB	Southern Georgia Workforce Development Board
SFM	State Funding Mechanism
SWDB	State Workforce Development Board
WIA	Workforce Investment Act
WIOA	Workforce Innovation and Opportunity Act

Attachments

Attachment

- A Partner On-Site Representation Schedule
- B One-Stop Operating Budget
- C Other Shared Cost Details
- D Cost Allocation Details
- E Comprehensive One-Stop GDOL (Valdosta) Partner Contributions
- F Affiliate Site GDOL (Douglas) Partner Contributions
- G Affiliate Site GDOL (Tifton) Partner Contributions
- H Affiliate Site GDOL (Waycross) Partner Contributions
- I TCSG Affiliate Site Wiregrass Georgia Technical College (Ben Hill-Irwin) Partner Contributions
- J TCSG Affiliate Site Wiregrass Georgia Technical College (Douglas) Partner Contributions
- K TCSG Affiliate Site Wiregrass Georgia Technical College (Valdosta) Partner Contributions
- L ETC Schools, Inc. Affiliate Site (Waycross) Partner Contributions
- M Authority and Signature Page for MOU and IFA
- O Notification to Governor of MOU Negotiations
- P Failure to Reach Agreement on Infrastructure Funding Methodology (IFM)
- Q Required Partner Appeal Form

Legal Authority

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with the agreement of the Chief Local Elected Official (CLEO), to develop and enter into a Memorandum of Understanding (MOU) between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance.

Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

This Memorandum of Understanding and the Infrastructure Funding Agreement is subject to the Georgia Open Records Act.

Memorandum of Understanding

This MOU is executed between the Southern Georgia Workforce Development Board (SGWDB), the WorkSource Southern Georgia Partners (PARTNERS), the Local Workforce Development Board Chair (LWDB Chair) and the Chief Local Elected Official (CLEO). They are collectively referred to as the “Parties” to this MOU.

This MOU is developed to confirm the understanding of the Parties regarding the operation and management of the One-Stop Centers in the Southern Georgia Local Workforce Development Area (LWDA). The SGWDB provides local oversight of workforce programming for the LWDA.

The SGWDB, with the agreement of the CLEO, has (competitively) selected In-the-Door as the one-stop operator for the LWDA, as further outlined in the [One-Stop Operator](#) section.

The [One-Stop Operating Budget](#) and [Infrastructure Funding Agreement](#) establish a financial plan, including terms and conditions, to fund the services and operating costs of the WorkSource Southern Georgia/American Job Centers (One-Stop) network. The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the LWDA’s high-standard One-Stop Center network.

The [Vision](#), [Mission](#), [System Structure](#), [Terms and Conditions](#), [Negotiations](#), [One-Stop Operating Budget](#), and [Infrastructure Funding Agreement](#) outlined herein reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall Southern Georgia community.

Introduction

Changing labor markets and advances in technology have revolutionized how businesses find talent and jobseekers look for work. Social media, online talent platforms, and professional networking sites are evolving rapidly, perpetuating shifts in labor market dynamics. Additionally, rising consumer expectations and global competition have transformed how business is conducted in most industries. Employers must move faster and more efficiently in order to stay ahead of (or at least keep up with) competitors. This makes it imperative for the public workforce system to continuously adapt and reframe strategies and policies designed to support employers and jobseekers.

The SGWDB seeks to establish a system that stands in stark contrast to the “traditional”/historical transaction-based model, whereby each agency operates its own business and job seeker services functions, and participants move from place to place seeking services. Instead, the goal is to create integrated locations and a unified structure and process of proactive, transparent, and effective job seeker and business services, orchestrated by a seamless collaboration of talent development and support agencies.

The purpose of this Memorandum of Understanding (MOU) is to define the parameters within which education, workforce, economic development, and other Partner programs and entities operating in the LWDA create a seamless, customer-focused One-Stop Center network that aligns service delivery across the board and enhances access to program services. By realizing one-stop opportunities together, partners are able to build community-benefiting bridges, rather than silos of programmatic isolation. These partnerships will reduce administrative burden and costs and increase customer access and performance outcomes.

Vision

Empower Southern Georgia employers, individuals, and communities to prosper and grow the region’s economy through a workforce development system that is inherently customer-centered, seamless, and effective.

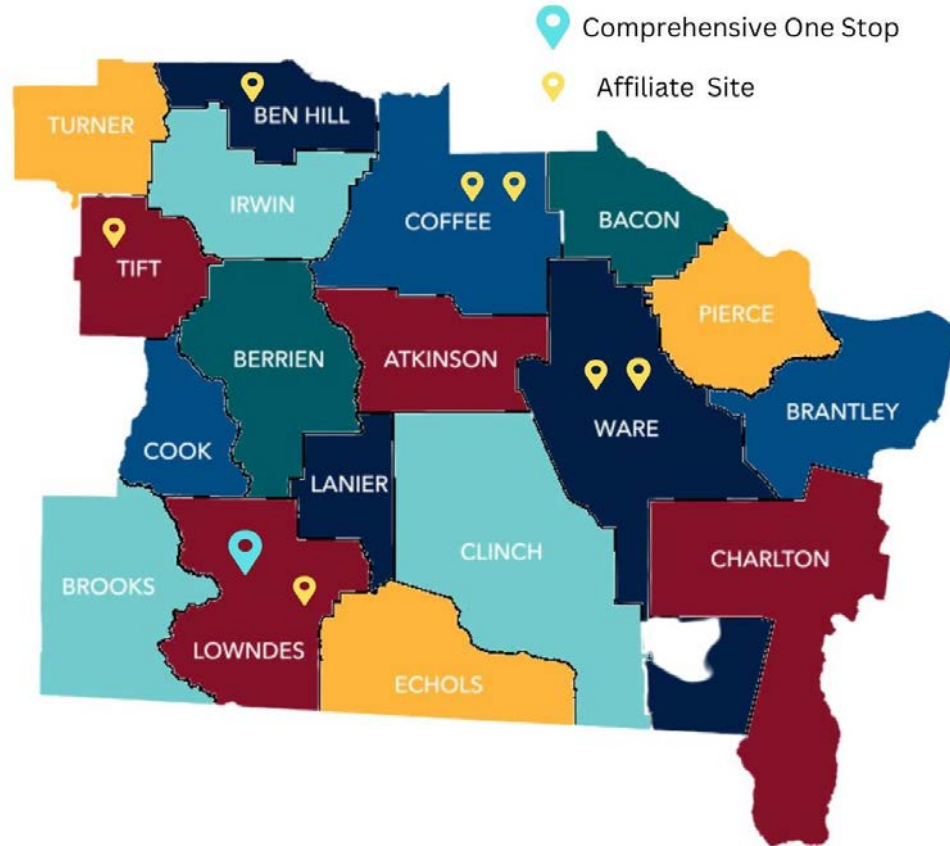
Mission

To establish a workforce system that provides data-driven and employer-validated talent solutions through the integration of education, workforce, and economic development resources across systems.

System Structure

One-Stop Centers

The LWDA has four One-Stop Centers that are designed to provide a full range of assistance to job seekers and businesses under one roof. Established under the Workforce Investment Act of 1998 and continued by the Workforce Innovation and Opportunity Act, the centers offer a comprehensive array of services designed to match talent with opportunities.



Georgia Department of Labor One-Stop Center – Valdosta (Comprehensive)

William Palmer, Career Center Manager	(229) 333-7529
221 South Ashley Street Valdosta, GA 31601	8:00am – 4:30pm

One-Stop Center - Douglas (Affiliate)

April Moore, Interim Career Center Manager	(912) 389-4735
70 Lockwood Drive Douglas, GA 31533	8:00am – 4:30pm

Georgia Department of Labor One-Stop Center - Tifton (Affiliate)

Nakeitha Henley, Career Center Manager	(229) 386-3616
310 South Tift Avenue Tifton, GA 31794	8:00am – 4:30pm

Georgia Department of Labor One-Stop Center - Waycross (Affiliate)

Patricia Hutto, Career Center Manager	(912) 338-5218
600 Plant Avenue Waycross, GA 31501	8:00am – 4:30pm

Affiliate Sites

In addition to the Georgia Department of Labor One Stop Centers, the system structure includes Affiliate sites where WIOA Title I Adult, Dislocated Worker or Youth services are delivered.

Wiregrass Georgia Technical College – Valdosta Campus (Main)

DeAnnia Clements, President	(229) 333-2100
4089 Val Tech Road Valdosta, GA 31602	7:30am – 5:30pm Monday – Thursday

Wiregrass Georgia Technical College – Ben Hill – Irwin Campus

DeAnnia Clements, President	(229) 468-2000
667 Perry House Road Fitzgerald, GA 31750	7:30am – 5:30pm Monday – Thursday

Wiregrass Georgia Technical College – Coffee Campus

DeAnnia Clements, President	(912) 389-4303
706 West Baker Highway Douglas, GA 31533	7:30am – 5:30pm Monday – Thursday

E.T.C. Schools, Inc. - Waycross

Mary Walker, Supervisor	(912) 590-6140
636 Plant Ave Waycross, GA 31501	8:00am – 5:30pm Monday – Thursday

One-Stop Operator

The SGWDB selected the one-stop operator, In-the-Door, through a competitive process in accordance with the Uniform Guidance, WIOA and its implementing regulations, and Local procurement laws and regulations. All documentation for the competitive one-stop operator procurement and selection process was published and may be viewed at the Southern Georgia Regional Commission, Waycross office. The State requires that the one-stop operator is re-competed at least every three years and no later than every four years.

Functional details are outlined in the [Roles and Responsibilities of Partners](#) section, under [One-Stop Operator](#).

Terms and Conditions

Partner Services

At a minimum, Partners will make the below services available, as applicable to the program, consistent with and coordinated via the One-Stop Center network system. Additional services may be provided on a case-by-case basis and with the approval of the SGWDB and the CLEO.

BUSINESS SERVICES		
Serve as a single point of contact for businesses, responding to all requests in a timely manner	Provide information and services related to Unemployment Insurance taxes and claims	Assist with disability and communication accommodations, including job coaches
Conduct outreach regarding Local workforce system's services and products	Conduct on-site Rapid Response activities regarding closures and downsizings	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment and referral services	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Assist with the interpretation of labor market information	Conduct job fairs	Develop customized training opportunities to meet specific employer and/or industry cluster needs
Use of one-stop center facilities for recruiting and interviewing job applicants	Consult on human resources issues	Coordinate with employers to develop and implement layoff aversion strategies
Post job vacancies in the state labor exchange system and take and fill job orders	Provide information regarding disability awareness issues	Provide incumbent worker upgrade training through various modalities
Provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships

JOB SEEKER SERVICES

<u>Basic Career Services</u>	<u>Individualized Career Services</u>	<u>Training</u>
Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)	Referral to training services	On-the-Job Training (OJT)
Access to employment opportunity and labor market information	Group counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	Entrepreneurial training
Determination of potential eligibility for workforce Partner services, programs, and referral(s)	Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support (→ <i>This is not an individualized career service, but listed here for completeness.</i>)	Other training services as determined by the workforce partner's governing rules

YOUTH SERVICES

Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.	Alternative secondary school services, or dropout recovery services, as appropriate.
Paid and unpaid work experiences that have as a component academic and occupational education, which may include: Summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.	Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.
Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.	Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.
Supportive services.	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.
Follow-up services for not less than 12 months after the completion of participation, as appropriate.	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
Financial literacy education.	Entrepreneurial skills training.
Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.	Activities that help youth prepare for and transition to postsecondary education and training.

Partner On-Site Representation Schedule

See **Attachment A: Partner On-Site Representation Schedule**

Roles and Responsibilities of Partners

The Parties to this agreement will work closely together to ensure that all One-Stop Centers and Affiliate Sites are high- performing work places with staff who will ensure quality of service.

◆ All Parties

All Parties to this agreement shall comply with:

- ❖ Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- ❖ Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- ❖ Section 504 of the Rehabilitation Act of 1973, as amended,
- ❖ The Americans with Disabilities Act of 1990 (Public Law 101-336),
- ❖ The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,

- ❖ Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- ❖ The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99),
- ❖ Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38),
- ❖ The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603),
- ❖ all amendments to each, and
- ❖ all requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

Additionally, all Parties shall:

- ❖ Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above,
- ❖ Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers, and
- ❖ Agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser after the termination of this agreement.

◆ Chief Local Elected Official

The CLEO for the Southern Georgia LWDA will, at a minimum:

- ❖ In Partnership with the SGWDB and other applicable Partners within the planning region, develop and submit a single regional plan that includes a description of the activities that shall be undertaken by the LWDB and its Partners, and that incorporates plans for each of the Local areas in the planning region,
- ❖ Approve the SGWDB budget and workforce center cost allocation plan,
- ❖ Approve the selection of the one-stop operator following the competitive procurement process, and
- ❖ Coordinate with the SGWDB to oversee the operations of the One-Stop Center network.

◆ Southern Georgia LWDB

The SGWDB ensures the workforce-related needs of employers, workers, and job seekers in the LWDA and/or the region are met, to the maximum extent possible with available resources.

The LWDB will, at a minimum:

- ❖ In Partnership with the CLEO and other applicable Partners within the LWDA, develop and submit a LWDA/Regional plan that includes a description of the activities that shall be undertaken by the LWDB and its Partners, and that aligns its strategic vision, goals, objectives, and workforce-related policies to the regional plan and economy,
- ❖ In collaboration and Partnership with the CLEO and other applicable Partners within the planning region, develop the strategic regional vision, goals, objectives, and workforce-related policies,
- ❖ In cooperation with the CLEO and the LWDB, design and approve the One-Stop Center network structure. This includes, but is not limited to:
 - ❖ Adequate, sufficient, and accessible one-stop center locations and facilities,
 - ❖ Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),
 - ❖ A holistic system of supporting services, and
 - ❖ One or more competitively procured one-stop operators.
- ❖ In collaboration with the CLEO, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator(s),
- ❖ Determine the role and day-to-day duties of the one-stop operator,
- ❖ Approve annual budget allocations for operation of the One-Stop Center network,
- ❖ Help the one-stop operator recruit operational Partners and negotiate MOUs with new Partners,
- ❖ Leverage additional funding for the One-Stop Center network to operate and expand one-stop customer activities and resources, and
- ❖ Review and evaluate performance of the LWDA and one-stop operator.

◆ Local Workforce Development Board Staff

Specific responsibilities include, at a minimum:

- ❖ Assist the CLEO and the LWDB with the development and submission of a single regional plan,
- ❖ Support the LWDB with the implementation and execution of the regional vision, goals, objectives, and workforce-related policies, including all duties outlined above,
- ❖ Provide operational and grant-specific guidance to the one-stop operator,

- ❖ Investigate and resolve elevated customer complaints and grievance issues,
- ❖ Prepare regular reports and recommendations to the LWDB, and
- ❖ Oversee negotiations and maintenance of MOUs with one-stop Partners.

◆ One-Stop Operator

In-the-Door will employ one (1) One Stop Coordinator (OSC) (see [One-Stop Centers](#) section above) who will act as a “functional leader”. As such, they will have the authority to organize and coordinate Partner staff, in order to optimize and streamline service delivery efforts. Formal leadership, supervision, and performance responsibilities will remain with each staff member’s employer of record. The one-stop operator, through the OSC, will, at a minimum:

- ❖ Manage daily operations, including but not limited to:
- ❖ Managing and coordinating Partner responsibilities, as defined in this MOU,
- ❖ Coordinating daily work schedules and work flow based upon operational needs, and
- ❖ Coordinating staff vacations/unscheduled absences with the formal leader to ensure service coverage by center staff.
- ❖ Assist the LWDB in establishing and maintaining the One-Stop Center network structure.

This includes but is not limited to:

- ❖ Ensuring that State requirements for center certification are met and maintained,
- ❖ Ensuring that career services such the ones outlined in WIOA sec. 134(c)(2) are available and accessible,
- ❖ Ensuring that LWDB policies are implemented and adhered to,
- ❖ Adhering to the provisions outlined in the contract with the LWDB and the LWDB Business Plan,
- ❖ Reinforcing strategic objectives of the LWDB to Partners, and
- ❖ Ensuring staff are properly trained by their formal leadership organizations and provided technical assistance, as needed.
- ❖ Integrate systems and coordinate services for the center and its Partners, placing priority on customer service.
- ❖ Integrated Workforce Service Delivery, as defined by WIOA, means organizing and implementing services by function (rather than by program), when permitted by a program’s authorizing statute and as appropriate, and by coordinating policies, staff communication, capacity building, and training efforts.
- ❖ Functional alignment includes having one-stop center staff who perform similar tasks serve on relevant functional teams, e.g. Skills Development Team or Business Services Team.
- ❖ Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams,

consistent with the purpose, scope, and requirements of each program.

- ❖ The services are seamless to the customer, meaning the services are free of cumbersome transitions or duplicative registrations from one program service to another and there is a smooth customer flow to access the array of services available in the workforce center.
- ❖ Oversee and coordinate partner, program, and One-Stop Center network performance. This includes but is not limited to:
- ❖ Providing and/or contributing to reports of center activities, as requested by the LWDB,
- ❖ Providing input to the formal leader (partner program official) on the work performance of staff under their purview,
- ❖ Notifying the formal leader immediately of any staff leave requests or unexcused absences, disciplinary needs, or changes in employee status,
- ❖ Identifying and facilitating the timely resolution of complaints, problems, and other issues,
- ❖ Collaborating with the LWDB on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management systems, and coordinated data batch downloads (while ensuring the confidentiality requirements of FERPA, 34 CFR 361.38, and 20 CFR part 603),
- ❖ Ensuring open communication with the formal leader(s) in order to facilitate efficient and effective center operations,
- ❖ Evaluating customer satisfaction data and propose service strategy changes to the LWDB based on findings.
- ❖ Manage fiscal responsibilities and records for the center. This includes assisting the LWDB with cost allocations and the maintenance and reconciliation of one-stop center operation budgets.

In-the-Door will **not** assist in the development, preparation and submission of Local plans. They cannot manage or assist in future competitive processes for selecting operators or select or terminate one-stop operators, career services providers, or Youth providers. The operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the LWDB. The LWDB is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight (including monitoring).

◆ Partners

Each Partner commits to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement.

Partners will further promote system integration to the maximum extent feasible through:

- ❖ Effective communication, information sharing, and collaboration with the one-stop operator,
- ❖ Joint planning, policy development, and system design processes,
- ❖ Commitment to the joint mission, vision, goals, strategies, and performance measures,

- ❖ The design and use of common intake, assessment, referral, and case management processes,
- ❖ The use of common and/or linked data management systems and data sharing methods, as appropriate,
- ❖ Leveraging of resources, including other public agency and non-profit organization services,
- ❖ Participation in a continuous improvement process designed to boost outcomes and increase customer satisfaction, and
- ❖ Participation in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration.

Data Sharing

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.

Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

- ❖ Customer PII will be properly secured in accordance with the LWDB's policies and procedures regarding the safeguarding of PII.
- ❖ The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
- ❖ All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR part 603 and O.C.G.A. § 34-8-120, et.seq.
- ❖ All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
- ❖ Customer data may be shared with other programs, for those programs' purposes, within the One-Stop Center network only after the informed written consent of the individual has been obtained, where required.
- ❖ Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
- ❖ All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

All One-Stop Center and Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

No part shall disclose PII or confidential information, requested by legal process or otherwise, received from another party pursuant to this MOU, without the express written approval of the Party from which the information originated. In such matters, the Party from which the information originated will determine whether the information may legally be disclosed. The Party for which the information was requested may only release the requested information after receiving written instructions from the Party from which the information originated.

Confidentiality

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, O.C.G.A. § 34-8-120, et.seq., 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all of the other Parties.

Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to confidential unemployment insurance information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

Referrals

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

- ❖ Familiarize themselves with the basic eligibility and participation requirements, as well as with

the available services and benefits offered, for each of the Partners' programs represented in the LWDA One-Stop Center network,

- ❖ Develop materials summarizing their program requirements and making them available for Partners and customers,
- ❖ Develop and utilize common intake, eligibility determination, assessment, and registration forms,
- ❖ Provide substantive referrals – in accordance with the LWDA Referral Policy – to customers who are eligible for supplemental and complementary services and benefits under partner programs,
- ❖ Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys,
- ❖ Commit to robust and ongoing communication required for an effective referral process, and
- ❖ Commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.

Accessibility

Accessibility to the services provided by the One-Stop Centers and all Partner agencies is essential to meeting the requirements and goals of the One-Stop Center network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state and federal law.

◆ Physical Accessibility

One-stop centers and Affiliate Sites will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

◆ Virtual Accessibility

The LWDB will work with the Georgia State Workforce Development Board (SWDB) to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media, or work out a separate agreement with the LWDB to post content through its website.

◆ Communication Accessibility

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who

do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

◆ Programmatic Accessibility

All Partners agree that they will not discriminate in their employment practices or services on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that One-Stop Center programs, services, technology, and materials are physically and programmatically accessible and available to all.

Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the One-Stop Center network.

Outreach

The LWDB and its Partners will develop and implement a strategic outreach plan that will include, at a minimum:

- ❖ Specific steps to be taken by each partner,
- ❖ An outreach plan to the region's human resources professionals,
- ❖ An outreach and recruitment plan to the region's job seekers, including targeted efforts for populations most at-risk or most in need,
- ❖ An outreach and recruitment plan for out-of-school youth,
- ❖ Sector strategies and career pathways,
- ❖ Connections to registered apprenticeship,
- ❖ A plan for messaging to internal audiences,
- ❖ An outreach tool kit for Partners,
- ❖ Regular use of social media,
- ❖ Clear objectives and expected outcomes, and
- ❖ Leveraging of any statewide outreach materials relevant to the region.

Monitoring

The LWDB, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- ❖ Federal awards are used for authorized purposes in compliance with law, regulations, and State policies,
- ❖ Those laws, regulations, and policies are enforced properly,
- ❖ Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,
- ❖ Outcomes are assessed and analyzed periodically to ensure that performance goals are met,
- ❖ Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
- ❖ All MOU terms and conditions are fulfilled.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

Non-Discrimination and Equal Opportunity

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or express, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

Indemnification

All Parties to this MOU recognize the Partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, State or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge the LWDB and the one-stop operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the LWDB or the one-stop operator.

Severability

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

Drug and Alcohol-free Workplace

All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with

these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

Certification Regarding Lobbying

All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

Debarment and Suspension

All Parties shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

Priority of Service

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

Buy American Provision

Each Party that receives funds made available under title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. Section 49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the "Buy American Act.") and as referenced in WIOA Section 502 and 20 CFR 683.200(f).

Salary Compensation and Bonus Limitations

Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, TEGL 17-15, Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Activities Program Allotments for Program Year (PY) 2016; Final PY 2016 Allotments for the Wagner-Peyser Act Employment Service (ES) Program Allotments; and Workforce Information Grants to States Allotments for PY 2016, Public Laws 114-113 (Division H, title I, Section 105) and 114-223, and WIOA section 194(15)(A), restricting the use of federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.

Non-Assignment

Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

Governing Law

This MOU will be construed, interpreted, and enforced according to the laws of the State of Georgia. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

The venue for any legal proceedings between or among the PARTNERS that relate to this MOU and IFA shall be Fulton County, Georgia.

Negotiations Process

1. Notification to Partners

The LWDB Chair (or designee) must notify all Parties in writing that it is necessary to renew and execute the MOU and provide all applicable policies and preceding MOU documents, as applicable.

2. Preparation of Documents

The following documents will be prepared in advance and sent to all individuals listed on the roster.

➤ Roster

In order to ensure the correct individuals are represented, a roster must be created which includes a representative from each of the twelve (12) required partner programs in the LWDA. The representatives must be authorized to make financial and service delivery commitments on their agency's behalf. LWDB's must appoint a representative as well (in addition to the LWDA Director who will represent for WIOA Title I-B programs).

➤ Comprehensive list identifying all affiliate and comprehensive one-stop sites.

It should be noted if a current Georgia Department of Labor Career Center may or will be used as the comprehensive one-stop, the negotiations group must be notified.

➤ Proposed Comprehensive One Stop Budget

This budget will only include those items which federal regulations allow to be factored into the shared comprehensive one-stop infrastructure budget. The budget will include costs for operating each physical service delivery site within the LWDA service area.

➤ Proposed Memorandum of Understanding & Infrastructure Funding Agreement

➤ Past Memorandum of Understanding and Infrastructure Funding Agreement

3. Infrastructure Budget Meeting (IBM)

The LWDB Chair (or designee) is responsible for convening all required and optional One-Stop Center Partners for the Infrastructure Budget Meeting. At the meeting, the LWDB Chair (or designee) must provide a detailed review of all relevant documents, facts, and information and ensure all Parties have sufficient time to ask questions or voice concerns and are fully aware of expectations and the overall process.

4. Negotiations & Consensus

In accordance with 20 CFR 678.725, the Partners must notify the Governor concerning the results of the MOU and IFA negotiations. The LWDA Chair (or designee) will ask for a consensus in writing within three (3) business days of the IBM. The LWDA will utilize **Attachment O: Notification to Governor of MOU Negotiations** which must be signed by all parties in the negotiation process. For Program Year 2023 this document must be completed and return to TCSG, OWD no later than June 12, 2023.

During this time period it is advised that each Party allow their respective Legal Departments to review the MOU for legal sufficiency. It is the responsibility of the LWDB Chair (or designee) to ensure all One-Stop Center Partners to the MOU are aware of the comments and revisions that are needed.

5. Finalized Draft

The LWDB Chair (or designee) must circulate the finalized MOU and IFA no later than June 16, 2023. The MOU and IFA will be considered fully executed once all signatories have reviewed and signed, and a signed copy has been returned to all Parties. This must happen no later than June 30, 2023. The MOU and IFA may be signed in counterparts, meaning each signatory can sign a separate document as long as the LWDB Chair (or designee) acquires signatures of each party and provides a complete copy of the documents to all Partners.

If determined that a Partner is unwilling to sign the MOU, then the LWDB Chair (or designee) must ensure that the dispute resolution process is followed.

Dispute Resolution

The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to execute the MOU. (Note: This is separate from the LWDA Customer Grievance and Complaint Management Policy.) A disagreement is considered to have reached the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the LWDB Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process.

- ❖ All Parties are advised to actively participate in Local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally.
- ❖ Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the LWDB Chair (or designee) and all Parties to the MOU regarding the conflict within 108 business days.
- ❖ The LWDB Chair (or designee) shall place the dispute on the agenda of a special meeting of the LWDB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a simple majority consent of the Executive Committee members present.
- ❖ The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies.
- ❖ The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure. The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU.
- ❖ The LWDB Chair (or designee) will contact the petitioner and the appropriate Parties to verify that all are in agreement with the proposed resolution.

Modification Process

1. Notification

When a Partner wishes to modify the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s).

2. Discussion/Negotiation

Upon notification, the LWDB Chair (or designee) must ensure that discussions and negotiations related to the proposed modification take place with Partners in a timely manner and as appropriate.

Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the LWDB Chair (or designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.

If the modification involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into an MOU that includes the LWDB, wherein the new party assumes all of the rights and obligations of the original party. Upon execution, the LWDB Chair (or designee) presents the agreement as a proposed modification to the MOU, and the remaining steps are followed.

If determined that a Partner is unwilling to agree to the MOU modification, the LWDB Chair (or designee) must ensure that the process in the [Dispute Resolution](#) section is followed.

3. Signatures

The LWDB Chair (or designee) must immediately circulate the MOU modification and secure Partner signatures within four (4) weeks. The modified MOU will be considered fully executed once all signatories have reviewed and signed.

The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the LWDB Chair (or designee) acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other Parties.

Termination

This MOU will remain in effect until the end date specified in the [Effective Period](#) section below, unless:

- ❖ All Parties mutually agree to terminate this MOU prior to the end date.
- ❖ Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
- ❖ WIOA is repealed or superseded by subsequent federal law.
- ❖ Local area designation is changed under WIOA.

- ❖ A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the LWDB Chair (or designee) specifying such breach in reasonable detail. In such event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately.

In the event of termination, the Parties to the MOU must convene within thirty (30) days after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed.

Any party may request to terminate its inclusion in this MOU by following the modification process identified in the [Modification Process](#) section above.

All Parties agree that this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate funding and delivery of services.

Pursuant to O.C.G.A. Section 50-5-64, this Contract shall not be deemed to create a debt of the State for the payment of any sum beyond the fiscal year of execution or, in the event of a renewal, beyond the fiscal year of such renewal. Further, pursuant to O.C.G.A. Section 50-5-64, this Contract will terminate immediately and absolutely if the State Entity determines that adequate funds are de-appropriated such that the State Entity cannot fulfill its obligations under the Contract, which determination is at the State Entity's sole discretion and shall be conclusive.

Effective Period

This MOU is entered into on July 1, 2023. This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2026, unless any of the reasons in the [Termination](#) section apply.

One Stop Operating Budget

The purpose of this section is to establish a financial plan, including terms and conditions, to fund the services and operating costs of the One-Stop Center network. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that:

- ❖ Establishes and maintains the Local workforce delivery system at a level that meets the needs of the job seekers and businesses in the Local area,
- ❖ Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving each program's effectiveness),
- ❖ Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs, and
- ❖ Ensures that costs are appropriately shared by One-Stop Center Partners by determining contributions based on the proportionate use of the one-stop centers and relative benefits received, and requiring that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

The Partners consider this one-stop operating budget the master budget that is necessary to maintain the LWDA's high-standard One-Stop Center network. It includes the following cost categories, as required by WIOA and its implementing regulations:

- ❖ Infrastructure costs (also separately outlined in the [Infrastructure Funding Agreement](#) (IFA)),
- ❖ Career services, and
- ❖ Shared services.

All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a quarterly basis against actual costs incurred and adjusted accordingly. The one-stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

For details, please see **Attachment B: One-Stop Operating Budget**

Cost Allocation Methodology

All Partners in the Southern Georgia LWDA are physically co-located in the Comprehensive One-Stop Center as outlined in **Attachment A: Partner On-Site Representation Schedule**, with the following exceptions:

- Carl D. Perkins – Southern Regional Technical College
- Carl D. Perkins – Wiregrass Georgia Technical College
- Senior Community Service Employment Program – Legacy Link
- WIOA Title I Adult, DW and Youth Services

These partners/programs are linked virtually through online service access to a program staff member via One-Stop Center resource rooms and through cross-trained front desk staff and other, physically co-located, partner staff who can provide information and referrals.

The LWDA utilizes a weighted square footage methodology as the allocation bases – as outlined below to determine the overall Partner contributions.

This was done in an effort:

- 1) To remedy the imbalance of non-physically represented Partners, and
- 2) To comply with the requirement of Partners' contributions having to be in proportion to the Partners' use of the one-stop center(s) and relative benefit received.

Please see ***Attachment D: Cost Allocation Details***

Infrastructure Costs

◆ Physical Co-Location

The costs for infrastructure have been allocated to partners based on a weighted square footage methodology. All associated infrastructure costs are added together and then divided by the partner's square footage usage. We have identified the size of a cubicle (64 sq. ft.) and office (120 sq. ft.) based on the average square footage of those spaces in GDOL Career Centers. Partners will be charged for their direct square footage usage. The weighted direct square footage cost is then increased by 30% to include shared circulation costs. Shared circulation includes spaces such as waiting rooms, resources rooms, bathrooms, breakrooms, etc.. The formula for these calculations is (Direct Cost per Sq. Ft X 1.3). This percentage has been confirmed as reasonable by the State Properties Commission (SPC). The GDOL federally approved indirect rate is then applied to this calculation to cover the costs associated with property and contract management, as well as WIOA required invoicing and reconciliation. The space occupied by partners will include basic furniture, building related services, maintenance, security, and telephone and computer access. If GDOL is asked to supply additional software licensing based on partner usage, then any additional cost may be resolved during reconciliation.

If a partner will be in the one-stop 20 hours a week or less, the costs of the cubicle or office can be divided in half.

◆ Electronic Co-Location

The weighted square footage cost includes everything that should be calculated as an infrastructure cost, including technology. GDOL proposes to charge for electronic co-location based on the price of a cubicle. (The cubicle methodology is described above.) This cubicle represents a technology access spot that will be identified in every GDOL Career Center that has been chosen as the Comprehensive One-stop. The access spot will include a computer with Skype access, a VOiP phone line, and all required disability accommodations. The price for the access spot can be divided by the number of partners that are co-locating electronically.

◆ Other Shared Costs

The services that are utilized by all of the partners in this region is the staffing associated with ushering a customer from the door of the center to the point of partner referral. These

services are generally carried out by front desk and resource room staff. Those individuals have the job title of either service specialist or service specialist assistant. To ensure uniformity, GDOL will charge for these salaries based on the State of Georgia mid-point plus the state benefits package. The costs for “other shared costs” will be allocated to partners based on a usage methodology. The Department of Labor will calculate usage based on the amount of referrals that each partners receives from the common area staff at the Comprehensive One-stop through the CICS data system. Partners will be given reports regularly, and will be able to confirm their totals using their own data systems. The “other shared costs” total will then be divided by the percentage of referrals that a program receives. For example, if the center staff completed 100 referrals, and WIOA received 10 referrals, then WIOA would be responsible for 10% of the “other shared costs”.

After the first quarter’s reconciliation, the amount each partner will be responsible for will be calculated. In-Kind Contributions may be used to offset other shared costs.

Please see ***Attachment C: Other Shared Costs Details***

Cost Reconciliation and Allocation Base Update

All Parties agree that a quarterly reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process:

- ❖ Partners will provide the LWDB with the following information no later than fifteen (15) days after the end of each quarter, as applicable:
 - Quarterly cost information and documentation of the actual costs,
 - Updated staffing information (per the 1st day of the 1st month of each quarter), and
 - Actual customer participation numbers (per the last day of the last month of each quarter).

Upon receipt of the above information, the LWDB will:

- ❖ Compare budgeted costs to actual costs,
- ❖ Update the allocation bases, and
- ❖ Apply the updated allocation bases, as described in the [Cost Allocation Methodology](#) section above, to determine the actual costs allocable to each partner.
- ❖ The LWDB will prepare an updated budget document showing cost adjustments and will submit this document to the Georgia Department of Labor. A copy of the revised document will be sent to all Partners as well.
- ❖ Quarterly Invoices for One-Stop and One-Stop Affiliate (not TCSG Affiliate Sites) sites will be issued from the Georgia Department of Labor directly to each partner.
- ❖ Upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payments no later than fifteen (15) days following receipt. Payments will be made directly to the Georgia Department of Labor. Payment of the invoice signifies agreement with the costs in the adjusted budget.
- ❖ Partners will communicate any disputes with costs in the invoice or the adjusted budget to the LWDB in writing. The LWDB will review the disputed cost items with GDOL and respond accordingly to the Partner within ten (10) days of receipt of notice of disputed costs.

Infrastructure Funding Agreement

One-Stop Center infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the One-Stop Center, including, but not limited to:

- ❖ Rental of the facilities;
- ❖ Utilities and maintenance;
- ❖ Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
- ❖ Technology to facilitate access to the One-Stop Center, including technology used for the center's planning and outreach activities.

All Parties to this MOU and IFA recognize that infrastructure costs are applicable to all required Partners, whether they are physically located in the One-Stop Center or not. Each partner's contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and the Uniform Guidance.

Partners

Partners funding the costs of infrastructure according to this IFA are the same as identified in the [Partners](#) section of the MOU.

Cost Allocation Methodology

All Parties agree that the cost allocation methodology for this IFA will be the same as described in the [Cost Allocation Methodology](#) section of the MOU.

Cost Reconciliation and Allocation Base Update

All Parties agree that the cost reconciliation and allocation base update for this IFA will be the same as described in the [Cost Reconciliation and Allocation Base Update](#) section of the MOU.

Steps to Reach Consensus

All Parties agree that the steps to reach consensus for this IFA will be the same as described in the [Steps to Reach Consensus](#) section of the MOU. Partners will make a concerted effort to negotiate the IFA along with the remainder of the MOU, including the overall operating budget, for the One-Stop Center network.

Dispute and Impasse Resolution

All Parties will actively participate in Local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the process outlined in the [Dispute Resolution](#) section of the MOU must be followed.

If Partners in a Local area have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared and the State Funding Mechanism (SFM) is triggered.

1. Notice of failure to reach consensus given to the Governor.

If the Parties cannot reach consensus on methods of sufficiently funding a one-stop center's infrastructure costs and the amounts to be contributed by each Local Partner program, the LWDB is required to notify the Governor. For Program Year 2020 notification must be given to the Governor by June 19, 2023 utilizing **Attachment O: Notification to Governor of MOU Negotiations** and/or **Attachment P: Failure to Reach Agreement on Infrastructure Funding Methodology**.

2. Negotiation materials provided to Governor.

The LWDB Chair (or designee) must provide the appropriate and relevant materials and documents used in the negotiations to the Governor, preferably at the time of the notification of failure to reach consensus, but no later than five (5) business days thereafter. At a minimum, the LWDB Chair (or designee) must provide to the Governor:

- ❖ The LWDA Local Plan;
- ❖ Proposed Cost Allocation Methodologies;
- ❖ Proposed Infrastructure Funding Agreement;
- ❖ Total required partner funds included in the budget;
- ❖ Type of funds or non-cash contributions to be contributed by each required partner;
- ❖ Proposed One-Stop budget;
- ❖ MOU(s) (including any partially completed MOUs);
- ❖ Summary of the negotiations;
- ❖ Meeting minutes from all the negotiation meetings; and
- ❖ All other documents the LWDA may deem relevant, and a clear explanation of why the documents are relevant.

The LWDB may also provide the Governor with additional materials that they or the Governor find to be appropriate.

3. Governor Determinations and Calculations

The Governor will:

- ❖ Determine one-stop center infrastructure budget(s),
- ❖ Establish cost allocation methodology(s),
- ❖ Determine Partners' proportionate shares,
- ❖ Calculate statewide caps,
- ❖ Assess the aggregate total of infrastructure contributions as it relates to the statewide cap, and
- ❖ Adjust allocations.

Once all determinations and calculations are completed, the Governor will notify the LWDB Chair (or designee) of the final decision and provide a revised IFA for execution by the Parties.

4. IFA Execution

The IFA becomes effective as of the date of signing by the final signatory.

Appeals

In the event local infrastructure negotiations fail and the SFM is utilized to determine the required partners' infrastructure funding contributions, required partners may appeal the application of the State Infrastructure Funding Mechanism on certain limited grounds.

A Partner may only appeal the SFM apportionment on three grounds, per 20 CFR 678.750. These three grounds are if "the Governor's determination is inconsistent with:

1. Proportionate share requirements set forth in 678.734(a)
2. Cost contribution limitations set forth in 678.735; or
3. Cost contribution caps set forth in 678.738"

Any appeal by a required partner of the apportionment determined through the use of the SFM must be filed with OWD using **Attachment Q: Required Partner Appeal Form**. In the event a required partner files a timely appeal, OWD shall determine the merit of the appeal. If the appeal is meritorious, OWD will convene the SWDB's Executive Committee to review the appeal and modify the SFM to account for the issue(s) identified in the appeal. The SWDB Executive Committee's review of the appeal and modification of the SFM shall be conducted no later than sixty (60) days from December 1st.

Modification Process

All Parties agree to abide by the process for modification, as outlined in the [Modification Process](#) section of the MOU.

Complete Understanding

This Agreement, including all exhibits attached hereto, constitutes the final, complete and exclusive agreement between the parties with respect to the subject matter hereof, and supersedes any prior or contemporaneous agreement.

Effective Period

This IFA is entered into on July 1, 2023. This IFA will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2024, unless any of the reasons in the [Termination](#) section of the MOU apply.

Please see the following attachments for details regarding partner contributions:

Attachment E: GDOL Comprehensive One-Stop (Valdosta) Partner Contributions

Attachment F: GDOL Affiliate One-Stop (Douglas) Partner Contributions

Attachment G: GDOL Affiliate One-Stop (Tifton) Partner Contributions

Attachment H: GDOL Affiliate One-Stop (Waycross) Partner Contributions

Attachment I: TCSG Affiliate Site Wiregrass Georgia Technical College (Ben Hill-Irwin) Partner Contributions

Attachment J: TCSG Affiliate Site Wiregrass Georgia Technical College (Douglas) Partner Contributions

Attachment K: TCSG Affiliate Site Wiregrass Georgia Technical College (Valdosta) Partner Contributions

Attachment L: E.T.C. Schools, Inc Affiliate Site (Waycross) Partner Contributions

Attachment M: Authority and Signature Page for MOU and IFA

Attachment N - Definitions

One-Stop Delivery System

The one-stop delivery system (herein also referred to as the One-Stop Center network) brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop Partners administer separately funded programs as a set of integrated streamlined services to customers. [20 CFR 678.300(a); 34 CFR 361.300(a); and 34 CFR 463.300(a)]

Required One-Stop Partners

1. Programs Authorized Under WIOA Title I-B;
 - *Adult, Dislocated Worker, Youth, Job Corps, YouthBuild, Native American programs; and Migrant Seasonal Farmworkers Programs.*
2. Programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.);
3. Adult education and literacy activities authorized under Title II;
4. Programs authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) (other than section 112 or part C of Title I of such Act (29 U.S.C. 732, 741));
5. Activities authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.);
 - *Senior Community Service Employment Programs*
6. Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.);
7. Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);
8. Activities authorized under chapter 41 of title 38, United States Code;
 - *Jobs for Veterans State Grants Programs*
9. Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.);
10. Employment and training activities carried out by the Department of Housing and Urban Development;
11. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law); and,
12. Programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532).

Additional One-Stop Partners

Other entities that carry out a workforce development program, including Federal, State, or Local programs and programs in the private sector, may serve as additional Partners in the One-Stop Center network if the LWDB and CLEO approve the entity's participation.

Additional Partners may include employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under sec. 1148 of the Social Security Act (42 U.S.C. 1320b-19), employment and training programs carried out by the Small Business Administration, Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under secs. 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4) and 2015(o)), Client Assistance Program authorized under sec. 112 of the Rehabilitation Act of 1973 (29 U.S.C. 732), programs authorized under the National and Community Service Act of 1990 (42 U.S.C. 12501 et seq.), and other

appropriate Federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector, programs providing transportation assistance, and programs providing services to individuals with substance abuse or mental health issues.

[20 CFR 678.410; 34 CFR 361.410; 34 CFR 463.410; and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (p. 7)]

Infrastructure Costs

Non-personnel costs that are necessary for the general operation of the one-stop center, including but not limited to applicable facility costs (such as rent), costs of utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), and technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities. Common identifier costs may be considered as costs of one-stop infrastructure. [WIOA sec. 121(h)(4); 20 CFR 678.700(a)-(b); 34 CFR 361.700(a)-(b); and 34 CFR 463.700(a)-(b)]

Additional Costs

Must include the costs of the provision of career services in Sec. 134(c)(2) applicable to each program consistent with Partner program's applicable Federal statutes and allocable based on cost principles of the Uniform Guidance at 2 CFR Part 200 and may include shared operating costs and shared services.

[WIOA Sec. 121(i)(1); 20 CFR 678.760(a); 34 CFR 361.760(a); 34 CFR 463.760(a); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp.5, Attachment II)]

Shared Operating Costs and Shared Services

Shared operating costs and shared services costs may include costs of shared services that are authorized for and may be commonly provided through the one-stop Partner programs, including initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services, referrals to other one-stop Partners, and business services. [WIOA sec. 121(i)(2); 20 CFR 678.760(b); 34CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-3, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment II)]

One Stop Operating Budget

The one-stop operating budget of one-stop centers is the financial plan that the one-stop partners, the CLEO, and the LWDB have agreed to in the MOU that will be used to achieve their goals of delivering services in a local area. The MOU must contain, among other things, provisions describing how the costs of shared services provided by the one-stop system and the operating costs of such system will be funded, including the infrastructure costs for the one-stop system (WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b)).

The one-stop operating budget may be considered the master budget that contains a set of individual budgets or components that consist of costs that are specifically identified in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the one-stop delivery system and do not constitute infrastructure costs. These additional costs are described in WIOA sec. 121(i). The one-stop operating budget must be periodically reconciled against actual costs incurred and adjusted accordingly. This reconciliation helps to ensure that the budget reflect a cost allocation methodology that demonstrates how infrastructure costs are charged

to each partner in proportion to the partner's use of the one-stop center and relative benefit received. The one-stop operating budget may be further refined by the one-stop partners, as needed, to assist in tracking their contributions. It may be necessary at times to separate the budget of a comprehensive one-stop center from a specialized one-stop center or an affiliate one-stop center.

One-Stop operating costs include infrastructure costs and additional costs, which are made up of applicable career service, shared operating costs and shared services.

[TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 3-4)]

Infrastructure Funding Agreement (IFA)

The IFA contains the infrastructure costs budget that is an integral component of the overall one-stop operating budget. The other component of the one-stop operating budget consists of applicable career services, shared operating costs, and shared services, which are considered additional costs. While each of these components covers different cost categories, an operating budget would be incomplete if any of these cost categories were omitted, as all components are necessary to maintain a fully functioning and successful local one-stop delivery system. Therefore, the Departments strongly recommend that the LWDBs, one-stop partners, and CLEOs negotiate the IFA, along with additional costs when developing the operating budget for the local one-stop system. The overall one-stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, described in WIOA sec. 121(c) and 20 CFR 678.500 and 678.755. Similar to MOUs, the LWDB may negotiate an umbrella IFA or individual IFAs for one or more of its one-stop centers.

The Departments also consider it essential that the IFA include the signatures of individuals with authority to bind the signatories to the IFA, including all one-stop partners, CLEO, and LWDB participating in the IFA.

Changes in the one-stop Partners or an appeal by a one-stop partner's infrastructure cost contributions will require a renewal of the MOU. [TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 17-18 and Attachment II)]

Funding Types

- ◆ Cash
 - ❖ Cash funds provided to the LWDB or its designee by one-stop Partners, either directly or by an interagency transfer, or by a third party.

- ◆ Non-Cash
 - ❖ Expenditures incurred by one-stop Partners on behalf of the one-stop center; and
 - ❖ Non-cash contributions or goods or services contributed by a Partner program and used by the one-stop center.

- ◆ Third-party In-kind
 - ❖ Contributions of space, equipment, technology, non-personnel services, or otherlike items to support the infrastructure costs associated with one-stop operations, by a non-one-stop Partner to:
 - ❖ Support the one-stop center in general; or

- ❖ Support the proportionate share of one-stop infrastructure costs of a specific partner.

[20 CFR 678.720; 20 CFR 678.760; 34 CFR 361.720; 34 CFR 361.760; 34 CFR 463.720; and 34 CFR 463.760]

Allocation

Allocation means the process of assigning a cost, or a group of costs, to one or more cost objective(s), in reasonable proportion to the benefit provided or other equitable relationship. The process may entail assigning a cost(s) directly to a final cost objective or through one or more intermediate cost objectives. [2 CFR 200.4]

Cost Objective

Cost objective means a program, function, activity, award, organizational subdivision, contract, or work unit for which cost data are desired and for which provision is made to accumulate and measure the cost of processes, products, jobs, capital projects, etc. A cost objective may be a major function of the non-Federal entity, a particular service or project, a Federal award, or an indirect (Facilities & Administrative (F&A)) cost activity, as described in Subpart E—Cost Principles of this Part. See also §§ 200.44 Final cost objective and 200.60 Intermediate cost objective. [2 CFR 200.28]

**GDOL Comprehensive One-Stop - Valdosta Career Center
Form A: Partner Presence (PY24 Update)**

Location Name: **Georgia Department of Labor - Valdosta Comprehensive**

General Operating Hours of Location: **8:00am - 4:30pm M-F**

Required Programs/Partners

Required Partners	Physical Presence: Average Hours/Week On-Site	Agency Name	Agency Personnel Names	Scheduled Hours	Scheduled Days	Electronic Presence Y or N	Not Applicable/ Notes
Programs Authorized under State Unemployment and Compensation Law	40	Georgia Department of Labor	Bill Palmer (Manager)	8:00am - 4:30pm	Monday - Friday	No	
			Kellie Mays (Unit Supervisor)				
			Teresa Baker (DOL SS 3)				
			Dolores Bair (DOL SS 3)				
			Sierra Simmons (DOL SS)				
			Wendy Thomas (DOL SS)				
			Tangela Curry (DOL Tax)				
Jobs for Veterans State Grants Program (TCSG)	40	Technical College System of Georgia	Kelly Phipps (LVER)	8:00am - 4:30pm	Monday - Friday	No	
			LaMonica Miller (DVOP)				
			Jason Gochez (DVOP)				
Wagner-Peyser Act Programs (TCSG)	40	Technical College System of Georgia	Thomas Simpson (Employment Services)	8:00am - 4:30pm	Monday - Friday	No	
			Felipe Pacheco (State Monitor Advocate)				
			Jamon Williams (Business Sys Director)				
			Evelyn Bacon (Employment Services)				
			Tyra Howard (Rapid Response Coordinator)				
			Wanda Roe (Business Svcs Recruiter)				
Vocational Rehabilitation Program	40	Georgia Vocational Rehabilitation	Celesta Spencer/GVRA/Counselor	8:00am - 4:30pm	Monday - Friday	No	
	16		Jaborah McEady/GVRA/Counselor				
			Debbie McEown/GVRA/Counselor				
			Denise Young/GVRA				
			Phillip Parker/GVRA				
			Josephine Richardson				
			Brianna Reese/GVRA				
Senior Community Service Employment Program (SCSEP)	40	Legacy Link	Elain Wrice (PA)	8:00am - 4:30pm	Monday - Friday	No	
Job Corps	40	Job Corps	Gabrielle Butler	8:00am - 4:30pm	Monday - Friday	No	
WIOA Title II Adult Education & Literacy Programs	16	Wiregrass Georgia Technical College	Susan Polluck	8:30am - 12:30pm	Tuesday - Thursday	Yes	
In The Door/WorkSource Southern Georgia	40	In The Door	Kelley Saxon (One Stop Coordinator)	8:00am - 4:30pm	Wednesday & Thursday	No	
National Farmworkers Job Program	40	Alabama Nonprofit Housing DBA Southeast Non Profit Housing	Justin Leggett (Business Industries Liaison)	8:00am - 4:30pm	Monday - Friday	No	
			Deseree Houston (Outreach Specialist)				
			Teisa Velazquez (Career Advisor)				
			Ivey Howell (Career Advisor)				
			Carmen Jones (Moultrie Representative)				
Migrant and Seasonal Farmworker Programs		Technical College System of Georgia	Vacant				
Trade Adjustment Assistance Programs Authorized Under Title II of the Trade Act		Technical College System of Georgia	Vacant				

**GDOL Comprehensive One-Stop - Valdosta Career Center
Form A: Partner Presence (PY24 Update)**

Location Name: **Georgia Department of Labor - Valdosta Comprehensive**

General Operating Hours of Location: **8:00am - 4:30pm M-F**

Electronic Presence							
WIOA Title I Adult, Dislocated Worker and Youth Services	Electronic Presence	Wiregrass Georgia Technical College E.T.C. Schools, Inc. WorkSource Southern Georgia				Y	Continual Electronic Presence
Carl D. Perkins Programs	Electronic Presence	Southern Regional Technical College				Y	Continual Electronic Presence
	Electronic Presence	Wiregrass Georgia Technical College				Y	Continual Electronic Presence
Programs Not Offered in Region 11							
Youth Build							
Native American Programs							
Community Services Block Grant Employment & Training Programs (CSBG)							
Programs Authorized Under Sec. 212 of the Second Chance Act							
Dept. Of Housing and Urban Development Employment & Training Activities							

**GDOL Affiliate Sites
Form A: Partner Presence (Revised PY24)**

Location Name: Georgia Department of Labor - Douglas Affiliate
General Operating Hours of Location: 8:00am - 4:30pm M-F

Programs/Partners

Programs/Partners	Physical Presence: Average Hours/Week On-Site	Agency Name	Agency Personnel Names	Scheduled Hours	Scheduled Days
Wagner-Peyser Act Programs		Technical College System of Georgia	Vacant		
Programs Authorized under State Unemployment and Compensation Law	40	Georgia Department of Labor	April Moore (Acting Career Ctr Mgr) Maria Jurado Salomon Ramirez Raven Wilson	8:00am - 4:30pm	Monday - Friday
Jobs for Veterans State Grants Program (TCSG)	40	Technical College System of Georgia	Vacant	8:00am - 4:30pm	Monday - Friday
Migrant and Seasonal Farmworker Programs	40	Technical College System of Georgia	Gabriela Munoz Daniela Miranda	8:00am - 4:30pm	Monday - Friday
Senior Community Service Employment Program (SCSEP)	40	Legacy Link	Jeren Fullmore Angela Brown	8:00am - 4:30pm	Monday - Friday

Location Name: Georgia Department of Labor - Tifton Affiliate
General Operating Hours of Location: 8:00am - 4:30pm M-F

Programs/Partners

Programs/Partners	Physical Presence: Average Hours/Week On-Site	Agency Name	Agency Personnel Names	Scheduled Hours	Scheduled Days
Programs Authorized under State Unemployment and Compensation Law	40	Georgia Department of Labor	Nakeitha Henley (Manager) Hope Brady (DOL SS) Danielle Thompson (DOL SS) Letaria Gamble (RESEA Specialist) Chelsea Jackson (BPC-Overpayment) Annette Jackson (Advanced Specialist)	8:00am - 4:30pm	Monday - Friday
Trade Adjustment Assistance Programs Authorized Under Title II of the Trade Act	10	Georgia Department of Labor	Annette Jackson (Advanced Specialist)	8:00am - 4:30pm	Monday - Friday
Wagner-Peyser Act Programs	40	Technical College System of Georgia	Dedray Loud (Employment Specialist)	8:00am - 4:30pm	Monday - Friday
Migrant and Seasonal Farmworker Programs	40	Technical College System of Georgia	Yesenia Guerrero	8:00am - 4:30pm	Monday - Friday
Housing Inspector	40	Technical College System of Georgia	Rebecca Baez-Rivera Sam Martinez	8:00am - 4:30pm	Monday - Friday

**GDOL Affiliate Sites
Form A: Partner Presence (Revised PY24)**

Location Name: Georgia Department of Labor - Waycross Affiliate
General Operating Hours of Location: 8:00am - 4:30pm M-F

Programs/Partners

Programs/Partners	Physical Presence: Average Hours/Week On-Site	Agency Name	Agency Personnel Names	Scheduled Hours	Scheduled Days
Programs Authorized under State Unemployment and Compensation Law	40	Georgia Department of Labor	Patricia Hutto (Manager)	8:00am - 4:30pm	Monday - Friday
			Elaine Merritt		
			Rachel Evans		
Wagner-Peyser Act Programs	40	Technical College System of Georgia	Octavia White	8:30-3:30	Monday - Friday
Jobs for Veterans State Grants Program (TCSG)			Trevor Ogle		
Migrant and Seasonal Farmworker Programs			Kelvin Ramirez		

**TCSG Affiliate Site - Wiregrass Georgia Technical College
Form A: Partner Presence (PY24)**

Location Name: **Wiregrass Georgia Technical College - Ben Hill**

General Operating Hours of Location: **7:30am-5:30pm; Mondays-Thursdays**

Programs/Partners

Partner/Programs	Physical Presence: Average Hours/Week On-Site	Agency Name	Agency Personnel Names	Scheduled Hours	Scheduled Days
WIOA Title I Adult, Dislocated Worker and Youth Services	40	Wiregrass Georgia Technical College - BHI	Charmane Glenn & Staff	8:00am-5:30pm 8:00am-12:00pm	Monday-Thursday Fridays
WIOA Title II Adult Education & Literacy Programs	40	Wiregrass Georgia Technical College - BHI	Kelley Peacock	7:00-5:30pm	Monday-Thursday
Carl D. Perkins Programs	40	Wiregrass Georgia Technical College - BHI	Shannon McConico	8:00am-5:30pm 8:00am-12:00pm	Monday-Thursday Fridays

Location Name: **Wiregrass Georgia Technical College - Coffee**

General Operating Hours of Location: **7:30am-5:30pm; Mondays-Thursdays**

Required Programs/Partners

Partner/Programs	Physical Presence: Average Hours/Week On-Site	Agency Name	Agency Personnel Names	Scheduled Hours	Scheduled Days
WIOA Title I Adult, Dislocated Worker and Youth Services	40	Wiregrass Georgia Technical College - Coffee	Charmane Glenn & Staff	8:00am-5:30pm 8:00am-12:00pm	Monday-Thursday Fridays
WIOA Title II Adult Education & Literacy Programs	40	Wiregrass Georgia Technical College - Coffee	Kelley Peacock	7:00-5:30pm	Monday-Thursday
Carl D. Perkins Programs	40	Wiregrass Georgia Technical College - Coffee	Shannon McConico	8:00am-5:30pm 8:00am-12:00pm	Monday-Thursday Fridays

Location Name: **Wiregrass Georgia Technical College - Valdosta (VLD)**

General Operating Hours of Location: **7:30am-5:30pm; Mondays-Thursdays**

Required Programs/Partners

Partner/Programs	Physical Presence: Average Hours/Week On-Site	Agency Name	Agency Personnel Names	Scheduled Hours	Scheduled Days
WIOA Title I Adult, Dislocated Worker and Youth Services	40	Wiregrass Georgia Technical College - VLD	Charmane Glenn & Staff	8:00am-5:30pm 8:00am-12:00pm	Monday-Thursday Fridays
WIOA Title II Adult Education & Literacy Programs	40	Wiregrass Georgia Technical College - VLD	Kelley Peacock	7:00-5:30pm	Monday-Thursday
Carl D. Perkins Programs	40	Wiregrass Georgia Technical College - VLD	Shannon McConico	8:00am-5:30pm 8:00am-12:00pm	Monday-Thursday Fridays

**Affiliate Site - E.T.C. Schools, Inc. Waycross
Form A: Partner Presence**

Location Name: **E.T.C. Schools, Inc. - Waycross**

General Operating Hours of Location: **8:00 am. - 4:30 pm, Monday - Friday**

Programs/Partners

Partner/Programs	Physical Presence: Average Hours/Week On-Site	Agency Name	Agency Personnel Names	Scheduled Hours	Scheduled Days
WIOA Title I Adult, Dislocated Worker and Youth Services	40	E.T.C. Schools, Inc.	Mary Walker Brittney Ambrose Lori Yeatman Shirley Davis	8:00 am. - 4:30 pm	Monday - Friday

Attachment B: One-Stop Operating Budget

Program Year 2024 (July 1, 2024 - June 30, 2025)

One Stop Operating Budget

	Comprehensive Valdosta	Affiliate Douglas	Affiliate Tifton	Affiliate Waycross
Facilities Cost				
Lease Cost	\$ 281,604.00	\$ 300,084.48	\$ 145,880.76	\$ 140,970.72
Facility Maintenance	\$ 2,153.52	\$ 804.00	\$ 6,093.36	\$ 6,142.00
Property and Casualty Insurance	\$ 425.64	\$ 237.82	\$ 138.55	\$ 104.09
Security Service	\$ 66,000.00	\$ 30,622.00	\$ 31,066.56	\$ 30,430.40
Cleaning Services	\$ -	\$ 11,880.00	\$ 10,890.00	\$ 23,160.00
Utilities	\$ -	\$ 22,380.54	\$ 21,615.11	\$ 21,873.56
Total Facilities Cost	\$ 350,183.16	\$ 366,008.84	\$ 215,684.34	\$ 222,680.77
Technology Costs				
Telecommunications and Internet	\$ 46,859.34	\$ 38,351.08	\$ 13,748.00	\$ 33,505.06
Equipment and Technology Costs	\$ -			
Assistive Technology	\$ -			
Total Technology Cost	\$ 46,859.34	\$ 38,351.08	\$ 13,748.00	\$ 33,505.06
Total, Infrastructure Costs	\$ 397,042.50	\$ 404,359.92	\$ 229,432.34	\$ 256,185.83
Other Shared Costs				
DOL Services Specialist (Resource Room)6	\$ 55,254.40			
DOL Services Specialist Assistant (Front Desk)	\$ 50,318.90			
Total Other Shared Costs	\$ 105,573.30			
Total Costs	\$ 502,615.80			

Attachment C: Other Shared Costs
Program Year 2024 (July 1, 2024 - June 30, 2025)

#	Salaries	Salary/HR	% of Time	Weeks/Hrs	Total	Program
1	DOL Services Specialist	\$ 15.47	100%	2,080	\$ 32,177.60	\$ 32,177.60
	Job Code SSP090, PG F					
1	Total # of Staff	Total Staff Salary and Wages			\$ 32,177.60	\$ 32,177.60
1	Staff Fringe Benefits (Total)				Total	Program
	F.I.C.A.	7.65%	x		\$ 32,177.60	\$ 2,461.59
	Worker's Comp/UI	\$ 1,104.00	x		1	\$ 1,104.00
	Health/Welfare	29.45%	x		\$ 32,177.60	\$ 9,476.30
	Retirement/Pension	31.01%	x		\$ 32,177.60	\$ 9,978.27
	Other: Merit Assessment	0.176%	x		\$ 32,177.60	\$ 56.63
					Total Staff Fringe Benefits	\$ 23,076.80
	Explanation: The equivalent of .5 full-time SS works the resource room.				Total Salaries/Fringe	\$ 55,254.40

#	Salaries	Salary/HR	% of Time	Weeks/Hrs	Total	Program
1	DOL Services Specialist Assistant	\$ 14.06	100%	2080	\$ 29,244.80	\$ 29,244.80
	Job Code SST051, PG E					
1	Total # of Staff	Total Staff Salary and Wages			\$ 29,244.80	\$ 29,244.80
1	Staff Fringe Benefits (Total)				Total	Program
	F.I.C.A.	7.65%	x		\$29,245	\$ 2,237.23
	Worker's Comp/UI	\$ 1,104.00	x		1	\$ 1,104.00
	Health/Welfare	29.45%	x		\$29,245	\$ 8,612.59
	Retirement/Pension	31.01%	x		\$29,245	\$ 9,068.81
	Other: Merit Assessment	0.176%	x		\$29,245	\$ 51.47
					Total Staff Fringe Benefits	\$ 21,074.10
	Explanation: The equivalent of 1.1 full-time SA works the front desk.				Total Salaries/Fringe	\$ 50,318.90

Other Shared Cost Total:						\$ 105,573.30
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Attachment D: Cost Allocation Details

Program Year 2024 (July 1, 2024 - June 30, 2025)

Cost Allocation - Infrastructure Costs

	Comprehensive Valdosta	Affiliate Douglas	Affiliate Tifton	Affiliate Waycross
Facilities Cost				
Lease Cost	\$ 281,604.00	\$ 300,084.48	\$ 145,880.76	\$ 140,970.72
Facility Maintenance	\$ 2,153.52	\$ 804.00	\$ 6,093.36	\$ 6,142.00
Property and Casualty Insurance	\$ 425.64	\$ 237.82	\$ 138.55	\$ 104.09
Security Service	\$ 66,000.00	\$ 30,622.00	\$ 31,066.56	\$ 30,430.40
Cleaning Services	\$ -	\$ 11,880.00	\$ 10,890.00	\$ 23,160.00
Utilities	\$ -	\$ 22,380.54	\$ 21,615.11	\$ 21,873.56
Technology Costs				
Telecommunications and Internet	\$ 46,859.34	\$ 38,351.08	\$ 13,748.00	\$ 33,505.06
Equipment and Technology Costs	\$ -	\$ -	\$ -	\$ -
Assistive Technology	\$ -	\$ -	\$ -	\$ -
Total, Infrastructure Costs	\$ 397,042.50	\$ 404,359.92	\$ 229,432.34	\$ 256,185.83
Total Square Footage	36,089	14,419	13,250	15,434
\$\$/Square Footage	\$ 11.00	\$ 28.04	\$ 17.32	\$ 16.60
30% Circ.	\$ 3.30	\$ 8.41	\$ 5.19	\$ 4.98
AS&T Indirect 30.60%	\$ 4.38	\$ 11.16	\$ 6.89	\$ 6.60
Full Sq. Ft.	\$ 18.68	\$ 47.61	\$ 29.40	\$ 28.18
Cubicle Cost - Annual (64 Sq. Ft.)	\$ 1,195.44	\$ 3,047.19	\$ 1,881.50	\$ 1,803.61
Cubicle Cost - Monthly	\$ 99.62	\$ 253.93	\$ 156.79	\$ 150.30
Office Cost - Annual (120 Sq. Ft.)	\$ 2,241.45	\$ 5,713.48	\$ 3,527.82	\$ 3,381.77
Office Cost - Monthly	\$ 186.79	\$ 476.12	\$ 293.99	\$ 281.81

Attachment E: GDOL Comprehensive One-Stop (Valdosta) Partner Contributions

Program Year 2024 (July 1, 2024 - June 30, 2025)

**Comprehensive One-Stop Location
Partner Contribution Amounts - Infrastructure Costs**

	Comprehensive Valdosta
Total Infrastructure Costs	\$ 397,042.50
Total Square Footage of Facility	36,089
Annual Cost per Cubicle	\$ 1,195.44
Annual Cost per Office	\$ 2,241.45

Partners Co-Located at the Comprehensive One-Stop			
Partner Name	Office	Cubicle	Cost
Job Corps (1)	0	1	\$1,195
Migrant & Seasonal Farmworker Programs – Southeast Non-Profit Housing	0	1.5	\$1,793
WIOA Title I Youth Services - Eckerd Connects Paxen <i>(July 2024 - January 2025 Only)</i>	1	1	\$2,005
WIOA Title II Adult Education & Literacy Programs - TCSG Adult Education (1)	0	1	\$1,195
Senior Community Service Employment (SCSEP) - Legacy Link	1	0	\$2,241
One-Stop Operator - WorkSource Southern Georgia	1	0	\$2,241
Jobs for Veterans Grant Programs (TCSG - WorkSource)			Agreement in Place
Migrant & Seasonal Farmworker Programs (TCSG - WorkSource)			Agreement in Place
Wagner Peyser Act Programs (TCSG - WorkSource)			Agreement in Place
Trade Act Adjustment Assistance Programs (TCSG - WorkSource)			Agreement in Place
Georgia Vocational Rehabilitation Agency			Agreement in Place
Georgia Department of Labor			Remainder of Costs

Partners Not Co-Located at the Comprehensive One-Stop			
Partner Name		Cubicle	Cost
Carl D. Perkins Programs - Southern Regional Technical College		0.3333	\$ 398.44
Carl D. Perkins Programs - Wiregrass Georgia Technical College		0.3333	\$ 398.44
WIOA Title I Adult, DW and Youth Services - WorkSource Southern Georgia		0.3333	\$ 398.44

Attachment F: GDOL Affiliate One-Stop (Douglas) Partner Contributions

Program Year 2024 (July 1, 2024 - June 30, 2025)

**Affiliate One-Stop Location
Partner Contribution Amounts - Infrastructure Costs**

	Affiliate Douglas
Total Infrastructure Costs	\$ 404,359.92
Total Square Footage of Facility	14,419
Annual Cost per Cubicle	\$ 3,047.19
Annual Cost per Office	\$ 5,713.48

Partners Co-Located at the Comprehensive One-Stop			
Partner Name	Office	Cubicle	Cost
Senior Community Service Employment Program SCSEP - Legacy Link	0	3	\$9,142
Jobs for Veterans Grant Programs (TCSG - WorkSource)			Agreement in Place
Migrant & Seasonal Farmworker Programs (TCSG - WorkSource)			Agreement in Place
Wagner Peyser Act Programs (TCSG - WorkSource)			Agreement in Place
Georgia Department of Labor			Remainder of Costs

Attachment G: GDOL Affiliate One-Stop (Tifton) Partner Contributions

Program Year 2024 (July 1, 2024 - June 30, 2025)

**Affiliate One-Stop Location
Partner Contribution Amounts - Infrastructure Costs**

	Affiliate Tifton
Total Infrastructure Costs	\$ 229,432.34
Total Square Footage of Facility	13,250
Annual Cost per Cubicle	\$ 1,881.50
Annual Cost per Office	\$ 3,527.82

Partners Co-Located at the Comprehensive One-Stop			
Partner Name	Office	Cubicle	Cost
Wagner Peyser Act Programs (TCSG - WorkSource)			Agreement in Place
Migrant & Seasonal Farmworker Programs (TCSG - WorkSource)			Agreement in Place
Georgia Department of Labor			Remainder of Costs

Attachment H: GDOL Affiliate One-Stop (Waycross) Partner Contributions
Program Year 2024 (July 1, 2024 - June 30, 2025)

Affiliate One-Stop Location
Partner Contribution Amounts - Infrastructure Costs

	Affiliate Waycross
Total Infrastructure Costs	\$ 256,185.83
Total Square Footage of Facility	15,434
Annual Cost per Cubicle	\$ 1,803.61
Annual Cost per Office	\$ 3,381.77

Partners Co-Located at the Comprehensive One-Stop			
Partner Name	Office	Cubicle	Cost
Migrant & Seasonal Farmworker Programs (TCSG - WorkSource)			Agreement in Place
Georgia Department of Labor			Remainder of Costs

Attachment I: TCSG Affiliate Site - Wiregrass Georgia Technical College

Program Year 2024 (July 1, 2024 - June 30, 2025)

**Affiliate One-Stop Location
Partner Contribution Amounts - Infrastructure Costs**

	TCSG Affiliate Ben-Hill Irwin
Contract #24-04 Wiregrass Georgia Technical College ITA Services	\$ 865,781

WIOA Contract Staff Who Charge Time or are Located @ TCSG Affiliate Site WIOA Title I Adult, DW & Youth Services	
Staff Title	
Program Director & Other Staff	Agreement/Contract in Place
<i>Contracts are in place between the Southern Georgia Regional Commission (WIOA) and the TCSG Affiliate Sites. These contracts cover salaries, fringe, direct, indirect, and participant costs.</i>	

Attachment J: TCSG Affiliate Site - Wiregrass Georgia Technical College

Program Year 2024 (July 1, 2024 - June 30, 2025)

**Affiliate One-Stop Location
Partner Contribution Amounts - Infrastructure Costs**

	TCSG Affiliate Coffee
Contract #24-04 Wiregrass Georgia Technical College ITA Services	\$ 865,781

WIOA Contract Staff Who Charge Time or are Located @ TCSG Affiliate Site WIOA Title I Adult, DW & Youth Services	
Staff Title	
Program Director & Other Staff	Agreement/Contract in Place
<i>Contracts are in place between the Southern Georgia Regional Commission (WIOA) and the TCSG Affiliate Sites. These contracts cover salaries, fringe, direct, indirect, and participant costs.</i>	

Attachment K: TCSG Affiliate Site - Wiregrass Georgia Technical College

Program Year 2024 (July 1, 2024 - June 30, 2025)

**Affiliate One-Stop Location
Partner Contribution Amounts - Infrastructure Costs**

	TCSG Affiliate Lowndes
Contract #24-04 Wiregrass Georgia Technical College ITA Services	\$ 865,781

WIOA Contract Staff Who Charge Time or are Located @ TCSG Affiliate Site WIOA Title I Adult, DW & Youth Services	
Staff Title	
Program Director & Other Staff	Agreement/Contract in Place
<i>Contracts are in place between the Southern Georgia Regional Commission (WIOA) and the TCSG Affiliate Sites. These contracts cover salaries, fringe, direct, indirect, and participant costs.</i>	

Attachment L: E.T.C. Schools, Inc -Waycross
Program Year 2024 (July 1, 2024 - June 30, 2025)

Affiliate One-Stop Location
Partner Contribution Amounts - Infrastructure Costs

	ETC Schools Inc. Waycross
Contract #24-01 & #24-02 E.T.C. Schools, Inc. ITA & Comprehensive Youth	\$ 1,130,371.00

WIOA Contract Staff Who Charge Time or are Located @ ETC Schools Affiliate Site	
WIOA Title I Adult, DW & Youth Services	
Staff Title	
Program Supervisor & Other Staff	Agreement/Contract in Place
<i>Contracts are in place between the Southern Georgia Regional Commission (WIOA) and the ETC Schools Affiliate Sites. These contracts cover salaries, fringe, direct, indirect, and participant costs.</i>	

Partner Listing - Program Year 2024

Partner Program	Partner Organization	Authorization/Category	Signatory Official	Contact Information
Physically Co-Located at the Valdosta One Stop Center				
Department of Rehabilitation Services	Georgia Vocational Rehabilitation Agency	State Vocational Rehabilitation (VR) program, authorized under Title I of the Rehabilitation Act of 1973 (29 USC 720 et seq.) as amended by Title IV of WIOA	Chris Wells Executive Director	Jeff Allen Provider Relations Manager Jeff.Allen@gvs.ga.gov Celeste Harris Policy & Compliance Manager
Job Corps	Job Corps	WIOA Title I Job Corps providing academic, career and technical education, service-learning, and social opportunities primarily in a residential setting, for low-income youth.		Gabrielle Butler
Unemployment Insurance	Georgia Department of Labor	Unemployment Insurance (UI) programs under state unemployment compensation law.	Dana Woodall Chief Legal Officer	Candace Espinoza Candace.Espinoza@gdol.ga.gov Pamela Ferrell Pamela.Ferrell@gdol.ga.gov
Trade Adjustment Assistance (TAA)		Trade Adjustment Assistance (TAA), authorized under Chapter 2 of Title II of the Trade Act of 1974 (19 USC 227 et seq.)		
Jobs for Veterans State Grants (JVSG)	Technical College System of Georgia (TCSG) Office of Workforce Development	Jobs for Veterans State Grants (JVSG), authorized under Chapter 4 of Title 38, U.S.C.	Greg Dozier Commissioner	James Thomas Compliance & Programs Director Jthomas@tcsge.edu Kristin Laarhoven Title I Executive Director Klaarhoven@tcsge.edu Sharon Warren swarren@tcsge.edu
Migrant and Seasonal Farmworkers		National Farmworker Jobs Program (NFJP), WIOA Sec. 167,		
Wagner-Peyser Employment Services		Wagner-Peyser Employment Services (ES) program, authorized under the Wagner-Peyser Act (29 USC 49 et seq.), as amended by Title III of WIOA, also providing the state's public labor exchange.		
Migrant and Seasonal Farmworkers	Alabama Nonprofit Housing DBA Southeast Non Profit Housing	National Farmworker Jobs Program (NFJP), WIOA Sec. 167,	Jacob Rogers CEO	Justin Leggett Business Industries Liaison

Partner Listing - Program Year 2024

Partner Program	Partner Organization	Authorization/Category	Signatory Official	Contact Information
Not Physically Co-Located at the Valdosta One Stop Center				
Adult Education	Technical College System of Georgia (TCSG)	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program.	DeAnnia Clements Wiregrass Georgia Technical College	Kelly Peacock kelly.peacock@wiregrass.edu Dean of Adult Education Services Misty Crofutt Executive Asst to the President misty.crofutt@wiregrass.edu
Senior Community Service Employment Program	Legacy Link	Senior Community Service Employment Programs (SCSEP), authorized under Title V of the Older Americans Act of 1965 (42 USC 3056 et seq.)	Melissa Armstrong CEO/AAA Director 678-677-8501 mlarmstrong@legacylink.org	Ashley Pitts Office Manager apitts@legacylink.org
Carl D. Perkins Technical College	Coastal Pines Technical College	Career and technical education (CTE) programs at postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 USC 2301 et seq.)	Lonnie Roberts President	Katrena Felder Executive Director of Adult Ed. kfelder@coastalpines.edu Pete Snell psnell@coastalpines.edu VP of Economic Development
Carl D. Perkins Technical College	Southern Regional Technical College		Jim Glass President	Leigh Wallace Executive VP & VP of Student Affairs lwallace@southernregional.edu Christa Herring Executive Asst. to the President cherring@southernregional.edu
Carl D. Perkins Technical College	Wiregrass Georgia Technical College		DeAnnia Clements President	Misty Crofutt Executive Asst to the President misty.crofutt@wiregrass.edu Shannon McConico VP of Enrollment Management shannon.mcconico@wiregrass.edu
WIOA Adult, Dislocated Worker and Youth Programs	Southern Georgia Regional Commission	WIOA Title I Adult, Dislocated Worker and Youth Programs	Kimberly Hobbs Executive Director kkehobbs@sgrc.us	Kim Vining Administrative Assistant kvining@sgrc.us

Attachment M: Authority and Signature

► **One completed, signed, and dated Authority and Signature page is required for each signatory official.**

By signing my name below, I, _____, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2026, whichever occurs earlier.

Signature

Date

Printed Name and Title

Agency Name

Agency Contact Information

Attachment M: Authority and Signature

- ▶ One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I, DeAnnia Clements, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2026, whichever occurs earlier.

DeAnnia Clements
Signature

03/24/2025
Date

DeAnnia Clements President
Printed Name and Title

Wiregrass Georgia Technical College
Agency Name

deannia.clements@wiregrass.edu
Agency Contact Information

Attachment M: Authority and Signature

► One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I, Jim Glass, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2026, whichever occurs earlier.


Signature

03/24/2025

Date

Jim Glass

Printed Name and Title

President

Southern Regional Technical College

Agency Name

jglass@southernregional.edu

Agency Contact Information

Attachment M: Authority and Signature

► One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I, DeAnnia Clements, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2026, whichever occurs earlier.

DeAnnia Clements
Signature

03/24/2025
Date

DeAnnia Clements
Printed Name and Title

President

Wiregrass Georgia Technical College
Agency Name

deannia.clements@wiregrass.edu
Agency Contact Information

Attachment M: Authority and Signature

► One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I, Jacob Rogers, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2026, whichever occurs earlier.


Signature

03/24/2025

Date

Jacob Rogers

Printed Name and Title

CEO

Alabama Non Profit Housing Inc.

Agency Name

jrogers@senph.org

Agency Contact Information

Attachment M: Authority and Signature

► One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I, Chris Wells, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2026, whichever occurs earlier.



Signature

05/02/2025

Date

Chris Wells, Executive Director

Printed Name and Title

Georgia Vocational Rehabilitation Agency

Agency Name

Jeff Allen, Provider Relations Manager. Jeff.Allen@gvs.ga.gov

Agency Contact Information

Attachment M: Authority and Signature

► One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I, Kimberly Hobbs, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2026, whichever occurs earlier.


Signature

03/21/2025
Date

Kimberly Hobbs
Printed Name and Title

Executive Director

Southern Georgia Regional Commission
Agency Name

kkhobbs@sgrc.us
Agency Contact Information

Attachment M: Authority and Signature

► One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I, Lonnie V. Roberts, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU (executed, signed and approved for PY23-PY25)
- The Operating Budget (modified for PY2024)
- The Infrastructure Funding Agreement (IFA) (modified for PY2024)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2026, whichever occurs earlier.

Lonnie V. Roberts
Lonnie V. Roberts (Apr 21, 2025 07:39 EDT)

04/21/2025
Date

Lonnie V. Roberts President
Printed Name and Title

Coastal Pines Technical College
Agency Name

lroberts@coastalpines.edu
Agency Contact Information

Attachment 6

One Stop Certification LWDA 18-016

Policy and Procedures

Southern Georgia



Connecting Talent with Opportunity
A proud partner of the American  network



Section 18-006 One-Stop

Section 18-006 One Stop

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Policy/Procedure #: 18-006-100

Policy Name: One Stop Certification

Effective Date: 07/01/2017

I. **Overview**

WIOA creates a comprehensive workforce system known as the One-Stop System. The One-Stop System is intended to be customer-focused, to help Americans access the tools they need to manage their careers through information and high-quality services, and help businesses find skilled workers.

II. **Statement of Purpose**

The purpose of certification is to ensure standard, best practices and quality service throughout the Southern Georgia Local Workforce Development Area (LWDA) #18/Region 11. Assessment and certification ensure that One Stop sites are working in alignment with key WIOA goals/principles as outlined in Section IV, and meeting federal requirements as defined in Section 121 of the Workforce Innovation and Opportunity Act. This policy and procedure define the processes for One-Stop Certification for LWDA #18.

III. **One-Stop System Goal**

The One-Stop System goal is to increase the employment retention, and earnings of participants, and increase occupational skill attainment by participants, and, as a result improve the quality of the workforce, reduce welfare dependency and enhance the productivity and competitiveness of the nation.

IV. **WIOA Key Principles**

The certification of One Stop Career Centers and workforce centers is founded on the seven (7) key principles of the WIOA, specified below:

1. Streamlining Services – Streamlining services and programs allows for the integration of resources to ensure maximum efficiency and responsiveness.
2. Empowerment – One Stop Career Centers provide a wide range of service options as well as sufficient information and assistance to aid customers in making informed educational decisions, providing them with a sense of empowerment.
3. Increased Accountability – Success is calculated by measuring clear, quantifiable outcomes through evaluating the needs and expectations of employers, job seekers, and the workforce investment system.
4. Universal Access – Through One-Stop Career Centers, all LWIOA #18 residents, including individuals with disabilities, have access to a full array of job seeking and employment development services.

5. Creating a Role for the Private Sector
6. Providing Flexibility from State Partners – Allow local flexibility to implement innovative and comprehensive workforce investment systems to meet the needs of their communities.
7. Improve Youth Programs – By linking more closely to local labor market needs and the community.

V. Initial One-Stop Certification

Each LWDA must have at least one certified Comprehensive One-Stop and an executed Memorandum of Understanding (MOU) in place by July 1, 2017. The MOU, executed by all required partners present within the LWDA, outlines the service delivery structure and identifies the service delivery sites, both potential comprehensive one-stops and affiliate one-stops. Utilizing the prospective service delivery sites identified in the MOU, each LWDA must assign staff to perform certification.

VI. One-Stop Certification Criteria & Approval Process

In accordance with 20 CFR 678.800, the SWDB, in consultation with the LWDBs and CLEO's, developed the following minimum criteria for the certification of comprehensive and affiliate one-stops throughout Georgia.

WorkSource Georgia's One-Stop Certification is comprised of the following categories which evaluate the one-stop effectiveness:

1. Customer Flow of Service
2. Operational Details
3. WorkSource Georgia Branding Identifier
4. Customer Satisfaction
5. Continuous Improvement
6. Accessibility and Equal Opportunity Certification

At least every two years, the SWDB will review and approve the certification criteria and issue updated One-Stop Certification Guidelines for LWDBs. LWDB's, or an appropriate LWDB committee, must meet and vote to adopt the State's minimum criteria by June 30th of the review year. If the LWDB determines additional criteria will be added to the mandated State criteria, the LWDB must meet and vote to add such criteria by June 30th of the review year.

Verification of said vote (i.e., meeting minutes) must be submitted to the OWD Compliance Team at WIOAcompliance@tcsq.edu within ten (10) days of LWDB approval.

VII. Certification Instructions

The LWDA must have at least one (1) certified Comprehensive One-Stop and an executed Memorandum of Understanding (MOU). The MOU, executed in accordance with 20 CFR §678.500 and §678-755 by all required partners present within the LWDA, outlines the service delivery structure and identified the service delivery sites, both potential comprehensive and affiliate sites.

1. Who will be responsible for certification?

LWDA 18/Southern Georgia will be responsible for the certification process. It should be noted that per §678-800(3), "when the LWDB is the one-stop operator as described in §678.410 of this chapter, the SWDB must certify the one-stop center." Furthermore, if the local fiscal agent or programmatic administrator functions as the one-stop operator, the entity may not perform the certification either, due to the inherent conflicts of interest. In either case, the LWDB must notify OWD in writing at least one (1) month before certification is to be completed.

2. Identify Locations

LWDA staff should identify prospection locations for certification. These locations should only consist of those locations identified in the executed MOUs.

3. On-Site Inspections & Interviews

Schedule on-site inspections and interviews for each identified site. Prior to the onsite visit, staff should review the certification documents from the prior year to ensure the One-Stop has no un-resolved finding from the prior monitoring visit.

4. Complete the Certification

LWDA staff should complete the certification process by completing the appropriate forms for each prospective location.

- a) Complete Attachment A: Partner Presence
- b) Complete Attachment B: Accessibility & EO Certification
- c) Depending on site designation complete either Attachment C: Comprehensive or Attachment D Affiliate Certification.

VIII. LWDB Approval

LWDB staff will report to the board (all attachments) and give their recommendation regarding certification. The LWDB, or appropriate LWDB committee, shall review the tools and vote on whether to certify sites. Following the Board meeting, a letter will be sent to the One Stop operator identifying certification status and term of certification.

If a One-Stop site identified in the MOU is not certified, the LWDB must work with the site to develop a corrective action plan that will correct the deficiencies. In such a case, a return visit will be necessary to verify the corrective action has taken place. Once confirmed, the LWDB staff will present their findings to the board who will determine if the site will be certified.

X. OWD Notification

Completed certification tools do not need to be submitted to OWD. They will be retained for review during the OWD annual onsite monitoring.

If any prospective site identified in the MOU is not certified, the LWDB must provide an explanation and justification as to why. The completed certification documents must be sent to OWD. OWD may provide technical assistance to remedy the failed certification.

IX. One-Stop Re-Certification

All certified one stop systems must be certified or re-certified once every three (3) years. Re-certification and LWDB approval must take place on or before June 30th of the program year of expiration. LWDB staff will notify the one stop operators and partners when the re-certification process will begin.

Attachments:

Attachment A: Partner Presence
Attachment B: Accessibility and Equal Opportunity Certification
Attachment C: One-Stop Certification Criteria
Attachment D: Affiliate One-Stop Certification Criteria
Attachment E: Definitions
Attachment F: Business Plan Requirements

Approvals/Changes

Southern Georgia WDB Approved
WIOA Revisions
Revisions to Comply with WFD Policy
Revisions to Comply to TCSG/OWD Policy
Revisions to Comply to TCSG, OWD Policy
Revisions to Comply to TCSG, OWD Policy
Revisions to Comply to TCSG, OWD Policy

Date Approved by WDB

February 18, 2015
July 1, 2015
August 9, 2017
November 14, 2018
February 18, 2020
March 23, 2022
June 12, 2024

Location Name: _____

General Operating Hours of Location: _____

Accessibility & Equal Opportunity Certification

Required Partners	Physical Presence: Average Hours/Week On-Site	Agency Personnel Name and Schedules	Electronic Presence (Y/N)	Not Applicable (Explain)
WIOA Title I Adult Services				
WIOA Title I Dislocated Worker Services				
WIOA Title I Youth Services				
Job Corps				
YouthBuild				
Native American Programs				
Migrant & Seasonal Farmworker Programs				
Wagener-Peyser Act Programs				
Vocational Rehabilitation Program				
Senior Community Service Employment Program				
Carl D. Perkins Programs				

WIOA Title II Adult and Education and Literacy Programs				
Trade Adjustment Assistance Programs Authorized Under Title II of the Trade Act				
Jobs for Veterans State Grants Programs				
Community Services Block Grant Employment & Training Programs				
Department of Housing and Urban Development Employment & Training Activities				
Programs Authorized Under State Unemployment & Compensation Laws				
Programs Authorized Under Sec. 212 of the Second Chance Act				
List of Other Programs Available:				

**Based Upon the Above Responses,
This Center Qualifies for Certification as:**

Comprehensive One-Stop (Complete Forms A, B, & C)

At a minimum, includes access to:

- | | |
|--|--|
| <ul style="list-style-type: none"> • WIOA Title I Adult, Dislocated Worker, and Youth Services* • Wagner-Peyser Employment Services Programs^ • Vocational Rehabilitation Services^ • Adult Education and Literacy^ • Job Corps • Youthbuild • Native American Programs • Migrant and Seasonal Farmworker Programs • Senior Community Service Employment Programs | <ul style="list-style-type: none"> • Carl D. Perkins Programs • Trade Adjustment Assistance Programs • Jobs for Veterans State Grant Programs • Community Services Block Grant Deployment and Training Programs • Department of Housing and Urban Development Employment and Training Activities • Programs Authorized Under State Unemployment and Compensation Laws • Programs Authorized Under Sec. 212 of the Second Chance Act |
|--|--|

**Must be physically present
^Preference is for physical presence*

Affiliate One-Stop (Complete Forms A, B, & D)

At a minimum, includes access to:

One or more of the above-required partners such that programs (other than Wagner-Peyser) have a physical presence of combined staff more than 50% of the time the center is open¹.

¹ § 678.310 What is an affiliated site and what must be provided there?

(a) An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level.

§ 678.315 If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50% of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' reemployment representatives, disable veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

Please complete to show compliance with applicable accessibility and equal opportunity standards.

Accessibility & Equal Opportunity Certification				
	Yes	No	If No – Corrective Action Plan	Notes
<p>Does the on-stop have policies and procedures to ensure that no individual is excluded from participation or denied the benefits any WIOA Title program on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation? (29 C.F.R. § 38.5)</p> <p>When were the policies and procedures last reviewed?</p> <p>When were staff last trained on the policies and procedures?</p>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Does the one-stop ensure that no qualified individual with a disability is excluded from participation in, or denied the benefits of a service, program or activity because the one- stop facility is inaccessible or unusable by individuals with disabilities? (29 C.F.R. § 38.13)</p>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Does the one-stop comply with the applicable provision of Title II of the ADA in the new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards? (29 C.F.R. § 38.13)</p> <p>When was ADA compliance last reviewed?</p>	<input type="checkbox"/>	<input type="checkbox"/>		

	Yes	No	If No – Corrective Action Plan	Notes
Does the one-stop comply with the accessibility obligations under Section 504 of the Rehabilitation act and the implementing regulations at 29 C.F.R. part 32? (29 C.F.R. § 38.13)	<input type="checkbox"/>	<input type="checkbox"/>		

<p>Does the one-stop provide programming and activities that are programmatically accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity? (29 C.F.R. § 38.13)</p> <p>What types of accommodations are available to individuals with disabilities to assist them in navigating the center and/or services?</p> <p>How often are one-stop staff trained on available accommodations and appropriate communication with individuals with disabilities or English Language Learners?</p>	<input type="checkbox"/>	<input type="checkbox"/>		
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Does the one-stop comply with the obligations outlined in subparts A and B of 29 C.F.R. § 38 which are the implementing regulations of WIOA Section 188?	<input type="checkbox"/>	<input type="checkbox"/>		
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Comprehensive One-Stop Criteria

I. Customer Flow of Services

Provide a detailed chart and description of the customer intake and flow of services.

Customer Intake and Flow of Services	
	Describe
<p>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers?</p> <p>How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</p> <p>What resources are available to customers upon entry to the facility that help individuals with disabilities or English Language Learners navigate the center?</p>	
<p>Provide a brief overview of the One-Stop Operator's role and duties.</p> <p>Please address how the operator ensures the seamless provision of the required partner services.</p>	

II. Operational Details

Answer the following questions with as much detail as possible.

Comprehensive One-Stop Criteria		
	Yes No	Describe
Is the one-stop center accessible to those in the area (i.e., on public transit line, available parking, central/non-remote location, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>Please describe the steps taken to make it accessible:</i>
When was the Memorandum of Understanding last reviewed/updated/executed by all partners?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the MOU include all required components per 20 CFR 678.500?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the one-stop have secure document storage?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>Describe how the customer personal identification information is kept secure:</i>
		<i>Describe how information is transferred between the customer and case manager and from case manager to case manager:</i>
Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?		
Describe the internet/network infrastructure.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the customer have seamless access to information and resources upon entering the one- stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the one-stop center have options for customers to access Career Advisors or resources?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>Please describe the steps taken to make it accessible:</i>
Are customers referred to any partner services through virtual or electronic means?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>How are the referrals made?</i>

How are staff made aware of policy and procedure changes?		
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Are one-stop staff cross-trained on different programs to accurately refer participants for other or additional services?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
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What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?		
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III. Statewide Branding

Indicate whether the One-Stop signage complies with the statewide branding standards. Please see WIG PS-16-002 for more information regarding statewide branding standards:

<https://tcsq.edu/worksource/resources-for-practioners/policies-guidance/>

Statewide Branding		
<i>*If the One-Stop has not received signage, please submit mockups of ordered signs.</i>		
LOGO GUIDELINES		
	Yes	No – Please provide a Plan for Correcting
Does the logo include the tagline “Connecting Talent with Opportunity”?	<input type="checkbox"/>	
Does the logo include the AJC tagline?	<input type="checkbox"/>	
Is there adequate clear space left around the logo?	<input type="checkbox"/>	
Is the logo symbol placed to the left of “WorkSource”?	<input type="checkbox"/>	
COLOR PALLETE		
	Yes	No – Please provide a Plan for Correcting
If in color, does the logo meet the guidelines of being in turquoise, orange, green, and gray?	<input type="checkbox"/>	
If in one color, does the logo meet the requirements of being in either turquoise, black, or white (with shades of said color providing the distinction in shapes within the mark)?	<input type="checkbox"/>	
Does the One-Stop appropriately use the WorkSource brand? Reference: WIG-PS-16-002	<input type="checkbox"/>	

IV. Customer Satisfaction

Answer the following questions with as much detail as possible.

Customer Satisfaction – Job Seekers	
	Describe
How do you plan on gathering customer feedback?	
How do you plan on having staff share and discuss feedback from customers?	
How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?	
How will you measure the success or failure of integrating customer feedback?	

Customer Satisfaction – Employers	
	Describe
How do you plan on gathering employer feedback?	
How do you plan on having staff share and discuss feedback from employers?	
How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?	
How will you measure the success or failure of integrating employer feedback?	

V. Continuous Improvement

Answer the following questions with as much detail as possible.

Customer Satisfaction – Employers	
	Describe
How do you use data to improve upon the one-stop services?	
In particular, how do you evaluate services to strategic populations groups (i.e., veterans, individuals with disabilities, English Language Learners, justice-involved individuals, etc.)?	
How do you share this data with staff?	
How do you incorporate staff ideas and feedback to improve the performance of the one-stop?	
How is staff feedback utilized and incorporated into your practices?	
How do you let staff know that their ideas have been incorporated?	
How do you measure the success or failure of staff feedback integration?	
Share any best practices of the one-stop that contribute to continuous improvement.	
List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.	

LWDA

One-Stop Location

One Stop Reviewer (Name & Affiliation)

Date of Review

LWDB Board Chair Signature

Date

Chief Local Elected Official Signature

Date

Comprehensive One-Stop Criteria

I. Customer Flow of Services

Provide a detailed chart and description of the customer intake and flow of services.

Customer Intake and Flow of Services	
	Describe
<p>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers?</p> <p>How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</p> <p>What resources are available to customers upon entry to the facility that help individuals with disabilities or English Language Learners navigate the center?</p>	
<p>Provide a brief overview of the One-Stop Operator's role and duties.</p> <p>Please address how the operator ensures the seamless provision of the required partner services.</p>	

II. Operational Details

Answer the following questions with as much detail as possible.

Comprehensive One-Stop Criteria		
	Yes No	Describe
Is the one-stop center accessible to those in the area (i.e., on public transit line, available parking, central/non-remote location, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>Please describe the steps taken to make it accessible:</i>
Is the affiliate site listed in the Memorandum of Understanding?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do all partners appropriately contribute to infrastructure funding costs per the Infrastructure Funding Agreement?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the one-stop have secure document storage?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>Describe how the customer personal identification information is kept secure:</i>
		<i>Describe how information is transferred between the customer and case manager and from case manager to case manager:</i>
Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?		
Describe the internet/network infrastructure.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the customer have seamless access to information and resources upon entering the one-stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are customers referred to any partner services through virtual or electronic means?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>How are the referrals made?</i>
Are one-stop staff cross-trained on different programs to accurately refer participants for other or additional services?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?		
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How are staff made aware of policy and procedure changes?		
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III. Customer Satisfaction

Answer the following questions with as much detail as possible.

Customer Satisfaction – Job Seekers	
	Describe
How do you plan on gathering customer feedback?	
How do you plan on having staff share and discuss feedback from customers?	
How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?	
How will you measure the success or failure of integrating customer feedback?	

Customer Satisfaction – Employers	
	Describe
How do you plan on gathering employer feedback?	
How do you plan on having staff share and discuss feedback from employers?	
How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?	
How will you measure the success or failure of integrating employer feedback?	

IV. Continuous Improvement

Answer the following questions with as much detail as possible.

Customer Satisfaction – Employers	
	Describe
How do you use data to improve upon the one-stop services?	
In particular, how do you evaluate services to strategic populations groups (i.e., veterans, individuals with disabilities, English Language Learners, justice-involved individuals, etc.)?	
How do you share this data with staff?	
How do you incorporate staff ideas and feedback to improve the performance of the one-stop?	
How is staff feedback utilized and incorporated into your practices?	
How do you let staff know that their ideas have been incorporated?	
How do you measure the success or failure of staff feedback integration?	
Share any best practices of the one-stop that contribute to continuous improvement.	
How do you incorporate staff ideas and feedback to improve the performance of the one-stop?	
List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.	

LWDA

One-Stop Location

One Stop Reviewer (Name & Affiliation)

Date of Review

LWDB Board Chair Signature

Date

Chief Local Elected Official Signature

Date

One-Stop Delivery System

The One-Stop Service Delivery System is primarily composed of Comprehensive One-Stops that provide access to all of the required partner programs present within the Local Workforce Development Area (LWDA) and Affiliate One-Stops that provide access to one or more of the required partner programs. Federal service delivery requirements are different for Comprehensive and Affiliate One-Stops. Therefore, the certification guidelines separate the certification process and require LWDBs to complete distinct certification tools for each type of One-Stop.

One-Stop Operator

The One-Stop operator is responsible for general operations of the One-Stop Center as required by 9 U.S.C. § 2864 (c)(2)(A)), 20 CFR § 463.620(a), and 20 CFR § 361.620(a). Overall operations of the One-Stop Center including entering into agreements with the partners co-located in the center; cost allocation plan(s); service mix and flow; planning and monitoring center operations; and coordination with other service providers in the service area.

The One-Stop Operator is also responsible for developing a strategic operations or business plan for the center including the development of a common mission and goals. The One-Stop Operator should ensure that the center is guided by customer needs, customer satisfaction, and customer 81 success. The plan should include strategies for training of center staff to ensure integration of service delivery and to provide seamless access to services for all customers. The One-Stop Operator must ensure the core services specified in U.S.C. § 2864 (d)(2) are provided at the center and provide access to the other activities, and that programs provided under WIOA by the mandatory partner programs are available in the area. The One-Stop Operator must ensure that the One-Stop Center and services are accessible to all customers including individuals with disabilities

One-Stop Partners

The required partners of the one-stop are:

1. Programs authorized under Title I of WIOA serving Adults, Dislocated Workers, Youth, and veterans, as well as Job Corps, Native American programs, and migrant and seasonal farm worker programs
2. Programs authorized under the Wagner-Peyser Act
3. Adult education and literacy activities authorized under Title II of WIOA
4. Programs authorized under parts A and B of Title I of the Rehabilitation Act
5. Welfare-to-Work programs authorized under the Social Security Act
6. Senior community service employment activities authorized under Title V of the Older Americans Act of 1965
7. Postsecondary vocational education authorized under the Carl D. Perkins Vocational and Applied Technological Education Act
8. Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance authorized under the Trade Act of 1974
9. Local veterans' employment representatives and disabled veterans outreach programs
10. Employment and training activities under the Community Services Block Grant
11. Employment and training activities of the Department of Housing and Urban Development
12. Programs authorized under State unemployment compensation laws ii.

Optional partners may include:

1. Temporary Assistance to Needy Families authorized under the Social Security Act
2. Employment and training programs authorized under the Food Stamp Act of 1977
3. Work programs authorized under the Food Stamp Act of 1977
4. Programs authorized under the National and Community Service Act of 1990
5. Other appropriate federal, state, or local programs.

Affiliate One-Stop Center

An affiliate one-stop center, is a site that provides access to the job seeker and employer customers to one or more of the one-stop partners' programs, services, and activities. An affiliate site does not need to

provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliate site will be determined at the local level.

If Wagner-Peyser Act employment services are provided at an affiliate site, there must be at least one or more other partners in the affiliate site with a physical presence of combined staff more than 50% of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' reemployment representatives, disable veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

The site must be physically and programmatically accessible to individuals with disabilities, as described in 29 C.F.R. part 38 and the regulations implementing WIOA Sec. 188.

Comprehensive One-Stop Center – is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one Title I staff person physically present.

The comprehensive one-stop center must provide:

1. Career services, as described in §678.430;
2. Access to training services described in §680.200 of this chapter;
3. Access to any employment and training activities carried out under sec. 134(d) of WIOA;
4. Access to programs and activities carried out by one-stop partners listed in §678.400 through
5. §678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III (Wagner-Peyser Act Employment Service Program); and,
6. Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center. The Local Workforce Development Board (LWDB) may establish other service hours outside of normal business hours to accommodate the schedules of individuals who work on regular business days. The State Workforce Development Board will evaluate operational hours as part of the evaluation of effectiveness in the one-stop certification process described in §678.800(b).

The site must be physically and programmatically accessible to individuals with disabilities, as described in 29 C.F.R. part 38 and the regulations implementing WIOA Sec. 188.

Mobile Units

Depending on its use, Mobile Units can be classified as either affiliate or specialized sites. When considering certification for mobile units, affiliates have an element of permanency. If the unit essentially acts as another affiliate site that happens to travel around the LWDA's service delivery area, then it may be classified as an affiliate. If the unit changes function, it may be appropriate to classify it as a specialized site instead.

Specialized Site

The One-Stop system may have additional sites outside of comprehensive and affiliate sites, which includes the designation of "specialized sites" to address specific needs, such as Dislocated Workers, Youth, Veterans, key industry sectors or clusters. Per §678.320, a specialized site is similar to an affiliate in that it does not need to provide access to every required partner, but should be knowledgeable about and able to make referrals as needed.

A location constitutes a specialized site if:

- Is a stand-alone partner program office (e.g. GVRA);
- Is time-limited (i.e., In response to a regional lay-off event, WARN event); OR
- Includes only one WIOA Title I program (i.e., Veteran or Youth only site) and no other partner program(s).

Technical College Campus Site

Some LWDAs provide WIOA Title I-funded career services at local technical college campuses. These services are typically provided by contractors, subrecipients, or LWDA programmatic staff. Since these sites “make available to job seeker and employer customers one or more of the one-stop partner’s program, services and activities,” they meet the definition of an affiliate site. Therefore, if the career services are provided out of office space that is rented or leased by a contractor or local WIOA Title I service provider for the sole purpose of providing WIOA Title I services, the location would be considered an affiliate site.

If the site is only providing Adult Education and Carl Perkins activities, OWD has determined the location does not constitute an affiliate site. Perkins dollars fund instruction, but no direct services to participants or other partner programs or case management is offered. However, if Adult, Dislocated Worker, and Youth, or other partner program activities are also offered at that location, it constitutes an affiliate and must be certified as such.

If a technical college site is deemed an affiliate and needs a cost sharing structure, the LWDB should use their own discretion when determining what is the “site” (i.e., if only sharing room, single building, single office, the affiliate does not need to be the entire campus).

Wagner-Peyser Co-Location

Per 20 CFR §678.315, if Wagner-Peyser Act employment services are provided at an affiliate site, there must be at least one or more other partner(s) in the affiliate with a physical presence of combined staff more than 50% of the time the center is open. As such, Wagner-Peyser cannot be separate stand-alone office. If there are any GDOL centers offering Wagner-Peyser services, these centers must meet the definition of and be certified as an affiliate site. However, the other partner **must not be the partner administering local veteran’s reemployment representatives, disabled veterans’ outreach representatives, disabled veterans’ outreach program specialties, or unemployment compensation programs.**

Access

The federal regulations define “Access” to each partner program and its services to mean:

1. Having a program staff member physically present at the one-stop center;
2. Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
3. Making available a direct linkage through technology to program staff who can provide meaningful information or services.
 - a. A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time web-based communication to a program staff member who can provide program information or services to the customer.
 - b. A “direct linkage” cannot exclusively be providing a phone number or website or providing information, pamphlets, or materials.

Seamless Service Delivery

The One-Stop network is often described as a “seamless” system of service delivery where information and access to services are available to the customer regardless of the site of original contact. This is accomplished by collaboration of entities responsible for separate workforce development funding streams and through integration of programs and resources at the community level. All partners have an obligation to provide core informational services so individuals may access the One-Stop System regardless of where they enter, including information regarding access or linkages to training services and the programs and activities carried out by One-Stop partners.

One-Stop System Business Plan

LWDB's are charged with utilizing criteria and quality standards for the purpose of holding Operators accountable for the One-Stop System or center(s) they oversee. In order to ensure certification creates a consistent level of quality in the services provided in the LWDA, the LWDB will be required to submit a business plan to the State Workforce Development Board (SWDB).

The process shall include the following:

1. LWDA will submit a business plan to their Local Board that will be forwarded to the State Board for written determination within 90 days of submittal.
 - a. If denied, a written explanation will be given, and a Local Board may submit a revised plan to re-initiate the process at any time.
2. The Local Board conducts a site review within 60 days of the business plan approval. The reviewer will use the business plan, and interview site and partner staff to ensure compliance. Notification will be given within 30 days of the site review.
 - a. If denied, then a corrective plan is provided with written determination and technical support to aid in reaching compliance. Within 60 days of resubmission, the Local Board will conduct a new site review.
 - b. On-site reviews may be delegated to an administrative entity, as long as the reports are received by the Local Board.
3. Once the Local Board has completed the on-site review, the State Board grants certification status.

All business plans submitted to OWD must contain the following items:

1. A vision and mission statement;
2. A diagram or narrative of customer flow throughout the tiers of services;
3. Identification of the clear flow of services between all partners; Identification of the facility's service delivery structure, i.e., location service mix and customer flow;
4. Demonstration of a plan for increased enrollment in various programs and increased use of facilities;
5. Identification of a system for referral to training services and use of ITAs;
6. Identification of leveraged resources with various funding streams, educational grants, and other financial aid programs;
7. Identification of a community outreach plan; and
8. Identification of all One-Stop partners and the ways in which services are integrated

Firewall & Conflict of Interest Agreement

Purpose

To provide necessary firewalls to avoid conflicts of interest for entities performing multiple roles in the Local Workforce Development Area (LWDA).

All parties included in this agreement are required to disclose any real or potential (real, apparent or organizational) conflicts of interest.

References

- “Paragraph (b) of § 679.420 provides a list of the key functions of a fiscal agent. The appropriate role of fiscal agent is limited to accounting and funds management functions.
- Entities serving multiple roles must adhere to WIOA title I, subtitle E (Administration) and § 679.430 to ensure appropriate firewalls within a single entity performing multiple functions, including when a fiscal agent also functions as a direct provider of services.”

Roles Performed in the LWDA

1. Southern Georgia Regional Commission Board/Council – Oversight
2. Southern Georgia Regional Commission – Administrative Entity & Fiscal Agent
3. Local Workforce Development Board (LWDB) and Committees – Oversight
4. One-Stop Operator – Comprehensive One-Stop Services – Georgia Department of Labor
5. Service Provider/One-Stop Partner

Oversight includes guidance, effective communications, information sharing, records management, reporting, identification of risks, reviews of policy and procedures, and monitoring.

Monitoring occurs as a scheduled event and during regular day-to-day management. It also includes desk-top and on-site monitoring of records, information, finances, compliance, and performance.

The role of the SGRC Council/Board is to provide guidance and oversee the responsibilities of the Grant Recipient/Fiscal Agent, the Southern Georgia Regional Commission.

The role of the Southern Georgia Regional Commission is the Administrative Entity and Fiscal Agent for Workforce Innovation and Opportunity Act funds and programs. These duties include: accounting and fund management; monitoring and oversight of funds disbursed to service providers; oversight of daily operations for WIOA funded customer and employer services; oversight and monitoring of service providers; serving as staff to the Workforce Development Board, conduct Request for Proposal activities; certify Comprehensive and Affiliate One-Stop sites.

The role of the Workforce Development Board is to provide guidance and oversee the responsibilities of the Administrative Entity (SGRC) including the Workforce Development Board staff. To effectively manage this, the WDB receives input from WDB staff, SGRC Council/Board, WDB Committees and Chief Local Elected Officials.

The Georgia Department of Labor (GDOL) serves more than one role within the LWDA. GDOL serves as the One-Stop Operator and coordinates service delivery of the One-Stop Career Center partners and providers at the One-Stop. Additional responsibilities, as needed and allowable by law, may be added by the LWDA. GDOL is also a core and mandatory WIOA One-Stop partner, providing Wagner-Peyser and Unemployment services. This dual role is allowable pursuant to 20 CFR § 679.430; however, the following firewalls are in place to prevent any conflict of interest:

- a) In coordinating services and serving as a one-stop operator, GDOL must refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training and education services;
- b) GDOL as the OSO may not:
 - a. Convene system stakeholders to assist in the development of the local plan;
 - b. Prepare and submit local plans (as required under WIOA sec. 107);
 - c. Be responsible for the oversight of itself. The WDB and WDB staff will provide oversight including establishing performance measures and monitoring procedures;
 - d. Manage or significantly participate in the competitive selection process for one-stop operators;
 - e. Select or terminate
 - i. One Stop Operators
 - ii. Career Service Providers
 - iii. Youth Providers
 - f. Negotiate local performance accountability measures; or
 - g. Develop and submit budgets for activities of the WDB in the LWDA.

In addition, individuals who represent GDOL on the Workforce Development Board must not cast a vote, nor participate in any decision-making capacity, on the provision of services by the OSO, nor vote on any matter which would provide any direct financial benefit to GDOL. No employee, office, or agent may participate in the selection, award or administration of a contract supported by a Federal award if he or she has a real or apparent conflict of interest.

Attachments

Attachment A: Organizational chart for the OSO.

Attachment B: Signature Pages

Insert Organizational Chart Here

Firewalls & Conflict of Interest Agreement

Signed, sealed and delivered by the below identified parties the date set out.

- Georgia Department of Labor
- Southern Georgia Workforce Development Board Chair
- Southern Georgia Chief Elected Official
- Southern Georgia Workforce Development Director

Signature: _____

Date: _____

Title: _____

Organization: _____

Attachment 7

Procurement Policies and Procedures LWDA 18-004

Policy and Procedures

Southern Georgia



Connecting Talent with Opportunity
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Section 18-004 Procurement

Section 18-004 Procurement

LWDA Procurement Procedures	1-15
Southern Georgia Regional Commission Procurement Procedures	16-20
Comparable Price Documentation Form	17
Contract Template - PY24-PY25	22-42
Statement of Work Template - PY24-PY25	43-56

Policy/Procedure #: **18-004-100**
Policy Name: **LWDA Procurement Procedures**
Effective Date: **07/01/2015**
Revised: **02/26/2017**

The key principles and elements of the SGRC's WIOA procurement process include:

- A code of conduct to avoid conflicts of interest, real or apparent
- Fair and open competition
- Arm's length negotiations
- Consideration of small, minority and women-owned businesses
- Avoidance of unnecessary or duplicative purchases
- Documentation of the procurement

PROCUREMENT AUTHORITY, RESPONSIBILITY, AND DELEGATION

The SGRC executive director and division director(s) are authorized to procure goods and services. The SGRC executive director is the authorized signatory for contracts.

PROCUREMENT METHODS

Competitive procurement is the preferred method for purchasing goods and services. Several methods of competitive procurement may be utilized as per Uniform Guidance Subpart D 200.320.

1. Micro-Purchases – Micro-purchases are purchases of supplies or services using simplified acquisition procedures, the aggregate amount of which does not exceed the micro-purchase threshold. Micro-purchase procedures comprise a subset of the small purchase procedure. The method is used in order to expedite the completion of lowest-dollar small purchase transactions and minimize the associated administrative burden and cost. The micro-purchase threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions). It is \$3,000 except as otherwise discussed in Subpart 2.1 of that regulation, but this threshold is periodically adjusted for inflation. To the extent practicable, micro purchases will be distributed equitably among qualified suppliers. Micro-purchases may be awarded without soliciting competitive quotations if the WDB/RC considers the price to be reasonable. For purchases of routine supplies, price quotations may be obtained periodically to ensure the WDB/RC is receiving the best price available.
2. Small Purchases – \$3,001 - \$25,000. Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies, or other property that do not cost more than the Simplified Acquisition Threshold. If small purchase procedures are used, price or rate quotations must be obtained from an adequate number of qualified suppliers. At least three bids should

be obtained if the expected price exceeds \$3,001. Catalogs and current price lists may be used. As per OWD Policies & Procedures 2.2.9 (III) (2) if a purchase exceeds \$5,000 the local area must obtain and document prior approval for the purchase from OWD.

3. Formal advertising/sealed bid method - This method is appropriate and effective when the product or service being purchased can be described at a high level of precision, and the product or service purchased is for a firm, fixed price, and the contract will be awarded to the responsible bidder whose bid, conforming to all material terms and conditions of the solicitation, is the lowest in price.
4. Request for proposal method - This method is commonly used to procure training or services for participants when more than one source will be submitting a proposal and program specifications are usually too broad to compare responses solely on the basis of cost. The solicitation, or RFP, must specify deliverables, the basis for payment and information and requirements for the product or service being procured. The RFP must be publicized and distributed to any agency, organization, or individual that requests a copy. A bidder's list will be maintained to ensure maximum fair and open competition.

Staff members must review all proposals to determine responsiveness and competitiveness. Proposals to serve youth must be reviewed by the Southern Georgia WDB Youth Committee. The Youth Committee will make funding recommendations for youth providers/services to the WDB Budget and Proposal Committee. The WDB Budget and Proposal Committee will review Proposals to serve adults and/or dislocated workers and make recommendations to the Workforce Development Board for adult and/or dislocated worker services in addition to youth services. The Workforce Development Board will select proposals for funding. After proposals have been selected, negotiations will occur and a contract will be executed.

5. Intent to Bid - An intent to bid will be used when there is uncertainty about whether a sufficient number of proposals will be received. If an intent to bid results in multiple qualified providers, an RFP will be issued. If only one qualified provider responds, sole source procurement may be used. If no providers respond, SGRC staff may contact an organization (noncompetitive procurement) in order to provide the service.

Noncompetitive Procurement may be necessary in certain situations when competition is not feasible or practical. Noncompetitive procurement may be used in several situations.

1. Emergency - The SGRC may use this type of noncompetitive procurement when an emergency exists and the urgency of the requirement will not allow time to obtain competition. If the purchase is for services for participants, current providers and/or proposers who submitted proposals for the training/service needed but were not selected for award may be contacted to determine interest in providing the service. If the above is not feasible, the Workforce Development Board may select an alternative, qualified provider and enter into sole source procurement with the provider.
2. Tuition purchases - Tuition and related fees, books and supplies may be purchased noncompetitively for individuals enrolling in classroom training available to the general public in a public or proprietary institution of higher education or a public post-secondary vocational institution.
3. State authorized noncompetitive procurement - The SGRC may use noncompetitive procurement if it is authorized by a state agency.
4. On-the-Job Training (OJT) agreement – OJT agreements with employers may be procured noncompetitively.
5. One service provider - Noncompetitive procurement may be used if there is only one qualified provider for the service or product.

6. Failed competitive procurement - Noncompetitive procurement may be used if a competitive procurement process was conducted and no responsive and competitive proposal was received for the service being solicited.

DOCUMENTATION OF PROCUREMENT

Applicable and appropriate records for each procurement will be maintained. Necessary documentation will vary depending on the procurement method. Documentation may include, but is not limited to, requisitions, purchase orders, receipts, invoices, comparative price form, rationale for method of procurement, selection of contract type, contractor selection or rejection, the basis for the contract price, reasonableness of cost, review scores, and/or other documentation of the procurement.

COMPLAINTS

Southern Georgia complaint procedures are applicable when registrants, WIOA personnel, and other interested persons have complaints about WIOA activities and programs. These complaint procedures outline protest procedures to handle and resolve disputes relating to procurements and shall in all instances disclose information regarding the protest to the awarding agency as stipulated in the WIOA Proposed Rules and Section 181 of WIOA.

INFORMATION AND INSTRUCTIONS FOR STAFF

For Procurement

The purpose of these instructions is to ensure the SGRC staff follows appropriate procurement procedures and that a quality product/service is obtained at a fair price and that federal and state procurement requirements are met.

Prior to any purchase the following must be considered:

- Is the procurement necessary and appropriate?
- Is the cost allowable?
- Will the cost benefit the operation, administration, performance or image of the program?
- Has a cost/price analysis been completed to establish a contract amount for the procurement?
- Have these steps been documented?

The key principles and elements of the SGRC's procurement process are described in the following paragraphs.

1. Code of Conduct

The SGRC shall avoid conflicts of interest, real or apparent, and shall adhere to the following code of conduct. No officer, employee, or agent shall:

1. solicit or accept gratuities, favors, or anything of monetary value from suppliers or potential suppliers, including subcontractors under recipient contractor; or
2. participate in the selection, award, or administration of a procurement where to the individual's knowledge, one of the following has a financial or other substantive interest in any organization which may be considered for award:
 - a. the officer, employee, or agent;
 - b. any member of his or her immediate family;
 - c. his or her partner; or
 - d. a person or organization which employs, or is about to employ, any of the above.

Violations of these standards will result in appropriate action such as determined by the SGRC executive director. Such action may include, but is not limited to:

- a reprimand; and/or
- suspension from employment; and/or
- termination of employment

2. Fair and Open Competition

All procurement actions regardless of dollar amount or method used will be conducted in a manner that provides for maximum open and free competition. SGRC staff must ensure that procurement transactions:

- Do not place unreasonable requirements on firms in order for them to qualify to do business (e.g. prior or unnecessary experience in the local area, high net worth or excessive bonding in relation to the budget of the project);
- Prohibit or restrict noncompetitive awards to consultants who are on a retainer contract;
- Prohibit organizational conflicts of interest in the evaluation of bids and selection of providers;

- Facilitate open, objective, non-arbitrary actions by all participants in the procurement process.

3. **Arm's Length Negotiations**

The criterion for "arm's length" is that each representative involved in contract negotiations has an opposing economic interest. The executive director or the workforce development director shall negotiate WIOA contracts unless an opposing economic interest does not exist. In that case, the SGRC executive director shall appoint another staff person to negotiate the contract.

4. **Small, Minority, and Women-Owned Businesses**

The SGRC shall give consideration to SMW businesses. The SGRC will:

- Identify SMW businesses which are potential service providers/vendors and include them on the RFP mailing list
- Ensure that, when economically feasible, total requirements are divided into smaller units to permit maximum participation by SMW businesses.
- Ensure that the delivery schedule of a procurement is not limited as to preclude active participation by SMW organizations.

5. **Avoidance of Unnecessary or Duplicative Purchases**

The executive director or division director will review proposed procurements to avoid the purchase of unnecessary or duplicative items and to facilitate the acquisition of goods/services in the most economical manner.

6. **Documentation of the Procurement**

Applicable and appropriate records for each procurement will be maintained. Necessary documentation will vary depending on the procurement method. Documentation may include, but is not limited to, requisitions, purchase orders, receipts, invoices, comparative price form, rationale for method of procurement, selection of contract type, contractor selection or rejection, the basis for the contract price, reasonableness of cost, review scores, and/or other documentation of the procurement.

PROCUREMENT METHODS

COMPETITIVE PROCURMENT is the preferred method for purchasing goods and services. Several methods of competitive procurement may be utilized.

1. Micro purchase method – This method will be used only if the "per transaction" value of the procurement is under \$3,000.

In using the micro-purchase method, the following steps will be followed:

- a. An SGRC requisition form will be completed.
- b. The requisition must be approved by the division director. If the price is under \$250 then approval by the executive director is not required.
- c. If the price is over \$250 then approval by the executive director is required.
- d. Once all approvals have been obtained, a purchase order will be completed and given to the staff member who initiated the requisition.
- e. The staff member may proceed with purchasing the product/service.

The requisition, purchase order, comparable price form, invoices, sales receipt and/or other similar records will be maintained

2. **Small purchase method** - This method will be used only if the “per transaction” value of the procurement is under \$25,000. At least three bids should be obtained if the expected price exceeds \$3,001. Catalogs and current price lists may be used. If the price exceeds \$5,000 prior approval from OWD must be obtained and documented.

In using the small purchase method, the following steps will be followed:

- a. An SGRC requisition form will be completed.
- b. If the expected price will exceed \$3,001, a comparable price form must be completed and attached to the requisition. This form must identify three potential vendors and the price quoted from each vendor. Product or service catalogs and current price lists may be used.
- c. The reason for vendor selection must be recorded on the comparable price form.
- d. If the price exceeds \$5,000 written approval must be obtained from OWD.
- e. The requisition with the comparable price form (and OWD approval if required) must be approved by the division director. If the price is under \$500 then approval by the executive director is not required.
- f. If the price is over \$500 then approval by the executive director is required.
- g. Once all approvals have been obtained, a purchase order will be completed and given to the staff member who initiated the requisition.
- h. The staff member may proceed with purchasing the product/service.

The requisition, purchase order, comparable price form, invoices, sales receipt and/or other similar records will be maintained.

3. **Formal advertising/sealed bid method** - This method is appropriate and effective when the product or service being purchased can be described at a high level of precision, and the product or service purchased is for a firm, fixed price, and the contract will be awarded to the responsible bidder whose bid, conforming to all material terms and conditions of the solicitation, is the lowest in price.

This method typically involves the purchase of commodity-type goods/services that are widely available in the marketplace.

In using the formal advertising method, the following steps will be followed:

- a. A request for Quotation or an Invitation for Bids will be developed and will include the following information:
 1. Key performance dimensions or specifications;
 2. Clearly defined specifications and descriptions for the item or service(s) being purchased;
 3. Time frames including bid opening date and location;
 4. Format for submission of bids and submission deadline;
 5. Rights of the SGRC regarding acceptance and rejection of bids that are received.
- b. This RFQ/IFB will be posted on the SGRC website and advertised in the Waycross Journal-Herald and the Valdosta Daily (and other newspapers, as appropriate), and will be sent to known suppliers in the area at least three weeks before the bid opening date.
- c. All bids will be opened publicly at the time and location identified in the RFQ/IFB.

- d. An independent estimate of the expected cost will be prepared prior to receiving bids. Reasonableness of cost will be determined by comparing this cost to the bids.
- e. The contract will be awarded to the lowest bidder that conforms with all specifications in the RFQ/IFB. Selected bidder(s) will be notified within five working days.

The SGRC may reject any or all bids when there are sound, documented business reasons in the best interest of the SGRC. If a bid is rejected, the specific reasons for the rejection must be fully described and documented in the procurement file.

Documentation of the procurement will be maintained. Documentation shall include a copy of the RFQ/IFB, the publication notice; all bids received, and if the award is made to a bidder other than the lowest price, a memo detailing the reasons for non-responsiveness of the lowest bid to the RFQ/IFB specifications.

4. **Request for Proposal (RFP) Method** - An RFP is commonly used to procure training or services for participants, when more than one source may submit an offer, or proposal, and program specifications are usually too broad to compare responses solely on the basis of cost. The solicitation, or RFP, must specify deliverables, the basis for payment and information and requirements for the product or service being procured. The RFP must be publicized and distributed to any agency, organization, or individual that requests a copy. A bidder's list will be maintained to ensure maximum fair and open competition.

Developing the RFP Package

The Request for Proposal package is the solicitation document and it will be written by a staff member and reviewed by another staff person. After the decision has been made about types of programs and/or services, the RFP will be developed using the most recent RFP and these procedures as a guide.

Requirement for Information in the RFP Package

The following information must be included in the RFP Package:

1. Submission requirements, including due date, number of copies to be submitted, proposal submission format, and where to submit the proposal;
2. Who to contact for questions about the RFP and procedures for responding to questions;
3. A general description of the subgrant program including applicable federal and state laws and regulations with which proposers must comply (including OMB circulars);
4. The population group to be served and minimum service levels to specific target groups;
5. Approximate number to be served in each activity;
6. Type of training or service to be provided, including recruitment, assessment, case management, etc;
7. Funding parameters;
7. Performance goals and expected program results by activity;
8. Method for payment and invoicing;

9. Applicable coordination requirements;
10. Review criteria to be used to determine responsiveness and competitiveness, including specific criteria which will be used and the relative importance weight of each in the evaluation and the minimum score for determining competitiveness;
11. Record retention and availability requirements;
12. Appeal procedures;
13. Equal opportunity provisions;
14. Monitoring and reporting requirements;
15. Prohibition of political and religious activities;
16. Audit requirements;
17. Participation in the statewide computerized information system;
18. Line item budget for proposed cost;
19. Insurance and bonding requirements;
20. Non-duplication of facilities or services;
21. Schedule for receipt of proposals, evaluation, award and notification to proposers;
22. Documentation required to establish fiscal capability and capacity;
23. Training and meeting requirements;
24. A disclaimer that reserves the right to accept or reject any or all proposals;
25. A certification that the agency has not been debarred or suspended from receiving federal funds;
26. A certification regarding lobbying;
27. Documentation to establish programmatic capability, such as references and past performance data;
28. Prohibition against subcontracting without prior approval by the SGRC;
29. The period of performance, or contract period, with a clear explanation of contract extension(s) for additional years; and
30. Any other information that will assist potential providers in preparing a proposal.

Publication of the RFP

The availability of the RFP will be posted on the SGRC website and must be publicized and advertised in local newspaper(s) of general distribution in the area. A public notice must be posted on the SGRC website and placed in the Waycross Journal-Herald and the Valdosta Daily Times (and other

newspapers, as appropriate) at least three weeks prior to the proposal due date. A public notice or news release may be placed in other newspapers, if appropriate. The web post and public notice must include:

- The services being solicited
- The due date for proposals
- The person and place to contact for more information

Prior to the web post and public notice or on the same day the notice is posted on the web and the public notice is placed in the newspaper, a letter of availability of the RFP is mailed to every name on the RFP mailing list.

RFP Mailing List

The SGRC will maintain an RFP mailing list that contains the names and addresses of organizations, agencies and individuals who have expressed an interest in providing services. A request to be on the list may be verbal or written. Additionally, a name may be added to the list if it is known that the agency provides like or similar services being solicited. A name will be removed from the list if correspondence is returned and the SGRC has not received a current mailing address. The letter of availability will be mailed to all the names on this list. A letter of availability may be e-mailed.

RFP Information Meeting (Bidder's Conference)

The SGRC may hold an RFP information meeting to review the objectives and submission requirements of the procurement and to provide an opportunity for attendees to ask questions relative to the procurement. The division director and/or the assistant executive director will decide whether or not to conduct an RFP information meeting.

The meeting location, date and time will be included in the Letter of Availability and will be posted on the SGRC website and advertised in the Waycross Journal Herald and the Valdosta Daily Times (and other newspapers, as appropriate).

The meeting should be held at least two weeks prior to the proposal submission deadline.

Minutes (or notes) of the meeting must be taken and filed in the procurement file.

Disseminating Clarifying Information

A log of inquiries should be maintained. For all inquiries, except those that are clearly answered in the RFP, clarifying information will be sent to all organizations/individuals that received a copy of the RFP.

RFP Amendments

If an amendment is needed to the RFP to expand or restrict the solicitation, a copy of the amendment/changes will be sent to all organizations/individuals that received a copy of the RFP.

Receipt and Distribution of Proposals

The SGRC receptionist will receive, date stamp, assign numbers, and log each proposal. The receptionist will distribute the proposals appropriately.

Evaluation Procedures

An SGRC staff person will review all proposals to determine responsiveness. The criterion, which has been included in the RFP, will be used to determine responsiveness:

- The proposal is received by the deadline advertised;
- The proposal is in the required format; and
- The correct number of copies is submitted.

All proposals that are determined responsive will be evaluated for competitiveness. Prior to receipt of proposals, the division director and/or executive director will appoint an evaluation panel of at least three staff members (more if workload will allow) to review and rate proposals. The review panel will be selected on the basis of their independence and integrity (i.e. no conflict of interest), their competence and knowledge, and their availability. The review panel *must* consist of SGRC staff members and it *may* have individuals who have expertise in the services/activities being procured.

The panel will be briefed about the review process and will be given the review criteria. Reviewers must individually rate each proposal using the criteria (which was included in the RFP). The scores will be averaged for the total proposal score. All proposals scoring at or above the minimum score will be considered for funding. The minimum score will be 65, unless advertised differently in the RFP Package. The proposals receiving the highest score may not always be selected for funding. This rating establishes that a proposal meets a minimum standard and is competitive, and the Workforce Development Board may select the proposal for funding.

At a minimum, the review criteria will include the following:

1. The capacity and capability of the proposer to meet program design specifications and performance goals;
2. A satisfactory record of past performance;
3. Adequate financial resources and technical skills to perform the financial requirements; and
4. A reasonable cost.

Selection Procedures

For proposals to serve youth, a copy of each proposal is given to the members of the Southern Georgia WDB Youth Committee. Staff review scores, a cost comparison of proposals, and a summary of each proposal are also given to the committee. This committee reviews and discusses each proposal and makes recommendations for funding to the Southern Georgia WDB Budget and Proposal Review Committee. The Budget and Proposal Review Committee of the WDB reviews proposals and the Youth Committee's recommendations and makes funding recommendations to the WDB.

For adult and dislocated workers, review scores, a cost comparison of proposals, and a summary of each proposal are presented to the WDB Budget and Proposal Review Committee. This committee makes funding recommendations to the WDB. The WDB makes the final decision on which proposals to fund and authorizes the SGRC staff to negotiate contracts.

Determining Reasonableness of Cost – First Phase

The workforce development director or planner will prepare an independent estimate of cost for some items before proposals are received. Proposed cost will be compared to this estimation.

The director or planner will prepare a cost comparison/analysis. The cost comparison will exclude payments to participants and training costs paid to employers for OJT. The comparison may include, but is not limited to, the following:

1. All price quotations received for like services. This **comparative analysis** will be used when two or more responsive proposals are received for the same program activity and propose a project of similar scope and size for similar service area.
2. A **risk adjustment analysis** will be done when two or more responsive proposals are received for the same activity (as described in the comparative analysis above) except that one of the proposals includes a program design with a higher level of risk, such as target groups to be served or innovation in the design. The item(s) creating the risk will be identified on the cost comparison.
3. Past and/or current contract costs for like services in the area or in another area. This **historical analysis** will be used to compare the proposed cost to the past or current cost of the same or similar activity in the preceding year in the area or in another area.
4. Cost per participant; and/or
5. Cost per training hour.

This cost comparison/analysis is used by staff during the review process and is provided to the Youth Committee and WDB Budget and Proposal Review Committee. It may also be given to the full WDB.

Determining Reasonableness of Cost – Second Phase

The second phase of determining reasonableness of cost will occur after the WDB has selected proposals for negotiation. This phase consists of a line item budget review/analysis. The line item budget will include at least **two** of the following:

1. The evaluation of line item costs to each other within a proposal;
2. A comparison of specific line items to the same line items in other similar proposals;
3. A comparison of line items in the proposal to actual line item expenditures in a previous similar contract;
4. A comparison of line items to the area price ranges (independent cost estimate for some line items developed prior to receipt of proposals); and/or
5. A comparison of line items to market rates (market analysis).

In reviewing the line item budget, the following applies to each line item:

1. Allowable – This means that the cost is not disallowed in the state and federal policy, i.e., entertainment expenses are unallowable;
2. Necessary – The cost is necessary to provide the services under the contract. A rational relationship must exist between the level of expenditure and the purpose of the contract. For example, salary for a counselor is necessary for a contract that requires counseling and employer payments are not necessary for a contract that does not include On-the-Job Training.

3. Appropriate – The cost is appropriate in relation to the operational requirements and outcomes of the program activities/services to be provided. For example, Job readiness workbooks are an appropriate cost if participants will attend a job readiness workshop.
4. Allocable – The cost must be chargeable to a title and/or cost category.

Contingency List

A contingency list may be established by the WDB. The list will consist of proposers whose evaluation scores meet or exceed the minimum score and were not selected for award, but with whom contracts may be negotiated and awarded at a later date.

Notifications

The workforce development director or planner will notify all proposers of the status (i.e., selected, rejected, not selected for funding but on contingency list, audit review pending, pre-award survey pending, etc.) of their proposal in writing (email or correspondence) five days from the WDB's selection.

If the review and award schedule specified in the RFP Package must be extended, all proposers will be notified of such extension in writing (email or correspondence) by the director or planner.

Pre-selection Negotiations

The director or planner may contact proposers to obtain clarification of proposal content and/or to request a "best and final" proposal prior to selection. The WDB may select one or more proposers for contract negotiations, and the award will go to the proposer that is most advantageous to the WDB.

Verifying Business Operation Capability

After the WDB has selected a proposal for funding, the director or planner will verify the technical and financial capability of the proposer prior to finalizing the contract. In some cases, the SGRC administrative executive director, the SGRC's auditor, or other individuals may review/verify capability.

Any (or all) of the following items may be reviewed/verified:

- Registration with the Georgia Secretary of State
- Status of federal and state taxes
- County or city license requirements
- Status of Georgia unemployment insurance wage reports and taxes
- Observation of the facilities and equipment
- Review of most recent audit
- Qualifications and experience of staff
- Equal opportunity and grievance procedures
- Procurement procedures
- Other written (or practiced) policies and procedures

Documentation of the Procurement

The planner will maintain a file to document the RFP process. The following items will be maintained and constitute a record of the process:

1. The RFP Package
2. A copy of the public notification
3. A copy of the Letter of Availability
4. The RFP mailing list to which the Letter of Availability was mailed
5. A list of organizations requesting and receiving the RFP package
6. Agenda and minutes of the informational meeting, if applicable
7. A copy of inquiries and clarification updates
8. Log sheet of receipt of proposals
9. An original copy of each proposal received
10. A copy of the checklist used to determine responsiveness for each proposal
11. Completed copies of the review criteria for each member of the evaluation panel
12. The total score for each competitive proposal
13. Minutes of the WDB Youth Committee meeting and the WDB Budget and Proposal Committee meeting and any other meetings if applicable where decisions about the procurement are made
14. A copy of the cost comparison/analysis
15. A copy of the notification to each proposer with the status of the proposal
16. The negotiation memo for each contract, including documentation of reasonableness of cost
17. A copy of any written grievances and the resolution of each.

4. Intention to Bid

An intention to bid will be used when uncertainty exists about (1) the number of providers who have the capacity to provide the needed training/service and (2) the number of competitive proposals that would be received. An intention to bid will include the following steps:

- A. The workforce director or planner will develop a set of preliminary training/services specifications which includes the following:
 1. Specific type of training/services to be performed
 2. Estimated number of participants and specific target group(s) to be served

3. Available funds
 4. Expected period of performance
 5. Geographic area to be served
 6. Type of contract to be awarded
 7. Expected performance criteria, if applicable
 8. Date the proposed RFP will be issued.
- B. The planner will issue an intent to bid letter which includes the above specifications. This letter will also request capacity, capability, and experience information about the agency or organization. It will be mailed to organizations on the RFP mailing list. The letter will advertise a response deadline.
- C. The planner will post on the SGRC web site and publicize (by public notice) the intent to bid in the Waycross Journal Herald and the Valdosta Daily Times (and other newspapers, as appropriate) on the same day as the letter of intent is mailed and/or emailed, and a news release will be sent to other newspapers in the area.

The director or planner will establish criteria to be used to review and evaluate responses to the intent to bid.

If no organization responds, the SGRC may contact organization(s) (noncompetitive procurement) to locate a qualified provider for the training/service, if the SGRC still wants to provide the service. If only one qualified provider responds, the SGRC may use sole source (noncompetitive procurement) method to obtain the training/service. If more than one qualified organization responds, or if only one responds and the SGRC does not want to use this organization, the training/service must be competitively solicited through an RFP.

If an RFP is used, all organizations on the RFP mailing list will be notified of the RFP.

NONCOMPETITIVE PROCUREMENT may be necessary in certain situations when competition is not feasible. The SGRC may use noncompetitive procurement in the following circumstances:

1. **Emergency** – The SGRC will use this type of noncompetitive procurement when an emergency exists and the urgency of the requirement will not allow time to obtain competition.

The director or planner will document in writing the justification for the emergency and describe the circumstances supporting the emergency. If the necessity for the emergency stems from an oversight or normally controllable circumstance, the justification will include action to be taken to prevent the recurrence.

If the need generated by the emergency will continue over an extended period of time, a competitive procurement will be used after the emergency has been resolved.

2. **Tuition purchases** – Tuition and related fees, books, and supplies may be purchased noncompetitively for individuals enrolling in classroom training at institutions on the Eligible Provider List.

3. **State authorized noncompetitive procurement** – The SGRC may use noncompetitive procurement when a state agency has authorized the procurement. The director or planner will document in writing the authorization and maintain a copy of correspondence related to the authorization and purchase.
4. **One provider** – The SGRC may use noncompetitive procurement if only one qualified provider for the services being procured is available. The director or planner will document all efforts to identify providers.
5. **Failed Competitive Procurement** – The SGRC may use noncompetitive procurement if a competitive procurement process was conducted and only one responsive and competitive proposal was received.

Approval/Changes

Southern Georgia WIB Approved 04.11.13

Revisions for WIOA/OMB Uniform Guidance 07/01/2015

Revised to correct Micro & Small Purchase Discrepancies 02.26.17

Revised & WDB Approved 04.11.18

Revised and WDB Approved 11.14.18

Policy Name: **SGRC Procurement Procedures**
Effective Date: 07/23/2015
Revision Date: 09/01/2022

The purpose of procurement procedures is to establish guidelines governing the purchase of supplies, equipment, contractual services, and other items by the Southern Georgia Regional Commission (RC). These procedures are designed to ensure that the RC's funds are expended in accordance with sound business practices, have sufficient documentation and approval, and that expenditures meet the requirements of federal, state, and local funding agencies. The RC will follow the guidelines established by 2 CFR 200.318-326 as part of these procurement procedures.

These procurement procedures are not intended to restrict or eliminate competition. All procurement transactions, regardless of whether by sealed bids or by negotiation and without regard to dollar value, shall be conducted in a manner that provides maximum open and free competition. All purchases, regardless of program, will be guided by these procedures and in accordance with applicable agency regulations.

Affirmative action steps will be taken to assure that small and minority businesses and women's business enterprises are used when possible. Affirmative steps will include placing qualified small and minority businesses and women's business enterprises on solicitation lists and assuring that they are solicited whenever they are potential sources.

DISADVANTAGED BUSINESS ENTERPRISE

It is the policy of the RC that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, shall have the equal opportunity to participate in the performance of the RC's contracts which are funded, either wholly or partially, with federal funds from U.S. Department of Transportation financial assistance programs.

RC staff is responsible for compliance with this policy within his/her department and will use his/her best efforts to carry out the policy in the solicitation and award of departmental contracts to the fullest extent possible consistent with the efficient operation of the department's work. The formal DBE Policy is contained in a separate document.

METHODS OF PROCUREMENT

Procurement procedures will not be applied to purchases of items or services if:

- The cost of a single item or service is \$500 or less,
- The purchase is made through online government surplus auctions (www.govdeals.com), or
- The purchase is made from state-approved vendors where a state agency has already satisfied procurement requirements.

For all other purchases, the RC will utilize one of the following methods of procurement:

Micro-purchase – A micro-purchase is the acquisition of supplies and services, the aggregate dollar amount of which does not exceed the micro-purchase threshold set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions). (As of July 2015, the micro-purchase threshold is \$3,000.) To the extent practicable, micro purchases will be distributed equitably among qualified suppliers. Micro-purchases may be awarded without soliciting competitive quotations if the RC considers the price to be reasonable. For purchases of routine supplies, price quotations may be obtained periodically to ensure the RC is receiving the best price available.

Small purchase – A small purchase is a relatively simple and informal procurement method to secure services, supplies, or other property that does not cost more than the Simplified Acquisition Threshold set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. (As of July 2015, the Simplified Acquisition Threshold amount is \$150,000.) If small purchase procedures are used, price or rate quotations shall be obtained from three qualified sources. Quotations may be obtained via phone, Internet or catalog.

When price quotations are required, a Comparable Price Documentation Form must be attached to the Requisition Form. This form includes a description of the item(s), the quantity, the vendors contacted, the date the quotes were received, the amounts quoted, any pertinent information regarding the quotes, the vendor selected, and the reason for the selection.

Sealed bid (formal advertising) – Bids are publicly solicited and a firm fixed price contract (lump sum or unit price) is awarded to the responsible bidder whose bid, conforming to all the material terms and conditions of the invitation for bids, is the lowest in price. If sealed bids are used, the following requirements apply:

- The invitation for bids will be advertised as a public notice in the local newspaper and also submitted as a news release in other area newspapers. The RC will notify in writing known suppliers, providing them sufficient time prior to the date set for opening the bids;
- The invitation for bids, which will include any specifications and pertinent attachments, shall define the items or services in order for the bidder to properly respond;
- All bids will be publicly opened at the time and place prescribed in the invitation for bids;
- A firm fixed-price contract award will be made in writing to the lowest responsive and responsible bidder. Where specified in bidding documents, factors such as discounts, transportation cost, and life cycle costs shall be considered in determining which bid is lowest; and
- The RC may reject any and all bids, if there is a sound documented reason. Reasons for rejection include but are not limited to:
 - All bids are over available funds.
 - Funds are no longer available.
 - Bids do not meet specifications.

Competitive proposal – The RC will use the competitive proposal method when more than one source will submit an offer, and/or when program specs are too broad to compare bids solely on the basis of cost/price. If this method is used, the following requirements apply:

- Requests for proposals (RFP) will be publicized as a public notice in the local newspaper and submitted to other area newspapers as a news release. Any response to publicized requests for proposals shall be honored to the maximum extent practical;
- The RFP will identify all evaluation factors and their relative importance;
- Proposals will be solicited from bidders' list, and other appropriate sources;
- On the proposals received, evaluations will be conducted by appropriate staff, council members, and/or individuals with expertise/knowledge pertinent to the procured service; and
- Awards will be made to the responsible firm whose proposal is most advantageous to the program, with price and other factors considered. As a result, the proposal with the lowest cost may not be awarded the contract.

Noncompetitive proposal – Noncompetitive proposal procurement is through solicitation of a proposal from only one source. Procurement by noncompetitive proposal may be used only when the award of a contract is not feasible under small or micro purchase procedures, sealed bids, or competitive proposals and one of the following circumstances applies:

- The item is available only from a single source;
- The need for the item or service is immediate;
- The awarding agency authorizes noncompetitive proposals; or
- After solicitation of a number of sources, competition is determined inadequate.

The need for noncompetitive procurement will be documented in writing and attached to the Requisition Form or contract, whichever is applicable.

VENDORS

For purposes of this section, vendors will include suppliers, consultants, contractors, and subcontractors. Awards will be made only to responsible suppliers and contractors who possess the potential ability to perform successfully. Consideration shall be given to such matters as contractor integrity, compliance with public policy, record of past performance, and financial and technical resources.

All vendors providing supplies, equipment, or services to the RC shall be reputable firms or individuals having the demonstrated capacity to produce or provide supplies, equipment, and/or services within a reasonable amount of time. All new vendors must furnish a W-9 to the RC prior to receipt of payment.

Vendors shall be subject to disqualification if they are found to misrepresent quality, quantity, or price of supplies, equipment, services, or items delivered. Vendors will also be disqualified if time limits established for the purchases are exceeded.

DEBARMENT AND SUSPENSION

Consistent with federal regulations, RC staff will take necessary steps to ensure that its contractors are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in the transaction/contract.

CERTIFICATION REGARDING FEDERAL LOBBYING

Consistent with Public Law 101-121, Section 319 (31 U.S.C. 1352) RC staff will require contractors whose awards exceed \$100,000 to provide certification regarding compliance with lobbying restrictions.

PURCHASING PROCEDURES

Initiating a Purchase – Any staff member may initiate a purchase. A purchase is initiated by completing a standard Requisition Form, listing the supplies, equipment, services, or other item requested, quantity, cost, vendor name, and justification for purchase

Approval Levels – All purchases must have a requisition form signed by the originating staff member and one (1) of the following:

\$250 or Less

Purchases for \$250 or less must be signed by the originating staff member and the Program Director.

\$251 - \$1,000

Purchases between \$251 and \$1,000 must be signed by the originating staff member and one of the following: (1) Assistant Executive Director, (2) Deputy Executive Director of Governmental Services, (3) Deputy Executive Director of Human Services.

Over \$1,000

Purchase over \$1,000 must be signed by the originating staff member and the Executive Director.

Exception

If the cost will be reimbursed to the RC from a source other than the RC's program funding the Program Director may approve regardless of dollar value.

Example: Expenditures for client items for Money Follows the Person (MFP) program.

Employee travel related items such as registration, lodging, parking, and airfare will not require a Requisition Form. Instead, an Authorization for Out of Area Travel Form signed by the originating staff person and approved by the Program Director and the Executive Director or designee is required. The Authorization for Out of Area Travel Form will list anticipated costs and requested method of payment for each cost (RC credit card, RC check, or reimbursement). If a registration payment by check is required, an original and one copy of the registration form must be attached to the Authorization for Out of Area Travel Form, and the notes on the form must indicate the date by which the check must be received by the registrar.

A Requisition Form is not required for recurring monthly bills such as utility bills, telephone bills, building payment, and payment of items under a contract.

Purchase Orders – Purchases of supplies and equipment will be made by submission of a purchase order to the vendor, unless not required by the vendor.

Purchase order numbers are automatically generated when a requisition is entered and approved on SharePoint. An electronic copy of the approved purchase requisition as well as any backup documentation required will be emailed to the Accounts Payable clerk to be placed in the outstanding purchase order file until an invoice is received.

Other Purchases – Purchases of gas for the RC vehicles are made on the RC gas cards. These cards are provided with each vehicle. Gas purchases will be logged in the vehicle's car book at the time of purchase. Reimbursement for cash purchases of gas will only be made when the gas card is not accepted. In these instances, receipts must be kept and request for reimbursement may be made on a Requisition Form.

ACQUISITION AND DISPOSITION OF PROPERTY

The acquisition and disposal of property is a necessary component of conducting business for the RC. Any purchase or disposition of a single piece of property where the value exceeds \$1,000 must be approved by the Executive Director or his/her designee. In addition, any purchase or disposition of a single piece of property where the value exceeds \$25,000 must be approved by the Executive Committee of the Council. This policy pertains to both real and personal property. All acquisitions and dispositions of property, regardless of program, will be guided by this policy and in accordance with applicable agency regulations.

PROCUREMENT PROTEST PROCEDURES

Any party registering a protest pertaining to the issuance of a contract or award under these procurement procedures must do so in writing within ten (10) calendar days from the date of issuance of the contract or award.

Any dispute concerning a question of fact arising either from a consultant or subrecipient selection decision, or under a consultant or subgrant contract, once executed, shall be decided by the RC Executive Director who, after advisory consultation with all appropriate RC officials shall promptly reduce such decision concerning the question of fact to writing and mail, or otherwise furnish a copy thereof, to the disputing party. The Executive Director shall concurrently fully advise the disputing party, in writing, of the provisions outlined herein below concerning the disputing party's right to appeal the decision to the appropriate committee. The decision of the Executive Director shall be final and conclusive unless, within ten (10) calendar days of receipt of such copy, the disputing party mails or otherwise furnishes a written appeal concerning the question of fact to the Executive Director, who shall arrange a formal hearing within thirty (30) calendar days after receipt of the appeal, before the appropriate committee. Both the disputing party and the appropriate Program Director shall be notified no less than five (5) calendar days in advance of the hearing and shall have the right to present witnesses and give evidence concerning the question of fact at such time. Within thirty (30) calendar days after the hearing, the Chair of the appropriate committee shall direct the committee to make a decision concerning the question of fact in writing to the disputing party and to the Executive Director.

STANDARDS OF CONDUCT

No employee, officer, agent, or council member of the RC shall participate in the selection, award, or administration of a contract if he/she has a real or apparent conflict of interest. Such a conflict of interest would arise when (1) the employee, officer, agent, or council member, (2) any member of his/her immediate family, (3) his/her partner, or (4) an organization which employs, or is about to employ, any of the parties indicated above, has a financial or other interest in or a tangible personal benefit from a firm considered for a contract. The RC's officers, employees, agents, or council members will neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to subcontracts, other than items of nominal intrinsic value.

Violation of the standards of conduct may result in disciplinary action up to and including termination/dismissal.

COMPARABLE PRICE DOCUMENTATION FORM

Description of Item: _____	

Quantity: _____	Delivery Date: _____

Date: _____		Company: _____	
Phone: _____		Person Contacted _____	
Price Quoted: _____	_____		
Comment: _____			

Date: _____		Company: _____	
Phone: _____		Person Contacted _____	
Price Quoted: _____	_____		
Comment: _____			

Date: _____		Company: _____	
Phone: _____		Person Contacted _____	
Price Quoted: _____	_____		
Comment: _____			

Company Selected:	_____
Reason for Selection:	_____
Employee Signature:	_____
Date:	_____



WIOA SERVICE PROVIDER AGREEMENT
Between
SOUTHERN GEORGIA REGIONAL COMMISSION
And
[SERVICE PROVIDER NAME]

This AGREEMENT, Number **XX-XX**, made and entered into in the City of Waycross, Ware County, State of Georgia, between the Southern Georgia Regional Commission, the Administrative Entity of Georgia Service Delivery Area 18, having its principal office at 1725 South Georgia Parkway, West in the City of Waycross, Georgia, 31503, hereinafter referred to as SGRC, and **[Service Provider Name]**, created, organized and existing under, and by virtue of, the laws of the State of Georgia, having its principal office at **[Street Address]** in the City of **[City Name]**, **[County Name]** County, **[State]**, **XXXX[Zip Code]**, hereinafter referred to as SERVICE PROVIDER.

WITNESSETH:

WHEREAS, the SGRC operates and administers training programs as an Administrative Entity of Georgia Service Delivery Area 18 under provisions of the Workforce Innovation and Opportunity Act, Public Law 113-128, as amended; and

WHEREAS, said Act and the regulations promulgated there under provide for agreements between an Administrative Entity and units of State and Local Governments, public agencies, profit and nonprofit organizations; and

WHEREAS, the SERVICE PROVIDER provides various services within the area of its jurisdiction.

NOW, THEREFORE, it is mutually agreed as follows:

- A. The SGRC hereby agrees to reimburse the SERVICE PROVIDER for its allowable costs for **WIOA Service Coordination for Adults, Dislocated Workers, Quest Grant Dislocated Workers and Youth** up to but not to exceed, a total of **[\$XXX,XXX]** distributed among the activities and cost categories authorized under the provisions of Public Law 113-128, as amended.

This is a cost reimbursable AGREEMENT and attached and made a part hereof, is a separate Statement of Work, Attachment A, Budget Summary, Attachment B and Subcontractor Affidavit, Attachment C.

- B. The parties agree to the following terms and conditions:

- 1. Scope of Work

- a. The SERVICE PROVIDER shall select and manage eligible individuals acceptable to itself in the positions described in Attachment A, and provide them with job training services, and adequate and competent supervision, to enable such persons

to enhance their job skills and subsequent employability. If such services include classroom training, or services at a worksite not under the SERVICE PROVIDER'S immediate supervision, the SERVICE PROVIDER shall be responsible for monitoring the activity, and shall see that all terms and conditions of this AGREEMENT are carried out. The SERVICE PROVIDER hereby agrees to be bound by the terms of said Attachments A, B, and C. In the event of any conflict between this AGREEMENT and Attachments A, B, and C, this AGREEMENT shall govern.

- b. The SERVICE PROVIDER shall periodically monitor all of its activities to assure full compliance with the terms and conditions of this AGREEMENT.

2. Maintenance of Existing Effort

- a. The SERVICE PROVIDER further agrees that the funds provided under this AGREEMENT shall only be used to provide employment and training opportunities that could not be provided without this AGREEMENT from funds or sources otherwise available to the SERVICE PROVIDER, or its worksite operators, and that the funds under this AGREEMENT shall not be used to substitute or supplant other funds and sources of revenue.
- b. The SERVICE PROVIDER further agrees not to terminate, lay off or in any way reduce the working hours or to infringe upon the promotional advancement opportunities of any current employee, through the utilization or in anticipation of utilization of any persons with funds under this AGREEMENT.

3. Applicable Laws, Policies, and Procedures

The SERVICE PROVIDER agrees to provide services under this AGREEMENT in compliance with the following:

- a. The provisions of the Workforce Innovation and Opportunity Act (WIOA) of 2014.
- b. Code of Federal Regulations (CFR) Title 2:
 - i. Part 200, Uniform Administrative Requirements, Allowable Costs, Costs Principles, and Audit Requirements for Federal Awards, Final Rule at 2 CFR, Chapter I and Chapter II, Part 200, et al.
 - ii. Part 220, Cost Principles for Educational Institutions (OMB A-21);
 - iii. Part 225, Cost Principles for State, Local and Indian Tribal Governments (OMB A-87); and
 - iv. Part 230, Cost Principles for Non-Profit Organization (OMB A-122).
 - v. Part 2900, Chapter XXIX, Department of Labor, et al., and all regulations, legislation, directives, policies, procedures and amendments issued pursuant thereto.

- c. Code of Federal Regulations (CFR) Title 29:
 - i. Part 95 Grants and agreements with institutions of higher education, hospitals, and other non-profit organizations, and with commercial organizations, foreign governments, organizations under the jurisdiction of foreign governments, and international organizations. 5 U.S.C. 301; OMB A-110.
 - ii. Part 96 Audit Requirements for Grants, Contracts and Other Agreements. 31 U.S.C. 7500 et seq.; and OMB Circular A-133.
 - iii. Part 97, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments. 5 U.S.C. 301; OMB Circular A-102.
 - iv. Part 99, Audits of States, Local Governments and Non-Profit Organizations. Public Law 104-156, 110 Stat. 1396 (31 U.S.C. 7500 et seq.) and OMB Circular A-133, as amended.
- d. Code of Federal Regulations (CFR) Title 48, Chapter 1, Subchapter E, Part 31 Federal Acquisition Regulation, Contract Cost Principles and Procedures.
- e. All State legislation and regulations to the extent permitted by Federal Law and all policies, directives and/or procedures, which implement the WIOA.
- f. American's With Disabilities Act (42 U.S.C. 12101 et seq.), which prohibits discrimination on the basis of disability, as well as applicable regulations and guidelines issued pursuant to the ADA.
- g. Buy American Act (41 U.S.C. 8301-8305) as stated in Sec. 502 of WIOA, all funds authorized in WIOA must be expended on only American made equipment and products, as required by the Act.
- h. Byrd Anti-Lobbying Amendment found at (31 U.S.C. 1352) for contractors that apply or bid for an award of \$100,000 or more. SERVICE PROVIDER must, prior to contract execution, complete the Certification Regarding Lobbying form.
- i. Civil Rights Act of 1964 as amended, 42 U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color or national origin.
- j. Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended for contracts in excess of \$150,000:
- k. The Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708), as supplemented by DOL in 29 CFR Part 5, for contracts awarded in excess of \$100,000 that involve the employment of mechanics or laborers.
- l. Conflict of Interest and Code of Conduct Requirements governing Workforce Innovation and Opportunity Act transactions set forth in the United States Code of Federal Regulations.

- m. The Copeland “Anti-Kickback” Act (40 U.S.C. 3145), as supplemented by DOL in 29 CFR Part 3, regarding all contracts and subcontracts in excess of \$2000 for construction or repair.
- n. The Davis-Bacon Act (40 USC Sec. 3141-3148), as supplemented by DOL in 29 CFR Part 5, concerning wages to laborers and mechanics in construction contracts and subcontracts in excess of \$2000 when required by Federal legislation.
- o. Debarment and Suspension (Executive Orders 12549 and 12689) and in accordance with OMB guidelines at 2 CFR 180. No contract shall be made to parties listed on the General Services Administration’s List of Parties Excluded from Federal Procurement or Nonprocurement Programs.
- p. Drug Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR 182 requiring that all organizations receiving grants from any Federal Agency maintain a drug-free workplace. The SERVICE PROVIDER must notify SGRC if an employee of the SERVICE PROVIDER is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment.
- q. The Energy Policy and Conservation Act (42 USC 6201), found in the state energy conservation plan which was issued in compliance with the Act.
- r. Equal Employment Opportunity provisions in Executive Order (E.O.) 11246, as amended by E.O. 11375 and supplemented by the requirements of 41 CFR Part 60. Codified for USDOL programs at 29 CFR Part 33. WIOA Section 188.
- s. Fair Labor Standards Act of 1938 (29 CFR 510-794; 29 USC 201) which establishes standards for minimum wages, overtime pay, record-keeping, and child labor.
- t. The Federal Social Security Act, 42 USC Sec. 303 and 503, requiring states to disclose UI information to designated public officials for programs such as food stamps and child support recovery.
- u. Georgia Security and Immigration Compliance Act of 2006 as codified in O.C.G.A Sections 13-10-90 and 13-10-91 and regulated in Chapter 300-10-1 of the Rules and Regulations of the State of Georgia. SERVICE PROVIDER agrees to execute the “Subcontractor Affidavit,” (Attachment C) as required pursuant to O.C.G.A.13-10-91 and Rule 300-10-1-.08 of the Rules and Regulations of the State of Georgia.
- v. Health Insurance Portability and Accountability Act of 1996 (HIPPA) P.L. 104-191, August 21, 1996.
- w. The Jobs for Veterans Act of 2002, Public Law 107-288, the Vietnam Era Veterans and Rehabilitation Assistance Act of 1974, as amended, and Priority Service to Veterans and Eligible Spouses according to 20 CFR Part 1010.
- x. Rights to Inventions Made Under a Contract or Agreement at 37 CFR Part 401. Applies only if the award meets the definition of “funding agreement” under 37 CFR § 401.2(a)

- y. The Solid Waste Disposal Act (2 CFR § 200.322) Section 6002, as amended by the Resource Conservation and Recovery regarding giving preference in procurement programs funded with federal funds to the purchase of recycled products pursuant to EPA guidelines at 40 CFR Part 247.
 - z. Use of Safety Belts in Passenger Vehicles O.C.G.A. § 40-8-76.1 and Miscellaneous Provisions Regarding Writing, Sending, or Reading Text based communication while operating motor vehicles O.C.G.A. § 40.6.241.2.
- aa. Walsh-Healy Act, 41 U.S.C. 35 et seq.
- bb. Service Contract Act of 1965, 41 U.S.C. 351-58, as amended by P. L. 92-473 and P. L. 94-489.

4. Period of Performance

All work under this AGREEMENT, including the actual employment of any individual in a position for which reimbursement is claimed under this AGREEMENT, shall begin on or after, [Month, Day, Year] irrespective of the date of signature by the parties, and shall terminate by the close of business on [Month, Day, Year]. Any costs accrued before or after the dates shown above shall not be an allowable cost.

5. Cost and Limitations of Funding

The maximum cost of this AGREEMENT is [\$XXX,XXX] including any amounts that may be paid directly by the SGRC on behalf of the SERVICE PROVIDER. However, costs which are not expended as a result of vacant or unfilled positions on Attachment A may not be utilized to modify the number of jobs, the duration of employment, the rate of pay beyond the range allowed herein, or any other term of this AGREEMENT, without a specific written amendment to this AGREEMENT signed by both parties to this AGREEMENT.

IN NO EVENT SHALL THE COST REIMBURSABLE AMOUNT UNDER THIS AGREEMENT EXCEED THE AMOUNT SHOWN ABOVE. NOTWITHSTANDING THE ABOVE OR ANY OTHER PROVISION OF THIS AGREEMENT, THE SGRC SHALL HAVE NO LIABILITY FOR COSTS INCURRED WHICH EXCEED THE FUNDS OBLIGATED TO THIS AGREEMENT. IT IS THE SERVICE PROVIDER'S EXCLUSIVE RESPONSIBILITY TO MONITOR AND CONTROL ITS COSTS, BOTH ACTUAL AND ACCRUED, UNDER THIS AGREEMENT AND TO PROMPTLY NOTIFY THE SGRC IF OBLIGATED FUNDS ARE INSUFFICIENT TO COVER PROJECTED COSTS. SUCH NOTICE SHOULD BE RECEIVED BY THE SGRC WITHIN THIRTY DAYS OF THE DATE THAT OBLIGATED FUNDS ARE PROJECTED TO BECOME INSUFFICIENT. FUNDS OBLIGATED TO THIS AGREEMENT MAY ONLY BE INCREASED, UP TO THE AMOUNT OF THE ESTIMATED MAXIMUM COST, BY AN AMENDMENT TO THIS AGREEMENT, WHICH MAY BE UNILATERALLY ISSUED BY THE SGRC. THE SGRC SHALL PROMPTLY NOTIFY THE SERVICE PROVIDER IN WRITING CONCERNING ANY REALLOCATION. MERE NOTICE TO THE SGRC, OR ANY ORAL DISCUSSIONS OR AUTHORIZATIONS, FROM WHOEVER RECEIVED, SHALL NOT CONSTITUTE AN INCREASE IN THE LIABILITY OF THE SGRC. FUNDS OBLIGATED TO THIS AGREEMENT BY AMENDMENT MAY BE

APPLIED TO ANY ALLOWABLE COSTS INCURRED DURING ITS PERIOD OF PERFORMANCE, REGARDLESS OF THE DATE OF THE AMENDMENT.

THE FUNDS CURRENTLY OBLIGATED TO THIS AGREEMENT AND THE LIMIT OF THE SGRC'S LIABILITY TO THE SERVICE PROVIDER ARE AS SHOWN ABOVE. THE SGRC RESERVES THE RIGHT TO REDUCE THE AMOUNT OF FUNDS OBLIGATED TO THE SERVICE PROVIDER UNDER THIS AGREEMENT. THE SGRC MAY WITHDRAW FUNDS FROM THIS AGREEMENT FOR NON-COMPLIANCE WITH THE TERMS, CONDITIONS, AND PERFORMANCE REQUIREMENTS OF THIS AGREEMENT.

It is understood and agreed between the parties to this AGREEMENT that a prerequisite to any payment hereunder is the availability of funds from federal sources after (a) their appropriation by the Congress of the United States of America; (b) approval of the local plan by the Technical College System of Georgia, Office of Workforce Development; and, (c) receipt of State obligational authority for the funds. It is not intended by the parties to this AGREEMENT to create an obligation of the SGRC above and beyond that of funds obligated to the SGRC by the State. Should the SGRC fail to receive such funds in sufficient amounts to cover reimbursement requests occasioned hereunder as a part of its other proper expenditures, then in that event, any obligation for any portion of funds, shall be null and void and shall not be deemed to be nor construed to be an obligation of the SGRC. In the event such receipts are determined by the Executive Director of the SGRC to be insufficient or unavailable for any payment hereunder, the SGRC Executive Director shall certify that fact to the other party or parties to this AGREEMENT and such certification shall be conclusive. Should funds later be appropriated and/or made available to the SGRC by the State retroactively to any given date for payment(s) under terms and provisions of this AGREEMENT, it shall be valid and subsisting as to such payment(s) authorized and so funded, and they shall be made hereunder to the same extent as if the funds had been appropriated and made available in a timely fashion. The SGRC agrees that it will take all reasonable measures to assure that sufficient funds are made available to it by the State to carry out the terms and provisions of this AGREEMENT.

6. Administration

a. Allowable Costs

The costs reimbursable under this AGREEMENT shall be limited to the necessary and reasonable costs of providing employment and training subject to the terms and conditions of this AGREEMENT, and the attachments thereto. In no event shall the allowable costs for any category of the budget(s) attached hereto exceed the budgeted amount.

b. Reports

- (1) The SERVICE PROVIDER shall forward monthly financial reports to the SGRC by the 10th calendar day of the month following the month in which the costs are incurred. These reports shall show all costs paid and accrued during the preceding calendar month. Reporting forms provided by the SGRC shall be utilized. All information contained in the financial reports shall be taken directly

from, or linked by worksheet to the books of original entry, supported by adequate documentation, and on an accrual basis.

The closeout final report shall be delivered to the SGRC within fifteen (15) days after the end of the period of performance. Financial reports shall be signed and verified by a responsible agent of the SERVICE PROVIDER, who shall not be a WIOA participant, and who is identified in this AGREEMENT. The SERVICE PROVIDER shall immediately notify the SGRC of any change in the identity of its responsible agent for financial reports.

- (2) The SERVICE PROVIDER shall provide to the SGRC, upon written request, such periodic or special reports as are required by law or by the SGRC.
- (3) The SERVICE PROVIDER, if an employer, agrees to promptly file all required wage reports and pay the unemployment taxes due thereon during the term of this AGREEMENT, and is liable for payment of unemployment taxes under official code of Georgia, Section 34-8-1, et seq. (Georgia Employment Security Law).

c. Compensation

The SGRC, after examining the monthly financial reports from the SERVICE PROVIDER will determine the reimbursement to which the SERVICE PROVIDER is entitled. Payment by the SGRC to the SERVICE PROVIDER of the authorized reimbursement will be within three days following the receipt of the funds from the Technical College System of Georgia, Office of Workforce Development.

d. Records

- (1) Retention of Records (as specified in 29 CFR 97.42 or 29 CFR 95.53) and Section 185 of WIOA.

The SERVICE PROVIDER will keep on a current basis and retain for a period of at least five years from the end of the period of performance adequate financial records that fully support all items for which reimbursement is claimed, and which show the use and application of funds received or paid to the SERVICE PROVIDER under this AGREEMENT. In the event of litigation involving any of the aforementioned records, the SERVICE PROVIDER will maintain the records in question until the litigation is finally resolved. These financial records shall include, but are not limited to, those that are enumerated in section 6.b. above and section 6.d. (2) and (3) below.

- (2) Participant Records

Records for participants shall include, but are not limited to, a career plan; a completed enrollment form for each person actually enrolled; completed time and attendance records signed by an instructor or supervisor and by the participant showing distribution on an hourly basis of working, in classes, in work experience, or other categories as appropriate and showing the number of days

of participation each week for each participant for whom direct charges are claimed; evidence of allowance paid to participants; financial reports filed with the SGRC; and the worksheets generated to support such financial reports.

(3) Employees Records

Records for employees shall include, but are not limited to, time and attendance reports signed by a supervisor and the employee showing distribution on an hourly basis of all time worked, leave taken or other categories as appropriate for each employee for whom direct charges are claimed; evidence of wages paid to such employee during the period for which reimbursement is claimed; copies of the financial reports filed with the SGRC; and the worksheets generated to support the financial reports.

(4) Access to Records

The U.S. Department of Labor, the Technical College System of Georgia, Office of Workforce Development, the local Workforce Development Board, the SGRC, or authorized representatives of any of them, shall have the right to review performance and to inspect or copy any and all records, books, paper and documents which relate to this AGREEMENT at any time during its performance or thereafter until the end of the record retention periods defined in Section 6.d. (1) above. Such inspection may take place with or without notice at any time during normal business hours wherever the records are maintained; provided, if the SERVICE PROVIDER maintains or relocates any or all of the records outside of the county of employment, it shall make them available, at its expense, either at some reasonable location in the area or at a designated office of the SGRC upon reasonable demand and notice.

e. Property

The SERVICE PROVIDER agrees to obtain written approval from the SGRC prior to the purchase of any item or property, expendable or otherwise, not shown on Attachment B, for which reimbursement is claimed under this AGREEMENT. Upon completion of the work under this AGREEMENT, or its termination, the SERVICE PROVIDER will dispose of any remaining property in accordance with instructions from the SGRC; until such instructions are received, the right to retain or dispose of the property shall remain in the SGRC, in accordance with applicable Federal law and regulations.

f. Payments to Participants

If the work statement and budget, Attachment A and B, provide for the payment of wages, allowances, or other payments to participants or third parties under this AGREEMENT, such payments may be made by the SERVICE PROVIDER only after obtaining proper documentary assurance that the payments are in fact due and have been earned.

g. Insurance

(1) Fidelity Bonds

The person who executes this contract and those having responsibility for the expenditure of funds made available under this contract shall be required to post and maintain throughout the period of performance of this AGREEMENT a fidelity bond in an amount sufficient to assure sound fiscal practices in order to assure the Federal Government and the State of Georgia against loss of funds coming into their possession under the terms of this AGREEMENT. The dollar amount of the fidelity bond must be equal to 15% of the total contract budget.

(2) Accident Insurance

The SGRC shall ensure that all WIOA participants are covered either by Georgia Worker Compensation Law or provided with on-site medical or accident insurance and make available a copy of the insurance policy or policies to the SERVICE PROVIDER.

(3) Motor Vehicle Insurance

The SERVICE PROVIDER shall ensure that it and the SGRC are protected, and that the SGRC is held harmless against claims arising from the ownership, maintenance, or use of a motor vehicle in conducting activities under this AGREEMENT.

This protection is limited to automobile liability insurance covering bodily injury and property damage. The SERVICE PROVIDER will provide the State of Georgia's minimum coverage of \$100,000 per person, \$300,000 per accident for bodily injury, and \$25,000 per accident for property damage on vehicles used in conducting activities under this AGREEMENT.

h. Benefits and Working Conditions

If the work statement and budget, Attachments A and B, provide for activities which include subsidized employment for participants, the SERVICE PROVIDER will ensure the benefits and working conditions are at the same level and to the same extent as other employees working a similar length of time and doing the same type of work for that employer.

7. Audit Requirements

The SERVICE PROVIDER agrees to comply with 29 CFR Parts 96 Audit Requirements for grants, contracts and other agreements and 29 CFR Parts 99 Audit Requirements of States, Local Governments, and Non-Profit Organizations as codified from OMB Circular A-133.

The SERVICE PROVIDER shall comply with the provisions of the Single Audit Act of 1996 and United States Office of Management and Budget (OMB) Uniform Guidance. All

governmental and non-profit organizations must follow the audit requirements of OMB Uniform Guidance. These requirements are found at 29 CFR Parts 96 and 99.

Commercial organizations which are sub-recipients under WIOA Title I and which expend more than \$750,000 must have either an organization-wide audit conducted in accordance with 29 CFR Parts 96 and 99 or a program specific financial or compliance audit.

The audit must be submitted within 180 days after the close of the SERVICE PROVIDER'S fiscal year or within 30 days after receipt of the auditor's report.

A "State Organization" included within the State of Georgia's financial reporting entity will be considered to be in compliance upon submission of a "Management Report" prepared by the Georgia Department of Audits and accompanied by a "Summary Schedule of Prior Audit Findings" in accordance with 29 CFR Parts 96 and 99.

Audit Exceptions and Corrective Action Plan

The SERVICE PROVIDER agrees to comply, when applicable, with appropriate sections of 29 CFR Parts 96 and 99 codified from OMB Circular A-133.

The SERVICE PROVIDER will be liable for any audit exceptions (findings, questioned costs, disallowed costs) resulting from failure to adhere to any of the regulations cited in the AGREEMENT or any appropriate state or federal law. When the costs have been declared disallowed by the SGRC, such funds shall be promptly refunded to the SGRC upon written request from the SGRC to the SERVICE PROVIDER.

8. Debt Collection

Funds paid for reimbursement of costs which are deemed to be disallowed costs by the SGRC, regardless of the existence of counter-claims or offsets, or when discovered, shall be promptly refunded to the SGRC upon written request from the SGRC to the SERVICE PROVIDER.

The SGRC may recover disallowed cost and/or overpayment by (1) withholding the amount from future reimbursements due to the SERVICE PROVIDER or (2) allowing appropriate adjustments in a current agreement between the SGRC and the SERVICE PROVIDER.

9. Fraud or Criminal Malfeasance, Misapplication of Funds and/or Gross Mismanagement

The SGRC shall report all cases of suspected fraud or criminal malfeasance, misapplication of funds and gross mismanagement to the Employment and Training Administration, Regional Office, U.S. Department of Labor as soon as possible after discovery. Payments to the SERVICE PROVIDER may be withheld until all issues are completely resolved.

10. Disputes

Except as otherwise provided in the AGREEMENT, any dispute concerning a question or fact arising under this AGREEMENT which is not disposed of by this AGREEMENT shall be decided by the SGRC Executive Director, or his duly authorized representative, who shall reduce his decision to writing and mail or otherwise furnish a copy thereof to the SERVICE PROVIDER. The decision of the SGRC Executive Director, or his duly appointed representative for the determination of such appeal, shall be final and conclusive to the extent permitted by law. In connection with any appeal proceeding under this clause, the SERVICE PROVIDER shall be afforded an opportunity to be heard to offer evidence as support of its appeal.

Pending final decision of a dispute hereunder, the SERVICE PROVIDER shall proceed diligently with the performance of this AGREEMENT and in accordance with the SGRC Executive Director's decision.

This dispute clause does not preclude consideration of question in law in connection with decisions provided for in the paragraph above; provided that nothing in this AGREEMENT shall be construed as making final the decision of any administrative official, representative, or board on a question of law.

11. Violations of this AGREEMENT

The SGRC will impose sanctions and penalties for violations or breaches of the terms of this AGREEMENT. Sanctions and penalties include, but are not limited to, the following:

- a. Withholding payment to the SERVICE PROVIDER until the violation has been corrected;
- b. Disallowance of costs associated with or created by the violation;
- c. De-obligation of funds from this AGREEMENT;
- d. Terminations of this AGREEMENT in accordance with section 12.

12. Termination

- a. The SGRC, in the exercise of its discretion and under its obligation to protect public funds, may terminate this AGREEMENT for cause at any time, without prior notice or warning, effective immediately upon receipt by the SERVICE PROVIDER of a notice of termination for cause. Such notices of termination for cause may specify a later date, but provision of a later date shall not relieve the SERVICE PROVIDER of ultimate liability for any funds later determined by the SGRC to be disallowed.
- b. Either party may terminate this AGREEMENT, without cause, for its convenience, by providing a minimum of thirty days written notice thereof to the other party. Failure to supply additional funding shall not be considered as a form of termination.

- c. The SERVICE PROVIDER shall not incur new obligations after the effective date of the termination and shall submit to the SGRC within forty-five days after the termination date, a financial closeout report. Failure to submit this report timely constitutes a complete waiver by the SERVICE PROVIDER of any and all claims against the SGRC for payments of the invoice.
- d. No costs for which reimbursement is claimed shall be accrued after the date of termination, which shall in all other respects (final report of expenditures, retention of records, audit, etc.) be considered as the date of completion of the period of performance.

13. Modification/Amendments

- a. This AGREEMENT incorporates all prior negotiations, interpretations, and understandings between the parties and is their full and complete expression of their agreement. Any change, alteration, deletion, or addition to the terms set forth in this AGREEMENT must be by a written amendment, which shall be effective from the original date of the AGREEMENT unless a contrary specific contention appears on the face of the amendment.
- b. The SGRC may adjust line items at the request of the SERVICE PROVIDER. Such requests must be in writing.
- c. Unilateral modification by the SGRC may occur in cases of non-compliance, unreasonable delays, non-performance, or under performance. Planned performance shall be monitored against actual performance on a quarterly basis. Under performance in any quarter shall constitute SERVICE PROVIDER approval of unilateral reduction in funds to the level of actual performance.
- d. Unilateral modification by the SGRC may occur when cost data during negotiations was not accurate, complete or current. A unilateral modification by the SGRC may occur when a federal or state requirement has been added, changed, revised, or amended during the period of performance or became effective during the period of performance.
- e. The SERVICE PROVIDER agrees to follow and be bound by the terms and conditions of any policy decision or directives from the SGRC, from the Technical College System of Georgia, Office of Workforce Development, or from the U.S. Department of Labor, effective upon receipt of written notice from the SGRC directing that said terms and conditions apply to this AGREEMENT.
- f. Modifications/amendments to this AGREEMENT must be within the scope of the AGREEMENT. This AGREEMENT may be extended beyond the period of performance under the terms described in Attachment A.

14. Program Income

Program income is income received by the SERVICE PROVIDER directly generated by an activity or earned only as a result of this AGREEMENT. Earnings by the SERVICE

PROVIDER from this AGREEMENT through such activities as fees for services performed and conference, sale of commodities or items fabricated, usage or rental fees from real or personal property acquired through the agreement, revenues earned by a governmental or private non-profit service provider in excess of actual costs incurred in providing services, and interest income must be used to further WIOA program objectives only.

The SERVICE PROVIDER must account for program income and report this income to the SGRC monthly. The SERVICE PROVIDER may retain the program income, provided it is used only for WIOA purposes that are authorized under this AGREEMENT. If the SERVICE PROVIDER cannot use the program income as described above, it must be paid to the SGRC with the submission of the closeout invoice.

15. Equal Opportunity

During the period of performance for this AGREEMENT, the SERVICE PROVIDER agrees to the following:

- a. The SERVICE PROVIDER will comply fully with the non-discrimination and equal opportunity provisions in section 188 of the Workforce Innovation and Opportunity Act (WIOA),; Title VI of the Civil Right Act of 1964, as amended; the Age Discrimination Act of 1974, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR part 34. The United States has the right to seek judicial enforcement of this assurance.
- b. The SERVICE PROVIDER will not discriminate against any employee or applicant for employment, or program applicant/participant because of race, color, age, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), disability, national origin (including limited English proficiency) or political affiliation or belief. The SERVICE PROVIDER will take affirmative action to ensure that applicants are employed/selected and that participants and employees are treated during their period of participation/employment without regard to their race, color, age, religion, sex, disability, national origin, political affiliation or belief. Such must include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The SERVICE PROVIDER agrees to post in conspicuous places, available to the employees and applicants for employment, notices to be provided setting forth the provisions of the non-discrimination clause.
- c. The SERVICE PROVIDER will, in all solicitations or advertisements for employees or participants placed by or on behalf of the SERVICE PROVIDER, state that all qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, disability, national origin, political affiliation or belief.
- d. The SERVICE PROVIDER will permit access to any contract-related books, record, and accounts by the contracting agency, the State and the Secretary of Labor for

purposes of investigation to ascertain compliance with applicable rules, regulations, and orders.

- e. In the event of the SERVICE PROVIDER'S non-compliance with the non-discrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the SERVICE PROVIDER may be declared ineligible for further government contracts, and such other sanctions may be imposed and remedies invoked as provided by rules, regulations, and orders of the Secretary of Labor, or as otherwise provided by law.

16. Compliance with Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708) for contracts in excess of \$100,000.

The SERVICE PROVIDER must comply with the following:

- a. Overtime Requirements

The SERVICE PROVIDER or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics in any work week to which he or she is employed on such work to work in excess of forty hours in such work week unless such a laborer or mechanic receives compensation at a rate not less than one and one-half times his or her basic rate of pay for all hours worked in excess of forty hours in such work week.

- b. Violation

Liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in subparagraph (a), the SERVICE PROVIDER and any subcontractor responsible therefore will be liable to any affected employee for his or her unpaid wages. In addition, such SERVICE PROVIDER or subcontractor will be liable to the United States. Such liquidated damages will be computed with respect to each individual laborer or mechanic employed in violation of the clause set forth in subparagraph (a), in the sum of \$10 for each calendar day on which such employee was required or permitted to work in excess of eight hours or in excess of the standard work week of forty hours without payment of the overtime wages required by the clause set forth in subparagraph (a).

- c. Withholding for Unpaid Wages and Liquidated Damages

The USDOL and its grantees may withhold or cause to be withheld, from any monies payable on account of work performed by the SERVICE PROVIDER or subcontractor, such sums as may be administratively determined to be necessary to satisfy any liabilities of such SERVICE PROVIDER or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in subparagraph (b).

d. Subcontracts

The SERVICE PROVIDER must insert in any subcontracts the clauses set forth in subparagraphs (a), (b), and (c) of this paragraph and also a clause requiring the subcontractors to include these clauses to any lower tier subcontracts which they may enter into, together with a clause requiring this insertion in any further subcontracts that may in turn be made.

e. Records

The SERVICE PROVIDER must maintain payroll records containing the information specified in 29 CFR 516.2 (a) and section 185 of WIOA. Such records must be preserved for three years from the completion of the contract.

17. Miscellaneous Provisions

a. Grievances

The SERVICE PROVIDER agrees to develop and utilize grievance and complaint procedures for grievances or complaints about its WIOA activities. These procedures may be used by participants, recipients, all WIOA-funded staff and other interested persons.

b. Officials Not to Benefit

No member of or delegate to a State or area Workforce Development Board shall be admitted to any share or part of this AGREEMENT, or to any benefit that may arise there from; but this provision shall not be construed to extend to this AGREEMENT if made with a corporation for its general benefit.

c. Covenant Against Contingent Fees

As an inducement to the SGRC to enter into this AGREEMENT, the SERVICE PROVIDER warrants that no person or selling agency has been employed or retained to solicit or secure this AGREEMENT upon an agreement or understanding for commission, percentage, brokerage, or contingent fee. Breach or violation of this warranty shall constitute grounds for immediate termination of this AGREEMENT; damages for such breach are established as an amount equal to all funds previously provided the SERVICE PROVIDER under this AGREEMENT.

d. Employee-Trainee Fringe Benefits

Hourly wages paid to and fringe benefits received by employees and participants shall not be less than the following, whichever is higher:

- (1) The minimum rate required under the Fair Labor Standards Act; or
- (2) Any minimum rate applicable to the employee and required under any federal, state, or local law; or

(3) The minimum entrance rate for inexperienced workers in the same occupation in the establishment, or if the occupation is new to the establishment, the prevailing entrance rate for the occupation among other establishments in the community or area; or

(4) The wage rate required by an applicable collective bargaining agreement.

e. Disclosure of Confidential Information

The SERVICE PROVIDER agrees to maintain the confidentiality of any information regarding applicants, project participants, or their immediate families that may be obtained through application forms, interviews, tests, reports from public agencies or counselors, or any other sources. Without the permission of the applicant or participant, such information shall be divulged only as necessary for purposes related to the performance or evaluation of this AGREEMENT and to persons having responsibilities under this AGREEMENT.

f. Code of Conduct, and Conflict of Interest

No officer, employee, or agent of the SERVICE PROVIDER shall solicit or accept gratuities, favors, or anything of monetary value from suppliers, or potential suppliers, including subcontractors under this AGREEMENT.

No officer, employee, or agent of the SERVICE PROVIDER shall participate in the selection, award, or administration of a procurement supported by WIOA funds where, to the individual's knowledge, any of the following has a financial or other substantive interest in any organization that may be considered for award:

- (1) the officer, employee, or agent;
- (2) any member of his or her immediate family;
- (3) his or her partner; or
- (4) a person or organization that employs, or is about to employ, any of the above.

g. Nepotism

SERVICE PROVIDER shall not hire, employ or contract with a person in an administrative capacity, on-the-job training position, which is funded in whole or in part by funds provided by this AGREEMENT, if a member of that person's immediate family is engaged in an administrative capacity or is employed in a staff position for the SERVICE PROVIDER.

For the purposes of this AGREEMENT:

- (1) The term "immediate family" shall mean the wife, husband, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, step-parent, step-child, grandparent and grandchild.

- (2) The term “administrative capacity” shall apply to those positions held by persons who have administrative responsibilities for a program under this AGREEMENT, including but not limited to the project director, deputy director and unit chiefs, and persons who have selection, hiring, placement, and/or supervisory responsibilities for WIOA participants.
- (3) The term “staff position” includes all positions funded in whole or in part by this AGREEMENT, including, but not limited to, instructors, counselors, and staff personnel involved in administration, training, or service activities.

Exception: [Only utilized for E.T.C. Schools, Inc.]

Mary Walker, spouse of Dan Walker, Director of E.T.C. Schools, Inc. is employed as the Program Supervisor for E.T.C. Schools, Inc. A portion of her salary will be charged to this contract:

Initial:

_____ [Owner Name]

_____ [Executive Director Name]

h. Indemnification

The SERVICE PROVIDER agrees to indemnify and hold harmless the SGRC against any and all liability, loss, damages, cost, or expenses which it may hereafter incur, suffer, or be required to pay for reason of any error or omission, misfeasance, malfeasance, or through the negligent or willful conduct of the SERVICE PROVIDER or its employees or of any subcontractor of the SERVICE PROVIDER.

i. Procurement

All procurement must be in compliance with 29 CFR Part 97 (OMB Circular A-102 was relocated under Uniform Guidance regulations.)

The SERVICE PROVIDER will take the following actions to ensure that small, minority, and women’s businesses shall have the maximum practical opportunity to participate in the performance of this AGREEMENT:

- (1) Include small, minority, and women’s businesses on source lists and assure that they are solicited whenever they are potential sources.
- (2) Divide total requirements into small requirements to permit maximum participation of these groups whenever economically feasible; and
- (3) Use the services and assistance of the Small Business Administration and the Minority Business Development Agency of the Department of Commerce as required.

j. Assignments and Subcontracting

All work to be performed, including training services and supervision, shall be performed directly by the SERVICE PROVIDER and neither subcontracted nor

assigned unless specifically set forth in Attachment A to this AGREEMENT or approved in writing by the SGRC prior to the subcontracting or assignment. Payments due from the SGRC shall not be assigned without the SGRC's prior consent.

k. Political Activities

Funds provided under this AGREEMENT shall not be used for any activity involving political activities. The restrictions provided above shall not include the right of employees to vote, sign petitions, or speak or write on political subjects unrelated to a specific political campaign.

l. Religious Activities

Funds provided under the AGREEMENT shall not be used for any activities involving religious activities. Participants shall not be employed on the construction, operation, or maintenance of any facility that is used or to be used in whole or in part for sectarian instruction or as a place for religious worship.

m. Public Service Employment

Funds under this AGREEMENT shall not be used for public service employment.

n. Out of State Travel

Funds shall not be utilized to pay any costs incurred for travel outside the State of Georgia unless said costs are specifically set forth as interstate travel in Attachment B to this AGREEMENT or approved in writing in advance of said travel by the SGRC; provided further, that if travel outside Georgia is approved, and said travel is to be made by air, first class accommodations shall not be allowed.

o. Entertainment

Funds under this AGREEMENT shall not be used for entertainment purposes.

p. Retirement Contributions on Behalf of Participants

Contributions made on behalf of any participant to retirement systems or plans are not allowable costs under this AGREEMENT.

q. Insurance Premiums to Protect From Debts Against the State of Georgia or the United States

Funds under this AGREEMENT shall not be used for the payment of premiums for insurance policies that provide protection from debts against the State of Georgia or the United States Government.

r. Legal Expenses Against the State of Georgia or United States Government

Funds under this AGREEMENT shall not be used for legal expenses for the prosecution of claims against the State of Georgia or the United States Government.

s. Certification Regarding Lobbying

Funds under this AGREEMENT shall not be used for lobbying the executive or legislative branch of the federal government.

t. Copyrights, Data Rights, Patents

If this AGREEMENT results in a book or other copyrightable material, patents, or data rights, the originator is free to utilize the work, but the SGRC reserves a royalty free, nonexclusive and irrevocable right to reproduce, publish, or otherwise use, and to authorize others to use the work for government purposes.

u. Debarment and Suspension

The SERVICE PROVIDER is not currently debarred, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this AGREEMENT by a federal department or agency.

v. Union Organizing

Funds provided under this AGREEMENT may not be used to promote or discourage union organizing.

w. Fees

No officer, employee, or agent of the SERVICE PROVIDER shall charge a fee for services during the scope of service delivery to include, but not limited to, resume preparation, career development, job leads, referrals, or training opportunities.

x. Employment Generating Activity

No funds under this AGREEMENT may be utilized for employment generating activities.

y. Displacement of Employees

Employers may not reduce hours; deny promotional opportunities, or lay off employees as a result of WIOA program participation.

The following individual(s) are authorized to sign and verify invoices related to this AGREEMENT:

Name

Name

Title

Title

Signature

Signature

IN WITNESS WHEREOF, the SGRC and the SERVICE PROVIDER agree to the terms and conditions of this AGREEMENT as set forth above affixing their signatures hereto, the Executive Director of the SGRC being authorized to contract for the SGRC, and the President, being authorized to contract for the SERVICE PROVIDER.

This AGREEMENT is effective the XXth day of [Month] 20XX, irrespective of the date of signature by the parties.

Name of Service Provider

Notary Public

Typed Name

Title or Capacity

Witness

Signature

Date

Southern Georgia Regional Commission

Notary Public

Kimberly Hobbs

Typed Name

Executive Director

Title or Capacity

Witness

Signature

Date

Lee Gowen

Typed Name

Regional Council Chair

Title or Capacity

Witness

Signature

Date

STATEMENT OF WORK

I. PROGRAM OPERATOR DATA

Program Operator: **[Provider Name]**
[Provider Street Address]
[Provider PO Box]
[City, State and Zip]
[Phone: (912) 449-0708]

Project: **[Project Name]**

Contract Period: **[Month Day, 2025 through Month Day, 2026]**

Contact Person(s): **[First Name Last Name, Title]**

II. SUMMARY

A. Purpose and Objective of Project

The purpose of this project is:

1. To provide effective service coordination, case management, and follow-up services for Workforce Innovation and Opportunity Act (WIOA) customers, including those who utilize Individual Training Accounts (ITAs) to attend occupational skills training programs at technical colleges, community colleges, etc.

AND

2. To assist customers in obtaining employment, retaining employment, attaining an increase in post-program earnings, and, whenever possible, earning a credential.

B. Number to be Served

Occupational skills training services are estimated to continue on **June XX, 20XX** for approximately **XX Adults, XX Dislocated Worker, XX Quest DWG, and 6 Out-of-School Youth**. Case management and follow up services will be provided to all customers served under prior year contract(s).

As funds permit, customers in all categories (adult, dislocated worker, and youth) may be registered for the provision of services.

C. Population/Area to be Served

Participants must be residents of the Southern Georgia area (including the counties of Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Clinch, Charlton, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner and Ware) at the time of participation. However, in the case of dislocated workers, participants may be residents of other areas if their place of dislocation was/is within the Southern Georgia area.

It is anticipated that most students will attend training programs at facilities in the local area (Abraham Baldwin Agricultural College, Coastal Pines Technical College, South Georgia State College, Southern Regional Technical College, Valdosta State University and Wiregrass Georgia Technical College, etc.). However, under WIOA, customers may choose to attend an approved training program at any training facility on the statewide eligible provider list. If this is a feasible alternative for the customer, he/she may choose to attend an approved training program in another part of the state, or even in another state.

E.T.C Schools, Inc. (ETC) WIOA staff will be responsible for the provision of case management, service coordination and follow-up for individuals who select the option of attending school inside and outside the local area. Wiregrass Georgia Technical College will be the exception. Applicants seeking training to attend this institution will be referred to the appropriate case manager at the technical college.

III. PROJECT OPERATION/CLIENT SERVICES

A. Outreach and Recruitment

SERVICE PROVIDER staff will be responsible conducting outreach and recruitment activities to potential WIOA customers. These activities may include:

- Outreach Activities
 - Social Media Posts
 - Public Service Announcements
 - Newspaper Articles
 - Fliers
 - Attending Job and Career Fairs
- Conducting general WIOA orientations;
- Pre-screening interested candidates for WIOA eligibility;
- WIOA intake activities;

Outreach and recruitment activities must include outreach to strategic populations with barrier to employment (*see Attachment E, F & G*).

SERVICE PROVIDER will also participate in the one-stop system. Participation in the one-stop system will result in one-stop partners, including staff of local technical colleges and Georgia Department of Labor, referring customers when it appears that WIOA services are appropriate.

B. Eligibility Determination

SERVICE PROVIDER staff will be responsible for determining and documenting initial eligibility. Appropriate documentation of eligibility will be maintained in participant files. Eligibility determination must be completed in accordance with the Workforce Innovation and Opportunity Act and regulations found in 20 CFR parts 660-671. SGRC staff will certify eligibility of recruited participants, based on documentation secured by the SERVICE PROVIDER.

Detailed information on eligibility can be found in the Service Provider and Staff Handbook, Section I Guidance and Section III Forms (*Attachment E, F & G*).

C. Assessment and Individual Employment Plan Development

Assessment (OA) is an “individualized” comprehensive review of a participant’s skills, needs, and interests for the purpose of designing an effective employment or training plan. The OA may be completed using a combination of structured interviews, paper and pencil tests, performance tests, work samples, behavioral observations, interest and/or attitude inventories, career guidance instruments, aptitude tests, and/or basic skills tests. The OA process is intended to provide information necessary for the participant to develop an Individual Employment Plan (IEP) or Individual Service Strategy (ISS) with realistic goals. The OA must be a participant-centered, objective evaluation of the academic levels, skill levels, and service needs of each participant.

Testing data collected will not be the same for every customer. SERVICE PROVIDER staff will determine the need for testing on a case-by-case basis for adults and dislocated workers. For instance, if a customer has already begun a training program and is making satisfactory academic progress, testing is probably not appropriate. However, when a thorough analysis of strengths and weaknesses related to the employment and training process is indicated, SERVICE PROVIDER staff will conduct an in-depth assessment, including testing. Also, if a recent assessment (or partial assessment) has been conducted by a partner agency, applicable portions of the prior assessment should be utilized to prevent duplication.

Regardless of the selected testing instrument(s), a one-on-one, face-to-face interview must be conducted with every participant. Topics of discussion will include test results, employment goals, training options (WIOA and non-WIOA), and the participant’s family/support network. Documentation of the customer’s assessment must be maintained in the participant file. All referrals must be documented.

Based on the assessment outcomes, the case manager and the participant will develop an IEP/ISS to serve as a management tool to plan, guide, track, and document the participant’s progress. The IEP/ISS should identify additional needed assistance, including training. The IEP/ISS information will be entered into the statewide Georgia Virtual One Stop on-line system and will be continually updated during WIOA participation.

All youth participants must include a review of basic skills, occupational skills, work readiness skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), support service needs, and developmental needs. Additionally, the Youth assessment process must collect information on each of the following factors for each participant:

- Family situation;
- Work history;
- Education;
- Basic literacy skills;
- Occupational skills;
- Work readiness skills;
- Interests and aptitudes;
- Attitude and motivation;
- Financial resources; and
- Basic subsistence needs.

New youth ***must be*** assessed before an intensive service is provided. Youth whose test scores indicate reading or math skills between 7.0 and 8.9 will receive intensive services that offer quality basic skills enhancement services as well as other services that will keep them engaged in the program. It is allowable to use pre-tests that are administered up to six months prior to the date of first WIOA youth service, if such pre-test scores are available.

D. Provision of Eligible Provider Information

Customers selected for training may choose any locally approved program at the school. However, SERVICE PROVIDER staff will be responsible for ensuring that customers make informed choices. Therefore, SERVICE PROVIDER staff will be familiar with labor market information, including demand occupations. They will also be responsible for assisting customers in accessing available performance information (completion rates, placement rates, placement salaries, etc.) about the occupational skills programs. This will allow customers to practice “comparison shopping” when selecting a training program.

E. Effective Counseling and Case Management

SERVICE PROVIDER staff will be responsible for the provision of case management services, including service coordination and counseling. Where possible, a single individual shall provide case management throughout a customer’s WIOA participation and follow-up period.

Comprehensive counseling and case management will be utilized to correlate and document the needs and goals of participants in the pursuit of training, employment and employment retention. This information will be outlined in case notes and further tracked in an IEP/ISS. During the course of case management, these needs and goals will continually change. It is the responsibility of the case manager to guide the customer through this process to assist the customer to plan and coordinate these steps to reach the desired outcomes. This information must be continually updated in the IEP/ISS.

The case manager must contact participants at least once per month to determine status of the activity in which the customer is engaged and to provide whatever services are needed, i. e., to recommend intervention strategies for an individual whose academic status is in jeopardy, or other barriers that will affect their ability to continue training, and/or their ability to seek employment. Information derived from these contacts will be clearly tracked and documented in the counseling notes section of the Georgia Virtual One Stop system. Concise and professional case notes should reflect effective leadership of the participant in the cultivation of responsibility, employability, decision-making skills and citizenship skills.

F. Supportive Services

SERVICE PROVIDER is responsible for paying participant support payments, based on class attendance and in accordance with the Southern Georgia ITA and Supportive Services policy (see *Attachment F*). Payments will be made every two weeks. SERVICE PROVIDER will maintain documentation to support the payments and ensure appropriate separation of staff duties.

G. Coordinating Payments for Tuition, Books, and Miscellaneous Required Purchases

Tuition and book fees for WIOA participants will ordinarily be covered by HOPE and/or Pell funds. In some instances, WIOA funds may cover a portion of tuition and book fees not covered by HOPE and/or Pell. Also, if HOPE and Pell funds are not available for other items required for class and purchasable through the school (i.e., uniforms, lab equipment, etc.), WIOA funds may be used for these expenses. When and if this happens, payment will be made by SERVICE PROVIDER who is responsible for ensuring that the school will bill them, coordinating the transaction, etc. Appropriate documentation must be maintained in a customer's file to document the award of grants such as Hope and Pell that will cover expenses, or to rule out the availability of such grants before WIOA funds are expended.

H. Payments for Other Participant Materials

In the absence of other funding, additional costs related to a participant's employment (i.e., work boots, drug screens if required, etc.) may be paid by WIOA, and when and if this happens SERVICE PROVIDER will bill the SGRC. SERVICE PROVIDER is responsible for maintaining appropriate documentation of payments for participant materials.

I. Job Development/Job Placement

SERVICE PROVIDER staff will assist with job development and placement. However, to prevent excessive contacts with employers, staff will coordinate all efforts related to job development and placement with staff of the Employment Services Division of the Technical College System of Georgia, Office of Workforce Development (ES) and/or placement personnel at the school. SERVICE PROVIDER staff will work with ES staff and one-stop partners to establish and maintain relations with area employers and facilitate the location of suitable

employment sites. During placement, issues such as hours, wages, budgeting, satisfaction, and potential for advancement will be taken into consideration.

In the event that a customer should require job search assistance, this service should not exceed approximately six (6) months in duration. At the expiration of that time, case managers should review the feasibility of a WIOA exit. This activity should be documented by the assignment of the service in the Georgia Virtual One Stop system and in case management notes.

J. Rapid Response

SERVICE PROVIDER staff will assist the Rapid Response Team for plant closures and major layoffs that occur in their area. SGRC WIOA staff will coordinate with the SERVICE PROVIDER to ensure participation in all Rapid Response activities.

K. Trade Act Programs

SERVICE PROVIDER staff will coordinate retraining activities for customers eligible through the Trade Act. SERVICE PROVIDER staff will perform the necessary duties associated with these activities.

L. Follow-Up Services

Follow-up services must be *made available*, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker activities and all youth participants, who are placed in unsubsidized employment for a minimum of twelve (12) months after the first day of employment.

SERVICE PROVIDER staff should contact the participant at least once a quarter to check in with participants who have obtained unsubsidized employment to see if they need assistance in job retention, wage gains, and career progress. Follow-up needs of the participant must be documented in case notes and on the follow-up tab in the WorkSource Portal.

Appropriate follow-up services may vary among different participants; for example, participants with multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success in the labor market. Others may identify an area of weakness in WIOA training that may affect their ability to progress further in their occupation or to retain employment.

Follow-Up Services may include but are not limited to:

- Additional career planning and counselling;
- Contact with the participant's employer, including assistance with work related problems that may arise;
- Peer support groups;
- Information and additional educational opportunities; and
- Referral to supportive services available in the community.

Follow-up activities are conducted to ensure positive outcomes and to give credit for outcomes. Obtaining supplemental data to determine if the individual is employed in the 4 calendar quarters following exit to unsubsidized employment is a follow-up activity. Follow-up must actually occur during the quarter being recorded and be documented in the follow-up tab in the WorkSource Portal. All documentation must be scanned and placed in the participant's electronic file in the WorkSource Portal.

IV. PERFORMANCE REQUIREMENTS [Changes Each Program Year]

Adults		
Measure	Rate	Exit Period
Entered Employment Q2	90%	July 1, 2023 – June 30, 2024
Entered Employment Q4	90%	January 1, 2023 – December 31, 2023
Median Earnings Q2	\$8,400	July 1, 2023 – June 30, 2024
Credential Attainment Rate	86%	January 1, 2023 – December 31, 2023
Measurable Skill Gains	65%	July 1, 2024 – June 30, 2025
Dislocated Worker (DW) & Quest NDWG		
Measure	Rate	Exit Period
Entered Employment Q2	85%	July 1, 2023 – June 30, 2024
Entered Employment Q4	85%	January 1, 2023 – December 31, 2023
Median Earnings Q2	\$7,200	July 1, 2023 – June 30, 2024
Credential Attainment Rate	82%	January 1, 2023 – December 31, 2023
Measurable Skill Gains	55%	July 1, 2024 – June 30, 2025
Youth		
Measure	Rate	Exit Period
Entered Employment/Education Q2	80%	July 1, 2023 – June 30, 2024
Entered Employment/Education Q4	80%	January 1, 2023 – December 31, 2023
Median Earnings Q2	\$5,500	July 1, 2023 – June 30, 2024
Credential Attainment Rate	80%	January 1, 2023 – December 31, 2023
Measurable Skill Gains	50%	July 1, 2024 – June 30, 2025

Note: Performance requirements are subject to change based on final negotiations with the Technical College System of Georgia, Office of Workforce Development.

V. PROJECT MANAGEMENT

A. Fiscal Management System [Changes per Service Provider]

E.T.C. Schools, Inc. is a privately owned employment and training agency. The fiscal policies are the responsibility of the director. Adequate financial records will be maintained on all program activities.

The agency utilizes a double entry accounting system. Checks are written and disbursed from the central office in Blackshear, Georgia. All disbursements are made by the accountant and approved by the director before payment is made. The accountant maintains the general ledger and reconciles and balances the bank statement.

E.T.C. Schools, Inc. will submit a program specific financial and compliance audit within 180 days after the close of their fiscal year or within 30 days after receipt of the auditor's report.

E.T.C. Schools, Inc. will establish appropriate internal controls for check distribution.

E.T.C. Schools, Inc. will invoice monthly in keeping with generally accepted accounting principles. Invoices must be submitted to the SGRC by the 10th of each month to receive payment by the last day of the month. The program director is responsible for the accuracy of all fiscal reports. E.T.C. Schools, Inc. will maintain adequate records to ensure that all costs are supported by adequate documentation prior to invoicing.

B. Participant and Individual Training Account (ITA) Tracking

The online statewide Georgia Virtual One Stop system, developed by the Technical College System of Georgia, Office of Workforce Development, will be used to track the provision of WIOA services and provide the official record of WIOA participation. SERVICE PROVIDER staff is responsible for timely, accurate data entry into this system. Data to be entered will include application information, assessment results, participation information, IEPs, program/activity changes, and exit information. SERVICE PROVIDER staff will be advised of and encouraged to attend training regarding any changes to this system.

In addition, SERVICE PROVIDER must submit a monthly spreadsheet detailing a student's individual training account by cost and funding sources.

C. Program Management System [Changes per Service Provider]

E.T.C. Schools, Inc. is a private-for-profit company whose purpose is to provide training and employment activities for eligible customers. The director of the agency is responsible for all activities related to the operation of the organization and will have overall responsibility for WIOA services and staff. Monitoring is the responsibility of the director and the program supervisor. These individuals are responsible for ensuring the authenticity of accomplishments and compliance with program requirements. The director will ensure attendance of appropriate staff members at any scheduled WIOA training sessions and service provider meetings.

Staff members will be provided a copy of their job descriptions before the training begins. The following WIOA staff members are funded by this contract:

Case Manager – Two (2) case managers will be under the supervision of the program supervisor, and will provide services to eligible clients including issuance of ITAs, where appropriate. Will assist in participant recruitment. Will facilitate the development of customer employability. Will coordinate the utilization of resources, including financial aid, HOPE and Pell. Responsible for data entry and the maintenance of participant files. Will counsel customers and provide career advisement. Will monitor and record the progress of customers. Will provide post-employment and follow-up services. Case Manager 1 will charge approximately 55% of his/her time. Case Manager 2 will charge approximately 77.5% of his/her time.

Program Supervisor – One (1) program supervisor is under the direct supervision of the director. He/she will supervise case managers and monitor program activity. Will assist in participant recruitment. Will review student attendance sheets prior to submitting them to accountant for payment of support. Reviews employee time and travel sheets for accuracy. Assists accountant, as necessary, with monthly billings and invoices. Will have direct involvement with client selection and client progress as it relates to employability. Will serve as EEO Officer for the corporation. Approximately 77.5% of his/her time will be devoted to this contract.

Accountant – One (1) accountant is under direct supervision of Director/Program Supervisor. Responsibility is to assist in complete accounting cycle: prepare and distribute payment of all invoices, statements, contracts, vouchers, etc.; ensure invoices and support documents prepared for payments are accurate; prepare invoices for services rendered and apply payments for accounts receivable; ensure that all obligations and expenditures are maintained timely and accurately; answer phone and perform general clerical duties and order supplies as needed; and assist and/or perform case manager duties as needed in any location and program. This individual will spend approximately 77.5% of his/her time on this contract.

Director – One (1) director will direct all operational activities. Provides direct supervision for the accountant and program supervisor. Manages overall fiscal, operational, and administrative functions. Ensures that monthly billing is reviewed for accuracy and appropriateness. Will be directly involved with client recruitment and selection. Responsible for ensuring that close coordination with partner agencies is established and maintained. Responsible for job development activities. The director will spend approximately 77.5% of his/her time on this contract.

VI. **FEE FOR SERVICE** [Fee for Service section only used for Private For Profit Providers]

SERVICE PROVIDER may earn a fee in all funding streams as outlined below.

Adults: Fee for service payment for outcomes for adults will not exceed \$24,263 and will be based on the following:

1. Employment, Credential and Wage

SERVICE PROVIDER may earn \$225 for each exiter that meets the following criteria: beginning with Quarter 2 2024 exiters, any adult that exits with a credential and is employed the second quarter after the exit quarter at a minimum wage of \$13.00 per hour. Documentation must be in both the customer's file and the Georgia Virtual One-Stop System.

2. Entered Employment Q4 – not to exceed **\$14,558**

If the Entered Employment Q4 rate is 90% or higher, SERVICE PROVIDER may earn \$14,558 OR if the entered employment rate is between 75% and 89.9%, SERVICE PROVIDER may earn \$7,279.

Entered Employment Q4 is defined as Exitters of Quarter 3, 2023, Quarter 4, 2023 and Quarter 1, 2024 who are employed in the fourth quarter after the exit quarter. Documentation must be in both the customer's file and the Georgia Virtual One-Stop System. Payment will occur after March 31, 2025.

Dislocated Workers: Fee for service payment for outcomes for dislocated workers will not exceed \$1,382 and will be based on the following:

1. Employment, Credential and Wage

SERVICE PROVIDER may earn \$225 for each exiter that meets the following criteria: beginning with Quarter 2 2024 exiters, any dislocated worker that exits with a credential and is employed the second quarter after the exit quarter at a minimum wage of \$13.00 per hour. Documentation must be in both the customer's file and the Georgia Virtual One-Stop System.

2. Entered Employment Q4 – not to exceed \$829

If the Entered Employment Q4 rate is 85% or higher, SERVICE PROVIDER may earn \$829 OR if the entered employment rate is between 75% and 84.9%, SERVICE PROVIDER may earn \$414.

Entered Employment Q4 is defined as Exitters of Quarter 3, 2023, Quarter 4, 2023 and Quarter 1, 2024 who are employed in the fourth quarter after the exit quarter. Documentation must be in both the customer's file and the Georgia Virtual One-Stop System. Payment will occur after March 31, 2025.

Youth (ISY & OSY ITA): Fee for service payment for outcomes for Youth will not exceed \$1,382 and will be based on the following:

1. Employment, Credential and Wage

SERVICE PROVIDER may earn \$225 for each exiter that meets the following criteria: beginning with Quarter 2 2024 exiters, any Youth that exits with a credential and is employed the second quarter after the exit quarter at a minimum wage of \$13.00 per hour. Documentation must be in both the customer's file and the Georgia Virtual One-Stop System.

2. Entered Employment Q4 – not to exceed \$829

If the Entered Employment Q4 rate is 80% or higher, SERVICE PROVIDER may earn \$829 OR if the entered employment rate is between 66% and 79.9%, SERVICE PROVIDER may earn \$414.

Entered Employment Q4 is defined as Exitters of Quarter 3, 2023, Quarter 4, 2023 and Quarter 1, 2024 who are employed in the fourth quarter after the exit quarter. Documentation must be in both the customer's file and the Georgia Virtual One-Stop System. Payment will occur after March 31, 2025.

Quest DWG: Fee for service payment for outcomes for Quest DWG's will not exceed \$3,865 and will be based on the following:

1. Employment, Credential and Wage

SERVICE PROVIDER may earn \$225 for each exiter that meets the following criteria: beginning with Quarter 2 2024 exiters, any dislocated worker under Quest DWG that exits with a credential and is employed the second quarter after the exit quarter at a minimum wage of \$13.00 per hour. Documentation must be in both the customer's file and the Georgia Virtual One-Stop System.

2. Entered Employment Q4 – not to exceed \$2,211

If the Entered Employment Q4 rate is 85% or higher, SERVICE PROVIDER may earn \$2,211 OR if the entered employment rate is between 75% and 84.9%, SERVICE PROVIDER may earn \$1,105.

Entered Employment Q4 is defined as Exiters of Quarter 3, 2023, Quarter 4, 2023 and Quarter 1, 2024 who are employed in the fourth quarter after the exit quarter. Documentation must be in both the customer's file and the Georgia Virtual One-Stop System. Payment will occur after March 31, 2025.

VII. COORDINATION AND LINKAGES

SERVICE PROVIDER staff included in this contract will provide career services, attend collaborative meetings as appropriate, and participate in the area's evolving one-stop system. The SERVICE PROVIDER will develop and nurture relationships with personnel of all one-stop partner agencies, including local technical colleges, Georgia Department of Labor, Migrant and Seasonal Farm Worker Programs, Housing and Urban Development, Department of Family and Children Services, Legacy Link, and Division of Rehabilitation Services, as well as other agencies involved in employment and training activities.

Close coordination with other funding sources must occur to ensure non-duplication of funding or services. All occupational skills classroom training customers must apply for the HOPE and PELL grants. The WIOA Supervisor/Case Manager will collaborate with the financial aid officer on each customer (receiving WIOA-funded intensive services) to document in the customer's file the amount of financial aid received, the sources of funding, and the fact that WIOA funds will pay for supplies, uniforms, and other student training costs if these items are not paid by other funds. The WIOA Supervisor/Case Manager will ensure PELL grant funds, HOPE grant funds and WIOA funds are not duplicative. HOPE will be used first to pay tuition. If an individual is not eligible for the HOPE or PELL grant funds, then WIOA funds may be used for tuition.

VIII. TYPE OF CONTRACT

This is a cost reimbursable contract. The SERVICE PROVIDER shall invoice the SGRC for line-item expenditures relating to this contract. The total amount of the contract is summarized on Attachment B.

IX. INVOICING

Payment for services rendered under this Agreement will be made on a monthly cost reimbursable basis. SERVICE PROVIDER will invoice monthly in keeping with generally accepted accounting principles. The SGRC will provide SERVICE PROVIDER with an approved invoice form. The invoice for a month will be submitted to the SGRC by the 10th calendar day of the following month. SERVICE PROVIDER will maintain and submit adequate records to ensure that all costs are supported by adequate documentation prior to invoicing.

At a minimum, the following documentation will be submitted with each invoice: travel expense statements, participant time sheets, student log sheets verifying receipt of check, relevant portions of the general ledger, and a spreadsheet detailing each student's individual training account by cost and fund source. In addition, an obligations and expenditures spreadsheet will accompany the invoice.

The final invoice for the contract must be submitted no later than [Month Day, Year]. After this time, the SGRC is not responsible for any costs associated with this contract.

X. MODIFICATION/CANCELLATION/EXTENSION

This contract may be modified, cancelled or terminated to meet any federal or state requirements or availability of funding. This includes, but is not limited to, the actions necessary to comply with the Workforce Innovation and Opportunity Act.

This contract may be cancelled or the amount decreased due to non-compliance with the terms, conditions, and performance requirements of the contract.

This contract may be continued based on satisfactory performance during the previous year, resolved monitoring and/or auditing issues, successful contract negotiations, funding availability, and the Southern Georgia Workforce Development Board approval.

The maximum period for contract extension is three (3) years beyond the original contract (June 30, 2027).

Attachment 8

Individual Training Account Policy LWDA 18-011-100



Southern Georgia



Policy/Procedure #: **18-011-100**

Policy Name: **Individual Training Account Policy (ITA)**

OVERVIEW

WIOA funds will be used for costs incurred during the pursuit of occupationally specific programs of study that lead to a diploma or certificate for WIOA eligible adults, dislocated workers and youth. In addition to the WIOA eligibility requirements, youth must be: a) 18 years old and no older than 21; b) not be actively pursuing a secondary school diploma or its equivalent on the date of participation.

ITA APPROVALS

ITAs are not entitlements and shall be provided to eligible participants on the basis of an individualized assessment of the person’s job readiness, employment and training needs, financial, social and supportive needs, labor market demand and potential for successful completion, as documented on the participant’s Individual Employment Plan (IEP).

ELIGIBLE TRAINING PROVIDER LIST

Participants may access training services through training providers who have met eligibility requirements set by the state in order to be listed on the state managed Eligible Training Provider List (ETPL). As the local Workforce Development Board (WDB), WorkSource Southern Georgia (WSG) has set additional eligibility requirements to ensure trainings provided are in growth and/or demand occupations for the region as well as meeting the needs of the region’s employers. Training must result in an employment wage sufficient to attain self-sufficiency without the aid of public assistance.

HOPE/PELL

WIOA 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 WIOA training expenditure.)

RESIDENCY REQUIREMENTS

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

INDIVIDUAL TRAINING ACCOUNT (ITA) VOUCHER

WIOA funds will be utilized in the form of a voucher for 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. The maximum amount of an ITA voucher is \$6,000 per customer.

Funding shall be spread across the entire length of the program by semester/term or other standard billing time frame and/or allocated as needed per semester.

ONLINE/DISTANCE LEARNING

In some cases, online/distance learning is either necessary to the current situation or required in order to complete the training program. These situations should be addressed on a case by case basis. Any exception must have approval from the WSG Workforce Director and/or his/her designee.

Online training is permitted when the platform for the course provides an adequate system for tracking attendance and/or online participation. Programs that are largely self-taught are not permitted.

TIME LIMIT

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 finished in 2.5 years or less.

SUPPORT PAYMENTS

Supportive Service benefits ***may be*** available to assist WIOA eligible participants with costs associated with participating in WIOA funded training activities. Supportive services mean services such as transportation, child care, and/or dependent care that are necessary to enable an individual to participate in activities authorized under the Workforce Innovation and Opportunity Act.

For additional details please see the ***Southern Georgia WDB Supportive Services Policy***.

DEFAULT STATUS AND ACADEMIC PROBATION

WIOA funds will not be utilized for educational expenses of students who are ineligible for other types of student financial assistance because they are in "default status."

WIOA 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, WIOA funds may be accessed again if the 2.5-year time limit has not expired.

WIOA funds may not be utilized to pay for course repeats due to failures.

CHANGES IN COURSE OF STUDY

Customers may not change majors and continue to receive WIOA assistance. However, Southern Georgia Regional Commission (SGRC) 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.

ADDITIONAL DIPLOMA/CERTIFICATE

SGRC staff may approve WIOA assistance during the acquisition of an additional diploma/certificate that is closely related to the original diploma/certificate if doing so increases the customer's marketability and does not violate the 2.5-year and \$6,000 limit.

LODGING

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

ITA DENIAL

Reasons for denial of an ITA, or discontinuation of funding, may include:

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

- The participant has to repeat courses previously funded under WIOA.

EXCEPTIONS

The Southern Georgia Workforce Development Board's Executive Committee will make decisions regarding exceptions to the local training policies on a case-by-case basis. When an exception is requested, the WIOA 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.

Approvals/Changes

<i>Southern Georgia WIB Approved</i>	<i>June 4, 2013</i>
<i>Revised and WIB Approved</i>	<i>June 19, 2014</i>
<i>Revised and WDB Approved</i>	<i>June 10, 2015</i>
<i>Revised for WIOA</i>	<i>July 1, 2015</i>
<i>Revised and WDB Approved</i>	<i>September 19, 2016</i>
<i>Revised and WDB Approved</i>	<i>August 18, 2021</i>

Attachment 9

Supportive Services Policy LWDA 18-011-200



Southern Georgia



Policy/Procedure #: 18-011-200

Policy Name: Supportive Services Policy

I. Statement of Purpose

The purpose of this policy and procedure is to set forth the necessary guidelines and implementation steps for the provision of supportive services to eligible Southern Georgia Workforce Development Board (SGWDB)/Workforce Innovation & Opportunity Act (WIOA) customers.

II. Definition of Supportive Services

Supportive Services are services, which are reasonable and necessary, to enable a WIOA participant who cannot afford to pay for such services to participate in activities authorized under Title I, Subtitle B of the Workforce Innovation and Opportunity Act. Such support services may include transportation, child care and dependent care. The provision of Supportive Services must be determined on an individual basis.

The use of supportive services is encouraged to enable the hard-to-serve population an opportunity to participate in longer-term interventions. The support payments are in no way intended to support the entire expense.

III. Eligibility for Supportive Services

WIOA supportive services are provided on the basis of need. All supportive services must be approved prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved.

A participant may waive WIOA Supportive Service payments (except for Work Experience) if accepting payment would mean the loss of benefits. The participant may request the payment to start at a later date, but may not claim retroactive payments. Advances against future payments are not allowed.

WIOA funds will be used to pay support payments for Adults, Dislocated Workers, and Youth participants who are physically attending classroom training (ITAs) and to youth in specified out-of-school classroom training programs (GED). ITA participants must be attending “full time” as defined by their school/training provider policy.

Supportive services may only be provided to individuals who:

- Are actively participating in career services and/or training services. Limited supportive services may be provided to eligible applicants (e.g., paying for birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
- Are unable to obtain supportive services through other programs providing such services;
- Are unable to afford the cost associated with addressing the need;
- May only be provided when they are proven necessary to enable individuals to participate in Title I activities [Subtitle B, Chapters 2 & 3].

Adults – Eligible adults are:

1. Individuals receiving some form of public assistance; or
2. Individuals having incomes at or below the Self-Sufficiency guidelines set by the local area.

Dislocated Workers – Eligible dislocated workers are:

1. Individuals determined eligible for WIOA enrollment under the dislocated worker provisions.

Youth – Eligible youth are:

1. Households receiving some form of public assistance; or
2. Individuals/Families having incomes at or below the poverty guidelines set by OWD; or
3. Youth considered “Non-Dependent” based on LWIA 18’s local policy.

IV. Standard

The guiding principle for the provision of any Supportive Service shall be based on the participant’s individual need. Through counseling and assessment, the determination of need and the level of assistance to be provided will be made on an individual basis.

V. Transportation Service Policy – ITA’s, GED and Temporary Employment

Transportation assistance may be provided to WIOA participants who are engaged in WIOA activities. If a participant is determined to be in need of transportation supportive services, they may receive \$20 per day for each day they physically attend class.

Clarification #1: Participants who attend schools outside the local area will be paid transportation based on their school address, not their permanent home address.

VI. Childcare Service Policy – ITA’s, GED’s and Temporary Employment

Childcare assistance may be provided to WIOA participants who are engaged in WIOA activities only if other resources are not available. Childcare will be paid for children under the age of thirteen (13) who are in the participant’s legal and physical custody. If both parents are in training, only one parent is allowed to receive the child care assistance.

If a participant is determined to be in need of child care supportive services, they may receive \$20 per day for each day they virtually or physically attend class. Payment is limited to \$20 per day regardless of the number of children under the age of thirteen who are in the participant’s legal and physical custody. Birth certificates or other approved documentation are required to verify the age of the children.

Childcare assistance will be made available to participants who are attending both physically and virtually. Childcare payments for virtual attendance will be based upon the student’s class schedule.

VII. Unallowable Supportive Services

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

- Rent deposits or housing deposits;
- Mortgage payments;
- Car payments;
- Purchase of vehicles; and
- Fines

VIII. Documentation for Supportive Services

The WIOA service provider will compile all supportive service documentation prior to paying for services to support transportation costs. These documents will include the following:

1. Supportive Services Determination Form (**Attachment A**)
2. Birth Certificate for Children Under the Age of 13 (*if applicable*)
3. Cost Commitment Worksheet (**Attachment B**)
4. Cost Commitment Modification (**Attachment C**)

All documentation will be placed in the participant file and/or entered in the WorkSource Portal.

All substantial changes to a participant’s supportive services (e.g. receiving more money for existing services) must be updated in real time in VOS. The service provider will be responsible for notifying SGRC WIOA staff of these changes using the Cost Commitment Modification worksheet.

IX. Approved Payment Amounts (ITA's, GED's and Temporary Employment)

Payments are made to qualifying Adults, Dislocated Workers, and Youth enrolled in the ITA training program in the following flat rates. Participants ***must attend*** class on a training day in order to receive the transportation payment for that day, not to include time spent for breaks and /or lunch. Those participants attending determined in need of Child Care assistance may attend virtually or physically. Child Care payments for virtual attendance will be paid based upon the participants class schedule.

Supportive Service	Amount Per Day
Transportation	\$20 per day
Child Care	\$20 per day

X. Approved Payments Youth Incentives

Incentive payments may be made to qualifying youth enrolled in an ISY or OSY program. Each provider may set benchmarks for youth incentives. All incentives will be approved by SGRC staff and clearly outlined in the service provider contract. Incentives may not exceed \$1,000 per participant.

XI. Attendance

ITA participants are required to attend the classroom training for the duration of the respective class to be eligible for the support payment. For example, participants who attend only ½ of the class will not be eligible for the support payment for that day. Service providers will work with instructors to ensure they do not sign off on a time sheet for someone who does not attend the full class session. Payments will not be pro-rated for fewer hours of attendance, nor will payments be made for sick days or holidays.

GED participants are required to attend classroom training in order to be eligible for the support payments. The required length of time will be set by each service provider; however, each participant must attend a minimum of two (2) hours in order to be eligible to receive their support payment for that day.

Payments will not be pro-rated for fewer hours of attendance, nor will payments be made for sick days or holidays.

XII. Exceptions/Exclusions

Participants enrolled in On-the-Job Training (OJT) will not qualify for support payments.

In-school youth may receive support payments as determined on a case-by-case basis for support services not otherwise available. Such support must be pre-approved by the Southern Georgia Regional Commission (SGRC), and will not be commonly granted. Participants must be making satisfactory progress and cooperating with the instructional process in order to continue to receive the support payments.

XIV. Payments

The WIOA service provider will make payments to participants every two weeks based upon timesheets turned in. The WIOA service provider may be reimbursed for supportive service payments and invoices upon compliance with the following requirements:

1. The WIOA service provider must ensure that WIOA participants are enrolled and actively participating in any allowable WIOA activities for which support payments have been approved.
2. The WIOA service provider must arrange coordination with other human service agencies to eliminate duplication of services and all documentation must be completed prior to utilizing WIOA funds.

3. The WIOA service provider must provide proper documentation of any supportive service payments to be submitted to the SGWDB.
4. The WIOA participant must meet attendance requirements of the WIOA program. The WIOA service provider will maintain participant's time sheets documenting daily attendance. A copy of these timesheets must be submitted with the monthly WIOA service provider invoice.
5. Reimbursement for supportive service payments and invoices will be made monthly to WIOA service providers as per contract requirements.

XIV. Procedure

1. All WIOA program applicants and participants shall be informed of paid and unpaid supportive services available through the local One-Stop system. This is to include services provided by the One-Stop partners, Service Providers and any applicable community resources.
2. Supportive services may only be provided to individuals who:
 - Are actively participating in career services and/or training services. Limited supportive services may be provided to eligible applicants (e.g., paying for birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
 - Are unable to obtain supportive services through other programs providing such services;
 - Are unable to afford the cost associated with addressing the need;
 - May only be provided when they are proven necessary to enable individuals to participate in Title I activities [Subtitle B, Chapters 2 & 3].
3. To ensure successful participation in the appropriate employment or training activity(ies), career facilitators shall determine the supportive service needs of each individual to be enrolled. Such determination shall be based on a comprehensive assessment and include documentation of the participant's need to receive supportive series in order to participate in the training.
4. The need for supportive services and all supporting documentation shall be maintained in the participant's file.
5. Cost Commitment Worksheet will be completed and submitted to the SGRC as well as maintained in the participant file.
6. Participant obligations and vouchers will be entered in VOS. Obligations/vouchers will be entered by program year.
7. SGRC Staff will reconcile all supportive service payments annually in VOS.
8. At the conclusion of each semester, staff and service providers review the remaining obligations/vouchers and adjust as needed. Revisions are entered in VOS.
9. Participants must be making satisfactory progress and cooperating with the instructional process in order to continue to receive the support payments.
10. Service providers are responsible for tracking participant attendance, time keeping and related duties. Educational/training institutions receiving ITAs must perform time keeping, participant activity tracking and related duties.

Attachments:

- Attachment A: Supportive Services Determination Form*
- Attachment B: Cost Commitment ITA Worksheet*
- Attachment C: Cost Commitment ITA Modification*
- Attachment D: Cost Commitment GED*

Approvals/Changes:

<i>Southern Georgia WIB Approved:</i>	<i>August 8, 2013</i>
<i>Revised & WIB Approved:</i>	<i>November 19, 2014</i>
<i>Revised & WIB Approved:</i>	<i>June 10, 2015</i>
<i>Revised & WDB Approved:</i>	<i>September 9, 2015</i>
<i>Revised & WDB Approved:</i>	<i>June 29, 2016</i>
<i>Revised & WDB Approved:</i>	<i>February 14, 2018</i>
<i>Revised & WDB Approved:</i>	<i>November 14, 2018</i>
<i>Revised & WDB Approved:</i>	<i>August 18, 2021</i>
<i>Revised & WDB Approved:</i>	<i>May 18, 2022</i>
<i>Revised & WDB Approved:</i>	<i>May 17, 2023</i>



SUPPORTIVE SERVICES DETERMINATION FORM

Participant Name: _____ State ID: _____

Funding: Adult Dislocated Worker Quest Grant Youth GED

Supportive Service benefits **may be** available to assist WIOA eligible participants with costs associated with participating in WIOA funded training activities. Supportive services means services such as transportation, childcare, and/or dependent care that are necessary to enable an individual to participate in activities authorized under the Workforce Innovation & Opportunity Act (WIOA).

Supportive Service benefits may only be provided when:

1. They are necessary to enable an individual to participate in WIOA funded training services; and
2. They cannot be obtained through other programs providing such services.

I understand that WIOA Supportive Service benefits may change and/or be eliminated at any time based on funding availability. I understand that if I have provided fraudulent information that I can be terminated from the Southern Georgia WIOA program and may be held liable for repayment of any monies received by me while in the WIOA funded services. I understand that I cannot receive supportive services benefits for transportation, childcare and/or dependent care if funds are being provided and/or available to me by another agency/resource.

1. Does the participant need assistance with transportation/travel/meals in order to attend WIOA funding training?

Yes No

2. Does the participant need assistance with childcare for any child under the age of thirteen who is in the participant's legal and physical custody? Yes No

If yes, number of dependents under the age of 13 _____

3. Does DFCS or any other agency assist you with transportation and/or childcare costs? Yes No

If yes, please list the agency that will be assisting you and the amount that they give you for each:

Agency: _____

Transportation Amount: _____ Amount Not Covered: _____

Childcare Amount: _____ Amount Not Covered: _____

I attest that I am in need of supportive services in order to participate and complete my WIOA funded occupational training activity. I further attest that these services are not being provided to me by any other agency/resource.

Participant Signature

Date

TO BE COMPLETED BY WIOA STAFF

WIOA Supportive Services Approved: Yes No

Supportive Service Amount/Day Approved: \$20/day \$_____ Other

Childcare Amount/Day Approved: \$20/day \$_____ Other

Note: All payments made must be consistent with the Southern Georgia ITA Policy and Supportive Services Policy

Case Manager Signature

Date

Adult Dislocated Worker National Emergency Grant DW Youth

Last Name _____ First Name _____ State ID _____

School _____ Program _____ DOT Code _____

Training Start Date _____ Training End Date _____ Program Year _____

Training Costs (please enter the actual costs - not the cost to be paid for by WIOA)

Training Cost	Summer B <i>July 1 - End Summer</i>	Fall	Spring	Summer A <i>Beginning Summer - June 30</i>	Total
Number of Credit Hours					
Tuition					
Standard Fees					
Program Specific Fees					
Books					
Uniforms					
Supplies/Tools					
Other					
Total Training Cost					
Financial Aid (HOPE)					
Financial Aid (PELL)					
Financial Aid (Other)					
Total Financial Aid					
Training Costs Remaining					
WIOA Training (please enter the actual costs to be paid by WIOA below)					
WIOA Training Costs					

Please note: Hope, PELL, SIWDG and other forms of grant funding must be exhausted before WIOA funds are to be expended

Supportive Service Costs

Miles/Day _____	Summer B <i>July 1 - End Summer</i>	Fall	Spring	Summer A <i>Beginning Summer - June 30</i>	Total
Number of Classroom Days					
Transportation/Day					
Childcare/Day					
Total Support/Day					
Total WIOA Support Costs					

Total Estimated Training & Support Costs

	Summer B	Fall	Spring	Summer A	Total
Total WIOA Training & Support Costs					

The above information is an estimate of obligated costs to complete the training for the above-mentioned participant as attested by the case manager below.

Signature of Case Manager

Date

Date: _____ Program Year: _____

Last Name _____ First Name _____ State ID _____

*Please check the reason for the modification. Changes should be only made to current and subsequent semesters.
All changes must be made in VOS prior to submitting modification request.*

- Modify Training End Date: _____
 Change Training Amounts Change Support Amounts

- Reason for Modification: Adding Semester(s) Deleting Semester(s) Dropped Graduated
 Change in Cost Change in Financial Aid Address Change/Mileage Child Care Adjustment
 Other: _____

Training Costs (please enter the actual costs - not the cost to be paid for by WIOA)

Training Cost	Summer B <small>July 1 - End Summer</small>	Fall	Spring	Summer A <small>Beginning Summer - June 30</small>	Total
Tuition					
Standard Fees					
Program Specific Fees					
Books					
Uniforms					
Supplies/Tools					
Other					
Total Training Costs					
Financial Aid (HOPE)					
Financial Aid (PELL)					
Financial Aid (Other)					
Total Financial Aid					
Remaining Training Costs					
WIOA Training (please enter the actual costs to be paid by WIOA below)					
WIOA Training Costs					

Grant Funding (Hope, PELL, SIWDG and other forms of grant funding must be exhausted before WIOA funds are to be expended)

Supportive Service Costs

Miles/Day _____	Summer B <small>July 1 - End Summer</small>	Fall	Spring	Summer A <small>Beginning Summer - June 30</small>	Total
Number of Classroom Days					
Transportation/Day					
Childcare/Day					
Total Support/Day					
Total WIOA Support Costs					

Total Estimated Training & Support Costs

	Summer B	Fall	Spring	Summer A	Total
Total WIOA Training & Support Costs					

The above information is an estimate of obligated costs to complete the training for the above-mentioned participant as attested by the case manager and participant below.

Signature of Case Manager _____

Date _____

(Service Provider Name)

Customer Name: _____ State ID: _____
School Name: _____ Location: _____
Training Start Date: _____ Projected End Date: _____
Program Year: _____ Revision Date: _____

Training Costs

Training, Testing and Fees	
Incentives	
Work Experience Wages	
Work Experience - Other	
Total WIOA GED Training Costs	\$ 0.00

Support Costs

Transportation Amount Per Day:	
Childcare Amount Per Day:	
Total Support Per Day:	\$ 0.00
Estimated Training Days:	
Total WIOA GED Support Costs:	\$ 0.00

Total WIOA GED Training and Support Costs \$ 0.00

Notes

Case Manager Signature: _____ Date: _____

Attachment 10

ETPL Policy LWDA 18-005

Policy and Procedures

Southern Georgia



Connecting Talent with Opportunity
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Section 18-005 ETPL

Section 18-005 ETPL

Eligible Provider Policy and Procedure

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Policy/Procedure #: **18-005-100**

Policy Name: **Eligible Training Providers/Programs List (ETPL)
Policy & Procedure**

Effective Date: **04/12/2017**

Purpose

WIOA emphasizes informed customer choice, job-driven training, program performance and continuous improvement. The quality and selection of training providers and programs is vital to achieving these core principles. The Eligible Training Provider/Program List (ETPL) is available for review at www.worksourcegaportal.com.

Initial Eligibility

The Southern Georgia Workforce Development Board (WDB) evaluates providers and proposed training programs for eligibility based on the Individual Training Account (ITA) provider/program application. This application is available upon request or can be found at www.sgrc.us/workforce.html. The WDB 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 authorization/accreditation, credentials, costs, duration of training, entry criteria, financial aid, performance criteria, graduate/employer references, etc. Each training program that the provider wants included on the ETPL **must submit a separate application for each training program**. The provider must also furnish the most recently published catalog/brochure that includes information regarding tuition, fees, location of training facility, etc. EEO assurance, Standard of Conduct assurance, and Standard Certifications Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion forms must be signed and authorized by all applicants.

Applications and general instructions can be found at : www.sgrc.us/html.

In addition, the WDB adheres to the following:

- ETPL's from Georgia will be recognized and applications are not necessary;
- Organization has submitted an application for the training program to be on the ETPL in the area in which it was disapproved;
- Only training programs for demand occupations that are not otherwise available in Southern Georgia will be reviewed;

- Only complete applications will be considered. However, applications submitted in Region 11 should indicate “n/a” in items that do not apply and a complete explanation should be furnished for this response.
- Organizations must furnish a 12-month history of past performance that meets or exceeds the performance criteria below. At least five participants per program must be included in the performance. Region 11 adheres to the state’s minimum performance criteria and is as follows:

Median Earnings – \$11.50
Average Wage at Placement – \$10.70
Attainment of Post-Secondary Credential – 60%
Completion Rate – 70%
Employment Rate – 70%
Training-Related Employment Rate – 70%

The SGRC Workforce Development Staff will verify that the applicant complies with the following to be considered for inclusion on the state ETPL:

- Applicant must have been in business for at least six months prior to the initial application and must have a current business license or proof of active compliance with the Secretary of State Corporations Division;
- Training programs must be available to the general public, have published catalog price structures;
- Training facilities must comply with ADA requirements for accessibility and reasonable accommodation;
- An onsite visit to ensure compliance with ADA requirements will take place, and a pre-award checklist will be utilized (see monitoring form 18-008-001 Facilities Accessibilities Checklist);
- Each training program must have proven outcomes and have successful program completions and training-related employment;
- Applicant must be current on all federal and state taxes (Must supply certification from accounting/tax firm of current tax standing regarding federal and state taxes, including Unemployment Insurance taxes);
- Applicant must be in statutory compliance with the laws of the state related to operation as a training education institution. Proprietary colleges or schools operating in Georgia are required by the Nonpublic Post-Secondary Educational Institution Act of 1990 to have a certificate of authorization from the NPEC before beginning operation or advertising in the state;
- Applicant must provide documentation of current accreditation/authorization;
- Applicant must not have been found at fault in criminal, civil or administrative proceeding related to its performance as a training or educational institution. Must disclose any pending criminal, civil or administrative proceeding as either a defendant or a respondent;
- Applicant must disclose any and all conflicts of interest with state or LWDB staff or board members including, but not limited to family ties (spouse, child, and parent), fiduciary roles, and employment or ownership interests in common; and
- All applications must include a current federal tax identification number.

Registered Apprenticeships

Registered Apprenticeships (RA) programs that are registered with the USDOL Office of Apprenticeship (OA) are automatically eligible to be included on the state ETPL. RA programs are not subject to the same application and performance information requirements nor subject to

a period of initial eligibility as other providers because they go through a detailed application and vetting procedure to become an RA program sponsor with the United States Department of Labor, Office of Apprenticeship.

Applications and general instructions can be found at: www.sgrc.us. Please refer to Attachment C.

Out-of-State Training Providers

In order for WIOA students to access training through out-of-state training providers not currently on the ETPL, the training providers must comply with the conditions set forth below:

- Submit an application for initial eligibility, including program description attachments;
- Submit evidence that the provider is accredited by an accreditation agency approved by the US Department of Education (If regulated by government entities such as the Department of Transportation, the provider should include applicable accreditation);
- Submit evidence that the institution is currently on its state eligible training provider list and in good standing; and,
- Report student completion data (employment and wage information to the OWD) consistent with WIOA performance information. Regarding performance information, specific participant numbers shall be included to show satisfactory performance in any of the formats listed below:
 - A certified report or letter from the state's Title I or WIOA Administration agency, reporting on the provider's satisfactory performance; or
 - A certified report or letter from a Local Workforce Development Area within the provider's state reporting on the provider's satisfactory performance.
- Out-of-state postsecondary training providers that are not operating within the State of Georgia are not required to be licensed by the Non-Public Post-Secondary Commission of Georgia (NPEC).

The SGRC Staff will verify the performance, cost information, and any other required information. Staff will present the application to the WDB for approval or disapproval at the next scheduled meeting.

The Workforce Development Director will notify applicants of the WDB's decision. Staff will submit the approved application to the Technical College System of Georgia, Office of Workforce Development(OWD) for inclusion on the "statewide" ETPL list. Once approved on the statewide ETPL, an approved program is available to all Georgia WDBs and cooperative states.

Eligible Programs of Training Services

Not all allowable types of training services are subject to the requirement of the training provider provisions. Contracts for services may be utilized instead of ITAs only when one or more exceptions apply and the WDB has fulfilled the consumer choice requirements of 20. C.F.R § 60.340. An exception would include when the services provided are on-the-job training, customized training, incumbent worker training, transitional employment, internships, paid or unpaid work experience. For further exclusions, please refer to § 4.4.2 titled Eligible Programs and Training Services of the OWD policy and procedure manual. The manual can be found at:

Maintaining/Subsequent Eligibility

The Workforce Innovation and Opportunity Act requires a redetermination of ITA program eligibility through a “subsequent eligibility” process every two years. For a program to remain eligible to receive ITA funds for new enrollments after June 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 OWD.

Losing Program Eligibility

OWD 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 WDB or OWD, a termination of eligibility may occur. The termination will remain in effect for a minimum of two (2) years;
- If the local WDB or OWD 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 that is effective for a minimum of two (2) years;
- 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 OWD after consultation with the local WDB, for a period of not less than one (1) year. Providers may reapply 90 days following suspension. Unemployment insurance wage file data will be used for performance verification.
- For further information regarding violations, removal, and/or repayment, please refer to § 4.4.7 titled Notice of Denial of Eligibility of Removal of the OWD policy and procedure manual.

Training Provider Liability

A training provider may be held liable if a customer or WDB 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 ETPL. Aggrieved providers will have access to local and state appeals processes in such instances.

Local Appeal Procedures

If a training provider would like to file a dispute, they will first file it with the SGRC Workforce Development staff. A hearing will be set up to allow the training provider an opportunity to informally dispute the matter. A written solution will be mandatory for all disputes and should be filed within 30 days of the filing date of the appeal. Every attempt will be made for an informal resolution. Eligible training providers will be notified of their right to file a Second Level Appeal with OWD. For further guidance regarding appeals, please refer to § 4.4.9 titled Continued Eligibility – Biennial Review of the OWD policy and procedure manual.

Approval/Changes

WIB Approved 06/04/2013

Revised for WIOA 07/01/2015

Revised & WDB Approved 04/12/17



Southern Georgia

General Instructions

INSTRUCTIONS FOR COMPLETING THE ETPL APPLICATION

The packet includes: General Information, a Proposal Responsiveness Checklist, an Application, and Assurances. LDWA/WDB staff must review all responsive provider applications. If responsive, staff may conduct employer reference checks, program graduate reference checks, and conduct a training observation to ensure that customers receive quality services. LWDAs will input recommended providers/program information into the Georgia Work Ready Online Participant Portal (GWROPP) and alert the Technical College System of Georgia, Office of Workforce Development (OWD) that the provider information is ready for review, acceptance and inclusion on the State Eligible Training Provider Listing (ETPL). If the application is accepted by OWB, a completed provider agreement may be processed and submitted to the provider for signature by an LWDB. Each LWDB will be responsible for local provider policies, processes and agreements. Depending on LWDB policy, new providers may have limited referrals (as determined by the LWDB) until satisfactory performance outcomes are obtained.

- Training programs included in the application must exist at the time of application and be approved by the NPEC; the program(s) must be currently available to the general public and not solely dedicated/availed to WIOA customers.
- To be considered for review, each program must have at least five (5) students who have completed a program of study and obtained training related employment, with documentation available on their employment status. Newly formed programs should wait to apply until this has occurred. New programs without documented completion and employment records **will not** be reviewed.
- Respond to all questions. If the question does not apply indicate “not applicable”. When referring to a catalog or brochure, indicate, “See attached catalog”.
- The name of the training institution is the legal name of the entity.
- The contact person is the individual who may answer questions concerning the application.
- Program descriptions should be completed for each program or course of study. If a provider catalog contains the information requested, please attach.
- If the application is submitted via e-mail, it will be necessary to mail a provider certification

Workforce Innovation & Opportunity Act Glossary and General Information

Workforce Innovation and Opportunity (WIOA): WIOA will help job seekers and workers access employment, education, training and support services to succeed in the labor market and match employers with the skilled workers they need to compete in the global economy. The purposes of WIOA include:

- Increasing access to and opportunities for the employment, education, training and support services that individuals need, particularly those with barriers to employment;
- Supporting the alignment of workforce investment, education and economic development systems, in support of a comprehensive, accessible, and high-quality workforce system;
- Improving the quality and labor market relevance of workforce investment, education and economic development efforts;
- Promoting improvement in the structure and delivery of services;
- Increasing the prosperity of workers and employers;
- Providing workforce development activities that increase employment, retention and earning of participants and that increase post-secondary credential attainment and as a result, improve the quality of workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers and enhance productivity and competitiveness of the nation.

WIOA Services: A customer may access the array of services and program information available on the statewide ETPL and may choose from a variety of Eligible Training Providers. There is no guarantee that a customer will enroll in a specific course or program of study after referral. It is the responsibility of the customer and the career adviser to develop a career plan. A customer may be determined WIOA eligible during WIOA career services. If it appears that the customer is eligible and suitable for provider training, they will be approved for enrollment by LWDA staff. Once approved for enrollment, LWDA staff will provide written authorization to both the customer and the training organization through an Individual Training Account (ITA).

Career Services: Services that LWDA's are responsible for providing for adults and dislocated workers under WIOA. Career services may include initial assessment of skill levels, job search and placement assistance, provision of information on in-demand sectors and occupations, information on nontraditional employment, labor market information, provision of information about the performance and cost of education and training providers in the area, career counseling, information about filing unemployment compensation claims, information relating to the availability of supportive services such as child care and transportation, specialized assessments of individual skill levels and service needs, individual or group counseling and career planning, development of an individual employment plan, short-term job-readiness activities, literacy activities related to basic workforce readiness, etc.

Credentialing: WIOA performance standards now include the attainment of recognized post-secondary credential received by participants. It is the Provider's responsibility to assure that Credentialing goals are obtained for each student.

All training programs must prepare WIOA participants through job training and preparation to sit for testing in order to achieve attainment of industry-recognized credentials as specified by WIOA. Such nationally recognized industry, association or organizations include:

- A state education body
- An institution of higher education eligible to participate in federal financial aid programs
- A registered apprenticeship
- A public regulatory agency
- A professional, industry or employer association

Eligible Training Provider: An organization, entity, or institution, such as a public or private college and university, community-based organization, or proprietary school whose application has been approved by the local workforce Board and submitted to the state for inclusion on the state ETPL to provide training services through the use of an ITA or training provided (WIOA exception) through a contract for services. Reference NPRM sec.680.410.

Eligible Training Provider List: A statewide compilation of providers that are approved to provide services through the One-Stop system described by WIOA. These lists contain consumer information, including cost and performance information for each provider, so that customers may make informed choices.

Initial Eligibility for New Providers

All providers that were not previously approved as an eligible training provider under WIA (except Registered Apprenticeship programs) must submit required information to be considered for initial eligibility under WIOA. Under WIOA, providers may receive initial eligibility for only one year for a provider specific program.

Apprenticeship Programs registered under the National Apprenticeship Act (NAA) are exempt from initial eligibility procedures. Registered apprenticeship programs must be included and maintained on the list of eligible providers of training services as long as the corresponding program remains registered. See Section on Registered Apprenticeship Programs)

For providers seeking initial eligibility, verifiable program specific performance information must be provided. Applicants must provide the following:

1. A detailed description of each training program to be considered
2. Performance information for each training program will include (See Required Performance Information Below)
 - a. Median earnings
 - b. Average wage at placement
 - c. Attainment of Post-Secondary Credential
 - d. Completion rate
 - e. Employment rate
 - f. Training Related Employment Rate
3. Describe in detail provider partnerships with business
4. Describe the recognized post-secondary credential attained after training completion
5. Describe how the training program(s) aligns with in demand industries and occupations
6. A provider must also comply with the following to be considered for inclusion on the ETPL:
 - a. In business for at least 6 months prior to the initial application and have a current business license or proof of active compliance with the Secretary of State Corporations Division.
 - b. Training must be available to the general public, have published catalog price structures and each program must have completed and placed in training related employment at least 5 students per program.
 - c. Current of all federal and state taxes (Must supply certification from accounting/tax firm of current tax standing regarding federal and state taxes, including Unemployment Insurance taxes).
 - d. In statutory compliance with the laws of the state related to the operation as a training of education institution. Proprietary colleges or schools operating in Georgia are required by the Nonpublic Post-Secondary Educational Institution Act of 1990 to have a certificate of authorization from the NPEC before beginning operation of advertising in the state.
 - e. Provide documentation of current accreditation/authorization.
 - f. In good standing with the Better Business Bureau with no outstanding complaints.
 - g. Not be found in fault in criminal, civil or administrative proceeding related to its performance as a training or educational institution. Must disclose any pending criminal, civil or administrative proceeding as either a defendant or a respondent.
 - h. Disclose any and all conflicts of interest with state or local LWDB staff or Board members, including but not limited to family ties (spouse, child, parent), fiduciary roles, employment or ownerships interests in common.
 - i. Include a current federal tax identification number.

STUDENTS PAST PERFORMANCE INFORMATION – past 12-month period Must pass two (2) of six (6) measures.		
Performance Measure	Minimum Standard	Definition
Median Earnings	\$11.50	The median earning of program participants who are in unsubsidized employment during the second quarter after exit from the program.
Average Wage at Placement	\$10.70	Average wage at placement of completers obtaining employment during the above period.
Attainment of Post-Secondary Credential	60%	The percentage of program participants who obtain a recognized post-secondary school diploma or its recognized equivalent during participant in or within 1 year after exit from the program.
Completion Rate	70%	Program completion rate for students completing all coursework and exams.
Employment Rate	70%	Employment rate for all students completing the program coursework.
Training-Related Employment Rate	70%	Percent of completers exiting the program who have obtained training related employment.

Registered Apprenticeship: Under WIOA, Registered Apprenticeship programs that request to be ETPs are automatically included on the list and will remain as long as the program is registered or until the program sponsor notifies the State that it no longer wants to be included on the list. Registered Apprenticeship programs are not subject to the same application and performance information requirements or to a period of initial eligibility or initial eligibility procedures as other providers because they are subject to a detailed application and vetting procedure to become a Registered Apprenticeship program with the United States Department of Labor.

Continued Eligibility: WIOA requires a re-determination of ITA program eligibility through a “continuing eligibility” process. For a program to remain eligible to receive ITA funds for new enrollments, the State shall compare program-level performance outcomes against established minimum standards, covering the preceding program year. The State reserves the right to request sufficient information to complete continuing eligibility on any provider.

Newly eligible WIOA training providers that were determined to be initially eligible under WIOA will be subject to the application procedure for continued eligibility after their initial year of eligibility expires.

Individual Training Account: A training plan obligation and expenditure account established on behalf of a WIOA eligible participant to establish a plan for payment for a program of training services, which may include tuition, books and fees.

Provider Entry Criteria: Training providers will be held accountable to meet certain performance standards established by the State and LWDAs and will qualify for the ETPL on performance. Training providers have responsibility in assessing the current skills, education and experience of candidates and providing training and employment for customers. Provider entry requirements will be a critical factor in establishing and attaining successful performance. They should be established with a purpose of determining whether the customer’s current skills, education, experience, etc. will enable them to complete the training program, obtain the knowledge and skills necessary to receive certification, as well as obtain training-related employment with wages that meet standards and promote self-sufficiency.

Providers should be aware that entry requirements for reading, math and language should match those appearing on the ETPL. The Program Description, submitted by the Provider, contains all information regarding entry criteria.

Testing for reading, math and language should be comparable to the Tests of Adult Basic Education (TABE). Letters of acceptance should include a statement that the student has met the entry requirements as stated on the ETPL. Persons not meeting the stated ETPL entry requirements should not attend training until the appropriate levels are achieved.

If customers are eligible for grants and scholarships such as the PELL Grant or HOPE Scholarship, applications must be made for these funds so that funds may be combined to provide for total costs of training expenses.

Program of Training Services: A program of training services is: (a) one or more courses or classes that, upon successful completion, leads to (a) a recognized post-secondary credential, secondary school diploma or its equivalent, (b) training-related employment, or (c) measurable skills gains toward such credential or employment.



Southern Georgia

ETPL Application



Individual Training Account (ITA) Provider/Program Application



ITA Provider Information

Training Provider Name: _____

Street Address _____

Mailing Address: _____

City, State and Zip _____

Contact Person: _____

Phone: _____

Email: _____

Website (URL): _____

Federal Tax ID #: _____ **Year Business Established:** _____

Is the address listed above where you provide training services? Yes No

If no, where do you provide services?

Is the program open to the general public? Yes No

Is there a published catalog and price structure? Yes No

If yes, how can the public access this?

Is the program ongoing and continuous? Yes No

Do you offer job search or placement assistance? Yes No

If no, how do you ensure those who exit the program obtain unsubsidized employment?

Is the proposed training facility handicapped accessible or are reasonable accommodations made for provision of services to handicapped individuals? Yes No

Financial Aid

Pell Grant: Yes No **Hope Scholarship:** Yes No

Other Financial Aid: Yes No

If yes, specify type:
(Title IV, Sallie Mae, etc.) _____

Please ensure that the following documents are attached to your application:

- Program Description (if not entered below)
- Published Course Pricing
- Current Business License
- NPEC Certification
- Copies of Credential(s) Students May Earn
- Training Provider Relationship Disclosure
- Published Course/Program Catalog
- Schedule of Classes
- Accreditation/Authorization Documents
- Documentation of Performance Outcomes
- Signed EEO and Conflict of Assurance

Program Information

Program Title _____

Program Description *(Describe or Attach)*

--

Credentials

Credential Name*	Price of Exam	Organization Granting Credential

*Attached a copy of each credential that a participant may earn.

For each credential provide address and contact information for the organization that grants the credential(s):

Organization Name	Phone	Address

Do you certify that graduates or the program may sit for the credential exam(s) listed above? Yes No

Program Costs

Supplies	
Item	Cost
Supplies Total:	\$

Books (list each book required)		
Book Name	ISBN #	Cost
Book(s) Total:		\$

Testing Fees (list name of each exam)	
Name of Exam	Cost
Test Fees Total:	\$

Other Fees (list all fees)	
Fee	Cost
Other Fees Total:	\$

Tuition	
Tuition	Cost
	\$

Total Program Cost	
	Total Program Cost: \$

Program Duration

Number of Weeks	Curriculum/Classroom Hours	Other (specify Internship/Externship hours separately)

Entry Criteria

HS Diploma Required	Reading Level	Math Level	Language Level	Other Entry Requirements (please list)
<input type="checkbox"/> Yes <input type="checkbox"/> No				

Tests of Adult Basic Education (TABE) assesses basic reading, math and language skills and provides grade equivalent scores.

Performance

Number of completed cohorts that training provider has completed: _____

Total Students in past 12 months: _____

Performance Measure	# Of Students	% or \$	State Minimum Requirements
Median Earnings After Placement Median weekly earnings of program completers placed in unsubsidized employment during the 2 nd quarter after exit from the program.		\$	\$11.50
Average Wage at Placement Average wage at placement of completers obtaining employment during the past 12 months.		\$	\$10.70
Attainment of Post-Secondary Credential Number and percent of completers exiting the program who obtained a recognized post-secondary credential (diploma, certificate, or license) during participation in or within a 1 year after exit from the program.		%	60%
Completion Rate Number and percent of total students exiting during the last 12 months who met the program's completion requisites.		%	70%
Employment Rate Number and percent of completers exiting the program during the last 12 months who obtained employment.		%	70%
Training Related Employment Number and percent of completers exiting the program during the last 12 months who have obtained training related employment.		%	70%

Graduate and Employer References

The below table must be completed for at least five (5) students per program. Employers and/or graduates listed will be contacted.

Graduate Name	Graduate Phone	Employed By	Employer Contact Name	Employer Phone

For each student listed above have you provided documentation of their employment? Yes No

**Documentation may include employment verification documents from the employer, paycheck stubs provided by the student or other documents (must be approved by the Southern Georgia Regional Commission WIOA staff).*

Certification

I hereby certify that the information provided in this Application package is true and correct. I also understand that my organization may be subject to an on-site review of training and facilities, and may be asked to provide supporting documentation before the final execution of an agreement. I assure that proposed training facilities are disabled accessible or reasonable accommodations will be made for the provision of services to disabled individuals. I assure that costs as described as the same as those published for the general public.

Printed Name **Title**

Signature **Date**

EEO Assurance

As a condition to the award of financial assistance from the Technical College System of Georgia, Office of Workforce Development, under WIOA, the applicant assures that it will comply with the nondiscrimination and equal opportunity provisions of the following laws: The U.S. Department of Labor (Department) is issuing nondiscrimination and equal opportunity regulations to implement Section 188 of the Workforce Innovation and Opportunity Act (WIOA). Under Section 188(e) of WIOA, Congress required the Department to issue regulations implementing Section 188 no later than one year after enactment of WIOA. The Department's publication of this final rule complies with the statutory mandate. This final rule creates a new part in the CFR, which mirrors the regulations published in the CFR in 1999 to implement Section 188 of WIA. The Department has made no substantive changes in this final rule; the changes are technical in nature. This final rule adopts the Department's regulatory scheme for Section 188 of WIA verbatim, with technical revisions to conform to WIOA. Specifically, the Department has: Replaced references to the "Workforce Investment Act of 1998" or "WIA" with "Workforce Innovation and Opportunity Act" or "WIOA" to reflect the proper statutory authority; and updated section numbers in the text of the regulation to reflect its new location.

Section 188 of WIA 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 on the basis of age, and 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.

Printed Name **Title**

Signature **Date**

Standard of Conduct Assurance

The Training Provider agrees that in administering Workforce Innovation and Opportunity Act funded training services, it will comply with standards of conduct that maintain the integrity of the program in an impartial manner, free from personal, financial or political gain by avoiding situations which suggest that any decision was influenced by prejudice, bias, or special interest.

Printed Name

Title

Signature

Date

Please send completed application and required backup documentation to:

Southern Georgia Regional Commission/WorkSource Southern Georgia

Email: bhoward@sgrc.us

PROVIDER/PROGRAM APPLICATION RESPONSIVENESS CHECKLIST

IF ORGANIZATION IS UNABLE TO MEET ANY REQUIREMENTS OF THE RESPONSIVENESS CRITERIA LISTED BELOW, THE PROGRAMS WILL NOT BE REVIEWED AND WILL BE CONSIDERED NON-

Provider Name: _____ Submittal Date: _____

Requirements

All training programs must exist at the time of application and be approved by the NPEC; the program(s) must be currently available to the general public and not solely dedicated/availed to WIOA customers.

- Yes No Is the provider operating in LWDA #18?
- Yes No If no, has the provider applied in the LWDA it operates?
- Yes No Has the program being submitted for review had at least five (5) student who have completed the program of study and obtained related employment, with documentation available on their employment status?

Newly formed programs should wait to apply until this has occurred. New programs without documentation of completion and employment records will not be reviewed.
- Yes No Is the provider in statutory compliance with the laws of this state as related to its operation as a training or educational institution?
- Yes No Has the provider been in business for at least six months prior to initial application and must maintain legal active status to conduct business, evidenced by a current business license and/or proof of active compliance with the Secretary of State Corporations Division (attach to application)?
- Yes No Did the provider supply certification from accounting/tax firm of current tax standing regarding Federal and State taxes, including Unemployment Insurance (UI) taxes?
- Yes No Is the provider in good standing with the Better Business Bureau with no outstanding complaints?
- Yes No Please verify that the provider:
 - (1) Has not been found in fault in criminal, civil, or administrative proceeding related to performance as a training or educational institution.
 - (2) Has disclosed any pending criminal, civil or administrative proceeding as either a defendant or a respondent (sign Debarment Statement, Attachment A).
- Yes No Has the provider disclosed any and all conflicts of interest with state, or local LWDB staff or Board Members, including, but not limited to family ties, (spouse, child, parent), fiduciary roles, employment, or ownership interests in common?
- Yes No Does the application include the current federal tax identification number (the number used to file employee income taxes with the Internal Revenue Service)?
- Yes No Does the provider meet the requirements listed below?

To be considered for review, each program must have at least five students who have completed the program and obtained training related employment, with documentation available on employment status. Newly formed programs should wait to apply until this has occurred. New programs without documented completion and employment records will not be reviewed.

Training Program Criteria

- Yes No Training skills are specific and in demand in the labor market?
- Yes No A recognized post-secondary credential is attained after program completion?
- Yes No The program(s) are existent, ongoing and continuous?
- Yes No The training programs are open to the general public, have published catalog price structures and are not solely dedicated/availed to WIOA customers?
- Yes No Job search and/or placement assistance is provided by the organization?
- Yes No The organization does not appear on current federal, state or local debarment and suspension lists?
- Yes No The provider assures that the proposed training facility is handicapped accessible or are reasonable accommodations made for provision of services to handicapped individuals?

Performance Criteria

Students Past Performance Information – past 12-month period.

Providers must pass two (2) of the six (6) below listed performance measures.

Meets Y/N	Performance Measure	Minimum Standard	Definition
<input type="checkbox"/> Yes <input type="checkbox"/> No	Media Earnings	\$11.50	The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
<input type="checkbox"/> Yes <input type="checkbox"/> No	Average Wage @ Placement	\$10.70	Average wage at placement of completers obtaining employment during the above period
<input type="checkbox"/> Yes <input type="checkbox"/> No	Attainment of Post-Secondary Credential	60%	The percentage of program participants who obtain a recognized post-secondary credential or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program
<input type="checkbox"/> Yes <input type="checkbox"/> No	Completion Rate	70%	Program completion rate for student completing all coursework and exams
<input type="checkbox"/> Yes <input type="checkbox"/> No	Employment Rate	70%	Employment rate for all students completing the program coursework
<input type="checkbox"/> Yes <input type="checkbox"/> No	Training-Related Employment Rate	70%	Percent of completers exiting the program who have obtained training related employment

NPEC and/or Other Accreditation/Authorization

All program requests must be currently approved by NPEC.

Did the provider include a copy of NPEC certification for each program? Yes No

Proprietary colleges or schools operating in Georgia are required by the Nonpublic Post-Secondary Educational Institutions Act of 1990 (NPEIA) to have a certificate of authorization from the Georgia Nonpublic Post-Secondary Education Commission (NPEC) before beginning operation or advertising in the state. This certificate must be renewed annually. The NPECs' primary purpose is to ensure that each authorized college or school is educationally sound and financially stable.

Nonpublic Degree Granting Post-Secondary Educational Institutions in Georgia - The Nonpublic Post-Secondary Educational Institutions Act of 1990 provides that a post-secondary educational institution must apply for and be granted a Certificate of Authorization before beginning operation or advertising in Georgia. NPEC must authorize each degree program. Following initial authorization, the institution's Certificate must be renewed annually. Any

institution operating or advertising to begin operation without acquiring the necessary Certificate of Authorization is in violation of Georgia law, and shall be subject to civil penalties.

Nonpublic Non-Degree Granting Post-Secondary Institutions in Georgia – Any instructional program defined as a proprietary school according to the Nonpublic Post-Secondary Educational Institutions Act of 1990 must apply for and be granted a Certificate of Authorization before beginning operation or advertising in Georgia. Following initial authorization, the institution’s Certificate must be renewed annually. Any institution operation or advertising to begin operation without acquiring the necessary Certificate of Authorization is in violation of Georgia law, and shall be subject to civil penalties.

NPEC allows exemptions when another governmental agency is providing oversight. For example, the Georgia Department of Safety provides oversight of Truck Driver Training Programs. Proprietary schools interested in becoming a WIOA ITA provider will need to contact NPEC to begin the authorization process.

Did the provider identify the agency/agencies providing accreditation/authorization for their organization and did they attach a copy of the certification document?	
<input type="checkbox"/> Nonpublic Post-Secondary Education Commission (NPEC)	<input type="checkbox"/> Georgia Healthcare Partnership (GHP/GMCF)
<input type="checkbox"/> Department of Public Safety (DPS)	<input type="checkbox"/> Other(s):
<input type="checkbox"/> Yes <input type="checkbox"/> No	Did the provider provide licensure documentation if another governmental agency is providing oversight (i.e., GA Public Safety or GA Medical Care Foundation)?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Did the provider attach a copy of the credential and a confirming statement that graduates of the program may sit for the Credential Examination?

Attachments to Application

Did the provider include the following items as an attachment to the application?

- | | |
|--|--|
| <input type="checkbox"/> Program Description | <input type="checkbox"/> Debarment Form |
| <input type="checkbox"/> Catalog or Brochure | <input type="checkbox"/> Signed EEO and Conflict of Interest Assurance |
| <input type="checkbox"/> Schedule of Classes | <input type="checkbox"/> Current Business License* |
| <input type="checkbox"/> Copies of credential(s) to be received by students | <input type="checkbox"/> Accreditation/Authorization Documents*
<i>(Including authorizing agency description)</i> |
| <input type="checkbox"/> Published Course Price Listing
<i>(Copy of catalog or website page, if price included)</i> | <input type="checkbox"/> NPEC Certification* |
| <input type="checkbox"/> Training Provider Relationship Disclosure | |

***Please attach is applicable for your organization.**



Apprenticeship Instructions and Application



TCSG Registered Apprenticeship Programs ETP Application

WIOA REGISTERED APPRENTICESHIP INFORMATION AND INSTRUCTIONS FOR COMPLETING THE GEORGIA ELIGIBLE TRAINING PROVIDER INFORMATION FORM FOR USDOL REGISTERED APPRENTICESHIP PROGRAMS

Under the Workforce Innovation and Opportunity Act (WIOA), Registered Apprenticeship Programs (RAPs) registered with the U.S. Department of Labor (USDOL) Office of Apprenticeship (OA) are automatically eligible as WIOA training providers. Therefore, RAP sponsors may opt-in to be included on the State Eligible Training Provider/Program List (ETPL). RAPs are not subject to the same application and performance information requirements nor subject to a period of initial eligibility as other providers due to the detailed application and vetting procedure to become a registered apprenticeship program with the United States Department of Labor.

Overview of Process

In order for RAPs to be included on the ETPL, completion of the attached application is necessary to collect information for populating the ETPL. RAP Sponsors must submit completed forms to Technical College System of Georgia (TCSG), Office of Workforce Development (OWD), which will review applications for completeness and input the information into the WorkSource Georgia Portal. Once the information is listed on the ETPL, LWDA may develop a provider agreement. If an LWDA has a local ETPL, RAPs should be included and identified as in-demand occupations. If an issue arises, LWDA should contact the OWD for assistance. All RAPs will be informed of their automatic eligibility to be included on the list and will be provided an opportunity to consent to their inclusion, before being placed on the State ETPL.

The RAP will remain on the ETPL as long as the program is registered and active or until the program sponsor notifies the State that it no longer wants to be included on the list.

RAP Performance Requirements for ETP Status

There are no WIOA performance requirements for RAPs and RAPs are not required to provide ongoing reports to the state or local boards. Furthermore, Local Workforce



Development Areas (LWDAs) may not impose additional criteria, information, or reporting requirements on RAPs. Although RAPs are not required to provide ETP Performance reports, voluntary reporting of performance information is encouraged under WIOA regulations and guidance. WIOA participant outcomes in WIOA-funded RAPs must be included in the State’s annual performance report (WIOA Section 116 (d) (2)).

RAP General Requirements for ETP Status

RAPs must remain registered, active, and in good standing with the OA to remain on the Georgia ETPL. RAP sponsors that have requested to be eligible training providers (ETPs) will remain on the ETPL as long as the program is registered with OA or:

1. Until the RAP sponsor notifies the OWD that it no longer wants to be included on Georgia’s ETPL; or
2. Until the RAP sponsor is determined to have intentionally supplied inaccurate information; or
3. Until the RAP is determined to have substantially violated any provision of Title I of WIOA (e.g., civil rights or discrimination violations) or the WIOA regulations, including 29 CFR part 38.

In the case that a RAP has been found to intentionally supply inaccurate information or substantially violate WIOA provisions, the RAP will be terminated for not less than two (2) years and is liable to repay all WIOA youth, adult, and dislocated worker training funds received during the period of noncompliance.

If instances of substantial violation are reported to TCSG OWD and found to be with merit, OWD will terminate the RAP from the ETP list, and report the termination to OA. The opportunity for an appeal and hearing is described in the ETPL Appeal Procedures, found in Section 4.4.8 of the TCSG OWD Policy Manual.

Biennial review will include verification of the registration status of RAPs and removal of any RAPs that are not currently registered or do not wish to continue as ETPs.



Eligible Training Provider Application For Registered Training Providers

Instructions to Complete Form

- Registered Apprenticeship Programs (RAPs) must be approved by the USDOL, Office of Apprenticeship and have an active RAPIDS Program Number.
- Responses to all questions are required. If the question does not apply, indicate “not applicable”. When referring to an attachment, indicate “See attached”.
- The name of the Apprenticeship sponsor is the legal name of the entity.
- The contact person is the individual who may answer questions concerning the information.
- If the form submitted via e-mail, it will be necessary to mail a provider certification or submit an electronic signature as well as a catalog of courses or reference website, if available online.
- Please complete a separate application for each occupation.

Registered Apprenticeship Sponsor Information

Registered Apprenticeship Sponsor	
Address of Sponsor	
City, State, Zip Code	
County	
Website (URL)	
Federal Tax ID # (99-9999999)	
USDOL Apprenticeship Program Registration Number (RAPIDS)	
Contact Name, Title	
Phone (999-999-9999)	
Fax (999-999-9999)	
Email	



Training Provider Information (if different from Sponsor)

Training provider information same as sponsor

Training Provider Name	
Address	
City, State, Zip Code	
County	
Website (URL)	
Federal Tax ID # (99-9999999)	
Contact Name, Title	
Phone (999-999-9999)	
Fax (999-999-9999)	
Email	



Occupation Information

For an approved list of apprenticeable occupations,
visit www.apprenticeship.gov/apprenticeship-occupations

Occupation Title	
Occupation RAPIDS Code (4-digit)	
O*NET SOC Code	
Credential(s) Earned	
Work Process	
Number of Active Apprentices by occupation	



Program Information

Program Name	
Program Description	
Program Prerequisites	
Entry Criteria	<p>Tests of Adult Basic Education (TABE) assesses basic reading, math and language skills and provides Grade equivalent scores.</p> <p>Reading Level: _____</p> <p>Math Level: _____</p> <p>Language Level: _____</p>
Other Entry Requirements (Please List)	
High School Diploma Required	<input type="checkbox"/> Yes <input type="checkbox"/> No
Instruction Method	<input type="checkbox"/> In-Person <input type="checkbox"/> Virtual <input type="checkbox"/> In-Person & Virtual (Blended)
Is Financial Aid Available?	<input type="checkbox"/> Pell Grant <input type="checkbox"/> Scholarship <input type="checkbox"/> Federal Loan <input type="checkbox"/> HOPE Career Grant <input type="checkbox"/> None <input type="checkbox"/> Other: _____



Program Duration		
Number of Weeks	Curriculum Hours (Classroom)	On-the-Job Learning Hours (Other)
Class Frequency	<input type="checkbox"/> Weekly <input type="checkbox"/> Daily	
Classes Offered	<input type="checkbox"/> Day <input type="checkbox"/> Night <input type="checkbox"/> Weekend <input type="checkbox"/> Summer	



Program Cost Information

Individual Costs are to be determined at the local level in conjunction with the RAP sponsor. Complete the following **Detailed Training Cost Table** if needed.

Category	Description	Cost
Tuition		
	Subtotal	0.00
Supplies		
	Subtotal	0
Books		
	Subtotal	0
Test Fees		
	Subtotal	0
Other Fees & Expenses		
	Subtotal	
Total Training Cost:		0



ATTACHMENTS TO APPLICATION

The following items have been included as an attachment to the application:

- Signed Certification, EEO and Standards of Conduct Assurances
- Debarment Form

CERTIFICATION

I hereby certify that the information provided is true and correct. I assure that proposed training facilities are physically and programmatically accessible and/or that reasonable accommodations will be made for the provision of services to individuals with disabilities.

EEO ASSURANCE

As a condition of the award of financial assistance from the Technical College System of Georgia, Office of Workforce Development under WIOA, the training provider assures that it will comply with the nondiscrimination and equal opportunity provisions:

Section 188 of WIOA 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 WIOA 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 on the basis of age, and 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.

STANDARDS OF CONDUCT ASSURANCE:

The Training Provider agrees that in administering Workforce Innovation and Opportunity Act funded training services it will comply with standards of conduct that maintain the integrity of the program in an impartial manner, free from personal, financial, or political gain by avoiding situations which suggest that any decision was influenced by prejudice, bias, or special interest.



_____ Name (printed) and Title
_____ Signature
_____ Date:

Submit completed applications via email to Norris Smith, ETPL Specialist for the Office of Workforce Development (NSmith@tcsg.edu).



Standard Certifications Regarding Debarment, Suspension, Ineligibility And Voluntary Exclusion Form

This certification is required by 2 CFR § 200.214.

(BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

1. The prospective primary certifies to the best of its knowledge and belief, that it and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b. Have not within a three-year period preceding this proposal been convicted of a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining; attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach and explanation to this proposal.

<hr/> Name and Title of Authorized Representative
<hr/> Signature



Instructions for Certification Regarding Debarment

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is proving the certification as set below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal Funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, TCSG OWD may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms “covered transaction,” “debarred”, “suspended”, “ineligible”, “lower tier covered transaction”, “participant”, “person”, primary covered transaction”, “principle”, proposal”, “voluntarily excluded”, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier that covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the USDOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Tier Covered Transaction,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transaction.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to check the List of Parties Excluded from Procurement or Nonprocurement Programs.



8. Nothing contained in the foregoing shall be constructed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the USDOL may pursue available remedies, including suspension and/or debarment.



Workforce Innovation and Opportunity Act Glossary and General Information

Workforce Innovation and Opportunity (WIOA): WIOA will help job seekers access employment, education, training, and support services to succeed in the labor market and match employers with the skilled workers they need to compete in the global economy. The purposes of WIOA include:

- Increasing access to and opportunities for the employment, education, training and support services that individuals need, particularly those with barriers to employment;
- Supporting the alignment of workforce investment, education and economic development systems, in support of a comprehensive, accessible, and high quality workforce system;
- Improving the quality and labor market relevance of workforce investment, education and economic development efforts;
- Promoting improvement in the structure and delivery of services;
- Increasing the prosperity of workers and employers;
- Providing workforce development activities that increase employment, retention, and earning of participants and that increase post-secondary credential attainment and as a result, improve the quality of workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers, and enhance productivity and competitiveness of the nation.

WIOA Services: A customer may access the array of services and program information available on the statewide ETPL and may choose from a variety of Eligible Training Providers. There is no guarantee that a customer will enroll in a specific course or program of study after referral. It is the responsibility of the customer and the career adviser to develop a career plan. A customer may be determined WIOA eligible during provision of WIOA career services. If the information and documentation collected support that the customer is eligible and suitable for training, they will be approved for enrollment by LWDA staff. Once approved for enrollment, LWDA staff will provide written authorization to both the customer and the training organization through an Individual Training Account (ITA) agreement/voucher.

Career Services: LWDA's are responsible for providing these services to adults and dislocated workers under WIOA, which may include, but are not limited to,

- Initial assessment of skill levels
- Job search and placement assistance
- Provision of information on in-demand sectors and occupations
- Information on nontraditional employment
- Labor market information
- Provision of information about the performance and cost of education and training



- providers in the area
- Career counseling
- Information about filing unemployment compensation claims
- Information relating to the availability of supportive services such as child care and transportation
- Specialized assessments of individual skill levels and service needs
- Individual or group counseling and career planning
- Development of an individual employment plan
- Short-term job-readiness activities, and/or
- Literacy activities related to basic workforce readiness

Credentialing: WIOA performance standards now include the attainment of recognized post-secondary credential received by participants. It is the Provider’s responsibility to assure that Credentialing goals are obtained for each student.

All training programs must prepare WIOA participants through job training and preparation to sit for testing in order to achieve attainment of industry-recognized credentials as specified by WIOA. Such nationally recognized industry, association or organizations include:

- A state education body
- An institution of higher education eligible to participate in federal financial aid programs
- A registered apprenticeship
- A public regulatory agency
- A professional, industry or employer association

Eligible Training Provider: An organization, entity, or institution, such as a public or private college and university, community-based organization, or proprietary school whose application has been approved by the Local Workforce Development Board (LWDB) and submitted to the state for inclusion on the state ETPL to provide training services through the use of an ITA or training provided through a contract for services (WIOA exception). Reference *20 CFR.680.410*. Registered Apprenticeship programs may also request to be Eligible Training Providers and are automatically included on the ETPL.

Eligible Training Provider List (ETPL): A statewide compilation of providers that are approved to provide services through the One-Stop system described by WIOA. These lists contain consumer information, including cost and performance information for each provider, so that customers may make informed choices.

Individual Training Account (ITA): A training plan obligation and expenditure account established on behalf of a WIOA eligible participant to establish a plan for payment for a program of training services, which may include tuition, books and fees.



Provider Entry Criteria: Training providers have responsibility in assessing the current skills, education and experience of candidates and providing training and employment for customers. Provider entry requirements will be a critical factor in establishing and attaining successful performance. They should be established with a purpose of determining whether the customer’s current skills, education, experience, etc. will enable them to complete the training program, obtain the knowledge and skills necessary to receive certification, as well as obtain training-related employment with wages that meet self-sufficiency standards.



Standard Certifications Regarding Debarment, Suspension, Ineligibility And Voluntary Exclusion Form

This certification is required by 2 CFR § 200.214.

(BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

1. The prospective primary certifies to the best of its knowledge and belief, that it and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b. Have not within a three-year period preceding this proposal been convicted of a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining; attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach and explanation to this proposal.

Name and Title of Authorized Representative

Signature

ATTACHMENT B
Technical College System of Georgia, Office of Workforce Development
Policies and Procedures

**4.4 WIOA ELIGIBLE TRAINING PROVIDERS AND PROGRAMS LIST
PROCEDURES**

Purpose and Scope

The purpose is to provide guidance to Local Workforce Development Areas (LWDAs), Local Workforce Development Boards (LWDBs) and all training providers regarding the Eligible Training Provider (ETP) requirements under WIOA. The document provides guidelines for initial and continued eligibility of training providers, state requirements for training providers' performance, data reporting and training provider removal provisions.

Background

WIOA requires the Governor, through the Technical College System of Georgia's Office of Workforce Development (OWD), to establish criteria, information requirements and procedures regarding the eligibility of providers of training services to receive funds under Section 122(b) of WIOA.

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

OWD's responsibilities include:

- Establishing eligibility criteria, information requirements and procedures which identify the roles of the State and LWDAs in determining the eligibility of providers and programs to receive funds through Individual Training Accounts (ITAs);
- Developing and maintaining the State ETPL including initial and continued eligibility and performance and cost information reporting;
- Ensuring programs meet eligibility criteria and performance levels, including accuracy of the information;
- Removing programs that do not meet State established criteria or performance levels;
- Taking appropriate enforcement actions against providers that intentionally provide inaccurate information or substantially violate WIOA requirements; and
- Disseminating the State ETPL, including performance and cost information, to the general public and the LWDAs throughout the State.

LWDBs responsibilities include:

- Determining initial eligibility of entities providing training programs and considering the possible termination of providers due to submission of inaccurate eligibility and performance information or a substantial violation of WIOA requirements;
- Working with OWD to ensure sufficient numbers and types of providers of training services exist, including providers with expertise in assisting adults in need of adult education and literacy activities;
- Ensuring the dissemination and use of the State ETPL, including formats accessible to individuals with disabilities;
- Requiring additional criteria and information from providers to become eligible in that local area, if desirable; and
- Setting higher levels of performance than those required by OWD as criteria for local programs to become or remain eligible to provide services in the local area, if desirable.

4.4.1 TRAINING PROVIDERS AND PROGRAMS SUBJECT TO ETP REQUIREMENTS

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

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

4.4.2 ELIGIBLE PROGRAMS OF TRAINING SERVICES

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

Not all allowable types of training services are subject to the requirements of the training provider provisions. Contracts for services may be utilized instead of ITAs only when one or more of the following five exceptions apply and the LWDB has fulfilled the consumer choice requirements of 20 C.F.R. § 680.340:

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

4.4.3 TRAINING PROVIDERS ELIGIBLE BEFORE THE WIOA TRANSITION

PERIOD

Per TEGL 41-14 Change 1, USDOL extended the period for WIA ETPs to remain eligible under WIOA. ETPs currently eligible to provide training services under WIA continue to be eligible to provide such services until June 30, 2016. Continuing eligibility determinations for current ETPs was completed prior to June 30, 2016.

NOTE: Automatic approval of higher education institutions (TCSG and USG institutions) or NFJP grantees is not permitted under WIOA. Current ETP programs offered by TCSG and USG continue to be eligible through June 30, 2016. TCSG and USG providers were assessed for continued eligibility on June 30, 2016 and will be assessed biennially under WIOA.

4.4.4 INITIAL ELIGIBILITY FOR NEW TRAINING PROVIDERS OR PROVIDERS SUBMITTING NEW PROGRAMS

I. New Training Providers/Programs

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

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

Potential ETPs submitting initial eligibility applications should submit training program applications directly to a LWDB. Training program applications will be reviewed and evaluated by an LWDB. If the program application is approved by an LWDB, the program is submitted to OWD for review, approval and placement on the State ETPL.

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

A generic application and instructions can be accessed at www.workreadyga.org. Information regarding LWDBs is also available on the website. Additionally, some LWDA's have additional, more stringent eligibility requirements. If a potential ETP is within that LWDA, the potential ETP must meet the LWDA's more stringent eligibility requirements. Potential ETPs should check with their LWDB to ascertain application requirements for information specific to that LWDA.

The current State ETPL can be accessed at: www.workreadyga.org

An Applicant must provide the following:

7. A detailed description of each training program – Provide information that the program is a high quality program, which can include information related to training services that lead to a recognized post-secondary credential, or a wage more than 150% of the Georgia self-sufficiency wage (\$10.88), or successful outcomes across all population groups;
8. Performance information for each training program will include:
 - Median earnings;
 - Average wage at placement;
 - Attainment of post-secondary credential;
 - Completion rate;
 - Employment rate; and
 - Training-related employment rate.
9. Describe in detail applicant's partnerships with business;
10. Describe the recognized post-secondary credential attained after training completion;
11. Describe how the training program(s) aligns with in-demand industries and occupations;
12. LWDA's must verify that the Applicant complies with the following to be considered for inclusion on the State ETPL:
 - a. Applicant must have been in business for at least six months prior to the initial application and must have a current business license or proof of active compliance with the Secretary of State Corporations Division;
 - b. Training programs must be available to the general public, have published catalog price structures;
 - c. Training facilities must comply with ADA requirements for accessibility and reasonable accommodation;
 - d. Each training program must have proven outcomes and have successful program completions and training-related employment for at least five students per program;
 - e. Applicant must be current on all federal and State taxes (Must supply certification from accounting/tax firm of current tax standing regarding federal and State taxes, including Unemployment Insurance taxes);
 - f. Applicant must be in statutory compliance with the laws of the State related to operation as a training education institution. Proprietary colleges or schools operating in Georgia are required by the Nonpublic Post-Secondary Educational Institution Act of 1990 to have a certificate of authorization from the NPEC before beginning operation or advertising in the state;
 - g. Applicant must provide documentation of current accreditation/authorization;

- h. Applicant must not have been found at fault in criminal, civil or administrative proceeding related to its performance as a training or educational institution. Must disclose any pending criminal, civil or administrative proceeding as either a defendant or a respondent;
- i. Applicant must disclose any and all conflicts of interest with State or LWDB staff or board members including, but not limited to family ties (spouse, child, and parent), fiduciary roles, and employment or ownership interests in common; and
- j. All applications must include a current federal tax identification number.

<u>STUDENTS PAST PERFORMANCE INFORMATION – past 12 months period</u>	<u>Minimum Standard</u>	<u>Definition</u>
Must pass two of six measures		
Median Earnings	<u>\$11.50</u>	The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
Average Wage at Placement	<u>\$10.70</u>	Average wage at placement of completers obtaining employment
Attainment of Post-Secondary Credential	<u>60%</u>	The percentage of program participants who obtain a recognized post-secondary credential or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program
Completion Rate	<u>70%</u>	Program completion rate for students completing all coursework and exams
Employment Rate	<u>70%</u>	Employment Rate for all students completing the program coursework
Training-Related Employment Rate	<u>70%</u>	Percent of completers exiting the program who have obtained training-related employment

LWDAs must develop a Pre-Award Checklist to be conducted prior to recommendation for a Provider/Program inclusion on the ETPL. The Checklist should include an on-site visit to access compliance with ADA accessibility and reasonable accommodations. The Data and Information team may conduct yearly random assessments of this process.

Local Workforce Development Boards may require additional information or may set additional standards which may be higher than the State standards.

II. Currently approved ETPs proposing new training programs

ETPs interested in adding additional, new training programs must complete an initial eligibility application for each new program.

4.4.5 REGISTERED APPRENTICESHIP PROGRAMS

I. Automatic Eligibility

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

All RA programs will be informed of their automatic eligibility to be included on the State ETPL and will be provided an opportunity to consent to inclusion, before being placed on the State ETPL. The State will work with OA to develop a mechanism to contact all RA programs within the State regarding inclusion on the State ETPL. OWD will work with the OA to collect information (to populate the State ETPL) on newly OA registered apprenticeship programs on a quarterly basis. Information required to populate the State ETPL includes: Occupations; name/address of program sponsor; name/address of instructional provider if different from the sponsor; method and length of instruction; and number of active apprentices.

II. Performance

There are no WIOA performance requirements for RA programs and RA programs are not required to provide ongoing reports to the State or LWDBs. OWD will work in concert with the OA to encourage voluntary reporting of performance information.

RA programs must remain registered and in good standing with the OA to remain on the State ETPL. OWD will work in concert with the OA to verify registration status.

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

III. Continued Eligibility

RA program sponsors appearing on the State ETPL will remain there as long as the program is registered or until the program sponsor notifies the OWD that it no longer wants to be included on the State ETPL. However, RAs may be removed if determined to have intentionally supplied inaccurate information or to have substantially violated any provision of Title I of WIOA (e.g., civil rights of discrimination violations) or the WIOA regulations, including 29 C.F.R. part 38. An RA

program whose eligibility is terminated due to intentionally supplying inaccurate information or substantially violating WIOA provisions will be terminated for not less than 2 years and is liable to repay all youth, adult and dislocated worker training funds, if received during the period of noncompliance.

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

Biennial review will include verification of the registration status of RA programs and removal of any RA programs that are not currently registered or do not wish to continue as ETPs. Although RA programs are not required to provide ETP Performance reports, voluntary reporting of performance information is encouraged under WIOA regulations and outcomes for WIOA participants in WIOA funded RA programs must be included in the State's annual performance report. WIOA § 116 (d)(2)

4.4.6 CONTINUED ELIGIBILITY PROCEDURES

This section addresses procedures for continuing eligibility for ETPs previously approved under WIA that are transitioning into WIOA and newly ETPs under WIOA. ETPs previously approved under WIA are subject to the application procedures for continued eligibility as of June 30, 2016.

New ETPs that were determined to be initially eligible under WIOA will be subject to the application procedure for continued eligibility after their initial year of eligibility expires.

WIOA Sections 116 and 122 and 20 C.F.R. § 680 detail the continuing eligibility criteria that States must take into account. However, until data from the conclusion of each WIOA performance indicator's first data cycle is available, the State has set minimum performance criteria. Once ETPs have two years of performance outcomes using the WIOA performance indicators specified in WIOA Section 116, the State will utilize the WIOA performance indicators for continuing eligibility.

I. Review of Minimum Performance Outcomes Required for Continued Eligibility (to be utilized until WIOA performance data is available).

For the Transition Year, ETPs are not required to complete a Continued Eligibility Application. For a program to remain eligible to receive ITA funds for new enrollments after June 30, 2016, the State utilized data available through the Georgia Work Ready Online Participant Portal (GWROPP) to compare program level performance outcomes against established minimum State standards, covering the preceding program year. Programs with an enrollment of at least 10 students were evaluated for continuing eligibility.

In addition to the evaluation of performance information for the past program year, for those programs not meeting performance for the past program year, an additional evaluation reviewed

performance for the previous two program years to ascertain if failing to meet performance standards occurred in the past.

If approved, a program's continuing eligibility will extend until the biennial WIOA performance measurement review. If not approved, an ETP will be notified by OWD that the program will be removed from the State ETPL. The LWDA in which the program resides will also be notified.

<u>ALL WIOA STUDENTS PAST PERFORMANCE INFORMATION – Preceding program year</u>	<u>Minimum Standard</u>	<u>Definition</u>
Must pass three of six measures		
Median Earnings	<u>\$11.50</u>	The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
Average Wage at Placement	<u>\$10.70</u>	Average wage at placement of completers obtaining employment
Attainment of Post-Secondary Credential	<u>60%</u>	The percentage of program participants who obtain a recognized post-secondary credential or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program
Completion Rate	<u>70%</u>	Program completion rate for students completing all coursework and exams
Employment Rate	<u>70%</u>	Employment rate for all students completing the program
Training-Related Employment Rate	<u>70%</u>	Percent of completers exiting the program who have obtained training-related employment

Local Workforce Development Boards may set additional standards which are higher than the state standards. An LWDB may remove a program of training services from the local ETPL (Not the State ETPL) for failure to meet those higher, local standards.

Performance data is tracked through OWD's data management system; however, ETPs may be asked to provide additional continuing eligibility information.

II. Use of Quarterly Wage Records

WIOA requires the use of quarterly wage record information in measuring the progress of State adjusted levels of performance. The use of participants' social security numbers and other sensitive information necessary to measure the participants' through quarterly wage record information is authorized by WIOA. OWD reserves the right to request participants' information

from the ETP, if necessary. OWD assures ETPs that any participants' social security number transmitted and resulting UI Wage File data will be: used only to prepare aggregate program performance reports as required under WIOA; not disclosed in any personally identifiable form; safeguarded while OWD is in possession of the same; and destroyed when no longer needed for the purposes of complying with WOIA. In addition, disclosure of personally identifiable information from an education record must be carried out in accordance with the Family Education Rights and Privacy Act, including the circumstances related to prior written consent.

Per Training and Employment Guidance Letter Number 39-11, "personally identifiable information and other sensitive information are required to be protected. Therefore, any transmission of such information shall be encrypted using a Federal Information Processing Standards (FIPS) 140-2 compliant and National Institute of Standards and Technology (NIST) validated cryptographic module. For further information, reference FIPS PUB 140-2."

4.4.7 NOTICE OF DENIAL OF ELIGIBILITY OR REMOVAL

OWD will be responsible for making ETP removal determinations for ETPs on the State ETPL under the following conditions:

- I. Supplying inaccurate information (If inaccurate information regarding a program is intentionally supplied to a LWDB or OWD.)
 - A. If instances of intentionally supplying inaccurate information are reported to OWD, OWD will work in concert with the LWDB to make the ineligibility determination.
 - B. The ETP may be excused if the inaccurate information was supplied unintentionally, but the burden for proving the inaccurate information supplied was unintentional rests with the ETP.
 - C. If warranted, a termination of eligibility will occur and will remain in effect for a minimum of two years.
- II. Substantial violation
 - A. If a LWDB or OWD determines that an ETP has substantially violated any requirements under WIOA (e.g., civil rights or discrimination violations), including failure to provide timely and accurate information for the ETP report and for initial and continued eligibility, or other State or federal laws, regulations or requirements.
 - B. If instances of substantial violation are reported to OWD or the ETP fails to provide timely and accurate information for the ETP report, OWD will work in concert with the LWDB to make the determination of ineligibility.
 - C. Repeated failures to submit information and a failure to cooperate with OWD will be considered in the State determining whether a "substantial violation" occurred. "Substantial violation" may be construed to be one or more egregious violations in a short period of time or numerous minor violations over a longer period of time.

- D. With regard to a violation of the submittal of timely and accurate information for the ETP as well as initial and continued eligibility, OWD will take into account exceptional circumstances beyond the ETP's control, such as natural disasters, unexpected personnel transitions, and unexpected technology related issues.
- E. A termination of eligibility will occur and will remain in effect for a minimum of two years for all substantial violations.

III. Removal for failure to meet performance standards

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

IV. Other Removals

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

V. Repayment

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

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

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

4.4.8 CHANGES TO THE STATE ETPL

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

ETPL/ITA-related questions should be directed to:

Technical College System of Georgia
Office of Workforce Development
1800 Century Place NE, Suite 150
Atlanta, GA 30345-4304
404-962-4005

4.4.9 CONTINUED ELIGIBILITY – BIENNIAL REVIEW

- I. All ETPs (excluding RAs) are subject to review and renewal of eligibility at least every two years. OWD will review the performance of providers to ensure they are meeting minimum levels of performance. Biennial review will also include verification of the registration status of RA programs. The following factors will be utilized to determine continued eligibility:
 - A. The performance of training providers on WIOA standards (See section on Required Provider Outcomes). The performance should be disaggregated by the LWDA being served.
 - B. The biennial review may include other factors such as:
 1. The degree to which training programs are in-demand industries sectors and occupations
 2. State licensure requirements;
 3. Use of industry recognized certificates and credentials;
 4. Whether the programs lead to post-secondary credentials;
 5. The ability of the ETP to provide training services that are physically and programmatically accessible for individuals who are employed and individuals with barrier to employment, including individuals with disabilities;
 6. The ability of the ETP to partner with employers and provide job placement services;
 7. The dropout rate of the ETP; and
 8. The student loan default rate of the ETP.

ETPs will be responsible for collection of performance data, which is not available through the state data management system, and transmittal to OWD. Actual performance measures for biennial review will be issued in 2017 after state performance negotiations.

The following performance data should be collected by ETPs for WIOA performance measures (to be submitted 2018). The actual minimum performance levels will be determined based on federal standards.

WIOA requires that performance data include the outcomes of ETP programs for students in general for employment and earnings measures.

<u>All Students</u> <u>Performance Data</u>	<u>Minimum Performance</u> <u>Level Implementation</u> <u>Year 2018</u>	<u>Definition</u>
Unsubsidized employment second quarter after exit	<u>TBD</u>	The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program
Unsubsidized employment fourth quarter after exit	<u>TBD</u>	The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program
Median Earnings	<u>TBD</u>	The median earnings of program participants who are in
		unsubsidized employment during the second quarter after exit from the program

<u>All WIOA Participants</u> <u>Performance Data</u>	<u>Minimum Performance</u> <u>Level</u>	<u>Definition</u>
Unsubsidized employment second quarter after exit	TBD	The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program
Unsubsidized employment fourth quarter after exit	TBD	The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program
Median Earnings	TBD	The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
Attainment of Post-Secondary Credential	TBD	The percentage of program participants who obtain a recognized post-secondary credential or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program
Program Completion Rate	TBD	Program Completion Rate for all participants in a training program
Data on recognized postsecondary credentials received by program participants	TBD	Recognized post-secondary credentials received by program participants
Data on cost of attendance, including tuition and fees	TBD	Cost of Attendance, including tuition and fees

II. ETPL Appeal Procedure

A. Introduction

These procedures are designed to provide guidelines for filing and resolving Appeals made by an ETP or a prospective ETP. In the event that an ETP seeks to file an Appeal, it must do with the entity whose action the ETP disputes. For example, in the event that an ETP is removed from a Local ETPL, the ETP must file an Appeal with the LWDA in accordance with LWDA's policies. Once an ETP has filed an Appeal with a LWDA, received a written resolution, and is dissatisfied with the LWDA's resolution, the ETP may file second level appeal with the State.

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

B. Local Appeal Procedures

TEGL WIOA NO. 41-14(11) (b) requires LWDA's to establish an Appeal procedure for ETPs to dispute a denial of eligibility from the Local ETPL. Such procedures must allow for an attempt to resolve the dispute informally, provide an opportunity for a hearing, and require written resolution within 60 days of the filing date of the Appeal.

They must also notify the ETP of its right to file a Second Level Appeal with the State.

C. OWD Procedures for Second Level Appeals of LWDA Resolutions

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

1. The ETP has completed OWD's ETPL Appeal form;
2. The ETP attaches the LWDA's Written Resolution and any other pertinent information to the OWD's Appeal form; and
3. The Appeal is filed with OWD no later than 30 days from the date the LWDA issued its written resolution.

The ETP shall have the option of requesting a hearing in the event that the Second Level Appeal cannot be resolved informally. In the event that a hearing is requested in writing, it will be conducted in accordance with the procedure set forth below. The OWD's ruling on all Second Level Appeals shall be final.

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

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

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

E. Hearing Procedure for State and Local ETPL Determination Appeal

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

1. Upon receiving written notice of the ETP's request for a hearing, the LWDA or OWD shall respond in writing acknowledging the ETP's request and notifying the ETP of the date of the hearing. Such acknowledgment and notice shall be transmitted to the ETP within ten (10) business days of receipt of the ETP's request. The notice shall include, at a minimum:
 - a. The date of issuance;
 - b. The name of the ETP;
 - c. The name of the Respondent against whom the Appeal has been filed (OWD or the LWDA);
 - d. A statement reiterating that the ETP and Respondent may be represented by legal counsel at the hearing;
 - e. The date, time, and place of the hearing, including the name of the hearing officer serving as an impartial party;
 - f. A statement of the alleged violations of WIOA, (This may include clarification of the original Appeal, but must accurately reflect the content of the submitted documentation of the ETP);
 - g. A copy of any policies or procedures for the hearing or identification of where such policies may be found; and
 - h. The name, address, and telephone number of the contact person issuing the notice.
2. The hearing shall be conducted in compliance with federal regulations. At a minimum, the hearing must include:
 - a. An impartial hearing officer selected by the LWDA or OWD;
 - b. An opportunity for both the ETP and LWDA/OWD to present an opening statement, witnesses and evidence;
 - c. An opportunity for each party to cross-examine the other party's witnesses; and,
 - d. A record of the hearing which the LWDA or OWD shall create and retain.

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

4.4.10 OUT-OF-STATE TRAINING PROVIDERS

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

The provider shall:

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

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

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

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

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

Attachment 11

Complaint & Grievance Policy LWDA 18-008

Policy and Procedures

Southern Georgia



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Section 18-008 Complaint & Grievance Policy

Section 18-008 Complaint and Grievance

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Policy/Procedure #: **18-008**
Policy Name: **WIOA Complaint and Grievance Policy**
Effective Date: **02/14/2018**

Purpose

The purpose of the WIOA Complaint and Grievance Policy is to provide guidance for filing and resolving complaints/grievances alleging violations of any of the provisions of WIOA.

Types of Complaints

There are three basic types of complaints:

1. A complaint that involves suspected fraud, waste, abuse, misconduct, or other wrongdoing in a WIOA funded program;
2. A general complaint alleging a programmatic violation of WIOA; and
3. A complaint which alleges discrimination.

Section I: Complaints for Fraud, Waste, Abuse, Misconduct or Other Wrongdoing Concerning DOL Programs and Operations

In the event that a complaint involves allegations of fraud, abuse, waste, misconduct, or illegal activity stemming from a WIOA-funded program, the complainant shall immediately contact one of the following entities listed below. Contact information can be found on Attachment A of this policy:

- Technical College System of Georgia, Office of Workforce Development
- Georgia Office of Inspector General
- United States Department of Labor, Office of Inspector General

In the event that the complainant contacts the Local Workforce Development Area (LWDA), LWDA shall document the allegations and assist the complainant in contacting the appropriate entity. The LWDA may document the allegations using the Office of Inspector General's Incident Report Form 1-156 (Attachment B). Additional guidance regarding what procedures shall be adhered can be found on the United States Department of Labor's Employment and Training's (ETA) Training website at: <https://www.dol.gov/agencies/whd/contact/complaints>

Section II: Process for General, Non-Discriminatory Complaints

The process for general complaints is intended to allow for resolution of the complaint at the most local level possible. Therefore, if a general complaint alleges that the Southern Georgia LWDA or a service provider of the LWDA violated the requirements of WIOA, then such complaint must be filed in compliance with the Southern Georgia LWDA complaint policies. Such complaints will not be resolved by the State (OWD) until such time that there has been a written ruling issued by the LWDA. The exception to this rule is if the complaint contains allegations directly against OWD. Such complaints must be directly filed with OWD. For these types of complaints, the contact person for the Southern Georgia LWDA is Urie Register, WIOA Equal Opportunity Office. Please see Attachment A for contact information.

Complaint and grievance procedures along with instruction on how to file a complaint are available to the public. These procedures and instructions inform the public or any interested party's right to file a complaint as well as inform the public that an interested party has the opportunity to receive technical assistance in filing such a complaint. The complaint process and information is on the WIOA Customer Rights Form (Attachment C). This form is explained to each customer, and the customer reads, signs, dates and retains a copy of the form. The original is placed in the participant file. Service Providers must ensure that the WIOA Customer Right's Form is current (review to ensure all contact information for complaints is accurate) and that a signed copy is placed in the participant file.

The LWDA will provide assistance to any complainant, including those complainants filing a complaint against the LWDA. Assistance may include, but shall not be limited to, providing instructions on how to file a complaint; providing reasonable accommodations to complainants with disabilities in accordance with federal law; providing relevant copies of documents such as WIOA, regulations, local rules, contracts, etc.; and providing clarifications on the relevant provisions. This requirement shall not be interpreted as requiring the LWDA to release personally identifiable information.

All complaints must be filed in writing and within a reasonable timeframe from the date of the alleged action which gave rise to the complaint. However, reasonable time shall not exceed one hundred and twenty (120) days of the alleged event.

As required by WIOA, every complainant shall have the opportunity for a hearing for any complaint that is filed. A request for a hearing must be made in writing by the complainant, preferably at the time the complaint is initially filed. However, a complainant may file a written request for a hearing within sixty days of the date the complaint was filed. If a request for a hearing is made, then the hearing shall be held as soon as reasonably possible to enable a resolution of the complaint no later than sixty (60) days from the day the complaint is filed.

The LWDA will resolve any complaint within sixty (60) days of the complainants filing (as per U.S.C. § 3241 (c)(1)). Any entity within the Georgia Workforce System including, but not limited to customers, participants, recipients, sub-recipients, contractors, and service providers may file a complaint.

Process Flow for General Complaints

1. Submitting a Complaint

All general complaints must be submitted in writing using the WIOA General Complaint Form (*Attachment D*). The complaint must be signed by the complainant.

2. Required Elements of a Complaint

Each complaint filed must be filed in writing, either electronically or in hard copy, and must contain the following information:

- a. The complainant's name, mailing address, and if available, email address (or another means of contacting the complainant).
- b. The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination).
- c. A description of the complainant's allegations. This description must include enough detail to allow the recipient to decide whether:
 - i. The recipient has jurisdiction over the complaint;
 - ii. The complaint was filed in time; and
 - iii. The complaint has apparent merit; in other words, whether the complainant's allegations, if true, would indicate noncompliance with the LWDA policies.
- d. The written or electronic signature of the complainant or the written or electronic signature of the complainant's representative.

3. Amending a Complaint

A complaint may be amended to correct a technical deficiency at any time up until the date of resolution or the date of a hearing, if a hearing is requested in writing prior to the issuance of a resolution. Complaints may be withdrawn by the complainant at any time prior to the issuance of a resolution.

4. Lack of Required Information

In the event a complaint is received which does not contain enough information to enable the LWDA to resolve the issue, the LWDA shall make reasonable efforts to contact the complainant and gather additional, necessary information.

5. Notice of Receipt (Initial Written Notice)

The local EO Officer must prepare a written letter of acknowledging receipt of the complaint. Notice of Receipt may be mailed by registered mail, certified mail or hand delivered with signatures indication receipt of the notice. The notice will include a list of issues raised in the complaint; and for each issue a statement on whether the LWDA will accept the issue for investigation or reject the issue, and the reasons for the rejection.

6. Lack of Jurisdiction

In the event that a complaint is filed and the LWDA lacks jurisdiction to resolve, the LWDA must notify the complainant, in writing within five business days of making such determination. This notice may be mailed by registered mail, certified mail or hand delivery with signature indicating receipt of the notice. This Notice of Lack of Jurisdiction must include:

- a. A statement of the reasons for that determination; and
- b. Notice that the complainant has the right to file a complaint with WFD or the CRC within 30 days of the date on which the complainant receives the notice.

7. Complaint Log

The LWDA will record all complaints in the LWDA's complaint log. The following information will be entered:

- a. Complainant's name and contact information;
- b. The date the complaint was filed;
- c. The date a formal or informal resolution was issued; and
- d. A brief description of the complaint.

Southern Georgia LWDA shall take every step necessary to ensure the information contained in the log is protected and only made available to staff or management authorized to view it.

8. Informal Resolution Attempts

As soon as a complaint is filed, the Workforce Development Director, or his/her designee, will begin an investigation within forty-eight (48) hours, and will inform the WDB Chair immediately. The WDB Chair, or his/her designee, will gather information and attempt to negotiate a resolution, which is acceptable to both parties.

9. Written Resolution

The Southern Georgia LWDA will issue written resolution for each complaint received no later than sixty (60) days from the date the complaint is filed. The written resolution will include:

- a. A recitation of the issues alleged in the complaint;
- b. A summary of any evidence and witnesses presented by the complainant and the respondent;
- c. An analysis of the issues as they relate to the facts; and
- d. A decision addressing each issue alleged in the complaint.

Remedies

Per 29 U.S.C. § 3241 (c)(3), a LWDA receiving an allotment or allocation under WIOA may only impose the following remedies for a violation of any requirement of WIOA:

1. Suspend or terminate payments made available under WIOA;
2. Prohibit the placement of a participant with an employer that violated any requirement under WIOA;
3. Where applicable, reinstate an employee, require the payment of lost wage and benefits, and reestablish other relevant terms, conditions, and privileges associated with the employee's employment; and
4. Where appropriate, other equitable relief.

Process for Appealing to OWD

As to general complaints, the complainant must first file at the local level unless the complaint alleges a violation of the provisions of WIOA by OWD. OWD shall not have jurisdiction over general complaints until the LWDA has issued a written resolution on a complaint. Once the LWDA has issued a written resolution on a complaint, a complainant may file an appeal of the LWDA's resolution with OWD by attaching the resolution to the OWD Complaint Form located at:

<https://www.tcsq.edu/wp-content/uploads/2019/07/TCSG-Grievance-Form.pdf>

Any appeal to OWD of a LWDA's resolution must be filed within sixty (60) days of the date of the LWDA issued its written resolution. However, a LWDA that fails to issue a written resolution of a locally filed complaint within sixty (60) days shall give the complainant the automatic right to file a complaint with OWD. For further guidance regarding the appeals process please review OWD's P&P Manual at:

<https://www.tcsq.edu/worksource/resources-for-practitioners/policies-guidance/>

Hearing Procedures (if requested by complainant)

1. Request for a Hearing

Upon receiving written notice of the complainant's request for a hearing, the LWDA will respond in writing acknowledging the complainant's request and notifying the claimant and the respondent of the date of the hearing. Such acknowledgment and notice shall be transmitted to the complainant and the respondent within ten (10) business days of receipt of the complainant's request. The notice will include:

- a. The date of issuance;
- b. The name of the complainant;
- c. The name of the respondent against whom the complaint has been filed;
- d. A statement reiterating that the complainant and respondent may be represented by legal counsel at the hearing;
- e. The date, time and place of the hearing, including the name of the hearing officer serving as an impartial party;
- f. A statement of the alleged violations of WIOA. (This may include clarification of the original complaint, but must accurately reflect the content of the submitted documentation of the complainant);
- g. A copy of the policies and procedures for the hearing or identification of where such policies may be found; and
- h. The name, address, and telephone number of the contact person issuing the notice.

2. Appointment of a Hearing Officer

The WDB Chair will appoint an impartial decision-maker to serve as the hearing officer. The

hearing officer must have complete independence in obtaining facts and making decisions and must render decisions that are fair and impartial. The hearing officer will conduct the hearing.

Examples of hearing officers include: himself/herself, another WDB member, the SGRC Executive Director, a WDB chairman or WDB member from another area, management/supervisory level personnel of a governmental department, (i. e., Social Security Administration), an attorney, a college professor, a paralegal. The hearing officer must not be a subordinate of LWDA 18's staff involved in the administration of workforce development programs and should not be involved in any way in the issue causing the complaint. Any WDB member who is directly involved in the matter causing the grievance shall not be a hearing officer.

If either party to the complaint is aware of the facts or circumstances that put the designated hearing officer's independence or impartiality in question, the WDB Chair should be notified immediately. As appropriate, an alternative hearing officer will be appointed. In all cases, the EO Officer will maintain documentation in the complaint file regarding the allegation and how it was handled.

3. Responsibilities of the Hearing Officer

The responsibilities of the designated hearing officer are as follows:

- a. Directs preparation of and reviews complete file on the case prior to the hearing;
- b. Directs parties to appear at the hearing;
- c. Holds hearings;
- d. Receives evidence;
- e. Disposes of procedural requests;
- f. Considers and evaluates facts, evidence, and arguments to determine credibility;
- g. Renders the decision and issues it in writing to all parties involved; and
- h. Provides the complete record.

4. Complaint Hearings

Hearings will be conducted informally. Unnecessary technicalities (i. e., legal requirements that would be appropriate in court proceedings) should be avoided. The hearing should provide the flexibility to enable adjustment to the circumstances presented. These guidelines will be followed:

- a. Full regard should be given to the requirement of ensuring a fair and impartial hearing process.
- b. All testimony at the local level shall be mechanically recorded and minutes of the hearing will be kept.
- c. The hearing officer should begin the hearing by summarizing the record and the issues. Both parties will be given the opportunity to review the record. The hearing officer will explain the manner in which the hearing will be conducted, making sure that everyone involved understands the proceedings. Such explanation should be adapted to the needs of the specific situation. The hearing officer must take testimony under oath or affirmation to give some assurance of veracity of the hearing.
- d. The hearing officer determines the order of proof and ensures that the burden of proof is reasonable and flexible, depending upon the circumstances. Generally, the complainant establishes his/her case first.
- e. The parties involved may be represented, but these parties are responsible for finding their own representation. Otherwise, the parties are limited to their own abilities and the abilities of the hearing officer in obtaining testimony in the case.
- f. The hearing officer must ensure that all information is obtained for the record. If the parties involved or their representative do not ask the right questions to ensure due

process, the hearing officer must assist in having all materials and facts elicited.

- g. The practice in informal hearings is generally not to apply strict rules of evidence in obtaining facts. However, the quantity of evidence required to support a decision on an issue should be sufficiently credible that a court, upon reviewing the decision, would conclude that it is supported by substantial evidence.
- h. The general rules in the law should be applied in decisions on remedies, which should be reasonable and fit the problem and/or violation.
- i. The hearing officer may accept any resolution of the issue agreeable to all parties prior to rendering a decision as long as the agreement does not violate any State or Federal law.

5. Documentation of the Hearing Record

The hearing record must contain the following in order to be complete:

- a. All pleadings, motions, and intermediate rulings;
- b. Detailed minutes or mechanical recording of the oral testimony plus all other evidence received or considered;
- c. A settlement of matters officially noted;
- d. All staff memoranda or data submitted to the decision-maker in connection with his/her consideration of the case;
- e. Findings of facts based on the evidence submitted at the hearing;
- f. Notification of further appeal procedures, if applicable; and
- g. The final decision of the hearing officer.

The EO Officer will maintain copies of all correspondence, the complaint, minutes of the hearing, and other documentation relevant to the complaint at the SGRC.

6. Written Decision

The hearing officer, considering the evidence presented by the complainant and respondent, shall issue a written decision which shall serve as the LWDA's official resolution of the complaint. The decision shall include the following information at a minimum:

- a. The date, time and place of hearing;
 - b. A recitation of the issues alleged in the complaint;
 - c. A summary of any evidence and witnesses presented by the complainant and the respondent;
 - d. An analysis of the issues as they relate to the facts; and
 - e. A decision addressing each issue alleged by the complaint.
-

Section III: Complaints Alleging Discrimination

Process for Complaints Alleging Discrimination

As a recipient of federal funds, the Southern Georgia LWDA is prohibited from, and does not engage in, discriminating against any individuals in the United States on the basis of race, color, religion, sex (including pregnancy childbirth and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship status, or participation in any WIOA-Title I funded program or activity. Further, any entity which receives funds authorized under WIOA is prohibited from discriminating against any individual on the grounds previously stated. Pursuant to U.S.C. § 3248, the Secretary of the United States Department of Labor shall issue regulations governing and implementing the nondiscrimination provisions of WIOA. Such federal regulations shall govern the process for reviewing and resolving any complaints for grievances alleging discriminatory action. The complainant or grievor has the right to file their discrimination-based complaint to any one of the following agencies (contact information can be found on Attachment A):

- Southern Georgia Regional Commission, EEO Officer
- Technical College System of Georgia, Office of Workforce Development, EEO Officer
- United States Department of Labor's Civil Rights Center (CRC).

The LWDA will provide assistance to any complainant, including those complainants filing a complaint against the LWDA. Assistance may include, but shall not be limited to, providing instructions on how to file a complaint; providing reasonable accommodations to complainants with disabilities in accordance with federal law; providing relevant copies of documents such as WIOA, regulations, local rules, contracts, etc.; and providing clarifications on the relevant provisions. This requirement shall not be interpreted as requiring the LWDA to release personally identifiable information.

All discrimination-based complaints must be filed within one hundred and eighty (180) days of the alleged discrimination.

If a complainant chooses to file the discrimination complaint with the LWDA, a response shall be issued within ninety (90) days of the complaint's filing. The resolution shall be the written Notice of Final Action. Options for resolving the complaint shall include alternative dispute resolution (ADR), at the complainant's election.

The complainant and respondent has the right to be represented in the complaint process by an attorney or other representative. If the complainant is dissatisfied with the resolution of his/her complaint by the LWDA, the complainant may file a new complaint with OWD or CRC within thirty (30) days of the date on which the complainant receives the Notice of Final Action. If the LWDA fails to issue the Notice within ninety (90) days of the date on which the complaint was filed, the complainant may file a new complaint with OWD or the CRC within thirty (30) days of the expiration of the ninety (90) day period (in other words, within one hundred and twenty (120) days of the date on which the original complaint was filed).

The LWDA shall fully cooperate with any local, state, or federal investigation in accordance with the aforementioned proceedings or with any criminal investigation.

The Equal Opportunity Officer will report to OWD all discrimination complaints received.

Non-Discrimination/Equal Opportunity Assurance and Policy Statement

Southern Georgia Workforce Development Area (WDA) is in compliance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, Section 188 of the

Workforce Innovation and Opportunity (WIOA) and 29 CFR Part 38, and the Americans with Disabilities Act of 1990.

Designation and Duties of EO Officer

Urie Register is the EO Officer for the Southern Georgia Workforce Development Area (WDA). A job description and responsibilities for the EO Officer are on file at the Southern Georgia Regional Commission. The EO Officer reports to the WIOA Director. The Southern Georgia WIOA EO Officer will function as a liaison between the LWDA and the state level Equal Opportunity Administrator and the WIOA Title I Equal Opportunity Officer. This LWDA EO Officer's name, title, address and telephone number has been made public through the "Customer's Rights under the Workforce Development Program" document which is signed by each applicant, as well as on brochures and posters, placed in areas of high visibility where WIOA-funded services are offered. The local EO serves as the local level focal point for taking and handling complaints that involve customer services, concerns, apparent violations, discrimination and related issues.

Equal Opportunity Notices

Equal Opportunity notices with an EO tagline are available in handouts, posters and handbooks to customers, applicants and employees. The non-discrimination notice is available in English and Spanish, and includes information for access to the TTY/TDD or relay system. Equal Opportunity notices are posted at the WIOA local offices and training sites throughout the eighteen-county service area. The discrimination notice is also on the WIOA Customer's Rights Form which is explained to the customer, and the customer reads, signs, dates and retains a copy of the form. The original is placed in the participant file. Service Providers must ensure that the WIOA Customer Right's Form is current (review to ensure all contact information for complaints is accurate) and that a signed copy is placed in the participant file.

Equal Opportunity Complaint Log

The local EO Officer maintains a discrimination complaint log, which is maintained for a period of three years. These policies and procedures establish a process for handling complaints and grievances. The local workforce area has written procedures for conducting Equal Opportunity compliance monitoring reviews of service providers. Those procedures are contained within the WIOA Monitoring Policies and Procedures.

Process Flow for Discrimination Complaints

1. Submitting a Complaint

All discrimination complaints must be submitted in writing using the USDOL Complaint Information Form found at: <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/external/how-to-file-complaint> or standard letter format. The complaint must be signed by the complainant.

2. Required Elements of a Complaint

Each complaint filed must be filed in writing, either electronically or in hard copy, and must contain the following information:

- a. The complainant's name, mailing address, and if available, email address (or another means of contacting the complainant).
- b. The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination).
- c. A description of the complainant's allegations. This description must include enough detail to allow the recipient to decide whether:
 - i. The recipient has jurisdiction over the complaint;
 - ii. The complaint was filed in time; and
 - iii. The complaint has apparent merit; in other words, whether the complainant's

allegations, if true, would indicate noncompliance with any of the nondiscrimination and equal opportunity provisions of WIOA.

- d. The written or electronic signature of the complainant or the written or electronic signature of the complainant's representative.
- e. A complainant may file a complaint by submitting CRC's Complaint Information and Privacy Act Consent Forms, which may be obtained either from the recipient's EO Officer or from CRC. The forms are available electronically on CRC's Web site, and in hard copy via postal mail upon request. The latter requests may be sent to CRC at the address listed in Attachment A.

3. Amending a Complaint

A complaint may be amended to correct a technical deficiency at any time up until the date of resolution or the date of a hearing, if a hearing is requested in writing prior to the issuance of a resolution. Complaints may be withdrawn by the complainant at any time prior to the issuance of a resolution.

4. Lack of Required Information

In the event a complaint is received which does not contain enough information to enable the LWDA to resolve the issue, the LWDA shall make reasonable efforts to contact the complainant and gather additional, necessary information.

5. Notice of Receipt (Initial Written Notice)

The local EO Officer must prepare a written letter acknowledging receipt of the complaint. Notice of Receipt may be mailed by registered mail, certified mail or hand delivered with signatures indication receipt of the notice. The following elements must be included in the Initial Written Notice:

- a. An acknowledgement that the recipient has received the complaint; and
- b. Notice that the complainant has the right to be represented in the complaint process 29 CFR § 38.71;
- c. Notice of rights contained in 29 CFR § 38.35;
- d. Notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English language as required in §§ 38.4(h) and (i), 38.34 and 38.36.

6. Written Statement of Issues

A written statement of issue(s) will be provided to the complainant, that includes the following:

- a. A list of issues raised in the complaint; and
- b. For each issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for the rejection.

10. Lack of Jurisdiction

If a recipient determines that it does not have jurisdiction over a complaint, it must notify the complainant, in writing within five business days of making such determination. This Notice of Lack of Jurisdiction must include:

- a. A statement of the reasons for that determination; and
- b. Notice that the complainant has the right to file a complaint with CRC within 30 days of the date on which the complainant receives the notice.

11. Complaint Log

The LWDA will record all complaints in the LWDA's complaint log. The following information will be entered:

- a. Complainant's name and contact information;
- b. The date the complaint was filed;
- c. The date a formal or informal resolution was issued; and
- d. A brief description of the complaint.

Southern Georgia LWDA shall take every step necessary to ensure the information contained in the log is protected and only made available to staff or management authorized to view it.

12. Informal Resolution Attempts/Fact Finding

As soon as a complaint is filed, the EO Officer and the Workforce Development Director, or his/her designee, will begin an investigation within forty-eight (48) hours, and will inform the WDB Chair immediately. The WDB Chair, or his/her designee, will gather information and attempt to negotiate a resolution, which is acceptable to both parties.

13. Alternate Dispute Resolution (ADR)

The procedure the recipient adopts must provide for alternative dispute resolution (ADR). The recipient's ADR procedures must provide that:

- a. The complainant may attempt ADR at any time after the complainant has filed a written complaint with the recipient, but before a Notice of Final Action has been issued.
- b. The choice whether to use ADR or the customary process rests with the complainant.
- c. A party to any agreement reached under ADR may notify the CRC Director in the event the agreement is breached. In such circumstances, the following rules will apply:
 - i. The non-breaching party may notify the CRC Director within 30 days of the date on which the non-breaching party learns of the alleged breach; and
 - ii. The CRC Director must evaluate the circumstances to determine whether the agreement has been breached. If the CRC Director determines that the agreement has been breached, the complaint will be reinstated and processed in accordance with the recipient's procedures.
- d. If the parties do not reach an agreement under ADR, the complainant may file a complaint with the CRC Director as described in 29 CFR §§ 38.69 through 38.71.

14. Notice of Final Action

The Southern Georgia LWDA will issue a written Notice of Final Action within ninety (90) days of the date on which the complaint was filed, that contains the following:

- a. For each issue raised in the complaint, a statement of either:
 - i. The recipient's decision on the issue and an explanation of the reasons underlying the decision; or
 - ii. A description of the way the parties resolved the issue; and
- b. Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is received if the complainant is dissatisfied with the recipient's final action on the complaint.

Notes

The Technical College System of Georgia, Office of Workforce Development Policies and Procedures relating to EO complaints can be found at: <https://www.tcsg.edu/worksource/resources-for-practitioners/eo-and-grievance-procedure-information/>

Approval/Changes:

WIB Approved 11.14.13

WIOA Revised 07.01.2015

Revised and WDB Approved 02.08.17

Revised and WDB Approved 04.12.17

Revised and WDB Approved 02.14.18

Revised and WDB Approved 11.19.25

Attachment A:

1. Southern Georgia Workforce Development/Southern Georgia Regional Commission

Urie Register
Area 18 WIOA Equal Opportunity Officer
Southern Georgia Regional Commission
1725 South Georgia Parkway West
Waycross, Georgia 31503
(912) 285-6097
uregister@sgrc.us

2. Technical College System of Georgia, Office of Workforce Development

EO Officer
Attention Compliance Team
Technical College System of Georgia, Office of Workforce Development
1800 Century Place, NE Suite 150
Atlanta, GA 30345-4304
404-679-1371
EO.Complaints@worksourcega.org

3. Georgia Office of Inspector General

2 M.L.K Jr. Drive, SW
1102 West Tower
Atlanta, Georgia 30334
866-435-7644
Complaint Form: <https://oig.georgia.gov/document/document/reportfraudpdf/download>

4. United States Department of Labor, Office of Inspector General

U.S. Department of Labor
Attn: Hotline, Office of Inspector General
200 Constitution Ave, NW Room N4123
Washington, DC 20210
Complaint Form: <https://www.oig.dol.gov/hotline.htm>



CUSTOMER’S RIGHTS UNDER THE WORKFORCE DEVELOPMENT PROGRAM

Equal Opportunity Is the Law

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

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access to any WIOA Title I financially-assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

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

What to Do If You Believe You Have Experienced Discrimination

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

- The LWIOA 18's Equal Opportunity Officer; (recipient)
- The State WIOA EO Officer; or (recipient)
- The Director, Civil Rights Center (CRC), U.S. Department of Labor

If you file your complaint with a recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address below).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

<p>Urie Register Area 18 LWIOA Equal Opportunity Officer Southern Georgia Regional Commission 1725 South Georgia Parkway, West Waycross, GA 31503 (912) 285-6097 uregister@sgrc.us</p>	<p>TCSG OWD Compliance Officer Technical College System of Georgia 1800 Century Place N.E., Suite 150 Atlanta, GA 30345-4304 (404) 679-1371 wioacompliance@tcsge.edu</p>
<p>The Director, Civil Rights Center (CRC) U. S. Department of Labor 200 Constitution Ave NW., Room N-4123 Washington, DC 20210 or electronically as directed by the CRC web site www.dol.gov/crc</p>	

Individuals with speech and/or hearing impairments may call:
State Relay at 1800-255-0056 (TDD/TTY) or 1 800-255-0135 (Voice).

LWIOA 18 will provide for alternative dispute resolution (ADR) if you, the complainant, request ADR in writing. Additionally, a party to any agreement reached under ADR may file a complaint with the CRC in the event the agreement is breached. If such a breach occurs, the following rules will apply:

- The non-breaching party may file a complaint with the Director within 30 days of the date on which the non-breaching party learns of the alleged breach;
- The Director must evaluate the circumstances to determine whether the agreement has been breached. If he or she determines that the agreement has been breached, you may file a complaint with CRC based upon your original allegation(s), and the Director will waive the time deadline for filing such a complaint.

If a complaint is filed with the State WIOA EO Officer, he/she shall adhere to the applicable federal and state policies and regulations.

If you believe you have been harmed by the violation or misapplication of a procedure or regulation of this program, you have the right to file a grievance. The grievance should be filed in accordance with the written procedures established by the Southern Georgia Workforce Development Board, which may be obtained by contacting WIOA Director, Southern Georgia Regional Commission, 1725 South Georgia Parkway West, Waycross, Georgia 31503.

I have read and understand the above statement, acknowledged so with my signature and received a copy.

(Participant Signature)

(Parent Signature – As Needed)

(Date)

A copy of this document should be given to the participant and one copy should be retained in his/her participant file.

DERECHOS DEL CLIENTE BAJO EL PROGRAMA DE DESARROLLO DE FUERZA DE TRABAJO

Igualdad de oportunidades es la ley

Es contra la ley que este destinatario de asistencia financiera Federal, discrimina a las siguientes bases: contra cualquier individuo en los Estados Unidos, sobre la base de raza, color, religión, sexo (incluyendo embarazo, el parto y médicos relacionados con condiciones, estereotipos de sexo, condición de transgénero e identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad o afiliación política o creencia, o contra cualquier beneficiario de, solicitante o participante en programas de financieramente asistida bajo título I de la ley de la oportunidad e innovación de la mano de obra en base a la condición de ciudadanía o participación en cualquier programa i WIOA título o actividad del individuo.

El destinatario no debe discriminar en cualquiera de las siguientes áreas:

- Decidiendo quien será admitido o tengan acceso a cualquier título WIOA I asistidos financieramente por el programa o actividad;
- Proveyendo oportunidades en, o tratando a cualquier persona con relación a tal programa o actividad; o
- Decisiones de empleo en la administración de o en conexión con, tal programa o actividad.

Los beneficiarios de asistencia financiera federal deben tomar pasos razonables para asegurar que las comunicaciones con personas con discapacidad son tan efectivas como la comunicación con los demás. Esto significa que, bajo petición y sin coste para el individuo, los receptores son necesarios para proporcionar adecuadas ayudas auxiliares y servicios a individuos calificados con discapacidades.

Qué hacer si usted cree que han experimentado discriminación

Si usted piensa que han sido sometidos a discriminación bajo un título WIOA programa o actividad, puede presentar una queja dentro de 180 días desde la fecha de la supuesta violación ya sea con:

- LWIOA 18 de agente de igualdad de oportunidades; (destinatario)
- El oficial de estado WIOA EO; o (destinatario)
- El Director, Civil Rights Center (CRC), Departamento de trabajo

Si usted presenta su queja con un destinatario, debe esperar hasta que el recipiente emita un aviso escrito de acción Final, o hasta que 90 días hayan pasado (sea más pronto), antes de presentar con el centro de derechos civiles (vea la dirección abajo).

Si el destinatario no te da un aviso escrito de acción Final dentro de los 90 días del día en que presentó su queja, puede presentar una queja con el CRC antes de recibir el aviso. Sin embargo, usted debe presentar su queja CRC dentro de 30 días el plazo de 90 días (en otras palabras, dentro de 120 días después del día en que presentó su queja con el recipiente). Si el destinatario te da un aviso escrito de acción Final de su queja, pero usted no está satisfecho con la decisión o resolución, usted puede presentar una queja con el CRC. Debe presentar su queja CRC dentro de 30 días de la fecha en que usted recibió la notificación de acción Final.

Urie Register
Area 18 LWIOA Equal Opportunity Officer
Southern Georgia Regional Commission
1725 South Georgia Parkway, West
Waycross, GA 31503
(912) 285-6097
uregister@sgrc.us

TCSG OWD Compliance Director
Technical College System of Georgia
1800 Century Place N.E., Suite 150
Atlanta, GA 30345-4304
(404) 679-1371
wioacompliance@tcsge.edu

El Director, Civil Rights Center (CRC)
U. S. Departamento del trabajo
200 Constitución Ave NW., Room N-4123
Washington, DC 20210
o electrónicamente según lo dirigido por el sitio web CRC www.dol.gov/crc

Las personas con discurso o deficiencias auditivas pueden llamar:
Estado relé en 1800-255-0056 (TDD/TTY) o 1 800-255 -0135 (voz).

18 LWIOA servirán para resolución alternativa de disputas (ADR) si, el querellante solicita ADR por escrito. Además, parte de cualquier acuerdo alcanzado bajo ADR puede presentar una queja con el CRC en caso de que el acuerdo es incumplido. Si se produce un incumplimiento, se aplicarán las siguientes reglas:

- El partido no incumplir puede presentar una queja con el Director dentro de 30 días de la fecha en que el partido no violar entera de la violación alegada;
- El Director debe evaluar las circunstancias para determinar si el acuerdo ha sido violado. Si él o ella determina que el acuerdo ha sido violado, puede presentar una queja con el CRC basa sus acusaciones originales, y el Director renuncia del plazo de tiempo para presentar una denuncia.

Si una denuncia es con el WIOA EO oficial del estado, él o ella deberá adherirse a las leyes federales y las políticas estatales y reglamentos.

Si usted cree que ha sido afectados por la violación o aplicación incorrecta de un procedimiento o reglamento de este programa, usted tiene el derecho a presentar una queja. La queja debe ser presentada con arreglo a los procedimientos escritos establecidos por el sur Georgia plantilla Junta de desarrollo, que puede ser obtenida contactando WIOA Director, Southern Georgia Regional Commission, 1725 South Georgia Parkway West, Waycross, Georgia 31503.

He leído y entendido la declaración arriba, lo reconocida con mi firma y recibido una copia.

(Firma del participante)

(Firma del padre, según sea necesario)

(Fecha)

Una copia de este documento se debe dar a los participantes y conserve una copia en su archivo participante.

Incident Report

U.S. Department of Labor

Office of Inspector General



For Official Use Only (When filled in)

1. Date of report

2. Agency designation code (Yr.) (Agency) (Report No.)

3. File Number (For IG use)

4. Type of report

Initial Supplemental Final Other (Specify)

5. Type of incident

Conduct violation Criminal violation Program violation

6. Allegation against

DOL Employee Contractor Grantee Other (Specify)

Given name and position of employee(s), contractor(s), grantee, etc. List telephone number, OWCP or other Claim File Number, if applicable, and other identifying data:

7. Location of incident (Give complete name(s) and addresses of organization(s) involved)

8. Date and time of incident/discovery

9. Source of complaint

Public Contractor Grantee Program Participant Audit

Investigative Law Enforcement Agency (Specify)

Other (Specify)

Give name and telephone number so additional information can be obtained.

10. Contacts with law enforcement agencies (Specify name(s) and agency contacted and results)

11. Expected concern to DOL

Local Regional National Media interest Executive interest GAO/Congressional interest

Other (Specify)

12. DOL Agency involved

SECY ESA ETA ILAB LMSA MSHA OASAM OIG OSHA SOL ASP BLS NCEP WB OIPA Other (Specify)

Amount of grant or contract (If known)

\$

Amount of subgrant of subcontract (If known)

\$

13. Persons who can provide additional information (Include custodian of records)

Name Grade Position or job title Employment1 Local Address (Street, City, & State) or organization, if employed and telephone number

¹Enter one of these codes:

U - Unemployed

G-Grantee

C-Contractor

D - DOL

F-Other Federal Employee

P - Program Participant or
claimant

(Complete page 2 of this form)

DL 1-156
8/83

For Official Use Only (When filled in)

14. Details of Incident (Describe the Incident)

If more room is needed attach additional sheets.

15. Typed name and title of DOL employee

16. Signature of DOL employee

17. Copies furnished to:

18. Attachments: (List)



Southern Georgia Regional Commission
WorkSource Southern Georgia
WIOA General Complaint Form

INSTRUCTIONS: Please fill out Questions 1-6 for a general complaint. This form should be completed and submitted within one hundred and twenty (120) days of the date of the alleged action. Once you have completed the appropriate questions, please sign and date at the end of this form. If you require assistance in completing this form, please contact the Southern Georgia Regional Commission, EO Officer.

Southern Georgia Regional Commission/WorkSource Southern Georgia
ATTN: Urie Register, EO Officer
1725 South Georgia Parkway West, Waycross, GA 31503
Phone (912) 285-6097 Fax: (912) 285-6126
Submissions should be sent to: uregister@sgrc.us

1. Complainant Information:

First Name MI Last Name
Address City State Zip Home
Telephone () - Work Telephone () - Email
Address Are you a SGRC Employee? Yes No

2. Respondent (Agency, Employee, or Employer you are making the complaint against):

Name Telephone () -
Address City State Zip

3. What is the most convenient time for us to contact you about this complaint? _____

4. Briefly describe, as clearly as possible, your complaint. Attach additional sheets if necessary. Also, attach any written materials pertaining to your complaint.

- a. Please explain the basis of the complaint.
b. Who was involved? Include witnesses, fellow employees, supervisors, or other. Provide names, addresses, and telephone numbers if known.
c. Please list the location and date.

5. Were you offered employment services? (if applicable) Yes No N/A

6. If you have filed a case or complaint with any other government agency or non-federal entity, please list below:

Agency Date filed
Case or Docket No.
Date of Trial or Hearing
Location of Agency or Court
Name of Investigator
Status of Case
Comments

I certify that the information furnished above is true and accurately stated to the best of my knowledge. I authorize the disclosure of this information to enforcement agencies for the proper investigation of my complaint. I understand that my identity will be kept confidential to the maximum extent possible consistent with applicable law and a fair determination of my complaint.

Complainant Signature _____ Date _____

Complaint Information Form

U.S. Department of Labor
Office of the Assistant Secretary for Administration and Management
Civil Rights Center



DL 1-2014A (Rev 7/2015)

OMB Control Number 1225-0077 Expiration Date: 4/30/2027

Please read the form carefully. **Type or print your answers.** Answer each question as completely as possible. If you cannot fit your whole answer in the space on this form, you may add more pages.

If a question or field has a star next to it, you must answer that question. You do not have to answer the other questions, but if you do, it will help us to process your complaint. If you do not know the answer to a question, put "not known" in the space for the answer. If the question does not apply to your case, put "n/a."

***1. Are you the complainant or a representative of the complainant? Please check the correct box.** Complainant Representative

***2. Please give your name and the other information we ask you for on the lines below. If you are a representative, please give the complainant's name and contact information in this section, and your own name and contact information in section 2A.**

*Complainant's Name _____

*Street Address _____

*City _____ *State _____ Zip Code _____

Telephone number(s) where we can reach you. **(Do not give your work number if you don't want CRC to call you there.)**

E-mail Address _____ Best time to contact you. _____

Name and contact information for someone we can contact if we cannot get in touch with you

2A. If you are the complainant's representative, please give your name and contact information in this section, and attach a letter or other document signed by the complainant, authorizing you to serve as his or her representative.

Representative's Name _____ Representative's Organization (if any) _____

Street Address _____

City _____ State _____ Zip Code _____

Telephone number(s) where we can reach you. **(Do not give your work number if you don't want the CRC to call you there.)**

E-mail Address _____ Best time to contact you. _____

For the rest of the questions on this form, if you are filing this complaint on behalf of someone else, "you" means that person (the complainant), not you personally. Please give the answers the complainant would give if they were filling out the form.

*3. This complaint is about something that happened to (Please check the appropriate box):

- Only me Me and other people Other people, but not me

*4. Please give the name of the agency, organization, or business that you are complaining about. If you have any contact information for the agency, organization, or business, and/or if you know the name of the person(s) who you think discriminated against you, please give that information as well. If you need more space to give all of the information, please attach more pages to this form.

*Name of Agency, Organization, or Business Telephone Number(s)

Street or Mailing Address E-mail Address

Name of Person You Think Discriminated Job Title E-mail Address

*5. What program was involved in the discrimination you are complaining about? If you do not know the name of the program, and your complaint does not involve an American Job Center or a state or local government agency, please check "Do not know."

- Workforce Innovation and Opportunity Act Program
 Job Corps Program Older Workers Program (Senior Community Service Employment Program)
 Unemployment Insurance Indian/Native American Program
 Employment Service or Job Service Migrant and Seasonal Farm Workers Program
 Trade Assistance Act Program Vocational Rehabilitation
 Other (what program? _____)
 American Job Center State or Local Government Do not know

*6. What do you think was the basis (reason) for the alleged discrimination? Please check the boxes next to all of the bases (reasons) you think were involved in the discrimination, and answer any other questions that go along with that box. In the next question, you will be asked to explain why you checked each box.

Because of my National Origin (Please answer questions below.)

Are you Hispanic or Latino? Yes No

What is your national origin (the country from which you, your parents, your grandparents, or your earlier ancestors came)?

Because of my Limited English Proficiency

(What is the language in which you feel most comfortable communicating? For example, Spanish, Croatian, Cambodian.)

Because of my Race (Please answer questions below.)

What is your race? Please check all that apply.

- White or Caucasian
 Black or African American
 American Indian or Alaska Native
 Native Hawaiian or Other Pacific Islander
 Asian

- Because of my Color** (What is your color? _____)
- Because of my Religion** (What is your religion? _____)
- Because of my Age** (What is your date of birth? _____)
- Because of my Political Affiliation or Political Belief** (What is your political affiliation or political belief? _____)
- Because of my Sex** (What is your sex? _____)
- Because of my Sexual Orientation** (What is your sexual orientation? _____)
- Because of my Pregnancy**
- Because of my Disability** (Please check one of the following three boxes.)
 - I have a disability (which may be active or inactive right now). (What is your disability? _____)
 - I have a record of a disability. (What was your past disability? _____)
 - I do not have a disability, but the organization or program treats me as if I am disabled.
- Because of my Citizenship** (What is your citizenship? _____)
- Because of my participation in a program that receives Federal financial assistance** (Name the program: _____)
- I was Retaliated Against (Retaliation)** because I complained about discrimination, or because I gave a statement or was involved in some other way with someone else's discrimination complaint.

***7. For each of the bases (reasons for discrimination) you checked above, please explain what happened, how you were (or someone else was) harmed by what happened, and how or why you think what happened was because of the basis you checked.** For example, if you checked "Because of my Race," list the facts you think explain **how or why** you think what happened was because of the race of the persons who were harmed. **If you do not explain why you checked a particular basis, we may reject that part of your complaint.** If other persons or groups were treated differently from you (or the other people who you think were discriminated against), please describe who was treated differently, how their treatment was different, and how the different treatment harmed you (or the other people you think were discriminated against). Please be specific and brief. Give the name(s) of and contact information for any of the people involved, if you can. If your answer does not fit in the space below, please use more pages of paper to finish your answer, and attach those pages to this form.

***8. On what date(s) did the alleged discrimination take place?**

- 8A. Date of the first action: _____
- 8B. Date of most recent action: _____
- 8C. If the date of the most recent action was more than 180 days ago, please explain why you did not file a complaint before now.

9. Please list below any other people (witnesses, coworkers, supervisors, or others) whom you have not already named and whom we should contact for information about your complaint. Attach additional pages if you need more space for this information.

Person's Name	Relationship to case (witness, coworker, etc.)	Best time to contact this person.
---------------	--	-----------------------------------

 Telephone number(s) and/or e-mail address(es) where we can contact this person.

10. Have you filed a written complaint with anyone else, such as the Equal Employment Opportunity Commission (EEOC), or State Equal Opportunity Officer, about the same events or actions you describe on this Complaint Information Form? If yes, please answer these questions, as best you can, about **each** agency, department, organization, or business where you filed a written complaint (using additional pages if necessary):

10A. Where and when did you file your first written complaint? Date Filed _____

Name of Specific Office or Agency, Department, Organization, or Business	Phone Number	E-mail Address	
Mailing or Street Address	City	State	Zip Code

Name and Contact Information for person working on your complaint, if known.

10B. Has the place where you filed your first written complaint given you a final decision about the complaint? Yes No

10C. If **yes**, what was the date of the final decision? _____ Was the decision in writing? Yes No

Include copies of written decisions, dismissals, or Right-to-Sue Letters, or other written responses to your complaint that you have received.

11. What remedies are you asking for? For example, getting benefits or training you did not receive, changes in policies, etc. PLEASE NOTE: The laws that CRC enforces do not allow for punitive damages. Money may only be awarded to compensate victims of discrimination for actual losses.

***12. Please sign and date this form in the space below that applies to you. You must also read the notice on the next page entitled "How We Use Personal Information," and sign and date the consent form. CRC cannot accept a complaint for investigation unless both the Complaint Information Form and the Consent Form have been signed.**

Signature of Complainant

Date

Signature of Complainant's Representative

Date

Please mail, email, or fax a complaint to:

Mail: Director
Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, N.W.
Room N-4123
Washington, DC 20210

Fax: (202) 693-6505

Email: CRCExternalComplaints

Persons are not required to respond to a collection of information unless it displays a currently valid OMB control number. Completing this form is voluntary; however, answers to the starred questions and fields must be provided in order for the Department of Labor's Civil Rights Center (CRC) to accept your discrimination complaint. CRC will use the information to process, and where appropriate to investigate, your complaint. The estimated average time to complete this form is 60 minutes. Send comments regarding this estimate or any other aspects of this collection of information to the U.S. Department of Labor, Office of the Assistant Secretary for Administration and Management, Civil Rights Center, Room N-4123, Washington, D.C. 20210. Please reference OMB Control Number 1225-0077.



HOW WE USE PERSONAL INFORMATION

Two Federal laws govern personal information that is given to Federal agencies such as the **Civil Rights Center (CRC)**. These two laws are the Privacy Act of 1974 (5 U.S.C. 552a) and the Freedom of Information Act (5 U.S.C. 552), known as "FOIA." This Notice describes how each of these laws applies to information connected with your complaint. Please read the Notice, sign the Consent Form on the next page, and give the Consent Form to CRC with your Complaint Information Form.

The PRIVACY ACT protects you from misuse of personal information that the Federal government has about you. This law applies to records that the Federal government keeps that can be located by a person's name, social security number, or other personal identification system. Anyone who submits personal information to CRC in connection with a discrimination complaint should know the following:

1. CRC enforces civil rights laws that cover State and local government agencies, programs conducted by DOL, recipients of financial assistance from DOL, and certain recipients of financial assistance from other Federal departments and agencies ("covered entities"). CRC has the authority to investigate and make determinations on complaints alleging that a covered entity has discriminated on the basis of race, color, national origin, age, disability, sex, religion, political affiliation or belief, citizenship, and participation in a program or activity that receives financial assistance under Title I of the Workforce Investment Act of 1998 (WIA) and/or Title I of the Workforce Innovation and Opportunity Act of 2014. CRC is also authorized to conduct reviews of covered entities to evaluate whether they are complying with the civil rights laws that CRC enforces.
2. Information that CRC collects is analyzed by authorized personnel within the agency. This information may include personnel records or other personal information. CRC staff may need to reveal certain information to persons outside the agency in the course of verifying facts or gathering new facts to develop a basis for making a civil rights compliance determination. Such details could include the physical condition or age of a complainant. CRC also may be required to reveal certain information to any individual who requests it under the provisions of the Freedom of Information Act. (See below.)
3. Personal information will be used only for the specific purpose for which it was submitted, that is, for authorized civil rights compliance and enforcement activities. Except in the instances defined in DOL's regulation at 29 C.F.R. Part 71, CRC will not release the information to any other agency or individual unless the person who supplied the information submits a written consent. One of these exceptions is when release is required under the Freedom of Information Act. (See below.)
4. No law requires a complainant to give personal information to CRC, and no sanctions will be imposed on complainants or other individuals who deny CRC's request. However, if CRC fails to obtain information needed to investigate the ability of allegations of discrimination, it may be necessary to close the investigation.
5. The Privacy Act permits certain types of systems of records to be exempt from some of its requirements, including the access provisions. It is the policy of CRC to exercise authority to exempt systems of records only in compelling cases. CRC may deny a complainant access to the files compiled during the agency investigation of his or her civil rights complaint against a covered entity. Complaint files are exempt in order to aid negotiations between covered entities and CRC in resolving civil rights issues and to encourage covered entities to furnish information essential to the investigation.
6. CRC does not reveal the names or other identifying information about an individual unless it is necessary for the completion of an investigation or for enforcement activities against a covered entity that violates the laws, or unless such information is required to be disclosed under FOIA or the Privacy Act. CRC will keep the identity of complainants confidential except to the extent necessary to carry out the purposes of the civil rights laws, or unless disclosure is required under FOIA, the Privacy Act, or otherwise required by law.

The FREEDOM OF INFORMATION ACT gives the public access to certain files and records of the Federal Government. Individuals can obtain items from many categories of records of the Government -- not just materials that apply to them personally. CRC must honor requests under the Freedom of Information Act, with some exceptions. CRC generally is not required to release documents during an investigation or enforcement proceedings if the release could have an adverse effect on the agency to do its job. Also, any Federal agency may refuse a request for records compiled for law enforcement purposes if their release could be an "unwarranted invasion of privacy" of an individual. Requests for other records, such as personnel and medical files, may be denied where the disclosure would be a "clearly unwarranted invasion of privacy."

PLEASE READ THE CONSENT FORM ON THE NEXT PAGE, SIGN EITHER SECTION A OR SECTION B, AND GIVE THE SIGNED FORM TO THE CIVIL RIGHTS CENTER WITH YOUR SIGNED, COMPLETED COMPLAINT INFORMATION FORM.

CONSENT FORM

I have read the Civil Rights Center's notice entitled "How We Use Personal Information." I understand that the following conditions apply to personal information I disclose to CRC in connection with my complaint:

CRC may need to disclose my identity to staff of the agency, organization, or business I named in my complaint, in order to gather evidence or verify facts related to the complaint, or to complete enforcement proceedings against the agency, organization, or business;

I do not have to reveal any personal information to CRC, but CRC may close my case if it cannot get the information it needs to process or fully investigate my complaint;

I may request a copy of any of my personal information that CRC keeps in my complaint file; and

Under certain conditions, CRC may be required by the Freedom of Information Act or other laws to disclose my personal information to others.

SECTION A

YES, CRC MAY DISCLOSE MY IDENTITY IF NECESSARY TO FULLY INVESTIGATE MY COMPLAINT. I have read and understand the notice "How We Use Personal Information," and I give consent for CRC to disclose my identity to the respondent, if necessary to fully investigate my complaint.

(Signature)

(Date)

SECTION B

NO, CRC MAY NOT DISCLOSE MY IDENTITY TO THE RESPONDENT, EVEN IF NECESSARY TO FULLY INVESTIGATE MY COMPLAINT. I have read and understand the notice "How We Use Personal Information," and I understand that **CRC may close my case** if it cannot get the information it needs to fully investigate my complaint without disclosing my identity to the respondent. Nonetheless, I do not give consent for CRC to disclose my identity to the respondent during the investigation of my complaint.

(Signature)

(Date)

FOR DOL USE ONLY

CIF received by the CRC Accepted Not Accepted Case Number _____

By _____ Date _____



Formulario de Queja

DL 1-2014A (Rev 7/2015)

OMB Número de Control 1225-0077 Fecha de Expiración: 10/31/2017

Por favor lea este formulario con mucho cuidado. **Escriba sus respuestas a mano o a máquina.** Conteste cada pregunta con la mayor precisión posible. Si la respuesta no cabe en el espacio, usted puede añadir más páginas.

La información solicitada que tiene un asterisco (*) al lado es obligatoria. Usted debe proporcionar dicha información. Usted no tiene que contestar las otras preguntas, pero sus respuestas le ayudaran al Centro de Derechos Civiles (CRC, por sus siglas en inglés) procesar su queja. Si no conoce la respuesta a una pregunta, responda "no se" en el espacio. Si la pregunta no aplica en su caso, indique "n/a."

***1. ¿Es el denunciante o el representante del denunciante? Por favor marque la casilla que corresponda.** Denunciante Representante

***2. Por favor indique su nombre y la otra información solicitada abajo. Si usted es un representante del denunciante, indique el nombre del denunciante y su información de contacto en esta sección, y su propio nombre e información de contacto en la sección 2A.**

*Nombre

*Dirección

*Ciudad

*Estado

Código Postal

Número(s) de teléfono para comunicarnos con usted (No incluya el teléfono de su trabajo si no quiere que el CRC se comunique a este número)

Correo electrónico

Mejor hora para comunicarnos con usted

Nombre e información de contacto para alguien que podamos contactar si no podemos comunicarnos con usted

2A. Si usted está representando al denunciante, por favor indique su nombre, dirección y como nos podemos comunicar con usted. Por favor incluya una carta u otro documento firmado por el denunciante que le autorice para servir como el representante del denunciante.

Nombre del Representante

Organización del representante (si existe)

Dirección

Ciudad

Estado

Código Postal

Número(s) de teléfono para comunicarnos con usted (No incluya el teléfono de su trabajo si no quiere que el CRC se comunique a este número)

Correo electrónico

Mejor hora para comunicarnos con usted

Para las siguientes preguntas, si usted está presentando la queja por otra persona, "usted" significa esa persona (el denunciante), no significa usted. Por favor indique las respuestas que el denunciante indicaría, si él o ella estuviera llenando el formulario.

***3. Esta queja tiene que ver con un asunto que le ocurrió (por favor marque la casilla que corresponda):**

Solamente a mi A mi y a otras personas A otras personas, pero no a mi

***4. Por favor indique el nombre de la agencia, organización, o empresa sobre la cual usted se está quejando. Si tiene la información de contacto de esta agencia, organización o empresa, y/o si usted sabe el nombre de la(s) persona(s) quien usted alega discrimino contra usted, por favor incluya esa información también.** Si necesita más espacio para su respuesta, por favor utilice páginas adicionales para completar su respuesta, y adjunte esas páginas a este formulario.

*Nombre de la agencia, organización, o empresa	Número(s) de teléfono	
Dirección	Correo electrónico	
Nombre de la persona que usted alega discriminó	Título de Trabajo	Correo electrónico

***5. ¿Cuál programa está relacionado a la acción discriminatoria alegada?** Si no conoce el nombre del programa y su queja no se relaciona con un Centro de Trabajo Americano (*American Job Center*) o con alguna agencia de un gobierno local o estatal, por favor marque "No sé."

- Un programa de la Ley de Inversión en la Fuerza Laboral y/o la Ley de Oportunidad e Innovación en la Fuerza Laboral (*Workforce Investment Act y/o Workforce Innovation and Opportunity Act Program* o WIA y/o WIOA, por sus siglas en inglés)
 - El Cuerpo de Capacitación de Jóvenes (*Job Corps*)
 - Seguro de Desempleo (*Unemployment Insurance*)
 - El Servicio de Empleo o de Trabajo (*Employment or Job Service*)
 - El Programa de Asistencia de Ajuste Comercial (*Trade Assistance Act program* o TAA por sus siglas en inglés)
 - Otro (¿Qué programa?) _____
 - Un Centro de Trabajo Americano (*American Job Center*)
- El Programa de Empleo del Adulto Mayor por Servicio a la Comunidad (*Senior Community Service Employment Program* o SCSEP por sus siglas en inglés)
 - El Programa de Indios/Indígenas Americanos (*Indian/Native American Program*)
 - El Programa de Trabajadores Agrícolas Migrantes y de Temporada (*Migrant and Seasonal Farmworkers Program* o MSFW por sus siglas en inglés)
 - Un Programa de Rehabilitación Vocacional (*Vocational Rehabilitation*)
 - Un gobierno estatal o local No sé

***6. ¿Por qué cree usted que aconteció la discriminación alegada?** Por favor marque las casillas al lado de los motivos que usted piensa estuvieron relacionados a la discriminación alegada, y conteste cualquier otra pregunta relacionada. **En la próxima pregunta, pediremos que explique porque ha marcado cada casilla.**

- Por mi origen nacional** (Por favor conteste las siguientes preguntas)
 - ¿Es usted Hispano o Latino? Sí No
 - ¿Cuál es su origen nacional? (el país de donde viene(n) usted, sus padres, sus abuelos, o sus ancestros) _____
- Por mi dominio limitado del inglés** (¿En cuál idioma se comunica con más comodidad?) _____
(Por ejemplo: español, croata, camboyano)
- Por mi raza** (Por favor conteste la siguiente pregunta)
 - ¿Cuál es su raza? Por favor marque las casillas que aplican a usted. Blanco/Caucásico Negro o Afroamericano
 - Asiático Nativo de Hawái u otra isla del Pacífico Indígena Americano o Nativo de Alaska
- Por mi sexo.** (¿Cuál es su sexo?) _____
- Por mi embarazo**
- Por mi orientación sexual** (¿Cuál es su orientación sexual?) _____
- Por mi identidad de género** (¿Cuál es su identidad de género?) _____
- Por mi color** (¿Cuál es su color?) _____
- Por mi religión** (¿Cuál es su religión?) _____
- Por mi edad** (¿Cuál es su fecha de nacimiento?) _____
- Por mi afiliación política o creencia política** (¿Cuál es su afiliación política o creencia política?) _____
- Por mi discapacidad** (Por favor marque las casillas que aplican a usted)
 - Tengo una discapacidad (activa o inactiva por el presente). (¿Cuál es su discapacidad?) _____
 - Tengo un historial de una discapacidad. (¿Cuál fue su discapacidad?) _____
 - No tengo una discapacidad, pero la organización o el programa me trata como si fuera una persona discapacitada.
- Por mi ciudadanía** (¿Cuál es su ciudadanía?) _____
- Por mi participación en un programa que recibe ayuda financiera federal** (Indique el nombre del programa) _____
- Soy víctima de represalia** porque presenté una queja de discriminación, o porque di una declaración en una investigación o de otra manera participé en una queja de discriminación de otra persona.

***7. Por cada motivo que usted indicó anteriormente, por favor explique lo que pasó, como usted (u otra persona) fue afectado por lo que ocurrió, y como o porque usted cree que la razón por lo que ocurrió fue a raíz del motivo que usted indicó anteriormente.** Por ejemplo, si usted indicó "por mi raza," incluya los hechos que usted opina explican como o porque la raza de las personas afectadas tuvo que ver con lo que ocurrió. *Si usted no explica porque indicó un motivo, podríamos rechazar esa parte de su queja.*

Si usted (o las personas que usted opina sufrieron discriminación) fue tratado de una manera diferente que a otras personas o grupos, por favor describa quien fue tratado de manera diferente, como fue tratado de manera diferente, o como el tratamiento diferente le perjudicó a usted (y/o a las otras personas que usted cree sufrieron discriminación). Por favor sea específico y breve. Si es posible, indique los nombres y la información de contacto para cada persona involucrada en este asunto.

Si necesita más espacio para su respuesta, por favor utilice páginas adicionales para completar su respuesta, y adjunte esas páginas a este formulario.

***8. ¿En qué fechas ocurrieron las acciones discriminatorias?**

8A. Fecha de la primera acción: _____

8B. Fecha de la acción más reciente: _____

8C. Si han pasado más de 180 días desde que ocurrió la acción más reciente, por favor explique porque usted no había presentado su queja antes.

9. Por favor indique cualquier persona (testigos, compañeros de trabajo, supervisores, u otros) que no haya nombrado anteriormente y con quien nos pudiéramos comunicar para reunir información relacionada a su queja. Por favor adjunte páginas adicionales si necesita más espacio para esta información.

Nombre de la Persona Relación al caso (testigo, compañero, etc.) Mejor hora para comunicarnos con esta persona

Número(s) de teléfono y/o correo(s) electrónico(s) para comunicarnos con esta persona

10. ¿Ha presentado una queja escrita con otra agencia, como la Comisión para la Igualdad de Oportunidades en el Empleo (EEOC, por sus siglas en inglés) o con un oficial de oportunidad igualitaria estatal (*state equal opportunity officer*), sobre las mismas acciones que describe en este formulario de queja? De ser así, por favor conteste las siguientes preguntas, a la medida de sus capacidades, sobre *cada* agencia, departamento, organización, o negocio donde usted presentó una queja (utilice páginas adicionales si es necesario):

10A. ¿Dónde y cuándo presentó su primera queja escrita? Fecha en que la presentó _____

Nombre de la oficina, agencia, departamento, organización o negocio Número de teléfono Correo electrónico

Dirección Ciudad Estado Código Postal

Nombre e información de contacto de la persona encargada de su caso, si usted lo sabe.

10B. ¿Ha recibido una decisión final del primer lugar donde presentó su queja escrita? Sí No

10C. De ser así, ¿Cuál fue la fecha de la decisión final? _____ ¿Recibió la decisión por escrito? Sí No

Incluya copias de decisiones escritas, despidos, derechos a demandar u otras cartas o avisos relacionados a esta queja.

11. ¿Cuáles remedios solicita? Por ejemplo, recibir beneficios o capacitación que usted no recibió, cambiar una política o procedimiento, etc. **POR FAVOR TOME EN CUENTA: Las leyes que hace cumplir el CRC no permiten daños punitivos. Se otorgaría dinero a las víctimas de discriminación únicamente para compensar las pérdidas actuales.**

***12. Por favor, firme y ponga la fecha en el espacio abajo. Usted también debe leer la notificación de “Uso de Información Personal” en la próxima página y firme y escriba la fecha en el formulario de consentimiento también. El CRC no puede aceptar esta queja para investigación si el formulario de información de queja y el formulario de consentimiento no se han firmado.**

Firma del denunciante

Fecha

Firma del Representante del denunciante

Fecha

Por favor envíe por correo, correo electrónico o facsímil a:

Correo: Director
Civil Rights Center
U. S. Department of Labor
200 Constitution Avenue, N.W.
Room N-4123
Washington, DC 20210

Facsímil: (202) 693-6505

Correo electrónico: CRCEXternalComplaints@dol.gov

No se requiere que las personas respondan a una solicitud de información a menos que tenga un número de control de OMB válido. Llenar este formulario es voluntario; sin embargo, debe responder a las preguntas y proporcionar la información solicitada que tiene un asterisco (*) al lado, para que el Centro de Derechos Civiles del Departamento del Trabajo de los Estados Unidos pueda aceptar su queja de discriminación. El CRC utilizará la información para procesar, y cuando apropiado, investigar su queja. El tiempo promedio para llenar este formulario es 60 minutos. Envíe comentarios sobre el tiempo estimado para llenar el formulario, o cualquier otro aspecto de esta recopilación de información, al U.S. Department of Labor, Office of the Assistant Secretary for Administration and Management, Civil Rights Center, Room N-4123, Washington, DC 20210. Por favor, haga referencia a OMB Número de Control 1225-0077.

U.S. Department of Labor
Office of the Assistant Secretary for Administration and Management
Civil Rights Center

Uso de Información Personal

Hay dos leyes federales que gobiernan el uso de información personal sometida a una agencia federal, incluyendo el Centro de Derechos Civiles (CRC, por sus siglas en inglés). Estas leyes son la Ley de Privacidad de 1974 (*Privacy Act*, 5 U.S.C. 552a), y la Ley de Libre Acceso a la Información (*Freedom of Information Act*, 5 U.S.C. 552), conocida como "FOIA" por sus siglas en inglés. Esta notificación describe como aplican estas leyes a la información relacionada con su queja. Por favor, lea esta notificación, luego firme el Formulario de Consentimiento en la siguiente página y devuélvalo junto con el formulario de queja al CRC.

La Ley de Privacidad protege el individuo contra el uso indebido de su información personal. La ley aplica a los documentos que el gobierno federal mantiene y que pueden ser ubicados usando el nombre, número de seguro social o algún otro sistema de identificación personal. Las personas que entregan información relacionada a una queja al CRC deben saber lo siguiente:

1. El CRC hace cumplir leyes de derechos civiles que cubren agencias estatales y locales, programas dirigidos por el Departamento de Trabajo de los Estados Unidos (DOL, por sus siglas en inglés), recipientes de asistencia financiera del DOL, y algunos recipientes de asistencia financiera de otros departamentos y agencias ("entidades cubiertas"). El CRC está autorizado para investigar y hacer determinaciones sobre quejas de discriminación donde se alega que una agencia que cae bajo la jurisdicción del DOL ha discriminado por razón de raza, color, origen nacional, edad, discapacidad, sexo/identidad de género, religión, afiliación o creencia política, ciudadanía, o por participación en un programa o actividad que recibe asistencia financiera bajo el Título I de la Ley de Inversión en la Fuerza Laboral de 1998 (WIA, por sus siglas en inglés) y/o el Título 1 de la Ley de Oportunidad e Innovación en la Fuerza Laboral de 2014 (WIOA, por sus siglas en inglés). El CRC está también autorizado para llevar a cabo revisiones de programas que están bajo la jurisdicción del DOL para determinar si están cumpliendo con las leyes de derechos civiles que el DOL hace cumplir.
2. La información recopilada por el CRC es analizada por personal autorizado de la agencia. Esta información puede incluir documentos o información personal. Durante el proceso de corroboración de hechos o de recoger nuevos hechos para hacer una determinación sobre una queja de discriminación, es posible que el personal del CRC necesitaría revelar información a personas fuera de la agencia. La información revelada puede incluir, por ejemplo, datos sobre la condición física o la edad de la persona. Es posible también que el CRC necesitaría proporcionar información a cualquier persona que la solicite bajo los derechos provistos por la Ley de Libre Acceso a la Información.
3. El CRC usará la información personal con el único propósito que fue sometida, es decir, para actividades investigativas y de implementación de las leyes autorizadas. Con excepción de las circunstancias que se describen en las regulaciones del DOL (en 29 C.F.R. Part 71), el CRC no revelará ninguna información a otra agencia o individuo, a no ser que la persona que revela la información proporcione consentimiento escrito. Una de estas excepciones es cuando La Ley de Libre Acceso a la Información requiera que se revele cierta información. (Lea abajo.)
4. Ninguna ley requiere que un denunciante dé información personal al CRC, y no se penalizará el denunciante u otro individuo que se niegue dar la información solicitada. Sin embargo, si el CRC no puede obtener la información necesaria para investigar la discriminación alegada, podría ser necesario cerrar la investigación.
5. La Ley de Privacidad permite que ciertos tipos de sistemas de archivo sean exentos de algunos de estos requisitos, incluyendo medidas de acceso. La política del CRC es de ejercer autoridad de eximir sistemas de archivo solamente en situaciones extenuantes. El CRC puede denegar a un denunciante acceso a archivos recopilados durante la investigación de una queja de discriminación contra una agencia investigada por el CRC. Archivos de quejas están exentos para ayudar las negociaciones entre de las entidades cubiertas y el CRC, solucionar asuntos de derechos civiles, y motivar las agencias a proporcionar información importante para la investigación.
6. El CRC no revela los nombres u otros datos que pueda identificar un individuo a no ser que esto sea necesario para completar una investigación o para proceder con medidas de implementación contra una agencia que haya violado la ley, o a no ser que bajo FOIA o la Ley de Privacidad se requiera divulgar la información. El CRC mantiene la identidad del denunciante de manera confidencial excepto que sea necesario descubrir la información para llevar a cabo el propósito de las leyes de derechos civiles, o a no ser que sea necesario bajo FOIA, La Ley de Privacidad, o de otra manera requerido por ley.

La Ley de Libre Acceso a la Información da acceso al público a los archivos y documentos del gobierno federal. Las personas pueden solicitar información de varios tipos de archivos del gobierno - no solamente material que aplica a ellos personalmente. El CRC debe atender solicitudes bajo la Ley de Libre Acceso a la Información, con algunas excepciones. Generalmente, el CRC no está obligado a divulgar documentos durante el transcurso de una investigación o procedimiento para implementar requisitos de ley, si la divulgación de información pudiera tener un efecto negativo en completar el trabajo de la agencia. Además, cualquier agencia federal puede negar una solicitud de archivos recopilados con el propósito de hacer cumplir la ley, si la divulgación constituye una "invasión de la privacidad de una persona de manera injustificada". Solicitudes para otros archivos, tales como registros médicos o de personal, pueden ser denegados si la divulgación constituye una "invasión a la privacidad de manera clara e injustificada."

Por favor lea y firme el formulario de consentimiento en la próxima página, firme la sección A o la sección B, y entregue el formulario firmado al CRC, junto con el formulario de queja completo y firmado.

FORMULARIO DE CONSENTIMIENTO

Yo he leído la notificación sobre el "Uso de Información Personal" del Centro de Derechos Civiles (CRC, por sus siglas en inglés.) Yo entiendo las siguientes condiciones de la Ley de Privacidad y de la Ley de Libre Acceso a la Información, que aplican a información personal que yo he revelado al CRC en relación con mi queja:

El CRC necesitaría revelar mi identidad a empleados de la agencia, organización, o negocio que yo mencioné en mi queja, para poder conseguir la evidencia o verificar hechos relacionados con mi queja, o para completar procedimientos de implementación de ley contra la agencia, organización o negocio;

No estoy obligado(a) a revelar información personal al CRC, pero el CRC puede cerrar mi caso si me niego revelar información necesaria para poder investigar a fondo mi queja;

Yo puedo solicitar copia de cualquier información personal que CRC tenga en mi archivo de queja;

Bajo ciertas condiciones, el CRC puede ser obligado a revelar información personal a otras personas por medidas establecidas bajo la Ley de Libre Acceso a la Información.

SECCION A

- SI, EL CRC PUEDE REVELAR MI IDENTIDAD SI ES NECESARIO PARA PODER INVESTIGAR MI QUEJA.
- Yo he leído y entiendo la notificación "Uso de Información Personal", y doy consentimiento al CRC para que revele mi información al demandado, si es necesario para investigar a fondo mi queja.

_____ (Firma)

_____ (Fecha)

SECCION B

- NO, EL CRC NO PUEDE REVELAR MI IDENTIDAD AL DEMANDADO, AUNQUE SEA NECESARIO PARA PODER INVESTIGAR A FONDO MI QUEJA. Yo he leído y entiendo la notificación "Uso de Información Personal", y entiendo que el **CRC podría cerrar mi caso** si no puede conseguir la información necesaria para investigar mi queja adecuadamente sin revelar mi identidad al demandado. A pesar de esto, no doy consentimiento al CRC para revelar mi identidad al demandado durante el transcurso de la investigación de mi queja.
-

_____ (Firma)

_____ (Fecha)

SOLO PARA USO DEL CRC

FOR DOL USE ONLY

CIF received by CRC Accepted Not Accepted Case Number _____

By _____ Date _____

Attachment 12

**WIOA Adult and DW Priority of Service
LWDA 18-011-300**



Policy/Procedure #: **18-011-300**
Policy Name: **WIOA Adult & Dislocated Worker Priority of Service**
Effective Date: **07/11/2015**

Statement of Purpose

The purpose of career and training services is to provide eligible customers with the means to obtain the necessary skills to become gainfully employed or re-employed. This policy is intended to define and establish parameters for the priority of service with WIOA Title I Adult & DW funds.

Background

The Workforce Investment Act (WIA) required that if funds allocated to a local area for adult employment and training activities were limited, priority of service was to be provided to recipients of public assistance and other low-income individuals for intensive services and training services.

The Workforce Innovation and Opportunity Act (WIOA) made several changes to the priority of service requirement by adding individuals who are basic skills deficient as a priority population, changing intensive services to career individualized services, and removing the provision stating priority of service is only applied if funding is limited. WIOA Public Law 113-128, Sections 3 and 134.

Priority of Service

Priority for career and training services funded with WIOA Title I Adult & DW funds shall be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient, as well as any covered person (as defined in LWDA #18 Veterans Priority of Service Policy) under the Veterans' priority, in the local area. Thus, the following sequence of services priority will apply:

First priority will be provided to recipients of public assistance, other low-income individuals (including those that are unemployed) and individuals who are basic skills deficient in the local area who are covered person with respect to Veterans' priority;

Second priority will be provided to recipients of public assistance, other low-income individuals (including those that are unemployed) and individuals who are basic skills deficient in the local area;

Third priority will be covered person with respect to the Veterans' priority (these covered persons not considered to be recipients of public assistance or low-income);

Fourth priority will be provided to serve the working poor. Working poor are those employed persons who have not yet achieved self-sufficiency (as defined by local policy – at or below 200% of poverty).

The above poverty requirements do not necessarily mean that only recipients of public assistance and other low-income individuals can receive WIOA adult and DW funded career and training services. LWDB's may serve other eligible individuals who are not low-income after first serving eligible individuals who meet the established priority selection criteria. Unemployed individuals may be considered low-income individuals.

Approvals

WDB Approved

09/09/2015

Attachment 13

**Priority of Service to Veterans and Eligible Spouses
LWDA 18-011-400**



Southern Georgia



Policy/Procedure #: **18-011-400**

Policy Name: **WIOA Priority of Service Policy for Veterans & Eligible Spouses**

Effective Date: **07/01/2015**

A veteran who is eligible or spouse of an eligible veteran who is entitled to receive priority of service is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable is a covered person. This definition includes Reserve units and National Guard units activated for Federal Service.

In accordance with the Jobs for Veterans Act (P. L. 107-288) and its corresponding regulations (20 CFR Part 1010) that specify that there be a priority of service for veterans and eligible spouses in any workforce preparation, development, or delivery program or service directly funded in whole or in part, by the U.S. Department of Labor.

Veterans and eligible spouses are identified as covered persons and are entitled to priority over non-covered persons for employment, training and placement services, the following procedures will be followed:

Staff of the local comprehensive One-Stop centers will be provided timely information about the implementation of the priority of service policies and procedures for veterans and eligible spouses. Training will be provided in staff meetings at the One Stop and in One Stop partner meetings. These services will be delivered as follows:

- a) Upon accessing the One Stop System, information will be collected from customers to determine veteran/eligible spouse status;
- b) Services that do not entail eligibility determination will be provided upon request;
- c) Individuals who identify themselves as covered persons will be served prior to non-covered persons and must meet all eligibility and program requirements, where they exist;
- d) Individuals who identify themselves as covered persons will not be required to verify their status as veterans or eligible spouses at the point of service entry, unless they immediately undergo eligibility determination and formal enrollment into a program; if the individual does not have proper documentation of status as a covered person at that time, it is appropriate to give the customer priority, enroll him or her for the service and then request documentation of status. Note that documentation of status should be obtained for all covered customers receiving intensive or training services;
- e) Posters will be displayed indicating that priority of service will be provided to covered persons to eliminate any concern by non-covered persons if a covered person is served first. These posters will be available in English and Spanish;
- f) Brochures will be utilized that provide additional resources available to this population;
- g) Where resources are limited, the covered person will receive access prior to the non-covered person;
- h) WIOA program-eligible veterans and eligible spouses who meet mandatory or spending priorities, or who meet the area's applicable income eligibility requirements must receive the highest level of priority of service;

- i) WIOA program-eligible individuals who are not covered persons who meet mandatory spending priorities, or who meet the area's income eligibility requirements receive the second level of priority of service;
- j) Veterans and eligible spouses outside the program-specific mandatory priority or spending requirements receive the third level of priority of service
- k) Non-covered persons outside the program specific mandatory priority or spending requirements receive the fourth level of priority of service; and
- l) When a waiting list for services exists, veterans and eligible spouses will be selected first to receive the service, provided the covered person has been determined eligible and is qualified for the service; however, when a non-covered person is already receiving a service, a veteran or eligible spouse who is identified subsequently should not displace that non-covered person receiving the service.

Appropriate documentation of an individual's status as a covered person is as follows:

- A. A DD214 (Discharge Papers and Veterans Separation Documents)
- B. An official notice issued by the Department of Veterans Affairs establishing entitlement to a disability rating or award of compensation to a qualified dependent
- C. An official notice issued by the Department of Defense that documents veteran status or spousal rights
- D. An official notice issued by a state veterans' service agency that documents veteran status or spousal rights
- E. Eligible spouses whose eligibility is based on the disability of a living veteran spouse should obtain the relevant documentation from the U. S. Department of Veterans Affairs.

Local area will work cooperatively with Wagner-Peyser, Regional Veteran's Employment Representatives (RVERs) and Disabled Veterans Outreach Program (DVOP) specialists to encourage additional referrals to the WIOA programs.

Local area one stop staff and service providers will conduct outreach activities. All resources, (i. e., posters, brochures, printed materials to mail or email), will be utilized to integrate the services between Career Center staff and WIOA staff. Meetings will be held as needed between WIOA and Career Center staff to address concerns, best practices, and potential enhancements to service integration.

Approval/Changes

Southern Georgia WIB Approved 06/04/2013

Revised for WIO References 07/01/2015

Attachment 14

Rapid Response Policy LWDA 18-012-001

Policy / Procedure	#18-012-001
Policy Name:	Rapid Response Policy
Effective Date:	07/0/12017
Revision Date:	11/15/2023

I. Purpose of Rapid Response Program

Georgia's Rapid Response Program is a federally-funded workforce development program that is funded through the Workforce Innovation and Opportunity Act (WIOA). Rapid Response enables Georgia's public workforce development system the ability to provide front-line assistance to at-risk or affected employers as well as employees who are laid off through no fault of their own, known as "dislocated workers."

The Program provides a proactive response to company layoffs and plant/facility closures to either prevent or minimize the impact of qualifying events. Rapid Response funding awarded to Local Workforce Development Areas (LWDAs) enables local workforce development staff and partners to provide on-site services, generally at no cost to the employer, to assist with minimizing the disruptions associated with job loss as well as assisting the dislocated worker in obtaining reemployment as soon as possible.

II. Rapid Response Event Eligibility

A rapid response event occurs when a specified number of workers are dislocated due to a layoff or closure, or reorganization. Per federal law, rapid response services must be offered to an employer when 50 or more employees become dislocated workers. State policy permits services to be offered for rapid response events of 25 or more dislocated workers. WSG may provide dislocated worker services regardless of the number of affected dislocated workers.

If a company moves operations out of Georgia or out of the United States, those employees are "dislocated workers" and would be eligible for Rapid Response. If the company moves overseas, the workers may qualify for additional assistance under the Trade Act.

III. Activities

Rapid Response activities are provided by the Technical College System of Georgia's Office of Workforce Development and applicable subrecipients, hereafter referred to as "state-level Rapid Response staff." Local Workforce Development Areas (LWDAs) assist with providing Rapid Response activities when deemed appropriate, or as determined by state-level Rapid Response staff.

Rapid Response activities begin by contacting the company experiencing an event that is expected to result in dislocated workers, and arranging an initial meeting with the employer. This employer meeting helps determine whether or not the layoff can be avoided, and what services will be made available to the employees upon this determination. If the layoff cannot be avoided, state-level Rapid Response staff will coordinate with all necessary partners to share with the dislocated workers the services and resources available to them. These services may include unemployment insurance, training opportunities through WIOA, and other forms of hardship assistance. If the layoff can be avoided, state-level Rapid Response staff may offer and coordinate Layoff Aversion strategies.

IV. State Responsibilities

The Technical College System of Georgia and applicable subrecipients serve as the State's Dislocated Worker Unit. When a layoff occurs, the company notifies the state-level Rapid Response (RR) staff of the impending dislocation. State-level staff will then coordinate with the LWDA in which the layoffs will occur. State-level RR staff are also responsible for coordinating with and including all partner agencies and non-profit groups necessary to appropriately serve the affected individuals. This includes developing relationships within the private sector and community partners. State-level RR staff should discover and develop relationships with businesses and organizations to assist in responding to dislocations. The State-level RR staff are further responsible for the following duties:

- Manage layoffs of 25+ workers
- Contact employers within 48 hours of notice of layoff
- Maintain confidentiality
- Respond to natural disaster situations and work with other local government divisions and organizations Provide assistance with filing worker petitions for Trade Certification and Benefits
- Coordinate with LWDAs
- Make presentations to employers and employees
- Coordinate with local economic development staff

V. LWDA WorkSource Southern Georgia Responsibilities

LWDA's can provide access to WIOA services including core services such as labor market information, skill assessments, job search assistance, and resume advice. The LWDA may also (when a need is determined) enroll the dislocated worker in intensive and training services to provide skill upgrading and certification in local demand occupations. WSG will designate and notify OWD of the Local Rapid Response point of contact.

LWDA staff are responsible for the following:

- Notify state-level Rapid Response staff of layoff events for which WARN notice has not been filed Facilitate workshops on job search techniques, interviewing skills, resume building, salary negotiation, etc.
- Job development training
- Provision of referrals
- Individual and group counseling
- Perform skills assessment and case management
- Provision of Labor Market Information (LMI) and job openings; and,
- Interact at job fairs, expos and opportunities fairs

In addition, the LWDA must:

- a) Monitoring
Rapid Response activities and services provided by WSG will be subject to federal and state monitoring. WSG is required to conduct local monitoring of rapid response activities as appropriate.
- b) Reporting
WSG must report and track rapid response-related business and participant services through the WorkSource Georgia Portal as required through OWD Guidance. WSG is also subject to quarterly reporting of rapid response activities as required through OWD Guidance.

VI. Other Community Partners

In addition to the state-level Rapid Response staff and LWDA, there are multiple community partners which may be able to support a layoff event. It is the job of state-level RR staff to develop relationships with many of these partners to strengthen the economic community. Business partners can assist in

averting or minimizing the impact of a dislocation event while community partners can help with financial or emotional support during the transition period. Partners which may aid in responding to a layoff include:

- a) Georgia Department of Labor
- b) Georgia Department of Community Affairs
- c) Technical College System of Georgia (TCSG)
- d) Local Chambers of Commerce
- e) Georgia Department of Economic Development; and
- f) Regional Commissions

VII. Rapid Response Events

a) Worker Adjustment and Retraining Notification (WARN)

In general, employers are covered by WARN if they have 100 or more employees. This does not count employees who have worked less than 6 months in the last 12 months AND does not count employees who work an average of less than 20 hours a week. Federal, state, and local government entities which provide public services are not covered.

WARN notices must be filed by a covered employer if the employer lays off:

- 50 workers at a single site of employment; or
- 100 or more workers who work at least a combined 4,000 hours/week; or
- 500 or more workers during a 30-day period; or
- Any number of workers that constitutes 1/3 of the total active workforce (for companies >100 employees)

b) Non-WARN Events

Not all layoff events will be covered by WARN. These are instances in which a company is not large enough to fall under WARN guidelines, or a WARN-eligible company is not laying-off enough workers to trigger a WARN event. In either instance, Rapid Response services may be provided if the company reaches out to OWD or WSG. Although WARN is required for layoffs of 50 or more workers, OWD will engage in any dislocation event in which 25 or more workers are being laid off. These workers receive the same access to services as WARN-eligible events.

c) Events Triggered Without WARN

There may be instances in which a layoff occurs without a 60-day notice through WARN. In these instances, the company may have failed to file the notice or may have been unable to foresee the circumstances that required the layoff (such as plant closure, bankruptcy, or natural disaster WSG may discover these events through local media, the Rapid Response Partner Network, or other form of communication. In these cases, WSG should reach out to OWD to inform them of the potential event and initiate contact with the business and determine if Rapid Response services should be activated.

d) National or State Emergency

When there is a state or national emergency, The Georgia Emergency Management Agency (GEMA) is the lead agency working with state agencies, utility companies, and volunteer organizations to coordinate disaster response and recovery activities to serve its citizens. OWD will contact the LWDA to offer Rapid Response services as needed in that area.

In the event of a natural disaster, such as a tornado, flood, earthquake, drought, storm, pandemic, or similar events caused by nature, WSG is responsible for assisting with the coordination of rapid response services to address workforce needs and the impact that results from the disaster.

Services may be offered in partnership with the State Rapid Response Program and must be consistent with state and local disaster recovery policies and plans. WSG is responsible for local outreach to affected communities and businesses and reporting information to OWD.

e) Trade Adjustment Assistance

Trade Adjustment Assistance (TAA) is a program, administered through partnership with state and local agencies that helps American workers whose jobs have moved out of the country or have been affected by imports. Trade benefits and services help affected workers return to work as quickly as possible.

In order for workers to obtain TAA services and benefits, a petition must be filed with and approved by the U.S. Department of Labor. A company official, three employees, a union official, or state workforce agency staff may file the petition. Refer to <http://www.doleta.gov/tradeact> for additional information, including the petition application process.

State-level Rapid Response staff will coordinate with TCSG Trade staff to alert affected regions of certified trade petitions. A list of trade petitions can be found at <https://www.dol.state.ga.us/Access/Service/PetitionListing?listingType=TAAA>.

When a company is Trade certified, TCSG will notify the LWDA representative, and will solicit their participation in upcoming Trade information session(s), if necessary. The TCSG Trade staff is responsible for presenting an overview of Trade benefits and services. Claims may also be filed at the information session.

State TAA staff provide technical support to local staff and customers, answer questions about the benefits and services, and may also participate in the information sessions. The Trade session may be held at the company or at the local GDOL career center.

VIII. Local Area Process Flow

The State and LWDA's are mainly notified of Rapid Response events through the Georgia Layoff & Closure Listing Portal (commonly referred to as the *WARN Portal*) found on WorkSource Georgia's website (<https://www.tcsg.edu/warn/>). This portal is operated and maintained by OWD. Notifications will be verified by OWD for WARN and rapid response qualifications and accuracy prior to distribution to LWDA's and other partners.

When a notice of a Rapid Response Event (e.g. WARN filing) is received and verified by the state-level Rapid Response team, OWD will inform WSG and other partners as appropriate. The assigned state-level Rapid Response Coordinator will contact the employer and set up an initial meeting with partners, including LWDA, GDOL, and others as appropriate. Employer meetings will determine the needs of displaced employees and offer an array of services under WIOA Title I, Wagner-Peyser, Trade Act, etc.

Step 1. Notification

WSG receives notification of a plant closure or a significant layoff. This information can come from a number of sources but is not limited to a formal WARN notification (found on WorkSource Georgia's website (<https://www.tcsg.edu/warn/>), the RR team at OWD, the affected company, etc.

Step 2. Coordination

WSG RR staff will coordinate with the RR team at OWD to ensure the affected company has been contacted for RR services.

Step 3 Initial On-site Company Meeting

WSG RR staff may attend the initial on-site company meeting to offer local assistance to the employer and employees.

Step 4. On-site Services

At a minimum, WSG and our identified partners will deliver information and access to unemployment compensation benefits, WorkSource Georgia One-Stop Career Centers services, and employment and training activities including information on the Trade Adjust Assistance program (TAA) if applicable.

Revised and WDB Approved: November 15, 2023

Attachment A

Southern Georgia Workforce Snapshot



Southern Georgia Workforce Snapshot	
Indicator	Value
Population (2023 Estimate)	421,596
Civilian Labor Force	175,606
Employed	170,435
Unemployed	5,171
Unemployment Rate	2.9%
Average Annual Wage	\$47,112
Per Capita Income	\$40,532

Data Source: Georgia Labor Market Explorer and WorkSource Georgia Portal

Attachment B

Key Labor Market Indicators

Key Labor Market Indicators

Online Job Postings

4,251



Median Posted Wage

\$39,500

Average Annual Earnings

\$47,112



Largest Hiring Industry

Healthcare & Social Assistance



Fastest Growing Industry

Warehousing & Storage



Most Requested Skill

Customer Service



Most Requested Certification

American Red Cross Certification

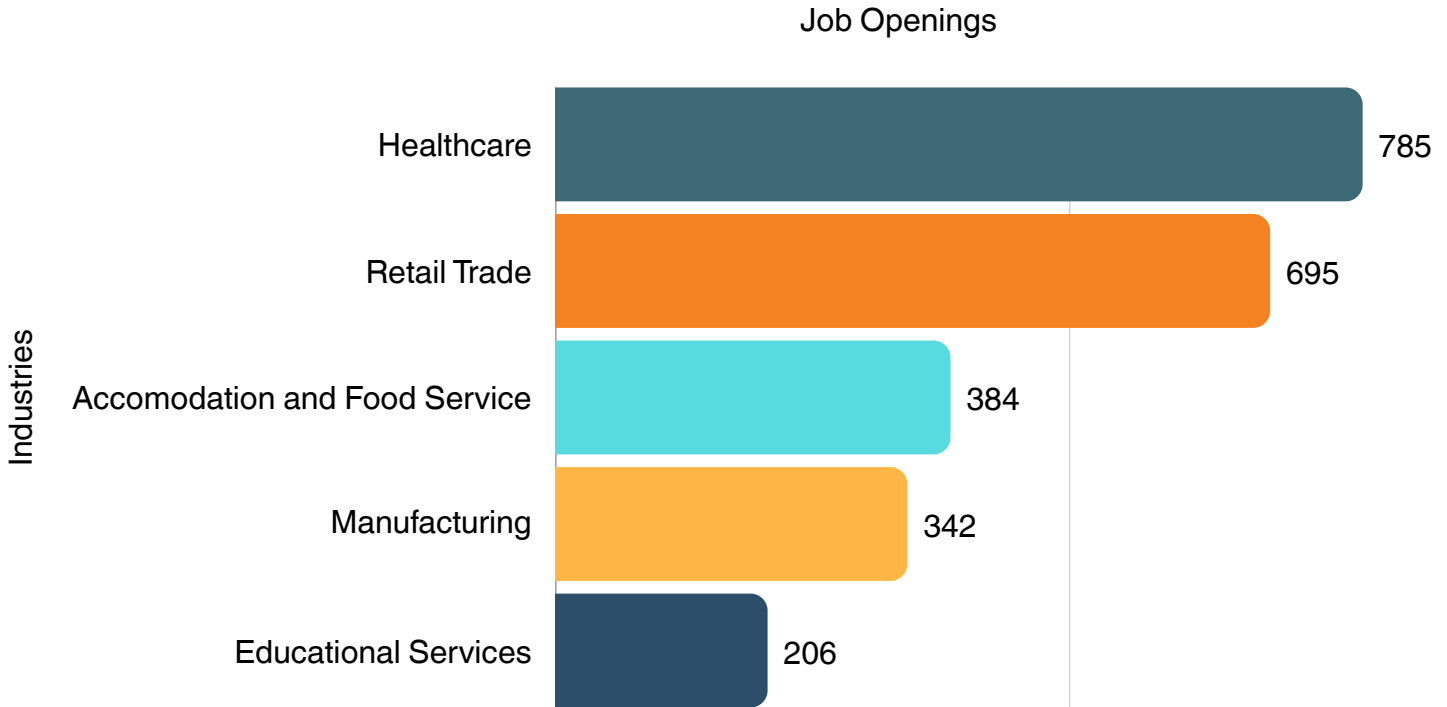


Attachment C

Industries by Advertised Job Openings

Industries by Advertised Jobs

Industries with the highest job openings advertised online in Southern Georgia



Data Source: WorkSource Georgia Portal

Attachment D

WorkSource Southern Georgia Demand Occupation List

WorkSource Southern Georgia Demand Occupation Listing

Updated 07.25.25

Building and Grounds Cleaning and Maintenance Occupations
Janitors and Cleaners
Landscaping and Groundskeeping Workers
Maids and Housekeeping Cleaners
Business & Financial Occupations
Accountants and Auditors
Human Resources Specialists, Tax Preparers
Project Management Specialists & Business Operations Specialists
Community and Social Service Occupations
Child, Family, and School Social Workers
Community and Social Service Specialists
Computer & Mathematical Occupations
Software Developers, Software Quality Assurance Analysts and Testers
Construction & Extraction Occupations
Carpenters
Construction Laborers
Construction Trades Supervisor
Electricians, Telecommunications Line Installers
Operating Engineers and Other Construction Equipment Operators
Plumbers, Pipefitters, and Steamfitters, Welders
Education Instruction & Library Occupations
Elementary School Teacher
Middle School Teacher
Postsecondary Teacher
Preschool Teacher, Education and Childcare Administrators, Preschool and Daycare
Secondary School Teacher
Teaching Assistant (<i>Expect Postsecondary</i>)
Farming, Fishing, and Forestry Occupations
Farmworkers and Laborers, Crop, Nursery, and Greenhouse
First-Line Supervisors of Farming, Fishing, and Forestry Workers
Graders and Sorters, Agricultural Products
Logging Equipment Operators
Food Preparation & Serving Related Occupations
Cooks, Restaurant & Fast Food
Dishwashers
Fast Food and Counter Workers
First-Line Supervisors of Food Preparation and Serving Workers
Food Preparation Workers
Waiters and Waitresses
Healthcare Practitioners & Technical Occupations
Dental Hygienists
Emergency Medical Technicians and Paramedics
Medical Records Specialists, and Health Technologists and Technicians
Nurse Practitioners
Nursing - Licensed Practical and Licensed Vocational Nurses
Nursing - Registered Nurse
Pharmacy Technicians
Radiologic Technologists and Technicians
Respiratory Therapists, Surgical Technologists

WorkSource Southern Georgia Demand Occupation Listing

Updated 07.25.25

Healthcare Support Occupations
Dental Assistants
Home Health and Personal Care Aids
Medical Assistant
Nursing Assistants
Phlebotomists
Installation, Maintenance, and Repair Occupations
Automotive Service Technicians and Mechanics
Bus and Truck Mechanics and Diesel Engine Specialists
Farm Equipment Mechanics and Service Technicians
First-Line Supervisors of Mechanics, Installers, and Repairers
Heating, Air Conditioning, and Refrigeration Mechanics and Installers
Industrial Machinery Mechanics, Mechatronics Technologists
Installation, Maintenance, and Repair Workers
Maintenance and Repair Workers, General
Life, Physical, & Social Science Occupations
Agricultural and Food Science Technicians
Soil and Plant Scientists
Management Occupations
Administrative Services and Facilities Managers
Chief Executives
Financial Management
Food Service Managers
General and Operations Managers
Medical and Health Services Managers
Social and Community Service Manager
Office and Administrative Support Occupations
Billing and Posting Clerks
Bookkeeping, Accounting, and Auditing Clerks
Customer Service Representatives
First-Line Supervisors of Office and Administrative Support Workers
Hotel, Motel, and Resort Desk Clerks
Medical Secretaries and Administrative Assistants
Office Clerks, General
Receptionists and Information Clerks
Secretaries and Administrative Assistants (<i>Except Legal, Medical, and Executive</i>)
Shipping, Receiving, and Inventory Clerks
Personal Care and Service Occupations
Childcare Workers
Exercise Trainers and Group Fitness Instructors
Production Occupations
Assemblers and Fabricators
First-Line Supervisors of Production and Operating Workers
Inspectors, Testers, Sorters, Samplers, and Weighers
Machinists
Packaging and Filling Machine Operators and Tenders
Production Workers
Sawing Machine Setters, Operators and Tenders, Wood
Welders, Cutters, Solderers, and Brazers

WorkSource Southern Georgia Demand Occupation Listing

Updated 07.25.25

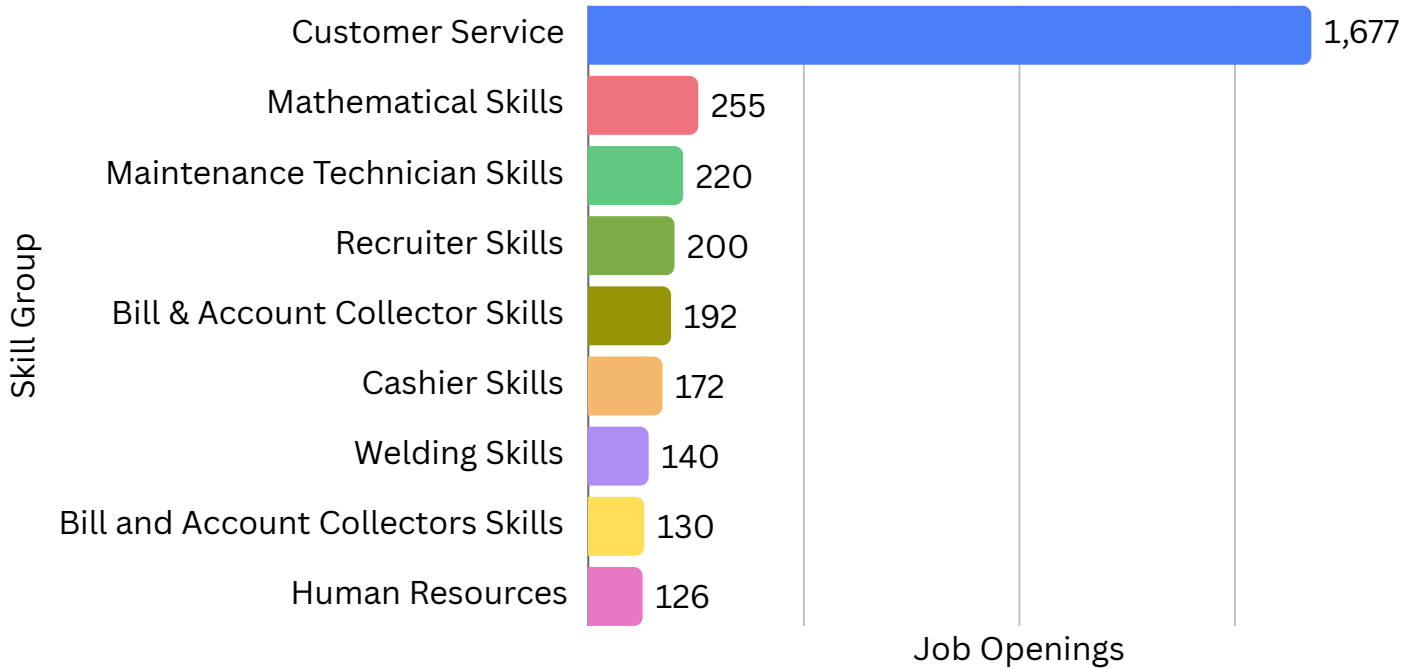
Protective Service Occupations
Correctional Officers and Jailers
Police and Sheriff's Patrol Officers
Security Guards
Sales Related Occupations
Cashiers
Counter and Rental Clerks
First-Line Supervisors of Non-Retail Sales Workers
Insurance Sales Agents
Parts Salespersons
Retail Salespersons
Sales Representatives of Services (<i>Except Advertising, Insurance, Financial Services, and Travel</i>)
Sales Representatives, Wholesale and Manufacturing
Transportation and Material Moving Occupations
Cleaners of Vehicles and Equipment
Driver/Sales Workers
Heavy and Tractor-Trailer Truck Drivers
Industrial Truck and Tractor Operators
Laborer and Freight Stock and Material Movers, Hand
Light Truck Drivers
Packers and Packagers, Hand
Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity
Railroad Conductors and Yardmasters
Stockers and Order Fillers

Attachment E

Employment Demand Skills Certifications

Advertised Job Skills

Top advertised job skills found in job openings advertised on-line in Southern Georgia



Source: WorkSource Georgia Portal 06.07.26

Attachment F

Education Attainment and Workforce Challenges Analysis

Educational Attainment and Workforce Challenges Analysis

Educational Attainment of the Labor Force

Educational attainment is an important indicator of workforce readiness and provides insight into the education and training needs of both employers and job seekers. Analysis of labor force educational attainment within the Southern Georgia Workforce Development Area indicates that while many workers possess a high school diploma, GED, or some college experience, continued investment in postsecondary education, occupational skills training, and industry-recognized credentials remains necessary to meet employer workforce needs.

Educational Attainment of Labor Force (Ages 18-65)

Educational Level	Percent of Labor Force
Elementary	5.1%
Some High School	11.9%
High School Diploma/GED	37.4%
Some College, No Degree	21.2%
Associate Degree	9.1%
Bachelor's Degree	9.5%
Graduate Degree	5.9%

Source: U.S. Census Bureau, 2021 American Community Survey (ACS) 5-Year Estimates

Educational Attainment Analysis

The largest segment of the regional labor force (37.4 percent) possesses a high school diploma or GED as its highest level of education. An additional 21.2 percent of workers have attended college but have not completed a degree. Approximately 24.5 percent of the workforce possesses an associate degree or higher.

These findings indicate continued demand for Adult Education services, workforce training programs, occupational skills training, and industry-recognized credential opportunities. As employers increasingly require specialized technical skills and credentials, workforce development efforts must focus on helping individuals obtain the education and training necessary to compete for high-demand occupations.

Educational attainment patterns also support the continued use of career pathways, work-based learning opportunities, On-the-Job Training (OJT), Individual Training Accounts (ITAs), apprenticeships, and other workforce development strategies designed to increase skills, credentials, and employment opportunities.

Workforce Challenges and Barriers to Employment

The Southern Georgia Workforce Development Area continues to experience several workforce challenges that impact labor force participation and employment outcomes.

Transportation

The region covers approximately 8,000 square miles and consists primarily of rural communities. Limited public transportation options create challenges for individuals seeking employment, training, and workforce services.

Childcare Availability and Affordability

Access to affordable and reliable childcare remains a barrier for many participants pursuing employment, education, and training opportunities.

Broadband and Technology Access

While access has improved, broadband connectivity and technology access continue to present challenges in some rural communities, impacting participation in virtual services, online training, and distance learning opportunities.

Skills and Credential Gaps

Many employers require postsecondary education, occupational training, or industry-recognized credentials. Individuals lacking these qualifications often require additional education, training, and supportive services to become competitive in the labor market.

Workforce Development Response

WorkSource Southern Georgia and its workforce partners address these challenges through:

- Adult Education services;
- Career counseling and case management;
- Individual Training Accounts (ITAs);
- On-the-Job Training (OJT);
- Work Experience opportunities;
- Supportive services;
- Credential attainment programs;
- Career pathway development;
- Vocational rehabilitation services;
- Youth workforce programs; and
- Employer-driven training initiatives.

These services help individuals overcome barriers to employment while supporting the workforce needs of employers throughout the Southern Georgia region.

Attachment G

South Georgia Healthcare Group Sector Strategy Outcomes

South Georgia Healthcare Scholarships

Outcomes

Year	Scholarships Awarded	Amount Awarded
2024	8	\$4,750
2025	8	\$5,150
2026	10	\$4,600

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