

**December 15, 2021 | 10:30 a.m.**  
**Eric Dial & Randy Hayes, Co-Chairs**

**VIA: Microsoft Teams Meeting**

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Phone Conference ID: 310 071 052#

## Welcome

## Rollcall

## Presentation

- *Metro Atlanta Speaks* – Jim Skinner, Atlanta Regional Commission

## ARWDB Action Items

- Consent Agenda
  - Approve meeting notes from October 27, 2021
- Approve the updated One Stop Certification Criteria

## ARWDB Reports & Discussion

- One Stop Manager's Report
- Executive Committee
- NextGen Committee
- Business Services Committee
- Director's Report

**NEXT MEETING: March 23, 2022**

**Location: TBD**

## **ATLANTA REGIONAL WORKFORCE DEVELOPMENT BOARD**

*October 27, 2021 Meeting Notes*

### **Members Present**

Ms. Sonia Carruthers  
Ms. Mandy Chapman  
Mr. Eric Dial  
Mr. Robert Duffield  
Ms. Margie Ensley  
Mr. Randy Hayes  
Ms. Lee Hunter  
Mr. James Jackson

Mr. Jamal Jessie  
Mr. Kent Mason  
Ms. Angela O'Neal  
Ms. Stephanie Rooks  
Mr. Stephen Schultheis  
Mr. Richard Sylvia  
Mr. Aundra Walthall

### **Members Absent**

Ms. Liz Campbell  
Mr. Adam Forrand  
Mr. Joseph Henning  
Mr. Trey Ragsdale

*Quorum met: 15 of 19 present*

### **Guests**

Mr. Julius Allen, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Deborah Battle, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Haydn Brathwaite, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Henry Charlot, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Carlethia Collier, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Lisa Davis, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Christine Grigsby, Equus  
Ms. Lynn Hamilton, Equus  
Mr. John Hammond, Atlanta Regional Commission – Center for Community Services  
Ms. Dorothy Herzberg, Manager, Career Resource Center – Clayton  
Ms. Phyllis Jackson, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Rob LeBeau, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Erica Lewis, Atlanta Regional Commission – Center for Community Services  
Ms. Cheryl Mayerik, Atlanta Regional Commission - Center for Strategic Relations  
Ms. Marsharee O'Connor, Atlanta Regional Commission - WorkSource Atlanta Regional  
Ms. Aixa Pascual, Atlanta Regional Commission - Center for Strategic Relations  
Ms. Elizabeth Sanford, Atlanta Regional Commission – Center for Strategic Relations  
Ms. Suzette Truitt, Atlanta Regional Commission – WorkSource Atlanta Regional



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ARWDB Board Co-Chair, Randy Hayes, called the Board meeting to order at 10:35 a.m.

There were no requests for public comment.

Six Action Items were presented to the Board for their review and discussion.

1. Mr. Robert Duffield made the following motion:

**MOTION: To approve the minutes of the May 26, 2021, ARWDB meeting.**

The motion was seconded by Stephen Schultheis and unanimously approved.

2. The ARWDB Executive Committee made the follow motion:

**MOTION: To confirm the 2022 meeting dates.**

The motion was unanimously approved.

3. The Business Services Committee made the following motion:

**MOTION: To approve the wage rate for work-based learning programs.**

The motion was unanimously approved.

4. The NextGen Committee made the following motions:

**MOTION: To approve the following NextGen (Youth) Policy Updates:**

- **Additional Assistance Policy NGPP 01-04**

The motion was unanimously approved.

- **High Poverty Area Policy NGPP 02-03**

The motion was unanimously approved.

- **Supportive Services Policy NGPP 03-04**

The motion was unanimously approved.

- **Incentive Policy NGPP 04-02**

The motion was unanimously approved.

- **Work Experience Policy NGPP 05-02**



The motion was unanimously approved

(Sonia Carruthers abstained from the Youth Policy Update motions due to conflict of interest).

5. The ARWDB Executive Committee made the following motion:

**MOTION: To elect the four ARWDB Committee Chairs to the Executive Committee (James Jackson, Stephen Schultheis, Lee Hunter, Trey Ragsdale).**

The motion was unanimously approved.

6. The ARWDB Executive Committee made the following motion:

**MOTION: To elect Lee Hunter as the ARWDB Vice Chair.**

The motion was unanimously approved.

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### **Presentation**

Ms. Cheryl Mayerik, ARC Center for Strategic Relations, gave a brief description of ARC's annual State of the Region Breakfast event that will be taking place on November 16, 2021, which will be held both in person (World Congress Center) and virtually. Cheryl stated that this will be the last SORB for ARC's Executive Director, Doug Hooker, he will be giving the state of the region address he will be giving ARC's highlights that took place over the past 10 years and where he'd like to see us continue to grow. She also gave a brief description of the keynote speaker, Heather E. McGowan. Heather is a speaker, author, futurist, and calls herself a belligerent optimist. She will be speaking on the future of the workplace. Cheryl states that there are still tickets available. Rob states that a table has been purchased for any of the ARWDB members if they would like to attend in person. Eric Dial, ARWDB Co-Chair thanked Cheryl for her presentation and wished her the best.

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### **Reports and Discussion**

Reports were made from the One Stop Manager, Executive Committee, NextGen Committee, Business Services Committee, and the Director.

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NEXT MEETING: March 23, 2022



**DATE:** December 8, 2021

**TO:** Atlanta Regional Workforce Development Board

**FROM:** Rob LeBeau, Director – ARWDB

**SUBJECT:** Update – One Stop Certification Criteria

**Requested Action**

To adopt the One-Stop Certification criteria provided by the State Workforce Development Board (SWDB).

**Reason**

In accordance with 20 CFR §678.800, the State Workforce Development Board (SWDB) developed the minimum criteria for the certification of the comprehensive and affiliate one-stops throughout Georgia. One-Stop certification criteria must be reviewed every two years, and re-certification must be completed at least once every three years. The following criteria may be used for certification of one-stops during PY22 (July 1, 2022-June 30, 2023) and PY23 (July 1, 2023 – June 30, 2024). LWDBs must take formal action to adopt the criteria as their official certification process by June 30, 2022.

**Timeframe**

The criteria will be valid through June 30, 2024.

**Impact**

There is no financial impact.

**Recommendation**

Staff recommend adoption of the State provided One Stop Certification guidelines approved by the SWDB.



# Monthly Briefing Report

## One Stop Operator

Reporting Period: November 2021

# Equus Monthly Briefing Report

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## Focus Areas:

- Prior 30 Day Update
- Performance Metrics and Action Plans
- Next 30 Day Focus
- Innovation

## Prior 30 Day Update

Over the past 30 days, our team has been working on the following:

### 1) Quality Assurance (Ongoing)

- The Customer Experience survey results are currently at 94.74% for November 2021.

### 2) Partner Integration

- The One Stop Center hosted various hiring events with Walden Security, Ricoh Electronics, and Comfort Keepers.
- Partner meetings still yielding 35+ partners each month.
- Clayton County hosted an employer event with Woodforest National Bank (14 attendees).



## Equus Monthly Briefing Report

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**October/November 2021**  
**One Stop System**

Connected to the Communities



Community Agency &  
Employer Partnerships



**94.74%**

Satisfaction with  
our Services

**4**



Hiring Events 21 Attendees  
Total

Partner Events



**145 Attendees**



**89 Linked in  
Learning Activities  
Completed**

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## Performance Metrics and Action Plans

Contractual



# Equus Monthly Briefing Report

Project: GA ATLANTA WIOA ONE STOP (OSO) Project Director: Carlethia Collier

Benchmarks	Target/ Eff Target	Category/ Freq	Contr ID	Jul21 ←	Aug21 -----	Sep21 -----	Oct21 -----	Nov21 -----	Dec21 ---Tar	Jan22 get---	Feb22 -----	Mar22 -----	Apr22 -----	May22 -----	Jun22 ---->
RAVS Training Completion	98% 98.00%	Completion Quarterly	30452	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	•	•	•	•	•	•	•
Partner Integration	3 3.00	Monthly	30452	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	•	•	•	•	•	•	•
Business Services	2 2.00	Monthly	30452	2.00 2.00	4.00 2.00	2.00 2.00	2.00 2.00	2.00 2.00	•	•	•	•	•	•	•
Customer Satisfaction Surveys	92% 92.00%	Quarterly	30452	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	94.74% 92.00%	•	•	•	•	•	•	•

**Action Plan to sustain metrics:**

# Equus Monthly Briefing Report

## One Stop Operator- Action Plan Nov-21

	Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>I. Customer Experience (Satisfaction) Rating</b>						
1	Review results of the survey daily and make contact with participants to ensure above average customer experience.	One Stop Operator- Carlethia Collier	Ongoing	Ensures that participants voices are heard and allows for improved service delivery within the One Stop System.	Continuous	Conduct staff cross training. All individuals who attended any online webinars or workshops receive surveys. Include survey in all work that we do.
2	Ensure that resources are available, as well as wrap around services, to participants as soon as they enter the One Stop. (Shelters, Food Banks, employment opportunities)	One Stop Operator- Carlethia Collier	Ongoing	94.74 % for November 2021	Continuous	Resource webinars are conducted semi-monthly to share resources with participants within the community.
	Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>II. Rags Certification</b>						
1	All Staff Certified in RAYS (Legacy in Action)-Integrity, Conduct, Respect and Customer Success	One Stop Operator- Carlethia Collier		Ensures that staff has knowledge of all the tools required to ensure that job seekers are getting optimal service when they enter the One Stop as well as virtually	Meeting 100%	Meeting Expectations
	Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>III. Integration of Partners</b>						
1	Conduct Regular Partner Meetings to Share and improve resources (One per month)	One Stop Operator- Carlethia Collier	Ongoing	Allows partners to share information about resources and upcoming events	Conducted Monthly	Meeting Expectations- <b>Conducted Virtually</b>
2	Conduct/Host 2 additional partner events at the One Stop	One Stop Operator- Carlethia Collier	Ongoing	Increases knowledge about services provided at the One Stop and increase foot traffic/virtually to the One Stop.	Conducted Monthly	Meeting Expectations <b>Conducted Virtually</b>
	Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>IV Business Services</b>						
1	Conducting at least 2 hiring events per month	One Stop Operator- Carlethia Collier	Ongoing	Ensures that job seekers are consistently put in front of available job openings and networking events	Conducted Monthly	Discovering new online platforms to assist job seekers

## Next 30 Day Focus

Looking to conduct an Older Worker/SCSCEP hiring event in upcoming months. New Soft Skills workshop for January 2022 and a virtual job fair kick off for 2022.

## Innovation

Continued push for virtual events; including cross training and assisting participants to register in various job search and learning platforms, such as the Georgia Worksource Portal, ATLworks.org, Career One Stop and LinkedIn Learning.