

**May 26, 2021 | 10:30 a.m.**  
**Eric Dial & Randy Hayes, Co-Chairs**

[VIA: Microsoft Teams Meeting](#)

+1 470-419-6063 United States, Atlanta (Toll)

Conference ID: 452 575 58#

## Welcome

## Rollcall

## Presentation

- *Systems Change for Economic Mobility Grant: Snapshot of WIOA Participants Metropolitan Atlanta, 2016-2019* – Michael J. Rich, Ph.D., Emory University & Moshe Haspel, Ph.D., Emory University

## ARWDB Action Items

- Consent Agenda, Approval of March 24, 2021 Meeting Minutes
- Approve the Certification of the three Affiliate Site Locations (Cherokee, Douglas, and Rockdale)
- Approve the WorkSource Atlanta Regional Financial (and other) Policies and Procedures Manual.
- Approve the PY2021 WorkSource Atlanta Regional Budget

## ARWDB Reports & Discussion

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

**NEXT MEETING: August 25, 2021**

**Location: TBD**

## ARC COMMITTEE MEETING FOLLOW-UP

### **ATLANTA REGIONAL WORKFORCE DEVELOPMENT BOARD**

*March 24, 2021 Meeting Notes*

#### **Members Present**

Ms. Sonia Carruthers	Mr. Lindsay Martin
Mayor Eric Dial	Mr. Kent Mason
Mr. Robert Duffield	Ms. Angelia O'Neal
Ms. Margie Ensley	Mr. Trey Ragsdale
Mr. Adam Forrand	Ms. Stephanie Rooks
Mr. Randy Hayes	Mr. Stephen Schultheis
Ms. Lee Hunter	Mr. Aundra Walthall

#### **Members Absent**

Ms. Mandy Chapman	Mr. Richard Sylvia Jr.
Mr. Joseph Henning	Mr. Steven Wilson
Mr. James Jackson	Mr. Brandon Worthey
Mr. Chuck Little	

*Quorum met: 14 of 21 (Majority Required)*

#### **Guests**

Mr. Julius Allen, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Deborah Battle, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Brenda Beverly, Manager, Career Resource Center - Gwinnett Tech  
Mr. Haydn Brathwaite, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Henry Charlot, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Carlethia Collier, One-Stop Operator - Equus Works  
Mr. Richard Coore, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Clinton Covington, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Lisa Davis, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Christine Grigsby, Equus Works  
Ms. Lynn Hamilton, Equus Works  
Mr. John Hammond, Atlanta Regional Commission – Center for Community Services  
Ms. Dorothy Herzberg, Manager, Career Resource Center – Clayton  
Ms. Juanita Horsey, WIOA Career Service Manager – WorkSource Atlanta Regional  
Ms. Phyllis Jackson, Atlanta Regional Commission – WorkSource Atlanta Regional  
Mr. Rob LeBeau, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Kynnesha Lupoe, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Marsharee O'Connor, Atlanta Regional Commission – WorkSource Atlanta Regional  
Ms. Aixa Pascual, Atlanta Regional Commission – Center for Strategic Relations  
Ms. Tammy Patterson, Atlanta Regional Commission – WorkSource Atlanta Regional

ARWDB Board Co-Chair, Randy Hayes, called the Board Meeting to order at 10:34 a.m.

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There were no requests for public comment.

1. Trey Ragsdale made the following motion:

**MOTION: To approve the minutes of the December 17, 2020 ARWDB meeting.**

The motion was seconded by Stephanie Rooks and unanimously approved.

2. Trey Ragsdale made the following motion:

**MOTION: To approve the UPDATED priority of Services Policy for Veterans and Eligible Spouses.**

The motion was seconded by Stephanie Rooks and unanimously approved.

3. Eric Dial made the following motion:

**MOTION: To approve the REVISED Work Based Learning Programs Policy.**

The motion was seconded by Adam Forrand and unanimously approved.

4. The ARWDB Executive Committee made the following motion:

**MOTION: To approve the selection of a One-Stop Operator, Career Services Providers and Youth Services Providers.**

The motion was second by Eric Dial and unanimously approved (Sonia Carruthers, Trey Ragsdale and Stephanie Rooks abstained due to conflict of interest).

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Eric Dial, ARWDB Co-Chair, called the Board meeting to order at 10:34 a.m. Roll Call was then taken by Board Secretary, Thania Saintil (per a discussion with Eric Dial, it was confirmed that Lindsay Martin attended the meeting via phone). Randy Hayes, ARWDB Co-Chair, informed the board that two new board members had been appointed by Chief Local Elected Official, Jeffrey E. Turner (Clayton County Board of Commissioners). Kent Mason of ProLogis and Brandon Worthey of Georgia Vocational Rehabilitation Agency were appointed to the board on March 12, 2021. No public comment was presented to the board.

Rob LeBeau presented a brief ARWDB Orientation which included a video that highlighted the successes of Workforce Atlanta Regional for the year 2020. Board Member, Angelia O’Neal, thanked Rob for presenting this orientation and video. She stressed that as a relatively new



member it is a “good snapshot and overview of everything that we’re doing, that we’ve done and what we are looking to do in the future”.

Four Action Items were presented to the board for their discussion and Approval/Decline. During the discussion of the Action Item regarding the UPDATED Priority of Services for Veterans and Eligible Spouses Policy, Rob LeBeau explained that this update came as an issue identified during the annual monitoring process that is conducted by the State of Georgia for all Local Workforce Development Boards (LWDB). It was determined that a specific provision that is listed in the state policy was missing from this LWDB’s policy. The updated policy now includes the provision as to how individuals will be referred to the Georgia Dept. of Labor Disabled Veterans Outreach Program.

Rob LeBeau also explained that the Motion to approve the REVISED Work Based Learning Programs Policies (On the Job Training, Customized Training and Registered Apprenticeship) was also a result of the annual monitoring process that is conducted by the State of Georgia for all LWDBs. It was noted that the On the Job Training Policy did not reflect the appropriate language in referencing the state workforce staff, the policy referenced “The Department of Economic Development”. All documents referencing Workforce Development should refer to them as part of the “Technical Colleges of the State of Georgia (TCSG)”. This prompted Workforce Atlanta Regional to review all the Work Based Learning Program Policies and update all the policies to reflect TCSG where necessary and delete some conflicting information. Rob Stressed that these revisions do not change the intent of the policies. This recommendation was submitted to board by the Business Services Committee.

The motion to Approve the selection of the One Stop Operator, Career Services Providers, and Youth Services Providers as recommended by the Executive Committee was presented by Rob LeBeau. This motion also authorizes staff to negotiate contracts with the selected providers including service area and funding amounts for PY21, with the option to renew annually up to four years. Rob LeBeau gave a brief background as to the need of the selections:

*“The ARWDB local service delivery model is to competitively procure contractors to provide services for the One-Stop Operator, Career Service provider at the One-Stop Center and Affiliate sites, and Youth Service providers in each of the seven counties. Providers must be competitively procured at least every four years. The current contracts for these services expire on June 30, 2021.*

*ARC staff issued an RFP in December 2020, with proposals due on February 5, 2021. Notice of the RFP was listed on the ARC website and published in local papers in the ARWDB service area. We received proposals for the following services: Four proposals submitted for the One-Stop Operator, 10 proposals submitted for Career Services, and 13 proposals submitted for Youth Services. A staff review team was established to review the proposals, rate them independently, and then discuss the reviews to create funding recommendations.*

*For the Youth Services we had a review team of six members, and two NextGen Committee Members participated in the discussion, but scores were not included from them. Staff recommendations were presented to the Youth Committee for review and then we presented all the recommendations to the ARWDB Executive Committee earlier*



*this morning, which then approved the recommendations, and it is being brought forth to you to the full board.*

*The selected providers will enter into contracts with ARC effective July 1, 2021. With potentially some of the new contractors starting earlier to account for any customer transition between providers if needed. Contracts are valid for one (1) year with the option for annual renewal for up to a total of four (4) years. Total annual budget for all the service providers contracts is approximately Four Million Dollars (\$4M) but that does vary annually based on the WIOA Formula allocation discussed earlier and how they are being reduced.”*

Rob went on to explain that the rating of 8.0 had to be received for the proposed Career Services, Youth and One-Stop Operator providers to be considered for funding. These rating were highlighted in the charts presented to the meeting attendees. Those highlighted in green were being recommended for funding; those highlighted in red were existing providers that is not recommended for funding and those not highlighted were either not recommended for funding or proposals were submitted to the incorrect category.

Out of the four (4) proposals submitted for One-Stop Operator, **Arbor E&T/Equus** was the only provider to meet the minimum rating with a rating of 8.8. They are also the existing service provider for one Stop Operator and the staff recommendation is that they continue as the One Stop Operator. The Executive Committee confirmed the staff recommendation and voted to forward this recommendation to the full board.

Out of the ten (10) proposals submitted for Career Services (staff that operates the day-to-day services at the One Stop Center at the affiliate sites across the region), four (4) proposals met the minimum of 8.0: **Arbor E&T/Equus** (9.0); **Gwinnett Technical College** (8.7); **Goodwill of North Georgia** (8.6) and **Corvel Healthcare Corp.** (8.3). Arbor E&T/Equus will be the Career Services Provider in Clayton, Douglas, Fayette and Henry County. Gwinnett Technical College will be the Career Services Provider at Gwinnett Technical College. Goodwill of North Georgia will be the Career Services Provider in Cherokee County. Corvel Healthcare Corp. would continue to provide Career Services Provider in Gwinnett and Rockdale County.

Out of the 13 proposals submitted for Youth Services, four (4) proposals met the minimum of 8.0. **Hearts to Nourish Hope** (9.3) will be the Youth Services provider in Clayton and Gwinnett County. **Project Outsource Connects** (8.9) will be the Youth Services provider in Clayton, Douglas, Henry and Rockdale County. **CPACS** (8.3) will be the Youth Services provider in Gwinnett County. **Cherokee FOCUS** (8.3) will be the Youth Services provider in Cherokee Gwinnett County. Five existing providers did not meet the minimum rating requirement and their contracts will end June 30, 2021.

Rob noted that Fayette County does not have a Youth Services provider selected to start on July 1, 2021 but that he is working with the legal team at ARC to identify a resolution to ensure that Youth Services are provided in Fayette County.



Stephanie Rooks inquired as to why Paxen (Youth Services Provider) as a current provider was not selected as a provider as of July 1, 2021. *“What was the major issue?”* She also inquired that although Equus (Arbor E&T/Equus) was retained as a One Stop Operator and Career Services Provider, they were not retained as a Youth Services Provider. Is there information regarding why they were not retained? Rob, explained that records are kept of the notes of the review teams and he does not have those with him. But *“that the overall quality of the written application is what we focused on.”* And that the 8.0 rating minimum is what determined consideration for funding. Within the five (5) different criteria evaluated, neither Paxen or Equus were noted as having failed in particular criteria. It is just that their combined score for the five (5) different criteria did not get them a minimum 8.0 rating. The other applications just scored higher in the criteria. Stephanie Rooks agreed that a well-documented and detailed grant application is necessary when responding to and RFP. Rob reminded the attendees that Board Members Sonia Carruthers, Trey Ragsdale and Stephanie Rooks, will abstain from voting on this motion.

Carlethia Collier, Manager of the Gwinnett One Stop, presented the **Monthly One Stop Report** on center activity. The customer experience satisfaction survey is at 100%. Carlethia discussed One-Stop Partner Meetings are still being held virtually. New partnerships have been established Gwinnett County Senior Services, Project Access, Construction Ready (new location in Gwinnett County). The Annual Community Resource Fair was held virtually with 58 total attendees (including panelist). A Mental Health Day program was also conducted in February 2021. Employer connections included Goodyear, AtWork Personnel, Hard Knock Strategies LLC (starting at \$18 per hr.) and Voice Nation. Clayton County hosted hiring events with Marta, Waffle House, PSSI and Ujamma Construction. Ms. Collier highlighted that for the month of February the One Stop had 128 event attendees, connected to 13 Community Agency & Employer Partnerships, 44 LinkedIn Learning Courses completed and conducted 3 hiring events.

The **Executive Committee’s** Erick Dial discussed that board member term dates are rapidly approaching, and that Rob will reach out to those affected soon to discuss next steps. He also discussed the importance of board member participation on board sub-committee. It is a goal this year to have every board member sit on a sub-committee. Information will be forthcoming.

The **NextGen Committee** did not have a report. Co-Chair, Randy Hayes, discussed that a new chair for the NextGen committee will be necessary as Chuck Little has informed the board that he is retiring this summer and will step down from the board.

The **Business Services Committee** reiterated that they have made sure that all documents stemming from Business Services are properly noted all necessary information as a result of the state monitoring findings.

In his **Director’s Report**, Rob LeBeau presented an update on WorkSource Atlanta Regional’s response to Covid-19. He discussed that there have technology enhancements as well cleanliness updates to all locations. Two new career Center locations have been confirmed, Douglas County (moved to a location across the street from West Georgia Tech Campus) and Rockdale County (moving back to 1400 Parker Road after a complete renovation). A Transition of face-to-face provides services is tentatively scheduled for July 1<sup>st</sup>. More details to follow. We continue to enhance the outreach services via ATLWorks.org. Mobile units are still not operational but operational protocols are being established for returning to services. And



Operation Support RFP will be issued for the Welding Trailer. Although not an action item for this meeting the PY 2020 Budget Expenditures Status was reviewed. Rob also discussed the PY 19 Annual Monitoring the programmatic findings (there no financial or compliance findings). All corrective actions will be completed by June 2021. Rob informed that the WIOA was set to expire in 2020 but there was a continuing resolution funded, it is likely to be revisited in 2021. Rob highlighted the Career Compass Academy and their need for panelist to participate in program that pays youth \$200 a week for five (5) weeks for career exploration and work experience. Rob is the contact for anyone interested being an industry expert panelist.

Adam Forrand, asked how doe we see providing services for our customers as we start to look at opening the centers? There is a strong desire to continue to provide virtual services alongside of face-to-face services. Rob will reach out to other metropolitan agencies to inquire how they plan to do it. Everyone agreed that a good mix will be necessary as we transition back and could possibly aid in serving more people than we have in the past.

The meeting was adjourned at 11:59 a.m.

NEXT ARWDB MEETING: May 26, 2021 Meeting to be Scheduled via Microsoft Teams (as of 3/24/2021)


*"The World Health Organization has declared a pandemic due to the swift and worldwide spread of COVID-19. The Governor of the State of Georgia has declared a Public Health State of Emergency, which has been extended through May 3, 2021, at least. Additionally, the Governor has extended the shelter in place for more at-risk Georgians for the duration of the current Public Health State of Emergency. This may preclude some members of the ARWD Board, and a large swath of the metro Atlanta population from attending an in-person Board meeting. The Georgia Open Meetings Act provides, "Under circumstances necessitated by emergency conditions involving public safety ... [we] may meet by means of teleconference ..." The public is afforded simultaneous access to this videoconference and teleconference meeting. Notice of the link and call-in number have been posted on our website, and at our office. Due to the extenuating circumstances and our limited action items, we are suspending our ARC "Policy for Citizen Input." We encourage interactions through our other channels including our social media pages and will be revisiting how to open public comment for any future teleconference meetings."*





**DATE:** May 14, 2021

**TO:** Atlanta Regional Workforce Development Board

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

**SUBJECT:** Affiliate Sites Certification

**Requested Action**

Approval of the certification of three Affiliate Site locations (Cherokee, Douglas, and Rockdale).

**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. The following sites require recertification due to relocation and/or a change of provider.

The Cherokee CRC requires certification due to a change of provider and a new location. The Douglas and Rockdale CRCs require certification due to change in locations. Administrative Staff have reviewed the new locations and confirm they meet all affiliate site criteria.

**Timeframe**

This information will be valid during PY 21 (July 1, 2021- June 30, 2022).

**Impact**

There is no financial impact.

**Recommendation**

Approve the certification of three Affiliate Site locations (Cherokee, Douglas, and Rockdale).



**Comprehensive & Affiliate One-Stop Certification Forms  
CHEROKEE COUNTY**

## Form A: Partner Presence

1. Under "Physical Presence: Average Hours/Week On-Site," include the number of hours per week the agency is on- site, if applicable.
2. Under "Agency Personnel Name and Schedules," enter the names and schedules of those on-site.
3. Under "Electronic Presence," indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular partner agency, indicate so in the "Not Applicable" column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
WIOA Title I Adult Services	Monday - Friday 9am – 5pm	<p>Goodwill of North Georgia Career Center Woodstock Location 9425 Hwy 92 #142 Woodstock, GA 30188</p> <p>*One weekday will be spent at local DOL office</p>		
WIOA Title I Dislocated Worker Services	Monday - Friday 9am – 5pm	<p>Goodwill of North Georgia Career Center Woodstock Location 9425 Hwy 92 #142 Woodstock, GA 30188</p> <p>*One weekday will be spent at local DOL office</p>		
WIOA Title I Youth Services				
Job Corps				

<b>YouthBuild</b>				
<b>Native American programs</b>				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Migrant and Seasonal Farmworker programs</b>				
<b>Wagner-Peyser Act programs</b>				
<b>Vocational Rehabilitation Program</b>				
<b>Senior Community Service Employment Program</b>				
<b>Carl D. Perkins Programs</b>				
<b>WIOA Title II Adult Education and Literacy programs</b>				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
Trade Adjustment Assistance programs authorized under Title II of the Trade Act				
Jobs for Veterans State Grants programs				
Community Services Block Grant employment and training programs				
Department of Housing and Urban Development employment and training activities				
Programs authorized under State unemployment and compensation laws				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Programs authorized under Sec. 212 of the Second Chance Act</b>				
<b>List other programs available</b> 1.  2.  3.  4.  5.				

**BASED UPON THE ABOVE RESPONSES, THIS CENTER QUALIFIES FOR CERTIFICATION AS:**

<p style="text-align: center;"><b>Comprehensive One-Stop</b></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">(Complete Form C)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;">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 program Carl D. Perkins programs Trade Adjustment Assistance programs Jobs for Veterans State Grants programs Community Services Block Grant employment 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</p> <p style="text-align: center;">*Must be physically present ^Preference is for physical presence</p>
<p style="text-align: center;"><b>Affiliate One-Stop</b></p> <p style="text-align: center;"><b>X</b></p> <p style="text-align: center;">(Complete Form D)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;">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 open<sup>1</sup>.</p>

<sup>1</sup> § 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, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.



# **FORMB:ACCESSIBILITY&EQUALOPPORTUNITY** **CERTIFICATION**

Please complete to show compliance with applicable accessibility and equal opportunity standards.

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-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)	Y			
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)	Y			
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)	Y			

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	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)	Y			
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)	Y			

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
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?	Y			

# **FORM D: AFFILIATE ONE-STOP CERTIFICATION**

## **Customer Flow of Services**

Provide a detailed chart and description of the customer intake and flow of services.

<b>CUSTOMER INTAKE AND FLOW OF SERVICES</b>	
<b>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</b>	<p>Yes, the center does use a customer focused process that includes an integrated and expert welcoming and intake for all customers.</p> <p>A process utilizing integrated workflows has been put in place to ensure staff provide a seamless and coordinated customer centered process from the front-line staff (intake and eligibility) to the career advisors.</p>
<b>Provide a brief overview of the One-stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</b>	<p>The primary function of the One-Stop Operator is to coordinate the service delivery of One-Stop partners and service providers located at the One-Stop Center. Specific duties of the One-Stop Operator associated with the operation of the affiliate One-Stop Center include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Design and implement a strategy for the integration of partners' staff and processes including the development of adequate methods of referrals, sharing information, and ensuring the non-duplication of services;</li> <li>• Fostering partnerships within the Center to promote function as a multi-agency team, and promotion of and participation in collective accountability that recognizes system outcomes in addition to individual partner program outcomes;</li> <li>• Ensuring that the Center is in compliance with all applicable Americans with Disabilities Act (ADA) guidelines and is accessible to individuals with disabilities;</li> <li>• Ensuring that all partners co-located at the Center implement and execute a priority of service for qualifying veterans and/or their eligible spouses, as mandated by State and local policy;</li> <li>• Coordinating staff training to ensure the ability to adequately perform assigned roles, functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency;</li> </ul>

	<ul style="list-style-type: none"><li>• In conjunction with appropriate staff, recruiting additional partners and/or in-kind resources to support the Center, as appropriate;</li><li>• Staff the affiliate One-Stop Center and to greet customers, provide initial needs assessment screening, and assign customer to the most appropriate onsite partner (or self-service function) for service; and,</li><li>• Design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually</li></ul>
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## **Memorandum of Understanding**

Answer the following questions concerning the One-Stop MOU.

MOU			
	YES	NO	NOTES
Are the site's methods of funding and services provided addressed in the LWDA's primary ("umbrella") MOU? If not, are they addressed in a separate MOU?	Y		There will be a fully executed MOU in place with all required partners by July 1, 2021.
Does an MOU describe the method in which the present required partner programs deliver services at the site?	Y		
Does the MOU identify how the one-stop operator will coordinate services provided at the site?	Y		
Does the MOU address how the site is integrated into the LWDA's one-stop service delivery system?	Y		
Does the MOU describe how program integration is achieved and how the costs of these services will be funded?	Y		

MOU			
	YES	NO	NOTES
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?	Y		
Does the MOU outline the methods for customer referrals between partners and between sites?	Y		
Does the MOU have an amendment provision?	Y		
How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	<b>Frequency of renewal:</b> The MOU will be renewed every three years with an annual review to ensure appropriate funding and delivery of services.  <b>Date of last renewal or initial execution date:</b> July 1, 2021		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?	Y		
Is the duration of the MOU defined?	Y		The MOU shall remain in effect from July 1, 2021- June 30, 2024.
Does the MOU cover the period of time in which the infrastructure funding agreement is effective?	Y		
Does the MOU describe the process for the parties to resolve disputes?	Y		

## **Affiliate One-Stop Criteria**

### **I. Operational Details**

Answer the following questions with as much detail as possible

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Is the one-stop center accessible to those in the area?</b>	Y		<b>Please describe the steps taken to make it accessible:</b> ARWDB conducts regular assessments to ensure ADA and accessibility compliance. The affiliate site in Woodstock has limited access to public transportation. This location is in a central location with easy access to various businesses and residential areas within the community. This location has immediate access to Interstate 575.
<b>What are the one-stop center's open hours?</b>			Monday – Friday 9am – 5pm
<b>Does the one-stop have secure document storage?</b>	Y		<b>Describe how customer personal identification information is kept secure:</b> A double cipher locking system and locked filing cabinets protect paper customer files with personal identification information. Files are not allowed to be transported without a secure lock box. We also have security measures in place for our electronic records.  <b>Describe how information is transferred between the customer and case manager and from case manager to case manager:</b> Information is transferred between the customer and case manager via email, hand delivered by the customer, or completed on site. Information is transferred between case managers via email, hand delivered, or uploaded to our case management system.

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?</b>	Y		<b>Describe:</b> The resource room has computers with access to the internet, resume writing software, and career assessments and are equipped with required assistive technology. Customers also have access to job readiness workshops, labor market information, copy machines, printers, and fax machines.
<b>Describe the internet/network infrastructure.</b>	All computers have access to the internet and network.		
<b>Does the customer have seamless access to information and resources upon entering the one-stop?</b>	Y		<b>Describe:</b> Customers have seamless access to the information and resources available in the affiliate one-stop center. Upon entry to the center, customers are asked the purpose of their visit to the center. Based on their answer the customer is directed to the appropriate provider/service.
<b>Does the one-stop center have options for customers to access Career Advisors or resources?</b>	Y		Yes, the affiliate site has options for the customer to access a Career Advisor or resources. The resource room and the resources are always available to the customer. The customer is directed to the appropriate person/resource based on their needs at the visit

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
Are customers referred to any partner services through virtual or electronic means?	Y		<b>How are referrals made?</b> Customers are typically referred via electronic means. A direct linkage/virtual option will be explored moving forward.
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?	Y		All staff working in this affiliate site are knowledgeable in the available career resources provided to customers. Staff are encouraged to attend training(s) to enhance their skills as well as attend mandated full-staff trainings held twice a year and refreshers throughout the program year.
Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form B)	Y		

## **II. Customer Satisfaction**

Answer the following questions with as much detail as possible.

<b>CUSTOMER SATISFACTION: Job Seekers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering customer feedback?</b>	One of the responsibilities of the One Stop Operator is to design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually.  A similar survey will be used by the affiliate sites to gather customer feedback.
<b>How do you plan on having staff share and discuss feedback from customers?</b>	Results from surveys will be shared with staff during staff meetings. A plan will be devised between the manager and staff to address any issues/deficiencies. Any immediate issues/deficiencies will be addressed immediately.
<b>How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?</b>	Feedback from customers and staff will be utilized to update the service delivery for customers. Both will be notified of the new practice and continuously monitored to determine impact of the changes.

CUSTOMER SATISFACTION: Job Seekers	
	DESCRIBE
<b>How will you measure the success or failure of integrating customer feedback?</b>	Success or failure of the customer will be measured based on the feedback received by and about staff. Customers will continue to be surveyed to determine if the method in which services are delivered is conducive to the customer.



CUSTOMER SATISFACTION: Employers	
	DESCRIBE
<b>How do you plan on gathering employer feedback?</b>	<ul style="list-style-type: none"> <li>• Each year we ask employers to complete Employer Satisfaction Surveys so we can understand our successes and areas of development within employer engagement.</li> <li>• The Survey also affords an opportunity for any additional comments that the employer may want to make.</li> <li>• Our employment team also regularly conducts perceptual analyses to learn how to better serve our employer partners.</li> <li>• After resource fairs all employers complete a survey to share feedback on their experience.</li> </ul>
<b>How do you plan on having staff share and discuss feedback from employers?</b>	<ul style="list-style-type: none"> <li>• The results of these surveys are shared with the management team and reviewed and discussed at staff meetings.</li> <li>• In cases where concerns or opportunities for improvement cut across functional lines, the manager will work with staff to develop a plan to address the concerns and elevate services.</li> </ul>
<b>How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?</b>	<ul style="list-style-type: none"> <li>• During Business Advisory Council meetings, we will share the changes being made to meet the needs of our employer partners.</li> <li>• We also have an account management system where we can take a more personalized approach to address specific needs of an employer.</li> </ul>

<p><b>How will you measure the success or failure of integrating employer feedback?</b></p>	<ul style="list-style-type: none"> <li>• Improvement in retention of businesses that have experienced problems and repeat requests for additional services will be the major success or failure measures</li> <li>• We run quarterly account management reports to ensure we are engaging our partners consistently and to monitor when re-engagement is ended.</li> </ul>
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### **III. Continuous Improvement**

Answer the following questions with as much detail as possible.

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How do you use data to improve upon the one-stop services?</b>	Data are used to evaluate if the current service delivery is the most effective and efficient way to provide services to customers. The feedback received from customers and staff is used to develop and implement new strategies to enhance services to customers.
<b>How do you share this data with staff?</b>	Reports summarizing the data are shared with staff during regular staff meetings. Based on the data received as well as feedback/recommendations, staff will determine the best course of action moving forward to improve future outcomes.
<b>How do you incorporate staff ideas and feedback to improve the performance of the one-stop?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<b>How is staff feedback utilized and incorporated into your practices?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation
<b>How do you let staff know that their ideas have been incorporated?</b>	Staff is told which of their recommendations/ideas have been incorporated into the process.
<b>How do you measure the success or failure of staff feedback integration?</b>	Continuous feedback is always solicited from staff to determine what works and what doesn't work with the customer flow. Secret shoppers are also utilized to evaluate the process and provide input as to how the process can be improved.
<b>Share any best practices of the one-stop that contribute to continuous improvement.</b>	Consistency with quarterly programmatic monitoring to ensure customers are being served in a timely, efficient manner, as well as one-stop monitoring to ensure the center remains in compliance. Staff feedback allow for review of different areas or processes for improvement.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.	Surveying staff and discussing the feedback to determine what changes/improvements are needed and or what changes/improvements will be implemented.

LWDA: Area 7 – WorkSource Atlanta Regional

One-Stop Location: Goodwill of North Georgia Career Center

Woodstock Location: 9425 Hwy 92 #142 Woodstock, GA 30188

One-Stop Reviewer: Phyllis Jackson, Adult/DW Program Manager

Date of Review: May 12, 2021

\_\_\_\_\_  
LWDB Board Chair Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Local Elected Official Signature

\_\_\_\_\_  
Date

Technical College System of Georgia, Office of Workforce Development  
1800 Century Place NE, Suite 150, Atlanta, GA 30345 – [TCSG.edu/Workforce](http://TCSG.edu/Workforce)



**Comprehensive & Affiliate One-Stop Certification Forms  
DOUGLAS COUNTY**

## Form A: Partner Presence

1. Under “Physical Presence: Average Hours/Week On-Site,” include the number of hours per week the agency is on- site, if applicable.
2. Under “Agency Personnel Name and Schedules,” enter the names and schedules of those on-site.
3. Under “Electronic Presence,” indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular partner agency, indicate so in the “Not Applicable” column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
WIOA Title I Adult Services	Mon, Tues, Fri. 8am – 5pm	WorkSource Atlanta Regional – Douglas Branch 4655 Timber Ridge Drive Douglasville, GA 30135		
WIOA Title I Dislocated Worker Services	Mon, Tues, Fri. 8am – 5pm	WorkSource Atlanta Regional – Douglas Branch 4655 Timber Ridge Drive Douglasville, GA 30135		
WIOA Title I Youth Services				
Job Corps				
YouthBuild				
Native American programs				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Migrant and Seasonal Farmworker programs</b>				
<b>Wagner-Peyser Act programs</b>				
<b>Vocational Rehabilitation Program</b>				
<b>Senior Community Service Employment Program</b>				
<b>Carl D. Perkins Programs</b>				
<b>WIOA Title II Adult Education and Literacy programs</b>				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
Trade Adjustment Assistance programs authorized under Title II of the Trade Act				
Jobs for Veterans State Grants programs				
Community Services Block Grant employment and training programs				
Department of Housing and Urban Development employment and training activities				
Programs authorized under State unemployment and compensation laws				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Programs authorized under Sec. 212 of the Second Chance Act</b>				
<b>List other programs available</b> 1.  2.  3.  4.  5.				

**BASED UPON THE ABOVE RESPONSES, THIS CENTER QUALIFIES FOR CERTIFICATION AS:**

<p style="text-align: center;"><b>Comprehensive One-Stop</b></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">(Complete Form C)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;">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 program  Carl D. Perkins programs  Trade Adjustment Assistance programs  Jobs for Veterans State Grants programs  Community Services Block Grant employment 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</p> <p style="text-align: center;">*Must be physically present  ^Preference is for physical presence</p>
<p style="text-align: center;"><b>Affiliate One-Stop</b></p> <p style="text-align: center;"><b>X</b></p> <p style="text-align: center;">(Complete Form D)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;">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 open<sup>1</sup>.</p>

<sup>1</sup> § 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, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

**FORM B: ACCESSIBILITY & EQUAL OPPORTUNITY**  
**CERTIFICATION**

Please complete to show compliance with applicable accessibility and equal opportunity standards.

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-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)	Y			
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)	Y			
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)	Y			



ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	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	Y			
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)	Y			

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
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?	Y			

# **FORM D: AFFILIATE ONE-STOP CERTIFICATION**

## **Customer Flow of Services**

**Provide a detailed chart and description of the customer intake and flow of services.**

<b>CUSTOMER INTAKE AND FLOW OF SERVICES</b>	
<b>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</b>	<p>Yes, the center does use a customer focused process that includes an integrated and expert welcoming and intake for all customers.</p> <p>A process has been put in place to ensure staff is providing a seamless and coordinated customer centered process from the front-line staff (intake and eligibility) to the career advisors.</p>
<b>Provide a brief overview of the One-stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</b>	<p>The primary function of the One-Stop Operator is to coordinate the service delivery of One-Stop partners and service providers located at the One-Stop Center. Specific duties of the One-Stop Operator associated with the operation of the comprehensive One-Stop Center include, but are not limited to:</p> <ul style="list-style-type: none"><li>• General coordination of all One-Stop partner staff and services conducted at the Center;</li><li>• Design and implement a strategy for the integration of partners' staff and processes including the development of adequate methods of referrals, sharing information, and ensuring the non-duplication of services;</li><li>• Fostering partnerships within the Center to promote function as a multi-agency team, and promotion of and participation in collective accountability that recognizes system outcomes in addition to individual partner program outcomes;</li><li>• Ensuring that the Center is in compliance with all applicable Americans with Disabilities Act (ADA) guidelines and is accessible to individuals with disabilities;</li><li>• Ensuring that all partners co-located at the Center implement and execute a priority of service for qualifying veterans and/or their eligible spouses, as mandated by State and local policy;</li><li>• Coordinating staff training to ensure the ability to adequately perform</li></ul>

	<ul style="list-style-type: none"> <li>• assigned roles, functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency;</li> <li>• In conjunction with appropriate staff, recruiting additional partners and/or in-kind resources to support the Center, as appropriate;</li> <li>• Staff the One-Stop Center reception desk and to greet customers, provide initial needs assessment screening, and assign customer to the most appropriate onsite partner (or self-service function) for service; and,</li> <li>• Design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually</li> </ul>
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## **Memorandum of Understanding**

Answer the following questions concerning the One-Stop MOU.

MOU			
	YES	NO	NOTES
<b>Are the site's methods of funding and services provided addressed in the LWDA's primary ("umbrella") MOU? If not, are they addressed in a separate MOU?</b>	Y		There will be a fully executed MOU in place with all required partners by July 1, 2020
<b>Does an MOU describe the method in which the present required partner programs deliver services at the site?</b>	Y		
<b>Does the MOU identify how the one-stop operator will coordinate services provided at the site?</b>	Y		
<b>Does the MOU address how the site is integrated into the LWDA's one-stop service delivery system?</b>	Y		
<b>Does the MOU describe how program integration is achieved and how the costs of these services will be funded?</b>	Y		

MOU			
	YES	NO	NOTES
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?	Y		
Does the MOU outline the methods for customer referrals between partners and between sites?	Y		
Does the MOU have an amendment provision?	Y		
How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	<b>Frequency of renewal:</b> The MOU will be renewed every three years with an annual review to ensure appropriate funding and delivery of services.  <b>Date of last renewal or initial execution date:</b> July 1, 2017		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?	Y		
Is the duration of the MOU defined?	Y		The MOU shall remain in effect from July 1, 2020-June 30, 2023.
Does the MOU cover the period of time in which the infrastructure	Y		

MOU			
	YES	NO	NOTES
funding agreement is effective?			
Does the MOU describe the process for the parties to resolve disputes?	Y		



## **Affiliate One-Stop Criteria**

### **I. Operational Details**

Answer the following questions with as much detail as possible

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Is the one-stop center accessible to those in the area?</b>	Y		<b>Please describe the steps taken to make it accessible:</b> ARWDB conducts regular assessments to ensure ADA and accessibility compliance. The affiliate site in Douglas has limited access to public transportation. This location is in a central location with easy access to various businesses and residential areas within the communities.
<b>What are the one-stop center's open hours?</b>			Monday – Friday 8am – 5pm
<b>Does the one-stop have secure document storage?</b>	Y		<b>Describe how customer personal identification information is kept secure:</b> Paper customer files with personal identification information are kept in locked file cabinets.  <b>Describe how information is transferred between the customer and case manager and from case manager to case manager:</b> Information is transferred between the customer and case manager via email, hand delivered by the customer or via mail. Information is transferred between case managers via email, hand delivered or upload in VOS.

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?</b>	Y		<b>Describe:</b> The resource room has computers with access to the internet, resume writing software, career assessments and equipped with required assistive technology. Customers also have access to job readiness workshops, labor market information, copy machines, printers and fax machines.
<b>Describe the internet/network infrastructure.</b>	All computers have access to the internet with access to a network.		
<b>Does the customer have seamless access to information and resources upon entering the one-stop?</b>	Y		<b>Describe:</b> Customer have seamless access to the information and resources available in the one-stop center. Upon entry to the center, customers are asked the purpose of their visit to the center. Based on their answer the customer is directed to the appropriate provider/service.
<b>Does the one-stop center have options for customers to access Career Advisors or resources?</b>	Y		Yes, the affiliate site has options for the customer to access Career Advisors or resources. The resource room and the resources are always available to the customer. The customer is directed to the appropriate person/resource based on their needs at the visit

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
Are customers referred to any partner services through virtual or electronic means?	Y		<b>How are referrals made?</b> Customers are typically referred via electronic means. A direct linkage/virtual option will be explored moving forward.
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?	Y		All staff working in this affiliate site are knowledgeable in the available career resources provided to customers. Staff is encouraged to attend training(s) to enhance their skills as well as attend mandated full staff trainings held twice a year and refreshers throughout the program year
Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form B)	Y		

## **II. Customer Satisfaction**

**Answer the following questions with as much detail as possible.**

<b>CUSTOMER SATISFACTION: Job Seekers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering customer feedback?</b>	One of the responsibilities of the One Stop Operator is to design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually. A similar survey will be used by the affiliate sites to gather customer feedback.  Secret shoppers will also be dispatched on a quarterly to determine how customers are being served.
<b>How do you plan on having staff share and discuss feedback from customers?</b>	Results from surveys and secret shoppers will be shared with staff during staff meetings. A plan will be devised between the manager and staff to address any issues/deficiencies. Any immediate issues/deficiencies will be addressed immediately.
<b>How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?</b>	Feedback from customers and staff will be utilized to update the service deliver for customers. Both will be notified of the new practice and continuously monitored to determine impact of the changes.

CUSTOMER SATISFACTION: Job Seekers	
	DESCRIBE
<b>How will you measure the success or failure of integrating customer feedback?</b>	Success or failure of the customer will be measured based on the feedback received by and about staff. Customers will continue to be surveyed to determine if the method in which services are delivered is conducive to the customer.

CUSTOMER SATISFACTION: Employers	
	DESCRIBE
<b>How do you plan on gathering employer feedback?</b>	<ul style="list-style-type: none"> <li>• Each employer will be formally surveyed using a tool called "OJT Quality Assurance Report". A similar survey tool will be developed for companies who have used the Incumbent Worker, Customized and Workplace fundamentals programs.</li> <li>• The survey tool asks the business to rate their satisfaction with the Training plan and the trainee as Excellent, Good, Average or Poor.</li> <li>• The survey also tool asks the employer to identify any areas in which the ARC can assist or help them fill other job openings.</li> <li>• The Survey tool also affords an opportunity for any additional comments that the employer may want to make.</li> </ul>
<b>How do you plan on having staff share and discuss feedback from employers?</b>	<ul style="list-style-type: none"> <li>• The Quality Assurance Survey tool will be discussed in regularly scheduled Business Services team meetings, especially in cases where problems have been encountered with the employer and trainee relationship.</li> <li>• In cases where concerns or opportunities for improvement cut across functional lines, the Business Services Manager will discuss the survey results with the Finance Manager, Employment and Training Services Manager and with the Division Manager as appropriate.</li> </ul>
<b>How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?</b>	<ul style="list-style-type: none"> <li>• The employer Quality Assurance Reports will be evaluated along with feedback from the trainee; which is collected monthly during the training period.</li> <li>• The results of both will be reviewed and discussed in the Business Services Team meetings; and will be factored into the decision making related to additional hires or trainings, extensions of training periods and future requests to provide additional forms of training (IWT, Customized, Workplace Fundamentals, etc.)</li> </ul>

<p><b>How will you measure the success or failure of integrating employer feedback?</b></p>	<ul style="list-style-type: none"> <li>• Improvement in retention from businesses which have experienced problems and repeat requests for additional trainees or additional forms of training will be the major success or failure measures</li> </ul>
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### **III. Continuous Improvement**

Answer the following questions with as much detail as possible.

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How do you use data to improve upon the one-stop services?</b>	Data is used to evaluate if the current service delivery is the most effective and efficient way to provide services to customers. The feedback received from customers and staff is used to develop and implement new strategies to enhance services to customers.
<b>How do you share this data with staff?</b>	The data is shared in the form of a report and communicated in staff meetings. Based on the data received feedback/recommendations is requested by staff to determine the best course of action moving forward.
<b>How do you incorporate staff ideas and feedback to improve the performance of the one-stop?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation.



CONTINUOUS IMPROVEMENT	
	DESCRIBE
<b>How is staff feedback utilized and incorporated into your practices?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation
<b>How do you let staff know that their ideas have been incorporated?</b>	Staff is told their recommendations/ideas have been incorporated into the process.
<b>How do you measure the success or failure of staff feedback integration?</b>	Continuous feedback is always solicited from staff to determine what works and what doesn't work with the customer flow. Secret shoppers are also utilized to evaluate the process and provide input as to how the process can be improved.
<b>Share any best practices of the one-stop that contribute to continuous improvement.</b>	Consistency with quarterly programmatic monitoring to ensure customers are being served in a timely, efficient manner, as well as one stop-monitoring to ensure the center remains in compliance. Staff feedback allow for review of different areas or processes for improvement.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<b>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</b>	Surveying staff and discussing the feedback to determine what changes/improvements are need and or what changes/improvements will be implemented.

**LWDA: Area 7 – WorkSource Atlanta Regional – Douglasville Branch**

**One-Stop Location: 4655 Timber Ridge Drive / Douglasville, GA 30135**

**One-Stop Reviewer: Phyllis Jackson, Adult/DW Program Manager**

**Date of Review: May 11, 2021**

\_\_\_\_\_  
**LWDB Board Chair Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Chief Local Elected Official Signature**

\_\_\_\_\_  
**Date**

**Comprehensive & Affiliate One-Stop Certification Forms  
ROCKDALE COUNTY**

## Form A: Partner Presence

1. Under "Physical Presence: Average Hours/Week On-Site," include the number of hours per week the agency is on- site, if applicable.
2. Under "Agency Personnel Name and Schedules," enter the names and schedules of those on-site.
3. Under "Electronic Presence," indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular partner agency, indicate so in the "Not Applicable" column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
WIOA Title I Adult Services	Mon, Tues, Wed, Fri. 8am – 4pm	WorkSource Atlanta Regional – Rockdale Branch 1400 Parker Road Lobby A Conyers, GA 30094		
WIOA Title I Dislocated Worker Services	Mon, Tues, Wed, Fir 8am – 4pm	WorkSource Atlanta Regional – Rockdale Branch 1400 Parker Road Lobby A Conyers, GA 30094		
WIOA Title I Youth Services				
Job Corps				
YouthBuild				
Native American programs				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Migrant and Seasonal Farmworker programs</b>				
<b>Wagner-Peyser Act programs</b>				
<b>Vocational Rehabilitation Program</b>				
<b>Senior Community Service Employment Program</b>				
<b>Carl D. Perkins programs</b>				
<b>WIOA Title II Adult Education and Literacy programs</b>				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
Trade Adjustment Assistance programs authorized under Title II of the Trade Act				
Jobs for Veterans State Grants programs				
Community Services Block Grant employment and training programs				
Department of Housing and Urban Development employment and training activities				
Programs authorized under State unemployment and compensation laws				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Programs authorized under Sec. 212 of the Second Chance Act</b>				
<b>List other programs available</b> 1.  2.  3.  4.  5.				



BASED UPON THE ABOVE RESPONSES, THIS CENTER QUALIFIES FOR CERTIFICATION AS:	
<p><b>Comprehensive One-Stop</b></p> <p><input type="checkbox"/></p> <p>(Complete Form C)</p>	<p><b>At a minimum, includes access to:</b></p> <p>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 program  Carl D. Perkins programs  Trade Adjustment Assistance programs  Jobs for Veterans State Grants programs  Community Services Block Grant employment 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</p> <p>*Must be physically present  ^Preference is for physical presence</p>
<p><b>Affiliate One-Stop</b></p> <p><b>X</b></p> <p>(Complete Form D)</p>	<p><b>At a minimum, includes access to:</b></p> <p>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 open<sup>1</sup>.</p>

<sup>1</sup> § 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, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

# **FORMB:ACCESSIBILITY&EQUALOPPORTUNITY** **CERTIFICATION**

Please complete to show compliance with applicable accessibility and equal opportunity standards.

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-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)	Y			
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)	Y			
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)	Y			

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	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)	Y			
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)	Y			

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
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?	Y			

# **FORM D: AFFILIATE ONE-STOP CERTIFICATION**

## **Customer Flow of Services**

**Provide a detailed chart and description of the customer intake and flow of services.**

<b>CUSTOMER INTAKE AND FLOW OF SERVICES</b>	
<b>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</b>	<p>Yes, the center does use a customer focused process that includes an integrated and expert welcoming and intake for all customers.</p> <p>A process has been put in place to ensure staff is providing a seamless and coordinated customer centered process from the front-line staff (intake and eligibility) to the career advisors.</p>
<b>Provide a brief overview of the One-stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</b>	<p>The primary function of the One-Stop Operator is to coordinate the service delivery of One-Stop partners and service providers located at the One-Stop Center. Specific duties of the One-Stop Operator associated with the operation of the comprehensive One-Stop Center include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• General coordination of all One-Stop partner staff and services conducted at the Center;</li> <li>• Design and implement a strategy for the integration of partners' staff and processes including the development of adequate methods of referrals, sharing information, and ensuring the non-duplication of services;</li> <li>• Fostering partnerships within the Center to promote function as a multi-agency team, and promotion of and participation in collective accountability that recognizes system outcomes in addition to individual partner program outcomes;</li> <li>• Ensuring that the Center is in compliance with all applicable Americans with Disabilities Act (ADA) guidelines and is accessible to individuals with disabilities;</li> <li>• Ensuring that all partners co-located at the Center implement and execute a priority of service for qualifying veterans and/or their eligible spouses, as mandated by State and local policy;</li> <li>• Coordinating staff training to ensure the ability to adequately perform</li> </ul>

	<ul style="list-style-type: none"> <li>• assigned roles, functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency;</li> <li>• In conjunction with appropriate staff, recruiting additional partners and/or in-kind resources to support the Center, as appropriate;</li> <li>• Staff the One-Stop Center reception desk and to greet customers, provide initial needs assessment screening, and assign customer to the most appropriate onsite partner (or self-service function) for service; and,</li> <li>• Design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually</li> </ul>
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## **Memorandum of Understanding**

Answer the following questions concerning the One-Stop MOU.

MOU			
	YES	NO	NOTES
Are the site's methods of funding and services provided addressed in the LWDA's primary ("umbrella") MOU? If not, are they addressed in a separate MOU?	Y		There will be a fully executed MOU in place with all required partners by July 1, 2020
Does an MOU describe the method in which the present required partner programs deliver services at the site?	Y		
Does the MOU identify how the one-stop operator will coordinate services provided at the site?	Y		
Does the MOU address how the site is integrated into the LWDA's one-stop service delivery system?	Y		
Does the MOU describe how program integration is achieved and how the costs of these services will be funded?	Y		

MOU			
	YES	NO	NOTES
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?	Y		
Does the MOU outline the methods for customer referrals between partners and between sites?	Y		
Does the MOU have an amendment provision?	Y		
How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	<b>Frequency of renewal:</b> The MOU will be renewed every three years with an annual review to ensure appropriate funding and delivery of services.  <b>Date of last renewal or initial execution date:</b> July 1, 2017		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?	Y		
Is the duration of the MOU defined?	Y		The MOU shall remain in effect from July 1, 2020-June 30, 2023.
Does the MOU cover the period of time in which the infrastructure	Y		

MOU			
	YES	NO	NOTES
funding agreement is effective?			
Does the MOU describe the process for the parties to resolve disputes?	Y		

## **Affiliate One-Stop Criteria**

### **I. Operational Details**

Answer the following questions with as much detail as possible

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Is the one-stop center accessible to those in the area?</b>	Y		<b>Please describe the steps taken to make it accessible:</b> ARWDB conducts regular assessments to ensure ADA and accessibility compliance. The affiliate site in Douglas has limited access to public transportation. This location is in a central location with easy access to various businesses and residential areas within the communities.
<b>What are the one-stop center's open hours?</b>			Monday – Friday 8am – 5pm
<b>Does the one-stop have secure document storage?</b>	Y		<b>Describe how customer personal identification information is kept secure:</b> Paper customer files with personal identification information are kept in locked file cabinets.  <b>Describe how information is transferred between the customer and case manager and from case manager to case manager:</b> Information is transferred between the customer and case manager via email, hand delivered by the customer or via mail. Information is transferred between case managers via email, hand delivered or upload in VOS.

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?</b>	Y		<b>Describe:</b> The resource room has computers with access to the internet, resume writing software, career assessments and equipped with required assistive technology. Customers also have access to job readiness workshops, labor market information, copy machines, printers and fax machines.
<b>Describe the internet/network infrastructure.</b>	All computers have access to the internet with access to a network.		
<b>Does the customer have seamless access to information and resources upon entering the one-stop?</b>	Y		<b>Describe:</b> Customer have seamless access to the information and resources available in the one-stop center. Upon entry to the center, customers are asked the purpose of their visit to the center. Based on their answer the customer is directed to the appropriate provider/service.
<b>Does the one-stop center have options for customers to access Career Advisors or resources?</b>	Y		Yes, the affiliate site has options for the customer to access Career Advisors or resources. The resource room and the resources are always available to the customer. The customer is directed to the appropriate person/resource based on their needs at the visit

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
Are customers referred to any partner services through virtual or electronic means?	Y		<b>How are referrals made?</b> Customers are typically referred via electronic means. A direct linkage/virtual option will be explored moving forward.
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?	Y		All staff working in this affiliate site are knowledgeable in the available career resources provided to customers. Staff is encouraged to attend training(s) to enhance their skills as well as attend mandated full staff trainings held twice a year and refreshers throughout the program year
Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form B)	Y		

## **II. Customer Satisfaction**

**Answer the following questions with as much detail as possible.**

<b>CUSTOMER SATISFACTION: Job Seekers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering customer feedback?</b>	One of the responsibilities of the One Stop Operator is to design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually. A similar survey will be used by the affiliate sites to gather customer feedback.  Secret shoppers will also be dispatched on a quarterly to determine how customers are being served.
<b>How do you plan on having staff share and discuss feedback from customers?</b>	Results from surveys and secret shoppers will be shared with staff during staff meetings. A plan will be devised between the manager and staff to address any issues/deficiencies. Any immediate issues/deficiencies will be addressed immediately.
<b>How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?</b>	Feedback from customers and staff will be utilized to update the service deliver for customers. Both will be notified of the new practice and continuously monitored to determine impact of the changes.

CUSTOMER SATISFACTION: Job Seekers	
	DESCRIBE
<b>How will you measure the success or failure of integrating customer feedback?</b>	Success or failure of the customer will be measured based on the feedback received by and about staff. Customers will continue to be surveyed to determine if the method in which services are delivered is conducive to the customer.



CUSTOMER SATISFACTION: Employers	
	DESCRIBE
<b>How do you plan on gathering employer feedback?</b>	<ul style="list-style-type: none"> <li>• Each employer will be formally surveyed using a tool called "OJT Quality Assurance Report". A similar survey tool will be developed for companies who have used the Incumbent Worker, Customized and Workplace fundamentals programs.</li> <li>• The survey tool asks the business to rate their satisfaction with the Training plan and the trainee as Excellent, Good, Average or Poor.</li> <li>• The survey also tool asks the employer to identify any areas in which the ARC can assist or help them fill other job openings.</li> <li>• The Survey tool also affords an opportunity for any additional comments that the employer may want to make.</li> </ul>
<b>How do you plan on having staff share and discuss feedback from employers?</b>	<ul style="list-style-type: none"> <li>• The Quality Assurance Survey tool will be discussed in regularly scheduled Business Services team meetings, especially in cases where problems have been encountered with the employer and trainee relationship.</li> <li>• In cases where concerns or opportunities for improvement cut across functional lines, the Business Services Manager will discuss the survey results with the Finance Manager, Employment and Training Services Manager and with the Division Manager as appropriate.</li> </ul>
<b>How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?</b>	<ul style="list-style-type: none"> <li>• The employer Quality Assurance Reports will be evaluated along with feedback from the trainee; which is collected monthly during the training period.</li> <li>• The results of both will be reviewed and discussed in the Business Services Team meetings; and will be factored into the decision making related to additional hires or trainings, extensions of training periods and future requests to provide additional forms of training (IWT, Customized, Workplace Fundamentals, etc.)</li> </ul>

<p><b>How will you measure the success or failure of integrating employer feedback?</b></p>	<ul style="list-style-type: none"> <li>• Improvement in retention from businesses which have experienced problems and repeat requests for additional trainees or additional forms of training will be the major success or failure measures</li> </ul>
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### **III. Continuous Improvement**

Answer the following questions with as much detail as possible.

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How do you use data to improve upon the one-stop services?</b>	Data is used to evaluate if the current service delivery is the most effective and efficient way to provide services to customers. The feedback received from customers and staff is used to develop and implement new strategies to enhance services to customers.
<b>How do you share this data with staff?</b>	The data is shared in the form of a report and communicated in staff meetings. Based on the data received feedback/recommendations is requested by staff to determine the best course of action moving forward.
<b>How do you incorporate staff ideas and feedback to improve the performance of the one-stop?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<b>How is staff feedback utilized and incorporated into your practices?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation
<b>How do you let staff know that their ideas have been incorporated?</b>	Staff is told their recommendations/ideas have been incorporated into the process.
<b>How do you measure the success or failure of staff feedback integration?</b>	Continuous feedback is always solicited from staff to determine what works and what doesn't work with the customer flow. Secret shoppers are also utilized to evaluate the process and provide input as to how the process can be improved.
<b>Share any best practices of the one-stop that contribute to continuous improvement.</b>	Consistency with quarterly programmatic monitoring to ensure customers are being served in a timely, efficient manner, as well as one stop-monitoring to ensure the center remains in compliance. Staff feedback allow for review of different areas or processes for improvement.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<b>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</b>	Surveying staff and discussing the feedback to determine what changes/improvements are need and or what changes/improvements will be implemented.

LWDA: Area 7 – WorkSource Atlanta Regional

One-Stop Location: Rockdale Affiliate Site, 1400 Parker Road, Lobby A  
Conyers Georgia 30094

One-Stop Reviewer: Phyllis Jackson, Adult/DW Program Manager


Date of Review: May 11, 2021

\_\_\_\_\_  
**LWDB Board Chair Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Chief Local Elected Official Signature**

\_\_\_\_\_  
**Date**

DATE: May 14, 2020  
TO: Atlanta Regional Workforce Development Board (ARWDB)  
FROM: Rob LeBeau, Director - ARWDB   
SUBJECT: **WorkSource Atlanta Regional Financial and Other Policies and Procedures Manual**

**Requested Action (What)**

- To approve the WorkSource Atlanta Regional Financial and Other Policies and Procedures Manual.
- To approve allowing staff to make updates to the above manual that does not conflict with adopted Federal, State, Local and Agency (ARC) policies with approval of those updates by the Atlanta Regional WorkSource Director.

**Reason (Why)**

- The WorkSource Atlanta Regional Financial and Other Policies and Procedures Manual was originally developed to store all policies and procedures associated with WorkSource Atlanta Regional in one central location. This allowed easy access to information when needed.
- The recent state monitoring of Worksource Atlanta Regional required as part of its proposed Corrective Action to have the manual approved by the Board.

**Timeframe (When)**


- Approval is needed on May 26<sup>th</sup>, 2021 at the scheduled ARWDB meeting.

**Impact (Who and How Much)**

- As stated in the **Reason** paragraph, this is a required corrective action from a recent state monitoring of WorkSource Atlanta Regional.

**Recommendation**

- The Board will be informed of any major updates to the manual.

DATE: May 14, 2020  
TO: Atlanta Regional Workforce Development Board (ARWDB)  
FROM: Rob LeBeau, Director - ARWDB   
SUBJECT: **PY 2021 WorkSource Atlanta Regional Budget**

**Requested Action (What)**

- To approve the submitted PY 2021 WorkSource Atlanta Regional (WAR) Budget in its entirety and the immediate application of changes to the PY 21 WAR Budget when actual funding amounts are determined.

**Reason (Why)**

- Local Workforce Development Areas are required to have a board approved and CLEO signed budget to move forward into the new year. This also allows our area to move forward with contract negotiations and continue other services without interruption.
- Application of changes when actual funding amounts are determined further allows for continued processes without delay. It may include, but not limited to further negotiations with contractors for increase or decrease in funding, if needed. WAR staff will inform ARWDB of all changes at the next scheduled meeting following those changes.

**Timeframe (When)**

- Approval is needed at May 26<sup>th</sup>, 2021 ARWDB meeting, and CLEO approval before the fiscal year end, preferably within 2 weeks after board approval.

**Impact (Who and How Much)**

- This budget impacts the WAR staff, contractors and clients served through the WIOA programs.
- This budget consists of estimated carryover from PY 2020 and projected PY 2021 Adult and Youth funds based on information provided from the state. PY 2021 DW funds is estimated as a 10% reduction of PY 2020 funds, as we are still awaiting funding information from the state. As a result, final funding will more than likely change in all categories.

**Recommendation**

- Approve the PY2021 Budget, as recommended by the staff to the Executive Committee.





**PY 2021 WORKSOURCE ATLANTA REGIONAL BUDGET**  
**FROM JULY 1, 2021 - JUNE 30, 2022**

**REVENUE**

WIOA ADULT	3,667,154
WIOA YOUTH	3,284,010
WIOA DISLOCATED WORKER	4,036,452
WIOA DISLOCATED WORKER NEG COVID	760,000
OTHER	45,000
<b>TOTAL REVENUE</b>	<b>11,792,616</b>

**PLANNED EXPENDITURES**

		<b>PERCENTAGE OF BUDGET</b>
ARC OPERATIONS	3,451,601	<b>31%</b>
CRC/MOBILE UNIT OPERATION	963,780	<b>9%</b>
<i>DIRECT PARTICIPANT EXPENSES</i>		
- TRAINING/SUPPORT (FORMULA)	2,135,000	
- TRAINING/SUPPORT (NEG COVID)	446,500	
- WORK BASED LEARNING (FORMULA)	300,000	
- WORK BASED LEARNING (NEG COVID)	100,000	
TOTAL DIRECT PARTICIPANT EXPENSES	2,981,500	<b>27%</b>
SUBGRANTEE CONTRACTS	3,640,000	<b>33%</b>
<b>TOTAL PLANNED EXPENDITURES</b>	<b>11,036,880</b>	

**REMAINING UNOBLIGATED FUNDS** **755,736**

*\*For AR WDB approval on 05/26/2021*

Equus Workforce Services

# **Monthly Briefing Report One Stop Operator**

Reporting Period: April 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 100 % for April 2021.

### 2) Partner Integration

- The One Stop Center hosted various hiring events with Fred Loya, Comfort Keepers and Hollis Cobb. New employers include McKesson, United Talent Staffing.
- Job Fair hosted May 25th. Participated in hiring events with One Source Learning and Berean Church.
- Clayton CRC hosted hiring events with Accurate Personnel, Waffle House, Because We Care, Loya Insurance.
- New/Increased partnerships include- Project Access and Gwinnett County Public Schools.



# Equus Monthly Briefing Report



## Performance Metrics and Action Plans

### Contractual

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

Benchmarks	Target/ Lift Target	Category/ Freq	Contr ID	Jul20 ←	Aug20 -----	Sep20 -----	Oct20 -----	Nov20 -----	Dec20 ---Tar	Jan21 get---	Feb21 -----	Mar21 -----	Apr21 -----	May21 -----	Jun21 ----- >
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%	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	4.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	4.00 3.00	4.00 3.00	3.00 3.00	•	•
Business Services	2 2.00	Monthly	30452	3.00 2.00	4.00 2.00	2.00 2.00	2.00 2.00	3.00 2.00	2.00 2.00	3.00 2.00	2.00 2.00	2.00 2.00	3.00 2.00	•	•
Customer Satisfaction Surveys	92% 92.00%	Quarterly	30452	92.86% 92.00%	96.43% 92.00%	94.68% 92.00%	100.00% 92.00%	100.00% 92.00%	98.39% 92.00%	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	•	•

# Equus Monthly Briefing Report

## Metrics

- Actions to sustain metrics are listed below:

	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	100.00 % for April 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. RAYS 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-
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
	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

Adding new employers and partners to the One Stop Partnership.  
*Strengthening current partnerships.*

## 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.