

## Full Board Meeting

Mark Gibson, Chair

- 8:00 a.m.      **Welcome & Introductions**  
Mark Gibson, Chair
- 8:05 a.m.      **Approval of Past Meeting Minutes: November 15, 2017 (AI)**  
Mark Gibson, Chair
- 8:10 a.m.      **Reports**
- Literacy Council      Letoyia Horton
  - Youth Committee      Daneea Badio-McCray
    - Work Experience Policy **(AII)**
  - Governance and Organizational Development      Bryant McDaniel
  - Finance & Administration      Sarah Dimond
  - Partners Council      Michelle Jenkins-Clark
    - Data Review Policy Approval **(AIII)**      Alisa Jackson
  - Cobb Workforce Partnership Committee      Rob Garcia
- 8:30 a.m.      **Presentation: HDCI Healthcare Sector**      Helen Slaven
- 9:00 a.m.      **Adjourn**

### ATTACHMENTS:

AI: Meeting Minutes: November 15, 2017

AIII: Work Experience Policy

AIII: Data Review Policy Approval

**Workforce Development Board Minutes**

Mark Gibson, Chair

| MEMBERS PRESENT   | STAFF PRESENT   | MEMBERS ABSENT  | Guest Present                                      |
|---|---|---|--|
| Daneea Badio-McCray<br>Francia Browne<br>Valerie Carter<br>Sarah Dimond<br>Greer Gallagher<br>Rob Garcia<br>Mark Gibson<br>Patricia Kellner<br>Bryant McDaniel<br>Rich Mohr<br>Kimberly Roberts<br>Elizabeth Scott<br>Mark Templeton<br>Dennis Winslow<br>Petra Young | Nicole Carsten<br>Ro' Leshia Coleman<br>Glenda Hicks<br>John Helton<br>Alisa Jackson<br>Jacob Johnson | Trina Boteler<br>Yvonne Byars<br>Tim Gordon<br>Letoyia Horton<br>Nick Kelland<br>Tra Moore<br>Terence Norman<br>Jeff Rogers<br>Scott Russell<br>Tamika Stafford<br>McKieva Sullivan | Manoa Daniels<br>Jennifer Rogers<br>Danielle Wylly |

**I. Welcome & Introductions**

The **meeting** was called to order at **8:12 a.m.** with welcome and introductions by Mark Gibson, chair. Mark Gibson introduced Patricia Kellner, a former board member who has rejoined the board, and Manoa Daniels from the Georgia Department of Economic Development.

**II. Approval of Prior Meeting Minutes**

**Motion** made to approve the amended September 20, 2017 meeting minutes by Rob Garcia and further seconded by Sarah Dimond. Motion subsequently carried (*Fifteen members voted yea and there were no nays*).

**III. Approval of Consent Agenda**

**Motion** made to approve the consent agenda by Bryant McDaniel and further seconded by Kimberly Roberts. Motion subsequently carried (*Fifteen members voted yea and there were no nays*).

**IV. Reports**

Literacy Council

Nicole Carsten reported for Letoyia Horton; she announced the upcoming literacy awareness event on December 9th at the Barnes and Noble Town Centre Prado location as well as the "Are You Smarter Than a 10-Year-Old?" fundraiser on May 10, 2018. Sponsors were still needed for the three person teams. It cost \$1500 to sponsor a team and the literacy council is looking to have 8-10 teams. Georgia Gives is November 28<sup>th</sup>. Nicole Carsten announced that Tech Savvy completed five sets of classes and had forty students. She also passed out a flyer for the upcoming Tech Savvy classes.

### Youth Committee

Daneeia Badio McCray announced that the youth committee will resume meetings in January 2018.

### Governance and Organizational Development

Bryant McDaniel informed the board that Ryan Byars would not be able to serve as vice-chairman due to a relocation to Arizona. There was another candidate that would be announced. The 2018 board and committee dates were passed out. The new member orientation was scheduled for January 24, 2018 following the Workforce Development Board meeting. The Governance and Organizational Development Committee was interested in any suggestions or feedback about the education component of board meetings.

### Finance & Administration

Sarah Dimond announced that the field work for the annual audit was complete and one audit adjustment was made. Statements would be available the first week in December. First quarter financial statements would also be ready.

### Partners Council

Alisa Jackson reported for Michelle Jenkins-Clark. She informed the board of the disability awareness event for staff and local community partners. There was also an event for employers to educate and encourage them to employ people with disabilities. Twelve employers were present. Another employer's event was scheduled for March 2018. John Helton made the board aware that the purpose of the Partners Council was to bring together all community based partners.

### Cobb Workforce Partnership Committee

Rob Garcia notified the board that the Cobb Workforce Partnership had not met but there would be a new direction for the committee in 2018. They would be starting the first half of the year with three industry councils: Manufacturing sector, Technology Sector and the third being either Transportation Distribution Logistics or Professional Services. The committee was seeking to partner with relevant industry associations and have 30-50 people from each industry. Rob Garcia expressed his desire for these industries to know about the workforce system and how WorkSource Cobb can help them.

## **V. CEO Report**

John Helton updated the board on meetings with the other area directors. Their focus was specifically on business services and standardizing prices and procedures. The directors recommended that positions eligible for OJT must pay a minimum of \$11.99 an hour. This would become the standardized amount across the five metro boards.

John Helton also attended the HDCl statewide meeting in Jekyll Island, GA. He requested that if anyone had any Transportation, Distribution or Logistics contacts willing to work on a regional level let him know. He would send an email with more information on the HDCl initiative.

He announced that the 12<sup>th</sup> Construction Ready at Build Cobb would be Friday, November 17, 2017. An invitation was passed out for the event.

John Helton stated that he attended a luncheon hosted by Mark Gibson and the Federal Reserve. The five metro directors and their chairs attended. Mark Gibson reiterated the importance of the metro board getting together. If anyone was interested in attending any other events, they could reach out to John Helton or Mark Gibson.

**Motion** made to establish OJT training rate at \$11.99 an hour by Rich Mohr and further seconded by Rob Garcia. Motion subsequently carried (*Fifteen members voted yea and there were no nays*).

**ACTION ITEMS:**

- **John will send an email with more information on the HDCI initiative.**
- **Staff will plan a business service presentation for next board meeting.**

**VI. Presentation Released**

A presentation was done by Danielle Wylly from the Department of Justice Community Outreach. Danielle Wylly informed everyone that she worked with crime prevention and re-entry. She gave a preview of *Released: When Does The Sentence End?*, a state produced documentary on re-entry. The purpose of the documentary was to bring public awareness, educate the community to reduce the stigma about people returning home from prison and increase employment opportunities for returning citizens. John Helton announced that his goal was to increase support for ex-offenders in the first quarter of 2018.

**VII. Adjourn**

After hearing no other business, the meeting was adjourned at **9:09 a.m.**

**WORKSOURCE COBB**  
**WIOA YOUTH WORK EXPERIENCE**  
**ACADEMIC AND OCCUPATIONAL EDUCATION COMPONENT POLICY**

Work Experience affords youth the opportunity to obtain professional skills that will enhance their employment marketability. The program will provide youth participants the opportunity to gain work experience through the Academic and Occupational Education Component, Work Experience Program, and Career Exploration. The purpose of Work Experience (WEX) is to expose youth to the requirements of work and to employers' expectations. Work Experience may be paid or unpaid for a short-term period. During this experience, youth should be in a structured learning environment that focuses on career exploration, enhancement of soft skills, and the development of work readiness skills. Additionally, to the extent possible, this experience should link to the youth participant's career and employment goals as documented in their Individual Service Strategy. This directly impacts the performance measures Credential/Degree Placement.

For both In-School Youth and Out-of-School Youth (with no Individual Training Account) we place Youth at worksites that will align with their career interests. If the youth is unclear of their career interest, we conduct a series of career explorations through online resources (You Science, O\*Net, Georgia Career Information System, etc.) to determine Youth's career pathway. These online resources develop occupational options that the youth can research to determine level of interest in pursuing a chosen career field. Once a career pathway is chosen, a training plan will be implemented to develop an academic and occupational education component designed specifically to the chosen career path. This training may occur concurrently or sequentially with the work experience. Additionally, this training may occur inside or outside the worksite. The academic and occupational education component is designed to ensure the youth has the necessary tools to understand and work successfully in specific industries.

For youth with Individual Training Accounts, they are only placed in worksites that align with their career interests and the academic programs that they are enrolled (for example - accounting, medical, culinary arts). Internships fall under this category as well. These work experiences are looked at on a case-by-case basis, as they can be completed during their academic program, after-school or during the summer. The occupational component is covered through the actual "hands on" work experience, while the academic component is covered under the student's program of study (training facility or school).

## Data Validation Policy

To maintain compliance and accuracy, WorkSource Cobb will implement a second level review for quality control for contracted providers' participant files. The following process has been implemented:

1. The Provider Relations Coordinator or designated staff will complete a data validation review of all contracted providers' participant case files via file or desk review.
2. The data validation review will be performed bi-annually to verify that all required documentation relating to WIOA program eligibility is maintained in each participant case file.
3. The sample data validation will include the review of 10% or greater of randomly selected participant files within the current enrollment/contract period.
4. The Provider Relations Coordinator or designated staff will notify and train all contracted providers of any new or updated policy and/or procedure pertaining to required WIOA program eligibility documentation.
5. The Provider Relations Coordinator or designated staff will send notice to contracted providers of scheduled data validation ten (10) days prior to scheduled.

As part of quality control, WorkSource Cobb will review the following functions to determine whether contracted providers are adequately and appropriately meeting deadlines and documentation requirements.

- A. Data Entry - Timely data entry affects performance reporting and staff workload if information needs to be backdated. Timely data entry will be determined based on files reviewed at random times and during desk reviews prior to monitoring visits.
- B. Correct Data Entry - Correct data entry affects performance reporting and staff resources assigned to make corrections to data in Georgia Work Ready Online Participant Portal (GWROPP). Data entry problems include missing fields from the WIOA participant application. The WIOA participant application is the only source of documentation for many fields required for quarterly reporting to WFD. WFD compiles statistics on demographic data for different WIOA populations to determine how they are effectively being served through the program. Incorrect data skews these statistics and does not show an accurate representation of service to WIOA participants. Data in GWROPP should be checked before hitting the "Save" button to ensure that correct data has been entered in GWROPP. Incorrect data problems will be identified during monitoring visits.
- C. Appropriate Documentation - Many elements of WIOA enrollment require appropriate documentation be placed in participant files. Documentation sources can be identified on the WIOA participant application. Missing documentation will be identified during monitoring visits.
- D. Credential Records - The Youth program "Attainment of a Degree or Certificate" performance measure requires the recording of a credential attained during the participant's enrollment or within three quarters after exit. Credentials must be documented using a transcript, certificate,

diploma, or a letter from an appropriate school system. If there is not a specific date on the credential (i.e., May 2012), the actual date must be case noted. If not recorded, credentials will not be counted for performance reporting. Deficiencies in credential entry will be identified through quarterly reporting and monitoring.

There is no performance measure relating to attainment of a credential for Adult or Dislocated Worker performance. However, attainment of a credential is a data element required for quarterly reporting for these programs. Credentials earned by Adult and Dislocated Worker participants must be collected. Deficiencies in credential entry will be identified through monitoring.

- E. Follow-Up Contact - Follow-up information is used for performance reporting in cases where unemployment insurance or federal wage records are not found. Follow-up contact is required for all Youth participants, and for Adult and Dislocated Worker participants who exit to employment. Follow-up contact information can be used for three performance measures:
- i. Employment Rate 2nd Quarter After Exit Entered Employment: Follow-up contact is used for participants employed during the second quarter after exit (Adult, Dislocated Worker, and National Emergency Grant performance).
  - ii. Employment Rate 4th Quarter After Exit Employment Retention: Follow-up contact is used for participants employed during the fourth quarter after exit (Adult, Dislocated Worker, and National Emergency Grant performance).
  - iii. Youth Education and Employment Rate 2nd Quarter After Exit: Follow-up contact is used for Youth participants who are in employment or post-secondary education/advanced training/occupational skills training during the second quarter after exit.
  - iv. Youth Education and Employment Rate 4th Quarter After Exit: Follow-up contact is used for Youth participants who are in employment or post-secondary education/advanced training/occupational skills training during the fourth quarter after exit.

Follow-up contact is required to be recorded. The information should state the employer name, address, phone number, and job title if the participant is employed. If the participant is in some type of training after being exited, a brief description should be noted.

Follow-up contact is the only source for verifying that a Youth participant is in some type of training after they are exited from the WIOA Youth program. Therefore, it is very important that this information be recorded.

Deficiencies in completing follow-up contact will be identified through monitoring.

- F. Deficiency Consequences - WFD has the option of sanctioning LWDA's for not meeting acceptable performance. Acceptable performance depends on information entered correctly in GWROPP and appropriate documentation placed in participant files. Deficiencies in any of the above areas will result in a contracted provider being placed on a corrective action plan. If deficiencies are

identified after a contracted provider has been placed on corrective action, a portion of WIOA funding may be revoked.

Problems with any of the above functions may be identified through monitoring or through day-to-day functions. WorkSource Cobb will determine whether there are errors for any of the areas identified above, and whether they are substantial enough to warrant corrective action or possible sanction.

The following table shows the progression for determining deficiencies:

|   |  |
|---|--|
| Baseline: First year monitoring findings:           | Provider Relations Coordinator or designated staff will identify any monitoring findings and discuss these with contracted providers during exit interview. Deficiencies will be noted on monitoring reports after onsite review.  |
| Corrective Action: Second year monitoring findings: | Provider Relations Coordinator or designated staff will identify monitoring findings that have not been resolved from the previous year's monitoring or continue to be an issue. Contracted providers may be placed on corrective action notice if there are unresolved problems or issues that continue to occur. |
| Sanctioning: Third year finding:                    | Monitoring findings that have not been resolved from the previous year or continue to occur may result in sanctioning of a contracted provider.  |

WorkSource Cobb will provide technical assistance to any contracted provider deemed deficient in any of the problem areas identified above. WorkSource Cobb may also request technical assistance from WFD for help in resolving identified problems. Contracted providers are always encouraged to ask questions or ask for help from WorkSource Cobb or any other service provider.

#### Quality Control Improvement

There are several options to improve quality of the requirements for each of the functions listed above. These options include but are not limited to the following:

- A. A Peer-to-peer review to improve quality control for all areas identified above. This provides the ability to correct data and can serve as a learning tool for contracted providers.
- B. Technical Assistance (TA) is available to any contracted provider who wants or needs assistance.
- C. Requests help from program managers or management information staff.