



Northwest Georgia

WORKFORCE DEVELOPMENT BOARD

Orientation Manual

April 2025

Overview

The Workforce Development Board (WDB) of Northwest Georgia, Inc. (along with the Council of Chief Elected Officials (CCEO) of Northwest Georgia), oversees a broad range of programs and activities funded by the Workforce Innovation and Opportunity Act (WIOA) programs. The WDB operates in Workforce Development Area 1 (WorkSource Northwest Georgia), as designated by the Governor, representing Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, and Whitfield counties. The programs and initiatives ensure that job seekers and businesses in the region have access to a comprehensive array of education, employment, and business services fulfilling the mission to ***“Build a world class workforce that enables individuals to meet the dynamic employment needs of business through customer-focused services that leverage existing resources and strategically forms and implements economic development partnerships for this purpose.”*** The WDB further envisions that every local business will have access to a skilled workforce and that every Northwest Georgia job seeker will have access to meaningful employment.

Workforce Innovation and Opportunity Act (WIOA)

Purpose

The purposes of this Act are the following:

- To increase, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market.
- To support the alignment of workforce development, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States.
- To improve the quality and labor market relevance of workforce development, education, and economic development efforts to provide America’s workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wage and to provide America’s employers with the skilled workers the employers need to succeed in a global economy.
- To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers, and employers.
- To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions, and States, and the global competitiveness of the United States.
- To provide workforce development activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants,

and increase attainment of recognized post-secondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

Titles

The Act is divided into five (5) parts:

- **Title I:** Creates the overall structure of the new system including State and local Workforce Boards, One-stop Career Centers and Youth committees. It specifies allowable activities and procedures for measuring performance.
- **Title II:** Amends existing Adult Education and literacy legislation and aligns these services with the new workforce development system.
- **Title III:** Amends the Wagner-Peyser (Employment Service) Act to align its provision with the new workforce development system.
- **Title IV:** Amends the federal Rehabilitation Act and aligns services for disabled with the new workforce development system.

Workforce Development Board

The Workforce Development Board of Northwest Georgia, Inc. was authorized in 2014 under the Workforce Innovation and Opportunity Act (WIOA) and certified by the Governor of Georgia effective July 1, 2015. The WDB is a key player in the economic development and competitiveness of the Northwest Georgia region. In its larger role, the WDB functions as a convener of the private sector; technical and community colleges; non-profit organizations; state and local agencies; labor; K-12 education; local elected officials; and other one-stop partners.

What does the WDB do?

The WDB, in accordance with an [Agreement](#) with the CCEOs and the Northwest Georgia Regional Commission, performs a variety of activities mandated through WIOA (for full list, see the [WDB By-laws](#)). These activities include, but are not limited to the following:

- Develop and submit a four-year local plan (and an update to the plan every two years);
- Convene stakeholders to assist in identifying non-Federal expertise and resources to leverage support for workforce development activities.
- Lead efforts to engage with a diverse range of employers and other entities in the region in order to promote business representation; develop effective linkages; ensure workforce activities meet the needs of employers and support economic growth; and develop and implement proven and promising strategies to meet the employment and skill needs of workers and employers.

- With representatives of secondary and post-secondary education programs, lead efforts to develop and implement career pathways within the local area by aligning employment, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
- Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and job seekers.
- Conduct oversight and ensure appropriate use and management of the funds for the adult, dislocated worker, and youth workforce development and training activities.
- Conduct oversight and ensure appropriate use and management of the funds for the one-stop delivery system in the local area.
- Negotiate and reach agreement on local performance measures and ensure appropriate management of funds to maximize performance outcomes.
- Select providers of youth workforce development activities in the local area.
- Select providers of career services through the award of contracts, if the one-stop operator does not provide such services.
- Work with the State to ensure there are sufficient numbers and types of providers of career services and training services serving the local area and providing the services in a manner that maximizes consumer choice, as well as providing opportunities that lead to competitive integrated employment for individuals with disabilities.
- Coordinate activities with education and training providers in the local area, including:
 - (1) Reviewing applications to provide adult education and literacy activities under Title II for the local area to determine whether such applications are consistent with the local plan;
 - (2) making recommendations to the eligible agency to promote alignment with such plan; and
 - (3) Replicating and implementing cooperative agreements to enhance the provision of services to individuals with disabilities and other individuals
- Develop a budget for the activities of the Local Board, with approval of the chief elected official and consistent with the local plan and the duties of the Local Board.
- Assess, on an annual basis, the physical and programmatic accessibility of all one-stop centers in the local area, in accordance with applicable provisions of the Americans with Disabilities Act of 1990

- Certification of one-stop centers
- Enter into an agreement with the CCEOs that describes respective roles and responsibilities of the Board and CCEOs. The elected official who is appointed to the WDB will serve as a liaison to provide oversight and to ensure coordination in meeting workforce goals for the area.

Agreements and Bylaws

The *Northwest Georgia Workforce Development Board Constitution and Bylaws* provides terms of appointment, meeting schedules and requirement, voting, and duties of the WDB. The Bylaws can be found on the website at [Bylaws](#).

The purpose of the *Agreement Between the Council of Chief Elected Officials of Northwest Georgia, The Workforce Development Board of Northwest Georgia, and the Northwest Georgia Regional Commission* is to delineate the respective roles and responsibilities of the Council of Chief Elected Officials of Northwest Georgia, the Workforce Development Board of Northwest Georgia, Inc., and the Northwest Georgia Regional Commission and to formalize procedures for carrying out joint responsibilities required by WIOA. This Agreement can be found on the Career Depot website at [Agreement](#).

WDB Membership

The CCEOs appoint the members of the WDB. WIOA requires a majority of the Board to be business representatives. Additionally, key decision makers from education, economic development, community-based organizations, and labor organizations must be represented on the Board. Other partners or stakeholders may be appointed to serve at the discretion of the CCEO. The composition of the WDB is as follows:

- A minimum of 51% who are representatives of business in the local area and who shall be owners, chief operating officers, and chief executive officers or other individuals with optimum policy making or hiring authority. A minimum of two shall represent small business.
- At least 20% shall be:
 1. A minimum of two (2) representatives of organized labor or other representatives of employees, if existing in the area.
 2. A representative of a joint labor-management or union-affiliated registered apprenticeship, if those programs exist or a representative of a registered apprenticeship program if one exists.
 3. May include one or more community-based organizations.
 4. May be representatives of organizations with experience and expertise in addressing services to eligible youth.
- Representative(s) (1 or more) of providers of adult education and literacy.
- Representative(s) (1 or more) from institutions of higher education.

- At least one representative each from (a) economic and community development entities; (b) state employment service (Wagner-Peyser Act); and (c) programs under Title I of the Rehabilitation Act of 1973 other than sec. 112 or Part C of that Title.
- A member of the Council of Chief Elected Officials who is not the CLEO.
- The membership of the WDB may include other representatives as specified in WIOA.

Under some conditions, members may represent more than one category.

Board Roster

The Board Roster is included as Attachment B and the most recent Roster can always be found on the Career Depot website [WDB Membership](#).

Committees and Councils

The WDB utilizes Committees and Councils to ensure maximization of the collective knowledge and experience of the Board while also fostering a more engaged and collaborative board environment. The Committees and Councils are as follows:

Executive Committee

Type: Standing Committee

The Executive Committee is composed of the Chairman, Vice-Chairman, Secretary/Treasurer, four members to be elected from the WDB, and individuals appointed by the local Board who are not members of the local board. The Executive Committee is empowered to meet on an interim basis between regular full Board meetings and make emergency or time-sensitive decisions on behalf of the full WDB membership when necessary as it relates to the explicit duties or responsibilities of the WDB. Actions taken by the Executive Committee on behalf of the WDB that require official approval by the full Board are brought forward for approval at the next regularly scheduled meeting. Must be chaired by a WDB Member. *Regular Meeting Date: **As needed.***

Proposal Review Committee

Type: Standing Committee

The Proposal Review Committee is comprised of business representatives from the WDB; other interested Board members; and individuals appointed by the local Board who are not members of the local board. The Committee reviews competitively bid proposals; new providers; increases in contract cost; and policies/procedures and reports their recommendations to the WDB. Must be chaired by a WDB Member. *Regular Meeting Date: **As needed.***

Youth Committee

Type: Standing Committee

WIOA suggests a Youth Committee to provide information and assist with planning, operational, and other issues relating to the provision of services. The Youth Committee consists of at least one Workforce Development Board member who chairs the Committee; employers, education, and human service agency representatives; members of community-based organizations with a demonstrated record of success in serving eligible youth; other individuals with appropriate expertise such as training, health, mental health, and public assistance; parents; youth; and individuals appointed by the local Board who are not members of the local board. The Committee reviews competitive bids for services and makes recommendations to the WDB; assists with planning, operational, and other issues related to the provision of youth services; and helps local

communities identify gaps in services, coordinates youth policy, ensures quality services, leverages financial and programmatic resources; and recommends eligible youth service providers. The *Youth Committee Constitution and Bylaws* can be found on the website at (). *Regular Meeting Date: **Second Wednesday of every other month, Noon, at Northwest Georgia Regional Commission.***

Promoting Access for Individuals with Disabilities (PAID) Council

Type: Advisory Council

The Promoting Access for Individuals with Disabilities (PAID) Council consists of individuals with disabilities; representatives of local technical and community colleges; the Center for Independent Living; human service agency representatives; members of community-based organizations with a demonstrated record of success in serving individuals with disabilities; and other individuals with appropriate expertise such as training, health, mental health, and public assistance. Reports to and advises the WDB. *Regular Meeting Date: **Second Thursday of months with no WDB meeting, 10:00 a.m., at Northwest Georgia Regional Commission.***

Business Services Council

Type: Advisory Council

The Business Services Council consists of WDB members, chambers of commerce, economic Development, technical and community college, and other interested parties to provide guidance to the WDB around providing business services to the region. These services include work-based training services; labor market information; apprenticeships; entrepreneur assistance; information regarding hiring individuals with disabilities and incarceration histories; sector partnerships; and others.

*Regular Meeting Date: **Quarterly, regular meeting dates to be announced.***

A Committee and Council Membership listing is included as Attachment D. Contact Terri Morgan if you are interested in serving on a Committee/Council.

Council of Chief Elected Officials

The Council of Chief Elected Officials has authorized its **Executive Committee** to carry out any and all duties and responsibilities required of the Elected Officials of the Northwest Georgia Area. The Executive Committee of the CCEO consists of thirty (30) chief elected officials from the area and shall be the mayors within the respective county not to exceed one per county and the county commission chairman or sole commissioner of each county. In addition to approving the items voting upon by the WDB, the CCEO is also responsible for approving WDB Members. More information about the CCEO can be found on the website at [CCEO MOA](#).

One-Stop System

The Workforce Innovation and Opportunity Act mandates a One-Stop Service Delivery System at the local level for the delivery of workforce development services. WIOA retains the nationwide system of One-Stop centers, which directly provide employment services and connect customers to work-related training and education. WIOA reinforces the partnerships and strategies necessary for One-Stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

The One-Stop Operator is competitively procured by Northwest Georgia Regional Commission's Workforce Division and approved by the WDB and CCEO.

At One-Stops, **employers and businesses** can get their human resource needs met, including access to qualified employees from entry level to management; assistance with company downsizing and closing; up-to-date labor market information; and information and access to state resources support skill upgrading of current employees.

Job seekers have access to career advisors and other partner programs; a database of employers and educational opportunities; and other types of support programs. Examples of other services include but are not limited to computers; the Internet; fax and copy machines; job postings; and a career library.

A **Comprehensive One-Stop Center** is a physical location where job seekers and businesses can access the programs, services, and activities of all required one-stop partners.

The Comprehensive One-Stop Center must provide:

- Career services
- Access to training services and employment activities
- Access to programs and activities carried out by one-stop partners
- Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days at a Comprehensive One-Stop Center. "**Access**" to each partner program and its services means: (1) Having a program staff member physically present at the one-stop center; (2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services. WIOA requires at least one Comprehensive One-Stop Center in each workforce area. The WDB and CCEO approve and certify the Comprehensive One-Stop Center and the Affiliate One-Stop Centers. The Comprehensive One-Stop Center is located at the Georgia Department of Labor Rome Career Center.

One-Stop Affiliate Centers are located where WIOA and other Partner services are provided. The affiliated One-Stop Centers are located at the Bartow Career Center, Blue Ridge Career Center, Dalton Career Centers. In addition, Chattahoochee Technical College, Georgia Northwestern Technical College, and West Georgia Technical College have been certified as Affiliated One-Stop Centers.

Required Partners

- WIOA title II Adult Education and Family Literacy Act (AEFLA) program
- Career and technical education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006
- Employment and training activities carried out under the Community Services Block Grant Act (CSBG)

- State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973
- Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965
- Jobs for Veterans State Grants (JVSG)
- Trade Adjustment Assistance (TAA)
- 1974 Wagner-Peyser Employment Services (ES) program, authorized under the Wagner-Peyser Act
- Unemployment Insurance (UI) programs under state unemployment compensation laws.
- WIOA Title I Adult, Dislocated Worker, and Youth Programs
- Employment and training activities carried out by the Department of Housing and Urban Development (HUD E&T Services)

The ***One-Stop Memorandum of Understanding*** can be found on the website at [One-Stop MOU](#). Locations of One-Stops can be found on the website at [One-Stops](#).

Training Services

Career and Training Services

One-Stop Centers provide services to individual customers based on individual needs, including the seamless delivery of multiple services to individual customers.

Career Services consist of three types; basic career services, individualized career services, and follow-up services.

Basic Career Services- must be made available to all individuals seeking services served in the one-stop delivery system. These services may include:

- i. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- ii. Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
- iii. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- iv. Labor exchange services, including-
 - a. Job search and placement assistance and, when needed by an individual, career counseling, including-
 - aa. provision of information on in-demand industry sectors and occupations, and
 - bb. provision of information on nontraditional employment, and

- b. Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
- v. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
- vi. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas including-
 - a. Job vacancy listings in labor market areas;
 - b. Information on job skills necessary to obtain the vacant jobs listed; and
 - c. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- vii. Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- viii. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system;
- ix. (I.) Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and
 - (II.) appropriate referrals to those services and assistance, including: childcare, child support, medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- x. Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation;
- xi. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Services- must be made available if determined to be appropriate in order for an individual to obtain or retain employment. **Individuals must be declared eligible** to receive these services. These services include the following:

- i. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include-

- a. Diagnostic testing and use of other assessment tools; and
- b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- ii. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- iii. Group and/or individual counseling and mentoring;
- iv. Career planning (e.g. case management)
- v. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services;
- vi. Internships and work experiences that are linked to careers;
- vii. Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- viii. Financial literacy services;
- ix. Out-of-area job search assistance and relocation assistance; and
- x. English language acquisition and integrated education and training programs

Training Services

Training services may be available to employed and unemployed adults who:

- i. Are determined after an interview, evaluation, or assessment and career planning to be:
 - a. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
 - b. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment, and
 - c. Have the skills and qualifications to participate successfully in training services;
- ii. Have selected a program of training services that is directly linked to employment opportunities in the planning region or in another area to which the individual is willing to commute or re-locate; and

- iii. Are unable to obtain grant assistance from other sources to pay the costs of training, including HOPE, Pell, and TAA, or require WIOA assistance in addition to the other sources of grant assistance.

Youth Services

Local programs must make each of the following 14 services available to youth participants.

1. Tutoring, study skills training, instruction, and evidence based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalency (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
2. Alternative secondary school services, or dropout recovery services, as appropriate.
3. Paid and unpaid work experiences that have as a component academic and occupational education may include:
 - a. Summer employment opportunities
 - b. Opportunities available throughout the school year
 - c. Pre-apprenticeship programs
 - d. Internships and job shadows
 - e. On-the-job training opportunities
4. Occupational skills training which includes priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.
5. Education offered concurrently with an in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors.
7. Support Services are services that enable an individual to participate in WIOA activities.
8. Adult Mentoring
9. Follow-up services for not less than 12 months after the completion of participation.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referrals to counseling, as appropriate to the needs of the individual youth.
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
14. Activities that help youth prepare for and transition to post-secondary education and training.

Supportive Services

Supportive Services are defined as services such as transportation, childcare, dependent care, housing, and needs-related payments that are **reasonable and necessary** to enable an individual to participate in activities authorized under WIOA. The provision of Supportive Services must be determined on an individual basis.

Follow-up Services

Follow-up Services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker activities who are placed in unsubsidized employment for a minimum of 1 year after the first day of employment. Follow-up services do not extend the date of exit in performance reporting.

For information about eligibility, please contact a member of staff (below).

Business Services

Incumbent Worker Training

The Incumbent Worker Training (IWT) program is designed to improve the skills of employees and the competitiveness of an employer. It is intended to retain skilled employees or avert a potential layoff.

IWT may be offered to employers who, after assessment, are found to be in need of training for existing employees in order to remain competitive. Classroom or work-based learning may be provided through an educational provider of the employer's choice. Learn more about IWT on the website at [Incumbent Worker](#).

On-the-Job Training

The On-the-Job Training (OJT) program provides reimbursements to employers to help compensate for the costs associated with skills upgrade training and loss of production for newly hired employees.

OJT can assist employers who are looking to expand their business and need additional staff trained with specialized skills. OJT employers may receive reimbursement of 50 - 75 percent of the wage rate of OJT trainees to help defray personnel training costs. Learn more about OJT on the website at [On-the-Job Training](#).

Mobile Career Center

The Mobile Career Center (MCC) is a state-of-the-art mobile computer lab with 13 workstations and satellite internet access that allowing WIOA assistance and service to be offered across the fifteen-county region. For information about reserving the MCC, contact Terri Morgan at tmorgan@nwgrc.org.

Tips for New Board Members

For a new Workforce Development Board member, the workforce system can be confusing. Here are some tips that may help new board members get started.

- Meet the customers. By law and design, WIOA must be responsive to customer needs. The WDB's primary customers are job seekers (including adults, dislocated workers and youth), businesses, as well as the general public. The WDB assists businesses in finding, developing and retaining a quality workforce, and to support and train job seekers to enter employment.
- Find out about education and training. Visit service providers that are involved in workforce development. Learn more about their enrollment levels are, how they determine their course offerings, and what happens to WIOA participants and other attendees.
- Visit the website. Review the WDB's Strategic Plan, policies, procedures, and more by visiting the Career Depot website.
- Get to know the Worksource Georgia staff. These professionals are your best source of information about the daily operations of the Board and WIOA.

Meeting Dates, Times, and Locations

WDB meetings are regularly scheduled for the third Wednesday of every other month, at Noon, in Calhoun. WDB members will receive notice about meetings two weeks and one week prior to the meeting. Meeting notices are located on the website at [Meetings](#).

The CCEO meets jointly with the WDB twice per year (July and November).

Staff Contact List

Michele Abdul-Qawiy, Business Services Manager, mabdulqawiy@nwgrc.org

Linda Busby, Workforce Representative, lbusby@nwgrc.org

Karla Conetta, Workforce Monitor, kconetta@nwgrc.org

Christy Elrod, Workforce Support Specialist, celrod@nwgrc.org

Susan Gentry, Adult/Dislocated Worker Program Manager, sgentry@nwgrc.org

Beth Kelley, Incumbent Worker Program Coordinator, bkelly@nwgrc.org

Lesia Lambert, Director of Workforce Development, llambert@nwgrc.org

Jamye McDonald, Workforce Representative, jmcdonald@nwgrc.org

Terri Morgan, Workforce Administrative Assistant, tmorgan@nwgrc.org

Anthony Rucker, Fiscal Office, arucker@nwgrc.org

Phyllis Walker, Workforce Assistant Director, pwalker@nwgrc.org

Phyllis Walker, Equal Opportunity Officer

Northwest Georgia Regional Commission

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706.295.6485, 706.802.5567 (Fax)

Code of Conduct

The Code of Conduct can be found in Attachment E.

Grievance Procedures

The Grievance Procedures can be found in Attachment F.

Resources for Board Members

- **Worksource Northwest Georgia.** The Technical College System of Georgia's (TCSG) Office Workforce Development is the administrator of WorkSource Georgia, the state's federally-funded employment and training system, working to connect talent with opportunity. These federal funds are part of a grant program called the Workforce Innovation and Opportunity Act (WIOA). At a local level, WorkSource Georgia provides WIOA services across the state through 17 local offices. WIOA funds are allotted to individuals or businesses and administered specifically through services geared toward helping disadvantaged citizens obtain meaningful employment.

<https://www.tcsg.edu/worksource/>

- **Georgia Department of Labor (GDOL).** The GDOL provides programs such as Unemployment Insurance that serve as a vital support system for individuals and families after an unexpected job loss.

<https://dol.georgia.gov/>

Attachments

Attachment A	Acronyms
Attachment B	Workforce Development Board Membership
Attachment C	Council of Chief Elected Officials Membership
Attachment D	Committee and Council Membership
Attachment E	Code of Conflict
Attachment F	Grievance Procedures

**Attachment A
Acronyms**

WIOA Acronyms

Acronym	Definition
A	Adult
ADA	Americans with Disabilities Act of 1990 (US)
AJC	America's Job Center
BOE	Board of Education
CA	Career Advisor
CCEO	Council of Chief Elected Officials
CLEO	Chief Local Elected Official
CTC	Chattahoochee Technical College
CFR	Code of Federal Regulations
DCS	Department of Community Supervision
DMS	Data Management System
DFCS	Division of Family and Children Services
DOLETA	U.S. Dept. of Labor, Employment & Training Administration
DOT	Dictionary of Occupational Titles
DW	Dislocated Worker
EEO	Equal Employment Opportunity
ESL	English as a Second Language
ETA	Employment & Training Administration
ETPL	Eligible Training Provider List
FY	Fiscal Year
GED	General Equivalency Diploma
GDOL	Georgia Department of Labor
GNTC	Georgia Northwestern Technical College
HDCI	High Demand Career Initiative
IEP	Individual Employment Plan
ISY	In-School Youth
ISS	Individual Service Strategy

ITA	Individual Training Account
LMI	Labor Market Information
LWDA	Local Workforce Development Area
LWDB	Local Workforce Development Board
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MSA	Metropolitan Service Area
NEG	National Emergency Grant
NWGRC	Northwest Georgia Regional Commission
OJT	On-the-Job Training
OMB	Office of Management and Budget
OS or OSY	Out-of-School or Out-of-School Youth
PY	Program Year
RFP	Request for Proposal
RSA	Resource Sharing Agreement
RR	Rapid Response
SNAP	Supplemental Nutrition Assistance Program
TAA	Trade Adjustment Assistance
TABE	Test for Adult Basic Education
TEGL	Training and Employment Guidance Letter
TCSG	Technical College System of Georgia
UI	Unemployment Insurance
VA	Veterans Administration
VR	Vocational Rehabilitation
WARN	Worker Adjustment and Retraining Notification
WDB	Workforce Development Board
WEX	Work Experience
WGTC	West Georgia Technical College
WIOA	Workforce Innovation and Opportunity Act
WP	Wagner Peyser

Other Helpful Acronyms

Acronym	Definition
AAA	Area Agency on Aging
ABE	Adult Basic Education
ARRA	American Recovery and Reinvestment Act
BLS	Bureau of Labor Statistics
CBO	Community-Based Organization
COA	Cost of Attendance
CSA	Cost Sharing Agreement or Cost Sharing Allocations
CTE	Career Technical Education
DRC	Daily Report Center
EAS	Employment Assistance Program
ED	Economic Development
GVRA	Georgia Vocational Rehabilitation Agency
HUD	(U.S. Department of) Housing and Urban Development
IL	Independent Living
LEP	Limited English Proficiency
LLSIL	Lower Living Standard Income Level
NRP	Needs Related Payments
O*NET	Occupational Information Network
SAM	System for Award Management
SCSEP	Senior Community Services Employment Program
STEM	Science, Technology, Engineering, and Math
TA	Technical Assistance
TANF	Temporary Assistance for Needy Families

Attachment B
Workforce Development Board Membership

Board Member Name	Entity(s) Representing	Position/Job Title
Marion Barber	Tallatoona CAP, Inc.	Job Developer
Selena Galmon	Yanmar	Human Resources Manager
Mike Murphy	McWhorter Capital	COO
Elizabeth Scott	TCSG	Regional Coordinator
Andy Allen	Jackar Cattle Company	President
Harry Harvey	City of Summerville	Mayor
Jim Henry	Custom Precision Components,	President
Kate Daggett	Kellanova	Executive Administrative Assistant
Bethany Gilmer	Pirelli Tire	Human Resources Business Partner
Lisa Shaw	Georgia Northwestern Technical College	Vice President, Adult Services
Carey Tucker	Plumbers, Pipefitters, and HVACR Technicians, Local 72	Marketing Representative
Randy Long	Pilgrim's	Plant Manager
Jason Smith	ETC	COO
Robert Strickland	Millwright Local 1263	Business Manager
Barry Gentry	Murray County Chamber of Commerce	President & CEO
DeShawn Richardson	IBEW 613	Assistant Business Manager
Pam Baskette	Miura	Human Resources Division Manager
Cynthia Brown	Chattahoochee Technical College	Associate Dean of Economic Development
Scott Hendrix	GVRA	District Manager
Chris Thomas	Development Authority of Polk County	President/CEO
Cam Wallace	Georgia Power	Education and Workforce Coordinator
Marianne Wood	Polk County Chamber of Commerce	President

Attachment C
Council of Chief Elected Officials

Name	County	Representing
Steve Taylor	Bartow County	County Commissioner
Craig Guyton	Bartow County	Mayor
Larry Black	Catoosa County	County Commissioner
Nick Millwood	Catoosa County	Mayor
Andy Allen	Chattooga County	County Commissioner
Harry Harvey	Chattooga County	Mayor
Alex Case	Dade County	Mayor
Don Townsend	Dade County	County Commissioner
Jamie Hensley	Fannin County	County Commissioner
Rhonda Haight	Fannin County	Mayor
Craig McDaniel	Floyd County	Mayor
Allison Watters	Floyd County	County Commissioner
Al Hoyle	Gilmer County	Mayor
Charlie Paris	Gilmer County	County Commissioner
Bud Owens	Gordon County	County Commissioner
Jimmy Palmer	Gordon County	Mayor
A.J. Scott	Haralson County	Mayor
Brian Walker	Haralson County	County Commissioner
Noah Bishop	Murray County	County Commissioner
K. W. Gong	Murray County	Mayor
Tim Estes	Paulding County	Mayor
James Kelly	Paulding County	County Commissioner
Kris Stancil	Pickens County	County Commissioner
Kirk Raffield	Pickens County	Mayor
Sam Branch	Polk County	Mayor
Hal Floyd	Polk County	County Commissioner
Vacant	Walker County	Mayor
Angie Teems	Walker County	County Commissioner
Kenny Gowin	Whitfield County	Mayor
Jevin Jenson	Whitfield County	County Commissioner

**Attachment D
Committees and Councils**

Business Services Council

Harry Harvey
Elizabeth Scott*
Jaaon Smith
Chris Thomas

Executive Committee

Jim Henry
Terri Morgan
Mike Murphy*
Kate Daggett
VACANT (3)

Nominating Committee

Jim Henry*
Terri Morgan
Mike Murphy
VACANT (1)

**Promoting Access for Individuals with
Disabilities (PAID) Council**

Michael Betts
Kelly Gribble
Christina Holtzclaw
Nicole Hutchison
Tangie Key
Kim Linek*
Michael Sullivan

Proposal Review Committee

Kate Daggett
Selena Galmon
Barry Gentry
Terri Morgan
Mike Murphy
VACANT (1)

Youth Committee

Ben Arp
Tracie Ball
LaDonna Collins
Christa Gilmore
LaShawn Hall
Marion Barber*
Curtis Kingsley
April Sams
John Rhodarmer
Lisa Shaw

*Chairman

Attachment E
Conflict of Interest Policy

- (1) A Board Member/Standing Committee Member shall not:
- a. vote on a matter under consideration by a Board/Standing Committee if such vote:
 - i. Involves the provision of services by such Board Member/Standing Committee Member (or any entity or organization the Board Member/Standing Committee Member represents, or in which he or she holds an ownership or pecuniary interest) or a Board Member/Standing Committee Member's Immediate Relative; or
 - ii. would provide a direct or indirect financial benefit to the Board Member/Standing Committee Member (or any entity or organization the Board Member/Standing Committee Member represents, or in which he or she holds an ownership or pecuniary interest) or a Board Member/Standing Committee Member's Immediate Relative; or
 - iii. involves any other conduct or activity determined to constitute a Conflict of Interest.
 - b. directly or indirectly accept or solicit any gratuities, favors, or anything involving more than de minimis monetary value from any person with whom the Board Member interacts in his or her capacity as a recipient of federal funds. This section includes, without limitation, any potential or actual supplier, contractor, subcontractor, grant recipient or other service provider;
 - c. participate in the selection, award or administration of a procurement supported by federal funds in any case where the Board Member/Standing Committee Member is aware that any member of his or her immediate family, business partner, or any organization that employs or is about to employ any of those persons, has any financial or material interest in any organization that may be considered for an award of federal funds;
 - d. advocate for or cause the advancement, appointment, employment, promotion, or transfer of an Immediate Relative to any office or position administering or handling federal funds under Public Law 113-128, including without limitation, any potential or actual supplier, contractor, subcontractor, grant recipient or other service provider.
- (2) A Board Member/Standing Committee Member shall disclose and divulge the existence of an actual or potential Conflict of Interest prior to any vote or participation in the decision making process and such disclosure shall be expressly noted in the Board/Standing Committee's minutes.
- (3) In the event that an actual or potential Conflict of Interest exists, the affected Board Member/Standing Committee Member shall recuse himself or herself from voting on the impacted topic and shall also refrain from participating in any discourse involving the

impacted topic other than bringing the actual or potential Conflict of Interest to the Board/Standing Committee's attention.

Additionally, in the meeting minutes, the Board shall recite the nature of the actual or potential Conflict of Interest and the recusal of the impacted Board Member/Standing Committee Member with respect to the vote and discussion of the impacted topic.

- (4) In the event that a Board Member/Standing Committee Member is uncertain as to whether an actual or potential Conflict of Interest exists, the Board Member/Standing Committee Member shall notify the Board/Standing Committee and the remainder of the Board shall vote to determine whether an actual or potential Conflict of Interest exists.
 - a. In the event that the Board/Standing Committee determines that an actual or potential Conflict of Interest exists, the impacted Board Member/Standing Committee Member shall follow GA Rule 692-1-06 and recuse himself or herself from voting and participating in the decision-making process.
 - b. In the event that the Board/Standing Committee determines that no actual or potential Conflict of Interest exists, the impacted Board Member/Standing Committee Member shall be entitled to vote and participate in the decision-making process. The Board/Standing Committee shall recite in the meeting minutes the nature of the perceived Conflict of Interest and the reasons for determining why a Conflict of Interest did not exist.

- (5) The Chairman of the Board/Standing Committee shall inquire as to whether a Conflict of Interest exists among Board Member/Standing Committee Members prior to any vote involving the following:
 - a. the awarding or modification of a contract; or
 - b. the provision of services; or
 - c. a pecuniary interest.

Attachment E Grievance Procedures

Pursuant to section 181 and 188 of the Workforce Innovation and Opportunity Act (WIOA) and in compliance with 29 U.S.C. 3241 and 29 U.S.C 3248, the Northwest Georgia Workforce Development Board (WDB) shall adhere to an established complaint and grievance procedure.

The following complaint and grievance procedure shall be implemented for any complaints and/or grievances that arise at the Workforce Development Area – Region 1 (WIOA-1) level:

GENERAL POLICY

If any individual, group, or organization has a complaint, the problem should first be discussed informally between those involved before a grievance is filed. Applicants and Participants for services through WIOA Title I paid for by the Northwest Georgia Regional Commission (NWGRC) and/or the Northwest Georgia Regional Workforce Development Board (NWGWDB) will be treated fairly. Complaints/grievances should be filed in accordance with the written procedures established by Northwest Georgia Regional Commission. Signed and dated grievance forms with accurate contact information are included in all participant case files. **If you believe you have been harmed by the violation of the Workforce Innovation and Opportunity Act or regulations of this program, you have the right to file a complaint/grievance.**

EQUAL OPPORTUNITY POLICY

NWGRC adheres to the following United States law: "No individual shall be excluded from participation, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any such program or activity because of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status), national origin (including Limited English Proficiency (LEP)), age, gender identity, disability, or political affiliation, belief, or against any beneficiary of being considered for any WIOA Title I financially assisted aid, benefit, service, or training, or an individual who has been determined eligible to participate in and who is receiving any aid, benefit, service or training under a program or activity financially assisted in whole or in part under Title I of WIOA, or citizenship/status as a lawfully admitted immigrant authorized to work in the United States." References include: The Workforce Innovation and Opportunity Act of 2014 P. L. 113-128 USDOL Regulations Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act of 2014 29 C.F.R.§ 38.1 effective January 3, 2017.

COMPLAINTS OF DISCRIMINATION

The NWGRC is prohibited from, and does not engage in, discriminating against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, gender identity, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity.

If you think that you have been subjected to discrimination under a WIOA-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the Northwest Georgia Regional Commission, WIOA Equal Opportunity Officer, Phyllis Walker, P.O. Box 1798, Rome, GA 30162-1798, 706.295.6485, TDD 800.255.0056, pwalker@nwgrc.org, or with the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room 4123, Washington, DC 20210.

OR

Complaints may also be filed with the TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer, Technical College System of Georgia, Office of Workforce Development, 1800 Century Place NE, Suite 150, Atlanta, GA 30345-4304, 404.679.1371, TTY/TDD 800.255.0056, WIOAcompliance@tcsg.edu.

Furthermore, the USDOL Civil Rights Center provides a complaint form which should be utilized, if sending a discrimination-based complaint, and can be found at <http://www.dol.gov/oasam/programs/crc/external-enforc-complaints.htm>

If the complainant chooses to file the discrimination complaint with the Northwest Georgia Regional Commission or with the TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer, then the TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer or the NWGRC has 90 days to resolve the complaint and issue a written Notice of Final Action. The Notice of Final Action for each issue raised in the complaint will contain a statement from either NWGRC or the TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer, a decision on the issue and an explanation of the reason underlying the decision or a description of the way the parties resolved the issue.

If the complainant is dissatisfied with the resolution of his/her complaint at NWGRC or the TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer, the complainant may file a new complaint with the Civil Rights Center (CRC) within 30 days of the date on which the complainant receives the Notice of Final Action. Options for resolving the complaint must include alternative dispute resolution (ADR) at the complainant's choice. The complainant may attempt ADR at any time after the complainant has filed a written complaint with NWGRC or the TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer, but before a Notice of Final Action has been issued. The choice whether to use ADR or the customary process rests with the complainant. A party to any agreement reached under ADR may notify the Director in the event the agreement is breached. In such circumstances, the non-breaching party may notify the Director within 30 days of the date on which the non-breaching party learns of the alleged breach and the Director must evaluate the circumstances to determine whether the agreement has been breached. If the Director determines that the agreement has been breached, the complaint will be reinstated and processed in accordance with NWGRC's procedures. If the parties do not reach an agreement under ADR, the complainant may file a complaint with the EO Officer (or the person who has been designated for this purpose) or Director. Complaints filed with the Director should be sent to: The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210, or electronically at www.dol.gov/crc.

If the TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer, or NWGRC fails to issue the Notice within 90 days of the date on which the complaint was filed, the complainant may file a new complaint with CRC within 30 days of the expiration of the 90-day period (in other words, within 120 days of the date on which the original complaint was filed).

NWGRC will offer full cooperation with any local, state, or federal investigation in accordance with the aforementioned proceedings, or with any criminal investigation.

PROCEDURES FOR PROCESSING A COMPLAINT

At a minimum, the procedures will include the following elements:

1. Initial, written notice to the complainant that contains the following information:
 - a. An acknowledgment that the complaint has been received; and
 - b. Notice that the complainant and respondent have the right to be represented in the complaint process by an attorney or other representative;
 - c. Notice of rights contained in the Equal Opportunity poster; and
 - d. Notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into non-English languages.

2. NWGRC will issue a written statement of the issue(s), provided to the complainant, that includes the following information:
 - a. A list of the issues raised in the complaint; and
 - b. For each such issue, a statement whether NWGRC will accept the issue for investigation or reject the issue, and the reasons for each rejection.
3. A 30 day period for fact finding or investigation of the circumstances underlying the complaint.
4. A 60 day period during which NWGRC attempts to resolve the complaint

Procedures for filing a complaint are listed at www.careerdepot.org.

COMPLAINTS OF FRAUD, ABUSE OR OTHER ALLEGED CRIMINAL ACTIVITY

In cases of suspected fraud, abuse or other alleged criminal activity, you should direct your concerns to one of the following:

1. TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer
Tel: 404.679.1371, TTY/TDD 800.255.0056
Email: WIOAcompliance@tcsgeu.edu
Mailing Address: Technical College System of Georgia, Office of Workforce Development
Attn: OWD Compliance Team
1800 Century Place, NE, Suite 150
Atlanta, GA 30345-4304
2. Georgia Office of Inspector General
Tel: 866.435.7644 (866.HELPOIG)
Mailing Address: 2 M.L.K. Jr. Drive, SW
1102 West Tower
Atlanta, Georgia 30334
Complaint Form: <http://oig.georgia.gov/file-Complaint>
3. United States Department of Labor, Office of Inspector General
Tel: 202.693.6999 or 800.347.3756
Mailing Address: Attn: Hotline, Office of Inspector General
U.S. Department of Labor
200 Constitution Avenue, NW
Room S-5506 Washington, D.C. 20210
Complaint Form: <https://www.oig.dol.gov/hotlinecontact.htm>

COMPLAINTS AGAINST PUBLIC SCHOOLS

If the complaint is not resolved informally and it involves public schools of the State of Georgia, the grievance procedure will comply with WIOA and OCGA 20-2-989.5.

ALL OTHER COMPLAINTS (VIOLATIONS OF THE ACT OR REGULATIONS)

All other complaints must be filed within 180 days after the act in question by first submitting a **written** request for resolution to:

Phyllis Walker
WIOA Equal Opportunity Officer
Northwest Georgia Regional Commission
P.O. Box 1798
Rome, Georgia 30162-1798
709.295.6485
pwalker@nwgrc.org

Boyd Austin
Executive Director
Northwest Georgia Regional Commission
P.O. Box 1798
Rome, GA 30165
706.295.6485
baustin@nwgrc.org

Complaints filed with NWGRC must contain the following:

- A. Full name, telephone number, email (if any), and address of the person making the complaint.
- B. Full name, telephone number, email, and address of the person/organization against whom the complaint is made.
- C. A clear but brief statement of the facts that the alleged violation occurred, including date(s), identification of ALL relevant parties, and any supporting documentation.
- D. Relief requested.
- E. Complainant's printed name, signature and date.

For the grievance/complaint submission form, see pages six and seven of these procedures. The staff of the NWGRC shall provide assistance with the filing of the grievance/complaint submission form upon request of the person making the complaint. Such assistance may include, but shall not be limited to, providing instructions on how to file a complaint; providing reasonable accommodations to complainants with disabilities in accordance with Federal law; providing relevant copies of documents such as WIOA, regulations, local rules, contracts, etc.; and providing clarifications on the relevant provisions. This requirement shall not be interpreted as requiring the release of identifiable information.

A complaint will be considered to have been filed when NWGRC receives from the complainant a written statement, including information specified above which contains sufficient facts and arguments to evaluate the complaint.

Upon receipt of the complaint, the NWGRC WIOA Equal Opportunity Officer will initiate efforts with the complainant and others involved bringing resolution as soon as possible. This will include a meeting of all parties with the hope of reaching a mutually satisfactory resolution. If the complaint has not been resolved to the satisfaction of the complainant during the informal resolution effort, the NWGRC WIOA Equal Opportunity Officer will arrange appointment of a hearing officer to conduct a hearing for settlement of the complaint to be held within 60 days of grievance filing, if the complainant wishes. Complainant may request a hearing provided that such request must be written and addressed to the NWGRC WIOA Equal Opportunity Officer.

A complaint may be amended to correct a technical deficiency at any time up until the date of resolution or the date of a hearing, if a hearing is requested in writing prior to the issuance of a resolution. Complaints may be withdrawn by the complainant at any time prior to the issuance of a resolution. In the event a Complaint is received which does not contain enough information to enable the NWGRC to resolve the issue, the NWGRC shall make reasonable efforts to contact the complainant and gather additional, necessary information.

In the event that a complaint is filed and NWGRC lacks jurisdiction to resolve the complaint, NWGRC shall notify the complainant in writing within 5 business days of making such determination, informing him/her of their lack of jurisdiction.

NWGRC shall record all complaints in a complaint log. At a minimum, the following information shall be collected: complainant's name and contact information; the date the complaint was filed; the date the NWGRC issued a formal or informal resolution; and a brief description of the complaint. As the complaint log may contain personally identifiable information, the NWGRC shall take every step necessary to ensure the information is protected and only made available to staff or management authorized to view it. In compliance with 29 C.F.R. § 38.39, all alleged discrimination

records will be kept at a minimum of three (3) years at a second facility. If the file is in litigation, the file will be kept until the issue has been resolved.

NWGRC shall issue a written resolution for each complaint received no later than 60 days from the date the complaint is filed. The written resolution shall contain the following, at a minimum:

- A recitation of the issues alleged in the complaint;
- A summary of any evidence and witnesses presented by the complainant and the respondent;
- An analysis of the issues as they relate to the facts; and
- A decision addressing each issue alleged in the complaint.

Every complainant shall have the opportunity for a hearing for any complaint that is filed. A request for a hearing must be made in writing by the complainant, preferably at the time the complaint is initially filed. However, a complainant may file a written request for a hearing within 60 days of the date the complaint was filed. If a request for a hearing is made, then the hearing shall be held as soon as reasonably possible to enable a resolution of the complaint no later than 60 days from the day the complaint is filed. The NWGRC shall use the following procedures if a hearing is requested:

Upon receiving written notice of the complainant's request for a hearing, the NWGRC shall respond in writing acknowledging the complainant's request and notifying the complainant and the respondent of the date of the hearing. Such acknowledgment and notice shall be transmitted to the complainant and the respondent within 10 business days of receipt of the complainant's request. The notice shall include, at a minimum:

1. The date of issuance;
2. The name of the complainant;
3. The name of the respondent against whom the complaint has been filed;
4. A statement reiterating that the complainant and respondent may be represented by legal counsel at the hearing;
5. The date, time, and place of the hearing, including the name of the hearing officer serving as an impartial party;
6. A statement of the alleged violations of WIOA (This may include clarification of the original complaint, but must accurately reflect the content of the submitted documentation of the complainant);
7. A copy of any policies or procedures for the hearing or identification of where such policies may be found; and
8. The name, address, and telephone number of the contact person issuing the notice.

The hearing must include an impartial hearing officer selected by the NWGRC; an opportunity for both the complainant and respondent to present an opening statement, witnesses and evidence; an opportunity for each party to cross-examine the other party's witnesses; and a record of the hearing which the NWGRC shall create and retain.

The hearing officer, considering the evidence presented by the complainant and respondent, shall issue a written decision which shall serve as the official resolution of the complaint. The decision shall include the following information, at a minimum: the date, time, and place of hearing; A recitation of the issues alleged in the complaint; a summary of any evidence and witnesses presented by the complainant and the respondent; an analysis of the issues as they relate to the facts; and a decision addressing each issue alleged in the complaint.

Hearings on any complaint/grievance filed shall be conducted within 30 days of any failed informal resolution. Written decisions shall be rendered not later than 60 days after the hearing. Attempts at informal resolution may proceed during the 30-day period between the filing and hearing of the complaint/grievance and prior to the rendering of a decision on the complaint/grievance.

If the complainant(s) does not receive a written decision from the Hearing Officer within 60 days of the hearing of the complaint/grievance, or receives a decision unsatisfactory to the complainant(s), the complainant(s) then has/have a right to request a review by the state using the WIOA complaint Information Form found at

<https://tcsgeu/workforce/worksource-georgia/eo-and-grievance-procedure-information/>.

TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer
Technical College System of Georgia, Office of Workforce Development
1800 Century Place NE, Suite 150
Atlanta, GA 30345-4304
Telephone: 404.679.1371, TTY/TDD 800.255.0056
Email: WIOAcompliance@tcsgeu

Such appeal shall be filed within 60 days of the date of the written decision issued by the NWGRC.

The TCSG OWD Compliance Director, State-Level WIOA, Title I, Equal Opportunity Officer, shall act as the Governor's authorized representative. Either an informal resolution or a hearing will take place within 60 calendar days of the filing. If the State does not respond within the 60 days, or either party wants to appeal the decision, WIOA allows for a formal appeal by certified mail, return receipt requested to Secretary, U.S. Department of Labor, 200 Constitution Avenue, NW, Washington, DC 20210, Attention: ASET 202.693.3015. A copy of the appeal must be simultaneously provided to the appropriate ETA Regional Administrator and the opposing party.

Federal appeals must be made within 30 calendar days of the receipt of the local or State decision. USDOL will make a final decision no later than 120 days after receiving a formal appeal. USDOL will only investigate grievances and complaints arising through the established procedures. WIOA does not allow for federal intervention until and unless the proper, formal procedure has been followed.

No applicant, participant, employee, service provider or training provider will be intimidated, threatened, coerced or discriminated against because they have made a complaint, testified, assisted or participated in any manner in an investigation, proceeding or hearing.