WORKFORCE DEVELOPMENT BOARD OF NORTHWEST GEORGIA

MEMBER ORIENTATION MANUAL

and

WORKFORCE INNOVATION AND OPPORTUNITY ACT REFERENCE GUIDE

August 2019

An Equal Opportunity Program/Employer
Auxiliary Aids/Services Available Upon Request to Individuals with Disabilities
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Chapter 1. Governance Issues.

Why Workforce Development Boards (WDBs)?

WDBs set policy and provides oversight for the workforce development system through the functions explained on pages 6 and 7.

What are Workforce Development Boards?

The Workforce Development Board was authorized in 2014 under the Workforce Innovation and Opportunity Act and certified by the Governor of Georgia effective July 1, 2015. It is used to plan and implement a system to help local job seekers obtain the skills that they need and to help local employers find employees with the skills that they need for their business.

Who Appoints the Workforce Development Boards?

The Governor appoints the State WDBs and the Chief Local Elected Officials appoint the Local WDBs in accordance with the terms of the WIOA Section 107.

WDB Membership?

The Northwest Georgia Workforce Development Board consists of:

- 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 WIOA sec. (23) 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 organization qualifying for § 679.320 (c) 3
  4. May be representatives of organizations with experience and expertise in addressing services to eligible youth per § 679.320 (c) 3.
- Representative(s) (1 or more) of providers of adult education and literacy § 679.320 (d) 1.
- Representative(s) (1 or more) from institutions of higher education § 679.320 (d) 2.
- 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.
- The memberships of the WDB may include other representatives per § 679.320 (e) (1) through (e) (4).
- A member of the Council of Chief Elected Officials who is not the CLEO.
Under some conditions, members may represent more than one category.

**WDB Functions and Duties?**

The WDB shall in accordance with an agreement with the CCEO:

a. Develop and submit a 4-year local plan.
b. Develop and submit a regional plan (in collaboration with other local areas if determined part of another region).
c. Conduct workforce research and regional labor market analysis to include requirements in Sec. 679.37(c)(1) through (c)(3) of WIOA regulations.
d. Convene stakeholders to assist in the development of the local plan and in identifying non-Federal expertise and resources leverage support for workforce development activities.
e. 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.
f. With representatives of secondary and post-secondary education programs, lead efforts to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
g. Lead efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers and jobseekers, and identify and disseminate information on proven and promising practices carried out in other local areas for meeting such needs.
h. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers.
i. In partnership with the chief elected official for the local area:
   (1) Conduct oversight of youth workforce development activities authorized under WIOA sec. 129(c), adult and dislocated worker employment and training activities under WIOA secs. 134 (c) and (d); and entire one-stop delivery system in the local area;
   (2) Ensure the appropriate use and management of the funds provided under WIOA subtitle B for the youth, adult, and dislocated worker activities and one-stop delivery system in the local area; and
   (3) Ensure the appropriate use management, and Investment of funds to maximize performance outcomes under WIOA sec. 116.
j. Negotiate and reach agreement on local performance measures with the chief elected official and the Governor.
k. Negotiate with CLEO and required partners on the methods for funding the infrastructure costs of one-stop centers in the local area in accordance with § 678.715 or must notify the Governor if they fail to reach agreement at the local level and will use a State infrastructure funding mechanism.
l. Select the following providers in the local area, and where appropriate terminate such providers in accordance with 2 CFR part 200:
   (1) Providers of youth workforce development activities;
   (2) Providers of training services consistent with State requirements and WIOA sec. 122;
   (3) Providers of career services through the award of contracts, if the one-stop operator
does not provide such services; and

(4) One-stop operators in accordance with §678.600 through §678.635.

m. In accordance with WIOA sec. 107(d)(10)(E) 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. Consumer choice requirements shall be met by complying with §678.380.

n. 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, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

o. 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.

p. Assess, on an annual basis, the physical and programmatic accessibility of all one-stop centers in the local area, in accordance with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.).

q. Certification of one-stop centers in accordance with § 678.800.

r. Enter into an agreement with the Chief Elected Officials (CEOs) that describes respective roles and responsibilities of the Board and CEOs. 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.

s. In addition to the coordination provided by the elected officials appointed to the WDB, the WDB shall, as soon as practical after it is constituted, create a detailed transitional plan to be presented to the Council of Chief Elected Officials addressing the following:

   1. a strategy to organize the workforce development system stakeholders;
   2. a plan to broker relationships with a diverse range of employers;
   3. a strategy to leverage support for workforce development activities; and
   4. addressing how the WDB will carry out its responsibilities under the Act, the regulations promulgated thereunder, and state law.

An annual progress report shall be provided to the CCEOs.

A copy 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 will be provided when approved and included as “Appendix A.”
WDB Mission?

The mission is 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.

Why A Youth Committee?

Youth Councils were required under the Workforce Investment Act (WIA) but are not required under WIOA. WIOA does suggest a Youth Committee. This committee provides information and assists with planning, operational, and other issues relating to the provision of services. Membership on the committee must include representatives from community-based organization with a demonstrated record of success in serving eligible youth.

The Northwest Georgia Workforce Development Board Youth Committee shall include the following:

1. A minimum of one (1) member of the local Workforce Development Board who chairs the Youth Committee and has special interest or expertise in youth policy. Consideration of business, education and human service agency members is encouraged.
2. Members of community-based organizations with a demonstrated record of success in serving eligible youth and other individuals with appropriate expertise who are not members of the local Board.
3. Other members may include other appropriate individuals as determined by the WDB in cooperation with the local Chief Elected Officials and should reflect the needs of youth including out-of-school youth. Members may represent agencies such as education, training, health, mental health, public assistance, or be representatives of philanthropic or economic and development organizations, employers, and/or parents, participants, and youth.

A copy of the Youth Committee Constitution and Bylaws is included as Appendix D. A list of Youth Committee Members in provided as Appendix E.

Why a Council Serving Individuals With Disabilities?

This Council will provide information and assist with operational and other issues relating to the provision of services to individuals with disabilities, including issues relating to compliance with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding providing programmatic and physical access to the services, programs, and activities of the one-stop delivery system, as well as appropriate training for staff on providing supports for, or accommodations to, and finding employment opportunities for, individuals with disabilities. A list of Service to Individuals with Disabilities Committee Members in provided as Appendix E.
Why a One-Stop/Adult-Dislocated Worker Council?

This committee, which may include representatives of the one-stop partners and other, addresses issues relating to the one-stop delivery system and issues directly relating to issues for adults/dislocated workers.

Is the WDB Incorporated?

The Workforce Investment Board (WIB) was incorporated and the name has been changed to the Workforce Development Board of Northwest Georgia, Inc.

What Area Does the WDB Serve?

The Northwest Georgia Workforce Development Board covers fifteen Northwest Georgia Counties. The counties include Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, and Whitfield.

Who Serves On the Council of Chief Elected Officials and Workforce Development Board?

Provided separately as Appendix E.

Who serves on the staff at Northwest Georgia Regional Commission?

Workforce Development Board Staff  
Northwest Georgia Regional Commission  
P.O. Box 1798  
Rome, Georgia 30162-1798  
706.295.6485, 706.802.5567 Fax

Carolyn Barrett, Special Programs Coordinator, cbarrett@nwgrc.org  
Karla Conetta, Workforce Monitor, kconetta@nwgrc.org  
Brandi Dover, ITA Coordinator, bdover@nwgrc.org  
Susan Gentry, Adult/Dislocated Worker Program Manager, sgentry@nwgrc.org  
Tammy Helbing, Intake Assessment Specialist, thelbng@nwgrc.org  
Lesia Lambert, Director of Workforce Development, llambert@nwgrc.org  
Derrick McDaniel, Workforce Program Manager, dmcDaniel@nwgrc.org  
Jamye McDonald, Workforce Representative, jmcdonald@nwgrc.org  
Terri Morgan, Workforce Administrative Assistant, tmorgan@nwgrc.org  
Phyllis Walker, Workforce Assistant Director, pwalker@nwgrc.org  
Phyllis Walker, Equal Opportunity Officer
What Agreement/By-laws Regulate the Operation of the WDB?

The Workforce Innovation and Opportunity Act and regulations stipulate the activities of the WDB. There is a Constitution & By-laws of the Workforce Development Board of Northwest Georgia by which the Board/Council is governed. Both of these state the purposes and the requirements for the WDB staff and members. A copy is included in Appendix B.

Chapter 2. Workforce Services for Adults/Dislocated Workers.

Who Is Eligible for WIOA Services?

Adult and Dislocated Worker Participant Eligibility for WIOA and Priority of Service

A. To be eligible to receive WIOA services as an adult in the adult and dislocated worker programs, an individual must:
   1. be 18 years of age or older;
   2. be a citizen or noncitizen authorized to work in the United States; and
   3. meet Military Selective Service registration requirements (males who are 18 or older; and born on or after January 1, 1960, unless an exception is justified).

B. Additional Eligibility Requirements for Adults.
   1. Adults must be either unemployed or underemployed and meet the priority of service requirements.
   2. Individuals who are underemployed include persons who are employed less than full-time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income, according to LWDB policies; or are employed, but whose current job earnings are not sufficient compared to their previous earnings.

C. Additional Eligibility Requirements for Dislocated Workers.
   A dislocated worker is an individual who meets one of the following-five sets of criteria:
   1. The individual:
      a. has been terminated or laid off, or has received a notice of termination or layoff from employment;
      b. is eligible for or has exhausted entitlement to unemployment compensation or has been employed for a duration sufficient to demonstrate attachment to the workforce but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a state's UI law; and
      c. is unlikely to return to a previous industry or occupation.
2. The individual:
   a. has been terminated or laid off or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility, or enterprise;
   b. is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
   c. for purposes of eligibility to receive services other than training services, career services, or support services, is employed at a facility at which the employer has made a general announcement that such facility will close.

3. The individual was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters. This includes individuals working as independent contractors or consultants but not technically employees of a firm.

4. The individual is a displaced homemaker, as defined in WIOA § 3 (16). A displaced homemaker is an individual who has been providing unpaid services to family members in the home and who:
   a. is unemployed or underemployed and experiencing difficulty finding or upgrading employment; and
   b. has been dependent on the income of another family member but is no longer supported by that income; or is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member.

5. The individual is a separating service member from the Armed Services with a discharge other than dishonorable, the separating service member qualifies for dislocated worker activities based on the following criteria:
   a. The separating service member has received a notice of separation (DD214) from the Department of Defense or other documentation showing a separation or imminent separation from the Armed Forces to satisfy the termination or layoff eligibility criteria;
   b. The separating service member is eligible for or has exhausted unemployment compensation; and
   c. As a separating service member, the individual meets the eligibility criteria that the individual is unlikely to return to a previous industry or occupation.

6. The individual is the spouse of a member of the Armed Forces on active duty who:
   a. has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
   b. is unemployed or underemployed and experiencing difficulty finding or upgrading employment.

7. The individual is underemployed, which is defined as:
   a. A person who was laid off from a previous employer, but has found employment earning wages that are 85% or less of the salary that was paid at the employer of dislocation; and/or
b. A person who is in employment that uses significantly less skills or abilities than the job of dislocation and is not commensurate with the individual's demonstrated level of educational attainment.

6. **Governor’s Group**
   An eligible group if defined and approved by the Governor.

Both Adults and Dislocated Workers must also provide documentation of Social Security number. The WDB has determined a priority of service policy consistent with WIOA, the Jobs for Veterans Act, and State policies.

**What Is a One-Stop?**

The Workforce Innovation and Opportunity Act mandates One-Stop Service Delivery Systems 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.

**Where Are the One-Stops in the Area?**

The Board has identified the Rome Career Center as the Comprehensive One-Stop Center. The affiliated One-Stop Centers are Bartow Career Center, Blue Ridge Career Center, Dalton Career Center, and LaFayette Career Center. In addition, Chattahoochee Technical College, Georgia Highlands College, Georgia Northwestern Technical College, and West Georgia Technical College have been certified as Affiliated One-Stop Centers.

**Who Operates the One-Stops?**

The One-Stop Operator was procured through a competitive process with the Georgia Department of Labor being selected as the Operator and approved by the Workforce Development Board and the Council of Chief Elected Officials.

**What Training Services Are Available?**

The WIOA system offers access to job training, education, and employment services. It also provides information on the current skills that employers need for their workers and also job listings.
What Supportive Services Are Available?

Some of the basic services that are available are stipends for transportation, child-care, and dependent care.

How Is Success Measured?

WIOA establishes common performance measures across the four core programs. In addition, WIOA requires the establishment of primary indicators on credential attainment and skills gain and on the effectiveness of services to employers. WIOA also requires states, localities, and eligible training providers to publish performance data using common templates developed by the Secretary of Labor and the Secretary of Education.

Success for Adults and Dislocated Workers is measured by WIOA Performance Standards. The qualifications for success as Adult and Dislocated Workers are:

- Employment Rate (Q2 post-exit);
- Credential Rate;
- Median Earnings;
- Employment Rate (Q4 post-exit); and
- Measureable Skills Gain

Chapter 3. Workforce Services for Youth.

Who is Eligible?

In-School Youth (exceptions and limitations may apply)

Youth ages 14 – 21 that are economically disadvantaged, meet the definition of in-school youth:

a. Attending school (Georgia compulsory education laws require children between the ages of 6 and 16 to attend school);

b. Not younger than age 14 or *unless an individual with a disability who is attending school under state law) older than 21 at the time of enrollment;

c. A low-income individual who meets one or more of the following criteria; and

Have one of the following barriers to employment are eligible for WDB services:

- Basic skills deficient;
- An English language learner;
- An offender;
A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under §477 of the Social Security Act (42 USC §677), or in an out-of-home placement;
- Pregnant or parenting;
- Disabled; or
- Requires additional assistance to enter or complete an educational program or to secure or hold employment; and

Out-of-School Youth (Exceptions and limitations may apply)
Youth ages 16-24 that have one or more of the following barriers:
- A school dropout.
- A youth who is within the age of compulsory school attendance but has not attended school for at least the most recent complete school year.
- A recipient of a secondary school diploma or its recognized equivalent who is low income and is either basic skills deficient or an English language learner.
- An offender.
- Homeless (as defined under in-school previously).
- Pregnant or parenting.
- Disabled.
- A low income individual who requires additional educational assistance to enter or complete an educational program or to secure or hold employment.

What Services Are Available?

Local youth programs must provide service to a participant for the amount of time necessary to ensure successful preparation to enter post-secondary education and/or unsubsidized employment. While there is no minimum or maximum time a youth can participate in the WIOA youth program, programs must link participation to the individual service strategy and not the timing of youth service provider contracts or program years.

§ 681.460 What services must local programs offer to youth participants?
(a) Local programs must make each of the following 14 services available to youth participants (WIOA sec. 129(c)(2)):

(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 equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential;

(2) Alternative secondary school services, or dropout recovery services, as appropriate;

(3) Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
   i. Summer employment opportunities and other employment opportunities available throughout the school year;
   ii. Pre-apprenticeship programs;
iii. Internships and job shadowing; and
iv. On-the-job training opportunities;

(4) Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved if the Local Board determines that the programs meet the quality criteria described in WIOA sec 123;

(5) Education offered concurrently with and 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) Supportive services, including the services listed in § 681.570;

(8) Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation;

(9) Follow-up services for not less than 12 months after the completion of participation, as provided in § 681.580;

(10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as 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; and

(14) Activities that help youth prepare for and transition to post-secondary education and training.

(b) Local programs have the discretion to determine what specific program services a youth participant receives, based on each participant’s objective assessment and individual service strategy. Local programs are not required to provide every program service to each participant.

What Supportive Services Are Available?

Some of the basic services that might be available for out-of-school youth are stipends for transportation, child-care, and dependent care.

How is Success Measured?

Success for WIOA Youth participants is measured by WIOA Performance Standards as follows:

- Placement in Employment or Education (Q2 Post-Exit)
- Credential Rate
Median Earnings
Placement in Employment/Education/Training (Q4 Post-Exit)
Measurable Skills Gains
Employer Measure(s)

Chapter 4. Liability/Ethics/Reporting Fraud, Waste & Abuse.

Is There a Code of Conduct/Conflict of Interest Policy?

Yes. It is included as part of the Appendix B.

Does the WDB Have a “Whistle Blower” Policy?

Yes. The Policy reads as follows: “The CONTRACTOR awarded funds made available under WIOA shall promptly refer to the U.S. Department of Labor Office of Inspector General any credible evidence that a principal, employee, agent, contractor, sub-recipient, sub-contractor, or other person has submitted a false claim under the False Claims Act or has committed a criminal or civil violation of laws pertaining to fraud, conflict of interest, bribery, gratuity, or similar misconduct involving those funds. The CONTRACTOR may also contact the State WIOA EO Officer, State-level Workforce Innovation and Opportunity Act, Title 1 Administrator, 75 Fifth Street, NW, Suite 845, Atlanta, GA 30308. Telephone number is 404.962.4005.”

APPLICANTS for WIOA will sign in their “Statement of Rights” the following: “In the case of suspected fraud, abuse, or other alleged criminal activity, you should direct your concerns to the Georgia Office of Inspector General, 1-866-435-7644 or email at inspector.general@oig.ga.gov or TCSG OWD Compliance Director, the 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, WIOAcompliance@tcsg.edu.”

How Is Fraud, Waste and Abuse Reported?

The contractor/subrecipient or others may contact one of the following:

1. State-Level WIOA, Title I, Administrator
   Tel: 404.679.1371
   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
Chapter 5. Grievances.

How Are Grievances Regarding the Board’s Action Handled?

The procedure for grievances is as follows:

(i) If the complaint is at the local WDB level then one must try and solve it at the local level before taking to the State for review.

(ii) The complaint must be filed within one year of the alleged occurrence.

The Grievance Procedure is included as Appendix C.

Chapter 6. Board Resources.

What Are Resources for Board Members to Use to Learn More?

Web Sites:
- www.doleta.gov
- tcsg.edu/workforce-development
- tcsg.edu/workforce-development/worksource-georgia/
- www.careerdepot.org
- www.dol.state.ga.gov