



Atlanta  
**WORK  
SOURCE  
GEORGIA**  
Connecting Talent with Opportunity  
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Atlanta City Council | Community Development / Human Services  
**WorkSource Atlanta**  
**Agency Quarterly Report**

Year End December 31, 2018 | Program Year 2018 - 2019  
Kimberlyn Daniel, Interim Executive Director

# Key New Hires

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**Valerie Carothers (Deputy Executive Director)** is a native of Atlanta who graduated from Barry University with a Bachelor of Science in Public Administration and a specialization in Human Resources. She has over 20 years of experience in administration and operational capacities across multiple for-profit and non-profit industries. In 2010, she joined CareerSource Brevard, a Florida workforce board, to assist in the re-employment efforts of over 15,000 displaced workers as a result of closure of the NASA Shuttle program. For 7 years, she developed expertise in all of the components of public sector workforce development, facilitated H-1B, veterans and national emergency grants, logged over 300 hours of workforce development focused training and is a nationally certified workforce professional.



**Tolton R. Pace (Senior Programs Manager – Atlanta Technical College)** is a native of Atlanta who graduated from Frederick Douglass High School and Emory University (Bachelors - International Studies; Masters - Public Health). He has over 20 years of experience in youth development, college and career readiness, and non-profit management, including a tenure as the Assistant Dean of Admissions and Director of Multicultural Recruitment at Emory.

# Mission Statement

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WorkSource Atlanta serves as the workforce system for the City of Atlanta. The agency will provide career seekers with resources to attain sustainable employment and collaborate with business leaders for the recruitment and development of their labor needs.

# Workforce Innovation & Opportunity Act

Designed to help career seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

## 3 Pillars of Workforce System



The **needs of businesses and workers** drive workforce solutions



**One-stops** provide excellent customer services and operation under continues improvement conditions



Workforce system supports **strong regional economies**

# Agency Priorities & Goal

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- Reengineer staff roles and responsibilities to increase efficiency, streamline programming, and meet all performance and compliance metrics.
- Continue to review and assess all operational policies, procedures, programs, projects, and staffing.
- Continue to strategically realign programs and projects to meet goals and measures by program year end.
- Integrate Sector Strategies to meet the needs of all customers: businesses and career seekers.
- Continue to expand outreach and recruitment activities to include all of Atlanta's residents and businesses.

# Workforce Innovation & Opportunity Act (WIOA) Program

**Economic Impact:** Approximately \$1.8M has been spent in Combined Adult, Dislocated and Youth Training Dollars that has served 707 of participants for Program Year 2018-2019.

**Target Residents:** Adult = Low income, age 18+;  
Dislocated Worker = age 18+ laid off; Youth age 14 to 24 and at risk youth.

## Updates

- Integrated Case Management Team to provide streamlined services
- Partnered with CEFGA, First Step Staffing, and Georgia Building Trades Academy to increase enrollment

## Methods to Achieve Performance Measures & Full Expenditure of Funds

- On the Job Trainings **NEW!**
- Incumbent Worker Trainings **NEW!**
- Engagement of businesses via Sector Strategy meetings to obtain potential On the Job Trainings, Incumbent Worker Trainings & identify Dislocated Workers. **NEW!**
- Individual Training Accounts
- Work Experiences Adult & Out of School Youth



# YouthBuild Atlanta Program



**Economic Impact:** 64 participants over 2 years

**Target Residents:** Out of school youth, ages 16-24

## Updates:

- 18 GED/High School Diplomas
- 16 Pre-Apprenticeship Certifications Complete
- 32 Pre-Apprenticeship Certifications for May 2019
- Projected 75% Graduation Rate in May 2019
- Employment Placements: 10%

## Methods to Achieve Performance Measures & Full Expenditure of Funds

- GED Preparation and Testing
- Complete Pre-Apprenticeship Training certifications
- Partner with Building Trade Unions to achieve employment post graduation



# TechHire ATL Program



**Economic Impact:** 450 participants

**Target Residents:** 17-29 years old, at least high school diploma or GED, unemployed or underemployed, lack IT skills or experience

## Updates

- Currently enrolling with leveraged WIOA ITAs
- Completing competitive procurement for training providers

## Methods to Achieve Performance Measures & Full Expenditure of Funds

- Launch software development bootcamp training in Spring 2019 **NEW!**
- Execute Incumbent Worker Training contracts with business partners for 105 participants. **NEW!**
- Hire TechHire ATL team – to include coordinator, business liaison, and case managers.
- Complete enrollment of 50 leveraged ITAs



# Homeless Grant



**Economic Impact:** 60 Homeless Individuals

**Target Residents:** Homeless men and women

## Updates

- Partnering with homeless shelters to identify participants

## Methods to Achieve Performance Measures & Full Expenditure of Funds

- Procure work readiness training for participants
- Develop referral system with grant partners and identify career seekers in need of services



# Atlanta Technical College IGA

**Economic Impact:** 400 participants

**Target Residents:** WIOA eligible adults, dislocated workers, and youth

## Updates:

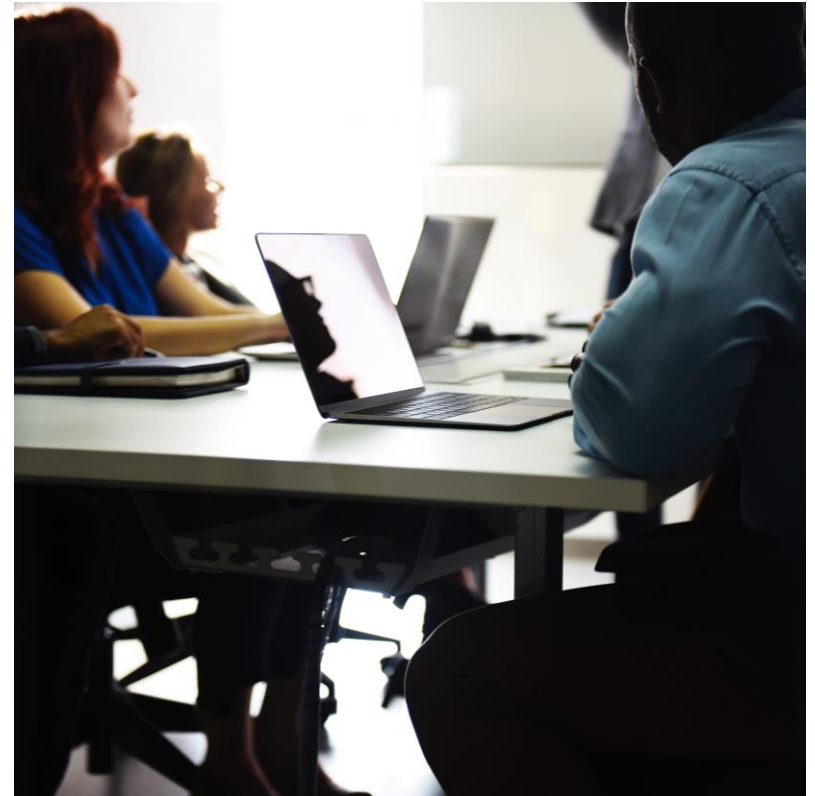
- Training coupled with continuous improvement with Atlanta Technical College team regarding process and procedures
- Technical assistance provided regarding reporting and case management as guided by the Technical College System of Georgia

## WorkSource Atlanta Methods to Achieve Measures & Full Expenditure of Funds

- Providing case management, GEO system access and WIOA training to the ATC Team. **NEW!**
- Providing monitoring and oversight of ATC's activities to achieve performance and remain compliant. **NEW!**
- Submitting Programmatic Guidelines to the Technical College System of Georgia for approval. **NEW!**

## ATC Methods to Achieve Performance Measures & Full Expenditure of Funds (Atlanta Technical College)

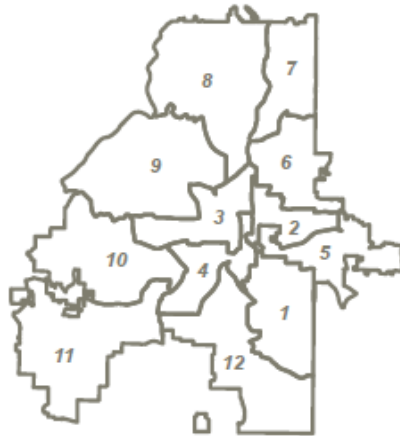
- Work Experience for dislocated workers via ATC. **NEW!**
- Providing supportive services for various employment supports



# Engagement & Outreach



	July	August	September	October	November	December
Outreach Events	6	6	4	4	8	2
# Attended	120	109	92	95	50	11



## Strategies for program year:

- Engage with Career Services Departments within Technical College and University Systems **NEW!**
- Email blasts to potential job seekers via social services organizations in partnership with Georgia Department of Labor. **NEW!**
- Attend Neighborhood Planning Units meetings
- Respond to Council Members' notifications of district events
- Leverage Community Partner relationships

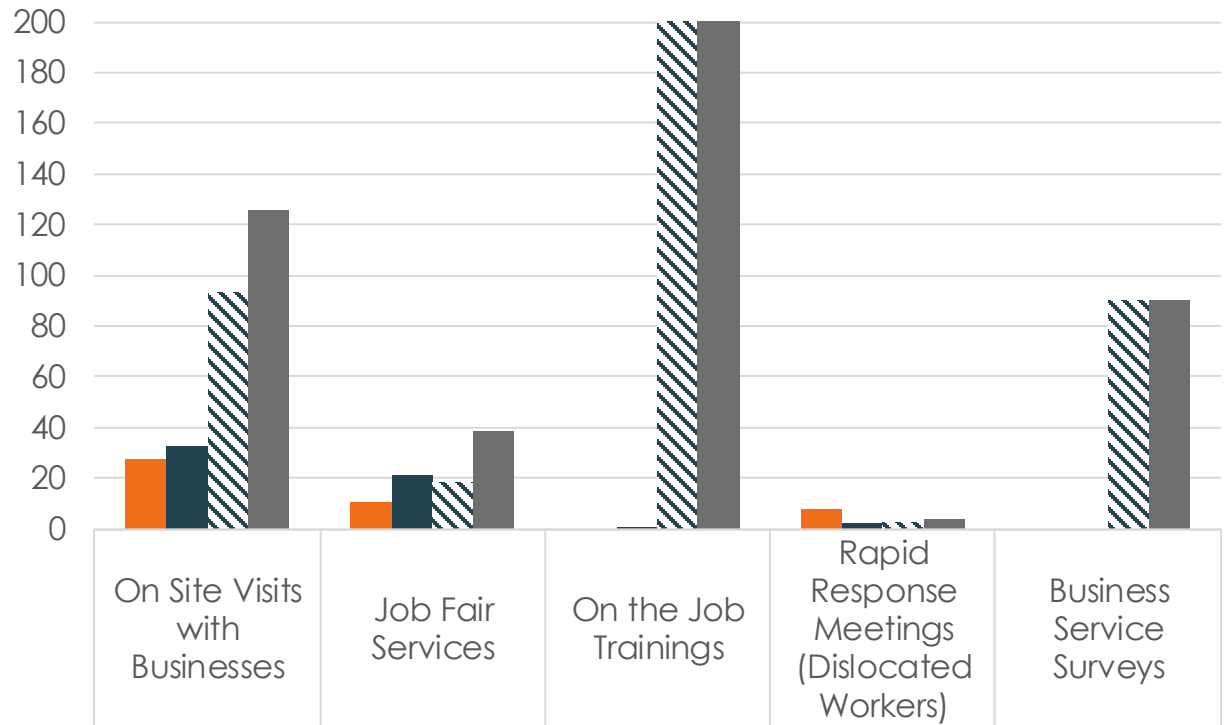
# Sector Strategies

**Sector Strategies is systems approach and best practice for workforce development that:**

- **Targets a specific industry or cluster of occupations**, developing a deep understanding of the interrelationships between business competitiveness and the workforce needs of the targeted industry;
- **Intervenes through a credible organization**, or set of organizations, crafting workforce solutions tailored to that industry and its region;
- **Supports workers** in improving their range of employment-related skills, improving their ability to compete for work opportunities of higher quality;
- **Meets the needs of employers**, improving their ability to compete within the marketplace; and
- **Creates lasting change in the labor market system** to the benefit of both workers and employers.



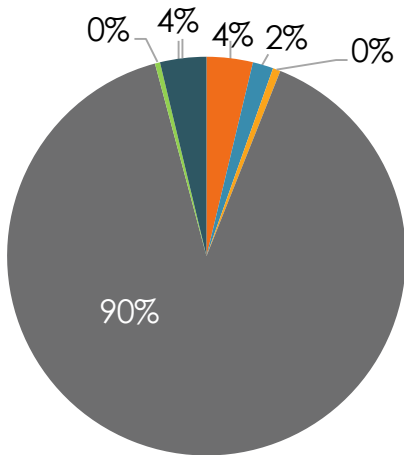
# Business Services Impact



■ PY17	27	11	0	8	0
■ PY18 - To Date (Jul - Dec)	33	21	1	2	0
▨ PY 18 Projections (Jan - Jun)	93	18	200	2	90
■ Py 18 Total Performance Measure	126	39	201	4	90

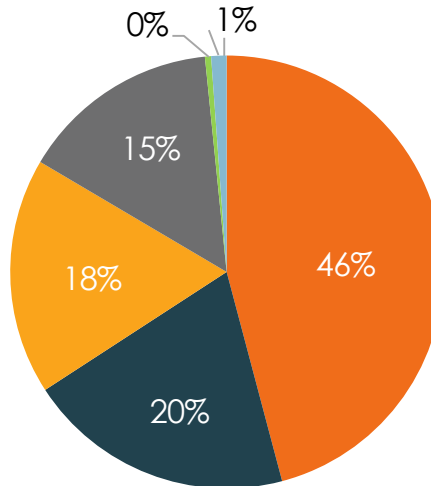
# Active Customer Demographics

## Race / Ethnicity



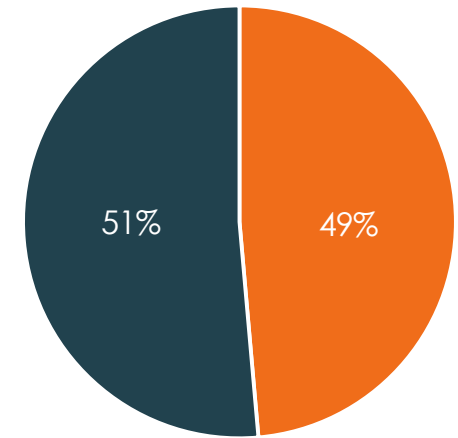
- Hispanic or Latino
- American Indian / Alaskan Native
- Asian
- African American / Black
- Hawaiian Native / Other Pacific Islander
- White

## Age



- 14 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 +

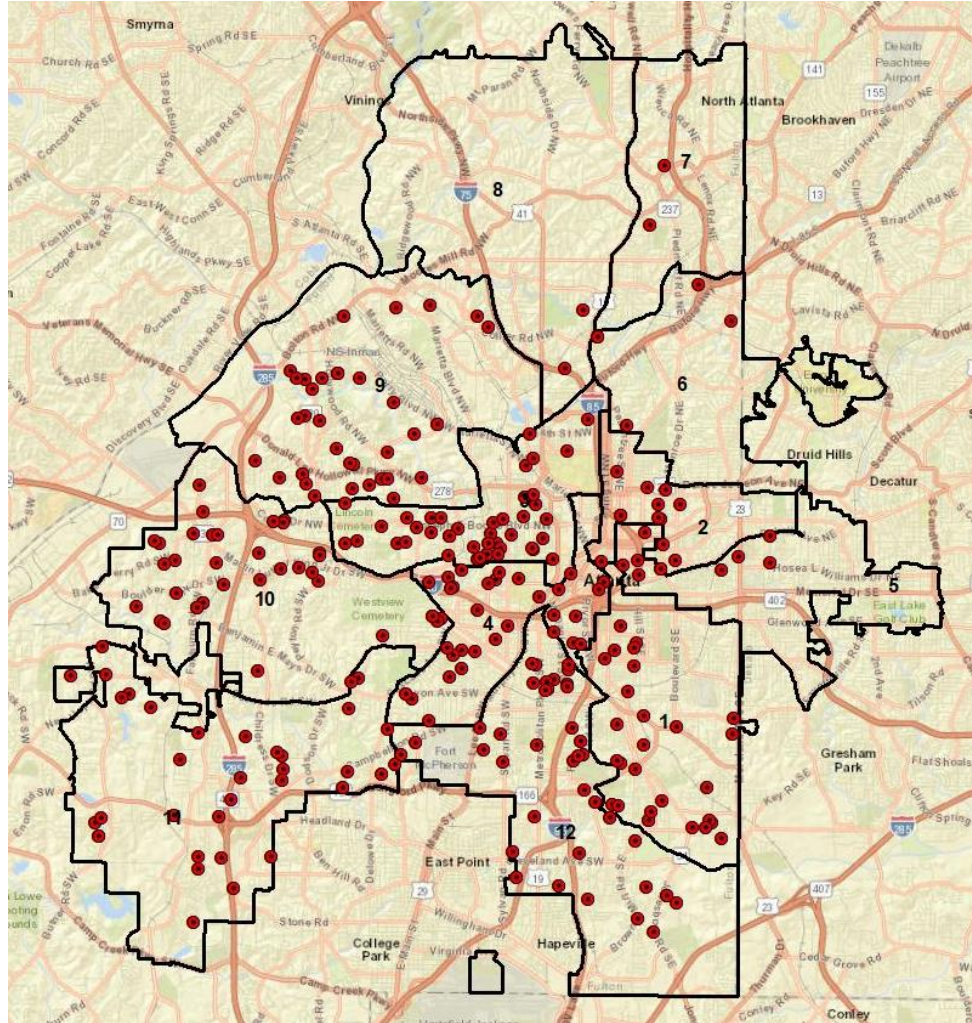
## Gender



- Female
- Male

# Active Customer Zip Code Distribution

Mapping our current program year customers, data shows that our proposed outreach and engagement efforts can be focused for a more equitable engagement of all Atlanta citizens in all twelve districts.



# Programs Impact

	Adults	DW	Youth (ISY/OSY)	Total	
Program Year 2017	Jul	141	29	180	335
	Aug	135	27	154	302
	Sep	128	28	150	292
	Oct	125	26	131	270
	Nov	128	24	106	247
	Dec	126	23	102	241
	Jan	118	19	59	188
	Feb	141	20	61	214
	Mar	154	20	66	232
	Apr	158	22	65	237
	May	166	23	97	278
	Jun	171	22	136	320
Program Year 2018	Jul	184	23	140	347
	Aug	196	30	136	362
	Sep	203	31	136	370
	Oct	211	28	93	332
	Nov	220	28	99	347
Dec	242	29	103	374	
Jan	245	29	103	377	

## Customer Groups Serviced by Month PY17 & PY18

