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Atlanta City Council | Community Development / Human Services
WorkSource Atlanta
Summary Report

March 24, 2020

Katerina Taylor, Executive Director

Agenda

- COVID19 Preparedness and Plan of Action
- GA Department of Labor
- Workers Adjustment and retraining Notification Act of 1988
- Board Member Update
- Staff Update
- Board Member Update
- Budget
- Grant Update
- Partner Update
- Monitoring
- Community Engagement

Preparing for COVID19

In our effort to remain fully operational during the COVID19 Pandemic we have instituted the following practices, tools, communication, and state resources.

- Teleworking for all employees (laptops, google voice numbers, and a WSA Teleworking guide)
- ResCare and our One Stop Operators are answering all incoming agency calls and directing as appropriate
- Instituting an online orientation for customers. It is not ready to go live but you can see the pilot here <https://atlworks.org/pilot/>
- Tele-career counseling is active and current clients have been given information to access their career counselor
- WSA had to postpone 3 job fairs and we are working with UPS to have a tele/virtual job fair via Facebook and over the phone. More than 175 participants registered.

Preparing for COVID19 Cont....

- GDOL has provided emergency funding for that we must submit a proposal for by March 24th .
- The Atlanta region WorkSource Boards are working together to address as a region how to spend emergency funding. i.e. Hospitality, aviation etc.
- TCSG has also given the opportunity to request Grant extensions and expansions.
- Many State Training providers on the ETPL list are having classes online and other classes have been postponed. (what this means for customers.. we are getting state guidance now)

GA DOL Disaster Relief

U.S. Department of Labor Announces Availability of Up to \$100 Million

In National Health Emergency Dislocated Worker Grants in Response to COVID-19 Outbreak

Dislocated Worker Grants temporarily expand the service capacity of dislocated worker programs at the state and local levels by providing funding assistance in response to large, unexpected economic events that cause significant job losses.

GADOL WARN Notice

The **Worker Adjustment and Retraining Notification Act of 1988** (the "WARN Act") is a US labor law which protects employees, their families, and communities by requiring most employers with 100 or more employees to provide 60 calendar-day advance notification of plant closings and mass layoffs of employees.

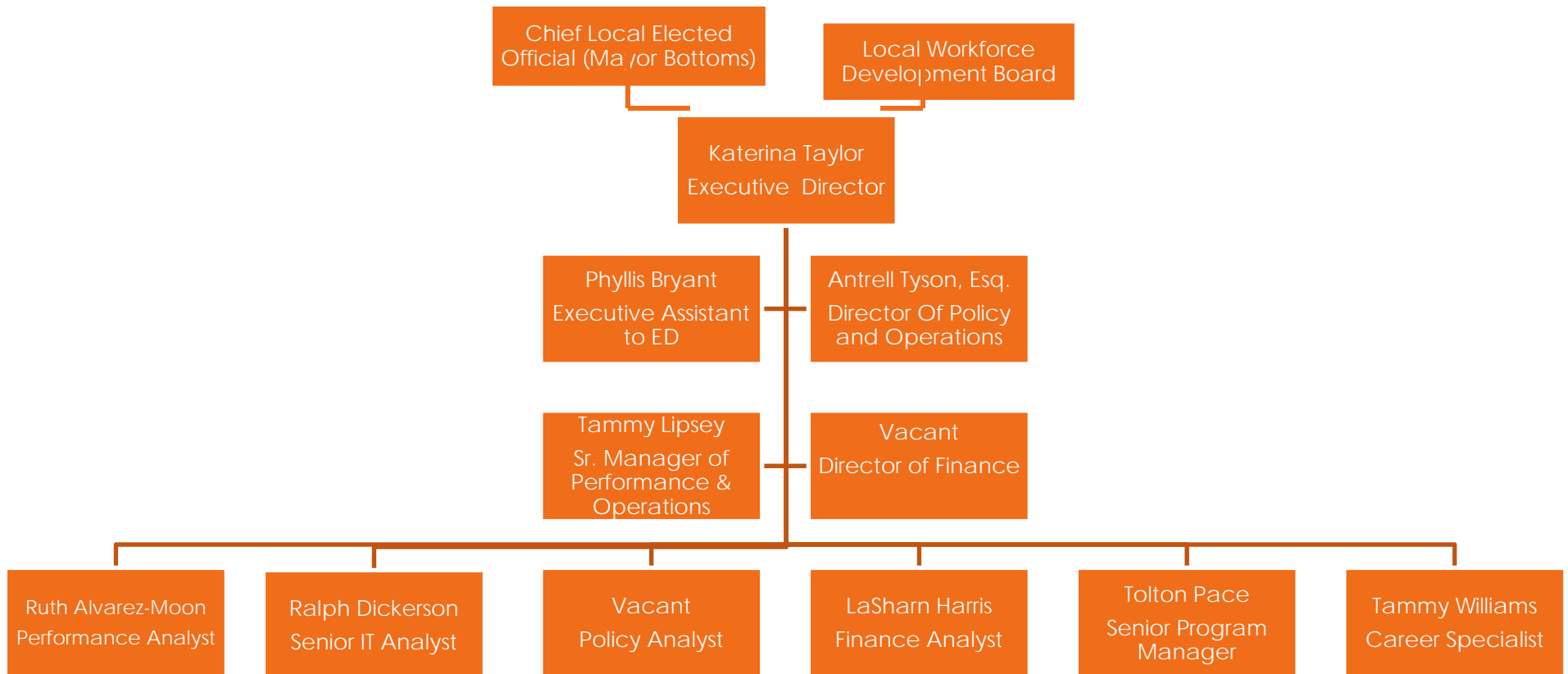
As of March 5th WSA received 4 WARN Notices

| Company | # of Impacted Employees | Date of Employee Notice |
|---------------------------------------|-------------------------|-------------------------|
| Oracle | 15 | 2.19.20 |
| AgileOne (Delta Air Lines Contractor) | 800 | 3.31.20 |
| Cincuenta, LLC | 38 | 3.19.20 |
| Global Concessions | 110 | 3.23.20 |

WSA Board of Directors

| Board Member Name | Organization Representing |
|---------------------|--|
| Chris Ahrenkiel | Selig Enterprises |
| Diane Allen | Georgia Department of Labor |
| Charlye Batten | Jackmont Hospitality |
| Randy Beall | Atlanta & North Georgia Building and Construction Trades Council |
| Terri Block | Bank of America |
| Dave Cole | IBM |
| Leon Goodrum | Goodrum Enterprises Inc |
| Patricia Horton | Georgia Hospital Association |
| Nancy Flake Johnson | Urban League of Greater Atlanta |
| Mike Kenig | Holder Construction |
| Jerald Mitchell | Atlanta Beltline |
| Amy Lancaster | Metro Atlanta Chamber |
| Joseph Lillyblad | Georgia Power |
| Kenny Mullins | IBEW, Local 613 |
| Mary Parker | All N One |
| Albenny Price | Atlanta Public Schools |
| Beverly Riddick | UPS |
| Victoria Seals | Atlanta Technical College |
| Rokeya Jones | Microsoft |
| Rashida Winfrey | Mosaic Advisors |

WorkSource Atlanta Org Chart





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WorkSource Atlanta Budget



WSA Budget

| WorkSource Atlanta Program Expenditures Analysis | | | | | | |
|--|--------------|----------------------------|-----------------------|------------------------|-------------------------------------|--------------|
| Where We Are (Status Update) | | | | | | |
| Program Name | Program Year | Total Grant Funding Amount | Inter-Grant Transfers | Adjusted Grant Funding | Actual Amount Spent as of 3/23/2020 | Available |
| WIOA - Adult | 2018-2019 | \$ 1,241,766 | \$ 1,389,448 | \$ 2,631,214 | \$ 1,518,268 | \$ 1,112,946 |
| | 2019-2020 | \$ 1,033,376 | \$ 273,444 | \$ 1,306,820 | \$ 293,440 | \$ 1,013,380 |
| | | \$ 2,275,142 | \$ 1,662,892 | \$ 3,938,034 | \$ 1,811,708 | \$ 2,126,326 |
| WIOA - Dislocated Worker | 2018-2019 | \$ 1,481,516 | \$(1,389,448) | \$ 92,068 | \$ 92,068 | \$ - |
| | 2019-2020 | \$ 1,760,963 | \$ (273,444) | \$ 1,487,519 | \$ 65,722 | \$ 1,421,797 |
| | | \$ 3,242,479 | \$(1,116,004) | \$ 1,579,587 | \$ 157,790 | \$ 1,421,797 |
| WIOA - Youth | 2018-2019 | \$ 1,429,588 | \$ - | \$ 1,429,588 | \$ 922,770 | \$ 506,818 |
| | 2019-2020 | \$ 1,284,803 | \$ - | \$ 1,284,803 | \$ 453,024 | \$ 831,779 |
| | | \$ 2,714,391 | \$ - | \$ 2,714,391 | \$ 1,375,794 | \$ 1,338,597 |
| Total Grants 2018-2019 | | \$ 4,152,870 | \$ 546,888 | \$ 4,699,758 | \$ 2,533,106 | \$ 1,619,764 |
| Total Grants 2019-2020 | | \$ 4,079,142 | \$ - | \$ 4,079,142 | \$ 812,186 | \$ 3,266,956 |
| Total WIOA | | \$ 8,232,012 | \$ 546,888 | \$ 8,778,900 | \$ 3,345,292 | \$ 4,886,720 |
| Other Funding: | | | | | | |
| Impact Project (IPAH) | | \$ 397,180 | | \$ 397,180 | \$ 168,670 | \$ 228,510 |
| | | \$ 397,180 | \$ - | \$ 397,180 | \$ 168,670 | \$ 228,510 |
| Total All Funding | | \$ 8,629,192 | \$ 1,389,448 | \$ 9,176,080 | \$ 3,490,173 | \$ 5,112,233 |
| Notes: | | | | | | |
| TCSG allows transfer from Dislocated Worker to Adult | | | | | | |



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WorkSource Atlanta Grant Updates Monitoring Reports and Findings

TechHire Grant Update

| Grant period | July 1, 2016 –July 30, 2020 |
|---------------------------|-----------------------------|
| Award Amount | \$4,000,000.00 |
| Amount Expended | \$327,824.38 |
| Remaining Amount | \$3,672,175.62 |
| Participant Target Number | 450 |
| Participants enrolled | 9 |

Updates:

- U. S. Department of Labor, Employment and Training (ETA) conducted a monitoring of the TechHire grant from April 16 – 18, 2019.
- ETA issued their monitoring report with findings to WSA on June 5, 2019.
- WSA submitted a Corrective Action Response (CAR) to the DOL-ETA monitoring report with a revised implementation plan on July 5, 2019.
- As of November 13, DOL-ETA indicated that it could not locate WSA's CAR; On November 14, WSA resent a copy of the original CAR submission.
- WSA is awaiting official response from DOL-ETA regarding its CAR, and correspondence regarding the status of the grant; DOL-ETA recently indicated that it would send a response by **November 25, 2019**. **As of 12/5 no update had been issued.**
- **WSA was asked to not expend any additional funds from the this grant in January 2020.**

Homeless Grant Update

| Grant period | March 1, 2018 –April 30, 2020* |
|---|---|
| Award Amount | \$397,180.00 |
| Amount Expended | \$168,669.46 (as of 3/20/2020) + (\$58,380 staff allocations) |
| Remaining Amount | \$228,510.54 |
| Participant Target Number | 50 - 65 |
| Participants Placed on a WEx** (Locations) | 63 (Gateway Center, Veterans Molding Minds, StratiPlan, MD Ross Consulting, The Warrior Alliance, Russell Center for Innovation & Entrepreneurship, City of Refuge) |
| Participants Who Completed a WEx | 22 |
| Participants Not Completing a WEx | 21*** |
| Active WEx Placements | 20 |
| WEx Placements Remaining (Pending WEx Locations) | 8 (StratiPlan, HIP Atlanta, Goodwill, Brown Toy Box) |
| WEx Positions/Industries | Customer Service/Admin, Intake & Eligibility/Case Management, Conference/Event Managements, Maintenance, Culinary Arts, Data Entry/Analysis, Floor Tech, Custodial Tech |
| WEx Length | Up to 12 weeks |
| WEx Wage | Variable - No less than \$10/hour (\$18/hour max to date) |

* An extension was approved by the Technical College System of Georgia – original end date was 12/31/19.

** Work Experience (WEx) is a planned, structured learning experience that takes place in a workplace for a limited period of time. They may be paid or unpaid, as appropriate and consistent with other laws, such as the Fair Labor Standards Act. A WEx may be arranged within the private for-profit sector, the non-profit sector, or the public sector.

***References participants who were terminated by WEx employers for various reasons; 1 participant ended the WEx early to accept a job offer.



Homeless Grant Cont...

| | November 2019 | March 2020 | Change |
|---------------------|--------------------|---------------------|--------------|
| Amount Expended | \$83,760.44 | \$168,669.46 | -\$84,909.02 |
| Participants Served | 20 | 63 | 43 |

ResCare Update

- From Jan 1st to March 16th

| B. | Program Activities / Services Summary | Enrolled | Exit |
|------------|---------------------------------------|-----------------|---------------|
| | Individualized Career Services | 90 | 247 |
| | Financial Literacy | 43 | 66 |
| | Work Experience | 378 | 509 |
| | Training Services | 64 | 144 |
| | Occupational Skills Training | 64 | 174 |
| | Youth Services | 38 | 197 |
| | Secondary Education | 198 | 372 |
| | Support Services | 23 | 1795 |
| II. | Co-Enrollment Summary | Enrolled | Exited |
| | WIOA Title I Workforce Developments | 4 | 1 |

- Still enrolled in WEX working to transfer to employments or ITA
- Exit are high from updating caseloads
- Exited training files with current certificates

One-Stop Highlights



- Atlanta Public Schools facilitated a Resume Writing Workshop in which 18 participants learned to craft resumes and cover letters.
- Partnered with AARP to have 4 SCSEP interns working at the One-Stop Career Center
- GDOL has presence 5 days a week which led to significant increase in clients for month of January.
- Working with SNAP Coordinator to have services at the One-Stop on Wednesday during orientation.
- Collaborating with GVRA for disability awareness cross-training for One-Stop Partners.
- Secured Volunteer Income Tax Assistance (VITA) with United Way.

WorkSource Atlanta One-Stop Tracking Report

| VISITOR BREAKDOWN | JULY | AUG | SEP | OCT | NOV | DEC | JAN | FEB | YEAR TO DATE |
|-----------------------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Resource Library | 233 | 300 | 265 | 340 | 223 | 268 | 503 | 363 | 2495 |
| Orientation | 118 | 129 | 120 | 118 | 90 | 75 | 142 | 94 | 886 |
| Georgia Department of Labor | 45 | 42 | 46 | 50 | 45 | 33 | 75 | 55 | 391 |
| GED | 50 | 34 | 31 | 28 | 20 | 18 | 27 | 22 | 230 |
| JOB CORPS | 17 | 15 | 22 | 15 | 8 | 14 | 22 | 29 | 142 |
| Hiring Events | 0 | 0 | 23 | 26 | 0 | 153 | 97 | 50 | 349 |
| Referrals | 0 | 4 | 0 | 0 | 0 | 0 | 9 | 20 | 33 |
| Workshops | 20 | 0 | 5 | 4 | 18 | 3 | 3 | 15 | 69 |
| TOTAL | 483 | 524 | 512 | 581 | 414 | 564 | 878 | 648 | 4595 |

Findings Dashboard and Action Plan

An agency dashboard has been created to address each preliminary finding. That dashboard has been reviewed by the Executive Director, Board Treasurer, WSA Team and COA Legal Dept. It has also been provided to the CDHS committee members.

The dashboard includes:

- OWD Finding
- Monitoring Area
- Required Corrective Action
- WSA Steps needed to complete corrective action
- Team Member(s) managing the corrective action
- Deadline and completion dates

WSA submits progress reports to OWD on monthly basis.

PY18 State Monitoring Findings*

| Programmatic Administration | Contracting | Internal Controls | Subrecipient Monitoring | Participant Eligibility | Local Workforce Development Board |
|---|---|--|--|---|---|
| Lack of One-Stop certification | Lack of an executed One-Stop Partner MOU | Lack of records retention policy | Lack of subrecipient monitoring procedures | Participant files missing equal opportunity grievance forms | Board did not meet quarterly |
| State appeals process not included in Eligible Training Provider policy | Required identification of subrecipient needs to be included in contracts | Incorrect cost allocation of employee time | Conduct subrecipient monitoring | Disallowed cost for participant file missing work experience agreement | Board member missed three consecutive meetings |
| Policy addressing storage of participant medical information needed | Revised profit provision needs to be included in contracts | | | Lack of proper participant eligibility documentation | *OWD issued final monitoring report on 11/8/2019. |
| | | | | Participant files missing low-income status and supportive services documentation | |

Key Takeaways:

- As of 3.18.20 there are 7 of 16 have been closed
- As of 3.18.20 there are 2 of 2 with one more action required
- The remaining seven are in process with anticipated close-out no later than May 2020.



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WorkSource Atlanta Community Engagement

Community Engagement

The WorkSource Team has been making every effort to be apart of the work being done in the city by other departments and organizations. Our goal for community engagement is to identify synergies and align our resources with accordingly.

- Atlanta Fire Rescue Foundation
- City of Atlanta Film and Entertainment Department
- Atlanta Beltline
- Grove Park Foundation
- Goodwill, CEFGA, Anne E Casey Foundation, Arthur M Blank Foundation
- Re-Imagine ATL
- Civic Georgia