

MEMORANDUM



TO: Interested WIA Training Provider

FROM: Whitney A. Pryor
Provider Relations Coordinator
Fulton County Office of Workforce Development

DATE:

RE: APPLICATION FOR TRAINING PROVIDER AGREEMENT

Thank you for your interest in becoming a Fulton County Approved Eligible Training Provider. The Atlanta Regional Commission (ARC) is the entity that serves as

The local Workforce Investment Boards (WIBs), in Atlanta and metro Atlanta, are accepting applications for Training Provider Agreements, under the Workforce Investment Act (WIA) **for occupational skills training** to eligible adults and dislocated workers for the LWIB areas which include the counties of Clayton, Cherokee, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, and Rockdale.

Within this area, there are **three distinct and separate Workforce Investment Boards:**

1. **The Atlanta Regional Workforce Board** (Clayton, Cherokee, Douglas, Fayette, Gwinnett, Henry & Rockdale)
2. **The DeKalb County WIB**
3. **The Fulton County WIB**

The **City of Atlanta issues a separate application.** Providers in the city limits of Atlanta should call the Atlanta Workforce Development Agency at 404-658-9675.

The **Cobb County WIB issues a separate application.** Providers in Cobb County should call CobbWorks at 770-528-4300.

Training programs included in the application **must exist at the time of application;** the program(s) must be currently available to the general public and not solely dedicated/availed to WIA customers. This application does not include On-the-Job Training, Customized Training, training for special target populations, stand-alone job readiness, life skills training and youth services. Applications **must** also include a copy of the organization's latest catalog or brochure. Depending on local WIB policy, new providers may be limited to no more than ten referrals until satisfactory performance outcomes are obtained.

Providers should pay special attention to the Performance Goals and Minimum Performance Requirements, which are reviewed quarterly by ARWB.

Applications may be submitted at any time. The Metropolitan Atlanta Individual Training Account (ITA) Committee **evaluates new training programs on a quarterly basis.**

The tentative schedule for evaluation is January 31, April 30, July 31, and October 31 2011.

Please note that completed application submission deadline is two weeks prior to evaluation date.

The application is available online at: www.atlantaregional.com/trainingproviderapplication. Completed applications may be e-mailed to: workforce@atlantaregional.com or mailed to ARC: Attention: Workforce Development Division, 40 Courtland Street, Atlanta, GA 30303.

Faxed applications will not be accepted.

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INSTRUCTIONS FOR COMPLETING THE APPLICATION

Carefully review the enclosed packet which includes: general information, a glossary, an instruction sheet, a Statement of Qualifications, an Application, responsiveness and evaluation criteria, the Individual Training Account Policy and forms.

A Regional ITA Committee must approve all responsive provider applications for recommendation. If responsive, staff may conduct employer reference checks, program graduate reference checks, and a training observation to ensure that customers receive quality services. Due to the extensive application review, program evaluation, and scheduled committee meetings, responses to submitted applications may vary. Regional ITA Committee recommended providers will be forwarded to the Georgia Department of Labor for review, acceptance and inclusion on the State Approved Eligible Provider Listing (EPL). If the application is accepted by the Georgia Department of Labor, a completed provider agreement may be processed and submitted to the provider for signature. Each individual LWIB will be responsible for local provider policies, processes and agreements. Depending on local WIB policy, new providers may be limited to no more than ten referrals until satisfactory performance outcomes are obtained.

A Provider Agreement provides reimbursement **only** for tuition and other approved individual training costs such as books, supplies and entrance fees. **Training programs included in the application must exist at the time of application; the program(s) must be currently available to the general public and not solely dedicated/availed to WIA customers. This application does not include On-the-Job Training, Customized Training, training for special target populations, standalone job readiness, life skills training and youth services.**

This solicitation seeks applications for funding in a variety of skills training areas. A list of stable occupations in the metropolitan region is attached. As the list includes a variety of occupations from lower skill to higher skill levels, each customer will be provided with wage rates of specific occupations. Training in areas not listed may be considered, if the institution can demonstrate an employer need for trainees (e.g. employer references).

- **Programs must have at least five (5) students who have completed the program, with documentation available on their employment status. Newly formed programs should wait to apply until this has occurred.**
- **Respond to all questions. If the question does not apply indicate “not applicable”. When referring to a catalog or brochure, indicate, “see attached catalog”.**
- **The name of the training institution is the legal name of the entity.**
- **All applications must include the current federal tax identification number (the number used to file employee income taxes with the Internal Revenue Service).**
- **Please include a copy of the NPEC Certification and other certification if applicable (i. e., GMCF).**
- **The contact person is the individual who may answer questions concerning the application.**
- **Program descriptions should be completed for each program or course of study. If a provider catalog contains the information requested, please attach.**
- **If you are submitting your application via e-mail, it will be necessary to mail a provider certification as well as a catalog of courses of study.**

COMPLETED APPLICATIONS SHOULD BE MAILED OR E-MAILED TO:

**Atlanta Regional Commission
Workforce Development Division
40 Courtland Street, NE
Atlanta, Georgia 30303
Or email to: workforce@atlantaregional.com**

Faxed applications will not be accepted

Questions may be addressed to Marc Hannon-White at 404-463-3343.

Workforce Investment Act (WIA) Glossary

Funding Streams: **Adults** are individuals age 18 and older who may be eligible based on family size and income. **Dislocated Workers** are individuals with significant attachment to the workforce who have been laid off from their jobs through no fault of their own.

Core Services - Services that One-Stop Career Centers are responsible for providing for all adults and dislocated workers under WIA. Core services include initial assessment of skill levels, job search and placement assistance, provision of labor market information, provision of information about the performance and cost of education and training providers in the area, career counseling, information about filing unemployment compensation claims, assistance in establishing eligibility for welfare-to-work programs, information relating to the availability of supportive services such as child care and transportation, and follow-up counseling services after someone becomes employed. The WIA mandates that there be universal access to core services.

Eligible Training Provider - An organization, entity, or institution, such as a public or private college and university, community-based organization, or proprietary school whose application has been approved by the local workforce Board and submitted to the state for inclusion on the state list to provide training services through the use of an Individual Training Account.

Eligible Provider List (EPL) – A statewide compilation of providers that are approved to provide services through the One-Stop system described by WIA. These lists contain consumer information, including cost and performance information for each of the providers, so that customers may make informed choices. EPL website: www.gcic.edu/gawia.

Individual Employment Plan - An ongoing strategy jointly developed by the participant and the case manager that identifies the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals.

Individual Training Account (ITA) - A training plan obligation and expenditure account established on behalf of a WIA eligible participant to establish a plan for payment for a program of training services.

Intensive Services - Services that local Boards are responsible for providing for adults and dislocated workers under WIA. Intensive services may include specialized assessments of individual skill levels and service needs, individual or group counseling and career planning, development of an individual employment plan, short-term job-readiness activities, literacy activities related to basic workforce readiness, and paid or unpaid work experience.

Program of Training Services - A program of training services is: (a) one or more courses or classes that, upon successful completion, leads to (1) a certificate, an associate degree, or baccalaureate degree or, (2) a competency or skill recognized by employers; or (b) a training regimen that provides individuals with additional skills or competencies generally recognized by employers.

Training Services - A special category of services the local Boards are responsible for providing to adults and dislocated workers under WIA. Training services may include occupational skills training, on-the-job training, job-readiness training, adult education and literacy activities, cooperative education programs, training programs operated by the private sector, skill upgrading and retraining, entrepreneurial training, and customized training conducted by and employer.

Universal Services - Services available to every individual through the One-Stop system including information about job vacancies, career options, relevant employment trends, job search techniques, resume writing, and access to the Consumer Report information gathered on training institutions in the area through the eligible training provider process.

Voucher – The actual ITA document, paper or electronic, that may be utilized for payment of training services.

GENERAL INFORMATION

Workforce Investment Act (WIA): The WIA provides the framework for the national workforce preparation and employment system designed to meet the needs of the nation's businesses and needs of job seekers who want to further their careers. The system is based on the "One-Stop" concept where information concerning job training, education, and employment services is available for customers at a single location or through internet access.

WIA should result in increased customer choice and increased competition. Providers will have to meet different needs of individual WIA participants. The more information the customer has, the more empowered the customer will feel to make an informed decision, with career advisor guidance, regarding selection of a training provider and career. Providers should address these customer needs:

- Job placement assistance
- Flexibility in availability of training (when training is offered)
- Availability of additional instructional training assistance beyond scheduled training
- Complete, detailed, and user-friendly program/training information
- Verification of accreditation by an agency/organization recognized by the respective industry
- Information about the accrediting agency/organization

Initial Eligibility of Providers: Local Boards are responsible for local solicitation of providers, including public notice, announcements, provider's conferences, etc.

Subsequent Eligibility: WIA requires a re-determination of ITA program eligibility through a "subsequent eligibility" process every twelve months. For a program to remain eligible to receive ITA funds for new enrollments after February 28 of each year, the State is required to compare program level performance outcomes against established minimum standards. It is mandatory to provide the following information/documentation by individual programs for the training providers continued inclusion on the statewide list of approved providers one year following initial eligibility directly to the Georgia Department of Labor. The Georgia Department of Labor is responsible for determining Subsequent Eligibility.

Removal from Eligible Provider Listing: Providers may be removed from the state listing under the following conditions:

- If inaccurate information regarding a program is intentionally supplied to the local WIB of state, a termination of eligibility will occur and will remain in effect for one year.
- If the local WIB or state determines that an eligible provider has substantially violated any requirements of the Act, the providers must begin correction as appropriate.
- Failure to reapply under subsequent eligibility procedures
- Failure to meet minimum established local and state performance levels

Providers determined to have intentionally supplied inaccurate information or to have subsequently violated any provision of the Title I of WIA or the supporting federal regulations may be removed from the list. A provider whose eligibility is terminated under these conditions shall be liable to repay all adult and dislocated worker funds received during the period of non-compliance from non-Federal funds.

The Georgia Department of Labor determines Subsequent Eligibility Standards which include:

Past Performance Information on all students, including WIA students:

- **The most recent 12-month period for which data is available, but no later than July 1, 2006**
- **May not fail more than 1 of 3 standards**
- **Number and percentage of all individuals completing the applicable program (50% minimum)**
- **Number and percentage of completers who obtained unsubsidized employment (50% minimum)**
- **Average weekly earnings at placement (\$184 minimum)**

Past Performance Information for WIA Students:

- **The most recent 12-month period for which data is available, but no later than July 1, 2006**
- **May not fail more than 2 of 4 standards**
- **Percentage who completed the applicable program and were placed in unsubsidized employment (60% minimum)**
- **Retention rates in unsubsidized employment of participants who completed the applicable program six months after the first date of employment (60% minimum)**
- **Average weekly earnings of completers six months after the first day of employment (\$184 minimum)**
- **Rates of licensure or certification, degree attainment of academic degrees or equivalents, or attainment of other measures of skills of the graduates of the applicable program (60% minimum)**

WIA Services: Under WIA, all customers will be provided with core and intensive services prior to determination of the need for training services. During core services, labor market information, job search and job placement assistance will be offered. During the provision of core services, it may be determined that the customer is in need of more intensive services, such as career advisement,

comprehensive assessment, development of a training plan and a referral to training. Assessment will be used to assist in helping the customer determine the best training “match”.

A customer may access the array of services and program information available on the statewide eligible provider listing and may choose from a variety of eligible provider training. There is no guarantee that a customer will enroll in a specific course or program of study after referral. It also may be determined at assessment that the customer is not most in need of training services. It is the responsibility of the customer and the career adviser to develop a career plan. A customer may be determined WIA eligible during intensive services offered at one of the WIB career resource centers. If it appears that the customer is eligible and suitable for provider training, they will be approved for enrollment by one of the career resource center staff. Once approved for enrollment, the career advisor will provide written authorization to both the customer and the training organization by means of an ITA voucher.

Provider Entry Criteria:

Training providers will be held accountable to meet certain performance standards established by the State and Workforce Board areas and will qualify for the Eligible Provider List (EPL) on performance. Training providers have responsibility in assessing the current skills, education and experience of candidates and providing training and employment for customers. Provider entry requirements will be a critical factor in establishing and attaining successful performance. They should be established with a purpose of determining whether the customer’s current skills, education, experience, etc. will enable them to complete the training program, obtain the knowledge and skills necessary to receive certification, as well as locate training-related employment with wages that meet standards and promote self sufficiency.

Providers should be aware that entry requirements for reading, math and language should match those appearing on the EPL. The Program Description, submitted by the Provider, contains all information regarding entry criteria. Testing for reading, math and language should be comparable to the Tests of Adult Basic Education (TABE). Letters of acceptance should include a statement that the student has met the entry requirements as stated on the EPL. Persons not meeting the stated EPL entry requirements are not to be allowed to attend training until the appropriate levels are achieved.

Due to the limited amount of available funds for training, the ARWB has established policies to ensure that funds are used on customers who are most in need of services under the WIA. If customers are eligible for grants and scholarships such as the PELL Grant or HOPE Scholarship, applications must be made for these funds so that funds may be combined to provide for total costs of training expenses.

Enrollment: In addition to the letter of acceptance, Providers should attach a listing of required coursework, including any specifying core courses, prices and a schedule of courses to be accomplished during the program. This listing should also be forwarded to each career advisor to be attached to the training voucher. Upon enrollment by the WIA Career Advisor, each participant will sign an Enrollment Agreement, detailing obligations for completion of training, testing completion, etc.

Activities during Training: Activities during training shall include establishing a joint career advisement relationship with One-Stop Career Advisors, and notification to them within three (3) days of any difficulties or problems encountered by WIA participants, such as non or poor attendance, difficulty in keeping up, or other academic problems, and apparent social problems or support needs. A withdrawal from training should be immediately reported, within three (3) days of occurrence. Any changes or amendments to the customer’s training plan must be submitted to the career advisor for prior approval. If approved, the career advisor will issue an ITA voucher to both the customer and the training organization to reflect the changes.

Training Completion: The Training Provider will complete the WIA Customer Activity and Follow-up Checklist (Attachment I) indicating that training was completed, the date completed, certificate or credential obtained, etc. within 10 days of activity completion. A copy of the student transcript detailing course work completed should be attached. The transcript should be compared to the original voucher required coursework to assure completion requirements are met. If a student does not complete training, the form will indicate the reasons, if known, and any additional information. Proof of Completion may include certificates of completion, test results, quarter/semester grade reports, etc.

Sequential Courses: Either semester/quarter students will not be allowed to continue multi-package training programs without proof of completion of prior coursework and testing. In the event that two or more related multi-package courses are required prior to certification testing, the Career Advisors should be notified with subsequent notice to ARC.

Credentialing: It is the Provider’s responsibility to assure that Credentialing goals are obtained for each student. Performance Outcomes, Attachment C, indicate minimum credentialing performance of 60% with a goal of 70% of students achieving a certification, license or credential. Providers are encouraged to require practice exams prior to schedule testing. A minimum score of 85% or better should be achieved on practice exams prior to taking certification tests. This should serve to increase the number of students passing certification exams. Tests for certifications should be scheduled by the student and the Provider to occur within 30–60 days following completion of coursework. In the event a student does not complete coursework prior to entering employment, the certification test should still be scheduled. For students not passing a certification or credential, the Provider will provide refresher assistance and schedule re-testing. The One-Stop Career Advisor should be apprised of all information concerning certification testing.

Job Placement: Training providers are responsible for placement of program enrollees. Activities towards the end of training and

during job search shall include assistance to WIA participants in obtaining training-related credentials, and training-related, permanent, full-time employment, and joint career advisement with One-Stop Career Advisors in these activities, which includes assisting the WIA participants in identifying prospective employers and making appropriate employment applications. The Provider will continue to make available to WIA participants assistance in maintaining employment, or obtaining re-employment during at least one year after training or initial employment.

Continued inclusion on the EPL is contingent upon successful placement of enrollees. ARC staff will forward quarterly performance reports to each training provider. It is imperative that Providers work with One-Stop career advisors to assure the prompt and accurate recording of placement information. The Provider will submit information on job search and employment as required by ARC, to include completion of a Training Provider Employment Checklist (Attachment J), and other information as required by ARC. For those persons who exit for reasons other than employed, Providers are responsible for completing Attachment K, Customer Exit Form, Not Employed at Exit.

Time and Attendance Records: Further responsibilities include the recording of attendance information on WIA participants and submittal to the One-Stop Career Advisor on a bi-weekly basis. If a student should fail to show for training as scheduled on the approved training plan, the Training Provider will immediately notify the Career Advisor. The course instructor will verify attendance information.

Performance: The Provider understands that it is expected that performance outcomes will meet or exceed the rates established in Attachment D. The employment rate and wage rates include both students who are successful completers and those who are non-completers. Please note the requirements for Subsequent Eligibility for the Statewide Georgia Department of Labor EPL. Regional Performance will be monitored quarterly on five of the performance outcomes:

- Completion Rate
- Diploma, Graduation, Certificate and Licensure Rate
- Unsubsidized Employment Rate (adults and dislocated workers)
- Unsubsidized Employment Rate in a training related occupation (adults and dislocated workers)
- Average Wage at Placement (adults and dislocated workers)

Performance will be measured based on information provided on the Training Provider Customer Activity and Follow-up Checklist and the Training Provider Employment Checklist, therefore, it is of utmost importance that these forms are submitted in a timely manner to Career Advisors and the information input into GWS.

Provision for Conditional Approvals for New Providers: Initial referrals to a Provider's training programs will be limited to ten (10) customers. Additional referrals will only be approved once ARC has evaluated the Provider's training programs and determines that they are in full compliance with the terms of the Agreement and meet the minimum performance standards.

Hold Status: A Training Provider may be placed on a "hold" status at any time performance outcomes do not meet minimum levels in any of the five following categories:

- Completion Rate
- Diploma, Graduation, Certificate and Licensure Rate
- Unsubsidized Employment Rate (adults and dislocated workers)
- Unsubsidized Employment Rate in a training related occupation (adults and dislocated workers)
- Average Wage at Placement (adults and dislocated workers)

Providers will be given a thirty (30) day notice of pending "Hold" action. During this time, providers will be responsible for researching, investigating and submitting verifiable documentation. The Hold status will continue until such time a provider furnishes sufficient (as determined by ARC) verifiable customer information to bring performance levels above minimum levels. Hold status will be reviewed as soon as information is submitted, but no less than quarterly. A Provider may also be placed in Hold Status due to ongoing failure to notify Career Advisors of attendance, academic or support concerns that are affecting timely completion of training and gaining of subsequent training related employment.

Monitoring and Evaluation of Performance: Training Providers will be evaluated quarterly based on meeting or exceeding the abovementioned performance measures. The evaluation may be on-site or desktop or a combination of methods. It is anticipated that the Provider will cooperate in any and all components of the evaluation and will make records available to the monitors in a timely manner.

Enrollment Cap: An enrollment cap of 50 WIA enrollees per Training Provider will be maintained, unless labor market information justifies sufficient demand for trained workers. The ARC reserves the right to revise enrollment levels as needs arise or in response to economic situations.

Advertising/Recruitment: The Provider may include statements about WIA training in its advertisements or recruitment efforts; however, any such advertisement must include a disclaimer stating that WIA-funded training may be provided only to individuals who qualify for the program and only if funds are available. Such advertising must be forwarded to ARC for approval prior to release. The Provider may not enroll any customer into training without the proper referral by ARC or its authorized representative. The Provider

also understands that potential customers, who are recruited or referred to ARC or its authorized representative for eligibility, may select other training.

Invoice Procedures: Invoice/Payment Procedures: ARC, through its authorized representative, will issue an ITA Obligation Voucher(s) to the Provider authorizing training. Only those expenses identified on the Voucher will be eligible for payment. The vendor will invoice ARC for training based on their training program's respective training profile (see Attachment H) to be determined by ARC and the Provider. Please note that ARC will not accept responsibility for the costs of any participant who begins training with a Provider without an ITA voucher. Invoice charges will be documented and itemized on the Provider invoice. Invoices may not exceed authorized Voucher expenses. Books, supplies, uniforms, drug testing, and any other costs required for training (other than tuition and test fees) shall be paid upon ARC's acceptance of an invoice, proof of purchase (where applicable), and the applicable ITA voucher.

All invoices must contain the following information in order for payment to be processed: WIA Participant's name (must match name on the voucher), social security number (optional), course of study, training beginning and ending dates, remittance address, and contact's name and phone number. Insufficient information may result in delay or non-payment of invoices.

Invoices that are received by ARC more than 60 days from the completion of a course or program will not be processed or paid by ARC or the customer.

Refunds: The Provider shall be responsible for refunding to ARC any payments made based on improperly supported invoices or for charges, which violate the terms of this Agreement or any applicable local, State or Federal regulation. In the case of students who do not attend training on the scheduled start date, or who are no-shows during training or who withdraw from training, it is the responsibility of the Provider to notify the One-Stop Career Advisor and ARC within 3 days of the occurrence. ARC will attempt to honor the Provider's refund policy as long as there is proper notification; however, refunds are due and payable to ARC for any student who fails to show for training. Failure to notify the One-Stop Career Advisor and ARC within the given period of time shall result in a full refund to ARC, regardless of the Provider's refund policies.

Costs and Expenses: Limitations are based on invoicing procedures provided in Attachment H, and limited to ITA Voucher items and amounts. Participants are required to complete classes/courses prior to billing for the next sequential classes/courses. Sequential payments will be made for classes or courses within a total program of study, as they begin. Payments will be denied for any student attending a sequential training program prior to completion of prior coursework and testing, including credential exams. Exceptions will be granted based on appropriate related multi-package training approved by the Career Advisor.

Test fees shall be paid upon completion of the required course work, approval by the One-Stop Career Advisor and a date for testing scheduled. Test retake fees, late fee payments, fines and penalties are not allowable as Costs and Expenses, and will not be paid by ARC. Exceptions may be granted only if the delay was due to ARC staff error.

The Provider may be liable for any disallowed costs which results from discrepancies discovered in monitoring visits/reviews or audits by ARC, the GA Department of Labor, the U.S. Department of Labor or any of their authorized representatives.

Non-Duplication of Payment: The Provider agrees that the customers will not be asked to pay for any items or services provided and funded under this Agreement. The Provider understands that a violation of this provision may result in termination of this Agreement, at ARC's discretion.

PROVIDER APPLICATION

RESPONSIVENESS CHECKLIST

1. NAME OF ORGANIZATION

2. FINANCIAL AID

- a. Is your organization eligible to apply for Pell Grants on behalf of its students?
 Yes No Not Applicable
 - b. If no, does your organization plan to seek Pell Grant eligibility within 12 months?
 Yes No
 - c. Does your organization offer any other financial aid?
 Yes No
 - d. If yes, please explain.
-

3. NPEC OR OTHER ACCREDITATION

Proprietary colleges or schools operating in Georgia are required by the Nonpublic Post Secondary Educational Institutions Act of 1990 (NPEIA) to have a certificate of authorization from the Georgia Nonpublic Post Secondary Education Commission (NPEC) before beginning operation or advertising in the state. This certificate must be renewed annually. The NPECs' primary purpose is to ensure that each authorized college or school is educationally sound and financially stable.

Nonpublic Degree Granting Post Secondary Educational Institutions in Georgia - The Nonpublic Post Secondary Educational Institutions Act of 1990 provides that a post secondary educational institution must apply for and be granted a Certificate of Authorization before beginning operation or advertising in Georgia. NPEC must authorize each degree program. Following initial authorization, the institution's Certificate must be renewed annually. Any institution operating or advertising to begin operation without acquiring the necessary Certificate of Authorization is in violation of Georgia law, and shall be subject to civil penalties.

Nonpublic Non-Degree Granting Post Secondary Institutions in Georgia – Any instructional program defined as a proprietary school according to the Nonpublic Post Secondary Educational Institutions Act of 1990 must apply for and be granted a Certificate of Authorization before beginning operation or advertising in Georgia. Following initial authorization, the institution's Certificate must be renewed annually. Any institution operation or advertising to begin operation without acquiring the necessary Certificate of Authorization is in violation of Georgia law, and shall be subject to civil penalties.

NPEC allows exemptions when another governmental agency is providing oversight. For example, the Georgia Department of Safety provides oversight of Truck Driver Training Programs. Proprietary schools interested in becoming a WIA ITA provider will need to contact NPEC to begin the authorization process. Exemptions will be reviewed and approved by the ITA Committee.

For additional information concerning NPEC, please contact:
Carl Camann, Deputy Director
Nonpublic Post Secondary Education Commission
2082 East Exchange Place
Suite 220
Tucker, GA 30084
(770) 414-3300
(770) 414-3309 (fax)

Check below the agency/agencies providing accreditation for your organization and attach a copy of the certification document.

- Nonpublic Post Secondary Education Commission (NPEC)
- Georgia Healthcare Partnership (GHP/GMCF)
- Department of Public Safety (DPS)
- Other(s): _____

4. TRAINING PROGRAM CRITERIA

- a. Is the training occupational skills specific and in demand in the Atlanta Regional labor market?
Yes No
- b. Are the proposed programs existent, ongoing and continuous?
Yes No
- c. Are the proposed training programs open to the general public and not solely dedicated/availed to Workforce Investment Act (WIA) customers?
Yes No
- d. Are job search and/or placement assistance provided by your organization?
Yes No
- e. Does your organization appear on current federal, state or local debarment and suspension lists?
Yes No
- f. Does the provider assure that the proposed training facility is handicapped accessible or are reasonable accommodations made for provision of services to handicapped individuals?
Yes No

5. ATTACHMENTS TO APPLICATION

The following items have been included as an attachment to the application:

- Program Description(s)
- Signed EEO Assurances
- Catalog or Brochure
- Current Business License *
- Schedule of Classes
- NPEC Certification *
- Debarment Form
- Published Course Price Listing
- Accreditation Documents

(Include accrediting agency description)

* Please attach if applicable to your organization.

Individual Training Account (ITA) Provider/Program Application

ITA Provider Information

Training Provider Name	
Address	
City	
State	
Zip	
County	
Website (URL)	
Accreditation	
Federal Tax ID # (99-9999999)	
Year Business Established	
Contact Name, Title	
Phone (999-999-9999)	
Fax (999-999-9999)	
Email	

Financial Aid

Pell Grant	Yes	No
Hope Scholarship	Yes	No
Other, Please Specify (Title IV, Sallie Mae, etc.)	Yes	No

Complete separate copies of the following sections for **EACH** proposed program.

Program Information

Program Title	
Program Description <small>Describe or attach)</small>	
Program Specific Accreditation	
Credential Earned	__ Degree __ Certificate __ Diploma __ State Certification/License

Published Program Cost (as advertised to the general public)

Tuition	Application/ Admission Fee	Books Please list ISBN #, cost and Title of Book(s)	Other Fees <small>(List Tools, Test Fees, etc.) Attach fee list with full explanation of fees</small>	TOTAL
\$	\$	\$	\$	\$

Program Duration					
Number of Weeks		(Classroom) Curriculum Hours	Other (Specify Internship/Externship Hours Separately)		
Entry Criteria Tests of Adult Basic Education (TABE) assesses basic reading, math and language skills and provides Grade equivalent scores.					
High School Diploma Required		Reading Level	Math Level	Language Level	Other Entry Requirements (Please List)
Yes	No				

Past Performance (all students) <i>Must have performance data on at least 5 students</i>			
From: _____ Through: _____ (the most recent 12 month period for which data is available)			
	Number of Students		LWIB Only
Total Students			
Completion Rate (number and percent of total students exiting or scheduled to exit the program during the above period who met the program's completion requisites)		%	% Y / N
Students Obtaining Employment (number and percent of completers exiting the program during the above period who obtained employment)		%	% Y / N
Weekly Earnings After Placement (average weekly earnings at placement of completers obtaining employment during the above period)	\$		\$ Y / N
Credential Rate (number and percent of completers exiting the program who obtained a diploma, certificate or license)			

Metro Atlanta Performance Requirements (program completers)			
Average Wage at Placement (average wage at placement of completers obtaining employment during above period)	\$		
Training Related Employment (number and percent of completers exiting the program during the above period who have obtained training related employment)		%	

Mandatory Additional Information

*****SUBMIT THE INSTITUTION'S MOST RECENT CATALOG/BROCHURE TO THE WORKFORCE INVESTMENT BOARD NOTED ABOVE. IF COSTS ARE NOT REFLECTED IN THE CATALOG, SUBMIT DOCUMENTATION OF THE PUBLISHED PRICE AS ADVERTISED TO THE GENERAL PUBLIC.

Name(s) and address of overseeing entity where similar performance reports are made.

Describe performance definitions used if different from those requested in Past Performance above

Provide a list of at least five program graduates or program completers for each training Program submitted, complete with contact information and name of employer.

Provide name, address and phone # of three verifiable references of employers who have hired successful program completers (and the names of those completers), or who have used the proposed programs to train employees. (Additional sheets may be used, if necessary)

Does your organization provide job search assistance or placement services?

CERTIFICATION

I hereby certify that the information provided in this Application package is true and correct. I also understand that my organization may be subject to an on-site review of training and facilities, and may be asked to provide supporting documentation before the final execution of an agreement. I assure that proposed training facilities are disabled accessible or reasonable accommodations will be made for the provision of services to disabled individuals. I assure that costs as described as the same as those published for the general public.

Name (Printed) and Title

Signature

Date

EEO ASSURANCE

As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, 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 WIA Title I financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of age, and The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

Name

Date

PROVIDER APPLICATION EVALUATION CRITERIA

I. APPROPRIATENESS/OUTCOMES

Overall Project Design

1. Is (Are) the proposed training program(s) in a growth occupation identified in the application, or has the provider submitted documentation of a need for proposed training?
2. Are Job Search and Job Placement Assistance included?
3. Do references of both participants and employers indicate that completers attain marketable job skills after training?
4. Will training lead to a certificate, diploma or degree?

II. PAST PERFORMANCE

Prior Experience (as verified)

1. Does the provider have previous successful completion rate, defined as meeting or exceeding WIB goals for the previous 12 months?
2. Does the provider have previous successful experience in placing individuals in training related occupations classified as unsubsidized employment defined as meeting or exceeding WIB goals for the previous 12 months?
3. Does the provider have previous successful unsubsidized employment in training related occupations experience, defined as meeting or exceeding WIB goals for the previous 12 months?
4. Does (Do) the training program(s) result in an employment at a wage that meets minimum regional performance of \$9.50 DW and \$7.50 Adults?
5. Has the provider submitted a signed debarment statement?

III. CAPABILITY OF TRAINING ORGANIZATION

1. Has the curriculum been certified by an appropriate accrediting agency?
2. Has the organization's programs been certified by NPEC (if applicable)?

IV. SITE VISIT CHECKLIST

1. Completed and acceptable?

V. PROVIDER GRADUATE CHECKLIST

1. Completed and acceptable?

VI. EMPLOYER REFERENCES

1. Completed and acceptable?

RANKING INFORMATION

(0 = Not Acceptable ▪ 1 = Weak ▪ 2 = Average ▪ 3 = Good ▪ 4 = Excellent)

	Ranking	Total
I. APPROPRIATENESS/OUTCOMES	0 1 2 3 4	_____
II. PAST PERFORMANCE	0 1 2 3 4	_____
III. CAPABILITY OF TRAINING ORGANIZATION	0 1 2 3 4	_____
IV. SITE VISIT	0 1 2 3 4	_____
V. GRADUATE REFERENCES	0 1 2 3 4	_____
VI. EMPLOYEE REFERENCES	0 1 2 3 4	_____

MAXIMUM SCORE = 24

MINIMUM SCORE REQUIRED FOR CONSIDERATION = 12

Attachment A
Individual Training Account (ITA) POLICY

An adult or dislocated worker determined eligible for WIA funded services may select a provider from the State EPL after consultation with a WIA career advisor. If a customer receives career advisement and support services and the program of study is funded by Pell/HOPE funds, the ITA policies will apply. The following policies may be utilized to establish local parameters for service. The ITA policies are to be implemented and followed by One-Stop Career Advisors and are also to be implemented and followed by Training Providers for WIA participants.

POLICIES:

- (1) Training must be in occupations identified in the local WIA Plan as stable occupations or documentation of employment prospects for areas not listed in the plan should be provided. **The Fulton County Demand Occupation List is included as an attachment to this agreement.**
- (2) Training must result in an employment wage sufficient to attain self-sufficiency without the aid of public assistance.
- (3) Training must be at least 12-quarter hours per week to accommodate existing Unemployment Insurance requirements. Exceptions to this policy may be approved, in writing, on a case-by-case basis.
- (4) Programs should not exceed 104 weeks (two years). Exceptions to this policy may be approved on a case-by-case basis and requests should include evidence that financial support is available during extended training periods. Applicants must be accepted into the specific occupational skills training program of their choice. While the emphasis in career education is on specialized offerings, each degree/certificate program includes a selection of courses from an approved core of general education; these approved core courses will be included in the customer's Individual Training Account funding. Extended critical shortage healthcare curricula will be reviewed and approved on a case-by-case basis. EXCEPTION: Registered Nurses seeking graduate degrees in Nursing to fill vacant instructor positions at universities and technical colleges' program limit has been increased to four years.
- (5) In general, all training programs must be within a reasonable commute of the WIA local area that may include out-of-the-area and out-of-state training institutions. Out-of-the-area training programs that are not within commuting distance to the WIA local area must be approved on a case-by-case basis. All approved training must be located within the contiguous United States.
- (6) All applicants must apply for the Pell Grant and/or HOPE Scholarship program, if eligible. Pell funds may be combined with WIA funds to cover total expenses.
- (7) WIA funding may be provided for college level and post baccalaureate instruction only if all of the following conditions have been met:
 - (a) The customer must be accepted into a certificate or degree program, and the course of study must be occupation-specific (i.e., radiological technician, accounting, teacher certification), or The customer is a Registered Nurse seeking a graduate degree in Nursing to fill a vacant instructor position at a university or technical college. No funds shall be provided for general academic programs (i.e. General Studies, Bachelors of Business Administration, Bachelors of Art, etc.
 - (b) Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate or degree program. Extended critical shortage healthcare curricula will be reviewed and approved on a case-by-case basis.
 - (c) The customer must demonstrate that he/she has the financial resources to attend long-term training.
- (8) Continuing Education and other similar courses will be approved if the following conditions apply:
 - (a) The customer must have a specific occupational goal.
 - (b) The customer must present evidence describing how the proposed training will increase his/her employment marketability.

- (9) Short-term vocational services are intended for workers who lack occupational credential/certification and require short-term continuing education offerings to enhance and upgrade skills for certification. Short-term (less than 120 clock hours) training, preparation and review activities which prepare customers to sit for certification examination courses may be provided as an Intensive Service rather than an ITA.
- (10) Full-time online programs are not approved for WIA funding. Classroom training with online components may be considered for approval.
- (11) ITAs may be utilized for expenses related to training, including but not limited to the following: books, tuition and fees, supplies, tools, uniforms and shoes, certification, licensing, testing fees, background testing and drug testing for entrance into training, medical requirements for training entrance, etc.
- (12) Customers accepted on a provisional basis may receive assistance on a case-by-case basis.
- (13) ITAs will not be used for payment of late fees caused by customer error or delay. The customer will be responsible for these fees, as he/she is responsible for other fines or penalties.
- (14) Training limitations follows:
 - (a) Up to **\$5000** in training costs, excluding support, may be expended for each participant for up to one year of training.
 - (b) Up to **\$8000** in training costs, excluding support, may be expended for each participant for up to two years of training.

Other Local Workforce Boards may have different training limitation policies.

If the cost of training exceeds funds limitation guidelines, career advisors should assist in developing a financial plan to cover total costs of training. Customers shall not be required to apply for or access student loans, or incur personal debt as a condition of participation.

Attachment B

FINANCIAL AID COORDINATION PELL/HOPE POLICY

1. **Scope:** The Workforce Investment Act requires coordination with Educational Institutions which also provide financial assistance under Title IV of the Higher Education Act and under the HOPE Scholarship program.
2. **Policy:** It is the policy of ARC to coordinate WIA training funds with Pell and HOPE funding. All customers must apply for Pell and HOPE funding, if the customer is eligible to receive funding. Customers should make these applications as soon as a school is selected. Customers may begin training while these applications are in process. This policy does not include student loans. **If it is determined, through an analysis of need, that the total costs of attendance, including living expenses, etc., exceed the amounts available through HOPE and WIA, the Pell funds may be utilized for living expenses.**
3. **Implementation:** This policy applies to those applicants who are seeking assistance for funding for schools which provide financial assistance under Title IV of the Higher Education Act and the Georgia HOPE Scholarship Program. All applicants should be informed that WIA is one of many funding sources that may be available to them. If the customer is interested in training at a college or technical college, they should also apply for Pell and HOPE funds, unless they provide a valid reason to their career advisor as to why they would not be eligible for such funds. Examples of valid reasons include:
 - The customer has a college degree and is seeking funds to complete a second degree at a college.
 - The customer has a previous student loan, which is in default.
 - The customer is seeking funds to complete a degree, does not have a B average, and their family income is over the limit for Pell.

If a customer receives financial aid (including loans), a copy of the Financial Aid Record should be maintained in the customer's file. If Pell or HOPE funding is denied, documentation of the denial must be included in the file. The file should also provide documentation that the customer is not eligible for Pell and HOPE, either using the notice from financial aid, or the customer's self-attestation.
4. **Book Allowances:** Those enrolled with technical colleges and universities should apply for the HOPE book allowance.

ATTACHMENT C
FCWPES DEMAND OCCUPATION LIST (REVISED 12-10)

Occupations in Administrative Specialization

Accountants & Auditors
 Administrative Assistants

Occupations in Clerical & Sales

Accounting/Auditing Clerks
 Legal Secretary/Assistant

Occupations in Education**

Teachers - STEM Only (Science, Technology, Engineering, & Math)
 Child Development Associate

Occupations in Green Technology (1)

Research & Development
 Production, Assembly, Installation
 Construction and Regulatory Assurance

Occupations in Information Technology/Engineering (2)

Computer Applications Engineers
 Computer Hardware Engineers
 Computer Security/Network Analyst
 Computer Systems Engineers
 Electrical & Electronics Engineering Technicians
 Systems/Information Managers
 Gaming/Entertainment Computer System Design

Occupations in Machine Trade

Automotive Mechanics/Service Technicians
 Diesel and Truck Mechanics
 Maintenance/ Machinery Mechanics
 Industrial Maintenance
 Machinists

Occupations in Management

Operations Managers (Black Belt) (3)
 Logistics/Material Management
 Management Analyst
 Project Managers (4)

Occupations in Transportation**

Truck Drivers/Delivery & Route
 Truck Drivers/Tractor Trailer (CDL)

Occupations in Medicine and Health**

Dental Assistants
 Emergency Medical Technicians
 Health Information Technicians
 Home Health Aides
 Medical & Clinical Lab Technicians
 Medical Assistants
 Medical Secretaries
 Nursing – CNA, PCT, LPN, RN
 Pharmacy Technician
 Physical Therapists

Radiological Technicians
 Respiratory Therapists
 Surgical Technologists
 Biological or Chemical Technicians
 Research/Clinical Technicians

Service Related Occupations

Cooks & Servers (Fast Food, Institution, Restaurant)
 Janitors & Floor Technicians
 Laborers, Landscape/Groundskeepers
 Police/Sherriff Patrol Officers
 Fire Fighters

Occupations in Structural Work (5)

Carpenters
 Construction & Related Workers
 Drywall Installers
 Electricians
 General Utility Maintenance
 Repairers
 HVAC Technician
 Plasterers & Stucco Masons
 Plumbers, Pipe fitters & Steamfitters
 Roofers
 Sheet Metal Workers
 Welders & Cutters
 Industrial Engineers
 Iron Workers

** Background check results may impact availability of training in these specific areas**

Occupational skills training will be provided for “Demand Occupations” in industries that are stable or growing. “Individual Training Accounts” will be provided for lower-tier training for eligible individuals as long as the requested training is in a “demand” occupation. Skills training will not be provided in declining industries. Certifications for lower-tier certifications such as A+ and Net+ will be reviewed on a case by case basis. Training will not be provided for careers with commissions and fees (to include real estate, cosmetology, massage therapy and nail technicians).

The listing of current Georgia WIA Eligible Providers may be viewed at www.gcic.edu/gawia. All Providers approved as Georgia WIA Eligible providers may not be eligible providers for Fulton County. Your Advisor will provide the Fulton County Eligible Providers List.

1. **Green Technology encompasses many occupational categories and may include but is not limited to: research, development, and manufacturing of sustainable material/products, installation of eco-friendly and sustainable devises/systems, developing and producing alternative energy sources and products, recycling/reuse technologies. Skills Training involving “green” technology will be assessed and approved on an individual basis and consistent with current labor market demands.**
2. **Intermediate or higher level IT training requires previous verifiable IT related work experience and related “Prove It” Assessment**
3. **Black Belt training will be provided only to those holding Green Belt Certification. Combo package (Green and Black) approved on case by case basis with extensive work related experience.**
4. **Project Management Certification training requires extensive previous full scale project management experience, validation of experience required for certification, and Project Management “Prove It” assessment required for training approval**

5. Due to the continued slowdown in residential and commercial construction, occupational training in Structural Work will be reviewed individually. Construction projects related to American Recovery and Reinvestment Act (ARRA) activity will be monitored.

ATTACHMENT D	
Performance Outcomes For the Fulton County Workforce Preparation and Employment System	
Each local area sets their own Performance Goals and Minimum Performance	
Performance Measures	Minimum Performance
Measures are utilized in Performance Monitoring	
Completion Rate: Percent of clients leaving the program who met the program's completion requisites	70%
Unsubsidized Employment Rate - Adults/Older Youth: Percent of clients who left training (both successful and unsuccessful) who obtained employment	79.6%
Unsubsidized Employment Rate - Dislocated Workers: Percent of clients who left training (both successful and unsuccessful) who obtained employment	83.3%
Average Wage at Placement - Dislocated Workers: Average of all wages of all placements of both completers and non-completers	\$9.50
Average Wage at Placement - Adults: Average of all wages of all placements of both completers and non-completers	\$7.50
Credential Rates: Diploma, Graduation, Certification, Licensure	70.1%
Unsubsidized Employment Rate in a Training Related Occupation - (Adults and Dislocated Workers): Percent of employed clients working in a training related occupation	70%

ATTACHMENT E

**Standard Certifications Regarding Debarment, Suspension, Ineligibility
And Voluntary Exclusion Form**

This certification is required by the regulation implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

- 1) The prospective primary certifies to the best of its knowledge and belief, that it and its principals:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining; attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
- 2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach and explanation to this proposal.

Name and Title of Authorized Representative

Signature

Instructions for Certification Regarding Debarment

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is proving the certification as set below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal Funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “person”, primary covered transaction”, “principle”, proposal”, “voluntarily excluded”, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier that covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Tier Covered Transaction,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transaction.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to check the List of Parties Excluded from Procurement or Nonprocurement Programs.
8. Nothing contained in the foregoing shall be constructed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntary excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the DOL may pursue available remedies, including suspension and/or debarment.

Attachment F
ITA/TRAINING PROVIDER SELECTION
LOCAL APPEALS PROCESS

The Regional ITA Committee provides equal opportunity employment and training services regardless of race, color, religion, sex, national origin, age, handicap or political affiliation.

The following appeal procedures as required in Section 122 (g) of the Workforce Investment Act have been established by the Regional ITA Committee to provide recourse to providers who think that they did not receive proper consideration for initial eligibility determination for a program of training services. The Atlanta Regional Commission, acting as an agent for the Regional ITA Committee, will provide notice to the applicant with the letter of rejection containing the reasons for rejection, as well as, the availability of the appeal process. Letters of rejection of initial applications must be sent to the applicant within thirty (30) calendar days of the rejection. An appeal by the provider for reconsideration of the initial application must be made in writing thirty (30) calendar days from the day of receipt of the rejection letter. Providers entering an appeal should be prepared to document specific factor (e.g. conflict of interest, nepotism), which put the aggrieved vendor at a competitive disadvantage. Providers should not appeal simply because they believe their program to be superior to the ones selected.

If any organization has a complaint against the Regional ITA Committee, informal resolution should be attempted before filing a grievance. If there is not resolution of the complaint, the complainant (s) has/have a right to file a grievance by sending a written request for a hearing to:

Regional ITA Committee
C/o Atlanta Regional Commission
Workforce Development Division
40 Courtland Street, NE
Atlanta, GA. 30303

After a written request for a formal hearing is received, the complainant(s) will be given written notice of the date, hour, place of the hearing, and of the manner in which the proceeding will be conducted and the issues to be decided upon, based on the complaint or grievance outlined in the written request. The Regional ITA Committee will be responsible for conducting the hearing.

Prior to the hearing, the complainant(s) will be given the opportunity to:

- Withdraw the request for a hearing, in writing;
- Request a re-scheduling of the hearing for good cause;
- Bring witnesses and documentary evidence;
- Have records and documents produced; and
- Question any witness or party to the case.

Hearings on any grievance filed shall be conducted within thirty (30) days of such filing. Decisions shall be made not later than sixty (60) days after the filing of a complaint. Attempts at informal resolution may proceed during the 30-day period between the filing and hearing of the grievance and prior to the rendering of a decision on the grievance.

If the complainant(s) does not receive a decision from the Regional ITA Committee within sixty (60) days of the filing of the grievance, complaint, or receives a decision unsatisfactory to the complainant(s), the complainant(s) has/have the right to request a review of the grievance by the Governor. The request for a review should be submitted to:

Commissioner
Georgia Department of Labor
Room 823, Sussex Place
148 International Boulevard, NE
Atlanta, GA 30303

The Commissioner shall act as the Governor's authorized representative. The request for review shall be filed within ten (10) days of receipt of the adverse decision or ten (10) days from the date on which the complainant(s) shall have received a decision. The Governor will conduct a review of the complaint and issue a decision within thirty (30) days from the date of receipt of the review request. The decision rendered by the Commissioner will be final.

Attachment G
ATLANTA REGIONAL COMMISSION/ATLANTA REGIONAL WORKFORCE BOARD
WORKFORCE INVESTMENT ACT
GRIEVANCE/COMPLAINT PROCEDURES AND EQUAL OPPORTUNITY POLICY

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 the Workforce Investment Act Title I (WIA) paid for by the Atlanta Regional Commission (ARC) and/or the Atlanta Regional Workforce Board (ARWB) will be treated fairly. Grievance/complaints should be filed in accordance with the written procedures established by the Workforce Development Division of the Atlanta Regional Commission. **If you believe you have been harmed by the violation of the Workforce Investment Act or regulations of this program, you have the right to file a grievance/complaint.**

EQUAL OPPORTUNITY POLICY

ARC 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 because of race, color, religion, sex, national origin, age, disability, or political affiliation, belief or citizenship/status as a lawfully admitted immigrant authorized to work in the United States." References include: The Workforce Investment Act of 1998, P. L. 105-220; USDOL Regulations Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998; Final rule (29 CFR Part 37); USDOL, Employment and Training Division, Workforce Investment Act; Final Rules (20CFR Part 652 et al.).

COMPLAINTS OF DISCRIMINATION

The ARC is prohibited from discriminating on the ground of race, color, religion, sex, national origin, age, disability, political affiliation, or belief and for beneficiaries only, citizenship or participation in programs funded under the Workforce Investment Act (WIA), in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with, any WIA-funded program or activity. If you think that you have been subjected to discrimination under a WIA-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the Atlanta Regional Commission, WIA Equal Opportunity Officer, Anna Thompson, Workforce Development Division, 40 Courtland Street, NE, Atlanta, GA 30303, (404) 463-3331, TDD: 1-800-255-0056, voice: 1-800-255-0135, workforce@atlantaregional.com or you may file a complaint directly with the Director, Civil Rights Center, U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-4123, Washington, DC 20210. If you elect to file your complaint with ARC, you must wait until the ARC issues a decision (Notice of Final Action) or until 90 days have passed, whichever is sooner, before filing with the Civil Rights Center (see address above). During the 90-day period, all parties involved will be asked to enter into an informal resolution process. If this fails, a mediator will be appointed by the EO Administrator, Georgia Department of Labor, to provide formal mediation with the parties to bring resolution. If resolution is not achieved after mediation, ARC will arrange a formal grievance hearing. If the ARC has not provided you with a written decision within 90 days of the filing of the complaint, you need not wait for a decision to be issued, but may file a complaint with the Civil Rights Center within 30 days of the expiration of the 90-day period. If you are dissatisfied with the resolution of your complaint, you may file a complaint with the Civil Rights Center. Such complaint must be filed within 30 days of the date you received Notice of Final Action.

Complaints may also be filed with the Georgia Department of Labor Employment Opportunity Administrator, Elizabeth Warner, Suite 450, Sussex Place, 148 International Blvd, NE, Atlanta, GA. 30303, 404-232-3557.

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 the Office of Inspector General, U.S. Department of Labor, at 1-800-347-3756. There is no charge for this call.

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 WIA and OCGA 20-2-1160.

ALL OTHER COMPLAINTS (VIOLATIONS OF THE ACT OR REGULATIONS)

All other complaints must be filed within one-hundred eighty (180) days after the act in question by first submitting a written request for resolution to:

Workforce Development Division
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, Georgia 30303
ATTN: WIA Equal Opportunity Officer

Complaints filed with ARC must contain the following:

- A. The full name, telephone number (if any), and address of the person making the complaint.
- B. The full name and address of the person or organization against whom the complaint is made.
- C. A clear but brief statement of the facts including the date(s) that the alleged violation occurred.
- D. Relief requested.

A complaint will be considered to have been filed when Atlanta Regional Commission 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 ARC WIA Equal Opportunity Officer will initiate efforts with the complainant and others involved to bring resolution as soon as possible. If the complaint has not been resolved to the satisfaction of the complainant within thirty (30) days, the ARC WIA Equal Opportunity Officer will request appointment of a certified Mediator by the Equal Opportunity Officer of the Georgia Department of Labor. If resolution is not achieved by mediation, a formal hearing will be arranged by ARC.

In the event ARC arranges a hearing for settlement of the complaint, the complainant(s) will be given a written notice of the date, hour, place of the hearing, a statement of the authority and jurisdiction under which the hearing is to be held, a reference to the particular section of the Act, regulations, subgrant or other contract under the act involved, a notice to all parties of the specific charges involved, a statement of the right of both parties to be represented by legal counsel, an indication of the right of each party to present evidence both written and through witness and a statement of the right of each party to cross-examination. Hearing officers who are independent of the ARC and who have been approved by all concerned parties will be responsible for conducting the hearing.

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

If the complainant(s) does not receive a written decision from the Hearing Officer within sixty (60) days of the filing of the grievance/complaint, or receives a decision unsatisfactory to the complainant(s), the complainant(s) then has/have a right to request a review of the grievance/complaint by the Commissioner of Labor, the Governor's authorized representative. The request for review should be submitted to:

Commissioner
Georgia Department of Labor
Room 600 Sussex Place
148 Andrew Young International Boulevard, NE
Atlanta, Georgia 30303

The Commissioner shall act as the Governor's authorized representative. The request for review shall be filed within ten (10) days of receipt of the adverse decision or fifteen from the date on which the complainant(s) shall have received a decision. The Governor will conduct a review of the grievance/complaint and issue a written decision within thirty (30) days from the date of receipt of the review request. The decision rendered by the Commissioner of Labor will be final.

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.

Directions for Training Providers to complete the WIA Customer Activity and Follow-Up Checklist

General Purpose: This form was designed to submit updated information on each customer. This should include information on when the customer completes training, information concerning attendance problems, information concerning testing and test results, and an indication if the customer has obtained employment. Several forms may be completed and forwarded for each customer for the purposes of reporting on-going training progress, training completion, certification achievement and employment.

Please complete the form in its entirety



FULTON COUNTY WORKFORCE PREPARATION AND EMPLOYMENT SYSTEM

WIA CUSTOMER ACTIVITY AND FOLLOW-UP CHECKLIST

Please forward this completed form to the appropriate Career Advisor when the customer's training or service status has changed, they have completed your program/training, obtained a training related credential, or obtained employment.

Customer Name: _____

SSN: _____

Training Provider: _____

WIA Career Advisor: _____

ATTENDANCE INFORMATION

Last day customer attended training: _____

Reason for leaving program:

- Scheduled completion (Please attach certificate of completion and attendance/progress forms)
- Employed (please complete "Employment Information" section below)
- Health/Medical
- Other (please explain)

CREDENTIAL INFORMATION

Has customer taken any training related industry exams to obtain certification or licensing?

_____ Yes _____ No _____ N/A

If so, please attach a copy of the test results (if available) and indicate the status:

Name of Exam _____

_____ Passed

_____ Failed

_____ Took exam, results pending

Name of Exam _____

_____ Passed

_____ Failed

_____ Took exam, results pending

EMPLOYMENT INFORMATION

Did customer secure employment during training or services provision? _____ Yes _____ No

Is the customer's employment related to training? _____ Yes _____ No

Please explain how the employment is related to training: _____

****Starting Date of Employment:** _____

Employer Name: _____

Employer Address: _____

City _____ **State** _____ **Zip Code** _____

Employer Phone: (_____) _____ - _____ **Work e-mail or fax** _____

Supervisor: _____

Job Title _____ **Wage \$** _____ **per hour/year** _____ **hours per week**

****If the customer obtained employment prior to the completion of training/service, please answer the following questions:**

Does the customer intend to finish your program/training? _____ **Yes** _____ **No**

If yes, will the hours/days for participating in your program change to accommodate their work schedule?
_____ **Yes** _____ **No**

Comments:

Name of Person Completing Form/Title

Phone #

Signature

Date