



Connecting Talent with Opportunity

# STATE OF GEORGIA PY20 WIOA ANNUAL NARRATIVE REPORT

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## Report Overview

Like many states, the State of Georgia and the Local Workforce Development Areas (LWDA) experienced significant challenges throughout the COVID-19 pandemic during Program Year 2020 (PY20.) However, those challenges also brought to light opportunities and promising plans for further development. This Annual Performance Report Narrative covers the Workforce Innovation & Opportunity Act (WIOA) activities that occurred in PY20 and includes the State's efforts based on the blueprint laid out in the PY20-24 Unified State Plan. Per USDOL guidance, this report includes a review of the work completed in Georgia under WIOA Title I programs (administered by the Technical College System of Georgia, Office of Workforce Development [OWD]) and WIOA Title III programs (administered by the Georgia Department of Labor [GDOL]).

Primary funding for Georgia's workforce system operations is provided by the WIOA core partner programs. Other formula-based and competitive federal, state, and local resources and services that support our workforce system include the Social Security Administration's Ticket-to-Work program, USDOL National Dislocated Worker Grant (NDWG), Trade Adjustment Assistance (TAA), Migrant and Seasonal Farmworker Assistance, and other partner program funds. Activities under these programs are detailed below.

## Strategic Goals

The WorkSource Georgia (WSGA) system, under the leadership of the Governor and the State Workforce Development Board (SWDB), is motivated to build strong partnerships among the state's workforce system stakeholders, job seekers and employers. This involves creating meaningful linkages between the education and workforce systems, aligning data, and identifying best practices for serving individuals with barriers to employment. Through the One-Stop System, the partner programs and service providers ensure that businesses and job seekers have access to information and services that lead to positive educational and employment outcomes. Under WIOA, Georgia strives to provide job seekers with the skills and credentials necessary to secure and advance in employment; enable businesses and employers to easily identify, hire, and maintain skilled workers; and ensure that high-quality integrated data informs decisions made by policy makers, employers, and job seekers. Through these activities, Georgia is committed to connecting talent with opportunity.

In addition to inclusion in the Unified State Plan, the strategic goals for the workforce system are continuously revisited through frequent partner and SWDB meetings to ensure Georgia maintains its focus on the following priorities:

1. Utilize Sector Partnerships to inform and guide strategic workforce development strategies and enhance coordination.
2. Develop a streamlined and regionally integrated workforce system that delivers efficient services to both businesses and individuals.
3. Capitalize on the workforce system to create opportunities for all Georgians to prosper.
4. Continuously align workforce and education system objectives to the current and future occupational and skill requirements for the state of Georgia.
5. Expand the pool of eligible employees by increasing the participation of Strategic Populations (Veterans, individuals experiencing homelessness, returning citizens, Adult Education students, English Language Learners, and more) in the workforce system.

## Effectiveness in Serving Employers

During Program Year 2020, Georgia's workforce system continued its efforts to integrate employers, specifically their post-pandemic workforce needs, into the WIOA services offered throughout the state. Two of the most significant challenges employers faced were the increasingly apparent labor shortages as well as skills

gaps that often led them feeling disconnected from potential talent. The WSGA system played a critical role in responding and providing solutions to these emerging concerns by connecting participants to employment openings and providing in demand training to both businesses and job seekers.

To help employers identify and hire talent, American Job Centers (AJCs) across the state continued to provide applicant referrals and screening for employers. These services decrease an employer's time and costs associated with recruitment. However, since the past program year, AJCs have found more employers engaged in these services to reach and employ strategic populations and individuals with barriers as a means to expand their pool of available talent amid labor shortages.

Georgia's LWDA's have also expanded their capabilities in response to recruitment for employers. This has included increasing the ability to advertise job postings or utilize online services such as the Employ Georgia network as well as hosting job fairs both in-person and virtually. Georgia employers also utilize the WSGA system for training needs. The pandemic led to two noticeable trends that led to greater necessity among employers for skills training: first, the increasing rate of retirement of skilled workers; and second, the increased investment in and adoption of automation and advanced technologies. This has created a need to upskill existing talent as well as hire more skilled talent. To address these needs, LWDA's continued to offer and administer WIOA business services, such as Incumbent Worker Training (IWT), On-the-Job Training (OJT), and Customized Training (CT). Additionally, OWD developed and rolled out digital toolkits for each business service to aid LWDA's in their ability to offer these programs. This was supplemented with virtual trainings to increase the state office's ability to provide business service-related technical assistance.

During PY20, continued health and safety concerns elevated the importance of virtual services among both the workforce system internally, and how the system engaged with employers externally. Business services efforts, including employer consultations and industry roundtable events, were hosted online to ensure the safety of staff and employers as well as expand the traditional reach of the workforce system among employers. All LWDA's have worked towards transitioning their program intake and documentation processes as well as business meetings online. WSGA will continue to work with employers to adjust to post-pandemic economic environment as well as seize new opportunities to engage and employ Georgia's workforce.

GDOL's Business Services Unit (BSU) staff participated in 770 Economic Development meetings with local, regional and state partners, and attended over 41 prospect meetings for new and existing industry. Relatedly, over 371 'Requests for Information (RFIs)' were developed and provided to state and local economic developers and consultants. RFI's responded to by GDOL provides critical information to support and help shape business leaders' decisions to relocate or establish critical parts of their operations in various cities around the state. In addition, GDOL's BSU continued their commitment to support the business community by hosting 8 customized recruitment and 23 other virtual recruitment events and 2 virtual employer summits, serving 106 employers. Staff also participated in various statewide workforce related activities in collaboration with other workforce and economic development partners.

The Georgia Department of Labor's (GDOL) Business Services Division hosted a series of 90-minute webinars for Georgia's employers. Entitled "COVID Recruitment Strategies: Thriving During and After a Pandemic", these sessions focused on the extraordinary challenges employers have been facing with recruitment and retention during the COVID-19 pandemic. In addition to discussing strategies for attracting and retaining quality employees, the BSU team identified untapped workforce populations, highlighted hiring incentive programs, discussed safety and health considerations in the workplace, and offered information on how the Georgia Department of Labor can help the business community meet these challenges.

GDOL's Work Opportunity Tax Credit (WOTC) program continued its efforts to foster the hiring of a diverse workforce in Georgia through beneficial tax credits. GDOL can report that 179,541 tax credit applications were processed by WOTC staff during PY20. The program was marketed via Local Veteran Employment Representatives (who worked with employers facilitating the placement of veterans who potentially qualified as one of these targeted groups), Business Service Unit staff, Local Career Center staff and WOTC staff through various methods. Staff participated in online events presenting information on the WOTC program virtually when pandemic restrictions arose. Efforts also continued to streamline procedures related to the processing of Georgia's WOTC applications – even during the height of the pandemic, allowing for more efficient and timely processing of tax credit requests. In PY20, WOTC certifications resulted in an estimated \$196,723,400 million in tax credits to employers, surpassing the PY'19 total.

The Georgia Department of Labor's Child Labor Unit was responsible for maintaining and regulating the employment of minors working in the entertainment industry in Georgia. This included registration of employers, minors, productions and locations within the State of Georgia. Information, portal access and registration was/is accessed via <https://dol.georgia.gov/minors-entertainment>.

PY20 brought very interesting developments with Minors In Entertainment (MIE). New applications received were submitted at a reduced rate until September of 2020, due to Covid-19 pandemic restrictions. However, during the fall months, the State of Georgia largely reopened and the entertainment industry went back to work with a renewed vigor and new Covid-19 pandemic protocols.

During PY20, GDOL's Child Labor Unit registered 19,426 new minors to work at industry related productions sites. The team also processed 185 new employer registrations, representing 396 entertainment industry productions at over 1,221 locations across the state.

## Customer Satisfaction

The State directly engaged PY20 WIOA participants with a customer satisfaction survey (see attached Participant Survey). This survey was emailed directly to PY20 WIOA participants who were asked to respond to six (6) questions, each containing three (3) possible responses reflecting poor, adequate or exceptional experiences. The following questions were presented:

Question 1: How well did your experience with the Career Center meet your expectations?

Question 2: How satisfied are you with how the Career Center's services helped you meet your personal short-term goals?

Question 3: How likely, if eligible, would you be to use the Career Center's services again?

Question 4: How likely are you to recommend the Career Center's services to others?

Question 5: How would you rate your overall experience with the Career Center?

Question 6: Is there any one at your Career Center who provided exceptional service about whom you would like to share your experience?

An average of 357 participants responded to each question, and an average of 75.7% of participants across all five (5) multiple choice questions ranked their experience with the Local Workforce Development Area's Career Center in the most favorable rating; the highest being question #4 (79.2%) where the participant would very likely recommend others to the Local Workforce Development Area's Career Center. The full survey results can be found in *Attachment 1*. Georgia is particularly proud of its ranking from its WIOA participants, especially given Georgia's high number of Local Workforce Development Areas. However, the State will continue to strive for even higher rankings across all areas regarding participant satisfaction. Around half of the respondents chose to highlight a staff member that provided exceptional service during

their participation. Here are a few examples of the feedback that was received:

*“Mary and Gary, especially Mary!!! She was there for me all the way through, always made time for me, just to vent or talk when I was stressed and thinking I couldn’t go on. She was a great cheerleader for me and always informative on the issues that came up throughout my time under the program supervision. My life has changed dramatically and if it wasn’t for this program, I would not have been able to get where I am today. Financial independence!!!! Thank you”*

*“Wanda is AWESOME!! And Ms. Cobb too!! I am still at the job they helped me secure and still loving it!”*

*“Jane was my advisor. She was very informative and an [all around] great person. She knew that I was a busy student and full time mom. She always kept me encouraged when I was discouraged. We had talks about our personal life. The impact that she has on me will last a lifetime. I am truly grateful for this program. It is allowing me to live my dreams.”*

It is important to note that the high degree of satisfaction exhibited in the participant survey directly correlates to the State’s success regarding its performance measures. All nineteen (19) Local Workforce Development Areas positively contributed to the State’s high standards, having exceeded all performance measures during PY20.

## Evaluation Activities

OWD ensures the overall effectiveness of the WIOA Title I services provided by the workforce development system primarily through the annual monitoring review of the nineteen (19) LWDA. The State conducts annual monitoring to satisfy its oversight responsibilities under the law, but also utilizes these reviews to inform technical assistance and training offerings throughout the year. As federal, state, and local guidance is released on a rolling basis, the annual monitoring ensures that LWDA maintain up-to-date, compliant services delivery structures and practices. The monitoring process typically begins in mid-August or early-September and ends in early April. The evaluation process includes, but is not limited to: a desk review of key documents, such as policies, procedures, LWDB bylaws and minutes, as well as contracts; interviews of LWDA staff; and an inspection of electronic case files and other relevant documents for the Program Year in review. This process evaluates the workforce activities both at the structural level to ensure effective systems and policies are in place, as well as at the individual level to ensure programs and services are being appropriately delivered to participants. The review is conducted by a multi-disciplinary team consisting of staff from OWD’s Programs, Grants, and Compliance teams.

The desk review portion of monitoring can begin as soon as the requested documents are submitted by the LWDA, usually two weeks to one month ahead of the monitoring week. The monitoring week consists of three to four final days of testing, to include an entrance meeting with LWDA staff, follow-up on any missing information, staff interviews regarding key roles and procedures, and an exit meeting with LWDA staff to communicate deficiencies, notable practices, and/or recommendations from OWD. At the conclusion of the monitoring week, a final report is produced to explain all findings and observations. The corrective action follow-up takes place in the weeks and months after the monitoring week, depending on the issues identified and the actions necessary to correct them.

OWD also utilizes other mechanism to evaluate the WIOA Title I services around the state, such as desk reviews outside of annual monitoring, regular contact with LWDA Directors and staff through monthly calls, and convening focus groups to evaluate proposed guidance, communicate training needs, and more.

## Evaluation or Research Projects

Coordination efforts have been extended with GDOL's Workforce Statistics and Economic Research (WS&ER) Division to complete implementation of the RESEA program evaluation process using plans and procedures listed below.

The WS&ER Division continues to facilitate the collection of data necessary to evaluate Georgia's new strategy of implementing an assessment tool, My Next Move, as our evaluation process.

This O\*Net based tool assists the participants in learning more about career options through the O\*NET Interest Profiler and offers personalized career suggestions based on a person's interests and level of work experience. Georgia will implement this assessment as part of an evaluation process to determine if it will increase re-employment outcomes while reducing the number of weeks for which program participants receive unemployment compensation and the amounts associated. Georgia's evaluation will comparatively focus on a treatment group and a control group. Much emphasis will be put on attempting to have an equal cross-section allocated to both groups, in that we will ensure both groups are made up of customers most likely to exhaust.

Georgia will make the selections for referrals as is currently done, but will allocate 50% of those referrals to the treatment group (those will receive the My Next Move assessment in addition to current RESEA services) and 50% to the control group (those that will only receive the current RESEA services and not the My Next Move assessment). Georgia will implement this by utilizing a scheduling mechanism that will allow staff to identify, prior to the individual's session, if they are in the Treatment or Control group.

Under the PY20 ETA Workforce Information Grant, the State of Georgia Workforce Statistics (LMI) division produced and disseminated industry and occupational employment projections and conducted and published relevant economic analyses and economic studies.

The division's Workforce Information Database is currently populated with statewide 2-year (2020-2022) short-term industry/occupational projections and statewide and sub-state 10-year (2018-2028) long-term industry/occupational projections. Dissemination of various projections data are in the form of: *Georgia Jobs – Short-term Employment Projections*; *Georgia Workforce –Long-term Employment Trends*; *Georgia Area Workforce Trends* (for each of Georgia's 19 Local Workforce Development Areas); *Georgia Hot Careers*; *Georgia STEM Careers*; *Licensed and Certified Occupations in Georgia*.

Economic analyses were conducted in the form of customer defined labor-shed analyses, workforce area and workforce commuting analyses, detailed commuting reports and summary commuting Infographic reports, standardized industry analysis reports, wage studies, trend analysis reports, and other customer requested data research projects in support of the economic development needs of a wide array of workforce system stakeholders, including State Workforce Agencies, State and Local WDBs, economic agencies, workforce development organizations, chambers of commerce, education and training institutions, community colleges, and other state-identified strategic partners and stakeholders.

Labor shed analyses are designed to provide special focus on centralized areas with regard to the supply and demand of employment, skills transferability, basic education requirements, occupational staffing and a wide variety of wage options. Customers may request prospect reports based on a regional commission area (Georgia has 12 designated Regional Commissions), a LWDA area (Georgia has 19 designated local workforce development areas), an MSA area (Georgia has 14 metropolitan statistical areas) or statewide data. A custom report or series of reports are created with employment (skilled labor), entry and average wage data for the requested area(s) and standardized education and training levels.

During PY 2020, staff worked on nearly 250 assorted economic projects to provide support and analysis for a wide variety of economic development projects across the state of Georgia. Reports ranged from comprehensive studies of special target groups across the state and in specific geographical areas, customized reports providing for a comparison of detailed employment and wage data, and occupational wage reports for a specific county and/or Labor Draw Area. Georgia DOL works closely with the Department of Economic Development, Chambers of Commerce, Development Authorities and other local government agencies regarding new business prospects.

Through these collaborations, staff have been often asked to provide more report customization utilizing data from GDOL as well as data from other sources such the U.S. Census Bureau. Close partnerships with GDOL Regional Coordinators, who serve as local community brokers to request and deliver specialized data requests, benefit local workforce development boards and partner agencies, local businesses, and prospective businesses by making them aware of the availability of quality workforce information.

## Performance Accountability System

### Specific State Performance Measures

Georgia's WIOA title I programs do not have any unique measures or goals outside of the mandated common measures.

### Performance Deficiencies

Georgia's WIOA Title I programs did not have performance deficiencies for Program Year 2020 as noted in the statewide performance table below, in fact all performance goals were exceeded for the year despite a pandemic and reduced funding:

Measure	Actual	Goal	% of Goal
Adult Q2 Employment Rate	82.5%	77.0%	106.4%
Adult Q4 Employment Rate	79.6%	75.0%	106.1%
Adult Median Earnings	\$7096	\$6000	118.3%
Adult Credential Attainment	78.3%	60.5%	128.8%
Adult Measurable Skill Gains	64.5%	38.0%	169.7%
DW Q2 Employment Rate	84.7%	78.0%	108.6%
DW Q4 Employment Rate	86.4%	75.0%	115.2%
DW Median Earnings	\$9997	\$6800	147.0%
DW Credential Attainment	77.5%	65.0%	119.2%
DW Measurable Skill Gains	62.9%	29.0%	216.9%
Youth Q2 Employment Rate	74.6%	68.0%	109.7%
Youth Q4 Employment Rate	75.5%	67.0%	112.7%
Youth Median Earnings	\$3,220	\$2,700	119.3%
Youth Credential Attainment	70.9%	60.0%	119.2%
Youth Measurable Skill Gains	45.0%	38.6%	116.6%

### Overall

<b>Adult</b>	125.9%
<b>DW</b>	141.4%
<b>Youth</b>	115.5%



### Common Exit Policy

With guidance from USDOL-ETA, Georgia has defined Common Exit for DOL–Administered Programs Only as: A “common exit” occurs when a participant who is enrolled in multiple DOL- administered partner programs has not received services from any DOL-administered program to which the common exit policy applies for at least 90 days and no future services are planned. Georgia recognizes that a common exit policy must include:

- WIOA title I Adult,
- WIOA title I Dislocated Worker, and
- WIOA title I Youth, and
- WIOA title III Employment Service.

As Georgia reports its quarterly Wagner Peyser, Trade and WIOA Title I PIRLs to USDOL-ETA, it recognizes this definition and impact.

### Data Validation

In accordance with TEGL 23-19, data and information staff conducted an annual data validation review utilizing a statistical sampling of participant files in the Adult, Dislocated Worker, Youth and National Dislocated Worker Grant programs. A 5% sample size was used which resulted in a total of 7,512 elements for review. The following table shows the most recent data validation results:

Program	Files Validated	Elements Evaluated	Error Rate
Adult	91	2184	2.3%
Dislocated Worker	91	2184	5.3%
Youth	90	2160	3.6%
NDWG	41	984	2.4%

In addition to the review, staff conducted a virtual training session on data validation and look forward to taking the lessons learned from the most recent review and applying them to future trainings.

## Activities under Governor’s Reserve Funds

Over the course of PY20, OWD made additional funding available to LWDAs to advance the employment and training needs of local areas. The funds were purposed to provide support for innovative initiatives or to mitigate unforeseen circumstances that could not be served through formula allocation funds.

WorkSource Middle Georgia was awarded funding to provide greater support to transitioning veterans through a partnership with the Georgia Veterans Education Career Transition Resource Center (VECTR Center). This organization supports veterans in their transition from military to civilian life by providing job coaching, skills and interest assessment, and employment placement support across the entire state. With the additional funding, WorkSource Middle Georgia was able to provide specialized intake coordinators to the VECTR Center to ensure WIOA services were made available to those who qualify.

Several local areas were also awarded additional funding to support returning citizen programming. Returning citizen programming is also a priority listed in the State Plan and supported by the Governor and State Board. One of the most common initiatives is a collaborative partnership between the local area, the Georgia Department of Corrections and the local Technical College. This program design allows re-entering

participants to gain valuable skills and industry-relevant credentials prior to their release from the penal system by offering certified welding instruction while participants are still incarcerated.

Ensuring that young adults continue to attain the basic credentials needed to gain entry into the workforce remains a priority for all leaders within the state. PY20 saw continued progress in the state for providing more options for its citizens. In a partnership between OWD and the Office of Adult Education, participants piloted programming to attain high school and industry related credentials. Multiple local areas received additional funding to support WIOA eligible individuals involved in this pilot.

Finally, OWD awarded additional funding to all requesting local areas to support the continuation of the Sector Partnership effort. Local areas utilized this funding to continue to do outreach to and provide organization of their local business communities. Each local area has chosen one or more industries to target with this effort based on data provided by OWD. More information about this effort is provided in the Sector Partnerships and Career Pathways section.

## **Sector Partnerships and Career Pathways**

Sector Partnerships remain an important strategy for ensuring that Georgia's workforce system meets the current and future needs of job seekers, employers, education partners, and their surrounding communities. Georgia has continued its Sector Partnership Grant, which directly invests into regional initiatives led by LWDA's to develop strong working collaboratives with partners in order to cultivate talent pipelines into specific high demand industries.

This program year, OWD launched its third round of the grant, which has helped regions respond to the workforce challenges associated with the COVID-19 pandemic. In all sector partnership grants awarded this year, the high demand industries of focus, specifically manufacturing and healthcare industries, were some of the hardest hit in their respective regions by skills gaps and labor shortages.

Georgia's Sector Partnership efforts thus far, including the previous two grant periods, laid the ground work for connecting education and training partners with industry. When pandemic workforce challenges came to the forefront, Georgia's regional initiatives tapped into the network of partnerships that had been formed and subsequently strengthened. Two examples of this include connecting Georgia companies to K-12 career pathways and recent graduates; and engaging local community based-organizations to connect strategic populations to virtual job fairs. Additionally, externships for teachers, marketing campaigns, and region-wide needs assessments continued to be supported through the grant this year.

Georgia intends to continue Sector Partnership investment as funding permits. In future iterations of this grant, Georgia intends to incorporate grant requirements related to engaging strategic populations, connecting industry to WIOA services, and growing partnerships beyond existing workforce partners.

## **Training Academy**

The goal of the WorkSource Georgia Academy is to provide consistent and timely training to LWDA staff and to educate board members and partners on the provision of WIOA services in Georgia. The Academy is the training division of OWD, and PY20 was its third year in operation.

During PY20, we transitioned from in-person training sessions to a virtual learning environment due to the pandemic. Our focus was on the most effective learning process for the various roles within our workforce system. Workshops that would typically be offered in person are now offered via Zoom for easy access. Each session was recorded and is available on the academy website for future viewing. We hosted 14

webinars with a total of 848 attendees. Attendance ranged from 27 to 87 with an average of 60 attendees. Offerings included:

- Better Serving Those Who Served
- Strategic Communications during COVID-19: MailChimp Basics, Canva Basics, & Later Basics
- WorkSource Business Services Strategies for Economic Recovery
- Business Services 101
- Disability Awareness in the COVID Environment
- Subrecipient Monitoring Training
- Identifying Recognized Credentials
- Local Workforce Development Boards – Requirements & Best Practices
- Re-opening Public Spaces in the COVID Environment
- WIOA Equal Opportunity – Back to Basics
- How to Move Standardized Testing to a Virtual Platform (HiSET, GED, TABE)
- Career Service Assessments
- An Overview of Human Trafficking

## **Rapid Response**

Georgia's Rapid Response strategy, coordinated with State and local workforce development partners, delivered services designed to avert a planned layoff and/or minimize disruption for individuals and communities in actual dislocation events, as well as to mitigate layoffs that may occur. The primary intent was to quickly identify major layoffs and customize an approach of resources and services to help workers transition to new jobs as quickly as possible. Entities in need of pre-layoff aversion services included employers who generally fell in three categories: faltering companies, companies facing unforeseen business circumstances and companies affected by natural disasters.

Services to affected employers included layoff aversion and mitigation services, education on WARN requirements, facilitating a coalition of partner agencies to determine services to be rendered, assistance with Trade Act petitions when jobs moved to other countries, etc. Services to affected employees included resource information sessions related to job search, career centers, partner agencies, community resources, assisting with Unemployment Insurance claims and EmployGeorgia account creations, posting of on-line résumés, delivering specialty workshops (e.g., Résumé Writing, Interviewing, Job Search, Utilizing Social Media), providing labor market information and availing access to educational and occupational training.

PY20, as did the last quarter of PY19, presented significant challenges to the timing related to the above. Because employers were not Federally required to submit WARN notices if layoffs of over 50 employees would be temporary/less than 6 months in duration, they often submitted forms upon realizing their prior separations would become permanent – after the employees had already been discharged. In other instances, emergency health conditions resulted in WARN notice issuances on the same day of or soon after layoffs and facility closures.

The COVID-19 pandemic raised several challenges to Georgia's Rapid Response services. With diminished in-person service opportunities across the Workforce System, additional supporting virtual resources were developed and availed for customer access. These include opportunities for remote reemployment preparation (resume writing, interview techniques, utilizing social media, job matching assistance, etc.) Virtual Employee Information Sessions (EIS's) were likewise utilized.

In partnership with WIOA Title I, beginning July 1, 2020 through June 30, 2021, Georgia Department of Labor provided the below-summarized Rapid Response services to Georgia employers and impacted employees experiencing lay-offs and closures.

- 380 employers/businesses were newly engaged (in addition to those carried over from PY19)
- 18,689 newly impacted employees were assisted in addition to 17,500 impacted workers already being assisted as a result of carry over support from the previous year.
- The Rapid Response staff hosted 303 employer meetings and electronically transmitted resource materials to displaced workers during and after each EIS session was concluded.

The number of employer notices received during PY19 (i.e., 882), was well over 4 times the number received during PY18 (i.e., 198). Although the number decreased in PY20 (i.e., 380), it still doubled that from PY18.

Initially in PY20, because so many employees legitimately felt their lay-offs were temporary and their existing jobs awaited them, very few availed reemployment services that GDOL and our partners offered. As more of their lay-offs became permanent in mid-PY20 – and/or as they choose not to return to their previous type of work – they began to seek reemployment. During July-September 2020, employers were posting fewer job opportunities. However, with re-openings and some employers finding recalled employees refusing to return to work in mid-PY20, job postings increased significantly.

As jobs either failed to return or significantly changed, impacted employees found themselves needing to learn new job skills, obtain new credentialing, etc. In addition to traditional classroom training, increased opportunities for on-the-job and customized training will likely be needed and are expected to expand. This was addressed by coordination between Rapid Response and its LWDA and Trade partners.

## **National Dislocated Worker Grant**

In PY2020, Georgia continued its implementation of the National Dislocated Worker Grant to address the economic impact of COVID-19. This grant provides career and training services as well as disaster relief temporary employment to eligible individuals impacted by the pandemic.

In order to implement this grant, Georgia has relied on all 19 LWDA's as well as state and local partners (such as the Georgia Department of Labor and Georgia Department of Education) to engage individuals who experienced job loss or significant under-employment as a result of the pandemic. Additionally, LWDA's and partners have actively worked with public and non-profit entities to establish worksites for participants enrolled under the grant to provide disaster relief to their surrounding communities.

Examples of successful outcomes of this grant include enrolled participants providing support to local COVID-19 testing worksites, delivering food to households who have lost employment, cleaning and sanitizing public spaces (i.e. public schools), etc. This grant has also been of particular importance to assisting participants with skills training as they look to shift career paths because of the pandemic. An example being individuals previously employed by the hospitality or tourism industry receiving training in digital skills (i.e. CompTIA A+ certification).

To further assist with the local implementation of this grant, OWD regularly convenes calls with local workforce staff who support this specific grant's efforts as well as disseminates best practices and guidance.

## Wagner-Peyser

Employment Service seeks to improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers. Georgia Department of Labor's Wagner Peyser services provides the environment for businesses and job seekers to access employment services in over 40 Career Centers/One-Stop facilities across the state. Wagner Peyser staff strategically positioned across the state are skilled in providing a variety of employment related labor exchange services including but not limited to:

- job search assistance
- job referral
- placement assistance for job seekers
- re-employment services to unemployment insurance claimants
- recruitment services to employers with job openings
- customized business services to employers

Customers access employment services through multiple means including, staff assisted, self-service, or facilitated self-help service delivery approaches. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training were provided.

The services offered to employers, in addition to referral of job seekers to available job openings, included assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers transition through layoffs.

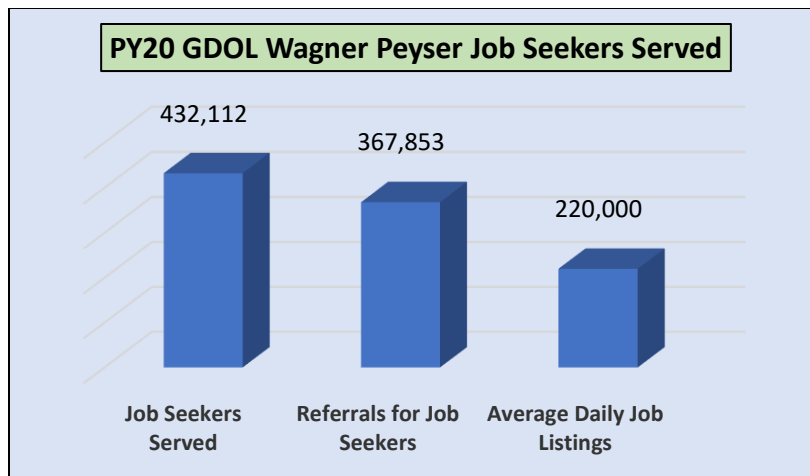
Due to the Covid-19 pandemic that caused many public/private closures through the first 6 months of PY20 and ebbed slightly but persisted through June 2021, procedures were established and implemented to allow for staff to provide services remotely via virtual options and telephone. Additional supporting reemployment virtual resources were also availed on GDOL's website platforms.

Georgia continued to enhance virtual and self-service delivery approaches for job seekers and employers via its Employ Georgia (EG) initiative. To assist impacted employees with job search, GDOL developed and launched its Employ Georgia video library, which was deployed to the public domain to assist job seekers and employers with EG account creation, résumé creation, job referrals and job order/applicant screening.

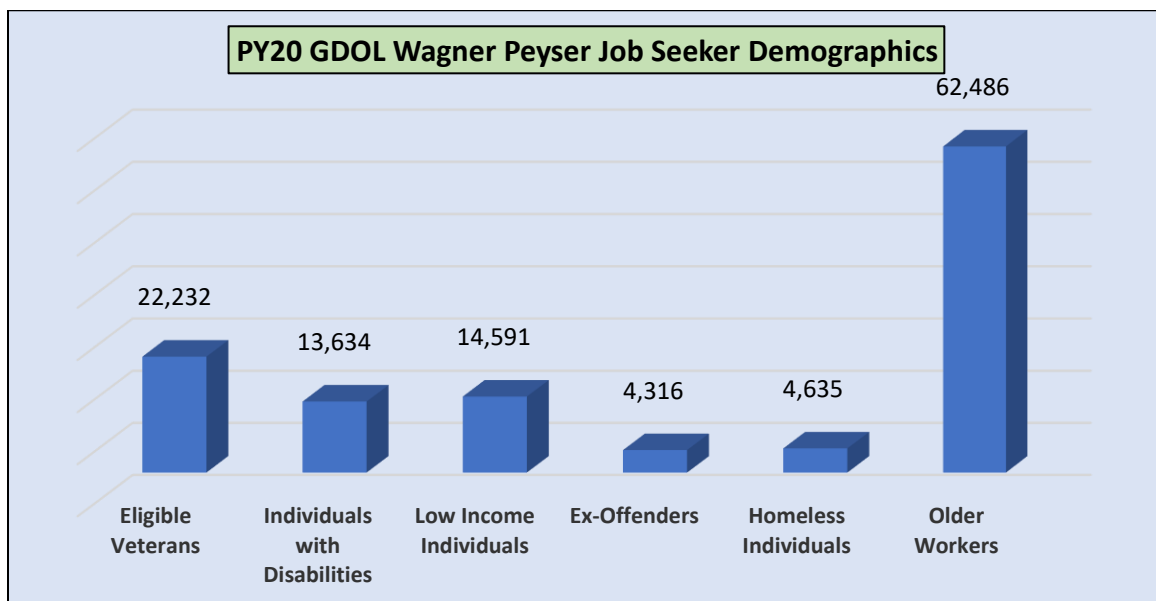
During PY20, the EG system had 186,521 job seeker accounts created, in spite of pandemic-related impacts. This has led to 215,643 resumes developed through the system, which were displayed for employers to review as they sought skilled workers to expand their workforce.

The EG system also had 4,727 new employer accounts created. This led to 195,693 direct new job postings displayed for job seekers to review as they sought employment opportunities. When also factoring spider jobs obtained from partner sources and also made available to job seekers via EG, approximately 220,000 job openings were published daily.

Over 367,853 referrals to employer job openings were made in PY20, either by staff on behalf of job seekers or by job seekers themselves. Of these, 50,216 referrals were made for military service members spouses. GDOL will continue to explore implementing creative ways for customers to access Labor Exchange services and for quicker access to partner services.



A snapshot of designated population groups that were served during PY20 follows below.



To support federal grant evaluation efforts, GDOL has created unique system transactions and related data tables to capture evaluation program/project referrals, counseling notes, customer service plans, employments, etc. Related to the USDA Evaluation Grant SNAP Works 2.0 program, GDOL concluded/ securely transmitted UI wage match results to USDA contracted evaluation staff (i.e., MDRC) to support ongoing grant analysis during PY20.

During PY20, GDOL also engaged with Goodwill of North Georgia in support of USDOL-ETA federal reporting requirements for their Workforce Opportunity for Rural Communities (WORC) grant.

Similarly, during PY20, GDOL initiated a data sharing agreement with USDOL-ETA's contracted evaluation partner, Mathematica Inc., to share PIRL data related to the Homeless Veterans Reintegration Program (HVRP) for evaluation purposes in the beginning of PY21.

Through PY20, GDOL continued creating unique system transactions and related data tables to capture program referrals, counseling notes, customer service plans, employments, etc., for its emerging Ticket to Work program.

GDOL utilizes a robust, centralized data collection system and has extensive well-recognized experience with Federal Grant reporting. Georgia's EG and mainframe GWS systems are designed to meet all federal reporting requirements as well as track each Wagner Peyser, Unemployment Insurance, Trade, Veterans, RESEA, Agricultural and Ticket to Work participants through all service components. Integration of the systems also provides the ability to combine data with the full array of programs noted above, providing an opportunity to share and analyze data on common participants.

EG and GWS have thousands of individual data elements allowing for unique tracking of all participants, including information related to demographics, employment status, customer service plans, barriers to employment, employer searchable résumés, services rendered, etc. These systems provide the ability to track participants from initial assessment through the employment follow-up period.

Through use of the above, GDOL has successfully submitted all federally required USDOL-ETA and USDA Wagner Peyser, Veterans, Trade, Agriculture and SNAP Works 2.0 reports over the past two decades. GDOL has also successfully completed all related, federally-required data validation and report validation since USDOL began requiring such actions in 2003. The EG and GWS systems allow for immediate validation of all data validation elements where GDOL's systems serve as a data source, as outlined by USDOL-ETA each year. These systems are frequently reviewed to ensure they meet all compliance standards for data and report validation.

GDOL's Agricultural Services team provided ongoing technical assistance to Georgia's Agribusiness employers and workers, to ensure the successful continuity of the state's critical Agribusiness activities.

PY20 was very challenging, as the COVID-19 pandemic placed an unexpected strain on agricultural outreach staff and their ability to connect in-person with some partner agencies and employer/worker customers. Virtual training occurred to explore creative ways for staff to engage all customer types and to further develop and establish rapport when in person meetings were not an option. Alternative methods included virtual meetings with the use of WebEx and Teams, telephone calls, emails, and utilizing social media.

Other training received by staff included Agricultural Task Force Training on wage surveys, Employ Georgia (EG) labor exchange system, outreach training, etc. Staff were trained to review job seeker's information identified as potential MSFWs in EG. If a resume supported a potential MSFW status, staff contacted customers to follow up, made final determinations and provided services. Outreach staff completed a structured training curriculum to provide value added services to both MSFWs and agricultural business. Training was comprised of intensive interviewing techniques, administering career assessments, developing workforce partnerships, identifying available supportive services, and counseling to address barriers to employment and to assist with career selection.

Information was provided to MSFW's regarding worker rights and employment related protections. Employment Service (ES) pamphlets, flyers, and poster packs, were emailed to AG employers to post in visible areas where MSFWs live/congregate so they can see what services the local Georgia DOL offices offer. This same information was emailed/faxed to partner agencies and local businesses where MSFWs visit and/or congregate.

"Hot Jobs" listed in English & Spanish were posted in public lobbies. Essential resource materials were provided to MSFWs in English and in Spanish while conducting outreach related to services available, EEO, bilingual Ag/Outreach staff contacts, and complaint procedures, to name a few.

Outreach staff participated in local clinics and job fairs targeted to MSFWs, and assisted local health departments in educating MSFWs on health issues. Outreach staff partnered with other one-stop centers/career centers in their area to provide services at the locations most convenient for the MSFWs, regardless of the counties each office typically serves. Staff conducting outreach referred MSFWs to both seasonal agricultural employment and non-agricultural employment. Bi-lingual staff proficient in speaking and interpreting were accessible onsite to provide services as needed, and a Language Line to provide interpreter services to assist customers was available twenty-four hours per day.

Agricultural staff contacted growers/farms prior to planting and harvesting seasons to plan for upcoming labor needs. Services to Agricultural employers included (but were not limited to), meeting with farmworker groups & employers to promote the use of American Job Centers/GDOL Career Centers, providing Information Guide(s), assisting with obtaining federal and state posters, compliance guidance with federal and state laws, providing information on labor market and industry trends, making referrals to other GDOL services and programs, and identifying apparent violations and provide guidance to help ensure compliance. Agricultural employers were encouraged to use American Job Centers/GDOL Career Centers for business service needs and to interview job applicants. During the pandemic, GDOL supported employers with arranging virtual interviews with job seekers.

GDOL partnered with Telamon Corp, Georgia Department of Education, Georgia Migrant Health Programs, Abraham Baldwin Agricultural College, Georgia Department of Agriculture, etc., in delivery of services to MSFWs across the state through onsite, in office and collaborative events. Ongoing interaction with these respective agencies ensured communication of upcoming events and activities was coordinated.

All local outreach staff established a list of available resources and developed partnerships with local organizations serving MSFWs. Resource partners included Telamon Corporation Georgia Farmworker Health Program, Georgia Migrant Education, and entities that provide Adult Literacy, ESL, and GED services to MSFWs.

During PY20, the Agricultural Services team:

- Processed 1,051 total Job Orders (916 H2-A and 135 H2-B)
- Completed 1,401 housing inspections
- Conducted 119 Prevailing Wage Surveys

The Reemployment Services and Eligibility Assessments (RESEA) program provided intense hands-on services and eligibility reviews to quickly address barriers to employment, assist with obtaining employment, reduce the duration of UI benefits and ensure claimants comply with UI eligibility requirements. UI claimants and transitioning ex-service-member claimants identified as those most likely to exhaust their benefits were targeted for the program. Individual RESEA staff provided much needed services to these claimants in the area of career counseling, orientations, preparation of customer service plans, services-need evaluations, labor market information, eligibility reviews and job search assistance. Claimants were provided job referrals and referrals to training, when necessary.

RESEA procedures were altered during the last program year to allow staff to provide timely critical services remotely. Reemployment virtual resources were available on GDOL's website platforms, including tutorials for utilizing Georgia's robust Employ Georgia web-based labor exchange system. RESEA staff worked diligently to keep up with the demand generated by the increase in work volume, while adjusting to the provision of remote services. During PY20, 12,783 individuals were referred to the RESEA program and 87.4% completed the program.



GDOL's Georgia's Jobs for Georgia Graduates (JGG) once again produced a 98% graduation rate for the population of at-risk students supported during the last school year. Annually, JGG identifies high school students with vocational and personal barriers to employment and provides them with pre-employment training, work skills, motivational activities, and job development, to help increase Georgia's high school graduation rate and encourage students' successful transition from school to work.

The Career Coordinators maintained multiple levels of instruction and student engagement with program participants throughout the 2020-2021 school year to include virtual, in-person and hybrid learning environments. The JGG Career Coordinators quickly adopted to the various protocols and safety measures within the school building. The protocols restricted and/or limited opportunities for face to face activities however, various learning management systems were used for instruction to include Goggle classroom, Canvas, Ever- Fi, Skills to Succeed Academy and JAG Genius. These Learning Management Systems provided enhanced resources and not only helped to teach competencies but increased performance outcomes.

The Career Association which is the student lead component of JGG, helps the participant gain knowledge of career preparation, leadership development, as well as civic and social affairs through various meetings and activities. The Career Association Chapters held virtual Initiation and Installation Ceremonies to kick off the school year. Program participants attended the following conferences: University of North Georgia Summit on STEM Careers Virtual Conference, Energy Careers 2020 by the Center for Energy Workforce Development Virtual Conference, JAG Genius monthly Student Engagement Activities (SEA) and 2 student delegates were selected to attend the virtual National Career Association Constitutional Bylaws Convention.

During the virtual National Training Seminar held in July, Jobs for America's Graduates recognized the JGG Program in the following areas:

**Peak Performer**

- Reaching Potential Through Manufacturing – Augusta

**High Performer**

- Reaching Potential Through Manufacturing – Augusta
- Robert W. Johnson High School – Gainesville

**Achieved the Five National Performance Outcomes for the Class of 2020**

- Alfred Ely Beach High School – Savannah
- Sol C. Johnson High School – Savannah
- Savannah High School – Savannah
- Dougherty Comprehensive High School – Albany
- Dawson County High School – Dawsonville
- State Program

**Lifting Our Voices for Equity (LOVE) Project Recognition**

- Decatur High School

Placement and follow up activity for the Class of 2020 began on June 1, 2020 and ended on May 31, 2021.

## **JGG Class of 2020, 199 Participants**

<b>Performance Outcomes</b>	<b>Georgia</b>
*Graduation Rate	98%
*Jobs/Military Service Rate	67%
*Total in Full-time Jobs	90%
*Total in Full-time Positive Outcomes	83%
*Further Education	37%

## **Georgia's Ticket-to-Work Employment Network**

In 2019, Georgia's Disability Employment Initiative (DEI) transitioned to Georgia's Ticket to Work Employment Network (EN). The Georgia DEI project's success served as an effective foundation in developing the Georgia EN. Through the commitment of Memorandum of Understandings (MOUs) with three local workforce development areas (LWDAs)- LWDA 7, LWDA 9, and LWDA 13 - the Georgia EN expanded to serve 32 counties. LWDA13 was added in program year 2020. Partnership with the LWDAs, position Georgia EN to significantly expand program capacity to serve Georgians enrolled in Title I services and receiving cash benefits from Social Security Administration (SSA). To ensure the success of this partnership, technical assistance, guidance and support are provided to the LWDAs points of contact by the Disability Services Lead. Additionally, as a Certified Work Incentive Practitioner, the Disability Services Lead delivers benefits counseling to ticket holders for the EN. In program year 2020, Georgia's EN added two Certified Work Incentive Practitioners to successfully expand virtual statewide service coverage. The expansion of virtual services was pivotal to the EN's service delivery in a pandemic environment. Georgia's EN served 30 social security ticket holders, and received a total of \$13,586 in reimbursements from the SSA during this period. The EN consistently proves to be a significant service that helps individuals with disabilities to enter, reenter and retain employment. The impact, in terms of return on investment, is significant.

Collaborative partnerships developed with a diverse selection of community service providers, such as Georgia Transplant Foundation Jumpstart Program, Shepherd Center's Benefits Navigator program, US Veterans Administration and Georgia's Independent Living Centers further increased Georgia EN's range for enrolling ticket holders receiving cash benefits from SSA. Benefits counseling and referral to employment services are essential services for Georgia Transplant Foundation Jumpstart Program and Shepherd Center's Benefits Navigator program participants. Collaborative partnerships at this level place Georgia EN in a position for multiple points of entry into the program and a reach for statewide delivery of services to ticket holders.

Georgia EN continues to serve a variety of individuals with disabilities and other barriers to employment, from older workers to youth with disabilities as well as veterans with disabilities. The infrastructure created during the grant period, development of MOUs with the LWDAs, and collaborative community partnerships solidifies the EN strategy as a sustainable service for individuals with disabilities that receive cash benefits from SSA. In the next program year, the Georgia EN seeks to increase enrollment to 30 beneficiaries with a 50% employment rate. Lastly, the EN program establishes that the workforce system is an effective vehicle for people with disabilities to successfully transition into the world of work.

During mid-PY20, GDOL renewed our Ticket Program Agreement with the Social Security Administration. The new agreement included revised policies to help better serve Ticketholders and eliminate any operational uncertainties for ENs. Management maintained communication with GVRA by participating in quarterly scheduled calls, while also continuing to participate in regularly scheduled national calls to discuss changes,

issues, and updates related to the Ticket-to-Work program. Staff were also provided refresher training on TTW topics of Intake Interviews and creating Individual Work Plans. As the program year continued, referrals began to increase, and GDOL was awarded six additional tickets during mid-PY20. TTW staff adjusted to providing critical case management services remotely to Ticketholders. While faced with the challenge of many of the Ticketholder referrals only seeking at-home employment due to the pandemic, GDOL was successful with helping Ticketholders obtain employment with wages above Trial Work Level, as well as Substantial Gainful Activity. By the end of a challenging PY20, GDOL has been awarded several new tickets.

## Veterans Services

The State of Georgia is a pioneer in serving the large veteran community that lives in the state, with over 742,699 Veterans residing in Georgia. A unique and innovative way in which the state is serving veterans is through the Georgia Veterans Education Career Transition Resource (VECTR) Center in Warner Robins, GA. The VECTR Center continued to prepare veterans and transitioning service members for suitable employment in a post COVID-19 environment and assisted employers and HR professionals to be uniquely positioned to create, foster and sustain a culture inclusive of the veteran community. Additionally, for the third consecutive time the VECTR Center in partnership with the City of Warner Robins received the Defense Community Economic Development Fund. This grant is administrated by OWD and provided the VECTR Center and its partners additional funds to expand training programs for veterans and eligible spouses. In addition to the work conducted with the VECTR Center, OWD continues to provide robust technical assistance support and to educate the LWDAs staff in the provision of services to veterans.

GDOL continued its partnership with the Homeless Veterans' Reintegration Program (HVRP) by providing employment services in support of reintegrating homeless veterans into meaningful employment within the labor force. Federal funding was awarded to six grantees consisting of non-profit and community-based organizations based throughout the metro Atlanta area, as well as central Georgia. A total of twenty counties were served, expanding the program's outreach much further than before in previous program years, beyond the usual metro Atlanta region. The grantees include the Atlanta Center for Self Sufficiency (ACSS), Recovery Consultants of Atlanta, Inc. (RCA, Inc.), Mary Hall Freedom House, and Traveler's Aid of Metropolitan Atlanta, Inc. (HOPE Atlanta), Veterans Empowerment Organization of Georgia, Inc. (VEO), and Volunteers of America Southeast, Inc. (VoASE).

Due to the additional coverage area, the GDOL had operated thirteen American Job Centers/ Career Centers, for which their organizations may co-enroll their clients or participants under the HVRP. These Career Centers are strategically placed across the State to provide ease of access for our customers and in reference to the grantees' service location. However, due to the Covid-19 pandemic, many of the grantees, as well as the GDOL Career Centers, had to adjust most of their access and services provided, to be conducted virtually. The GDOL worked seamlessly with all of the various organizations to provide the necessary attention to all of their clients in need. At the appropriate time, grantees were still able to conduct their initial assessment of the Veteran's needs, and virtual meetings were arranged whether by audio or video conference, for their participant(s) to be introduced to the GDOL Career Center and for completion of the initial co-enrollment process. In Program Year 2020 over 12,000 homeless veterans were served in American Job Centers. HVRP served over 14,500 participants in 2020 (17,188 in PY2019), with roughly 10,100 being co-enrolled in American Job Centers.

Upon these introductory meetings, Wagner-Peyser staff assisted with completing ES registration, as well as provided the participant with Priority of Service (POS) information. The veteran participant(s) were given the opportunity to provide additional information such as any Significant Barrier(s) to Employment, which were then mitigated. Customers were then co-enrolled in the Jobs for Veterans State Grant program and began receiving individualized career services from Disabled Veteran Outreach Program (DVOP) staff, who provided continuing ongoing support, reemployment services and connection to other supportive partner resources. The

grantee representative and the DVOP worked together to provide a holistic approach in consideration of the veteran client's needs, assisting the participant by finding solutions to their existing barriers, while developing a realistic individualized employment plan that will ultimately lead to sustainable and gainful employment.

Many of the American Job Centers/Career Centers are Comprehensive One-Stops or Affiliate sites under the Workforce Innovation Opportunity Act (WIOA), which enables staff to readily provide necessary referrals to supportive services and training opportunities available through our partners. This complete and comprehensive introduction allowed the Veteran and the HVRP Grantee, to have a better understanding of what services were available to them through the various agencies in our State and at no cost to the participant. Despite the effects of the pandemic, GDOL staff and their partners were able to produce positive results while working in a more virtual environment.

## **Apprenticeship Grants**

### **American Apprenticeship Initiative**

This program year, Georgia continued its administration of the AAI grant to assist the state with the development of sustainable Registered Apprenticeship Programs (RAPs), specifically related to high demand skilled occupations in Georgia. With the state's most recent approved modification, this grant will not only allow for the creation of RAPs related to Industrial Maintenance and Mechatronics, but also the promote the creation of programs in 9 additional occupation areas, including health sciences and computer programming and technology. These occupations are of particular importance as they currently have more jobs available in Georgia than trained workforce to fill them. Furthermore, they also fall under industries that have been identified as strategically important to the State's economic growth.

Along with AAI grant funding, these occupations are eligible for tuition scholarship funding under the Georgia HOPE Career Grant. By aligning the AAI apprenticeable occupations with the available HOPE Grant programs, Georgia has created a sustainable pool of funding for AAI apprentices to continue to receive paid-tuition for their apprenticeship training after the expiration of the AAI grant.

Another highlight of this grant's success within the state is that it significantly expands the capacity for Georgia's technical colleges to create new RAPs. With this grant, the Technical College System of Georgia (TCSG) and its consortium of 22 technical colleges have been approved by the U.S. Department of Labor, Office of Apprenticeship to become Registered Apprenticeship Sponsors. With this advancement, employers and individuals in all 159 counties will have access to RAPs in high demand industries.

Georgia has found the AAI grant to be of great value to companies interested in starting RAPs due to the college sponsor's ability to assume much of the administrative responsibilities of managing an approved program. This has been showing dividends throughout the State (AAI and Non-AAI activities), as it has become a strong marketing tool for interested businesses; specifically, for smaller businesses that may not have the full resource capability to appropriately administer the RA program alone.

### **Apprenticeship State Expansion**

In July 2019, OWD was awarded a second apprenticeship grant, the Apprenticeship State Expansion (ASE) grant. The main goal of this grant is to expand registered apprenticeship opportunities throughout the state by offering reimbursement funding for apprentices that are enrolled in RAPs that fall under one of Georgia's 17 high demand industries.

With the ASE grant, TCSG will be able to provide support for RAPs that are sponsored both through Georgia's technical colleges as well those outside of the technical college system. Building on the success of the AAI grant, this grant will help increase the number of apprentices in Georgia as well as integrate RAPs as a tool to upskill the state's workforce for the employer needs post-pandemic.

However, it is important to note that COVID-19 has continued to have a considerable negative impact on the ability of employers to participate in RAPs. Many Georgia businesses are undertaking unprecedented actions to keep their business viable and employees safe; consequently, apprenticeship inquiries over the past year have reduced, but are starting to return to closer to normal.

Georgia remains optimistic about the future of RAPs in the state. With the AAI and ASE grants along with the need for high-skilled talent, RAPs have more support than previously available and Georgia has increased capacity to grow these programs.

## Waivers

### Youth Waiver

OWD has an approved Youth Expenditure Waiver that lowered the expenditure requirement to spend at least 75 percent of funding on the out-of-school (OSY) population to 50 percent for both statewide and local activities. This waiver is currently approved until June 2022. The waiver provides LWDAs with the flexibility to respond to the needs of the In-School Youth (ISY) as the 75 percent of funding expenditure requirement on OSY limits the ISY programming throughout the state. Under the 75 percent requirement, fewer Georgians were given the opportunity to participate in ISY programming.

Having this waiver in place for PY20 was key. The waiver provided the LWDAs with much needed flexibility to support ISY programming under the limitations generated by COVID-19. During this program year, the school system was limited to provide ISY through on-line instruction only for most of the educational year. Therefore, ISY were not receiving the traditional array of supports. As a response to this need, LWDAs developed creative strategies to support ISY programming through virtual services (e.g., virtual job shadowing, virtual work experience, among other services). This resulted in ISY receiving much needed additional supports to assist them in preparation for, and successful transition into, the workforce.

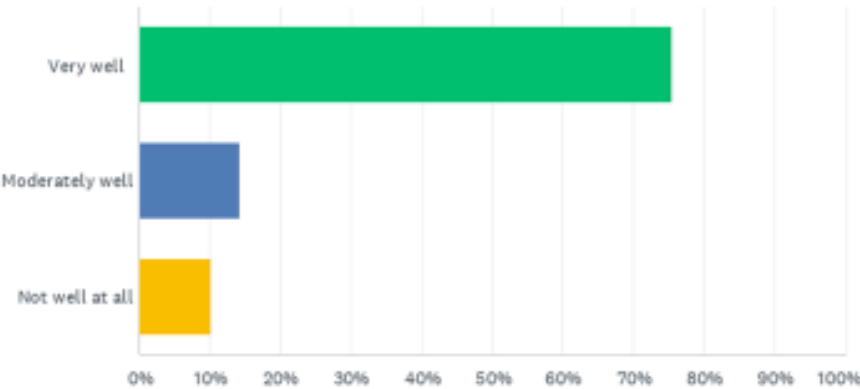
Since the approval of our OSY waiver, some local areas continue to take advantage of the flexibility offered by the waiver. However, a few of our local areas did not feel comfortable utilizing the waiver, thus they expressed no need for changing their programmatic structure to fit the flexibility of the expenditure requirement afforded by the waiver. With the waiver only being approved for a short period of time and the need to continually request waiver approval, several LWDAs expressed concern about restructuring their youth program models to serve more ISY, as they could potentially be forced to revert to their previous models if the waiver was not extended again in future years. If the OSY waiver is extended further and for a longer period, OWD expects to see even more local areas taking part in expanding ISY programming in the future.

# Attachments

## Participant Survey

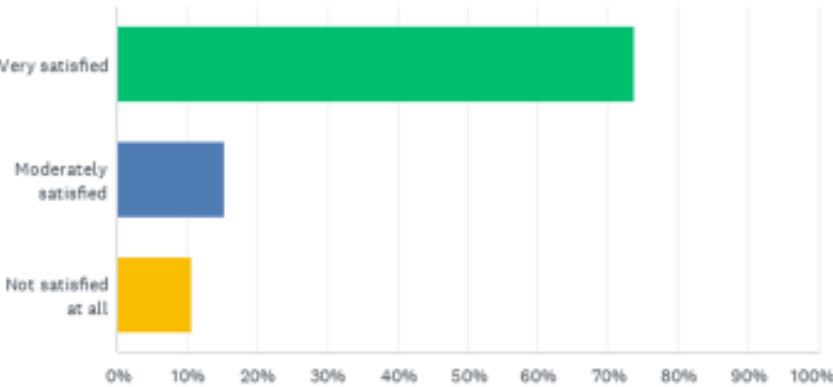
### Q1: How well did your experience with the Career Center meet your expectations?

Answered: 358 Skipped: 0



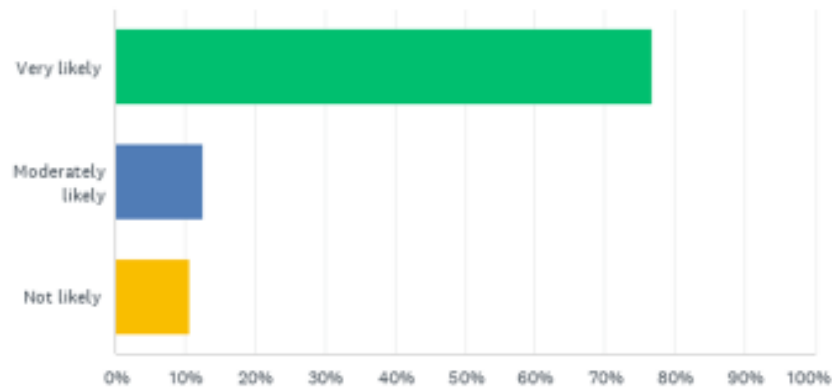
### Q2: How satisfied are you with how the Career Center's services helped you meet your personal short-term goals?

Answered: 356 Skipped: 2



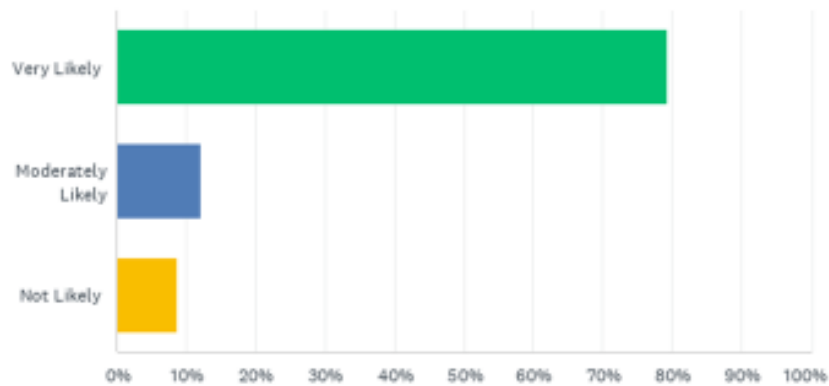
**Q3: How likely, if eligible, would you be to use the Career Center’s services again?**

Answered: 358 Skipped: 0



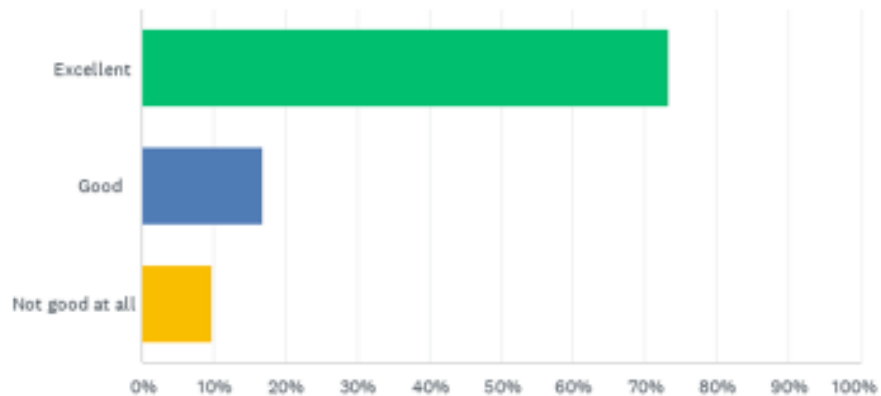
**Q4: How likely are you to recommend the Career Center’s services to others?**

Answered: 356 Skipped: 2



## Q5: How would you rate your overall experience with the Career Center?

Answered: 357 Skipped: 1



## Negotiated Performance Levels

*Negotiated Performance Levels for Local Areas PY20-21*

### Area 1

Measure	PY20 Goal	PY21 Goal
Adult Q2 Employment Rate	79.0%	81.0%
Adult Q4 Employment Rate	79.0%	80.0%
Adult Median Earnings	\$6,000	\$6,200
Adult Credential Attainment	77.0%	78.0%
Adult Measurable Skill Gains	45%	50.0%
DW Q2 Employment Rate	78.0%	80.0%
DW Q4 Employment Rate	78.0%	79.0%
DW Median Earnings	\$6,500	\$6,600
DW Credential Attainment	76.0%	79.0%
DW Measurable Skill Gain	46.0%	47.0%
Youth Q2 Employment Rate	74.0%	76.0%
Youth Q4 Employment Rate	75.0%	77.0%

Youth Median Earnings	\$2,000	\$2,200
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Youth Credential Attainment	78.0%	79.0%
Youth Measurable Skill Gains	65.0%	66.0%

#### Area 2

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	82.0%	83.0%
Adult Q4 Employment Rate	84.0%	85.0%
Adult Median Earnings	\$6,800	\$6,800
Adult Credential Attainment	71.0%	71.0%
Adult Measurable Skill Gains	38.0%	40.0%
DW Q2 Employment Rate	84.0%	85.0%
DW Q4 Employment Rate	84.0%	85.0%
DW Median Earnings	\$6,800	\$6,800
DW Credential Attainment	81.0%	82.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	79.5%	80.0%
Youth Q4 Employment Rate	83.0%	83.0%
Youth Median Earnings	\$2,700	\$2,900
Youth Credential Attainment	65.0%	66.0%
Youth Measurable Skill Gains	38.6%	39.6%

#### Area 3

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	71.0%	72.0%
Adult Q4 Employment Rate	72.0%	71.0%
Adult Median Earnings	\$5,200	\$5,400
Adult Credential Attainment	54.0%	55.0%
Adult Measurable Skill Gains	35.0%	36.0%

DW Q2 Employment Rate	71.0%	73.0%
DW Q4 Employment Rate	72.0%	75.5.0%
DW Median Earnings	\$6,200	\$6,400
DW Credential Attainment	59.0%	60.0%
DW Measurable Skill Gain	29.0%	30.0%
Youth Q2 Employment Rate	68.0%	69.0%
Youth Q4 Employment Rate	68.0%	69.0%
Youth Median Earnings	\$2,300	\$2,400
Youth Credential Attainment	60.5%	61.5%
Youth Measurable Skill Gains	35.5%	36.5%

Area 4

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	77.5%	78.0%
Adult Q4 Employment Rate	75.0%	76.5%
Adult Median Earnings	\$6,000	\$6,200
Adult Credential Attainment	70.0%	65.0%
Adult Measurable Skill Gains	38.6%	39.6%
DW Q2 Employment Rate	78.0%	80.0%
DW Q4 Employment Rate	75.0%	76.5%
DW Median Earnings	\$7,000	\$7,200
DW Credential Attainment	70.0%	66.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	68.0%	70.0%
Youth Q4 Employment Rate	67.0%	69.0%
Youth Median Earnings	\$3,000	\$3,200
Youth Credential Attainment	60.0%	60.0%
Youth Measurable Skill Gains	38.6%	39.6%

Area 5

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	73.0%	74.0%
Adult Q4 Employment Rate	75.0%	76.0%
Adult Median Earnings	\$6,335	\$6,460
Adult Credential Attainment	80.0%	74.0%
Adult Measurable Skill Gains	35.0%	36.0%
DW Q2 Employment Rate	76.0%	76.0%
DW Q4 Employment Rate	75.0%	76.0%
DW Median Earnings	\$7,860	\$8,015
DW Credential Attainment	80.0%	70.0%
DW Measurable Skill Gain	32.0%	33.0%
Youth Q2 Employment Rate	71.0%	71.0%
Youth Q4 Employment Rate	79.0%	80.0%
Youth Median Earnings	\$3,190	\$3,254
Youth Credential Attainment	62.0%	63.0%
Youth Measurable Skill Gains	32.0%	33.0%

Area 6

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	67.0%	68.0%
Adult Q4 Employment Rate	63.0%	64.0%
Adult Median Earnings	\$5,800	\$5,900
Adult Credential Attainment	60.5%	61.0%
Adult Measurable Skill Gains	38.0%	40.0%
DW Q2 Employment Rate	79.0%	81.0%
DW Q4 Employment Rate	78.0%	79.0%
DW Median Earnings	\$7,200	\$7,300

DW Credential Attainment	70.0%	70.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	68.0%	69.0%
Youth Q4 Employment Rate	68.0%	69.0%
Youth Median Earnings	\$2,500	\$2,600
Youth Credential Attainment	56.0%	50.0%
Youth Measurable Skill Gains	38.6%	39.6%

#### Area 7

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	84.0%	85.0%
Adult Q4 Employment Rate	81.5%	83.0%
Adult Median Earnings	\$6,900	\$7,100
Adult Credential Attainment	72.0%	73.0%
Adult Measurable Skill Gains	39.0%	41.0%
DW Q2 Employment Rate	86.0%	87.0%
DW Q4 Employment Rate	86.0%	87.0%
DW Median Earnings	\$8,000	\$8,200
DW Credential Attainment	71.0%	72.0%
DW Measurable Skill Gain	34.0%	36.0%
Youth Q2 Employment Rate	70.0%	72.0%
Youth Q4 Employment Rate	69.0%	71.0%
Youth Median Earnings	\$3,100	\$3,200
Youth Credential Attainment	63.0%	65.0%
Youth Measurable Skill Gains	30.0%	31.0%

#### Area 8

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	80.0%	82.0%

Adult Q4 Employment Rate	75.0%	75.5%
Adult Median Earnings	\$5,400	\$5,600
Adult Credential Attainment	80.0%	75.0%
Adult Measurable Skill Gains	37.0%	40.0%
DW Q2 Employment Rate	78.0%	79.0%
DW Q4 Employment Rate	77.0%	78.0%
DW Median Earnings	\$5,900	\$6,100
DW Credential Attainment	82.0%	75.0%
DW Measurable Skill Gain	30.0%	32.0%
Youth Q2 Employment Rate	70.0%	70.0%
Youth Q4 Employment Rate	70.0%	70.0%
Youth Median Earnings	\$2,700	\$2,900
Youth Credential Attainment	80.0%	60.0%
Youth Measurable Skill Gains	38.0%	40.0%

Area 9

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	77.0%	77.5%
Adult Q4 Employment Rate	73.0%	75.0%
Adult Median Earnings	\$5,850	\$5,875
Adult Credential Attainment	75.0%	70.0%
Adult Measurable Skill Gains	45.0%	47.0%
DW Q2 Employment Rate	78.0%	79.0%
DW Q4 Employment Rate	74.0%	75.0%
DW Median Earnings	\$7,000	\$7,500
DW Credential Attainment	75.0%	70.0%
DW Measurable Skill Gain	48.0%	49.0%
Youth Q2 Employment Rate	72.5%	73.5%
Youth Q4 Employment Rate	75.5%	76.6%

Youth Median Earnings	\$2,800	\$2,900
Youth Credential Attainment	66.0%	63.0%
Youth Measurable Skill Gains	50.0%	52.0%

Area 10

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	70.0%	70.0%
Adult Q4 Employment Rate	75.0%	75.0%
Adult Median Earnings	\$6,500	\$6,500
Adult Credential Attainment	70.0%	65.0%
Adult Measurable Skill Gains	38.0%	38.0%
DW Q2 Employment Rate	76.0%	78.0%
DW Q4 Employment Rate	75.0%	75.0%
DW Median Earnings	\$7,600	\$7,800
DW Credential Attainment	65.0%	62.0%
DW Measurable Skill Gain	29.0%	29.0%
Youth Q2 Employment Rate	68.0%	68.0%
Youth Q4 Employment Rate	70.0%	70.0%
Youth Median Earnings	\$2,700	\$2,700
Youth Credential Attainment	58.0%	53.0%
Youth Measurable Skill Gains	25.0%	30.0%

Area 11

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	75.0%	75.5%
Adult Q4 Employment Rate	72.5%	73.0%
Adult Median Earnings	\$6,300	\$6,400
Adult Credential Attainment	70.0%	70.0%
Adult Measurable Skill Gains	38.0%	40.0%

DW Q2 Employment Rate	76.0%	77.0%
DW Q4 Employment Rate	73.0%	73.5%
DW Median Earnings	\$6,800	\$7,050
DW Credential Attainment	71.0%	72.0%
DW Measurable Skill Gain	30.0%	32.0%
Youth Q2 Employment Rate	60.0%	62.0%
Youth Q4 Employment Rate	58.0%	60.0%
Youth Median Earnings	\$2,100	\$2,200
Youth Credential Attainment	55.0%	55.0%
Youth Measurable Skill Gains	30.0%	32.0%

Area 12

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	83.0%	83.0%
Adult Q4 Employment Rate	80.0%	80.0%
Adult Median Earnings	\$5,500	\$5,600
Adult Credential Attainment	60.0%	61.0%
Adult Measurable Skill Gains	25.0%	27.0%
DW Q2 Employment Rate	83.0%	83.0%
DW Q4 Employment Rate	79.0%	79.0%
DW Median Earnings	\$7,600	\$7,600
DW Credential Attainment	61.0%	61.0%
DW Measurable Skill Gain	25.0%	27.0%
Youth Q2 Employment Rate	63.0%	64.0%
Youth Q4 Employment Rate	64.0%	65.0%
Youth Median Earnings	\$3,000	\$3,300
Youth Credential Attainment	59.0%	61.0%
Youth Measurable Skill Gains	25.0%	27.0%

Area 13

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	85.0%	86.0%
Adult Q4 Employment Rate	85.0%	86.0%
Adult Median Earnings	\$6,500	\$6,600
Adult Credential Attainment	82.0%	78.0%
Adult Measurable Skill Gains	38.0%	40.0%
DW Q2 Employment Rate	85.0%	86.0%
DW Q4 Employment Rate	85.0%	86.0%
DW Median Earnings	\$7,500	\$7,650
DW Credential Attainment	84.0%	78.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	72.0%	74.0%
Youth Q4 Employment Rate	79.0%	80.0%
Youth Median Earnings	\$2,800	\$3,000
Youth Credential Attainment	61.0%	62.0%
Youth Measurable Skill Gains	40.0%	41.0%

Area 14

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	75.0%	77.0%
Adult Q4 Employment Rate	75.0%	77.0%
Adult Median Earnings	\$5,600	\$5,700
Adult Credential Attainment	74.0%	70.0%
Adult Measurable Skill Gains	31.0%	32.0%
DW Q2 Employment Rate	70.0%	71.0%
DW Q4 Employment Rate	74.0%	75.0%
DW Median Earnings	\$6,000	\$6,200
DW Credential Attainment	75.0%	70.0%



DW Measurable Skill Gain	30.0%	31.0%
Youth Q2 Employment Rate	70.0%	71.0%
Youth Q4 Employment Rate	66.0%	67.0%
Youth Median Earnings	\$3,400	\$3,500
Youth Credential Attainment	66.0%	67.0%
Youth Measurable Skill Gains	37.0%	38.0%

Area 15

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	78.0%	82.0%
Adult Q4 Employment Rate	76.0%	78.0%
Adult Median Earnings	\$6,200	\$6,300
Adult Credential Attainment	76.0%	72.0%
Adult Measurable Skill Gains	39.0%	41.0%
DW Q2 Employment Rate	79.0%	80.5%
DW Q4 Employment Rate	78.0%	80.0%
DW Median Earnings	\$6,300	\$6,400
DW Credential Attainment	78.0%	79.0%
DW Measurable Skill Gain	32.0%	34.0%
Youth Q2 Employment Rate	66.0%	67.5%
Youth Q4 Employment Rate	66.0%	67.5%
Youth Median Earnings	\$2,500	\$2,600
Youth Credential Attainment	60.0%	62.0%
Youth Measurable Skill Gains	38.5%	40.0%

Area 16

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	83.0%	85.0%
Adult Q4 Employment Rate	84.0%	85.0%

Adult Median Earnings	\$6,500	\$6,500
Adult Credential Attainment	82.0%	80.0%
Adult Measurable Skill Gains	40.0%	40.0%
DW Q2 Employment Rate	79.0%	80.5%
DW Q4 Employment Rate	78.0%	80.0%
DW Median Earnings	\$6,300	\$6,400
DW Credential Attainment	78.0%	79.0%
DW Measurable Skill Gain	32.0%	34.0%
Youth Q2 Employment Rate	66.0%	67.5%
Youth Q4 Employment Rate	66.0%	67.5%
Youth Median Earnings	\$2,500	\$2,600
Youth Credential Attainment	60.0%	62.0%
Youth Measurable Skill Gains	38.5%	40.0%

Area 17

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	82.0%	84.5%
Adult Q4 Employment Rate	82.0%	83.0%
Adult Median Earnings	\$5,500	\$5,600
Adult Credential Attainment	73.0%	73.5%
Adult Measurable Skill Gains	48.0%	49.0%
DW Q2 Employment Rate	80.0%	82.5%
DW Q4 Employment Rate	82.0%	84.5%
DW Median Earnings	\$6,300	\$6,350
DW Credential Attainment	68.0%	69.0%
DW Measurable Skill Gain	38.0%	39.0%
Youth Q2 Employment Rate	62.0%	63.0%
Youth Q4 Employment Rate	63.0%	63.5%
Youth Median Earnings	\$2,500	\$2,600

Youth Credential Attainment	72.0%	70.0%
Youth Measurable Skill Gains	36.0%	37.0%

Area 18

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	87.0%	88.0%
Adult Q4 Employment Rate	85.0%	86.0%
Adult Median Earnings	\$6,700	\$6,900
Adult Credential Attainment	78.0%	79.0%
Adult Measurable Skill Gains	30.0%	31.0%
DW Q2 Employment Rate	81.0%	82.0%
DW Q4 Employment Rate	81.0%	82.0%
DW Median Earnings	\$4,000	\$4,200
DW Credential Attainment	70.0%	65.0%
DW Measurable Skill Gain	29.0%	31.0%
Youth Q2 Employment Rate	81.0%	82.0%
Youth Q4 Employment Rate	78.0%	79.0%
Youth Median Earnings	\$2,700	\$2,900
Youth Credential Attainment	70.0%	70.0%
Youth Measurable Skill Gains	30.0%	35.0%

Area 19

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	80.0%	82.0%
Adult Q4 Employment Rate	77.0%	77.0%
Adult Median Earnings	\$5,900	\$6,200
Adult Credential Attainment	75.0%	70.0%
Adult Measurable Skill Gains	25.0%	30.0%
DW Q2 Employment Rate	80.0%	80.0%

DW Q4 Employment Rate	75.0%	78.0%
DW Median Earnings	\$7,200	\$7,400
DW Credential Attainment	89.0%	75.0%
DW Measurable Skill Gain	26.0%	30.0%
Youth Q2 Employment Rate	65.0%	75.0%
Youth Q4 Employment Rate	60.0%	70.0%
Youth Median Earnings	\$2,500	\$2,800
Youth Credential Attainment	55.0%	57.0%
Youth Measurable Skill Gains	30.0%	31.0%

Statewide

<b>Measure</b>	<b>PY20 Goal</b>	<b>PY21 Goal</b>
Adult Q2 Employment Rate	77.5%	78.0%
Adult Q4 Employment Rate	75.0%	76.5%
Adult Median Earnings	\$6,000	\$6,200
Adult Credential Attainment	60.5%	62.0%
Adult Measurable Skill Gains	38.0%	40.0%
DW Q2 Employment Rate	78.0%	80.0%
DW Q4 Employment Rate	75.0%	76.5%
DW Median Earnings	\$6,800	\$7,050
DW Credential Attainment	65.0%	66.0%
DW Measurable Skill Gains	29%	31%
Youth Q2 Employment Rate	68.0%	70.0%
Youth Q4 Employment Rate	67.0%	69.0%
Youth Median Earnings	\$2,700	\$2,900
Youth Credential Attainment	60.0%	62.0%
Youth Measurable Skill Gains	38.6%	39.6%