

# Alabama Workforce Investment Area (AWIA)

Program Year 2013  
Fiscal Year 2014

Local Area Plan

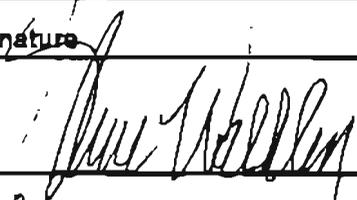
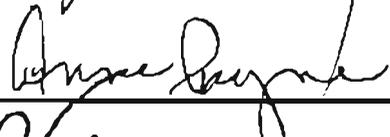
**WIA GRANT AGREEMENT**  
**Alabama Department of Economic and Community Affairs (ADECA)**

**WIA GRANT AGREEMENT**

<b>A. Plan No.:</b> 32-0		<b>Modification:</b>		<b>Revision:</b>		<b>Effective Date:</b> 7/1/2013	
<b>B. Grant Recipient</b>				<b>C. Administration Entity</b>			
1. Name	ADECA			1. Name	ADECA		
2. Organization	WDD (AWIA)			2. Organization	WDD (AWIA)		
3. Address	401 Adams Avenue			3. Address	401 Adams Avenue		
4. City	Montgomery			4. City	Montgomery		
5. Zip	36104			5. Zip	36104		
6. Contact	Steve Walkley			6. Contact	Steve Walkley		
7. Telephone	(334) 242-5300			7. Telephone	(334) 242-5300		
8. E-Mail	steve.walkley@adeca.alabama.gov			8. E-Mail	steve.walkley@adeca.alabama.gov		
<b>D. Program/Fiscal Year Proposed Funding:</b>				<b>E. Grant Period</b>			
WIA Funds \$24,671,548				Start: 7/1/2013      End: 6/30/2015			

**ASSURANCES AND CERTIFICATIONS:** Assurances/Certifications on page 2 are part of this Grant Agreement.

**III. LOCAL AREA SUBMISSION (Attach any comments on a separate sheet):**

Name/Title	Signature	Date
Steve Walkley WDD Division Director, ADECA		6/14/13
Anne Payne, Chair Local Workforce Investment Board		6/14/13
Jim Byard, Jr. Director, ADECA		6/17/2013
Robert Bentley Governor		6/20/13

**Alabama Department of Economic and Community Affairs (ADECA)  
Workforce Investment Act  
Grant Agreement**

**Assurances and Certifications**

- A. Signatories assure this Grant Agreement will be executed in accordance with the Workforce Investment Act of 1998 applicable federal regulations, State law, and Governor's Directives, pursuant to WIA, as published and amended.
- B. Liability for funds under this grant rests with the local workforce investment area grant recipient/signatory.
- C. Modifications to this initial grant become effective only after approval by the Governor's Designee. Plan modifications must adhere to advance publication requirements and be submitted according to directive procedures. Funding is contingent on actual appropriations by Congress.
- D. This grant is comprised of planned performance/ payment systems narrative and a grantee budget summary.
- E. The ADECA Workforce Development Division, acting for the Governor, will monitor for performance and require such reports as may be necessary to carry out this responsibility.
- F. Parties to this agreement certify to the best of their knowledge and belief that information contained in the attached plan/modification is a reasonably accurate depiction of WIA-funded planned activities. Signatories to the Agreement further attest that the LWIA and the LWIB will comply with the WIA assurances attached to the LWIA 5 Year Plan.
- G. As a condition of the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply fully 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 bases of race, color, and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; 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.

The grant applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I - financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I - financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

- H. Comply with the Americans with Disabilities Act of 1990, Title II, Subtitle A.
- I. Comply with the OSHA work place requirements.
- J. Comply with the WDD Procurement policy (Includes all subrecipient/contractor levels).
- K. Comply with the ADECA Audit Policy, and with OMB Circular A-133.
- L. Certify that systems and procedures are in effect which parallel those described within the local area plan.
- M. Comply with other applicable statutes as related to workforce development programs.
- N. It is agreed that the terms and commitments contained herein shall not be constituted as a debt of the State of Alabama in violation of Article 11, Section 213 of the Constitution of Alabama, 1901, as amended by Amendment No. 28. It is further agreed that if any provision of this grant shall contravene any statute or Constitutional provision or amendment, either now in effect or which may, during the course of this grant, be enacted, then that conflicting provision in the grant shall be deemed null and void. The grant's sole remedy for the settlement of any and all disputes arising under the terms of this agreement shall be limited to the filing of a claim with the Board of Adjustments for the State of Alabama.

For any and all disputes arising under the terms of this contract, the parties hereto agree, in compliance with the recommendations of the Governor and Attorney General, when considering settlement of such disputes, to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation by and through the Attorney General's Office of Administrative Hearings or where appropriate, private mediators.

State of Alabama  
Alabama Office of Workforce Development  
Workforce Development Division

Grantee Budget Summary

<b>1. Grant Recipient:</b> Alabama Workforce Investment Area		<b>Address:</b> 401 Adams Ave., Suite 390, Montgomery, AL 36104			
<b>Contact Person:</b> Mickey Hutto	<b>E-mail:</b> <a href="mailto:mickey.hutto@adeca.alabama.gov">mickey.hutto@adeca.alabama.gov</a>	<b>Phone No.:</b> 334-242-5886	<b>Fax No.:</b> 334-242-5855		
<b>Title:</b> Supervisor, AWIA	<b>Yr. of Funds:</b> PY13	<b>Effective Date:</b> 7/1/2013			
<b>2. Plan No.:</b> 32-0	<b>Grant Period - Adult/D.W.:</b> 7/1/13-6/30/15				
<b>Directive No.:</b> GWDD 2012-12	<b>Grant Period - Youth:</b> 4/1/13-6/30/15				
<b>USDOL Grant No.:</b> AA-24077-13-55-A-1					
<b>3. Program:</b>	<b>Governor's Setaside</b>	<b>Adult Funds</b>	<b>Youth Funds</b>	<b>Dislocated Worker Funds</b>	<b>d. Total LWIA Funds</b>
a. CFDA Number		17,258	17,259	17,278	
b. Allocation Year		PY13	PY13	PY13	
c. Fund Allocation/Grant Amount		\$170,666.00	\$7,833,201.00	\$881,488.00	\$8,885,365.00
<b>4. Cost Categories/Budget:</b>					
a. Administration Funds		\$17,066.00	\$783,320.00	\$88,148.00	\$888,534.00
b. Program Funds		\$153,600.00	\$7,049,881.00	\$793,340.00	\$7,996,821.00
c. Program Fund Transfers		\$308,521.00		-\$308,521.00	
d. Adjusted Program Funds		\$462,121.00	\$7,049,881.00	\$484,819.00	\$7,996,821.00
e. Total Funds		\$479,187.00	\$7,833,201.00	\$572,967.00	\$8,885,365.00
<b>Remarks:</b>					
Dislocated Worker transfer to Adult Fund is 35%. AWIA Grant Agreement 32-0					

State of Alabama  
Alabama Office of Workforce Development  
Workforce Development Division

Grantee Budget Summary

<b>1. Grant Recipient:</b> Alabama Workforce Investment Area (AWIA)		<b>Address:</b> 401 Adams Avenue, Suite 390, Montgomery, Alabama 36104	
<b>Contact Person:</b> Mickey Hulto	<b>E-mail:</b> Mickey.Hulto@adeca.alabama.gov	<b>Phone No.:</b> 334-242-5886	<b>FAX No.:</b> 334-242-5855
<b>Title:</b> Supervisor, AWIA Section	<b>Yr. of Funds:</b> FY14	<b>Effective Date:</b> 10/1/2013	
<b>Plan No.:</b> 32-0	<b>Grant Period - Adult/Y.D.W.:</b> 10/01/2013-6/30/2015	<b>Grant Period - Youth:</b> N/A	
<b>Directive No.:</b> GWDD PY 2012-12			
<b>USDOL Grant No.:</b> AA-24077-13-55-A-1			
<b>3. Program:</b>	<b>Governor's Set Aside</b>	<b>Adult Funds</b>	<b>Youth Funds</b>
<b>a. CFDA Number</b>		17,258	17,259
<b>b. Allocation Year</b>		FY14	FY14
<b>c. Fund Allocation/Grant Amount</b>		\$7,358,849.00	
<b>4. Cost Categories/Budget:</b>			
<b>a. Administration Funds</b>		\$735,884.00	
<b>b. Program Funds</b>		\$6,622,965.00	
<b>c. Program Fund Transfers</b>		\$2,949,570.00	
<b>d. Adjusted Program Funds</b>		\$9,572,535.00	
<b>e. Total Funds</b>		\$10,308,419.00	
<b>Dislocated Worker Funds</b>		\$8,427,344.00	
<b>d. Total LWIA Funds</b>		\$15,788,193.00	
<b>Dislocated Worker Funds</b>		\$842,734.00	
<b>d. Total LWIA Funds</b>		\$1,578,618.00	
<b>Program Funds</b>		\$7,584,610.00	
<b>Program Fund Transfers</b>		-\$2,849,570.00	
<b>Adjusted Program Funds</b>		\$4,635,040.00	
<b>Total Funds</b>		\$6,477,774.00	
<b>Remarks:</b>	Dislocated Worker transfer to Adult Fund is 35%. FY14 Portion of PY13 AWIA Grant Agreement		

## **ASSURANCES:**

The purpose of distinguishing the following assurances is to highlight specific requirements and does not limit local area responsibilities in any way. Local areas are required to ensure that the local area and its subrecipients are held accountable to all state and federal laws, regulations, and policies. By signing the Grant Summary Information and Signatory Authorization Form and the Statement on Compliance with the Act Form, and including the following assurances in the Grant Narrative, the local area assures the state that the local area and all of its subrecipients will abide by the following requirements:

- The Grantee assures that it will establish, in accordance with section 184 of the Workforce Investment Act (WIA), procedures that ensure compliance with the uniform administrative requirements for grants and agreements applicable to the type of entity receiving funds.
- The Grantee assures that it will comply with the nondiscrimination provisions of section 188.
- The Grantee assures that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of section 188. (Section 185)
- The Grantee assures that it will comply with section 504 of the Rehabilitation Act of 1973 (29 USC 794) and the Americans With Disabilities Act of 1990 (42 USC 12101 et seq.).
- **Veterans Priority Provisions:** This program, funded by the U.S. Department of Labor is subject to the provisions of the "Jobs for Veterans Act" (JVA), Public Law 107-288 (38 USC 4215), as implemented by the Final Rule published on December 19, 2008 at 73 Fed. Reg. 78132. The JVA provides priority of service to veterans and spouses of eligible veterans for the receipt of employment, training, and placement services. Agreement by a program operator to implement priority of service is a condition of receipt of DOL funds. The Planning Guidance (either the Stand-Alone Planning Guidance at 73 FR 72853 (December 1, 2008)) or the Unified Planning Guidance at 73 FR 73730 (December 3, 2008) and TEGL 10-09 requires states to describe the policies and strategies in place to ensure, pursuant to the Jobs for Veterans Act and the regulations, that priority of service is provided to veterans (and eligible spouses) who otherwise meet the eligibility requirements for qualified employment and training programs funded in whole or in part by the U.S. Department of Labor. In addition, the states are required to provide assurances that they will comply with the Veterans' Priority of Service Provisions established by the Jobs for Veterans Act (38 USC 4215) and TEGL 10-09.
- **Buy American Notice Requirement:** It is the sense of Congress that, to the greatest extent practicable, all equipment and products purchased with funds made available under the Workforce Investment Act should be American made. See WIA Section 505 - Buy American Requirements.
- **Salary and Bonus Limitations:** In compliance with Pub. L. 111-117 (Division D, sec. 107), none of the funds appropriated in the Act under the heading 'Employment and Training' shall be used by a recipient or subrecipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II. This limitation shall not apply to vendors providing goods and services as defined in OMB Circular A-133. Where States are recipients of such funds, States may establish a lower limit for salaries and bonuses of those receiving salaries and bonuses from subrecipients of such funds, taking into account factors including the relative costs-of-living in the State, the compensation levels for comparable State or

local government employees, and the size of the organizations that administer Federal programs involved including Employment & Training Administration programs. See Training and Employment Guidance Letter number 5-06 for further clarification.

- **Intellectual Property Rights:** The Federal Government reserves a paid-up, nonexclusive and irrevocable licenses to reproduce, publish or otherwise use, and to authorize others to use for federal purposes: i) the copyright in all products developed under the grant, including a subgrant or contract under the grant or subgrant; and ii) any rights of copyright to which the grantee, subgrantee or a contractor purchases ownership under an award (including but not limited to curricula, training models, technical assistance products, and any related materials). Such uses include, but are not limited to, the right to modify and distribute such products worldwide by any means, electronically or otherwise. Federal funds may not be used to pay any royalty or licensing fee associated with such copyrighted material, although they may be used to pay costs for obtaining a copy which is limited to the developer/seller costs of copying and shipping. If revenues are generated through selling products developed with grant funds, including intellectual property, these revenues are program income. Program income is added to the grant and must be expended for allowable grant activities.

If applicable, the following needs to be on all products developed in whole or in part with grant funds:

This workforce solution was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This solution is copyrighted by the institution that created it. Internal use, by an organization and/or personal use by an individual for non-commercial purposes, is permissible. All other uses require the prior authorization of the copyright owner."

- **ACORN Prohibition:** Section 511 of the Consolidated Appropriations Act, 2010 (P.L. 111-117, Division E) ("CAA"), requires that no direct or indirect funding from the Consolidated Appropriations Act may be provided to the Association of Community Organizations for Reform Now ("ACORN") or any of its subsidiaries through Federal grantees or contractors. DOL is required to take steps so that no Federal funds from the Consolidated Appropriations Act, 2010, are awarded or obligated by DOL grantees or contractors to ACORN or its subsidiaries as subgrantees, subcontractors, or other subrecipients. This prohibition applies not only to a direct recipient of Federal funds, but also to a subrecipient (e.g., a subcontractor, subgrantee, or contractor of a grantee).
- **WIA PY2012 Agreement Transparency Act:** Federal Funding Accountability and Transparency Act of 2006 Pub. L. 109-282 as amended by section 6202 of Pub. L. 110-252 ("FFATA"). Grantees must ensure that they have the necessary processes and systems in place to comply with the reporting requirements of FFATA. See Training and Employment Guidance Letter (TEGL) No. 11-10 (issued November 15, 2010) <http://wdr.doleta.gov/directives/attache/TEGL/TEGL11-10acc.pdf> (and upcoming Change 1), and Attachment A to this agreement. (Note: ADECA's Workforce Development Division is responsible for issuing reporting guidelines for compliance and all local workforce areas should follow those guidelines to comply with Public Law 109-282 as awarded.)

- The Grantee assures that it will retain all financial and program records, books of account, and other documents related to the grant agreement for a period of six years after the final expenditure report is submitted to ADECA (ADECA requirement). If prior to the expiration of the six-year retention period, any litigation or an audit has begun, the records, books of account, and documents relating to the grant agreement will be retained until the litigation is complete and audit findings are resolved.
- The Grantee assures that it will comply with the grant procedures prescribed by the Governor that are necessary to enter into grant agreements. The procedures and agreements will be provided by the Governor and will specify the required terms, conditions, assurances, and certifications, including, but not limited to, the following:
  - a. General Administrative Requirements:
    - i. -29 CFR part 97 –Uniform Administrative Requirements for State and Local Governments (as amended by the Act)
    - ii. -29 CFR part 95 – Uniform Administration Requirement for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Nonprofit Organizations.
    - iii. -29 CFR part 96 and 99- Single Audit Act (as amended by OMB Circular A-133)
    - iv. -OMB Circular A-21 – Cost Principles for Educational Institutions;
    - v. -OMB Circular A-87 – Cost Principles for State and Local Governments, Indian Tribes;
    - vi. -OMB Circular A-122—Cost Principles for Non-Profit Organizations;
    - vii. -48C FR Part 31 – Cost Principles for Commercial Organizations.
    - viii. NOTE: OMB Circular A-21, A-122, and A-87 have been incorporated into Title 2 of the Code of Federal Regulations ( 2 FR, Subtitle A, Chapter II), with Circular A-21 located in Part 220; Circular A-87 in Part 225; and Circular A-87 in Part 230.
    - ix. -WDD Fiscal Procedures Manual (as amended).
  - b. EEO Assurances and Certifications
    - i. -29 CFR part 37 - Nondiscrimination and Equal Opportunity assurance (and regulation).
    - ii. -29 CFR part 93 - Certification regarding Lobbying (and regulation).
    - iii. -29 CFR part 98 - Drug Free Workplace and Debarment and Suspension Certifications (and regulation).

**Special Clause/Provisions:**

- Other special assurances or provisions as may be required under Federal law or policy, including specific appropriations legislation, the Workforce Investment Act, or subsequent Executive or Congressional mandates.
- The Grantee will maintain accurate and timely participant and financial records as required by WIA and submit complete, accurate, and timely reports as specified by the Governor.
- The Grantee assures that it will give the U.S. Department of Labor or its representatives the access to, and the rights to, examine all documents related to grant agreements.
- The Grantee assures that it will fully comply with all Grantor instructions relating to the administration of grant funds.

- The Grantee assures that it will fully comply with all Grantor instructions relating to the administration of the grant funds.
- The Grantee assures that it has adequate administrative and fiscal systems necessary to promote effective use of grant funds.
- The Grantee assures that it will comply with federal, state, or local laws governing applicable licensing, taxation, and insurance requirements.
- The Grantee assures that it will comply with federal, state, and local procedures for grievances and complaints from participants and employees under the WIA program.
- The Grantee shall enforce standards and procedures to ensure against fraud and abuse, including standards and procedures against nepotism, conflicts of interest, lobbying, kickbacks, drug-free workplace, political patronage (Hatch Act) and provisions which govern debarment, suspension, and other responsibility matters.
- The Grantee has developed this plan in consultation with the local elected officials, local Workforce Investment Boards, the business community, labor organizations, and other partners.
- The Grantee assures that funds will be spent in accordance with the Workforce Investment Act and the Wagner-Peyser Act legislation, written U.S. Department of Labor guidelines, and all other applicable federal and state laws.
- The financial management system satisfactorily accounts for and documents the receipt and disbursement of, all WIA funds.
- Information pertaining to subgrants and contract awards, obligations, unobligated balances, assets, expenditures, and income will be maintained.
- Effective internal controls in place will safeguard assets and assure their proper use (including property location and usage).
- All source documentation will be maintained to support accounting records that will permit the tracking of funds to a level of expenditure adequate to establish that funds have not been used in a violation of the applicable restrictions on the use of such funds.
- The local area's financial system will permit the tracking of program income, potential stand-in costs, and other funds that are allowable.
- The local area will maintain a comparison of actual expenditures with budgeted amounts for each subgrant and contract, and that this comparison will be used to assess program progress and success.
- All persons and/or subrecipients, who are authorized to receive or deposit WIA funds, or to issue financial documents, checks, or other instruments of payments for WIA program costs, will be bonded in accordance with federal and state regulatory requirements for protection against loss.

- No excess cash will be kept on hand and that procedures exist for maintaining and monitoring the minimum amount of cash on hand necessary to efficiently improve the timing and control of disbursements.
- Operating programs funded wholly, or in part, with state and/or federal funds will maintain financial and program records with all supporting documents for a least six years from the date of submission of the closeout reports for each program.
- Assurances that the local area will maintain an audit resolution file documenting the disposition of reported questioned costs and corrective actions taken for all findings.
- WIA training shall be provided only for those occupations for which there is a demand in the area served, or in another area to which the customer is willing to relocate. Such demand shall be documented with supporting labor market data or justified by local labor market needs.
- The process used by the local elected officials to solicit and select members of the local Workforce Investment Board will comply with the WIA and state criteria.
- The local WIB will provide direction-setting leadership for the regional and local Workforce Development system.
- The local WIB assures that the local area workforce investment system will comply with non-discrimination and equal opportunity requirements.
- The local WIB assures that the public, including individuals with disabilities, has access to local WIB meetings and information regarding local WIB activities, including membership and meeting minutes.
- The WIB will participate in regional planning.

Signed:

  
 \_\_\_\_\_  
 Chief Local Elected Official

6/20/13  
 Date

  
 \_\_\_\_\_  
 Chair, Local Workforce Investment Board

6/20/13  
 Date

**Alabama Workforce Investment Area (AWIA)**  
**Local Area Plan**  
**July 1, 2013 – June 30, 2014**

**I. AWIA Vision for Workforce Development**

- a. **Vision:** The AWIA vision for workforce development integration is based on a collaborative planning approach involving business and industry, elected officials, education, economic development, and public workforce system partners. The Alabama Workforce Investment Area (AWIA) Workforce Investment Board was recently appointed to include key players throughout the state representing these entities.
  
- b. **Challenges:** AWIA economies are regional – the workforce needs in south Alabama are not necessarily the same as the workforce needs in north Alabama. The demand for skilled technicians continues to grow across all industry sectors. Ensuring that skills training programs are aligned to meet the needs of specific business and industry is critical to economic success. AWIA program staff participates with and coordinates with the Department of Postsecondary Education’s Regional Workforce Development Councils which have developed strategic plans to identify target industries and growth occupations in each region. Specific goals and strategies are outlined in these plans including leveraging of public and private industry-sector resources and funding streams to coordinate with local region employers and training providers.

**II. Local Area Action**

- i. **Participant Services:** AWIA coordinates and collaborates with regional and local economic development, education, and training provider entities to facilitate job seeker access to high-demand, high-growth jobs. Major objectives of AWIA’s workforce system is to ensure a demand driven, skills based integration model to ensure each customer/participant knows his/her skills, has an opportunity and is encouraged to grow their skills; and is provided the best job search assistance possible to match these skills with locally available jobs / employment.

The integration of the Alabama Career Centers is designed to merge the strengths of all workforce partners and maximize efficiencies within the system. Every customer will be helped with as many funding streams as possible to maximize efficiency, effectiveness, and responsiveness of services.

- ii. **Local Area Adaptation to Demands/Opportunities:** As mentioned previously, strategic plans have been developed by the Regional Workforce Development Councils. The plans are unique to each region and provide a profile of current and projected workforce needs. They were developed using Labor Market Information from the Alabama Department of Labor (ADOL), previously the Department of Industrial

Relations, data from the State of the Workforce V study conducted by the Center for Business and Economic Research, University of Alabama, and input from the members of the Regional Workforce Development Councils.

- iii. **Youth Services:** To better serve youth with significant barriers to employment, the AWIA Youth Council promotes programs that focus on training, job readiness, and academic remediation. To accomplish this potential WIA youth providers are required to target the hardest to serve youth in programs submitted for funding to the AWIA Youth Council and Workforce Investment Board.
- iv. **Workforce Information:** Strategies to support the expansion of workforce information assets have been implemented following an upgrade to the State’s web-based workforce information system which includes access to the nations’ job posting boards on the web. Other access portals to workforce-related information for both job seekers and employers includes: Alabama Job Link, ACLMIS (Alabama’s Comprehensive Labor Market Information System), the Alabama Eligible Training Provider list, and University of Alabama’s Center for Business and Economic Research.

### III. Local Area Governance Structure

#### a. Organizational Chart:

See Attachment 1

Under Title I of the Workforce Investment Act (WIA), the Governor is liable for the funds flowing into the State. To manage those funds, the governor designates a state department to receive and disperse these funds as the fiscal agent. In Alabama, the Alabama Department of Economic and Community Affairs (ADECA) serves as the fiscal agent. The Governor of Alabama is the Chief Elected Official (CEO) of the AWIA as it is a 65-county balance of state local area. The CEO is responsible for funds allocated to the local area from the state allocation.

As mandated partners of the Alabama Career Center System, the Alabama Department of Economic and Community Affairs (ADECA), the Alabama Department of Labor (ADOL) recently renamed from the Department of Industrial Relations, the Department of Rehabilitation Services (DRS), and the Department of Postsecondary Education (DPE), as a consortium of mandated One-Stop Partner agencies is designated as the One-Stop Operator for the 65-county AWIA. This consortium of agencies represents the following mandated programs under the WIA One-Stop System:

<b>ADECA</b>	(WIA Title I Adult, WIA Title I Youth, WIA Title I Dislocated Worker, National Emergency Grants, Community Services Block Grant)
<b>ADOL</b>	(Employment Service, Unemployment Insurance, Labor Market Information, Trade Adjustment Assistance, and Title I Veterans Employment Service)
<b>DRS</b>	(Title IV Vocational Rehabilitation Services)

**DPE** (Title II Adult Education and Family Literacy)

An additional Memorandum of Understanding is used to define the roles, responsibilities, and relationships of the agencies comprising the workforce system.

Including the partners mentioned previously additional partners include:

- The Alabama Department of Senior Services which directs the Senior Community Service Employment Program (SCSEP) under Title V of the Older Americans Act. This program provides part-time community service work-based training for low income persons over age 55;
- Two Job Corps centers are also located in the AWIA and partner to provide job training for disadvantaged youth in need of education and training in marketable skills;
- Native Americans are represented in the local area through their representative of the Intertribal Council of Alabama on the AWIA Local Board and are served through the Career Centers with training program assistance, job search assistance, job referrals, and job placement assistance; and
- The National Farmworker Jobs Program operator in Alabama is the Telamon Corporation which assists in delivering services to the migrant and seasonal farmworkers throughout the area. These services are offered through field offices due to the nature of the work and the mobility of the customers.

**b. AWIA Local Area Officials and Organizational Affiliation:**

**i. AWIA Signatory Official(s):**

Mr. Steve Walkley, Division Chief  
Workforce Development Division  
Alabama Department of Economic and Community Affairs (ADECA)

Mr. Jim Byard, Director  
Alabama Department of Economic and Community Affairs (ADECA)

**ii. AWIA Grant Recipient:**

Workforce Development Division  
Alabama Department of Economic and Community Affairs (ADECA)

**iii. Chief Elected Official:**

Governor Robert Bentley

**iv. AWIA Workforce Investment Board Chair:**

Ms. Anne Payne, Owner, Bethel Farms

v. **Chief Fiscal Officer:**  
Mr. Mickey Hutto, Supervisor  
Alabama Workforce Investment Area Section  
Workforce Development Division, ADECA

vi. **Career Center System Management:**  
Mr. Mickey Hutto, Supervisor  
Alabama Workforce Investment Area Section  
Workforce Development Division, ADECA

Mr. Robert Brantley, Director  
Employment Service  
Alabama Department of Labor

**Career Center System Area Managers:**  
Ms. Kathy Evans, North AL  
Ms. Brinda Barrett, Central and South AL  
Ms. Ruby Beezley, East AL

#### IV. **AWIA Local Workforce Investment Board**

- a. **Organization and Structure of the Board:** The Alabama Workforce Investment Area (AWIA) Board is a “Balance of State Board” covering 65 of Alabama’s 67 counties excluding Jefferson and Mobile. The Board meets a minimum of twice per year according to the By-laws. A quorum of 30% of the membership is required to conduct business at Board meetings. The membership of the AWIA Board includes entities and agencies which work in communities with both youth and adults seeking services through the Workforce Investment Act. Representatives serving on the board include administrators or individuals from local public school systems, the State Department of Education, the Community College system, a local housing authority, the Governor’s Office on Disabilities, the Department of Youth Services, the Department of Children’s Affairs, the Department of Human Resources, and the Department of Rehabilitation Services just as examples.
- b. **AWIA Board Member List:** See Attachment 2
- c. **AWIA Career Center Partners Memorandum of Understanding and One Stop Operator Agreement:**  
See Attachment 3 and 4

#### V. **Local Area Systems**

- a. **Partner Cooperation and Communication:**  
The AWIA is a sixty-five (65) county Balance of State area (all counties except Jefferson and Mobile). The Governor is the Chief Elected Official (CEO). All Career Center

partners in the AWIA are members of the AWIA Workforce Investment Board. The Alabama Workforce Investment Area (AWIA) Section of the Workforce Development Division of ADECA presents guidance on WIA policy to the Local Board for decisions. The section also recommends training allocation amounts to the Local Board for approval and then once approved, manages a system of contracts to provide core, intensive, and training services within the local area.

## VI. Local Area Economic and Labor Market Analysis

- a. **Current:** Alabama's civilian labor force for April 2013 was 2,173,744 of which 2,044,225 were employed and 129,519 were unemployed. The unemployment rate for April 2013 was 6.0% compared to 7.1% for the United States. From April 2012 to April 2013 the civilian labor force increased by 36,530 and the number of unemployed individuals declined by 10,534 for the same period. Increases in nonagricultural wage and salary employed continued primarily in Manufacturing; Trade; Transportation and Utilities; Financial Activities; Professional and Business Services; and Leisure and Hospitality. Overall, nonagricultural employment is expected to increase over the next year; however, the unemployment rate is expected to remain moderately high as workers slowly recover from the recession of the past few years.
- b. **Industries Growth/Decline:** From the report period of 2010 to 2012, Alabama's trade, transportation and utilities sector employment is projected to increase with 11,350 additional jobs. Approximately 8,040 of the 8,500 job growth in the manufacturing sector were contributable to the durable goods industry. Wood product manufacturing will increase to almost half of the employment growth in this sector.

Within the service producing sector, healthcare and social assistance were projected to have 7,490 jobs available to the labor pool during the same report period. Professional, scientific and technical services added 5,400 jobs. Administrative and waste services employment increased by 5,090 jobs. Educational services added 4,400 jobs. Consequently, healthcare and social assistance is expected to provide the highest number of job openings based on Alabama and Workforce Development Planning Regions Industry Projections, 2008 to 2018.

In year 2010, 80,740 workers were employed in other services (except public administration) sector. From the base year 2010, this sector is expected to have job losses reported by year 2012. Declination of employment is estimated from businesses classified as other services (except public administration) include religious, grant-making, civic, professional and similar organizations (490 jobs) and repair and maintenance (264 jobs). During the same report period, 11,790 of Alabama's workforce were employed in natural resources and mining sector, with an expected reduction of 236 jobs in this sector by year 2012.

Other industries that lost jobs during the report period of 2010 to 2012 include electrical equipment, appliance and component manufacturing; beverage and tobacco; textile mills; apparel manufacturing; printing and related support activities; and chemical manufacturing.

However, overall, from base year 2010 to year 2012, Alabama's workforce is expected to increase its workforce by 10.6 percent which equates to over 2.4 million employed workers. The top five fastest growing industries projected during this report period are railroad rolling stock manufacturing; cable television; motor vehicle body and trailer manufacturing; management, scientific, and technical consulting services; and, home health care services. For the same report period, the top five declining industries are apparel knitting mills; cut and sew apparel manufacturing; fabric mills; fiber, yarn and threads; and textile furnishing mills.

- c. **Occupational Projections:** The University of Alabama Center for Business and Economic Research (CBER) lists 40 occupations in Alabama that are expected to be in high demand. Many of these occupations are common to two of the five largest employment sectors, healthcare and manufacturing. All top five high demand occupations are in the health care sector. These are Registered Nurses, Home Health Aides, Licensed Practical Nurses, Medical Assistants, and Personal Care Aides. Most of the fastest growing occupations ranked by projected growth of employment are health related occupations
  
- b. **Demand for skilled works:** Skill and educational requirements for jobs keep rising. Educational and training requirements of high-demand, fast-growing, and high-earning occupations demonstrate the importance of education in developing the future workforce. A majority of the critical occupations needed in Alabama's workforce are specialized jobs that require an education level higher than a high school diploma or equivalent. These occupations require previous competency levels acquired by internship/residency and short- to moderate-term on-the-job training. For those critical occupations that require a bachelor's degree or higher, workers can obtain employment utilizing their degrees as declaration of competency for that particular occupation of interest. In the future, more jobs will require postsecondary education and training at a minimum.

The pace of training needs to increase for technical and systems skills, while the scale of training is raised for basic and social skills. Ideally, all high school graduates should possess basic skills so that postsecondary and higher education can focus on other and more complex skills. Employers should be an integral part of planning for training as they can help identify future skill needs and any existing gaps in current training.

- c. **Skill Gaps:** The skill gaps of workers in Alabama tend to be those which result from moving from a low-skill, labor-intensive manufacturing and agribusiness economy, to a 21<sup>st</sup> Century innovative economy based largely on advanced manufacturing and higher-tech industries. To transition from the old to the new economy, many

Alabamians need to improve basic skills in such areas as applied reading, problem solving, applied mathematics, communication and applied technology.

Once these foundational skills are mastered, a much larger number of Alabamians need to master technical skills. These needs are particularly acute in such areas as computer systems analysts where skills related to mathematical technicians; aerospace engineering and operations technicians; electrical and electronic repairers; and, computer numerically controlled machine tool programmers are insufficient to meet current and projected demands. Similarly in the manufacturing sector, industrial machinery mechanics and computer-controlled machine tool operators are not available in sufficient numbers to meet demand.

In the service sector, various healthcare technicians, assistants, and aides as well as nurses and physicians are in short supply. There are also shortages in such low-wage service areas as receptionists and sales representatives, but the required training for these entry-level positions does not greatly impact the public workforce development system.

## VII. Workforce Development Strategies

### a. Local Area Strategies

- i. **Strategies to Maximize Resources:** The AWIA Workforce Investment Board will coordinate and collaborate with Economic Development entities and other regional agencies to target Adult, Dislocated Worker and Youth WIA funds to training resources that address skills gaps within regional economics.
- ii. **Strategies to Target Industries:** Targeted industries for workforce development services in the AWIA include automotive, aerospace, maritime, biomedical, healthcare, advanced manufacturing, and energy efficiency related industries.
- iii. **Strategies to Promote Partnerships:** The AWIA Section of ADECA's Workforce Development Division and the Employment Service Division of the Alabama Department of Labor share management and policy development of Career Center activities within AWIA. During Program Year 2011 and 2012 increased emphasis providing business services to local employers by local Career Center staff was encouraged and fostered by providing specialized training to business service representatives in each Career Center. Business Service Representatives also participate and share information about available services with Regional Workforce Development Councils.

The membership of the Workforce Board includes the mandatory partners as listed in the AWIA One-Stop Operator Agreement (ADECA, ADOL, DRS, DPE) but other partner entities are also represented including Native Americans through the Intertribal Council of Alabama, Job Corps, migrant and seasonal farmworkers

through Telamon Corporation, the interests of K-12 through the State Department of Education, Department of Senior Services, Department of Children's Affairs, Department of Youth Services, and the Governor's Office of Small Business Development. The Alabama Department of Commerce is a major influence in the entire workforce system. Cooperation and coordination is required between those who work in the economic development fields and those who work in the workforce development fields to coordinate the supply and demand of skilled labor. Board members and AWIA staff members are encouraged to join and actively participate in economic development groups such as EDAA (Economic Development Association of Alabama) and others.

## **VIII. Career Center Policies**

### **a. Career Center Operations:**

In AWIA, the Alabama Workforce Investment Area Section manages Career Center operations in conjunction with the Employment Service Division of ADOL. All Career Centers now have single site managers. Cross training of staff rather than cross awareness is taking place at the career centers. Monthly reporting has become more standardized and efficient with the issuance of guidance by the Local Area. There are currently twenty-two (22) comprehensive Career Centers, fifteen (15) satellite centers, six (6) Itinerant point locations, and a mobile career center in AWIA. Comprehensive centers are full-time centers which have all WIA partner agencies either on-site or have their services available to customers, satellite centers are also operated full-time but do not have the full contingent of partner agencies located at the center, and itinerant point centers are only staffed part-time when customer demand has indicated a need in these mainly rural locations. The mobile career center or "bus" is used on-site for Rapid Response events in cases of mass layoffs, job / career fairs, in natural disasters when large numbers of individuals are left unemployed, and numerous other workforce related activities.

Monthly, integrated staff meetings are required in addition to any single agency staff meetings that may occur. Bringing all staff in a center together to discuss common concerns, issues, and opportunities fosters a much greater opportunity for the collaboration and coordination of service provisions. Additionally, lean office principles are being implemented to improve Career Center operations.

The Alabama Workforce Investment Area's Memorandum of Understanding (MOU) describes in detail the roles and responsibilities of each of the mandated (one-stop) partners in the delivery of service which ensures that all adults, youth, and dislocated workers have universal access to the required core services as described in Section 134(d)(2). Specifics regarding the provision of core, intensive, and training services by each Career Center partner are available for review in the AWIA MOU revised May 24, 2012.

The Alabama Career Center Template was adopted October 22, 2002. Many portions of the original are now considered obsolete due to more consolidation in the delivery of services within the AWIA. Staff members are currently working to submit a revised Template to the State Workforce Investment Board for approval.

## **IX. Service Provider Selection Policies**

### **a. Local Area Procedures**

- i. Service Provider Suitability:** The Alabama Workforce Investment Area (AWIA), in accordance with Section 122 of the Workforce Investment Act and applicable Governor's Workforce Development Directives, has developed policies governing the determination of local level training providers. These policies were presented to the local board and published via local area directive. The AWIA recognizes and uses the state-maintained online database of eligible training providers and makes recommendations for the inclusion of providers and programs identified through its local application procedure.
- ii. Service Provider Performance Information:** The AWIA continuously accepts applications from interested providers of training services. Applications are evaluated based on the information provided by the applicant and basic eligibility requirements as stated in the Workforce Investment Act. Once a determination is made that a provider meets the requirements of Section 122, a recommendation for inclusion on the statewide listing of eligible training providers is made. Appropriate performance information is collected as required by Governor's Workforce Development Directive (GWDD). Cost information is current. All eligible training providers were required to provide updated performance data during Program Year 2012. To date there are 82 providers and 1812 programs listed on the State system.

When the local board determines that there are an insufficient number of eligible providers in parts of the local area to provide certain types of training through Individual Training Accounts', the local board may contract with specific providers to provide these services. The local board will select a provider upon review of responses from interested providers received during a 30 day publicized comment period.

- iii. Grants for Youth Activities:** In accordance with Section 123 of the Workforce Investment Act, the Alabama Workforce Investment Area procures youth training services through the issuance of requests for proposals. All proposals are reviewed and rated by local area staff and/or independent raters, presented to the AWIA Youth Council for review, and subsequent recommendation to the Local Board for final acceptance or rejection.

Program Year 2012 – 2013 included the issuance of two requests for proposals for youth training services. The first request issued on March 28, 2012 garnered twenty-one (21) responses. After a Tier-1 review for adherence to the mandatory RFP requirements, two responses were determined “non-responsive” therefore only nineteen (19) were evaluated by a three-member team. Subsequent evaluation by the Youth Council membership resulted in twelve (12) proposals being recommended for funding. The AWIA Board approved the Youth Council’s recommendations.

The second request for proposal was issued to obligate the remainder of youth program funds. The Youth Council had requested and received approval from the AWIA Board to target the second request to the twenty-one (21) counties in the local area with a poverty rate of 24% or higher. This request was issued on July 5, 2012 and forty-six responses were received. Nine responses were “non-responsive”. A four-member team evaluated thirty-seven proposals. The Youth Council again evaluated the proposals and recommended eight (8) for funding. These additional youth programs and proposals were recommended to the AWIA Board which approved the Youth Council’s recommendations.

## **X. AWIA Career Center Listing**

### **a. Comprehensive and Satellite Career Centers**

#### **i. Partners Represented in Career Centers:**

As listed in the One-Stop Operator Agreement the Alabama Department of Economic and Community Affairs, the Alabama Department of Labor, the Department of Rehabilitation Services, and the Department of Postsecondary Education operate as a consortium designated as the One-Stop Operator for the Alabama Workforce Investment Area and the Career Centers located therein. An additional Memorandum of Understanding between the AWIA Workforce Investment Board, these partners, and the Alabama Department of Senior Services, the Job Corps, the Alabama Department of Human Resources, the Alabama Intertribal Council representing Native Americans, and the Telamon Corporation representing migrant and seasonal farmworkers defines the roles and responsibilities of each entity for the provision and improvement of employment and training services provided to the citizens residing in the 65-county local area.

#### **ii. Career Center Contact Information**

See Attachment 5

## **XI. Monitoring/Oversight Procedures**

### **a. Local Area Procedures:**

The AWIA Monitoring Unit carries out the local level monitoring/oversight function through a system of periodic and objective reviews to ensure compliance with the Workforce Investment Act, WIA regulations, state and local plans and policies. On-site, local provider technical assistance is also provided where need is determined. The AWIA Monitoring Unit reports its review activities, findings, and necessary remedial actions. Documentation is maintained in the AWIA Section files.

## **XII. Grievance Procedures and Policies**

### **a. Local Area Procedures**

See Attachment 6

## **XIII. Service Delivery Strategies:**

### **a. AWIA WIA Core, Intensive, and Training Services**

- i. **Core Services:** AWIA Career Center contractors/providers and workforce partners operate as a consortium of Career Center Operators. Operational decisions are made jointly by the ADOL Employment Services Director and the AWIA Supervisor in the Workforce Development Division at ADECA. Direct management of the centers is provided through Area Managers.

Local area resources provided under Wagner-Peyser and WIA Title 1-B are integrated through local cost sharing agreements regarding facility and equipment cost. Further, programmatic responsibilities are detailed in the AWIA Memorandum of Understanding between the workforce development partners.

Core Services are truly “universal” services. Self service is desirable. Types of services include: eligibility determination; outreach, intake, and orientation to the Career Center; initial assessment; job search and placement assistance; labor market information; information on available supportive services; performance and cost information on training providers; and follow-up services.

The Appendices of the AWIA Memorandum of Understanding provides a detailed graph of Core Services provided by each Career Center partner.

- ii. **Intensive Services:** The AWIA contracts with the Alabama Department of Postsecondary Education, three community colleges, and the Alabama Department of Labor for staffing to provide intensive services at career centers in the local area.

These staff members provide assessment, counseling, referral services, and career/training provider information to unemployed or underemployed adults and dislocated workers.

Adults and dislocated workers who are identified by Wagner-Peyser and / or WIA staff as unable to obtain employment solely by core services are referred for intensive services including additional assessment and potential referral to training.

Intensive Services are not “universal”. A comprehensive skill assessment including diagnostic testing and in-depth interviews can be offered. Group counseling, individual counseling and career planning is also offered.

The Appendices of the AWIA Memorandum of Understanding provides a detailed graph of Intensive Services provided by each Career Center partner.

**iii. Training Services:**

1. The AWIA strives to maximize the number of clients in training through the efficient use of local area funds. In order to maximize the number of participants, the AWIA Local Board approved new cost limitations on Individual Training Accounts (ITAs) for Program Year 2012 (effective July 1, 2012). The maximum amount allowable for ITAs was adopted as follows:

Short term training of 13 weeks or less	up to \$3,500
52 weeks training or less	up to \$6,500
17 months or less (greater than 12 months but less than 17)	up to \$8,000
17 to 24 months (greater than 17 months but no longer than 24)	up to \$12,000
2. The AWIA does have a cost limitation on ITAs as specified in number 1 above.
3. The top ten training occupations in AWIA ranked in order include; 1.Truck Driver; 2.Registered Nurse; 3.Licensed Practical Nurse; 4.Certified Nursing Assistant, Patient Care, Health Aide; 5.Office Administration; 6.Air Frame and Power Plant, Avionics, Aviation Maintenance, Air Frame Mechanic, Air Craft Structures; 7.Welding; 8.Medical Assistant; 9.Computer Information System, Computer Science; 10.Air Conditioning, Refrigeration, Heating (HVAC).
4. As needed, funds for On-the-Job Training (OJT) are committed for high growth, high demand job training.
5. AWIA will utilize funds for OJT training based on the demand for these types of training by employers.

6. OJT opportunities are identified primarily at the Career Center level through contracts with employers by Business Service Representatives in each office. Other opportunities are identified with state and local economic development entities.
7. AWIA will strive to leverage resources from education, economic development and industry associations to support OJT to the extent feasible.
8. The Appendices of the AWIA Memorandum of Understanding provides a detailed graph of Training Services provided by each Career Center partners.

**b. Priority of Services:**

The AWIA Workforce Investment Board has established, in accordance with State WIB policy, that low income (economically disadvantaged) individuals receive the highest priority for WIA training services. The AWIA has also adopted the State's policy that a veteran and/or spouse of a veteran will receive priority of service over an equally qualified non-veteran in conformance with the Jobs for Veterans Act.

- c. Local Area Youth Vision:** It is AWIA's mission to develop a coordinated, integrated system that includes business, education, training, health, safety and public/private sector stakeholders.

Through two separate requests for proposals for youth training services, twenty (20) youth providers were contracted with to provide services to both in-school and out-of-school youth in the AWIA. The second RFP focused on the counties with a poverty rate of 24% or higher targeting some of the hardest to serve youth in the local area. Currently thirty-nine (39) of the sixty-five (65) counties in the local area are being served by these youth programs.

These providers along with their partners in the Career Center system will cohesively work together to provide all youth, especially those at risk, with opportunities to develop career options, and to improve their quality of life.

Eligible youth in all sixty-five counties are provided a full array of WIA services through the twenty-two (22) comprehensive Career Centers and the twenty-one satellite and itinerant offices.

Eligible youth will reach their maximum potential through active participation in a system of quality services and opportunities that will enable them to make informed and responsible choices, acquire critical and marketable skills and be a healthy and caring member of their community.

- d. Business/Employer Services:** One strategy for determining employer needs in the AWIA is to emphasize business service outreach by each Career Center to local employers. AWIA and ADOL staff members are provided training on business service outreach and

communication on an on-going basis. Workshops and training for Business Service Representatives was conducted on six separate dates and at different locations during Program Year 2012 with training provided to 127 staff members. Continued training is planned for the future.

To maximize employer participation of the Federal tax credit programs, several strategies have been implemented within the Career Center system. Training local Career Center staff and partner agencies to effectively market the tax credits to employers is one strategy. An effective tax credit marketing campaign offers business solutions for a diverse workforce while stimulating economic growth and productivity. The verification process of the tax credit program has been streamlined through centralization. This process is consolidated into one location where trained and experienced analysts process employer requests through a network of centralized electronic and on-line contacts with participating agencies. This centralization assures coherent, uniform, consistent and accurate decisions for employers.

Educating employers through presentations to Chambers of Commerce, employer organizations, employer seminars, forums and professional organizations such as Society of Human Resources Managers (SHRM) is also an effective strategy. Web sites and supported links also reach many employers.

**e. Strategies for Faith-Based and Community Organizations:**

Alabama enjoys a rich diversity of faith-based, community, and other private charitable organizations that render effective aid to people in need. The State has one of the largest and most effective populations of faith-based and community-based organizations in the United States. Serve Alabama, The Governor's Office of Faith-Based and Volunteer Service works to actively engage in collaborative efforts with faith-based and community-based organizations for the provision of social services to people in need and coordinate these efforts with the Alabama Career Centers.

ADECA's Workforce Development Division cooperates fully with Serve Alabama on initiatives to increase and expand access to opportunities for participation of faith-based and community organizations as committed and active partners in the Alabama Career Center System.

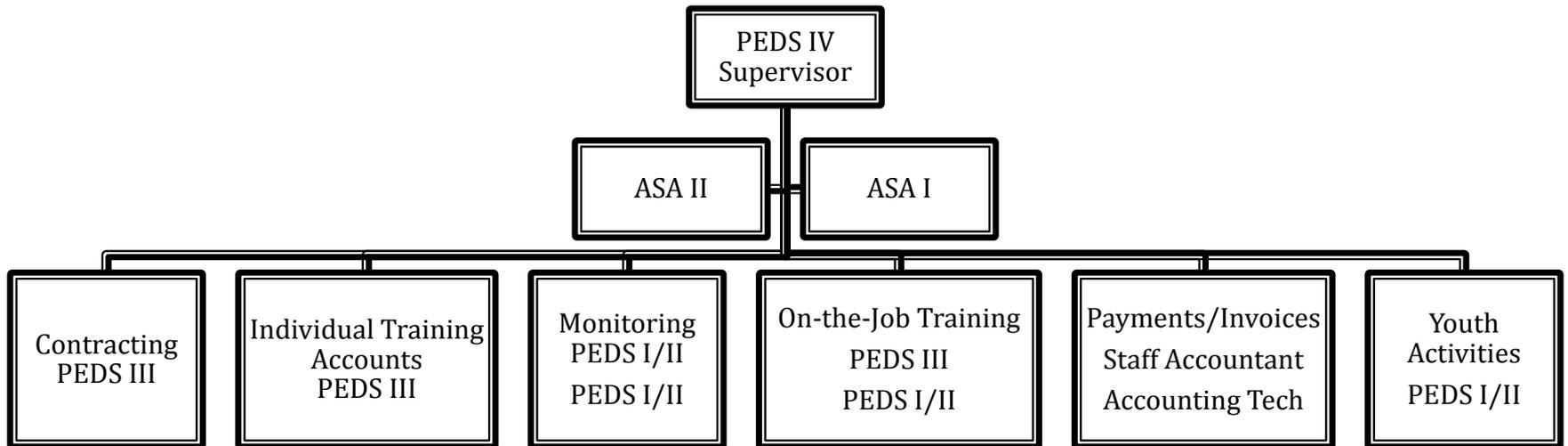
The AWIA currently contracts with youth service providers including local school systems, community-based organizations, family support centers, non-profit entities serving at-risk youth, community colleges, and a regional alliance of juvenile judges.

# **ATTACHMENT 1**

## **AWIA Section Organization Chart**

# Workforce Development Division

## Alabama Workforce Investment Area



# **ATTACHMENT 2**

## **AWIA Workforce Investment Board Members**

**Alabama Workforce Investment Area Board**  
**43 Members**

**1. Representatives of Business Sector (Majority) (25)**

Anne Payne – Chair	Bethel Farms	Ramer
Patricia Adams	Hyundai	Montgomery
Tim Alford	AL Construction Recruitment Institute	Montgomery
Ronnie Boles	General & Automotive Machine Shop, Inc.	Huntsville
Joseph Brown	Alabama Power Company	Tuscaloosa
James Ford	Ford Meter Box	Pell City
Allen Harris	Bailey-Harris Construction Co., Inc.	Auburn
Tim Harrison	Harrison Construction	Tuscaloosa
Burt Hankins	Goodwyn, Mills, & Cawood	Vernon
Phillip Kelley	Michelin North America	Dothan
Bill Lamar	Warrior Tractor and Equipment Co., Inc.	Monroeville
Lawrence Lavender	Lavender, Inc.	Aliceville
Bev Leigh, III.	Retired	Tuscaloosa
Grace Lo	Majestic Solutions	Madison
Tim McCartney	McCartney Construction Co., Inc.	Gadsden
Jim McClellan	SPAR, Inc.	Jacksonville
Marty Parker	Boise, Inc.	Jackson
Tim Parker, III.	Parker Towing Company	Tuscaloosa
Larry Puckett	Larry Puckett Chevrolet	Prattville
Mike Reynolds	BroadSouth Communications, Inc.	Selma
Stinson Slawson	Southeast Wood Treating	Montgomery

Melody Stewart	Apex Design Technology of Alabama, LLC	Decatur
Steve Turkoski	Dothan Area Chamber of Commerce	Dothan
Mark Weaver	Mid-South Industries, Inc.	Gadsden
Bruce Willingham	Mach III, Inc.	Vinemont

**2. Representatives of Local Education (2 required)**

Daniel Boyd	Lowndes County Public Schools	Hayneville
Ed Castile	AIDT	Montgomery
Amelia Pearson	Southern Union State Community College	Wadley

**3. Labor Organization Representative(s) nominated by state or local labor organizations (2 required)**

Brandon Cardwell	Montgomery Electrical JATC	Montgomery
Al Henley	Alabama AFL-CIO	Montgomery

**4. Community Based Organization Representatives (2 required)**

Graham Sisson, Jr.	Gov's Office on Disability	Montgomery
Susan McKim	Department of Children's Affairs	Montgomery

**5. Economic Development Representatives (2 required)**

Kib McKibbens	Gov's Office of Small Business Development	Tuscaloosa
vacant		

**6. One-Stop Partner Representatives (9)**

**Economic and Community Affairs**

Director Jim Byard, Jr.

**AL Department of Labor/ Employment Service**

Director Tom Surtees

**Montgomery Job Corps Center**

Center Director Frank Coiro

**Rehabilitation Services**

Commissioner Cary Boswell

**Post Secondary Education**

Deputy Chancellor Susan Price

**Human Resources**

Commissioner Nancy Buckner

**Senior Services**

Commissioner Neal Morrison

**Alabama Intertribal Council**

Sharon Keith

**National Farmworker Programs**

State Director for Alabama Operations  
Allen Boyd, Telamon Corporation

**Department of Education**

vacant

**Other Category (1)**

Walter Wood

Executive Director,  
Department of Youth Services

Mt. Meigs

**Non-Voting (1) (Youth Council Members)**

Carolyn Sutley

Enterprise Housing Authority

Enterprise

# **ATTACHMENT 3**

## **AWIA Career Center Partners Memorandum of Understanding**

**MEMORANDUM OF UNDERSTANDING  
ALABAMA WORKFORCE INVESTMENT AREA'S  
CAREER CENTER PARTNERS  
May 24, 2012**

**Introduction**

The purpose of this Memorandum of Understanding (MOU) is to define the roles and responsibilities of the Alabama Career Center partner agencies for the provision and improvement of employment and training services provided to Alabama citizens residing within the sixty-five county Alabama Workforce Investment Area (AWIA). This MOU is between the Alabama Local Workforce Investment Board (ALWIB) and the Career Center partners. It is a requirement of the Workforce Investment Act of 1998. This MOU establishes guidelines for the Career Center operator consortium and Career Center partners in creating and maintaining cooperative working relationships. The LWIB has designated a consortium comprised of the Alabama Department of Economic and Community Affairs (ADECA), Alabama Department of Industrial Relations (DIR), Alabama Department of Rehabilitation Services (DRS), and Alabama Department of Postsecondary Education as the designated Career Center operator.

**Strategic Vision and Goals**

The vision we share for Alabama's Career Centers is an integrated system, which provides high quality, seamless and customer responsive workforce development services to all Alabama citizens. These services are designed to connect the unemployed citizen and dislocated worker to a job, to prepare the underemployed citizen for a new job, and to introduce youth to employment. The goals of the Career Center operator and the Career Center partners are: 1) assist individuals in obtaining employment, 2) eliminate duplication of services, 3) reduce administrative costs, 4) enhance participation and performance of customers served through the system, and 5) improve job seeker and employer customer satisfaction. Achievement of these goals will allow Alabama to connect agencies and service providers into a workforce development system that prepares individuals for high skill, high demand, and high wage occupations in support of Alabama's economic development efforts. A strong workforce development system is economically beneficial to both the job seeker and employers and results in Alabama becoming even more competitive in the global market.

## **ALABAMA'S CAREER CENTER PARTNERS' PROGRAMS AND ACTIVITIES:**

The following are the agencies that form the comprehensive Alabama Career Center System, along with the various services and funding resources that each brings to the operation:

### **Alabama Department of Economic and Community Affairs (ADECA):**

#### **Employment and Training Services-Workforce Development Division:**

ADECA's Workforce Development Division (WDD) serves as the Administrative entity for all Workforce Investment Act (WIA) Title I Adult, Youth, and Dislocated Worker funds for the State. These funds assist Adults, Youth and Dislocated Workers with education, training/retraining, and employment services to assist them to either successfully enter or reenter the workforce.

#### **State Level Services/Activities:**

Under the Workforce Investment Act, the Workforce Development Division's State WIA Office provides grant administration to include required grant reporting to the United States Department of Labor (USDOL), issues statewide policies as applicable, provides oversight and monitoring of the WIA program, and provides Rapid Response Services for dislocated workers due to mass layoffs and/or plant closures.

The WIA State Office also administers the incumbent worker training program and other statewide programs allowed under the WIA for statewide activities. The allocation of the annual WIA Formula Funds to the local workforce investment areas is also conducted by the State WIA Office. The State WIA Office administers discretionary grants awarded to ADECA as a result of the development of grant applications by the State WIA Office.

#### **Alabama Workforce Investment Area Services/Activities:**

The Division provides staffing for the delivery of WIA Title I activities in the Alabama Career Center system via contracts for staff with various entities as well as programmatic oversight for the delivery of WIA services. Services and activities provided include the funding of Individual Training Accounts (Scholarships) to Adults, Youth, and Adult Dislocated Workers to provide training in occupations that are identified as High Demand, High Growth, and High Wage and support the economic development efforts of the State. Additionally, an extensive On-the-Job

Training program is operated by the Division and marketed by the Career Centers to reimburse employers for the extraordinary costs of training WIA eligible workers. Employers agree to hire first and train these workers on-the-job for immediate job openings. Competitively procured Youth Providers provide an array of services to low income Youth with additional barriers to employment, such as High School Drop-out, Pregnant/Parenting Teens, Offenders, or Youth who are deficient in basic literacy skills (reading and/or math).

**Employment and Training Services Community Services Block Grant:**

ADECA' s Community and Economic Development Division in cooperation with Alabama's twenty-one Community Action Agencies carry out a variety of services under 42 U.S.C.S. 9901 et.seq. (Community Services Block Grant Act) to assist low-income individuals and families to achieve self-sufficiency (no longer eligible for governmental assistance). These services include activities that will enable families and individuals:

- A. to remove obstacles and solve problems which block the achievement of self-sufficiency;
- B. to secure and retain meaningful employment;
- C. to attain an adequate education;
- D. to make better use of available income;
- E. to obtain and maintain adequate housing and suitable living environment;
- F. to obtain emergency assistance through loans or grants to meet immediate and urgent individual and family needs;
- G. to achieve greater participation in the affairs of the communities involved;

In accordance with the Community Services Block Grant Act, Alabama's twenty-one Community Action Agencies assist in meeting the needs of whole family structures as well as addressing the needs of an individual. Services to individuals and families that are WIA related include:

- Customer/client evaluations and assessments;
- Information and referral based on client needs for education, employment or other assistance services (some services and assistance provided in house);
- Job readiness and skills counseling (not all agencies);
- Limited skill development, computers, day care and others (not all agencies);
- Job placement and development with local employers (not all agencies);
- Employability skills orientation and classes (not all agencies);

- Programs for youth and family development (not all agencies);
- Day Care and Head Start services (not all agencies);
- After school and summer programs for youth (not all agencies);
- Transportation (not all agencies);
- Emergency and special needs; and
- Client/customer case management, follow-up/tracking and results management.

### **Alabama Department of Industrial Relations:**

The Department of Industrial Relations includes several mandated partners in WIA. The Employment Service (Wagner-Peyser) is the primary delivery system for labor exchange core services to job seekers including reemployment services for Unemployment Compensation (UC) claimants in the Career Center system. Information about Unemployment Compensation and the process to self-file claims by telephone or internet is accessible to the Career Center customers. Telephones, internet computer, and staff assistance are available at each Center for the filing of Unemployment Claims.

Employment Service staff located in the Career Centers also deliver Veterans Employment and Training Program services to eligible veterans. Veterans' services are augmented by Local Veteran's Employment Representatives (LVER) and Disabled Veteran's Outreach Program (DVOP) staff located in select Career Centers serving large veteran populations.

Trade Readjustment Act / Trade Assistance Act training programs are designed to assist the dislocated workers who lose their jobs due to foreign imports. These programs are closely coordinated with WIA funded activities.

The Labor Market Information Division has been designated by the Governor as the entity responsible for managing the Employment Statistics System for the state of Alabama.

### **Department of Rehabilitation Services:**

The mission of the Department of Rehabilitation Services (ADRS) is to enable Alabama's children and adults with disabilities to achieve their maximum potential. ADRS is comprised of state and federal programs that provide a continuum of services from birth through life for Alabamians with disabilities. Operationally, ADRS programs function within three divisions: Alabama's Early

Intervention System (AEIS), which coordinates services statewide for infants and toddlers with disabilities and developmental delays from birth to age three. Children's Rehabilitation Services (CRS) that provides services to children with special health-care needs from birth to age 21, and Vocational Rehabilitation Services (VRS) that provides rehabilitation, education, and employment-related services to adolescents and adults with disabilities.

VR Services are designed to empower individuals with disabilities to maximize their employment, economic self-sufficiency, independence, inclusion and integration into society. Services to eligible individuals with disabilities are delivered through an Individualized Plan for Employment and may include, but are not limited to:

- X Vocational evaluation and counseling;
- X Job training;
- X Medical and psychiatric treatment;
- X Assistive technology/equipment;
- X Rehabilitation Teaching / Orientation and Mobility training for blind individuals;
- X Job placement;
- X Post-employment assistance; and
- X Employment and disability services for businesses.

VRS utilizes a statewide network of partner state agencies, community rehabilitation programs, local school systems, postsecondary institutions, and consumer organizations to achieve its goals. VRS has embraced the vision of the Career Center system in Alabama and is committed to be a full and active partner in the system in order to increase the employment of individuals with disabilities in Alabama.

### **Department of Human Resources:**

The Department of Human Resources (DHR) administers an array of human services programs that assist thousands of individuals and families. Major programs administered by DHR include the Food Assistance Program, the Child Support Enforcement Program, Family Assistance Programs (Financial Assistance, JOBS and Kinship), Child Care Subsidy Program, Family Services to protect children and strengthen families, and Adult Services for elderly, disabled, or abused adults. Services provided by DHR, as part of the Alabama Career Center

System, will be those provided to recipients of Family Assistance (FA) through the JOBS Program and will primarily be those that enable FA recipients to find and retain employment.

JOBS Services for eligible individuals will include, but are not limited to:

- Child care payment/reimbursement;
- JOBS participation-related expenses;
- Transportation expenses;
- Work-related expenses;
- Community Employment Program (CEMP) expenses;
- GED course supplies and testing expenses;
- Short-term Employment Aid (S.E.A.);
- Family Coaches/Mentoring programs;
- Domestic Violence Assessment, Intervention, and Liaison Services (SAIL); and
- Job Readiness classes.

### **Department of Postsecondary Education:**

The Department of Postsecondary Education (DPE), through public two-year colleges, provide assessment, counseling, basic education, and job training services for youth and adults served through the Workforce Investment Act (WIA). For employers, ACT Work Keys job profiling and assessment services and customized training programs are available through two-year colleges.

Career/Technical educational programs are administered by the DPE and are funded through state and federal legislation, including the Carl D. Perkins Career and Education Act of 2006. Although the Workforce Investment Act stipulates that institutional recipients of Perkins' funds are mandatory partners in carrying out the Act, it is noted that Perkins' funds are used by a college for overall improvement of career/technical education. Perkins funds are allocated to the college- within the parameters of the legislation- to address various CTE related needs identified by college staff and the local career/technical education advisory group from business and industry.

Also within the DPE, the Adult Education Division provides opportunities for adult learners to improve skills in reading, writing, mathematics, and communications. Diagnostic testing identifies individual needs and as a result, an individualized education plan is designed to help learners reach their educational goals. For many learners, the goal is to earn the General Educational Development

(GED) Diploma, generally considered to be equivalent to a high school diploma.

Instruction methods are tailored to meet the needs of the learners. Methodologies range from one-on-one tutoring to group instruction and normally feature computer-based training. Multimedia approaches are being increasingly utilized to aid in individual development. Interactive group instruction and peer tutoring are frequently employed.

Adult education classes can provide the academic instruction that many people in Alabama need to secure the required credential so they can obtain and maintain employment. According to the 2000 Census, 25% of Alabamians 18 years old and older do not have a high school credential or its equivalent. Most adult education students read at the seventh grade level or lower. Studies have shown that the lack of basic literacy skills is the single most persistent barrier to obtaining employment, whether the group studies welfare recipients, the chronically unemployed, or others. Adult Education classes provide the means by which they can get the basic education they need to succeed, and in doing so, improve their self esteem and productivity significantly.

Source of funding is both state and federal.

Adult education classes will be available through all Alabama Career Center locations whenever possible and may be accessed by referral from any of the participating partner agencies based on the identified need(s) of the client. Other adult education classes may be in the community and could be more convenient for the individual to attend. Information regarding the location(s) and schedule of all adult education classes will be available in the one-stop Career Centers.

The Adult education program also offers the following classes that could be of benefit to people who visit the Career Centers: job readiness classes for welfare participants, English as a Second Language (ESL) classes, English literacy/civics classes, adult education classes in all of the major correctional institutions, family literacy classes, and adult education classes for special populations.

### **Alabama Department of Senior Services:**

The Alabama Department of Senior Services (ADSS) is designated as the state entity on aging and as such, is the lead agency relative to all aging issues on behalf of older Alabamians. ADSS proactively carries out a range of functions related to advocacy, planning, coordination, interagency linkages, monitoring, and evaluation

designed to lead to the development of comprehensive, coordinated, community-based systems throughout the State. Through thirteen regional Area Agencies on Aging, ADSS provides services supported by the Older Americans Act, Title XIX of the Social Security Act, and other federally supported grants.

In response to a critical need in the field of aging, older worker employment, ADSS directs the Title V Senior Community Service Employment Program (SCSEP). This program provides part-time community service work-based training assignments for persons with low incomes who are age 55 and older while promoting transition to unsubsidized employment. ADSS will continue to collaborate with the Alabama Career Centers to place SCSEP participants in Career Center training positions, where appropriate. Also, ineligible SCSEP applicants are referred to the nearest Career Center.

SCSEP is administered through a grant from the U.S. Department of Labor (USDOL) funded through Title V of the Older Americans Act of 1965. For the program year ending June 30, 2011, Alabama was approved for 838 authorized slots (training positions), with a total budget of approximately \$6 million dollars. ADSS uses sub-grantees such as Councils of Local Government and Area Agencies on Aging to administer SCSEP locally. These service providers collaborate with ADSS and national grantees for equitable distribution of the senior worker slots within the planning and service areas of all 67 counties in Alabama. Easter Seals and Senior Service America, Inc. are the two national grantees operating SCSEP in the state.

Under Title III of the Older Americans Act, ADSS provides for such services as nutrition, transportation, information and referral, outreach, legal assistance, recreation, in-home supportive services, and long-term care ombudsman services for Alabamians age 60 years and over. ADSS administers the Title XIX Medicaid Waiver home and community-based services program, which is designed to serve the Medicaid-eligible client who requires nursing care or is at risk of nursing home placement.

ADSS also administers other grants to educate and counsel older individuals on Medicare, Social Security benefits and other public benefits. By providing these services, ADSS seeks to make older Alabamians and their advocates better health care consumers.

## **Job Corps:**

Two Job Corps Centers are located in the Alabama Workforce Investment Area, one in Gadsden and one in Montgomery. Job Corps is a federally funded job-training program for disadvantaged youth, ages 16-24, in need of education and training in a variety of marketable skills, and job placement assistance to graduates. The Montgomery and Gadsden Job Corps Centers agree to offer core services to their clients according to the provisions of the Workforce Investment Act. Job Corps centers offer a broad array of training services to low-income youth within their service area. Services are offered to commuter clients as well as offering residential facilities for youth outside the commuting area. NOTE: The Job Corps Centers will be included in the negotiation of the locally developed Resource Sharing Agreement at their specific locations (Gadsden/Montgomery).

## **Employment and Training Activities –The Department of Housing and Urban Development (HUD):**

No mandatory partners have been identified in this category.

## **Native American Programs funded by WIA:**

There are currently two Native American grantees funded under the authority of the Workforce Investment Act, section 166, Indian and Native American Programs (INA) in the 65 county Alabama Workforce Investment Area. These INA grantees are represented on the Alabama WIA Local Board by a representative of the Intertribal Council of Alabama. The Poarch Band of Creek Indians is a federally recognized tribe, and serves 4 counties with the largest Indian population located in Mobile County. The tribe is located in Atmore, Alabama. The Inter-Tribal Council of Alabama, located in Millbrook, Alabama is a non-profit organization consisting of representatives from the State Recognized Tribes, serving the Indians and Native Americans located in the other 63 counties of the State. The Intertribal Council also serves the Poarch Creek Indians when that Tribe is low on funds. The largest populations of Indian and Native Americans served by ITC of Alabama are located in Lawrence, Madison, Jackson, Jefferson, Washington, Morgan, Escambia, Baldwin, DeKalb, and Montgomery counties (with the other counties supporting populations of a high range of 957 to a low of 18).

A summary of employment and training program services available to Indians and Native Americans through the section 166 program and the Alabama Career Centers include classroom training, job search assistance, job referrals, and job

placement assistance, work experience and support services (i.e., books, meals, transportation, child care, stipends, tools, and uniforms). Recognizing that there are limited funds available through the WIA section 166 program, the AWIA is committed to working with the INA employment and training programs to provide a full array of services via the Alabama Career Center System.

The Inter-Tribal Council of Alabama and the Poarch Creek Band of Indians will continue to partner with the Career Center partners in the state of Alabama to seek basic and vocational training for their tribal members and with the Career Center Employment Security Office staff for job referral services.

### **Telamon Corporation funded by WIA:**

The Telamon Corporation is the National Farmworker Jobs Program (NFJP) operator that delivers services to the migrant and seasonal farmworkers throughout the State of Alabama. Section 167 of the Workforce Investment Act offers an array of services to the migrant and seasonal farmworkers and their families that more broadly addresses the needs that exist for those who perform seasonal agricultural labor, and suffer its debilitating effects on their lives. For this reason, operators are able to offer assistance to eligible individuals who remain in agriculture as well as those who choose to pursue more stable employment. As such, the provision of intensive services is more expensive and the operators provide other services, classified as *Related Assistance* that meets emergency needs or improves one's chances of surviving the seasonal agricultural employment environment.

A summary of program services encompass the following activities to assist in meeting the needs of farmworker families as well as addressing the needs of an individual farmworker:

- Customer eligibility determination and assessments;
- Information and referral based on customer needs for education, employment, or other assistance services;
- Job readiness and skills counseling;
- Remedial education instruction;
- English language program;
- Job development and job placement;
- Work experience activities;
- On-the-Job training;

- Worker Safety training;
- Child Care;
- Housing/relocation assistance;
- Transportation;
- Emergency and special needs supportive services;
- Customer case management; and
- Follow-up services.

Currently, there are three field offices located in Dothan, Oneonta, and Mobile and the State office is located in Millbrook for a statewide delivery of program services. As a Career Center Partner, the Telamon field office located in Mobile is in the Alabama Career Center through provisions outlined in cost sharing agreements. Telamon programs are rooted in the communities served. Through grant support and cooperative agreements, the program coordinates with the Career Centers partners and various local partners to ensure quality service delivery.

**NOTE:** Career Center partners are responsible for informing each other when or if the availability of a service may be affected by a funding shortfall.

### **Services to be provided through the Alabama Career Center System:**

A consortium of agencies has been designated by the AWIA local board to be the Alabama Career Center Operator and the primary provider of services in the Career Centers. Currently, there are twenty-four comprehensive Career Centers strategically located in the sixty-five county area. The Career Center operator in coordination with the local board determines locations of Career Centers. In addition to walk-up service, internet based technology will provide customers self-help capability to access information about required Career Center partners' services, thus providing access to some of the required core services at the Career Center off-site 24/7. The Career Center partners will provide cross training, cross awareness training, and co-location of staff as appropriate. A network of affiliated sites (nineteen as of March, 2012) to include thirteen full-time Satellite Centers and six less than full time Itinerant points of service provide two or more of the programs, services, and activities of the Career Center partners. These sites will provide information on the availability of services not available in the local area that are available through comprehensive Centers.

The operating system for the Career Center System is Alabama JobLink (AJL), an internet based, customer-driven, service delivery system. AJL is available to all one-stop partners for registration, eligibility determination, service tracking and outcome reporting.

Career Center partners will be primarily responsible for providing those core services, which they are authorized to deliver and for which they are funded. The applicable core services for each Career Center partner are identified in Section 134(d)(2) of the WIA. DIR will provide basic Labor Exchange Services and other Core Services with Wagner-Peyser funds. ADECA will provide core, intensive, and training services using WIA funds. It is expected that all Alabama Career Center operator staff and Career Center partner staff will be knowledgeable about all services provided at the Career Center and at affiliated sites. This will be achieved by cross training or cross awareness training of all partner agency staff. Career Center partners will be responsible for providing technical assistance and training to the local Career Center staff as well as to other Career Center partner staff not located in the Career Center on referral processes and services related specifically to the respective Career Center partner. A customer pathway for obtaining core services from the Career Center partners is developed locally.

Career Center partners retain eligibility determination for their respective services whether co-located or connected through another method. Costs for core, intensive, and training services for customers who are determined to be best served by and eligible for a particular Career Center partner's services or programs is borne by the Career Center partner that is authorized to deliver the service and for which they are funded. If eligible, some customers receive non-duplicated services from multiple partners.

Additionally, pamphlets and other informational materials about Career Center partners' programs are available to customers in every comprehensive Career Center and affiliated sites. Career Center partners are responsible for providing up-to-date materials about their programs and services.

DIR will provide Labor Market Information for job seekers and employers, to include employment statistics, occupational and industrial projections data, career information, and wage data in the Career Centers as well as through Alabama JobLink and the Department of Industrial Relations website. All Career Center partners and the public will have access to the information either hard-copy or electronically. Career Center partners requiring customized Labor Market Information and reports should contact the LMI Division of DIR.

## **Referral Process**

The Alabama Career Center Operator, primarily DIR and ADECA staff, will complete initial assessments with customers. Staff will, in consultation with the customer, determine which one of the partners is most appropriate to provide the core, intensive, and training services that best meet the needs of the customer. If it is determined that a customer's need can be better served by another Career Center partner a referral will be made to the appropriate Career Center partner. Referrals for supportive service needs are made utilizing Career Center locally developed supportive service referral listings, and/or computer assisted listings where available. Customers will be able to learn about services provided by Career Center partners by utilizing social media to include AJL, Face Book, One-Stop Career Centers, and the recently announced American Job Center, or visiting partner agency websites.

## **Alabama Career Center System Performance Criteria**

It is agreed that the Alabama Career Center system partners will strive to achieve the following standard of quality service for its customers, employees, and partners:

All customers will receive:

- Prompt and courteous customer service; and
- Appropriate services, education and training that will help them to reach their employment goals.

All partners will:

- Deliver high quality services through the Alabama Career Center System; and
- Survey customers as they receive services to determine whether or not the services rendered met their needs and to determine the level of customer satisfaction.

## **Cost Allocation**

The Alabama Career Center System partners will follow cost allocation plans as approved by their agency. The costs of unique services provided by a Career Center partner that are not generally available to all customers in the Career

Centers will be borne by that respective partner. In general, costs relating to this MOU will be allocated in compliance with the Office of Management and Budget Circulars, as appropriate, and in accordance with approved cost allocation plans. Multiple funding streams may fund programs and services that are delivered by Career Center partners. These may include Family Assistance, Food Assistance Employment and Training, WIA, Wagner-Peyser, Vocational Rehabilitation, Veterans, TRA/TAA, Adult Ed, and State funds. These funds will provide core, intensive, and training services as provided in the appropriate enabling legislation. Career Center partners will control their own resources, and remain autonomous while working with other Partner Agencies to provide a continuum of services through the Career Centers in accordance with 20 C.F.R. part 662. Each partner will perform the functions and provide the services as mandated by State and Federal statute. These partners will continue to maintain their own individual program delivery, personnel, accounting, and other management systems. Each Career Center partner will pay for its own fixed and variable costs as direct charges.

### **Conflict Resolution and Grievance Procedures**

Employee grievances and complaints related to terms and conditions of employment will be handled according to applicable Career Center partner agency procedures (i.e., the employing agency's procedures). Customer grievances and complaints about any WIA Title I-funded services will be handled according to WIA grievance and complaint procedures, including discrimination complaint procedures. The partner agency will handle grievances and complaints related to the programs or services by that agency. Employees, customers, and other interested persons will be notified of grievance and complaint procedures through postings (written and electronic), other written notice and, as necessary, verbally. Notice and information about WIA and other partner agency grievances and complaint procedures will be made available in alternative formats to persons with disabilities. Every possible effort will be made to combine and coordinate notices, policies and procedures where not prohibited by law or regulation.

Partner agencies and the Alabama Career Center Operator will designate a person to be responsible for coordinating Career Center grievance and complaint activities. This person will serve as the Career Center contact for information, referral and assistance regarding filing and processing grievances and complaints.

## **Duration and Modification of Plan**

At any time, any Career Center partner may request an amendment to the MOU in writing to the WDD/AWIA. However, the Career Center partners must agree upon the amendments before presenting them to the Alabama Local Workforce Investment Board (ALWIB). All requests will be presented to the LWIB for final approval. The Memorandum of Understanding will be in effect upon approval by the AWIA Local Board and will remain in effect until any of the Career Centers partners requests a revision. If a Career Center partner does not sign the MOU, the Chair of the LWIB will notify the Governor. If the impasse cannot be resolved between the partners through negotiation or mediation, the Governor will notify the Secretary of Labor and the national office of the partner who has not signed the MOU. The Governor can remove required Career Center partners who do not sign the MOU from the Board. Administration and oversight of this MOU will be the responsibility of the LWIB.

## **Summary**

The Alabama Career Center Operators have established a service delivery pathway that provides customers access to training services based on customer need, eligibility, and funding availability. Before customers can access training, Career Center staff must provide core services, which include job search, initial assessment, eligibility, and supportive services. However, if the customer is unable to obtain employment through core services and he or she meets the eligibility requirements, then he or she can receive intensive services, such as comprehensive and specialized assessment, individualized employment planning, individual or group counseling and career planning, or case management services. If the customer remains unemployed or underemployed after receiving intensive services, then the customer may be eligible to receive training funds to increase his/her skills so that he or she can obtain employment in an occupation in demand. Local pathways must address how customers can access the variety of services provided by all required partners and other resources in the community which will support and enhance the customers' attachment to the workforce.

Training in a work first environment, such as Work Experience and Try-Out Employment is available to customers who are unable to obtain employment after receiving core and intensive services. Those customers who lack the necessary skills to obtain initial employment or to move from low wages to better wages and who are determined eligible for training funds will be provided a list of eligible training providers who provide training in high-demand, high-wage occupations.

Customers will choose from this list. Our goal in providing training services to customers is to enable them to connect to the workforce, to increase earnings, increase job retention, and reduce welfare dependency. It is our goal to increase employment, job retention, and earnings of customers. This may require an increased occupational skill attainment.

An "Umbrella" Memorandum of Understanding (MOU), being more general in nature, works best to set direction with enough flexibility so each Career Center can develop a Cost Allocation Agreement with each required partner per the Workforce Investment Act and other locally participating agencies. Using the directions set in the ALWIB MOU, local Career Center partners will develop the unique aspects of the service pathways and referral processes for all customers, job seekers and employers alike. Shared costs for specific service delivery are to be negotiated at the local level and approved by the participating agencies.

Attached to this MOU is a set of Matrices (3) providing, in detail, the CORE, INTENSIVE, and TRAINING SERVICES provided by each of the Career Center partner agencies in the Alabama Workforce Investment Area. This set of Matrices provides the foundation for the local Career Center partner Agencies for use in establishing their local agreements in terms of the services to be made available from each Partner. Based on local staffing, dedicated space, customer needs, and the availability of funding from each partner agency, each local Career Center will develop their Cost Allocation Agreement to include the sharing of costs of the center, as well as the sharing in the delivery of services to all customers at that location.

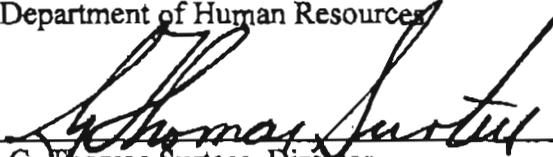
Included, as an Attachment to this MOU, is a listing of the various partner agency local offices and/or organizations providing services pertinent to the delivery of workforce investment activities, to include agencies providing supportive services that may be needed by Career Center customers.

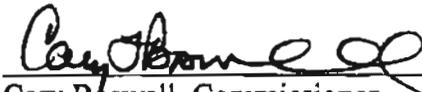
This Memorandum of Understanding has been developed with the full cooperation and input of all Career Center partner agencies, or their representative, in the Alabama Workforce Investment Area, and remains in effect until modified by one or more of the partners. Additional partners may be added to this MOU as identified, and their services integrated into the Alabama Career Center System.

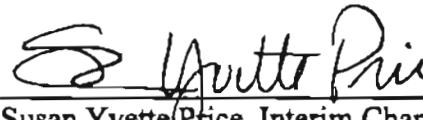
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FOR  
MEMORANDUM OF UNDERSTANDING  
ALABAMA WORKFORCE INVESTMENT AREA'S  
CAREER CENTER PARTNERS**

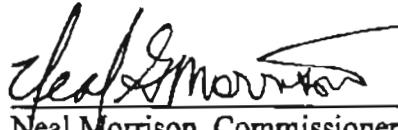
  
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Nancy Buckner, Commissioner  
Department of Human Resources

  
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Frank Coiro, Executive Director  
Job Corps (Montgomery)

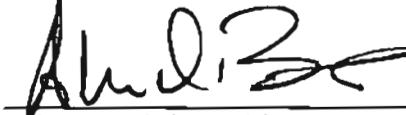
  
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G. Thomas Surtees, Director  
Department of Industrial Relations

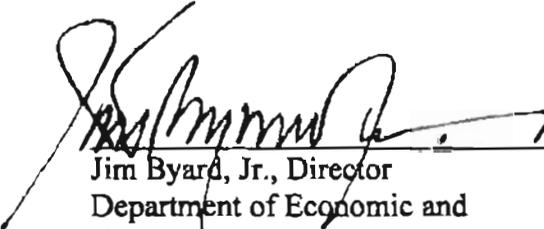
  
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Cary Boswell, Commissioner  
Department of Rehabilitation Services

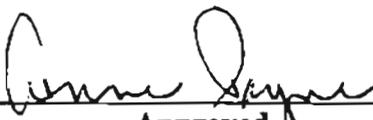
  
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Susan Yvette Price, Interim Chancellor  
Postsecondary Education

  
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Neal Morrison, Commissioner  
Department of Senior Services

  
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Alabama Intertribal Council-WIA

  
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Allen Boyd, State Director  
Telamon Corporation

  
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Jim Byard, Jr., Director  
Department of Economic and  
Community Affairs

  
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Approved  
Anne Payne, Board Chair  
Alabama Workforce Investment Area (AWIA) Local Board

**CORE SERVICES**

**(May 2012)**

<b>SERVICES</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>
<b>Eligibility Determination</b>	X	X	X	X		X		X	X	X	X	X	X	X	X
<b>Outreach and Recruitment</b>	X		X	X		X	X	X	X	X		X	X		X
<b>Initial Assessment*</b>	X		X	X		X	X	X	X	X	X	X	X	X	X
<b>Job Search and Placement Activities</b>	X		X	X		X		X	X	X	X	X	X	X	
<b>Employment &amp; Labor Market Information</b>	X		X	X	X	X		X	X	X	X	X	X		
<b>Job Vacancy Listing</b>	X		X	X		X		X	X	X	X	X	X		
<b>Information on Job Skills</b>	X		X	X	X	X		X	X	X	X	X	X	X	
<b>Information on Local Demand Occupations</b>	X		X	X	X	X		X	X	X	X	X	X	X	
<b>Performance and Program Cost Information</b>			X			X				X	X	X		X	
<b>Information on Local Performance Measures</b>	X					X				X	X	X		X	
<b>Provision of Supportive Services</b>				X		X		X	X		X	X	X	X	X
<b>Establish Eligibility for Financial Assistance</b>										X	X	X	X	X	X
<b>Follow-up Service Including Counseling</b>	X		X	X		X		X	X	X	X	X	X		

*\* Includes assessment of supportive services needs such as childcare and transportation.*

- A. Department of Industrial Relations (DIR)/Employment Service
- B. DIR/Unemployment Service
- C. DIR/Veterans
- D. DIR/TAA/TRA
- E. DIR/Labor Market Information
- F. Job Corps (Montgomery/Gadsden)
- G. Department of Postsecondary Education/Adult Education
- H. Department of Rehabilitation Services

- I. Department of Senior Services/Title V
- J. ADECA /Workforce Development Division (WDD)(WIA)
- K. ADECA/Community Service Block Grants
- L. Telamon Corporation (National Farmworker Jobs Program)
- M. Dept. of Postsecondary Education/Two-Year Colleges
- N. Department of Human Resources
- O. Native American Programs

**INTENSIVE SERVICES**

**(May 2012)**

<b>SERVICES</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>
<b>Comprehensive and Specialized Assessment</b>	X		X	X		X		X	X	X	X	X	X	X	
<b>Development of an Individualized Employability Plan</b>			X	X		X		X	X	X	X	X	X	X	X
<b>Group Counseling</b>				X		X		X	X	X	X		X		
<b>Individual Counseling and Career Planning</b>	X		X	X		X		X	X	X	X	X	X	X	
<b>Case Management</b>			X	X		X		X	X	X	X	X	X	X	
<b>Work Experience</b>						X		X	X	X	X	X	X	X	X
<b>Short-term Prevocational Services</b>								X	X	X	X	X	X	X	

- A. Department of Industrial Relations (DIR)/Employment Service**
- B. DIR/Unemployment Compensation**
- C. DIR/Veterans**
- D. DIR/TAA/TRA**
- E. DIR/Labor Market Information**
- F. Job Corps (Montgomery/Gadsden)**
- G. Department of Postsecondary Education/Adult Education**
- H. Department of Rehabilitation Services**
- I. Department of Senior Services/Title V/Older Americans Act**
- J. ADECA/Workforce Development Division (WDD)(WIA)**
- K. ADECA/Community Service Block Grants**
- L. Telamon Corporation (National Farmworker Jobs Program)**
- M. Department of Postsecondary Education/Two-Year Colleges**
- N. Department of Human Resources**
- O. Native American Programs**

**TRAINING SERVICES**

**(May 2012)**

<b>SERVICES</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>
Occupational Training				X		X		X	X	X		X	X	X	
On-the-Job Training				X		X		X		X		X	X		
Programs Combining Workplace Training W/Related Training				X		X		X	X	X			X	X	
Private Sector Training Programs								X		X			X	X	
Skills Upgrading and Retraining				X		X		X	X	X		X	X	X	
Entrepreneurial Training				X		X		X		X		X	X	X	
Job Readiness Training				X		X		X	X	X		X	X	X	
Adult Education				X		X	X	X	X			X	X	X	
Customized Training						X		X				X	X	X	
Preparation for Employment Placement/Community Employment Placement														X	

- A. Department of Industrial Relations (DIR)/Employment Service
- B. DIR/Unemployment Compensation
- C. DIR/Veterans
- D. DIR/TAA/TRA
- E. DIR/Labor Market Information
- F. Job Corps (Montgomery/Gadsden)
- G. Department of Postsecondary Education/Adult Education
- H. Department of Rehabilitation Services

- I. Department of Senior Services/Title V/Older Americans Act
- J. ADECA/Workforce Development Division (WDD) (WIA)
- K. ADECA/Community Service Block Grants
- L. Telamon Corporation (National Farmworker Jobs Program)
- M. Dept. of Postsecondary Education/Two-Year Colleges
- N. Department of Human Resources
- O. Native American Programs

# **ATTACHMENT 4**

## **AWIA One-Stop Operator Agreement**

# **DESIGNATION OF ONE-STOP OPERATOR FOR THE ALABAMA WORKFORCE INVESTMENT AREA May 24, 2012**

As mandated partners of the Alabama Career Center System (One-Stop) under the Workforce Investment Act (WIA), and pursuant to Section 121(d)(2) of that Act, the Department of Economic and Community Affairs (ADECA), the Department of Industrial Relations (DIR), Department of Rehabilitation Services (DRS), and Department of Postsecondary Education (DPE), as a consortium of mandated One-Stop Partner agencies requests designation as the One-Stop Operator for the sixty-five county Alabama Workforce Investment Area (AWIA). This consortium of agencies represents the following mandated programs under the WIA One-Stop System:

<b>ADECA</b>	(WIA Title I Adult, WIA Title I Youth, WIA Title I Dislocated Worker, National Emergency Grants, Community Services Block Grant)
<b>DIR</b>	(Employment Service, Unemployment Insurance, Labor Market Information, Trade Adjustment Assistance, and Title I Veterans Employment Service)
<b>DRS</b>	(Title IV Vocational Rehabilitation Services)
<b>DPE</b>	(Title II Adult Education and Family Literacy)

These four agencies represent virtually all, if not all, of the core services to be provided in the Alabama Career Center System. Through this consortium arrangement, the Operator will coordinate with all partner agencies, service providers and training providers. The One-Stop Operator consortium agreement will, in no way, exclude other partner agencies, mandated or voluntary from providing services within One-Stop Career Centers. The One-Stop consortium will encourage participation by local organizations, agencies, and business partners in the delivery of local One-Stop services.

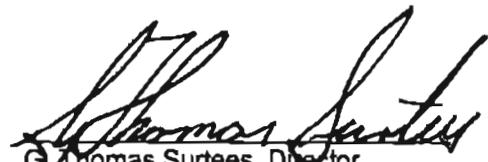
At the State level, the four agencies are responsible for setting policy to guide their respective programs operated in the Alabama Career Center System. In conjunction with all of the mandated One-Stop partners, they have entered into a Memorandum of Understanding outlining the services to be provided by each Partner. They will also approve the methodology for cost sharing and cost allocation.

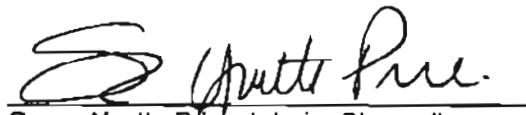
The operator consortium role will include approval of the methodology for cost sharing and cost allocation, program staffing assignments, handling customer complaints, conducting customer satisfaction surveys, and advertising and promoting the center. Specific functions/services provided by all mandatory and voluntary One-Stop Partners are detailed in the comprehensive One-Stop Memorandum of Understanding developed for the AWIA. One-Stop operator partners agree that daily operation of the Career Centers will be directed by the Department of Industrial Relations through Site Managers and Area Managers.

# ALABAMA WORKFORCE INVESTMENT AREA ONE-STOP OPERATOR CONSORTIUM

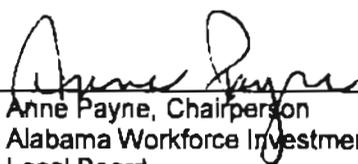
We, the undersigned representatives of the Alabama Department of Economic and Community Affairs (ADECA), Department of Industrial Relations (DIR), Department of Rehabilitation Services (DRS), and the Department of Postsecondary Education (DPE), as mandated partners of the Alabama Career Center System (One-Stop) under the Workforce Investment Act (WIA), agree to serve as the One-Stop Operator for the sixty-five county Alabama Workforce Investment Area (AWIA).

  
Jim Byard, Jr., Director  
Department of Economic & Community Affairs

  
G. Thomas Surtees, Director  
Department of Industrial Relations

  
Susan Yvette Price, Interim Chancellor  
Department of Postsecondary Education

  
Cary Boswell, Commissioner  
Department of Rehabilitation Services

Approved:   
Anne Payne, Chairperson  
Alabama Workforce Investment Area  
Local Board

# **ATTACHMENT 5**

## **Alabama Career Center Listing**



## Alabama Career Centers

(C = Comprehensive, S = Satellite, I = Itinerant)

<p><b>Alabaster Career Center</b> <b>C</b>          Alberta Jones (DOL) or Susan Kozlowski (WIA) (205)663-2542  <a href="mailto:alberta.jones@alcc.alabama.gov">alberta.jones@alcc.alabama.gov</a>  <a href="mailto:susan.kozlowski@alcc.alabama.gov">susan.kozlowski@alcc.alabama.gov</a>          109 Plaza Circle          Alabaster, AL 35007          Phone: (205) 663-2542 FAX: (205) 664-9229</p>	<p><b>Camden Career Center – Camden City Hall (Selma)</b> <b>I</b>          Ken Heidbrink-Tuesday 7:30a.m. – 4:00p.m.  <a href="mailto:ken.heidbrink@alcc.alabama.gov">ken.heidbrink@alcc.alabama.gov</a>          223-A Claiborne Street          Camden, AL 36726          Phone: (334)682-9428 FAX: (334)682-4603</p>
<p><b>Albertville Career Center</b> <b>C</b>          Kevin Kidd  <a href="mailto:kevin.Kidd@alcc.alabama.gov">kevin.Kidd@alcc.alabama.gov</a>          5920 U S Highway 431 North          Albertville, AL 35950          Phone: (256) 878-3031 FAX: (256) 878-7728</p>	<p><b>Center Point Career Center - Jeff State CC (B'ham)</b> <b>S</b>          Tracy Campbell (205) 856-8024  <a href="mailto:tracy.campbell@alcc.alabama.gov">tracy.campbell@alcc.alabama.gov</a>          2601 Carson Road          Birmingham, AL 35215          Phone: (205) 856-8024 FAX: (205) 856-6033</p>
<p><b>Alex City Career Center – Central Alabama CC (Opelika)</b> <b>S</b>          Julie Wood (256) 215-4256  <a href="mailto:julie.wood@alcc.alabama.gov">julie.wood@alcc.alabama.gov</a>          PO Box 2010 (35011)/1375 Jr. College Drive          Alexander City, AL 35010          Phone: (256) 215-4494 FAX: (256) 215-4516</p>	<p><b>Decatur Career Center</b> <b>C</b>          Kathy Evans (Acting) (256) 355-0142  <a href="mailto:kathy.evans@alcc.alabama.gov">kathy.evans@alcc.alabama.gov</a>          1819 Bassett Avenue SE          Decatur, AL 35601          Phone: (256) 355-0142 FAX: (256) 355-0174</p>
<p><b>Andalusia Career Center - L B Wallace CC (Enterprise)</b> <b>I</b>          James Mitchell-Monday thru Thursday  <a href="mailto:james.mitchell@alcc.alabama.gov">james.mitchell@alcc.alabama.gov</a>          1000 Dannelly Boulevard          Andalusia, AL 36420          Phone: (334) 881-2304 FAX: (334) 881-2201</p>	<p><b>Demopolis Career Center</b> <b>C</b>          Larry Jowers (334) 289-0202  <a href="mailto:larry.jowers@alcc.alabama.gov">larry.jowers@alcc.alabama.gov</a>          1074 Bailey Drive          Demopolis, AL 36732          Phone: (334) 289-0202 FAX: (334) 289-8024</p>
<p><b>Anniston Career Center - Gadsden State CC</b> <b>C</b>          Ruby Beezley (256) 832-5191 ext 288  <a href="mailto:ruby.beezley@alcc.alabama.gov">ruby.beezley@alcc.alabama.gov</a>          1731 Coleman Road          Anniston, AL 36207          Phone: (256) 832-0147 FAX: (256) 832-1183</p>	<p><b>Dothan Career Center</b> <b>C</b>          Pamela Cutchens (334) 792-2121 ext 222  <a href="mailto:pamela.cutchens@alcc.alabama.gov">pamela.cutchens@alcc.alabama.gov</a>          787 Ross Clark Circle          Dothan, AL 36303          Phone: (334) 792-2121 FAX: (334) 792-2124</p>
<p><b>Bay Minette Career Center (Foley)</b> <b>S</b>          Brenda Barrett ( Acting) (251) 937-4244 ext 326  <a href="mailto:brenda.barrett@alcc.alabama.gov">brenda.barrett@alcc.alabama.gov</a>          201 Faulkner Drive          Bay Minette, AL 36507          Phone: (251) 937-4244 FAX: (251) 937-2859</p>	<p><b>Enterprise Career Center</b> <b>C</b>          Anita Fulford (334) 347-3783 ext 251  <a href="mailto:donna.fulford@alcc.alabama.gov">donna.fulford@alcc.alabama.gov</a>          2021 Boll Weevil Circle          Enterprise, AL 36330          Phone: (334) 347-3783 FAX: (334) 393-0958</p>
<p><b>Birmingham Career Center</b> <b>C</b>          Yvette Fields (205) 254-1313  <a href="mailto:yvette.fields@alcc.alabama.gov">yvette.fields@alcc.alabama.gov</a>          3440 3rd Avenue South          Birmingham, AL 35222          Phone: (205) 254-1300 FAX: (205) 254-1387</p>	<p><b>Eufaula Career Center</b> <b>C</b>          Ann Blondheim (334) 687-8251 ext 241  <a href="mailto:ann.blondheim@alcc.alabama.gov">ann.blondheim@alcc.alabama.gov</a>          511 State Docks Road          Eufaula, AL 36027          Phone: (334) 687-8251 FAX: (334) 687-9964</p>
<p><b>Blountsville Career Center (Hanceville)</b> <b>S</b>          Joel Pass  <a href="mailto:joel.pass@alcc.alabama.gov">joel.pass@alcc.alabama.gov</a>          68644 Main Street, Suite 5          Blountsville, AL 35031          Phone: (205) 429-4311 FAX: (205) 429-5402</p>	<p><b>Fayette Career Center - Bevill State CC (Tuscaloosa)</b> <b>S</b>          Sharron Owens (205) 932-3221 ext 5171 –  <b>Monday thru Friday 8:00-4:30</b>  <a href="mailto:sharron.owens@alcc.alabama.gov">sharron.owens@alcc.alabama.gov</a>          2631 Temple Avenue North, Room B-37          Fayette, AL 35555          Phone: (205) 932-3221 FAX: (205) 932-8821</p>
<p><b>Brewton Career Center</b> <b>C</b>          Hal Clements (251) 867-3247 ext 36  <a href="mailto:hal.clemets@alcc.alabama.gov">hal.clemets@alcc.alabama.gov</a>          1023 Douglas Avenue Suite 314          Brewton, AL 36426          Phone: (251) 867-3247 FAX: (251) 867-5798</p>	<p><b>Foley Career Center</b> <b>C</b>          Deborah Walters (251) 943-1575 ext 222  <a href="mailto:deborah.walters@alcc.alabama.gov">deborah.walters@alcc.alabama.gov</a>          200 West Michigan Avenue          Foley, AL 36535          Phone: (251) 943-1575 FAX: (251) 943-8867</p>

# Alabama Career Centers

(C = Comprehensive, S = Satellite, I = Itinerant)

<p><b>Fort Payne Career Center</b> <b>C</b></p> <p>Linda McCain (256) 845-2900 ext 224  <a href="mailto:linda.mccain@alcc.alabama.gov">linda.mccain@alcc.alabama.gov</a>                  2100 Jordan Road SW                  Fort Payne, AL 35968                  Phone: (256) 845-2900 FAX: (256) 845-5139</p>	<p><b>Luverne Career Center (Troy)</b> <b>I</b></p> <p>Tara Jones - <b>Tuesday &amp; Wednesday</b>  <a href="mailto:tara.jones@alcc.alabama.gov">tara.jones@alcc.alabama.gov</a>                  886 Glenwood Road                  Luverne, AL 36049                  Phone: (334) 335-2300 FAX: (334) 335-2306</p>
<p><b>Gadsden Career Center</b> <b>C</b></p> <p>Larry Foster (256) 546-4667 ext 230  <a href="mailto:larry.foster@alcc.alabama.gov">larry.foster@alcc.alabama.gov</a>                  216 North 5th Street                  Gadsden, AL 35901                  Phone: (256) 546-4667 FAX: (256) 546-6603</p>	<p><b>Mobile Career Center</b> <b>C</b></p> <p>Richard Mallini (251) 461-4440  <a href="mailto:richard.mallini@alcc.alabama.gov">richard.mallini@alcc.alabama.gov</a>                  515 Springhill Plaza Court                  Mobile, AL 36608                  Phone: (251) 461-4146 FAX: (251) 461-4443</p>
<p><b>Greenville Career Center (Troy)</b> <b>S</b></p> <p>Janice Grayson (334) 382-3128 ext 221  <a href="mailto:janice.grayson@alcc.alabama.gov">janice.grayson@alcc.alabama.gov</a>                  117 West Commerce Street                  Greenville, AL 36037                  Phone: (334) 382-3128 FAX: (334) 382-9066</p>	<p><b>Monroeville Career Center (Brewton)</b> <b>S</b></p> <p>Tammy Smith  <a href="mailto:tammy.smith@alcc.alabama.gov">tammy.smith@alcc.alabama.gov</a>                  33 Outlet Drive                  Monroeville, AL 36460                  Phone: (251) 575-3894 FAX: (251) 575-3351</p>
<p><b>Haleyville Career Center (Sheffield)</b> <b>I</b></p> <p>Dan Raburn – <b>1<sup>st</sup> &amp; 3<sup>rd</sup> Monday's Only 8:00-4:30</b>  <a href="mailto:dan.raburn@alcc.alabama.gov">dan.raburn@alcc.alabama.gov</a>                  2010 9th Avenue North                  Haleyville, AL 35565                  Phone: (205) 486-4154 FAX: (205) 486-4154</p>	<p><b>Montgomery Career Center</b> <b>C</b></p> <p>James Ramsey (334) 286-1746 ext 324  <a href="mailto:james.ramsey@alcc.alabama.gov">james.ramsey@alcc.alabama.gov</a>                  1060 East South Boulevard                  Montgomery, AL 36116                  Phone: (334) 286-1746 FAX: (334) 288-7286</p>
<p><b>Hamilton Career Center - Bevill State CC (Sheffield)</b> <b>S</b></p> <p>Connie Jones (205) 921-7657 ext 21  <a href="mailto:connie.jones@alcc.alabama.gov">connie.jones@alcc.alabama.gov</a>                  1481 Military Street South                  Hamilton, AL 35570                  Phone: (205) 921-7657 FAX: (205) 921-0438</p>	<p><b>Opelika Career Center</b> <b>C</b></p> <p>Mike Grier (334) 749-5065 ext 215  <a href="mailto:mike.grier@alcc.alabama.gov">mike.grier@alcc.alabama.gov</a>                  2300 Frederick Road                  Opelika, AL 36801                  Phone: (334) 749-5065 FAX: (334) 749-5031</p>
<p><b>Hanceville Career Center - Wallace State CC</b> <b>C</b></p> <p>Sandra Rhodes (256) 352-5538 ext 203  <a href="mailto:sandra.rhodes@alcc.alabama.gov">sandra.rhodes@alcc.alabama.gov</a>                  Center for Economic &amp; Workforce Development                  801 Main St NW/PO Box 1087                  Hanceville, AL 35077                  Phone: (256) 352-5538 FAX: (256) 352-8640</p>	<p><b>Pell City Career Center (Anniston)</b> <b>S</b></p> <p>LaTonya Williams (205) 338-5440 ext 24  <a href="mailto:latonya.williams@alcc.alabama.gov">latonya.williams@alcc.alabama.gov</a>                  311 Miles Pkwy, P.O. Box 1045                  Pell City, AL 35125                  Phone: (205) 338-5440 FAX: (205) 338-5443</p>
<p><b>Huntsville Career Center</b> <b>C</b></p> <p>Mike Fowler (256) 851-0537 ext 230  <a href="mailto:mike.fowler@alcc.alabama.gov">mike.fowler@alcc.alabama.gov</a>                  2535 Sparkman Drive NW                  Huntsville, AL 35810                  Phone: (256) 851-0537 FAX: (256) 851-8278</p>	<p><b>Phenix City Career Center – Chattahoochee Valley CC (Opelika)</b> <b>S</b></p> <p>Dorothy Haynes  <a href="mailto:dorothy.haynes@alcc.alabama.gov">dorothy.haynes@alcc.alabama.gov</a>                  2602 College Drive                  Phenix City, AL 36869                  Phone: (334) 214-4828 FAX: (334) 749-5031</p>
<p><b>Jackson Career Center</b> <b>C</b></p> <p>Beverly Walker (251) 246-2453 ext 230  <a href="mailto:beverly.walker@alcc.alabama.gov">beverly.walker@alcc.alabama.gov</a>                  3090 Highway 43                  Jackson, AL 36545                  Phone: (251) 246-2453 FAX: (251) 246-4797</p>	<p><b>Phil Campbell Career Center - Northwest Shoals CC (Sheffield)</b> <b>I</b></p> <p>Alissa Brown – <b>1<sup>st</sup> Wednesday of the Month Only</b>  <a href="mailto:alissa.brown@alcc.alabama.gov">alissa.brown@alcc.alabama.gov</a>                  2080 College Rd                  Phil Campbell, AL 35581                  Phone: (256) 331-6285 FAX: (205) 921-0438</p>
<p><b>Jasper Career Center</b> <b>C</b></p> <p>Gina Nichols (205) 221-2576 ext 222  <a href="mailto:gina.nichols@alcc.alabama.gov">gina.nichols@alcc.alabama.gov</a>                  2604 Viking Drive                  Jasper, AL 35501                  Phone: (205) 221-2576 FAX: (205) 221-4595/384-0260</p>	<p><b>Rainsville Career Center - Northeast Alabama CC (Ft. Payne)</b> <b>S</b></p> <p>Jonathon Nappier – <b>Wednesday Only 8:00 – 4:00</b>  <a href="mailto:jonathon.nappier@alcc.alabama.gov">jonathon.nappier@alcc.alabama.gov</a>                  138 Alabama Highway 35                  Rainsville, AL 35986                  Phone: (256) 638-2239 FAX: (256) 638-2520</p>

# Alabama Career Centers

(C = Comprehensive, S = Satellite, I = Itinerant)

<p><b>Roanoke Career Center (Opelika)</b> <b>S</b>                  Kathy Sellers  <a href="mailto:kathy.sellers@alcc.alabama.gov">kathy.sellers@alcc.alabama.gov</a>                  3862 Highway 431                  Roanoke, AL 36274                  Phone: (334) 863-8114 FAX: (334) 863-8412</p>	<p><b>Vernon Career Center – Lamar Co. Center for Technology (Tuscaloosa)</b> <b>I</b>                  Sharron Owens - <b>Friday's Only (8:00 – 12:00)</b>  <a href="mailto:sharron.owens@alcc.alabama.gov">sharron.owens@alcc.alabama.gov</a>                  43880 Hwy 17S                  Vernon, AL 35592                  Phone: (205) 695-8224 FAX: (205) 921-0438</p>
<p><b>Scottsboro Career Center (Huntsville)</b> <b>S</b>                  Teresa Mattox (256) 574-1720 ext 223  <a href="mailto:teresa.mattox@alcc.alabama.gov">teresa.mattox@alcc.alabama.gov</a>                  23123 John T. Reid Pkwy                  Scottsboro, AL 35769                  Phone: (256) 574-1720 FAX: (256) 574-4512</p>	
<p><b>Selma Career Center</b> <b>C</b>                  Clifford Hunter (334) 872-0471 ext 25  <a href="mailto:clifford.hunter@alcc.alabama.gov">clifford.hunter@alcc.alabama.gov</a>                  1112 Water Avenue                  Selma, AL 36703                  Phone: (334) 872-0471 FAX: (334) 872-4355</p>	
<p><b>Sheffield Career Center</b> <b>C</b>                  Jim Cook (256) 383-5610 ext 261  <a href="mailto:jim.cook@alcc.alabama.gov">jim.cook@alcc.alabama.gov</a>                  500 South Montgomery Avenue, Suite 102                  Sheffield, AL 35660                  Phone: (256) 383-5610 FAX: (256) 383-4983</p>	
<p><b>Talladega Career Center - Central Alabama CC</b> <b>S</b>                  Gwen Taylor (256) 480-2114  <a href="mailto:gwen.taylor@alcc.alabama.gov">gwen.taylor@alcc.alabama.gov</a>                  1005 South Street, East                  Talladega, AL 35160                  Phone: (256) 480-2109 FAX: (256) 362-7219</p>	
<p><b>Troy Career Center</b> <b>C</b>                  Janice Grayson (334) 382-3128 ext 221  <a href="mailto:janice.grayson@alcc.alabama.gov">janice.grayson@alcc.alabama.gov</a>  <b>Wendy Collins and/or Cindy Mitchell – On-site contact</b>                  1023 South Brundidge Street                  Troy, AL 36081                  Phone: (334) 566-3920 FAX: (334) 566-9450</p>	
<p><b>Tuscaloosa Career Center</b> <b>C</b>                  Richard Crawford (205) 758-7591  <a href="mailto:richard.crawford@alcc.alabama.gov">richard.crawford@alcc.alabama.gov</a>                  202 Skyland Drive                  Tuscaloosa, AL 35405                  Toll Free: (866) 835-2216                  Phone: (205) 758-7591 FAX: (205) 758-1925</p>	
<p><b>Valley Career Center – Southern Union CC (Opelika)</b> <b>S</b>                  Donna Edwards  <a href="mailto:donna.edwards@alcc.alabama.gov">donna.edwards@alcc.alabama.gov</a>                  321 Fob James Drive                  Valley, AL 36854                  Phone: (334) 756-0024 FAX (334) 756-0026</p>	

**NOTE:** Itinerant (I) & Satellite (S) offices indicates the On-site Contact

# **ATTACHMENT 6**

## **AWIA Grievance and Complaint Procedures**

ALABAMA WORKFORCE INVESTMENT AREA  
WORKFORCE INVESTMENT ACT (WIA) GRIEVANCE AND COMPLAINT PROCEDURES

REFERENCES

WIA Section 181(c); 20 CFR Part 667, Subpart F (Program Complaints)  
29 CFR Part 37, §§37.70-37.80 (Discrimination Complaints)

SCOPE AND PURPOSE

These procedures are established to resolve grievances and complaints that allege violations of Title I of the Workforce Investment Act, including violations of WIA regulations, grants, agreements, local area policies and procedures, or other WIA requirements. The procedures apply to all Alabama Workforce Investment Area (AWIA) WIA programs, activities, and services, and may be used by participants and other persons interested in or affected by the AWIA Workforce Investment System. All entities that receive WIA financial assistance from the AWIA (service providers, training providers, contractors, etc.) must comply with these policies and procedures in the provision of services or the operation of programs and activities that assist or benefit WIA Title I participants.

Procedures for program complaints and procedures for complaints of discrimination are described separately.

These policies and procedures **do not** apply to grievances and complaints related to terms and conditions of employment from employees of AWIA or its subrecipients. Criminal complaints of fraud, abuse, and other criminal activity must be reported according to WIA Incident Reporting Procedures contained in Governor's Workforce Development Directive No. PY 2002-19.

I. PROGRAM GRIEVANCES / COMPLAINTS

- A. Notice. The **WIA Grievance and Complaint Procedures Form (WDD-24)** describes the procedures for filing grievances / complaints. Contractors, service providers and other subrecipients who certify eligibility for WIA must give each applicant a copy of the **WIA Grievance and Complaint Procedures Form (WDD-24)** during the application/certification process. Contractor and service provider staff must enter their names, titles, employer's (contractor's / service provider's) name, and the date on the form. Applicants should be asked to read and sign the **WDD-24**, and contractors or service providers must maintain copies of the signed forms in participant files.

Contractors and service providers must provide this notice in alternate formats to applicants and participants who are visually impaired or who, for other reasons, are unable to read and understand the English language version of the written procedures. The alternate format must be noted in the participant's file.

The **WIA Grievance and Complaint Procedures Form (WDD-24)** is available in Spanish and on audiocassette tape in English and Spanish versions.

AWIA provides the WIA Grievance and Complaint Procedures Form, including alternate formats, to contractors and service providers. Service providers may copy the forms and tapes as necessary, or request additional forms and / or tapes by contacting the WDD Equal Opportunity/Grievance Officer.

The WIA grievance and complaint procedures should be made available to other interested persons upon request. Complaints should be mailed to:

Lillian Patterson  
Equal Opportunity/Grievance Officer  
Workforce Development Division  
Alabama Department of Economic and Community Affairs  
401 Adams Avenue  
P.O. Box 5690  
Montgomery, Alabama 36103-5690

- B. Time Limits. Program complaints must be filed within one year of the alleged violation. The date of *filing* of any complaint is the date the affected individual, or his / her representative, reports the grievance / complaint officially to an AWIA contractor, service provider, employee or other authorized AWIA representative. (**Note:** A contractor, service provider, etc. should make every effort to have the complainant put his / her complaint in writing. At a minimum, the person receiving the grievance / complaint must document its receipt by noting a date and summary of the issues).

Complaints must be resolved within sixty days, including efforts to resolve the grievance / complaint informally and any investigation, hearing, or other means of resolution that may be appropriate or required.

- C. Informal Resolution. The opportunity for informal resolution is provided at the service provider level. Service providers, including training providers, who receive participant complaints, must make efforts to resolve those complaints within ten (10) days. Service providers with established grievance and complaint procedures (e.g., training providers serving Individual Training Account (ITA) customers) may use their procedures to try to resolve WIA complaints at this point in the process. However, if service providers' procedures require longer than the ten days allowed for informal resolution, the service provider must inform any WIA participant or other complainant of his / her right to file a written complaint with the Workforce Development Division (WDD) at the end of ten days. When the WDD receives a complaint for which informal resolution is incomplete because of time constraints imposed by the WIA procedures, every effort will be made to allow time for the completion of the service provider's procedures, provided there is still a chance for

resolution at that level, and to the extent the WDD is still able to comply with other time limits.

- D. Hearings. Complainants will be offered an opportunity for a hearing or an investigation when a complaint cannot be resolved informally. The Supervisor, Alabama Workforce Investment Area or the WDD Division Director will assign hearing officers and investigators. Hearing procedures will include:
1. Written notice to parties involved of the issues to be decided, the date, time, and place of the hearing;
  2. An opportunity to be represented by an attorney or other person chosen by the complainant at the complainant's expense;
  3. An opportunity to present testimony and evidence;
  4. A written decision from the Supervisor, Alabama Workforce Investment Area; and
  5. Notice of appeal procedures

Investigations will include a written decision from the AWIA Supervisor and notice of appeal procedures.

- E. Remedies. The remedies that may be imposed for violations of WIA Title I are found at WIA Section 181(c)(3), and are limited to
1. Suspension or termination of payments under Title I;
  2. Prohibition of placement of a participant with an employer that has violated any requirement under Title I;
  3. Reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment, where applicable; and
  4. Other equitable relief, where appropriate.

- F. Appeals. If the Supervisor, Alabama Workforce Investment Area, does not issue a written decision within sixty (60) days, or if either party to a complaint is dissatisfied with the decision, the complainant or other party may appeal within ten (10) days of the sixty (60) day deadline or within ten days of the date he / she receives a decision. The written appeal should be mailed to:

Steve Walkley  
Division Director  
Workforce Development Division  
Alabama Department of Economic and Community Affairs  
401 Adams Avenue  
P.O. Box 5690  
Montgomery, Alabama 36103-5690

The written appeal should include a statement of the original complaint issues, the date the complaint was initially filed with AWIA, the date appellant received or

should have received AWIA's decision, and a statement of the specific issues being appealed.

If the WDD Division Director does not issue a decision within sixty (60) days of receipt of a request for appeal, or if either party is adversely affected by the Division Director's decision, he / she / they may appeal to the Secretary of Labor. When the WDD Division Director does not issue a decision with 60 days, appeals to the Secretary of Labor must be filed within 120 days of the date of the original appeal to the WDD Division Director. Appeals to the Secretary from adversely affected parties must be filed within 60 days of receipt of the decision being appealed. Appeals to the Secretary must be sent by certified mail, return receipt requested, to:

Secretary  
U.S. Department of Labor  
Washington, DC 20210  
Attention: ASET

A copy of the appeal must also be provided to other party (ies) involved and to the Employment and Training Administration Regional Administrator. The Regional Administrator's copy should be mailed to:

Regional Administrator  
U.S. Department of Labor  
Atlanta Federal Center  
61 Forsyth Street, S.W.  
Atlanta, Georgia 30303

- G. Records. Service providers must maintain complaint records for a period of three years from the date the complaint is finally resolved. Complaint records include copies of complaints and documentation of any action taken. At a minimum, service providers' complaint records must include the complainant's name and address, the date of the complaint, a brief statement of the issues, a brief statement of the resolution and/or referral to another entity, and the date of resolution.

The WDD Equal Opportunity/Grievance Officer will maintain a log and records of complaints filed with the WDD under these procedures. The complaint log will include the complainant's name and address; the name and address of the person/entity against whom the complaint is filed; a brief statement of issues; the date and a brief statement of the resolution; and the name of any entity to which the complaint is referred and date of referral. Investigation reports, hearing transcripts or other records of hearing, decisions, and other correspondence will be maintained for no less than three (3) years from the date of resolution.

- H. Retaliation Prohibited. It is a violation of WIA Section 184(f) for the AWIA or any of its subrecipients to discharge or discriminate in any other manner against an

individual because that individual has filed a complaint, initiated any proceeding, or testified in any proceeding or investigation related to Title I of the WIA.

- I. Labor Standards Violations. An employer or other service provider must inform any WIA participant who is subject to the provisions of a collective bargaining agreement, if the participant has the right to file a complaint alleging labor standards violations under a binding arbitration procedure. A participant who files a complaint under a binding arbitration procedure may not use WIA grievance and complaint procedures at the same time.

## II. DISCRIMINATION COMPLAINT PROCEDURES

- A. Policy. It is the policy of the Alabama Workforce Investment Area (AWIA) that no person will be subjected to discrimination in any AWIA-funded program or activity on the basis of race, color, religion, national origin, sex, age, disability, political affiliation or belief, and for beneficiaries only, on the basis of citizenship or participation in a WIA Title I-funded program or activity.

Any person who believes he, she, or any class of persons has been or is being treated in a discriminatory manner in any AWIA-funded program or activity may file a written complaint of discrimination.

- B. Notice. The **WIA Grievance and Complaint Procedures Form (WDD-24)** contains a prescribed equal opportunity (EO) notice that describes the procedures for filing discrimination complaints. Contractors, service providers and other subrecipients who certify eligibility for WIA must give each applicant a copy of the **WDD-24**. The **WDD-24** must be made available in alternate formats to applicants, participants, and others who are visually impaired or who, for other reasons, are unable to read and understand the written, English language version. Contractors, service providers or other subrecipients who maintain participant files must maintain copies of the **WDD-24** in participant files. When the procedures are presented in an alternate format, a notation must be included in the participant's file.

AWIA provides the WIA Grievance and Complaint Procedures Form, including alternate formats, to contractors and service providers. Service providers may copy the forms and tapes as necessary, or request additional forms and/or tapes by contacting the WDD Equal Opportunity/Grievance Officer.

**AWIA and subrecipient staff should be able and available to inform applicants, participants and others of discrimination complaint procedures.**

- C. Where to File. Discrimination complaints must be filed with the WDD (State level) or with the Civil Rights Center, U.S. Department of Labor (Federal level).

While the AWIA and its subrecipients will be included and involved in the process of resolving discrimination complaints, contractors, service providers, or other AWIA subrecipients will not process such complaints. **Discrimination complaints received by contractors, service providers, employers of WIA participants, etc. should be forwarded immediately to the Equal Opportunity (EO) Officer, Workforce Development Division, Alabama Department of Economic and Community Affairs (ADECA).**

If a complainant chooses to file his/her complaint with the State, the written complaint should be mailed to:

Lillian Patterson  
Equal Opportunity/Grievance Officer  
Workforce Development Division  
Alabama Department of Economic and Community Affairs  
401 Adams Avenue  
P.O. Box 5690  
Montgomery, Alabama 36103-5690

If a complainant chooses to file at the Federal level, the written complaint should be mailed to:

Director  
Civil Rights Center  
U.S. Department of Labor  
200 Constitution Avenue NW  
Room N-4123  
Washington, DC 20210

- D. Time Limits. Discrimination complaints must be filed within 180 days of the alleged discriminatory treatment, unless the Director, Civil Rights Center (CRC), U.S. Department of Labor extends the filing time for good cause. A complainant may request such an extension directly from the CRC Director. The 180-day limit does not create a defense for a respondent in a discrimination complaint, but is for the administrative convenience of the CRC.

For discrimination complaints filed with the ADECA WDD, the WDD Division Director will issue a **Notice of Final Action** within ninety (90) days of receipt of a complaint.

- E. Resolution. A complainant who files his/her complaint with the ADECA WDD may choose to have the complaint resolved through investigation or mediation.
- F. Appeals. If the complainant disagrees or is dissatisfied with the decision of the WDD, or if the ADECA WDD does not issue a **Notice of Final Action** within ninety (90) days, the complainant or an authorized representative may file a complaint

with the Director, Civil Rights Center (CRC), U.S. Department of Labor (see address above). The complaint must be filed with the CRC Director within thirty (30) days of receipt of the **Notice of Final Action** or within 30 days of the date by which the complainant should have received a decision from the WDD.

- G. Records. The WDD Equal Opportunity Officer will maintain a log of discrimination complaints containing the complainant's name and address; the date of the complaint; the basis of the complaint; and the disposition and date of disposition. The WDD EO Officer will maintain the complaint log, records, and other documents related to complaints for not less than three years from the date of resolution of each complaint.

AWIA contractors, service providers and other entities that receive WIA Title I funds must also maintain any complaint records for not less than three years from the date of resolution of each complaint.

#### NONDISCRIMINATION PROVISION

The Equal Opportunity (EO) Officer for the Office of Workforce Development, Workforce Development Division, serves as the EO Officer for the Alabama Workforce Investment Area. EO and nondiscrimination policies and procedures are distributed to AWIA contractors and service providers, including those related to notice and communication of EO policy; universal access; physical and programmatic access for persons with disabilities; complaint procedures; and confidentiality of records. Nondiscrimination assurances are required in contracts, plans and other financial agreements.

The AWIA EO Officer provides training and technical assistance to local area and career center staff, and monitors the implementation of nondiscrimination policies and procedures.