



WORKSOURCE ATLANTA

Employer's Guide to WorkSource Atlanta Services

Business Services Overview





July 23, 2020

City of Atlanta Business
Atlanta, Georgia

Employer Benefits through WorkSource Atlanta

Dear City of Atlanta Employer:

Thank you for your interest in WorkSource Atlanta (WSA) business services resources. As the workforce development authority for the City of Atlanta, WSA is committed to ensuring that Atlanta residents have the skills necessary to meet the workforce demands of the 21st Century.

Through the Workforce Innovation Opportunity Act (WIOA), WSA provides eligible participants with a variety of training opportunities that benefit to both participants and employers. Our employment and training services are at no cost to our participants and can help supplement employers' workforce needs and subsidize training costs.

Attached you will find additional information about WSA business services programs. If you are interested in learning more about our services, please complete the [employer interest form](#) or contact Ralph Dickerson at rdickerson@atlantaga.gov.

Thanks again for your interest in partnering with WorkSource Atlanta. We look forward to working with you to building a One Atlanta.

Best,

A handwritten signature in black ink, appearing to read "Katerina Taylor".

Katerina "Kat" Taylor
Executive Director



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Business Services Overview

WorkSource Atlanta (WSA) can be a valuable resource for both job seekers and employers. Through our innovative training and employment services, we can assist employers fill employment gaps with skilled workers, by upskilling current employees, and training unemployed or underemployed participants achieve their personal career goals. We also promote economic development and collaboration with local and regional businesses to help develop a highly skilled and responsive local workforce.

As an American Job Center for recruitment and training support, WorkSource Atlanta offers a variety of services:

Business Services*

Incumbent Worker Training (IWT). Incumbent Worker Training (IWT) is designed to improve the skills of employees and the competitiveness of an employer. It is intended to upskill existing employees or avert a potential layoff. In training scenarios not related to layoff aversion, it is strongly recommended that the IWT program will create the opportunity for the employer to backfill the trainees' positions with a new or existing employee. IWT may be offered to employers or groups of employers (which may include employers in partnership with other entities for purposes of delivering training) who, after assessment, are found to be in need of training for existing employees in order to remain competitive. IWT must be designed:

- Between employees and employers with an established relationship of at least six months at the time of the training (see Incumbent Worker Eligibility for cohort exception);
- To improve the skills of the existing workforce to align with new job requirements;
- To increase both an individual's and a company's competitiveness;
- To mitigate the impact of a layoff, if utilized as a part of a layoff aversion strategy; and
- Wherever possible, to allow the individual to gain industry recognized training experience and ultimately should lead to an increase in wages.

In a non-layoff aversion scenario, the training must be to the benefit of the employee and the employer. Under these circumstances, the IWT must meet at least one of the following criteria;

- Result in a wage increase or other financial incentive, such as a bonus;
- Result in the opportunity for promotion within the company; or
- Result in an enhanced title to reflect increased responsibilities within the company.



On-The-Job Training (OJT). On-the-Job Training (OJT) is training provided by an employer in the public, private non-profit, or private sector to a paid participant while engaged in productive work in a job that:

- Provides knowledge or skills essential to the full and adequate performance of the job;
- Provides reimbursement to the employer of up to 50% of the wage rate of the participant, except as provided for in WIOA § 134 (c)(3)(H), for the extraordinary costs of providing the training and additional supervision related to the training; and
- Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the OJT training plan and/or service strategy of the participant.

OJT may be provided to eligible WIOA participants who, after assessment, are found to be in need of and suitable for training services in order to obtain or retain employment that leads to self-sufficiency. WSA staff must document the decision to provide OJT in the participant's Individual Employment Plan or Individual Service Strategy maintained in the WorkSource Portal. The decision should demonstrate that the training chosen is appropriate and necessary, that the participant does not already possess all of the skills necessary for the job, or that the participant needs to upgrade skills to effectively perform in another job. No participant may begin OJT employment until a contract has been signed by the employer.

Customized Training (CT). WorkSource Atlanta's customized training service is designed to meet the special requirements of an employer(s) by allowing them to tailor and design work-based skills training. Customized training is conducted with a commitment by the



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employer to employ, or in the case of incumbent workers, continue to employ, an individual upon successful completion of the training.

Employers may be reimbursed by the WIOA program for not more than 50 percent of the costs incurred in providing the training. Costs of a customized training program should be inclusive of all legitimate costs to the business that are necessary to provide customized training. The cost may include: cost of instruction (staff/instructor time), costs of curriculum development, training materials and books. The purchase of equipment, administration and renovation of facilities are not allowable. The costs do not include employee wages during training. WorkSource Atlanta considers the following::

- The number of employees participating in the training;
- The wages and benefit to the employee before the training and the wages and benefit to the employee after the training;
- The ability of the training to increase the competitiveness of the participant; and
- The existence of other training opportunities provided by the employer.

Customized Training is only to be used for new employees and with the employer's commitment to hire upon successful completion of the training. CT can be provided after a WIOA participant is hired or if an employer makes a commitment to hire the participant upon successful completion of the training.

Work Experience (WEx). A Work Experience is a planned, structured learning experience that takes place in a workplace for a set period of time. The intention of a Work Experience is to enable participants to explore career options and gain exposure to the working world and its requirements. A Work Experience shall be designed to enhance the employability of individuals through the development of good work habits and basic work skills. Although the majority of Work Experience activities occur with youth participants, adults and dislocated worker participants may also take advantage of these services. Work Experience may be fulltime or part-time depending upon the needs of the participant. It may be paid or unpaid, as appropriate.

The purpose of a Work Experience is not to benefit the employer, although the employer may, to a limited extent, benefit from the activities performed by the participant. For example, individuals placed in a Work Experience are generally considered trainees, and should not take on roles in which the employer depends on the trainee's productivity to maintain or advance the profit margin or performance of the company or agency.

For more information about the application process visit:

<https://www.worksourceatlanta.org/contact-us-for-business-services/>

***Our business services packages are contingent upon available program funding**

Recruitment Support

WorkSource Atlanta can also help fulfill employment needs with a variety of resources at no cost to employers seeking City of Atlanta workers. We provide:

Access to Qualified Candidates



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We assess candidates' skills and interests to provide tailored training and support, and we deliver education and occupation-specific training within our program as well as with the help of partner organizations. The job candidates we assist have a strong support network that provides career planning, delivers tailored supportive services, and ultimately strengthens each candidate's capacity to gain and retain employment.

Job Fairs

WorkSource Atlanta can provide job fairs that target the needs of specific industries, occupations, or companies at no cost to employers interested in hiring Atlanta residents.

Other Resources

- Pre-employment drug screenings
- Background checks
- Virtual Interviews

Economic Development Resources

Work Opportunity Tax Credits

Work Opportunity Tax Credits (WOTC) are federal tax credits awarded to Georgia companies that hire individuals who have consistently faced significant barriers to employment. The Georgia Department of Labor (GDOL) coordinates the WOTC program which provides employers financial incentives when hiring workers from targeted groups of job seekers by reducing an employer's federal income tax liability. The tax credit ranges from \$1,200 to \$9,600 per qualified employee, depending on the target group.

Advance Notice of Closings and Layoffs (WARN)

Per the Federal Worker Adjustment and Retraining Notification Act (WARN), employers are required to provide notice 60 days in advance of covered plant closings and covered mass layoffs.

In coordination with the Department of Labor, WorkSource Atlanta provides Rapid Response Services, which are early intervention services designed to respond to a pending layoff of more than 50 employees before layoffs, including comprehensive retraining and reemployment services for employees.

Additionally, should a layoff be unavoidable we can provide employee services such as training, resume writing, job seeker services, and work readiness classes.

COVID 19 Pandemic Response

WORKSOURCE ATLANTA

City of Atlanta's Premiere Workforce Development Agency

Our One-Stop Partners

AARP Foundation

Provides employment assistance through the Senior Community Service Employment Program
Contact: Tamika Conde | 678-919-8283
Email: tconde@aarp.org

Atlanta Public Schools

Provides assistance with Adult Education and Literacy
www.atlantapublicschools.us
Contact: Albenny Price | 404-802-3560
Email: aprice@atlanta.k12.ga.us

Atlanta Technical College

Provides Career & Training Education (CTE) and Adult Education & Literacy;
Contact: Michelle Jackson | 404-225-5050
Email: mjackson@atlantatech.edu
Contact: Mattie Goss | 404-225-4446
Email: mgoss@atlantatech.edu

Fulton-Atlanta Community Action Authority

Provides assistance to low-income individuals and families in Atlanta and Fulton County;
Contact: Waymond Davis, Jr. | 404-525-0682
Email: wdavis@faca.org

Georgia Vocational Rehabilitation

Provides assistance to jobseekers with disabilities
www.gvs.georgia.gov
Contact: Barbara Barrett | 404-947-1787
Email: barbara.barrett@gvs.ga.gov

Job Corps

Provides residential education and job training for young adults ages 16-24
www.jobcorps.org
Contact: Joyce Brown | 404-599-3742
Email: brown.joyce@jobcorps.org
Contact: Altonia Anderson | 404-599-3741
Email: anderson.altonia@jobcorps.org

One Stop Operator Services

One-Stop/Navigator Services include:

- Computer assistance with Pre-Application assistance
- Document uploads to computer
- Job Search and Resume distribution
- Job Interview Tips
- Resume Assistance
- Virtual Job Search
- Referrals to One-Stop Partner Services
- Free Online Learning Account

Contact our One Stop Manager, Roscell Hall by email: rohall@atlantaga.gov

Talent Development Specialist Assistance

Talent Development Specialists Assistance include:

- Labor Market Research
- One-on-One Job Search
- TABE Testing
- Training/Certifications (Online Training Available)
- Virtual WIOA Application and other Workshops
- Onsite and Virtual Training Programs

Contact our Service Navigator at 404-546-3000

We will provide a seamless process to complete your WIOA application, TABE Testing, and a variety of virtual workshops for those who qualify. For more information visit WWW.ATLWORKS.ORG and choose City of Atlanta as your preference.

Keisha Lance Bottoms, Mayor of Atlanta
Katerina "Kat" Taylor, Executive Director

WorkSource Atlanta

818 Pollard Boulevard, SW, Atlanta, GA 30315
404-546-3000 | TTY/TDD: 1-800-255-0135 or Mobile Device Dial: 711
www.worksourcematlanta.org | [f](#) [i](#) [t](#) [@worksourceatl](#)



WorkSource Atlanta is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.