**STATEMENT OF WORK**

**I. SERVICE PROVIDER DATA:**

**Service Provider:** Telamon Corporation.

5560 Munford Road

Suite 201

Raleigh, North Carolina 27612-2621

**Type of Organization:** Private Non Profit

**Contact Person:** Sherrie M Moody, State Director

(478) 238-0577

**Program Title:** WIA Youth Program

**Contract Period:**  07/01/11 through 04/30/12

**II. TRAINING ACTIVITIES/OVERVIEW:**

A minimum of 103 youth (62 Out-of-School and 41 In-School) in Bryan, Liberty and Long counties will be served under this agreement. WIA-eligible youth ages 14-21 will be enrolled. The focus of the services provided in Bulloch and Effingham counties is a continuation of services that are currently being provided. New customers will be added as existing customers complete the follow-up period as long as resources are available.

Telamon’s youth services include a year round program designed to meet the participant’s individual needs. Program design will include continuation of services and follow-up services for youth customers currently enrolled in the Coastal Georgia area WIA youth program, in the counties to be served under this contract. The Telamon Youth Specialist will work closely with the participants, parents, career placement advisors, instructors and teachers, employers and other educational administrators to assure that participants meet their educational and employment goal. The Youth Specialist works one-on- one with each participant. One-on- One interaction includes, but is not limited to individualized counseling, development of the Comprehensive Assessment, (CA) and Individual Employment Plan, (IEP) and/or Comprehensive Service Plan review of assessment tools. Group activities are incorporated within this component including group counseling sessions, as well as job readiness.

The Out-of School youth participants may be exposed to various occupations and participate in a variety of work experience opportunities to include such as manufacturing, health care services, truck driving, carpenter maintenance and construction, customer service, child care, law enforcement (jail operations, booking), clerical, cashier, receptionist, recreation maintenance worker with the city (includes emergency management maintenance, grounds maintenance), commercial graphic apprentice, library assistant and a number of other occupations depending on the participant interest. The mentioned type of training may be provided through work experience, classroom training or a combination to include job shadowing.

 **A.** Outreach/Recruitment/ Intake/ Initial Eligibility and Assessment: Telamon Corporation will recruit WIA-eligible participants in the county to be served, take applications, determine applicant reading and math grade level (either through administering the TABE test or another nationally normed instrument indicating year and month grade level) or by obtaining recent test scores from the school system) and obtain pertinent eligibility documentation.

1. Eligibility Certification/Enrollment: Telamon Corporation will determine eligibility of youth recruited for the program based on the documentation secured by Telamon staff. Youth specialist staff will enroll the youth into the Georgia DOL statewide management information system (GWS).
2. Testing and Additional Assessment:

*Assessment and Customer Service Plan Development:* Each individual served will

participate in the Comprehensive Assessment (CA) process. During this process, the educational functioning level will determined. The Case Manager will refer to the descriptors as outlined in the U.S. Department of Labor’s Training and Employment Guidance letter No. 28-04, April 15, 2005. Academic and skill levels along with the identification of support needs are evaluated, recorded, and kept in confidential files. The CA is a comprehensive tool that captures the customer's basic skills, prior work experience, occupational skills and interests, and aptitudes along with supportive and development needs. Telamon will use the Test of Adult Basic Education (TABE) to determine participants reading and math levels; along with the Level 2 Career Decision Marking System to identify interest, abilities and values. Telamon also will utilize the computerized employability skills system by PACE Learning Systems and O\*NET Career Exploration Tools. The Customer Service Plan is initiated along with the CA. This plan will serve as the guide to assuring that the customer reaches his/her planned goals. As it is co-developed by the customer and the assigned Case Manager, the Customer Service Plan is a working document that is updated as needed; it reflects personal interviews, discussions of tests, support needs, and recommended referrals. As with the CA, the Customer Service Plan is confidential and is filed in the customer’s file. Each youth applicant will be encouraged to become work-ready certified in an effort to enhance employment opportunities.

1. Case Management

Services will be provided through a case management approach, which is comprehensive in addressing the total needs of the youth participants. The case management approach utilized by the Youth Specialist is individualized and designed to address the overall need of the customer’s educational and employment goals. The Youth Specialist uses the Individual Employment Plan (IEP) and Comprehensive Assessment, (CA) waiver and permissions, reading and math results, as well as case notes, in order for the case management system be a workable one. From the time of enrollment, the customer is assigned a Youth Specialist. The customer and Youth Specialist maintain a progressive relationship throughout the customer’s active status and the duration of the 12-month follow-up period. This relationship forms its direction during the CA and IEP. Its purpose is to gain an overall understanding of the customer in relation to all factors that affect, positively or negatively, the customer’s success in his educational and employment goals. The results of the CA, being very thorough, will provide the Youth Specialist with an in depth overview of the customer’s needs. The tools are on-going, requiring both the customer and the Youth Specialist to visit its contents continually in order to make adjustments based on changes in the customer’s needs. The CA provides a comprehensive overview of the customer’s family situation, education, work history, occupational skills, interests, aptitudes, attitude towards school and work, motivation, behavior patterns affecting education completion and advancement as well as those affecting employment potential. It also provides an overview of the customer’s financial resources and needs, supportive service needs, educational enhancement, and personal employment information as it relates to academic achievement and the labor market respectively.

Because the CA and IEP provides such a broad overview of the background and needed services, the Youth Specialist uses the tools to determine which of the program elements will be incorporated into the service strategy. An analysis of the CA may indicate that a customer will participate in one or more elements at the same time. Likewise, Telamon will provide the assigned elements along with other WIA partners utilizing a coordinative system approach.

 **E.** Counseling

 The assigned Youth Specialist acts as the customer’s personal counselor; therefore being able to individualize the counseling sessions according to the customer’s need. The individualized counseling sessions will allow the customer and the counselor to review the progress, or lack of, and determine the next steps toward self-sufficiency. In the counseling sessions, the customer and the counselor discuss concerns, decisions, strategies, and the results of all contacts and activities related to the customers Individual Employment Plan and Comprehensive Assessment. As it is a programmatic requirement, the Youth Specialist will keep written documentation that will reflect his/her work with the customer. The written documentation is referred to as case notes and represents a thorough chronological record of each meeting/contact of the counselor and the customer. Because the case notes are considered confidential documents, they are maintained in a secure location and made accessible only to other Telamon staff that will have a need to see them in order to assist the customer, or to others authorized to monitor program activity. In some cases the Youth Specialist may determine a need to hold group-counseling sessions. Should this determination be made, each participating customer will consent and be addressed on a volunteer basis.

 **F.** Participant Contact

The partner entities will initiate referrals to Telamon for customer participation. Outreach activities noted earlier under this cover will also serve as the result of initial customer contact. Upon enrollment and eligibility determination, the Youth Specialist will personally communicate with the customer for all program activities and elements as the relationship between the two will be one of trust and respect. At a minimum, the Youth Specialist will be expected to initiate communication at least once per month or on an as-needed basis after the first month. Contact can be easily tracked by viewing the case notes of the customer’s file, as all activity is recorded in chronological order and initialed by the assigned Youth Specialist.

 **G.** Computer Technology

Computer technology is a vital component to the success of the youth service program. Telamon currently uses computers and relevant software in basic skill development, job search, resume writing, researching and applying for colleges, completing financial assistance application, and occupational skills assessment. The overall involvement of registrants will continue with the support of Assessment tools and the completion of the Individual Employment Plan. Intro to computers and advance computer training courses will be developed to expose registrants to basic computer skills and the vital skills necessary to obtain future employment

 **H.** Job Development/Job Placement

Each individual served will complete a Job Readiness Class either coordinated by Telamon or a partner entity. During this class the O\*Net Interest Profiler will be administered in order to determine the individual’s employment preference. However, to prevent excessive contacts with employers, staff will coordinate all efforts related to job development and placement with staff of the local DOL career center and placement personnel at local technical colleges. The Youth Specialist will work with career center staff and one-stop partners to establish and maintain relations with area employers and facilitate the location of suitable employment sites. Issues such as hours, wages, budgeting, satisfaction, and potential for advancement will be taken into consideration.

 **I.** Support Payments to ParticipantsEach participant that enrolls and attends

 classroom training will be provided a supportive payment according to Telamon

 Corporation’s needs related policy and procedure. The amount of assistance received

 may vary by participant based on the demonstrated need, attendance and evidence of

 progress.

 **J.** Payments for Tuition, Books, and Miscellaneous Required Purchases

The Youth Specialist will verify financial assistance awarded to participants. This is usually done by requesting a written verification from the educational institution. Once it is determined that tuition, books and supplies are not covered by HOPE, PELL are any other financial assistance; payment will be provided. A written vendor agreement is completed between Telamon and all vendors. A copy of this agreement will be maintained in the customer file and provided to Coastal upon request. Payment for tuition will be paid directly to the education institution or vendor. Where possible and funding is available, payment of tuition, books and other allowable training related cost will be will be paid by the dislocated worker program for all co-enrollments.

**K**. Participant Tracking in the Georgia Workforce System (GWS**)**

The Youth Specialist will be responsible for the correct completion and timely entry of the on-line GWS forms and eligibility determination. Youth Specialist will strive to ensure that all eligibility determination and data entry is within 30 days. Following eligibility determination and enrollment/registration, Telamon staff will record assessment results; record case management notes in chronological order and track the provision of services. Telamon will implement a monitoring component where one additional staff person will be hired. The position is entitled Performance Specialist and will report directly to the Deputy State Director. This person will be responsible for implementing overall quality assurance of youth service and program performance. Major objectives: Monitors the customer records and computerized case management tracking system. Analyzes data and performance reports for youth services; Provides technical support and training to local staff. Produces and verifies reports and database information provided to internal and external entities. Assist in the review of customer files for accuracy and completeness. May provide direct customer service as needed. of the youth program. The ultimate goal of this new position is to assure the obtainment of performance measures and to enhance customer service.

1. Referrals

After the completion of the Comprehensive Assessment by the Youth Specialist, a referral is necessitated and the participant shall be referred to an appropriate agency, organization, employer, etc. that offers a service needed. Referrals are written and a request for a response of action taken by the receiving entity. The Youth Specialist will be responsible for the documentation of all referrals and the response of action taken.

**III. GOALS AND OBJECTIVES**

 **A.**  Younger Youth (aged 16-18)\*

 **1.** Youth Skills Attainment Rate 87%

 **2.** Youth Diploma or Equivalent Rate 70%

 **3.** Youth Retention Rate 70%

 **B.** Older Youth(aged 19-21)\*

 **1.** Entered Employment Rate 72%

 **2.** Employment Retention Rate\* 81%

 **3.** Average**/**Earnings Gain $3,264

 **4.** Credential Rate 47%

\* Out-of-School youth aged 16-21 will be served under this contract-therefore participants will fall under standards per their age cohort.

Note: Goals are based on the number of WIA participants exiting the program. If contract should terminate before participants exit the system, performance requirements will become the responsibility of the subsequent service provider. The goals noted in Section III are not confirmed, but will be negotiated based on the negotiated rates once received by the Georgia Department of Labor.

**IV. ENTRY REQUIREMENTS/ TARGET POPULATION:**

 Telamon will be responsible for recruitment/intake and WIA eligibility determination. All participants will be between 14-21 years old and WIA-eligible. Target population:

|  |  |  |  |
| --- | --- | --- | --- |
| Youth aged 14-21 100% | Economically Disadvantaged 100% | In-School 40% | Out-of-School 60% |
| Minority 55% | TANF 30% | Handicapped 5% |  |

**V. GEOGRAPHIC AREA:**

 103 Participants will be served at the following approximate levels per location:

 Bryan 32(31%) Liberty 55(53% ) Long 16( 16% )

**VI. YOUTH PROGRAM ELEMENTS:**

*1. Tutoring, study skills, basic skills remediation* -Youth Specialist will work with each prospective school system and other educational agencies to identify eligible registrants, especially those with low reading and math basic skills, to provide individual tutorial assistance. In-school registrants that are classified as basic skill deficient will be encouraged to attend their school learning labs for assistance and/or participate in before and after school tutoring where applicable. Out-school registrants that are classified as basic skill deficient will be encouraged to attend adult literacy agencies. Tutoring programs, available from several community agencies and educational partners, are integral to sustaining students’ interest and progress. While most certificate or diploma directed instruction would take place in institutional classrooms, Telamon will arrange by contract or part-time employment, provision of study skills and math/reading tutorial instruction by qualified professionals

*2.* *Summer related services* - Summer employment for youth registrants will be linked to academic and occupational learning. Registrants may be employed by community organization or city and local government agencies. Both younger and older registrants will benefit from summer employment opportunities. Youth Specialist advise and place registrants in summer work experience that is closely related to the registrants individual career path and desired area of career interest.

*3.* *Work experiences* - Telamon will extend every effort to secure unsubsidized jobs for youth registrants desiring to enter the world of work. Work experience will be made available to prepare youth to become self-sufficient. They will learn job seeking skills, good work ethics, and job retention skills. Specific occupational skills to be acquired will depend upon the specific work-site and job tasks. An official at each work-site must sign a non-financial worksite agreement. A copy of the agreement, along with the job description, must be maintained at the worksite as well as Telamon. All worksites will be in a public and/or private agency. Work experience will be accompanied, concurrently or sequentially, by other services designed to increase the basic education and/or occupational skills of the participant. Work sites have and will be identified for the placement of youth that parallel their desired career interests.

*4. Leadership development opportunities-* Leadership development opportunities will be provided directly through Telamon and partner agencies. Youth Specialist will utilize the Search Institute’s Forty Developmental Assets as a guide to assess each registrant needs and problem solving discussions, with a goal of producing ethical leaders committed to active community involvement. Structured workshop will include team building, leadership and money management exercises, Life Skills, educational and career development, entrepreneurship, goal setting, and etc. Exposure to professional and technical fields, as well as, cultural and social opportunities will be provided.

*5.* *Adult mentoring* - A mentor will be assigned to every registrant whose assessment and counseling activities reflect the need. Collaborating with the customers’ assigned Youth Specialist, the mentors will follow the client’s progress throughout their registration in WIA. Mentors will participate in training and provided a guide for effective mentoring. Each mentor will be required to develop a relationship with the registrant to assist and help with educational and career planning. Mentors will challenge the participant to perform well in the workplace, developing the capacity to effectively transfer those skills to other areas of their life. Mentors will consist of community leaders, clergy/ministers, educators, professionals, etc.

*6.* *Alternative secondary school* - Youth Specialist will identify alternative secondary education opportunities to include but are not limited to Adult Literacy Agencies in the local counties, Job Corps, or Georgia National Guard Youth Challenge Academy, Performance Learning Center, Crossroads Alternative School, Charter Conservatory for Liberal Arts and Technology. All of these entities are made available to youth who dropped out of high school.

*7.* *Occupational skills training* -Occupational skills and training will be delivered through partner agencies such as community and technical colleges, customized training vendors, career-oriented employers, and adult training centers. Youth Specialists will work with area stores, manufacturing companies, hospitals and nursing homes, career centers, and other partnering agencies to develop many of our training programs. A representative from such agencies will be invited to workshops to talk about skills needed for success. Youth Specialist will work with agencies to assess the skills needed to successfully complete training and develop hands-on training based on these skills. In addition, community colleges, universities, and technical colleges, customized training vendors, and career-oriented employers will be utilized.

*8.* *Supportive services* -Youth registrants will require assistance to allow them to sustain effective participation in program activities. Telamon will coordinate with partner agencies for the provision of transportation to and from activity sites, medical assistance to the doctors’ office, childcare assistance for their children, clothing and uniforms for employment, and nutrition while in classroom training and employment. Allowances to assist a registrant to participate in a structured educational activity will be available, based on attendance and participation, at a set rate as grant resources permit and documented by the Youth Specialist. Transportation support may be provided to a registrant while in classroom training and employment as the need will be determined by the Youth Specialist when assistance is unavailable by a partner agency. As grant resources permit, Telamon will award registrants who reach various educational and school retention milestones.

*9.* *Comprehensive Assessments* -Each youth participates in the Objective Assessment (OA) process. During this process, the academic and skills levels along with the identification of supportive service needs are evaluated, recorded and kept in confidential files. Telamon’s OA is a comprehensive tool that captures the youth’s basic skills, prior work experience, occupational skills and interests, aptitudes and supportive and development needs. Telamon uses the Test of Adult Basic Education (TABE) to determine its customers reading and mathematical levels; such will be the case with the youth customers of this proposal response. Along with the level 2 Career Decision Making System to identify interest, abilities and values, Telamon uses the computerized employability skills system by PACE Learning Systems. The Individual Employment Plan (IEP) is initiated along with the OA. This plan will serve as the guide to assuring that the youth customer reaches his/her attained goals. As it is co-developed by the youth customer and the assigned Youth Specialist, the YSP is a working document that is updated as needed; it reflects personal interviews, discussion of test, supportive services needs and recommended referrals.

10. *Follow-up services for 12 months after exit -* Frequency of contacts and the level of services provided will depend upon the specific needs of the individual participant. At a minimum, registrants must be contacted at least monthly. Prior to exit, the customer and his/her Youth Specialist will develop an individualized follow-up plan. This plan may dictate that additional financial support is provided to youth in order to ensure the customer meets his/her educational or employment goal. Topics of discussion to be included are: educational and career plans, wage progression, credential achievement, and advancement.

Further, the Youth Specialist will provide all program elements to targeted customers. The SCANS is a segment of the Career Development component in which staff will receive training. In return, staff is more competent in their approach to incorporate the Five SCANS competencies with customers and their work environment. Those competencies: resources, interpersonal, information, systems, and technology will be incorporated in the Assessment Plan of each registrant. Registrants will experience regular interaction with tutors and computer software as prescribed in their plan in fostering the foundation requirements, which are basic thinking skills and personal qualities. Computerized assessment tools, mock interviews, and sessions on communication skills will promote and enhance thinking skills.

**PROJECTED PROGRAM ACTIVITIES**

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| --- | --- |
| **ACTIVITY** | **PROPOSED NUMBER** |
| Work Experience | 15 |
| GED  | 15 |
| Job Shadow | 10 |
| Classroom Training (CRT) | 18 |
| Job Readiness | 38 |
| Job Placement | 17 |

Telamon proposes to incorporate a computer lab at its office with at least 4 computers available to youth customers. The availability of this lab will allow the out of school youth an opportunity to enhance study skills and have more successful GED outcomes.

Telamon proposes to make every effort to provide Work Experience opportunities for its youth customers in career fields that are considered fields and industries of high growth – high demand occupations. This will be done while working to ensure the proper job match between employer and youth are made and that striving to make worksite placements in industries that is supported by the youth’s career inventory results.

**VII. PERFORMANCE OUTCOMES IMPLEMENTATION\***

*Skill Attainment Rate*for Younger youth- Eighty seven percent (87%) of the youth between the ages of 14 –18 will be challenged to obtain an array of work readiness or occupational skills. Youth will work with interactive computer based software such as the on line O\*NET system that will provide knowledge and information on job search skills, application completion skills, appropriate dress, and work ethnics. These skills are also integrated and reinforced in structured workshops conducted by professionals from Department of Labor, local businesses, and other community based agencies. Basic skills deficiencies are identified and addressed through individual tutoring and computer based software. TABE is an example of an instrument that will be used to determine the level of basic skills. In partnership, the youth and Youth Program Specialist will utilize both the Objective Assessment (OA) and the Individual Employment Plan (IEP) to determine at least one goal and a maximum of three.

*Diploma or Equivalent (GED) Attainment Rate*for Younger youth – High school juniors and seniors that are short one or two units will be enrolled in an academic course during the summer or evenings in order to meet the relevant educational requirements and earn a diploma or equivalent. WIA funds will be used for supportive service purposes such to provide payment for testing fees, tuition ESL and tutoring. Telamon proposes that seventy percent (70%) of youth will receive a diploma or equivalent by the end of 1st quarter after exit.

*Retention Rate*for Younger Youth- The Youth Program Specialist and collaborative partners will make a continuous effort to encourage educational and employment goals for youth. Participant contacts will be made frequently to address obstacles and barriers to education and employment. Younger youth who are not pursuing educational or employment goals at the time of exit will be placed in a productive activity in the 3rd quarter after exit such as employment, advanced training, job corps, military, or post-secondary education. Telamon will target a 70% retention rate.

*Entered Employment Rate*for Older Youth- Telamon will target a minimum entered employment rate of (72%) for youth customers that are employed and not attending a post-secondary institution or advanced training in the 1st quarter after exiting. For these older youth, the ongoing IEP initially agreed upon by Youth Program Specialist and youth customer will be referenced as a guide. This plan will reflect the proposed employment goal and determine how the goal will be reached. Barriers will be addressed and time lines will be set to ensure entered employment. The strategy will be modified as necessary. Individual Training Accounts and Work Experience may be developed within strategy to increase employability possibility for youth.

*Employment Retention Rate*for Older Youth- After job placement, Youth Specialist will provide follow-up services for a minimal 12-month period. These services will include continued counseling and supportive services to youth. Also, close contact with employers will be made on a continuous basis for the purpose of interviewing with any potential problems that may prevent job retention. Telamon proposes that 81% of youth employed and not attending post secondary education or advance training will retain employment for a minimum of three quarters. Employment for youth will be documented according to required policy and procedures.

*Average Earnings/Gain for Older Youth*for Older Youth- A goal of $3,264 earnings change will be met for older youth. Because many youth have little or no earned income, the minimal goal of $3,264 earnings gain will not be of great challenge. Program elements, especially work experience job shadowing, leadership development and mentoring will be incorporated in the customer’s individual employment plan to assure the obtainment of this goal. Youth retaining stable employment within six months of exit will more than likely exceed this goal.

*Credential Rate* for Older Youth- Forty-seven (47%) of older youth will be employed in post-secondary education or in advance training during 1st quarter after exit and will receive a credential such as a high school diploma, GED and C.N.A. to name a few through attendance from the local technical colleges, Southern Training Institute, and other state certified learning institutions. Youth will receive support in the form of ITAs and Participant’s materials.

***Common Measures***

*Placement in Employment or Education* for Youth – Telamon will target a performance goal of seventy five percent (72%) for youth placed in employment, the military, post secondary education and/or in advanced/occupational training during the first quarter after exit. Youth Specialist will implement strategies to ensure that those youth who are not employed or in post-secondary education at date of participation; enter and remain in employment or secondary education the first quarter after exit. For these youth, an objective assessment and an ongoing service plan/IEP will be utilized that will include obtaining job readiness and occupational skills. Work experience and On-The-Job training may be utilized. The IEP will reflect the proposed employment or education goal and determine how the goal will be reached. This plan will be modified as necessary. Barriers will be addressed and time lines will be set to ensure entered employment and/or advanced education.

*Attainment of a Degree or Certificate* for Youth – Seventy percent (70%) of youth enrolled in education at the date of participation or at any point during the program will attain a high school diploma, GED, C N A certification, and CDL to name a few through attendances at approved learning institutions. Youth Specialist will provide service coordination and case management to ensure that participants attain a degree or certificate while receiving services by the third quarter after exit.

*Literacy and Numeracy Gains* for Youth – Out-of-school youth participants will be assessed at the time of intake or within 60 days following the date of participation by Youth Specialist or Filed Service Clerk. This initial assessment will determine the educational functioning levels in reading, writing, numeracy, speaking, listening, functional and workplace skills. Of those out of school youth identified as being basic skills deficient, eight five percent (85%) will advance one or more functioning level by the end of one year following the participation date. Youth Specialist will use an assessment procedure comprised of a standardized test such as TABE or a performance assessment with standard protocols to pretest and post-test participants. Other approved assessment instruments may also be used to determine functioning levels within Adult Basic Education (ABE) and English as a Second Level (ESL). Case managers will coordinate their efforts with the adult literacy programs in the local areas to maximize service delivery to participants.

\*Note: Based on the negotiated rate once received from the Georgia Department of Labor

**VIII. WORK EXPERIENCE:**

Telamon staff will conduct the following activities for any Work Experience component that may be provided:

* Develop training plans and competencies for each site
* Secure, train and supervise staff to counsel participants at worksites
* Develop and secure worksite agreements with participating worksite supervisors
* Maintain records necessary to document attendance and competency acquisition
* Provide participants with information explaining the goals and objectives of the Work

 Experience as well as the policies of the worksite

* Assist with participant timesheet pick-up/check delivery
* It is projected that 20 youth will receive Work Experience Training

**IX. NEEDS RELATED PAYMENTS**

Participants will not be paid a wage for classroom training. However, Needs Related Payments may be made available. The amount of assistance received may vary by participant based on the demonstrated need, attendance and evidence of progress.

 **X. STAFFING:**

Telamon’s Youth Specialists are required to have completed a minimum number of post-secondary units in a counseling related curriculum. As they function within a customer-centered system, it is their duty and role to utilize required skills to assist customers in identifying and overcoming barriers to educational enhancement, employment, as well as, self-sufficiency. Case notes concerning participant, employer or other contacts are entered in a timely manner into the on-line Georgia Workforce System (GWS) to record all customer/case manager interaction for each customer. These notes are referred to when communicating with the partners regarding the well-being and progress of the customer.

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| **POSITION** | **RESPONSIBILITY** |
| State Director\*\* | Oversight of all program and staff activities |
| Deputy State Director\*\* | Provides daily guidance and oversight to program staff |
| Performance Specialist\*\*Program Coordinator\*\* | Supervises Youth Program Staff, Provide Quality Assurance, Technical Assistance and Monitoring |
| Youth Program Specialists | Works directly with youth customers |
| Administrative Assistant\*\* | Provides clerical support to the State Director |

\*\*This staff cost share their time with other funding sources.

**XI. TRANSPORTATION:**

Telamon Corporation will assist customers by coordinating services through local public services means and through the utilization of our voucher service system for those who have access to a vehicle. The customer will also be able to use support services to obtain means of transportation. When there is a special activity planned, Telamon will sponsor transportation through a rental or charted means with a reputable and or/ licensed company.

**XII. FACILITIES:**

The office is located at 150 North Butler Avenue, Midway Mall, D-5 Midway, GA 31320. Participant’s files will be maintained at the local office in Midway during the contract period. All financial records will be maintained in Raleigh, NC at the organization’s corporate headquarters.

**XIII COLLABORATION:**

Telamon will work with the various educational entities, to include local technical colleges, to develop customized training. Collaboration with American Red Cross to provide cardiopulmonary recitation (CPR), HIV and CNA training for us; New Connections to Work, Georgia Fatherhood Program, Georgia Department of Labor does job readiness training, on-site work experience for our customers by entities such as Sheriff Departments, local County Hospitals, and Regional Libraries does summer employment and work experience training; and local employers and others as necessary to provide for the needs of youth.

*Linkage and coordination with local school systems and educators.* Linking youth and school to integrated health and human services is a strategy Telamon will use to do this. Telamon Corporation will be coordinating with County schools to provide services and assistance to youth customers that are seeking academic support as well as employment opportunities. Relationships have been established with the local schools and will continue as youth customers become involved in the program.

The Youth Program Specialist will be a liaison to provide comprehensive support and services to youth and families. There will be a continuous coordinated effort between the Youth Specialist and school counselors, teachers, parents and school administrative staff to identify problems, set up conferences, assembles resources, formulate a strategy, and evaluate outcomes. The existing linkage between Telamon Corporation and health and social service agencies, colleges and universities, business and industry, as well as, private organizations will ensure readily available high-quality services that are accessible.

The Youth Program Specialist will link with existing collaborative efforts in the community such as the Boys and Girls Club, South Georgia Regional Library, and other Public Libraries in the proposed counties, Big Brothers of America, Job Corp and ABAC to provide educational and skill training, American Red Cross to provide CPR, first aide and babysitting services. County Department of Family and Children Services that have provided paid, unpaid work experience, Technical College will provide basic skills assessment, Adult literacy, GED preparation, occupational skills training, referrals, and Chamber of Commerce will provide leadership skill training, business and industry contacts, community and economic development training. Also, the Youth Specialist will encourage collaboration at every level between the local school system and other institutions that will share in meeting the needs of youth and their families. Further, the youth specialist will collect and provide to the local school system information that will include services offered by collaborative partners. This will ensure that appropriate referrals are made. The Youth Specialist will coordinate efforts to modify, expand, or create new services and supports when needed. This strategy will lessen the degree of mismatch so that youth will obtain the knowledge, skills, and dispositions necessary to be successful in the next stage of their lives—that is, to successfully complete their secondary education and pursue post secondary education, training, or meaningful employment.

*Interaction with one-stop partners*. In addition to being a member of the Local Workforce Investment Board (LWIB), Telamon is a required partner of the one-stop service delivery system. Therefore, efforts to coordinate and collaborate with other one-stop partners are greatly enhanced. Prior to the enactment of WIA, Telamon already had a long, positive working relationship with most service agencies in the community. Through an agreement with the Georgia Department of Labor, we exchange service related information and make cross referrals; local businesses provide employment opportunities; the Department of Family and Children Services (DFAC) provides an array of social services; Migrant Education is supportive with tutoring and family support; Project Share (Salvation Army) assists our clients who are in need of clothing - to mention some of those with whom we already work. These agencies have worked cooperatively with us over the years and their cooperation is expected to continue.

As a partner of the One-Stop Center, our office is also tied electronically into the Center. This was facilitated with funds from the Georgia Department of Labor to upgrade computer/internet capability so we could access available programs. Electronic capability gives our customers access to local labor market information through the America's Job Bank, the local Department of Labor job listings, etc. within the Center. Additionally, electronic accessibility will allow our customers to develop and transmit their resumes and job applications by utilizing the America's Talent Bank. These are just two of the tools that Telamon anticipates using with our youth customers when they get to the point where employment is their goal. The primary focus of our adult employment and training program is job placements. As such, we have established contacts with the area employers. These same contacts will be used for employment purpose once our youth customers are ready for job placement. The technical colleges will provide customized training for our targeted population and it is anticipated this will continue as needed with our youth.